

Family Information



Enriching Your Child's Future



Message for Go Kindy Parents

Dear Parent,

Selecting childcare is an extremely difficult time in any family's life. All parents want to be confident that their child will be secure and loved. Parents also want to feel welcome and be able to participate as their child learns and grows. Go Kindy has a philosophy that children learn best when they are loved, supported and nurtured.

For over twenty years Go Kindy Management has provided children with an enriched learning environment, saturated in learning experiences that promote maximum growth for each child in enjoyable surroundings. Our vision is to develop each child's full potential by providing quality childcare and education.

It is a known fact and a well published message by educators that the most important time in a child's life is the first five years. It is also a known fact that children learn best by engaging in learning activities based on a child's interests – they learn by doing so in a positive, supportive and fun environment.

Programs at Go Kindy will be individually focused and structured to enhance each child's total development. The journey your child will embark on will enable them to grow physically, emotionally, intellectually and socially. By providing a balance of structured play, exploration and group participation at Go Kindy your child will develop valuable life skills now and for the future.

Go Kindy has a dedicated professional team that realises the importance of their role. Your child has only one childhood and they are committed to providing the best possible start.

As you travel through our information booklet many of the questions you have about Go Kindy will be answered. If you are unsure about any issues please don't hesitate to ask our Centre Managers.

Our Go Kindy Team takes great pride in the care we offer. We look forward to welcoming your family in the near future.



Chris Passfield
MANAGING DIRECTOR



Welcome to Go Kindy

Go Kindy Early Education Team would like to welcome all our families to our service. Our team looks forward to the time you will be spending with us.

At Go Kindy we aim to provide a quality care and learning environment that is responsive to the needs of each child and their family.

Go Kindy is licensed to care for children between the ages of six weeks and five years. Our services are open 7 am to 6 pm Monday to Friday, 52 weeks a year (apart from gazetted public holidays).

We strive to provide opportunities that will enhance your child's growth and learning experiences while they are at Go Kindy. You are always welcome to visit the service or call us at any time. We encourage you to share your skills, experience and talents to improve the quality of care and learning opportunities available to your children.



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Our Vision

Go Kindy strives for an early childhood setting to be a place of **belonging, being and becoming**.

At Go Kindy we aim to provide a quality care and learning environment that is responsive to the needs of each child and their family.

We believe in:

Collaboration - To work within a partnership with families and communities to achieve our vision

Adaptability - To remain flexible within our structure or to be able to adapt to the needs of our families

Respect - Each individual should always be valued and treated with respect, kindness, understanding and openness

Individuals - To ensure all families feel accepted and valued



KEY CORE VALUES



Go Kindy strives to provide a quality learning environment by adopting **Key Core Values**. These values provide the heartbeat, direction and balance for our team in our quest for quality care and education.

Being

knowing ourselves; our relationships with others.

Belonging

connected to family, community, culture and place.

Becoming

recognising our potential and possibilities.

Care

to cater for; to nurture.

Protect

to provide sanctuary; look after.

Educate

gain knowledge; awareness.

Self-respect

to sense worth; appreciate own strengths; confidence.

Belief

to trust; to have confidence.

Joy

to feel content; to be happy.

Integrity

to act honestly and ethically at all times.

Excellence

strive for the best we can do.

Service

to focus on the needs of staff, children, family & community.

Accountability

to take ownership of our actions and behaviours.



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Early Childhood Education

with the National Quality Framework



Early Years Learning Framework

Go Kindy Life Skills Curriculum

Our focus is to empower each child to become a confident and successful learner for life.



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Respecting Relationships

Educator

- A good listener
- A professional
- Passionate and dedicated
- Good communicator
- Role Model for teaching children
- Ability to bond and accept individuals qualities

Child

- An individual
- A creative thinker
- Thrives by positive interactions
- Are confident and involved learners
- Are communicators and problem solvers

Parent

- Determines how a child grows
- Has a special relationship with the child
- Knows the child best
- Committed to working with the child in a relationship
to support a child's learning



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Go Kindy's Aims & Goals

Go Kindy will promote the growth of wisdom and knowledge through our Go Kindy EYLF Lifeskills Curriculum that honours the essential qualities of empathy, respect, perseverance and resilience and a passion for learning and that also promotes and reflects the major obligations defined in the set Curriculum Framework Guidelines:

This will be achieved by

- promoting and supporting respectful and life-enhancing relationships.
- practising in ways that acknowledge the child as capable and resourceful.
- striving for meaning and connections.
- honouring diversity.



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Being, Belonging & Becoming Our National Curriculum

The Early Years Learning Framework (EYLF) is the first national based curriculum for educators working in early childhood. Go Kindy Educators utilise the EYLF framework in partnership with families to create learning experiences that reflect the children's ideas, strengths, interests, abilities and talents. The EYLF framework has a specific emphasis on play-based learning and recognises the importance of communication, language (including early literacy and numeracy), social and emotional development.

The core trilogy of thought behind the Frameworks curriculum defines this period as a time of...

being

Being is about living here and now. It is about the present and them knowing themselves, building and maintaining relationships with others, engaging with life's joys and complexities, and meeting challenges in everyday life.

belonging

Belonging is the foundation for living a fulfilling life. Children belong first to a family, a cultural group, a neighbourhood and a wider community. Belonging acknowledges children's interdependence with others and the basis of relationships in defining identities.

becoming

Children's identities, knowledge, understandings, capacities, skills and relationships change during childhood. Becoming reflects this process of rapid and significant change that occurs in the early years as young children learn and grow. Children commence to establish a sense of identity from an early age, this influence shapes the type of adult they will become.



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Feedback about your Child's Development

Each child at Go Kindy will have an individual learning portfolio. The portfolio will document children's learning and development and will contain a range of information including:

- photos of your child's participation in our program;
- samples of your child's work;
- reflections and observations by carers about your child's development and learning;
- family input sheets;
- feedback from parents.

The USB portfolios are available on request and you are able to view these at any time during your child's enrolment at any of our Go Kindy services. Twice a year the Lead educator will reflect on all information collected about your child and provide parents with feedback and suggested goals to support the child's further development and learning.

We recognise that each child is an individual with particular needs and potentials. Each child is encouraged to develop at his/her own level and pace and if we have specific concerns about any aspect of their development we raise these with parents as they are observed.



Communication with families

Class Dojo is a parent communication app used to communicate with our Go Kindy families. Families have access to their child's story where they can view the room daily slideshows, the weekly menu, information on a daily basis on their child's eating and sleeping patterns. Class Dojo allows Go Kindy to keep parents informed on current and upcoming centre events, medical alerts and community noticeboard. Class Dojo is easily translated in over 40 languages.

Highlights of each day will be provided in the Room Diary and as a PowerPoint presentation giving parents a snapshot of each child's day.

Information is available in each room on a daily basis on children's eating and sleeping and appropriate patterns. The weekly Menu will be posted in the foyer for all to view.

The Parent Information Board provides details of upcoming events and documentation of recent events. Parents will be requested to provide feedback throughout the year on our performance, activities and their child.

The Go Kindy Website also provides details of our service and programs www.gokindy.com.au

We always welcome constructive feedback on our performance.



Arrivals and Departures

Arrivals and departures are an important part of the daily routine and they influence not only the quality of the child's day but also the quality of the parent's day. Parents are encouraged to use arrival/departure times as an opportunity to communicate with carers about their child.

To assist smooth drop offs and pickups, parents are required to:

- Leave their child in a Educator's care when they arrive and ensure that staff are aware when their child is leaving Go Kindy
- Sign in on the QKIDS kiosk on arrival and sign out on departure. The Centre Manager will assist you creating a pin on your first day at the service. This is first and foremost safety requirement as this documentation is used in the case of an emergency evacuation and maintaining educator to child ration as per the Education and Care Regulations. It is also a legal government requirement. The government Child Care Subsidy requires accurate records of attendance, as the basis for parent child care payments.
- Advise educators of relevant information concerning your child. These include but are not restricted to:
 - an unsettled night;
 - administration of medication prior to arrival at the service;
 - request for medication (please complete the administration of medication form);
 - alternate pick up arrangements e.g. a grandparent (these emergency contacts will need to be on our QKIDS software data enabling them to create a pin to sign the child in and out of the service).
 - observe the open and close times of the service

Go Kindy Management reserve the right to charge a late fee to those families who consistently pick up their children after closing time.

Persons other than parents collecting children:

Parents must:

- provide timely advice to management of alternate, one-off pick up and drop off arrangements.
- advise emergency/alternate contacts that they will be required to provide identification.
- Advise centre management of people who are forbidden to have access to their child; and
- Provide copies of relevant court orders.



Absences

Parents are asked to report all absences to the Centre Manager or Lead Educator by 9.30am. If your child is sick, please advise us of the nature of the illness, this allows us to assess infectious illness.

Some absences are allowable without affecting payment of Child Care Subsidy. If a child does not attend the session or part of the session of care, the service is still taken to have provided the session and Child Care Subsidy can still be paid, as long as the absence is allowable. An absence is allowable if the care was booked and an individual was liable to pay for that care. A child can have up to 42 hours allowable absences including public holidays in a financial year, but more may be allowable in particular circumstances (such as due to illness) known as additional absences.

Withdrawal or Decreasing Days

When withdrawing your child from the service, or decreasing days of attendance, two weeks notice in writing must be given and full fees will be applied. If notification is not given your fees in advance will be forfeited.



Fees

AIM: To ensure that effective procedures are in place to manage the day to day finances of the service.

- Fees will be charged on a daily rate. Please see the Centre Manager for your individual daily rate.
- All fees for the week are to be paid in full prior to commencement.
- All school holidays/public holidays must be paid.
- Fees will be charged as usual if your child is absent through illness or on holidays.
- Fee payments may be made through Debit Success. Debit success is the services preferred method of payment.
- A child enrolment fee is to be paid on enrolment. Your child can't be guaranteed a position until this amount is paid. One week of fees are payable prior to the child's first day. It is expected that fees are to be kept in one week's credit by families at all times.
- Two weeks notice in writing must be given if you need to withdraw your child on decrease days.

Responsibilities: Centre management is required:

- during orientation to explain the fees policy in detail to new families.
- to assist and give the parents information about CCS including the phone numbers and CRN numbers.
- to manage overdue fees through phone calls and written correspondence with parents on a regular basis.
- to ensure that payment plans are upheld as to the individual agreements.
- to apply a late fee to parents who do not pick up their child on time to cover staff overtime.

If your fees become overdue, the following actions will happen:

1. A courtesy phone call.
2. If no payment has been made, a reminder letter will be sent out asking for payment by that Friday.
3. If no payment has been made, a second letter will be issued and care will be cancelled.
4. If there is debt, this will then be taken further and any court cost will be incurred by the family.

It is at the Centre Manager's discretion as to whether to allow a family to re-enrol at the service if they had an outstanding debt in the past.



Childcare Subsidy

Child care Subsidy is the regular payment that assists most families with the costs of childcare. Child care Subsidy will be paid directly to providers in most cases, to be passed on to families as a fee reduction.

Three main factors will determine a family's level of Child Care Subsidy. These are

- Family income: the combined adjusted taxable income of parents/guardians
- Activity Test: the participation activity level of the parents/guardians
- Hourly rate caps: that apply to the type of child care service and age of the child

Combines family income A family's annual adjusted taxable income will determine the percentage of subsidy families are eligible for.

The number of hours of subsidised care families can access, will be determined by an activity test. The higher the level of activity, the more hours of subsidised care families can access, up to a maximum of 100 hours per fortnight.

Parents whose hours of paid work vary from one fortnight to the next (such as casual workers) can estimate their fortnightly hours of work based on a three-month period.

Once this enrolment process is successfully completed, entitlements can be calculated and payments made.

The individual makes a claim for Child Care Subsidy with Centrelink:

Child care providers are not directly involved in the making of a claim for Child Care Subsidy by the individual or their partner. However, the individual or their partner must make a claim, and be determined to be eligible, in order for Child Care Subsidy entitlement to be determined.

The family should create or access their Centrelink online account via www.my.gov.au to lodge a Child Care Subsidy claim for their child.

As an Approved Provider we encourage parents or carers to lodge their claim before enrolling their child. A Child Care Subsidy claim can stay active for a year without any sessions of care being reported by the child. However, Child Care Subsidy claims can only be backdated to a maximum of 28 days before the claim is delayed, the individual will not be eligible for Child Care Subsidy for any sessions of care that occurred more than 28 days before.

Providers should note that any subsidy payable for the 28-day period before a claim was made will generally be paid to the individual, not to the provider. So during this time full fees will be required by the service.

Centrelink will check and confirm the eligibility of the individual and child for Child Care Subsidy.

Families are responsible for updating Centrelink with any changes to their income, activity and other circumstances, which they can do through their Centrelink online account. Providers do not need to obtain, record or submit this information.

Information for families:

Families can create or access their Centrelink online account and lodge a claim for Child Care Subsidy at www.my.gov.au

Information for families about Child Care Subsidy and Additional Child Care Subsidy is available at

www.education.gov.au/childcarepackage.

Families can call Centrelink about Child Care Subsidy and other family payments on 136 150, from Monday to Friday, 8 am-8 pm, including for staff assistance in completing the claim form.

For information about contacting Centrelink with extra needs such as accessibility, languages, translations, hearing and speech impairment see www.humanservices.gov.au/individuals/contact-us.



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Nutrition

Go Kindy provides meals for all children attending care. The meals are prepared by a qualified cook.

Service provides:

- Morning Tea
- Lunch
- Afternoon Tea
- Late Snack

The menus are devised in accordance with the National Health Guidelines

(Go Kindy will provide each child with 50% of their total nutritional requirements).

The Go Kindy Team also consult the Good for Life – Good for Kids government initiative to ensure our dietary supplements for the children attending our services are based on the latest research on healthy eating.

Fresh drinking water can be accessed by children at any time throughout the day.

Meal times create important opportunity for children to further develop their social and language skills with other children and staff, and to be exposed to the food and eating arrangements of different cultures. We accommodate a range of individual differences, including food intolerances and food preferences. However, if there are specific requirements e.g. a particular brand of bread or pasta or milk (including formula milk) we ask that parents provide these items specific to their child's individual needs.

As a number of children at Go Kindy have food intolerances and allergies, Menu alterations are made for children with allergies and special dietary requirements.

Go Kindy aims to avoid, as much as possible, products containing nuts.

In addition, any food or drink brought into Go Kindy from home must be given directly to a carer for safe storage. Parents are encouraged to raise any specific concerns regarding their child's dietary requirements with the Centre manager and to record this information on the child's routine section on the Enrolment Form.

Formula Milk & Breast Milk Stored in Bottles

Parents are requested to discuss the individual needs for stored bottles with the Centre Manager or Lead Educator.

Parents are required to advise carers of any changes to their child's feeding plan so that it can be recorded.



Health Guidelines

Go Kindy strives to maintain the highest possible standard of health protection and disease prevention both for children and staff. These guidelines are to assist you, as parents, to decide whether or not your child is well enough to attend the service.

Go Kindy abides by Government "No Jab No Pay", in relation to immunisation for children enrolled in our services. Parents are required to provide a copy of their child's immunisation records on enrolment. NSW services require "Medicare Immunisation Schedule" documentation. We also ask parents to keep us informed about any other immunisations. We require a 6 monthly update for immunisation. Any child failing to be involved in the immunisation program isn't eligible for Child Care Benefit – a government directive.

PLEASE NOTIFY US AS SOON AS POSSIBLE IF YOUR CHILD IS DIAGNOSED WITH A CONTAGIOUS DISEASE

Medications are permitted to be administered by educators at Go Kindy services. All medications must be in their original packaging, accompanied with a doctor's letter or pharmacy label with prescribed dosage and use of medication. All medications must be handed directly to a Go Kindy Educator to be stored in a locked medication box. Under no circumstances is medication to be left in a child's locker or bag. If a child required medication throughout their time at Go Kindy, parents are required to complete a medication form to accompany all medications.

Go Kindy shares the same beliefs as "Staying Healthy in Childcare", that the best place for an unwell child is at home. A child's illness can have a diverse impact on a service. Go Kindy reserves the right to send a child home if they are deemed to be unwell. Children who have been sent home sick will not necessarily be re-admitted on the presentation of a Doctors-Certificate - the service may require a second opinion.

FIVE RIGHTS:

1. Right Medication

2. Right Time

3. Right Manner

4. Right Amount

5. Right Child

All over-the-counter medications must have a pharmacy label and may require a doctors letter if to be administered for a period of time. Staff administering medication must hold a current first aid certificate.

Parents are required to fill out a **MEDICATION FORM** and hand the medicine directly to a staff member who will place it in a locked medication box. This extra form must be filled in by the parent stating the medication to be administered. This will be counter-signed when the medication is given to the child by a staff member – it will also be witnessed by a colleague.

Remember if your child is feeling unwell the best place for him/her to be is at home as per "Staying Healthy In Childcare" recommendations. Also remember if your child is considered sick enough to be taking antibiotics for a contagious infection he/she must be kept at home. A child's illness has a diverse impact on a service. The illness prevents the child from participating in routine activities. They will require more care than the child care staff can provide without compromising the needs of other children plus keeping a sick child in care poses an increased risk of cross infection to other children and staff. Children who have been sent home sick will not necessarily be re-admitted on the presentation of a Doctor's Certificate. The service reserves the right to ask for a second opinion. Parents of children with long term illnesses such as chronic discharging green noses, or abnormal stools (not diarrhoea) can be asked to seek an opinion from a Children's Hospital or some other medical institution for tests to be carried out in relation to the problem. This is for the protection of your child as well as to safeguard other children at the service.

You will be expected to keep your child at home when:

- your child is suffering an infectious disease as outlined by the NSW and ACT Health Department;
- your child has a fever 37.5 degrees plus. The child must stay away until fever free for 24 hours;
- your child is too tired or unwell to cope with normal daily routine;
- your child requires antibiotic treatment;
- he/she requires constant one-on-one care;
- he/she is constantly crying or distressed due to illness;
- staff, in consultation with the Centre Manager, are in any way concerned about the child;
- he/she has experienced an unbroken fall to the head;
- he/she has an undiagnosed rash;
- he/she displays signs of an illness as outlined in the NHMRC guidelines;
- vomiting, diarrhoea, common cold (especially whilst sneezing, coughing and with fever), conjunctivitis, head lice, impetigo (school sores), ringworm sores.

All medications must be handed to staff. Under no circumstances is medication to be left in a child's bag or locker.



Recommended Exclusion Periods

CONDITION	EXCLUSION
Conjunctivitis	Exclude until discharge from the eyes has stopped, unless a doctor has diagnosed non-infectious conjunctivitis
Diarrhoea (no organism identified)	Exclude until there has not been a loose bowel motion for 24hours
Hand, Foot & Mouth Disease	Exclude until blisters have dried
Head Lice (pediculosis)	Not excluded if effective treatment begins before the next day at the education and care service. The child does not need to be sent home immediately if head lice are detected
Impetigo	Exclude until appropriate antibiotic treatment has started. Any sores on exposed skin should be covered with a watertight dressing
Influenza & Influenza-like Illnesses	Exclude until person is well
Measles	Exclude for 4 days after the onset of the rash
Meningitis (viral)	Exclude until person is well
Meningococcal Infection	Exclude until appropriate antibiotic treatment has been completed
Mumps	Exclude for 9 days or until swelling has gone down (whichever is sooner)
Pertussis (whooping cough)	Exclude until 5days after starting appropriate antibiotic treatment, or from 21 days from the on-set of coughing
Rotavirus Infection	Exclude until there has not been a loose bowel motion or vomiting for 24 hours
Streptococcal sore throat (including scarlet fever)	Exclude until the person has received antibiotic treatment for at least 24hours and feels well
Varicella (chickenpox)	Exclude until all blisters have dried - this is usually at least 5 days after the rash first appeared in non-immunised children, and less in immunised children
Viral Gastroenteritis (viral diarrhoea)	Exclude until there has not been a loose bowel motion for 24hours
Worms	Exclude if loose bowel motions are occurring. Exclusion is not necessary if treatment has occurred

Health & Safety

Staff are alert to the health and welfare of each child in attendance at the service at all times. The service will be regularly checked by staff for health and safety aspects.

Such as

- moveable equipment is located in safe places.
- nails will be regularly removed from equipment.
- equipment is regularly checked for jagged or rough edges.
- children will be encouraged to develop self care skills.
- equipment will be regularly washed and disinfected.
- the bathroom sink and toilets will always be kept clean.
- staff will daily inspect playground and playroom for potential hazards.



Health and Safety Procedures are included as a part of our daily routine and program.

A First Aid Attendant is always on the premises. Go Kindy carries Ambulance insurance. Families will be responsible for any charges incurred for "Normal medical emergencies". If necessary an injured child would be accompanied to hospital. There is an emergency plan in the case of accidents. The parents will be notified or the emergency contact informed. All details of accidents will be recorded. An emergency evacuation plan is operational which is in accordance with current state licensing. Accident reports are provided for parents. Provision is made for the comfort of sick children until they are collected.

Staff are trained to recognise suspected incidences of child abuse or neglect and are encouraged to report their observations to the Centre Manager or Responsible person present at the time. Excursions will be as per CECU "Children's Education and Care", ACT and DECS "Department of Education and Care" NSW.

The child's right to privacy will always be respected.

Infection Control

At Go Kindy we aim to encourage practices that prevent the spread of infection; and maintain a healthy environment for staff to work and children to play.

Infections with or without illness are common in children. When children spend time in care and are exposed to other children, infectious diseases spread. Good infection control can reduce the risk of illness and infection amongst children and staff.

The NHMRC exclusion guidelines are the benchmark used by Go Kindy for periods of exclusions for infectious diseases. A copy of the guidelines are displayed in the office.

In keeping with national and international policies, Go Kindy recognises the right of individuals to have their Hepatitis B and HIV status kept confidential.

Parents

- are required to advise the Centre Manager and keep their child at home if the child is suffering from an infectious disease as outlined in the exclusion guidelines;
- will be asked to remove their child from the service if they are sick or suffering from a contagious illness;
- are not to bring their child to Go Kindy if they are unwell; and
- are required to support Go Kindy's policies and procedures with regard to infection control.

Management of Specific Diseases

A number of children at Go Kindy have ongoing medical conditions that require specific actions when they occur e.g. anaphylaxis, asthma.

Parents of children with specific medical conditions are required to:

- provide a plan of action/emergency form at the time of enrolment; and
- notify the child's Lead Educator of any changes in the child's condition or treatment that may require a change in the action plan.

Staff will be provided with appropriate training e.g. the use of adrenalin Epipen, to support children who require specific management of particular conditions.



Emergency Evacuation/Fire

Staff will familiarise all children with Go Kindy emergency situations. This will be presented in an enjoyable manner.

Emergency Procedures:

Go Kindy Educators aim to ensure all children who attend our services are familiar with our emergency evacuation procedures. Evacuation Fire Drills and Lock Down Drills will be conducted on a three-monthly cycle, to ensure all children and staff remain comfortable and familiar with Go Kindy emergency drills. As a part of our emergency evacuation procedures all children's attendance records are logged through our digital sign in and out system, QK kiosk. This is why Go Kindy cannot emphasise enough how important it is for families to sign your child "IN" and "OUT" of the service each day.



Sun Protection

Sun protection is an important part of skin safety in the Australian climate. Staff, parents and children need to be aware of the damage sun can do.

We aim to promote a healthy attitude towards protecting skin from the sun by:

- encouraging staff/children to wear protective clothing such as t-shirts with sleeves/ collar, eye wear, hat.
- applying sunscreen.
- limiting outdoor play when the UV radiation is above 3.
- providing shaded areas in the outdoor environment.

At Go Kindy we believe in working in partnership with parents to provide effective protection and education to limit cumulative exposure to the sun.

Parents are required to:

- provide a hat which protects their child's face, neck and ears when outside – we recommend hats with an 8-10cm wide brim or Legionnaire's flap. Beanies can be worn in the winter months;
- apply sunscreen to their child prior to or on arrival at the service; and
- ensure their child is wearing shirts with collars, elbow length sleeves and longer styles of skirts or shorts (note: shoulders must be covered when children are outside).

Please note: Staff will apply sunscreen to children after lunch/sleep (babies and young toddlers) and will supervise and assist with the application of sunscreen after lunch/ sleep (older toddlers and pre-schoolers).



Enriching Your Child's Future

Excellence

Care



Being



Go Kindy
Early Education Centres



Joy

Belonging

Becoming



Belief