



FAMILY HANDBOOK

Our Family Handbook provides important information that you need to know to ensure the best possible start to quality education and care at Trikki Kidz Early Learning Group.

We strongly recommend that you read all the information provided in this Family Handbook and ask questions to confirm your understanding of how our service operates. It is a requirement of enrolment at our service that a parent/guardian sign and return the *Parent/Guardian Acknowledgement* on the last page of this Family Handbook to confirm that the information provided has been read and understood.

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Trikki Kidz Barooga

Service Information

Service Approval: SE-00009398

Our Trikki Kidz Barooga service caters for 66 children each day aged between 6 weeks and 5 years. We are open from 7.30am to 5.30pm Monday to Friday, (50 weeks of the year) and closed on NSW public holidays. Notice will be given in our newsletters when these days occur.

We have 4 aged and developmentally based classrooms:

Infant: 6 weeks to 2 years

Toddler: 2 to 3 years

Junior: 3 to 5 years

Preschool: 3 to 5 years

Contact Information

Address: 49 Takari Street, Barooga, NSW, 3644

Phone: 03 5873 4343

Email: barooga@trikkikidz.com.au

Website: www.trikkikidz.com.au

Approved Provider: Trudy Brooks

Nominated Supervisors: Jayne Allemand & Trudy Brooks

Educational Leader: Jayne Allemand

Fee Schedule

Daily fees (**before any Child Care Subsidy (CCS) entitlement**) are:

\$105 per day (0 to 2 years)

\$95 per day (3 to 5 years)

If you provide us with your CCS entitlement we can calculate and advise you of your daily gap fee.

Contact Services Australia (Centrelink) for further information regarding Child Care Subsidy (CCS):

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>

Trikki Kidz Cobram

Service Information

Service Approval: SE-40011120

Our Trikki Kidz Cobram service caters for 110 children each day aged between 6 weeks and 5 years.

We are open from 7.00am to 6.00pm Monday to Friday, (52 weeks of the year) and closed on Victorian public holidays. Notice will be given in our newsletters when these days occur.

We have 5 aged and developmentally based classrooms:

Infant: 6 weeks to 1 year

Toddler 1: 1 to 2 years

Toddler 2: 2 to 3 years

Junior: 3 to 5 years

Kindergarten: 3 to 5 years

Contact Information

Address: 29 William Street, Cobram, Vic, 3644

Phone: 03 5872 2349

Email: cobram@trikkikidz.com.au

Website: www.trikkikidz.com.au

Approved Provider: Trudy Brooks

Nominated Supervisors: Jayne Allemand & Trudy Brooks

Educational Leader: Jayne Allemand

Fee Schedule

Daily fees (**before any Child Care Subsidy (CCS) entitlement**) are:

\$115 per day (0 to 2 years) (\$103.50 per day for full time attendees)

\$105 per day (3 to 5 years) (\$94.50 for full time attendees)

\$95 per day (Any two days Kindergarten Long Day Care for funded children - 7am to 6pm)

\$75 per session for Kindergarten (Any two days for funded children - 8.30am to 4pm)

If you provide us with your CCS entitlement we can calculate and advise you of your daily gap fee.

Contact Services Australia (Centrelink) for further information regarding Child Care Subsidy (CCS):

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>

Trikki Kidz OOSHC

Service Information

Our Trikki Kidz Cobram service also offers an Out of School Hours Care (OOSHC) program for local school aged children aged up to 12 years. We offer before and after school care and a vacation care program. School aged children can access discounted bus transportation to and from our centre from their school. Please call our centre to discuss available options.

A vacation care program is available for families in the lead up to each school holiday period. Please call our centre to receive a copy. The vacation program is subject to change, however, due to booked places and weather conditions which are out of our control.

Contact Information

Address:	29 William Street, Cobram, Vic, 3644
Phone:	0429 991 283
Email:	ooshc@trikkikidz.com.au
Website:	www.trikkikidz.com.au
Approved Provider:	Trudy Brooks
Nominated Supervisors:	Jayne Allemand & Trudy Brooks
Educational Leader:	Jayne Allemand

Fee Schedule

Before School: \$25 per session (7am – 9am)

After School: \$35 per session (3pm – 6pm)

Vacation Care: \$110 per day (8am – 6pm)

If you provide us with your CCS entitlement we can calculate and advise you of your daily gap fee.

Contact Services Australia (Centrelink) for further information regarding Child Care Subsidy (CCS):

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>

Service Philosophy

At Trikki Kidz we provide warm, welcoming, supportive, and caring environments where children feel confident, secure, and safe. Our educators nurture secure, respectful, and reciprocal relationships with children. We recognise that children need security, love, affection and strong relationships with educators to thrive and develop to their full potential.

At Trikki Kidz we recognise the importance of working in partnership with families. We recognise that families are children's first and most influential teachers. We encourage families to become involved in our service at a level of participation which suits them. Partnerships are based on the foundations of understanding each other's expectations and attitudes and build on the strength of each other's knowledge.

At Trikki Kidz we have a strong commitment to provide a consistently high-quality early learning service. We hold high expectations for children's achievement in learning. Our educators continually strive to find equitable and effective ways to ensure that all children have opportunities to achieve learning outcomes.

At Trikki Kidz we respect the diversity of families and communities. Our educators honour the histories, cultures, languages, traditions, child rearing practices and lifestyle choices of families. We value children's different capacities and abilities and respect differences in families' home lives. All children receive equal opportunities regardless of socio-economic background, ethnicity, sex, race or physical ability.

At Trikki Kidz we recognise the importance of ongoing learning and reflective practice. Our educator's knowledge will be challenged and extended on an ongoing basis through a diverse range of professional development. Our educators become co-learners with children, families and community, and value the continuity and richness of local knowledge shared by community members.

Child Safety

Our service is committed to ensuring the safety and wellbeing of children is always maintained whilst children are being educated and cared for at Trikki Kidz Early Learning Group. We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to adopt and comply with the National Principles of Child Safe Organisations and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our staff carry out their responsibilities as mandatory reporters as required by law under the Children and Young Persons (Care and Protection Act 1998) and maintain up to date with knowledge of child protection law and child protection training.

Our staff are recruited through an extensive screening process to ensure they display the right personal qualities and experiences to provide high quality supervision and care to child in addition to holding a validated Working with Children Check.

We have zero tolerance for inappropriate behaviour towards children and any breach of child protection law. Any allegation or concern will be responded to promptly by management. We request that you contact our Approved Provider or Nominated Supervisor if you have any concerns.

Code of Conduct

The Code of Conduct establishes the standards for all employees of our service. Employees are committed to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia's Code of Ethics. The values that underpin our work ethic include equality, respect, integrity, and responsibility.

Educators & Staff

Our service is made up of a team of high-quality professional educators who are committed to and passionate about early childhood education and care. Our staff promote the human rights, safety and wellbeing of all children and consider and respect the diverse backgrounds and needs of children.

We create an environment that promotes and enables children's participation and is welcoming, culturally safe and inclusive for all children and their families.

Our educators are continually evaluating how our curriculum meets the educational needs of our children and reflecting on ways to improve children's learning and development and are supported by a team of highly qualified professionals. Our educational leader and early childhood teachers guide our educators in providing quality, research based educational programs.

Our educators take into account children's learning styles, abilities, interests, linguistic and cultural diversity and family circumstances when planning and implementing learning programs. We support and respect the history and backgrounds of Aboriginal and Torres Strait Islander people and aim to foster each child's sense of identity.

All staff are encouraged and supported to attend professional training and development to further their knowledge and skills.

All staff hold valid Working with Children Checks/Cards and all Responsible Persons (placed in charge of the day-to-day running of the service) have current ACECQA approved First Aid, Emergency Asthma and Anaphylaxis qualifications.

For further details on the qualifications of the educators, please see our foyer display.

National Quality Framework (NQF)

Our service complies with the Australian Government's National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law and National Regulations, the National Quality Standard and a rigorous assessment and rating system. Our educational program and curriculum are based on the Australian Early Years Learning Framework (EYLF). We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our service to identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement.

Additional information about the NQF can be found at [ACECQA/nqf/about](https://www.acecqa.gov.au/nqf/about)

Regulatory Authorities

Our service is regulated by the national body for early education and care – the Australian Children’s Education and Care Quality Authority (ACECQA) as well as by relevant state licensing departments.

To contact the relevant state Regulatory Authority, please refer to the contact details below:

New South Wales: Early Childhood Education Directorate, NSW Department of Education

<http://www.dec.nsw.gov.au/ecec>

ececd@det.nsw.edu.au

1800 619 113, Locked Bag 5107 PARRAMATTA NSW 2124

Victoria: Department of Education and Training

<http://www.education.vic.gov.au/childhood/providers/regulation>

licensed.childrens.services@edumail.vic.gov.au

1300 307 415, GPO Box 4367, MELBOURNE VIC 3001

Educator to Child Ratios

We comply with the National Regulations for educator to child ratios across our service to ensure adequate supervision is provided for all children. Ratios are calculated across the service (not by individual rooms). This provides us with flexibility to respond to children’s interests and needs at different times during the day.

AGE OF CHILDREN:

EDUCATOR TO CHILD RATIOS:

NSW

VIC

Birth to 24 months

1:4

1:4

Over 24 months and less than 36 months

1:5

1:4

Over 24 months and less than 36 months

1:10

1:11

Early Years Learning Framework (EYLF)

The Early Years Learning Framework (EYLF) was developed to ensure all children in early childhood education and care settings across Australia, experience quality teaching and learning through play-based, holistic learning. The EYLF is made up of learning outcomes, principles and practices which educators use in their documentation of children's learning and in their reflection and planning. Fundamental to the EYLF is a view of children's lives as characterised by *belonging, being and becoming*.

From before birth children are connected to family, community, culture, and place. Their earliest development and learning takes place through these relationships, particularly within families, who are children's first and most influential educators. As children participate in everyday life, they develop interests and construct their own identities and understandings of the world.

BELONGING

Experiencing *belonging* – knowing where and with whom you belong – is integral to human existence. 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. In early childhood, and throughout life, relationships are crucial to a sense of belonging. Belonging is central to being and becoming in that it shapes who children are and who they can become.

BEING

Childhood is a time to be, to seek and make meaning of the world. Being recognises the significance of the here and now in children's lives. 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. The early childhood years are not solely preparation for the future but also about the present.

BECOMING

Children's identities, knowledge, understandings, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. Becoming reflects this process of rapid and significant change that occurs in the early years as young children learn and grow. It emphasises learning to participate fully and actively in society.

The EYLF framework conveys the highest expectations for children's learning from birth to five years and transitions to school. The expectations are communicated through 5 overall learning outcomes.

Outcome 1: Children have a strong sense of identity

- Children feel safe, secure, and supported.
- Children develop their emerging autonomy, inter-dependence, resilience, and sense of agency.
- Children develop knowledgeable and confident self-identities.
- Children learn to interact in relation to others with care, empathy, and respect.

Outcome 2: Children are connected with and contribute to their world

- Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation.
- Children respond to diversity with respect.
- Children become aware of fairness.
- Children become socially responsible and show respect for the environment.

Outcome 3: Children have a strong sense of wellbeing

- Children become strong in their social and emotional wellbeing.
- Children take increasing responsibility for their own health and physical wellbeing.

Outcome 4: Children are confident and involved learners

- Children develop dispositions for learning such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination, and reflexivity.
- Children develop a range of skills and processes such as problem solving, enquiry, experimentation, hypothesising, researching, and investigating.
- Children transfer and adapt what they have learned from one context to another.
- Children resource their own learning through connecting with people, place, technologies, and natural and processed materials.

Outcome 5: Children are effective communicators

- Children interact verbally and non-verbally with others for a range of purposes.
- Children engage with a range of texts and gain meaning from these texts.
- Children express ideas and make meaning using a range of media.
- Children begin to understand how symbols and pattern systems work.
- Children use information and communication technologies to access information, investigate ideas and represent their thinking.

Educational Program

We are committed to providing a developmental and educational program which caters for each child's individual needs, abilities and interests. Our educational program is delivered through an intentional, play-based pedagogy aligned to the Early Years Learning Framework (EYLF).

Our program continues to develop as we use the relationships children have with their families and communities, working in partnership with parents, to ensure each child's knowledge, ideas, culture, abilities and interests are the foundation of our programs.

We encourage children to be responsible for their own learning through choices in experiences, interests, and routine. We use conversations, actions and play as the basis for teaching which involves the children being partners in teaching by seeking out ideas, opinions, thoughts and questions. We encourage children in promoting their independence and self-help skills by assisting within the routine and involving the children in interest-based projects to further enhance their learning and knowledge. We value children and family input and encourage family involvement in order to gather a comprehensive and holistic view of the child.

We know that children learn effectively through play and educators who are diligent in their responsiveness to each child support this. Applying strong intentional teaching practices provide the children with an authentic and meaningful learning environment that challenges, supports and nurtures a child's development.

If we, as educators, have any areas of concern about your child's development, we will inform you and share our observations and advise of follow up assistance e.g., speech therapy, hearing, vision, etc. We understand these may be a sensitive topics and it is always your decision to follow up with any intervention. Educators are willing to discuss any aspect of learning and development with parents and support discussions with allied health professionals.

“We discovered that education is not something which the teacher does, but that it is a natural process which develops spontaneously in the human being.”

Maria Montessori

Goals for your child

Educators' practices and the relationships they form with children and families have a significant effect on children's involvement and success in learning. Children thrive when families and educators work together in partnership to support young children's learning. Children's early learning influences their life chances.

Wellbeing and a strong sense of connection, optimism and engagement enable children to develop a positive attitude to learning. (Early Years Learning Framework p.9).

We will create a range of short and long-term goals for your child that we will program to and observe on which will be based on the outcomes in the Early Years Learning Framework and include:

- Mutual respect and empathy.
- Concern and responsibility for self and others.
- A sense of self-worth.
- Social awareness.
- Importance of sustainability.
- Self-discipline and self-regulation.
- Habits of initiative and persistence.
- Creative intelligence and imagination.
- Self-confidence as an independent learner.
- A love of learning.

We strongly encourage communication between families and educators to ensure continuity in what we are delivering to your child and acknowledge that the role of the educator is to work in partnership with families, as they are children's first, and most influential educators.

Documentation & Portfolios

Educators observe children and facilitate their learning to provide each child with a personal, confidential portfolio by documenting their learning throughout the year. Our service uses a variety of documentation to demonstrate learning which may include:

- Your child's profile.
- Goals from families and educators.
- Observations - learning stories, captioned photos.
- Objectives for further development.
- Work samples - drawings, photos, recorded video.
- Checklists and transition statements.

Each individual child's portfolio is maintained and used as a direct tool for evaluation and future planning within the service's program. This makes the program reflect the value of individuality and is not used as a means of comparison between peers or stereotypes. Families will be given their child's portfolio when the child finishes at the service. The portfolio will be used in parent/educator meetings throughout the year and is always available for you to review at your convenience.

Communication

We work in partnership with you and your family. We support and encourage communication with your child's educators about your child's unique needs and their general enjoyment of their day at our service. Everybody has a preferred time and method of communication. Sometimes, mornings and afternoons can be a little rushed, and not the best time to discuss your child's progress. You are encouraged to talk to our Nominated Supervisor to arrange a mutually convenient time to meet your child's educator.

We have many types of communication we use for families, including:

- Newsletters (monthly via the service website)
- Phone calls, text or SMS messaging
- Emails, letters
- Face to face (informal discussions)
- Formal meetings
- Family input forms, surveys, questionnaires, etc
- Mid-year and End of year parent teacher interviews

Enrolment Information

Prior to your child commencing at our service, you will be required to complete an enrolment form, provide necessary documentation and pay an enrolment fee.

Enrolment Form

If you require assistance completing the enrolment form, please contact our Nominated Supervisor or reception staff for assistance.

We will require a copy of your child's birth certificate and immunisation history statement from the Australian Immunisation Register. This must show that your child is up to date with vaccinations for their age OR your child is on a recognised vaccine catch up schedule OR has a medical condition preventing them from being fully vaccinated.

Please note, the names written on the enrolment form must match the names on your child's birth certificate to meet legal requirements.

Family Law & Access

Our service will uphold any responsibilities or obligations in relation to Family Law and access to the service. We require certified copies of any court order, parenting orders or parenting plans, relating to your child and request that if situations change, a copy of the Court Order is provided to our service. We will only allow children to leave the service with the written permission of the custodial parent/guardian. Without a Court Order we cannot stop a parent collecting a child.

Authorised Nominees

You will be requested to provide information about authorised nominees on your child's enrolment form. These are persons that you provide permission to:

- Collect your child from the service.
- Provide consent for medical treatment for your child from a medical practitioner, hospital, or ambulance service.
- Provide consent for the transportation of your child by an ambulance service.
- Provide consent to go on an excursion.

Please understand that it is essential we have up-to-date information on your child's enrolment record in case of an emergency. It is important that you notify the Nominated Supervisor (or Responsible Person) of any changes to enrolment information including:

- Your residential address.
- Health of your child.
- Telephone/mobile numbers.
- Contact details for any parent or authorised nominee.
- Family changes (parenting orders).
- Emergency contact information details etc.

Authorisations

The enrolment form will include additional authorisations for our service to seek medical treatment and emergency transportation for your child if required. Authorisations will also be requested for application of sunscreen, permission to administer emergency medication to your child in the case of an asthma or anaphylaxis emergency (Ventolin or Epi-pen), permission for an educator with current first aid to administer paracetamol in an emergency and permission to access medical treatment and transport in case of an emergency.

Photographs, Video, Social Media & Promotions

As part of the enrolment process, we will also ask for your permission to take photographs and video of your child during normal activities and excursions for sharing with our parent community through social media and/or to promote our service to the community through marketing and promotional materials. Photographs and video are also be used as part of our observation and programming process.

We use social media (Facebook and Instagram) to communicate, share information and celebrate what is happening within our service with enrolled families and our service community. We promote safety and wellbeing of all children and are committed to ensure safe online environments when engaging in digital technology including social media.

Our social media accounts are managed by the Nominated Supervisor and Approved Provider. Content is regularly scanned, and any offensive language or comments removed immediately, and these users blocked. Photographs of children will only be added if written authorisation has been provided on their enrolment form. We maintain appropriate privacy of families, children, and educators by not publishing any personal information online.

Excursions & Regular Outings

Excursions are an important and valuable part of learning in early education. They expose a child to a range of different experiences and help them to observe and understand the world around them. For any excursion or regular outing in our community, we will complete comprehensive risk assessments to minimise any identified risks as part of our planning for excursions. We provide parents with information about the excursion in advance and require written authorisation for each child to participate on an excursion or regular outing.

Medical Conditions

It is vital that we are aware of any medical condition including diabetes, epilepsy, allergies, eczema, asthma, risks of anaphylaxis of your child including any potential triggers. Families are required to indicate any allergy or asthma on the enrolment form.

Our service requires a Medical Management Action Plan or Asthma/Anaphylaxis Action Plan to be completed by your General Practitioner to assist in managing your child's needs. This needs to be provided prior to your child's commencement at the service. In consultation with the Nominated Supervisor, you will be asked to develop a Risk Minimisation Plan & Communication Plan to assist our educators and staff. Any prescribed medication that your child may require must be provided each day they attend our service.

To ensure the safety and wellbeing of your child, please update your child's Medical Management Action Plan every 12 months or whenever a change in their medication or treatment occurs.

(Australasian Society of Clinical Immunology and Allergy) (ASCIA).

Diagnosed Disability

If your child has a diagnosed disability, please speak to our Nominated Supervisor prior to enrolment. We provide a supportive and inclusive environment that allows each child to fully participate in quality education and care. We aim to develop and sustain supportive relationships with families and encourage discussions about how we can support your child to have equitable access to resources and participation. If your child has a National Disability Insurance Scheme (NDIS) package, we may need your consent to make contact with services and/or therapists who are working with your child to seek information regarding their learning plan to support continuity of learning.

Our service may be able to apply for additional support through the Inclusion Support Program (SIP) to assist your child's access.

Fees, Rebates & Attendance

Payment of Fees

Service fees are required to be paid 2 weeks in advance using the service direct debit system.

Statement of Fees

A statement of fees is emailed to families fortnightly, on a Friday, before their direct debit is processed the following Monday. Please check these statements carefully to ensure all details are correct. If there is any discrepancy, please contact the Nominated Supervisor as soon as possible.

Please note that additional charges will apply for any failed transactions as a result of insufficient funds.

Enrolment Fee

Our service charges a \$75 fee upon enrolment of each child. This enrolment fee covers the cost of a sun hat and sheet set which are provided for exclusive use by your child.

Child Care Subsidy (CCS)

Child Care Subsidy offers assistance to families to help with the cost of child care aged 0-13 years. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- Combined annual family income
- Activity test – the activity level of both parents
- Service type – type of child care service and whether the child attends school

Families who wish to receive Child Care Subsidy as reduced fees must apply through the [myGov](#) website. This includes completing the Child Care Subsidy activity test. Child Care Subsidy is paid directly to our service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by our service and the subsidy amount received. This is called the 'gap fee'.

Upon enrolment we need the Customer Reference Number (CRN) of the person linked with the child, along with the child's CRN so we can confirm the attendance and ensure that you are receiving the appropriate subsidy.

Complying Written Agreement (CWA)

A Complying Written Agreement (CWA) is an agreement between our service and a parent or guardian to provide childcare in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details and details of the fees to be charged. Before Child Care Subsidy can be paid, you must approve the enrolment information within the CWA via the [MyGov website](#).

Absences

We encourage families to notify the service as soon as possible if your child will be absent for any day or session you have booked. It is recommended that absences are notified to the service via email.

Child Care Subsidy will be paid for any absence from an approved child care service your child attends for up to 42 days per child per financial year. Additional absences beyond 42 days may be approved for specific reasons with supporting documentation. Please talk to us about additional absences.

You can access your child's absence record on your online statement by selecting '**View Child Care Details and Payments**' on your [Centrelink online account](#). You can also do this using the [Express plus Families mobile app](#)

Public holidays will be counted as an absence if your child would normally have attended the service on that weekday, and fees have been charged for that day for your child.

If your child has not attended our service for 14 continuous weeks, your child's enrolment will be cancelled, and Centrelink will stop paying your CCS subsidy.

Fees in Arrears & Financial Support

If fees are outstanding after 2 weeks, we will email a reminder notice.

Should fees still be outstanding after 3 weeks, a debt recovery process will be implemented, and additional debt recovery fee's may be added to the family account. Trikki Kidz reserves the right to suspend or withdraw a child's enrolment if the account is overdue after 3 weeks.

If you are experiencing financial hardship, please speak to the Nominated Supervisor or Approved Provider. Additional Child Care Subsidy (ACCS) may be available to support your family or we may be able to organise a payment plan before your fees go into arrears.

Withdrawal from Care & Reducing Days

We require 2 weeks written notice to withdraw a child from care or reduce enrolment days for a child from any permanent booking. Children are not able to attract CCS for any days after the last day the child physically attends our service.

Service Closing Times & Late Fees

Please be aware that Trikki Kidz Barooga closes daily at 5:30pm and Trikki Kidz Cobram closes daily at 6:00pm. In accordance with National Regulations and licensing, we are not permitted to have children on any service premises after these times.

A late fee is incurred for children collected after closing time. The fee is \$15 per child for every 15 minutes or part thereof and will be added to your next account. The late fee is strictly adhered to, as two staff members are required to remain at the service until all children are collected.

If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child/children within an hour of the service closing, we may need to contact the Police or other authorities to take responsibility of your child.

Permanent & Casual Bookings

Permanent bookings are an ongoing booking that:

- Remains the same from one week to the next.
- Must remain unchanged for a minimum of 3 weeks.
- Are chargeable regardless of attendance (unless you have provided the adequate notice to take up a make-up day).

Casual bookings are a one-off booking that:

- Can be booked at the last minute for emergency care. This is provided that we have vacancies. If there is no vacancy, we will put your child on a casual waiting list and will contact you if a vacancy becomes available.
- Are designed to support families taking on casual work and shift work.
- Can be cancelled at no cost, provided 24-hour notice via email is given.

Waiting List

Casual waiting list: We will create a casual waiting list for casual bookings that have been requested for a session where we are at capacity. If positions become available, we will allocate them in order of application whilst adhering to recommendations of Priority of Access.

Permanent waiting list: If you would like to increase your child's permanent sessions but there are no permanent vacancies, your child will be placed on a waiting list until a position becomes available. Positions will be allocated in order of application, whilst adhering to our Priority of Access process.

Priority of Access

Our service aims to assist families who are most in need and may prioritise filling vacancies with children who are:

- At risk of serious abuse or neglect.
- A child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

Make-up Days

We have a make-up day policy in place to support families and to help maintain a healthy care environment. Make up days are available for families if their child has been absent due to illness or holiday. Make up days are only available in the same week of care, due to our weekly lodgement program.

To be eligible for a make-up day, the family is required to contact management prior to the day the child will be absent, advising management if the absence is due to illness or holiday (This allows management to offer the child's place to another child who is on the waiting list or requires occasional care).

The family can then select a make-up day, subject to availability, in the same week of care. If the family has not requested a specific day or their preferred day is unavailable, they can have their child's name placed on a waiting list. The family is then required to contact management prior to the day they wish to use the make-up day to check availability.

Policies & Procedures

Our service policies and procedures can be found on our website (under the Families drop down tab): <https://www.trikkikidz.com.au>

The password **Trikki3644** is required to view our service policies and procedures due to privacy and copyright. Please do not share this password with anyone not associated with our service.

We expect our staff and families to always adhere to our policies and procedures to ensure we maintain compliance and abide by the National Law and National Regulations.

Educators cannot make exceptions for individuals unless the Nominated Supervisor or Approved Provider do so on account of serious and/or unusual circumstances.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures adhere to the needs of our families and meet required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures.

Orientation

Orientation is an important start for your child and family to connect to our service. We encourage each child to attend our service in the company of a family member before they start their first day with us. This gives you and your child the opportunity to gain an understanding of our program, the lay out of the room, where to put your child's belongings, provide educators with additional information about your child and how we can best support their transition and settling in period. The Nominated Supervisor will contact you to arrange suitable times and days for visits.

If your child is reluctant to attend, please discuss this with their assigned educator so that they can develop strategies with you to support the transition from home to the service. You are welcome to take photos of your child in our environment to show and discuss at home with them. Some children like to take a book from our library to read at home and return on the next visit.

Arrival & Departure

Each day, you must sign your child in upon arrival and sign out upon departure and note the date and times. We are required by legislation to maintain our attendance record at all times. This record may be used in the event of an emergency at the service.

Our staff have a duty of care to your child and will only allow your child to be released into the care of either a parent, guardian or an authorised nominee as listed on your child's enrolment record. If your child needs to be collected by another person for some reason, an authority to collect form must be provided in writing to the Nominated Supervisor. Our staff may ask to view photo identification of the adult collecting your child from care to confirm their identity.

Your Child's First Day/Week

The first day in a new service is a big step for you and your child. Please don't be alarmed if your child experiences some separation anxiety. This is normal and our experienced educators will assist you and your child through this transition period. We encourage parents to stay as long as they like during the morning drop off to help your child settle into an activity.

There may be tears and extra tight hugs when saying goodbye for the first few weeks but there are always cuddles, reassurance and genuine care from educators for both the children and their families. Sometimes this experience is upsetting more so for the family, not the child. We understand this and offer support through phone calls during the day, photos and open communication.

Saying Goodbye

Ideally, your child will be settled at an activity before you leave, however some children find it hard to settle until their parents have gone. What works best is a set routine so try to establish the care routine from the orientation process. Being well organised and avoiding a rush usually results in a calm start to the day.

Most children will want to have a look around first to see who else has arrived and to look at what activities are available. Please tell your child when you are leaving as they may become upset if they haven't had the opportunity to say goodbye. This will gain trust from the child, not only in you but in the educator, who is reassuring your child about their day and when you will return. Rest assured, we'll contact you if your child becomes distressed.

What to Bring

BACKPACK / BAG

For independence, we work towards all children being able to recognise and open their own bag. You can help by allowing them to be involved in selecting their bag and taking ownership of it. Please ensure it is large enough to hold all their belongings and is clearly labelled.

SPARE CLOTHING

Every now and then, accidents occur, and it may be necessary for your child to get changed into a fresh set of clothes. Please include a complete change of clothes every day which can stay in your child's bag ... just in case!

SUN HAT

Our service provides a sun hat with a Trikki Kidz logo for use exclusively by your child. We recommend that the sun hat always remain at the service so that it is not misplaced or accidentally left at home. The service will attend to weekly laundering of all sun hats. If a sun hat is damaged or misplaced, the family will be liable for the cost of a replacement. The sun hat can be kept by your child as a keepsake when they finish at the service.

SHEET SET

Our service provides a sheet set in a draw string bag for use exclusively by your child. Families are required to launder the sheets regularly and ensure they are kept in reasonable condition whilst the child is in care at the service. If a sheet set is damaged or misplaced, the family will be liable for the cost of a replacement.

Meals

Our service promotes healthy eating habits and provides delicious and nutritious food for your child each day. We provide a nutritionally balanced breakfast, morning tea, lunch, afternoon tea and supper. We follow the Australian Dietary Guidelines to ensure our meals are prepared to meet the dietary requirements for all children. Our menu is carefully planned and prepared by a qualified cook.

We cater for the dietary requirements of all children enrolled at our service. Please discuss your child's special requirements, allergies, and any other medical conditions with the Nominated Supervisor.

Breastfeeding

We are a breastfeeding friendly service. Mothers who are breastfeeding are welcome to attend the service during the day to feed their infant. We have a private, clean and quiet area for mothers to breastfeed their infants or express breastmilk.

Families that are breastfeeding should speak to the Nominated Supervisor or Responsible Person to be aware of our policies on storing and serving breast milk.

Families that are formula feeding should also consult our Nominated Supervisor or Responsible Person to be aware on how we need the formula prepared and stored. Regular communication is encouraged to ensure your infant's needs are met as they grow.

Please refer to our *Breastfeeding Policy* and *Bottle Safety & Preparation Policy*.

Children's Clothing

It is helpful to your child if they are dressed in non-restrictive, serviceable, and easy to wash clothes so that they feel free to join in all the activities and to develop independence. Shoes also, need to allow children freedom to run, climb, hop and jump as well as being easy for the child to take off and put on by themselves. Joggers and sandals are appropriate shoes to wear.

Thongs, slippers, and gumboots are not suitable, and we prefer that these are NOT worn to the service. Also, please consider clothing that enables the child to move around easily and allows children to be independent in dressing. Clothing such as long dresses, overalls, braces, belts and stiff buttons can prove a problem for children who need to go to the toilet. We require all t-shirts to have sleeves (no mid-drift tops) and hats that are broad brimmed are essential for effective sun safety.

Toys from Home

The service has an abundance of toys, so we ask that children do not bring in toys from home. This eliminates toys getting lost, broken, disappointment for other children and responsibility on educators to track numerous toys throughout the day.

Behaviour Guidance

We encourage children to engage in cooperative and pro-social behaviour. We give children the opportunity to self-regulate their behaviours during play to develop their confidence and self-esteem. Educators follow our service *Behaviour Guidance Policy* that extends across the whole service giving consistency of expectation in all rooms. We use a positive approach to guiding children's behaviour to help them develop a respect for others, for property and respect for self. If you require further information on this policy, please ask our educators.

Wellbeing

Wellbeing is more than just feeling happy, it is about our overall health - physical, social, emotional, and mental. We provide daily opportunities for your child to develop a strong sense of wellbeing through dance, movement, yoga, mindfulness, music, and relaxation.

Physical Play

Physical play includes activities that use physical movements to allow children to use their energy, enhance their concentration, motivation, learning and wellbeing. We feel physical play is a vital part of everyday life. We believe in providing children with a range of physical activities and experience on a daily occurrence for them to challenge their large and small muscles, allowing them to gain increasing control over their bodies as they learn the importance of physical play.

Physical play provides children with the opportunity to:

- Develop strong bones and muscles.
- Improve strength and balance.
- Develop flexibility and coordination.
- Develop fundamental movement skills.
- Develop spatial awareness.
- Develop mathematical concepts.
- Be confident as they learn to control their bodies and understand their limits.
- Learn to cooperate and share with others.
- Promote healthy growth and development.

Rest & Sleep

Rest and sleep routines vary according to individual needs. We aim to make rest time a relaxed, pleasant time for all children. We provide beds for children and play soft music in the background.

Your child may wish to bring a security item to have at rest time. Please feel free to discuss your child's rest or sleep needs with educators. Each day we provide information about the times your child rested or slept.

Quiet activities, such as puzzles and books are available for those children who do not sleep.

Sustainability

Our service is passionate about sustainability. We believe in supporting children to appreciate and care for the environment by embedding sustainable practice into the daily operation of our service, infrastructure, and teaching.

In order to empower our sustainability program, we emphasise children's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, encouraging them to participate in a recycling program, reducing energy and conserving water. We aim to provide children with the skills and knowledge required to become environmentally responsible.

Birthday Celebrations

It is an extremely exciting time when a child has a birthday. If a cake is required for a child's birthday our chef will assist by providing a cupcake for the birthday child only. This reduces the major allergy risks associated with providing cake to all children and helps us provide a hygienic celebration with only the birthday child blowing out the candles on their cup cake.

Healthy food options are encouraged for birthday celebrations and discussed with children and families, including a fruit platter, watermelon balls or muffins in preference to a cake.

Educators also arrange other special activities and surprises within their rooms for children celebrating a birthday.

For further information, please see our *Celebration Policy*.

Family Walls

Each of our rooms has a *Family Wall*. This is a strong and valuable tool in our environment for your child to connect to, feel that they and their family are valued and that their family is as much a part of the service, even if they are not always there. If you would like to bring in a photo, or a couple of photos that represent your family, we would love to add it to our wall.

Sun Safety

Our service implements a combination of sun protection measures to always ensure the health and safety of your child. We monitor the UV index levels daily and schedule outdoor activities when levels are safe. Our outdoor environment provides shade for play experiences and we conduct regular risk assessments to ensure the play space and equipment is safe for children.

Children and educators must wear hats and appropriate clothing, including footwear when outside. Educators will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 30+), which is reapplied according to the manufacturer's recommendations. We ask that children come to the service with sunscreen already applied so they can participate in outdoor play immediately and not need to wait the required 20 minutes after application. Consent to apply sunscreen is included in our enrolment form.

Parent Participation & Feedback

Our service has an Open-Door Policy and actively seeks and encourages families to be involved in the service. This can range from evaluating and adding input to your child's program and observations, volunteering within the service, and sharing skills and experiences that the children and the program will benefit from and providing feedback.

Your involvement can be as formal or active as you like and as time permits. We respect that time is limited for most families and we ask that you inform us as to your preferred way of communication. We can arrange meetings with your child's educator at a time that suits you throughout the year and we offer email, SMS, Facebook, Newsletters, Communication Books and pride ourselves on strong verbal communication on a daily basis. We seek input from families on all aspects of the service, but in particular, your child's goals, observations and program.

If, for any reason you question, or do not understand any aspect of the service or your child's experience we have a *Grievance Policy* that supports all stakeholders in our community and like all policies, is available for families to consult and implement at any time. A copy of our *Grievance Policy* is available in the service foyer.

Family Involvement

We welcome and encourage the involvement of all parents/families at our service. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities and knowledge. There are many ways for your family to be involved. We understand that our busy lives can't always afford the time, however any contribution no matter how big or small is much appreciated. Here are just a few ideas.

Your Occupation or Hobby

You are the most important person in their world. We welcome all parents to the service to talk about their occupation or hobby (e.g., music, craft, cooking). Everything parents do is of interest to the children and these talks are the best educational resources you can provide for the service.

We use information that has come from discussions about occupations and hobbies in our program and the ideas explored which can turn into interest projects providing valuable learning.

Your Home Culture

We aim to foster relationships among families and community and invite you to share aspects of your culture, history, language and celebrations with our service. Your involvement greatly assists us to enrich the lives of all our families and children.

Reading

Children love to be read to. If you or your parents have the time, please contact your room educators to organise a day for reading. We love grandparents visiting our service!

Recyclable Items

We are always on the lookout for recyclable items for the rooms. Empty food containers, ribbons, wrapping paper, towel tubes (not toilet or egg or milk because of hygiene and allergy issues) paper or anything interesting from your work is much appreciated.

Special Events

Our service organises special events throughout the year. We will communicate these to families in a timely manner. We encourage parent input in all aspects of these events. Some of these include fundraising, celebrations and information sessions.

Suggestions

Parents are welcome to visit or call the service at any time. If you have any suggestions or ideas on how we best can work together in the service, please let us know.

Community Information

We have a family notice board at the entry to our service. This board is used to display relevant programs, menus, notices, updates and reminders for children and families. Please ensure you check this on a regular basis.

Our staff can also provide information for families about a range of topics including Early Intervention, Supported Playgroups, Aboriginal Child and Family Centres, Maternal and Child Health Clinics and so much more.

Health & Hygiene

Our service has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices. All staff diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of tissues. We request that all children and visitors to our service wash their hands or use the alcohol-based hand sanitiser upon arrival.

Our educators teach and model correct hand washing techniques to children and regularly clean and disinfect high touch objects throughout the service to reduce the spread of infection.

Please refer to our *Handwashing Policy*, *Health & Safety Policy* and *Coronavirus Covid-19 Management Policy* and *Trikki Kidz Covid Safe Plan*.

When should I not send my child to the service?

Our service is a busy and demanding day for the bodies and minds of our children. We are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care.

To minimise the spread of infections and diseases, and maintain a healthy environment for all children, educators, and staff, we implement recommendations developed by the National Health and Medical Research Council (NHMRC) *Staying Healthy in Childcare*.

Please refer to our *Sick Children Policy and Control of Infectious Disease Policy*.

Please monitor your child's health and do not bring your child to the service if they are suffering from an infectious disease/illness or are generally unwell.

If your child becomes ill whilst at the service, we will contact you or an authorised nominee to collect your child. If your child is unable to be collected, educators will contact the child's emergency contact for collection. When your child is collected, you will be provided with an *Injury, Incident, Trauma & Illness Record* completed by the educator which includes information about your child's illness, their symptoms, general behaviour, and any action taken. You will be requested to sign and acknowledge the details in this record.

Your child should not attend the service if they have had paracetamol within 24 hours for a temperature. Children who are on antibiotics are to be kept away from the service for the first 24 hours to allow the child to rest and to minimise the risk of spreading the infection. If your child has been vomiting or had diarrhoea, they are excluded for 48 hours. For certain illnesses, a medical clearance certificate may be required before your child returns.

Please remember that Make-up Days are only applicable when the service has been informed of a child being away prior to the day, not if they are sent home during the course of the day.

Infectious Diseases

The National Health and Medical Research Council have supplied the following information regarding minimum exclusion period for children from an early childhood education and care service. Please inform staff if your child has any of the following so that we can notify the Public Health Unit and other families of any infectious disease/illness. (Confidentiality is always maintained).

Recommended exclusion periods - Poster Staying Healthy: Preventing Infectious diseases in early childhood education and care services

CONDITION	EXCLUSION
Hand, foot and mouth disease	Until all blisters have dried
HIB	Exclude until medical certificate of recovery is received
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness
Herpes- Cold sores	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible
Influenzas and flu-like illnesses	Exclude until well
Measles	Exclude for at least 4 days after onset of rash
Meningitis (Bacterial)	Exclude until well
Meningococcal Infection	Exclude until adequate carrier eradication therapy has been completed
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner)
Pertussis (Whooping Cough)	Exclude the child for 5 days after starting antibiotic treatment
Rubella (German measles)	Exclude until fully recovered or for at least 4 days after the onset of rash
Salmonella	Exclude until diarrhoea ceases
Streptococcal Infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received
Worms (intestinal)	Exclude if diarrhoea present

Immunisation

The Public Health Act 2010 requires all families to provide an Immunisation History Statement from the Australian Immunisation Register (AIR) for their child prior to enrolment in an early childhood education and care service. The immunisation history statement must show that each enrolled child is up to date with immunisations for their age.

The relevant vaccinations are those under the National Immunisation Program (NIP), which covers the vaccines usually administered before age five. These vaccinations must be recorded on the Australian Immunisation Register (AIR).

The only unimmunised children who can be enrolled in childcare (after 1 January 2018) are those who are on a recognised catch-up schedule or those who are unimmunised due to medical reasons as described in the Australian Immunisation Handbook. Parents must provide an AIR Immunisation History Form or an AIR Immunisation Medical Exemption Form upon enrolment.

In the case of an outbreak of any vaccine preventable disease, management will contact families as soon as possible. We ask that families immediately inform our service if someone in their family is diagnosed with an infectious disease to help minimise the risk to other children, families, and educators.

We are legally required to notify the Public Health Unit of any cases of vaccine preventable diseases occurring at our service.

Medication

If your child requires medication whilst at our service, you must complete a *Medication Authorisation Record* to give your consent for an educator to administer prescribed medication to your child. Medication must be given to directly to an educator for appropriate safe storage.

Educators can only administer medication that is:

- Prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner).
- In its original packaging and have the original label clearly showing your child's name.
- Before the expiry/use by date.

Upon collection of your child at the end of the day, you or an authorised person will be requested to sign the *Medication Authorisation Record*.

Incidents, Injury & Trauma

We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, children sometimes have accidents. We always have an educator with a First Aid, emergency asthma, anaphylaxis management and CPR qualification on shift at all times we provide education and care to children. First Aid Kits are located throughout the service.

In the event of a minor injury, first aid will be provided as required. An *Incident, Injury, Trauma & Illness Record* will be completed and when you collect your child, you will be notified about the injury and asked to acknowledge and sign the record. If your child injures their head, even if it is a small bump, you will be contacted to advise you of the injury. Our educators will continue to monitor your child closely and advise if you should come and collect them.

If an injury or incident is serious and we believe urgent medical attention is required, the Nominated Supervisor will contact you immediately. If we cannot contact a parent or guardian, we will attempt to contact an authorised nominee for consent. Where you or your authorised nominee cannot be contacted, we may call an ambulance. If you are unable to meet the ambulance at the service, we will send one of our educators/staff members to accompany your child in the ambulance.

Please note that Ambulance cover is the responsibility of each family.

An *Incident, Injury, Trauma & Illness Record* will be completed, and a parent will be required to acknowledge and sign this record. A copy of any documentation from the hospital or treating doctor will also be requested. Our service will also be required to notify the Regulatory Authority in the event of any serious incident or injury. In these circumstances, you may be contacted by our Approved Provider and the Regulatory Authority to follow up the incident and actions taken by our service.

Safety within our Service

Emergency Evacuation Procedures

Our service conducts risk assessments regularly and develops emergency management plans for a range of possible hazards. Throughout the year we follow our policies and procedures to carry out emergency and evacuation drills. These may occur at any given time throughout the day and week to ensure all children know what to do in case of an emergency.

Emergency and evacuation drills are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire, lockdown, or flood. Under regulations, we are required to practice emergency and evacuation drills every three months.

Educators are trained to use the fire extinguishers that are in the service. An emergency evacuation plan and lock down procedure are displayed in every room and exit locations are clearly indicated.

Car Park Safety

Early childhood education and care services are busy places especially during the morning drop off and afternoon pickup. We ask that parents be extremely mindful of danger when arriving and departing from our service.

- Please always hold your child's hand in the carpark area.
- Be alert of reversing drivers in the car park as it is difficult to see small children.
- Use the kerbside, rear passenger door when getting your child into and out of their restraint.
- Never leave a child or infant in the car unattended.
- Never leave the front entry door/gate open.
- Always do a visual check around your vehicle before driving.
- Please ensure children do not enter areas in the service that are for adults/staff only.

Workplace Health & Safety

We are committed in providing an environment that is safe and healthy for every employee, volunteer, child, family and visitor. We have made every reasonable effort to minimise the risk of serious injury and request all persons to our service to adhere to our policies regarding Workplace Health and Safety.

Each morning, our educators conduct daily safety checks of the indoor and outdoor environment and will alert management of any potential risk or hazard to children to ensure this is rectified before children use the equipment or area.

We welcome all feedback regarding the safety of our service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general work health and safety issues, please contact the Nominated Supervisor immediately.

Privacy & Confidentiality

We are committed to protecting the privacy and confidentiality of children, individuals and families and have policies in place to ensure strict confidentiality is maintained.

To plan programs for your child/ren, we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law. We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time or request a copy of information in the file.

Our *Privacy & Confidentiality Policy* is available to view at any time. This policy sets out how we ensure our service acts in accordance with the requirements of the Australian Privacy Principles and the Privacy Act 1988. We ensure all personal information is protected, records and documents are maintained and stored in accordance with Education and Care Services National Regulations and that all staff understand the requirements of the Notifiable Data Breaches (NDB) scheme. Any Privacy complaints will be managed promptly and in a consistent manner as outlined in our *Grievance Policy*.

Our service is required to keep and maintain detailed records about children, parents and staff in accordance with relative legislation contained in the National Law and Regulations and Family Assistance Law. We ensure all records are stored in a secure and locked location. We must keep records for the prescribed periods of times as legislated related to child enrolment, attendance, medication records, incident, injury, trauma and illness records, child assessments and any relevant legal information/documents. Full details about record keeping is available in our *Record Keeping & Retention Policy*.

Parent/Guardian Acknowledgement

I/We have read this handbook carefully. I/We understand the commitment that you are undertaking providing education and care for our child, and our responsibilities to the service.

*I/we have completed the enrolment form and provided the required documentation for our child.
I/We have read and agree to comply with the requirements set out in this handbook and in the service's policies and procedures.*

Family name	
Parent Name	
Child's Name	
Parent/Guardian signature	
Parent/Guardian signature	

Please list any skills, talents, interests or culture that you and your family (not forgetting grandparents) are willing to share with the service.

Have you completed an orientation evaluation? Please circle

Yes / No