

KIDS CLUB

PARENT HANDBOOK



Provide Care When You Can't Be There

OUR PHILOSOPHY

We are here to nurture your children's desire to learn and to help parents with the important work of guiding your child's intellectual, emotional and physical development.

The children at Kids Club are encouraged to explore, investigate and fulfil their natural curiosity within their environment.

At Kids Club, children develop and participate at their own pace and learn that school can be an unending adventure.

OUR GOALS

Our Goals

At Kids Club we aim to:

- Provide support to the schools through our homework programme.
- Encourage children to participate in our physical activity programme.
- Use consistent behaviour management strategies that support the development of life skills
- Work in partnership with caregivers to ensure that all children receive consistent care.
- Provide all children with a safe, secure and inclusive environment
- Promote the value of play and recreational activities which meet the developmental needs and interests of all children
- Encourage children to be responsible and show respect to others and their property
- Help children enhance their life skills through appropriate programming and stimulating activities Utilise and encourage the use of special skills, expertise and diversity of our families, community and staff members.
- Provide a secure and stimulating environment for staff
- Encourage and provide professional development for staff to enhance their skills, knowledge of OSHC.
- Comply with all legislative requirements by providing ongoing training and regular service reviews

PARENTS PARTICIPATION

We value the contributions of parents at KIDS CLUB. If you have any suggestions, pass them on to the Group Leader, the Director, or pop the idea into the 'ideas book' located on the front desk. We encourage parents to share their cultural interests and traditions, as it enriches our program and the life of the Centre. We also welcome and encourage parental input at our Centre, e.g. music, language, dress style, art forms, cooking. Please remember to use the diaries to communicate to staff in addition to the daily verbal communication.

Please feel free to communicate any queries or concerns you may have, so that we are able to help you if we can. If you have any goods that we can recycle to use in the Centre, we welcome these as well.

FIRE AND EMERGENCY POLICY

Regular fire drills are held at the Centre and speedy evacuation is ensured in the event of a fire. Play areas are fitted with wide fire exit doors. Fire extinguishers are strategically located throughout the Centre. As part of our fire safety measures all children in attendance at the Centre are noted from the attendance sheet. Each child is identified during our fire drill. This is why it is important to ensure that you sign each of your child/ren 'IN' and 'OUT' of the Centre each day.

Failure to sign 'IN' places their safety in danger and failure to sign 'OUT' could result in staff or fire officers entering the burning building to locate a missing child. In the event of a fire or other emergency affecting your child, parents or people nominated, as urgent contacts will be telephoned, if none available the police will be called.

SUNSAFETY POLICY

At KIDS CLUB we practice a sun safety policy, as recommended by the Queensland Cancer Council. We encourage the parents to foster this Sun Safe Practice whenever possible.

To enhance this practice we recommend and practice the following guidelines.

1. Parents are encouraged to put sunscreen on the uncovered areas of their children before they leave home OR when they arrive at the Centre, if appropriate, using Centre's sunscreen. The Centre uses the recommended SPF 15+ Broad Spectrum Sunscreen.
2. Staff will repeat this procedure at the appropriate time in the daily timetable, before the children go out into the sun.
3. An effective educational program will be reinforced throughout the year to teach the children sun safe habits.
4. Staff will maximise the use of outdoor shade areas in their program planning. Effective program planning will reduce, where practicable, the time spent in the sun between the hours of 10:00am and 2:00pm.
5. We promote the importance of parents, staff and voluntary helpers, as role models in relation to sun protection strategies.

6. We will make available relevant information, to the parents, about sun safety precautions, recommended by the Queensland Cancer Council.
7. Parents are required to dress children in loose clothing which cover all their body (no bare backs or midriffs please).

NOTE: A Child on medication may have a reaction when exposed to sunlight.

STAFFING POLICY

Our staff are fully trained in Early Childhood, or are in the process of completing their training. Further information on the qualifications required in Early Childhood are stated in the Child Care Act 2003 booklet. Staff qualifications can be viewed at the front sign in desk.

Staffing levels are maintained according to these guidelines. – 1 Adult to 15 school aged children and 1 adult to 8 school aged children for any excursions. All staff are encouraged to further their knowledge of early childhood and extend their qualifications whenever possible.

Staff attend regular meetings.

It is important to our staff to keep you up-to-date with your child's progress and day-to-day experiences. There is a whiteboard in our main Kids Club Room, which shows what the children do each day for that current week. There is also a Parent/Teacher communication form located on the front desk where either the teacher and/or the parents can communicate various information to each other. Otherwise speak to the person in charge.

The Centre encourages students of Early Childhood Studies to obtain work experience with the children, as part of their practical studies. These students are always under the direct supervision of our own Group Leaders who uphold the ethics and philosophies of the Early Childhood Profession.

HEALTH AND HYGIENE POLICY

KIDS CLUB is dedicated to providing all staff and children with an environmentally healthy and hygienic work place.

Staff are encouraged to maintain a code of safe practice in all health-related issues. Strict guidelines are provided by the Department of Human Services and Health, entitled “Staying Healthy in Childcare”, which are followed to enable the best quality care in the broad spectrum of health related issues we face each day.

Health issues are reviewed on a regular basis, as we keep up to date with our professional advisers in the health industry. We will share this knowledge with our parents.

Hygiene rules and regulations are a very important, everyday occurrence at the Centre. Training of all our staff under strict and professional supervision is maintained all year. Each area in the Centre has a certain criteria that must be ensured to give staff and children a safe and healthy environment.

We, at KIDS CLUB, encourage all parents to participate in our health and hygiene codes wherever possible and share any knowledge they may have with us. Children are taught simple hygiene routines, such as flushing toilets, washing hands and nose wiping.

ILLNESS POLICY

Children in Childcare Centres have a higher risk of contracting infectious diseases such as Gastro-enteritis, diarrhoea, measles, chicken pox, mumps and flu that children isolated at home.

To minimise the risk of your child catching any infections at the Centre any signs of any children displaying signs of an infection or with a temperature over 37 C will not be admitted. If already at the Centre, parents will be contacted and asked to arrange for their child to go home immediately.

Staff will do everything possible to minimise the spread of the infection within the Centre through consistent hygiene practices.

At times, if a child has a suspected contagious condition, staff/management may ask the parent/carer to pick up the child and obtain a doctors clearance before re-admittance to the centre.

HEAD LICE POLICY

If head lice have been discovered at home, the Child will be unable to attend the centre until one treatment has been carried out. Any child displaying the signs of head lice e.g. scratching continuously, will be checked for head lice and on discovery of head lice, the child will be isolated and the parent contacted and asked to arrange for their child to go home and proceed with the appropriate treatment.

ILLNESS, ACCIDENTS AND INCIDENTS POLICY

KIDS CLUB promotes safe practice at all times. Despite this, illness, accidents/incidents may occur. In this case, First Aid will be administered to the child. This is then written on an Incident/Accident Form. This form is to be sighted and signed by the parent and then will be placed in the Child's file. (All staff hold current First Aid Certificates). Should the injury/illness be serious, the parents will be notified as soon as practicable by the Director or person in charge. All reasonable steps are taken to provide appropriate medical attention for the child following this call.

If a parent or emergency contact cannot be reached, the Director or person in charge will act on behalf of the parent and contact the family doctor or hospital and follow their instructions. Should an ambulance be necessary, the parent will be required to pay any costs involved. A staff member known to the child will accompany the child to the doctor/hospital and stay with them until the parent arrives.

Documentation of the accident/incident will be recorded on an Incident/Accident Form and a full Incident Report will be written in the case of a serious accident or incident. Should a fatality

occur, all of the above would apply in addition to counselling being acquired for staff and children.

BEHAVIOUR MANAGEMENT POLICY

We encourage the practice of positive reinforcement and encourage the children, where possible, to verbalise emotions and assist the children to overcome the behaviour.

Children are encouraged to think about their actions and to show amends. Time-out is used after 3 warnings. In the case of a 'Severe Clause' e.g. Hitting, punching, kicking, swearing, Time-out is used immediately. If a child is particularly difficult, time apart from their group doing a quiet activity with the Director often helps them to settle and re-join their group more happily. In the case of severe behavioural problems the parent will be called and asked to arrange for the child to be taken home immediately. If this is done, it is not always convenient for the parent and whilst we understand that, we also have a 'duty of care' for the other children in our care and staff's attention can not be monopolised by one child for an extended period. *So please understand, that if you are called, it is for a good reason.* The child is always encouraged to show and demonstrate a change of heart before joining their group again.

Our behaviour code is upheld at all times, including meal times, so that they are happy social event in the day's routine, promoting acceptable social behaviour.

Staff will always endeavour to communicate any incidents concerning a child to the parents. Staff will also endeavour to keep open communication with parents and answer any questions parents may have, as well as welcome any wisdom that parents may wish to share.

It is the Managements discretion to suspend or expel a child from the centre if behaviour is deemed to be a danger to staff, other children or themselves or their actions/words are extreme. This includes behaviour where a staff member is constantly attending to a child and other children are being neglected. As you can understand we have a duty of care for **all** of the children attending our Centre. If a child is suspended/expelled fees will still be charged for days booked.

CHILD PROTECTION POLICY

KIDS CLUB will uphold the safety and well-being of each child at all times and take a proactive role in protecting children from abuse by all those with duty of care, staff, family members and others. We support this by:

- ◇ Positive child guidance and behaviour management practices by parents and staff.
- ◇ Interpersonal support for families and resource referral services;
- ◇ Appropriate education for children about personal safety and how to maintain it.
- ◇ Ongoing staff training and conditions which support the physical and psychological well being of staff.

The rights of a child will be paramount. However, the Centre recognises the delicate balance across the rights of the child, family, staff and Centre.

PARENT CONCERNS

The Centre seeks to offer support and maintain open lines of communication with the parents. Should a parent have any concern over any issue, he or she is encouraged to arrange an appointment at a convenient time with the Group Leader or Director to discuss the matter. Our doors are always open, and if needed Management can be contacted at home on our private numbers provided.

This matter will be handled with interested care and concern. The Group Leader and/or the Director will endeavour to resolve the matter to the satisfaction of the parent. Management appreciates all communication from parents as this helps the Centre to meet all the needs and concerns of the parents and children, and improves Centre practices.

Should the matter be unresolved, then the parent is free to contact:

Office for Early Childhood Education & Care
Darling Downs South West Qld Region
PO Box 38
Toowoomba QLD 4350

OR

Office for Early Childhood, Education & Care
Darling Downs South West Qld Region
178 Hume Street
Toowoomba QLD 4350

Phone: 07 46169125 or Fax: 46169100

OTHER CHILD RELATED CONTACTS

Family Assistants Office

PO Box 1903

Toowoomba Qld 4350 - Website www.familyassist.gov.au

Australian Immunisation Register

Ph: 1800 653 809 (free call)

Email: acir@hic.gov.au

Website: www.hic.gov.au/general/acircirghome

Queensland Private Speech Management of Young
Pathology Children Program

Group Inc Student Development and
Adjustment

PO Box 393

Toowong Qld 4066

Ph: 3871 3699

Cnr Mort and Taylor Street

Toowoomba Qld 4350

Ph: 46 32 58 60

STAFF CONTACTS

Kids Club

PO Box 815

Dalby Qld 4405

Ph/Fax 07 46698416

Ph: 0400 954 772

Elisha Pedler

“Alambie”

MS 335

Jimbour Qld 4406

Ph: 07 46636171

Sandra Hoopert

“Waroonga”

Jondaryan Qld

Ph: 46 924294

ACCOUNTS/PAYMENT PROCEDURE

Accounts are emailed and in the case where no email address is provided are printed and placed in the accounts pocket with your name on it. It is your responsibility to collect these accounts and pay them accordingly. These accounts are calculated 1 week in advance. You are asked to promptly settle any accounts. Direct Debit option is available where money is deducted from your bank account weekly, fortnightly, monthly for a small fee. If there are any financial worries with families, Parents are encouraged to speak to the Person in Charge or arrange a time to speak with Management so that a payment plan can be arranged. Care may be refused if accounts become overdue without any form of contact from Parents.

A receipt will be placed in your pocket if required.

Two weeks notice is required for any holidays or breaks away from the Centre or cancellations. During a break from the centre (if your child is booked in for 4 or more days per week) Parents will be charged at a half priced rate (for 2 weeks of the year only) so as to ensure your booking during this break from the Centre.

Any absences from the centre, are still charged to you so that your booking can be retained. DEEWR give each family 42 absences per child a year. Once these absences have been used, an illness certificate is required for any illness absences, a court order for custody absences and a signed affidavit stating work shift affecting your permanent bookings. Without this documentation, you will be charged FULL Fee for any absences after the 42 days. This is out of our control and we can only pass on the full fee, if DEEWR don't pay us your CCB.

If you have any queries regarding your CCB, please contact Centrelink as we have no control over the amount you receive.

If you cancel your booking without giving two weeks notice and your child does not attend Kids Club, you will be charged FULL FEE as we are unable to claim the CCB.

If your booking falls on a *public holiday*, your account will be debited for this day as the bookings go from a week-to-week basis.

If your child is booked in for 4 or more days a week, and you wish to take leave, please contact management, as we will refund ½ of your out-of-pocket expenses. We allow you 2 weeks holiday discount per calendar year.

Upon enrolment, a 'booking fee' is due of \$20 per child. This is refunded upon cancellation of your booking and all fees paid up to date.

OPENING TIMES & LICENSING

Kids Club is Licensed under the Child Care Act 2003 and must comply with the Act at all times.

Kids Club operates from 6.30am to 8.30am for Before School and 3.00pm – 6.00 After School. Our Vacation times are from 6.30am – 6pm. ***Should you for any reason be late picking up your child a \$10/min fee will be charged*** – operating on the Kids Club clock. We are in breach of our license if we operate outside these times and we are also not covered by our insurance outside these times. This fee will appear on your statement as a Surcharge and is payable upon the fees being

paid – **NO IFS or BUTS**. We also cannot open our doors until 6.30am for these reasons.

Kids Club accept bookings for school aged children (prep – year 7). A child is not classed as school aged until they set foot in the school and is enrolled in that school. By the same token they are not finished Year 7 until they have set foot in the High school – enrolled as year 8.

Kids Club are licensed to carry 60 children for each session as per the Child Care License displayed on the front desk.

FURTHER INFORMATION

Kids Club Dalby, (Hoopert Custom Cutters Pty Ltd & the Trustee for Pedler Family Trust) is licensed under the *Child Care Act 2002* and must comply with the *Child Care Regulation 2003*, including for example with requirements about activities, experiences and programs, number of staff members and children and also staff members qualifications. The following is the information required:-

Contact Number Office for Early Childhood Education & Care
Darling Downs Sth West Qld Region
PO Box 38
Toowoomba Qld 4350
Telephone: 46169125
Fax: 46169100

- The Age group catered for at Kids Club Dalby is Prep Children through to Year 7.

The Staff taking care of your child whilst in care are:-

- Sandra Hoopert - Owner/Director Cert III in Children Services (Currently studying Diploma in Childcare)
 - Elisha Pedler - Owner/Director Cert III in Children Services (Currently studying Diploma in Childcare)
 - Patricia Biggs - Group Leader Cert III in Disabilities (Currently studying Diploma in Childcare)
 - Tamara Sorenson - Assistant Trainee – studying Cert III
 - Jayden Biggs – Group Leader (Currently studying Degree in Education)
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- . The program for which your child has been taking part in, is clearly displayed on the whiteboard near the sign-in desk
 - . Any notices stating current information about the groups and staff at the centre are clearly on display near the sign-in area.
 - You are within your rights to ask any information regarding the following:
 - . A general description of the activities and experiences given by the service;
 - . Our philosophy about learning and child development, outcomes and how it is intended the outcomes will be achieved. (our philosophy & goals are on display near the sign-in area and in the parent handbook)
 - . The goals about knowledge and skills to be developed through the activities and experiences.

If you require any further information, do not hesitate to contact Management at any time.

HEALTH AND SAFETY

This Health and Safety section is your guide to health issues and the ways in which you and the staff can work together towards maintaining healthy children and a healthy and safe environment.

Please read this section carefully, as becoming familiar with this information will:

- ◇ Help you to understand the procedure that will be followed if your child become ill or is hurt whilst attending the Centre;
- ◇ Alert you to some of the common infectious diseases your child may encounter whilst at the Centre;
- ◇ Give you guidelines to recognise when your child may be unable to attend the Centre due to illness, injury or convalescence.

The health and safety policies implemented by the Centre are done so in accordance with the Childcare Regulations set by the Department of Families. These regulations require us to collect and keep on file specific information that will assist us in caring for the health and safety of each individual child in our Centre.

Consequently you are asked to supply the following information.

- ◇ Telephone numbers for yourself, your emergency contact/s and your child's doctor.
- ◇ Your child's medical history, including any known allergies;

- ◇ Written permission for staff to seek medical attention from outside sources (doctor or hospital), including the use of an ambulance to transport the child.

NOTE: In trying to decide emergency contacts for your child, you may need to consider different people for different emergencies (e.g. during hours, after hours, etc).

Please remember that the information given on an enrolment form may change during your child's time at the Centre. It is, therefore, your responsibility to make sure that the appropriate staff member is given any change to this information, or additional information, immediately you become aware of it. This is for your child's safety.

HYGIENE PRACTICES

High standards of hygiene practices are implemented throughout our Centre. These include:-

- ◇ A strict hand-washing procedure followed by staff, before and after wiping children's noses, serving food, administering medication and cleaning equipment.
- ◇ The wearing of rubber gloves by staff if a child is bleeding;
- ◇ Total cleaning of the children's toilet areas twice daily, as well as when necessary.
- ◇ Insisting children wash their hands before and after meals, after using the toilet, as required throughout the day for general cleanliness.

The following symptoms will help you and staff notice quickly if your child is sick:

(This list is taken from “Staying Healthy in Child Care” prepared by National Health and Medical Research Council)./

- ◇ Severe, persistent or prolonged coughing (child goes red or blue in the face, and makes a high pitched croupy or whoopy sounds after coughing);
- ◇ Breathing trouble ;
- ◇ Yellowish skin or eyes;
- ◇ Conjunctivitis (tears, redness of eyelid lining, irritated eyes, followed by swelling and discharge);
- ◇ Unusual spots or rashes;
- ◇ Patches of infected skin (crusty or discharging, yellow area of skin);
- ◇ Feverish appearance;
- ◇ Unusual behaviour (child is cranky or less active than usual, cries more than usual, seems uncomfortable or just unwell);
- ◇ Frequent scratching of the scalp or skin;
- ◇ Sore throat or difficulty in swallowing;
- ◇ Headache, stiff neck;
- ◇ Loss of appetite;
- ◇ Vomiting’
- ◇ Diarrhoea;
- ◇ Mucous discharge from the nose (thick green, bloody).

If your child exhibits any of the symptoms indicated previously, at home:

- ◇ Keep your child away from the Centre;
- ◇ Contact the Centre and advise of your child’s absence and enquire if other children are suffering from similar

symptoms (this information may be of assistance to your doctor);

- ◇ Consult your doctor; and
- ◇ Consult the Exclusion Chart in this book and Centre's Policy on administering medication.

Please Note: It is important to report your child's illness to the Centre, as this helps staff to:

- ◇ Watch for similar signs in other children;
- ◇ Alert other parents (particularly those who may be at risk or who have children who are at risk).
- ◇ Protect themselves.

If your child exhibits any of the following symptoms at the Centre we will proceed with the following steps:

- ◇ Notify you immediately that your child is unwell. Please ensure that if you change your contact phone number for the day, you inform staff, as this will avoid delays in contacting you;
- ◇ Discuss collection of the child either by you or your Emergency Contact. The best place for an unwell child is in the familiar surroundings of their own home. As the Centre does not have the facility to adequately care for children who are unwell, and as there is a great risk of the infection spreading, we ask that the child be collected within the hour; and
- ◇ In the event of the Director/Person in Charge being unable to make contact with you or your Emergency Contact, they will take whatever steps necessary to ensure that child's

well being. If this includes the use of the Doctor and the Ambulance. The parents must meet all costs.

A report will be made, noting the symptoms of the child, the times of contacts with parents and the steps taken to assist the child and given to the person collecting the child which may then be of assistance to the Doctor.

OUTDOOR PLAY

A varied selection of outdoor equipment is provided to encourage the children to climb, balance, swing etc. This varies at times due to weather conditions. The children's safety is of prime importance at all times. The children have input into the after school program and Kids Club are actively involved with the Active After School Sporting Program 3 times a week, where at times, an outside Deliverer comes to the Centre. In the past we have had Dancing, karate, Basketball and Gymnastics.

All children must wear a hat and sunscreen when outdoors. For further information refer to our Sun Safety Policy.

EVACUATION PROCEDURE

A regular evacuation drill is performed to ensure that all staff and children are well practised in evacuating the building and grounds as quickly as possible. An evacuation procedure and exit plan is displayed in every room – please familiarise yourself with the procedure.

FOOD AND NUTRITION POLICY

KIDS CLUB aims:

- ◇ To promote a safe and nutritious diet which is based on the guidelines set by the National Health Council (Caring for Children in Care, NSW Health Department).
- ◇ To teach children about food and nutrition.
- ◇ To provide an acceptable social climate which supports family cultural values;
- ◇ Out staff will prepare a nutritious, healthy lunch every day (during Vacation time) and each afternoon tea times (Through the school term), which is prepared from locally bought produce.
- ◇ Food is handled hygienically at the Centre (e.g. food is served with tongs or ladles);

NOTE: Please inform our Staff if your child has special dietary needs. If your child has specific dietary needs, parents are required to supply the meals for the day. Please ask a staff member to store away anything that needs to be stored in the fridge, clearly marked with the Childs name, as the kitchen is the staff only area.

If a child is booked in for a 'Before School' session, breakfast is to be supplied by the parents and can be stored on the premises. Please supply airtight container to store any breakfast cereals. All food supplied by parents is to be clearly marked on the outside of containers.

GENERAL RULES POLICY

To help keep KIDS CLUB as safe and secure as possible for all children, we ask you to follow these simple rules:

- ◇ Ensure that the door is securely closed behind you and that no children are out on the front verandah area unaccompanied;
- ◇ We have a completely smoke-free environment, so please extinguish your cigarettes before entry of the school grounds;
- ◇ Ensure there are no sharp or dangerous materials in your child's bag;
- ◇ Please ensure your child has sensible footwear, not thongs, as they can be dangerous when climbing;
- ◇ Always make sure children are properly supervised outside the Centre;
- ◇ Ensure your Car is sensibly parked and not blocking any other driver's view;
- ◇ Dress your child in comfortable and sensible clothing;
- ◇ Notification of any change of address, phone number, custodial arrangements or emergency contact is vital;
- ◇ Medication will only be administered at the Centre if it is considered necessary for the maintenance of health and all guidelines will be followed.

GENERAL MEDICINE POLICY

On admission, you will be required to give us details of your child's development, medical records, allergies and any special needs. It is vital that we are notified of any changes, to ensure the safety of your child. Only Doctor Prescribed Medicine will be administered to a child. Parents must fill in a medication form and sign this form. It is important to inform the Staff on duty at the time of this, and then put the medicine into the refrigerator for safety purposes.

TRANSPORTATION OF YOUR CHILD

Kids Club Dalby provides a Courtesy Bus for transportation to and from school for any children not attending Dalby South. We also – from time to time – will drop children off at various sporting events (if within our bus transport times). New laws have come into place and any child under the age of 7 or between the weights of 14kg and 26kg, **must** be in a booster seat, with either an over the shoulder seat belt, or a 5 point harness. We will receive a \$300 per child fine if we are breach of this law. We have 6 booster seats and 1 harness. Please explain to your child regarding this law, as some children will have the perception of being a 'baby' if we put them in this seat.

WHERE ARE WE?

On the next page is a mud map of the locations at the school to which we are licensed to use.

