



technology park **Education** and **Care** centre

# PARENT HANDBOOK

28 BRODIE-HALL DRIVE  
BENTLEY WA 6102  
TELEPHONE 9472 9472

## **PHILOSOPHY**

**At SNS Education and Care our focus and priority is CARE.**

### **C – Comfortable spaces, Competent people.**

Educators at SNS are the key to providing comfortable, quality care. They are chosen for their competence and dedication when working with children. Educators will encourage children to build confidence through positive interactions, safe environments, making choices and gaining independence in everyday experiences and routines.

### **A – Achievement through play and FUN!**

Children are encouraged to grow, develop and learn at their own pace through fun, new opportunities. Our educators support children with all areas of their development so a solid foundation for wellbeing and learning is created for each child.

### **R – Respectful relationships with children, staff and families.**

Our team understands how hard it can be for families to leave their child with strangers. Our priority is getting to know each family and working in partnership to provide for individual needs. All families and children are valued, respected and welcome here.

### **E – Environments and experiences that allow children to explore, make choices and learn.**

Our intentionally created play spaces encourage children to have fun and enjoy a variety of positive, safe experiences in indoor and outdoor settings. We value outdoor play in natural spaces during all seasons. Our outdoor environment is just like playing in a typical Aussie backyard – real grass and all!

## **WELCOME**

The staff and management welcome you and your child to Technology Park Education and Care Centre. This Parent Handbook gives you the guidelines for the operations of the our Centre. If you have any suggestions for improving our Centre please let us know.



The Centre's policies and procedures are in a file for parents to read, a copy is in the middle foyer. We aim to provide a positive environment in which the social/emotional, physical and cognitive needs of each child is developed. Families who are enrolled in the Centre are provided with a link to access all documents online.

## **OPENING HOURS**

The Centre is open Monday to Friday from 7.00 am to 6.00 pm. We are not licensed to operate as an education and care centre outside these hours.

A late fee of \$2.00 per minute will apply to children who are picked up after 6.00pm.

## **STAFF MEETINGS**

Parents are welcome and encouraged to attend staff meetings. We would like you to participate in the continuing development of the Centre. Parent input into policies and procedures will ensure that your needs are incorporated in the care of all children attending our Centre. There is a big focus on professional development at the staff meetings.

Staff meetings are held a minimum of once every four weeks after opening hours. New staff also attend regular professional development/ staff training after hours.

There are many ways parents can become involved with our activities, if you want to. Some examples are; provide favourite recipes, attend family information evenings, spend some time during the day visiting the Centre, donating craft items and possibly helping with programme activities. We would also love you to collect nature items (shells, stones etc) to bring in.

You are welcome to visit the Centre at any time. Remember our doors are always open and we value your participation.

## **NEWSLETTER**

A regular newsletter will be emailed to parents. The newsletter will keep you informed on all aspects of the Centre's operation and education and care of the children. Parents are encouraged to contribute to the newsletter. News is also posted to our Facebook page.



## **STAFFING**

Our staff have been carefully chosen to work at our Centre and we are proud of the experience and knowledge they bring.

The Centre is staffed by trained, qualified and experienced educators. New members of staff are required to undergo extensive training. Individual staff profiles are on display at the Centre.

The educators plan & implement learning programmes which cater for the individual needs of each child. These programmes are established from close observations of your child. If your child needs special attention please advise the Centre Manager.

## GOVERNMENT SUBSIDIES

This Centre offers Child Care Subsidy, for eligible parents, to assist with the costs of childcare. To receive CCS you must apply through Centrelink/MyGov. Eligibility depends upon Australian residency and income levels.

Centrelink will calculate your CCS entitlement and inform you, of the level of fee support. The Centre receives your CCS after each completed week of care.

There are also provisions for hardship and special cases. A generous number of absences per year are allowed with CCS.

It is a condition of receiving CCS that you sign your child in and out of the Centre every time you attend. If you haven't signed in and out CCS will not be paid.

**PLEASE NOTE:** *The CCS percentage is a percentage of the Government subsidy, not the whole fee. The Government subsidy is not designed to meet the whole cost of child care.*

## FEES



The Centre offers full-time and part-time care. The fees are usually reviewed twice a year to reflect wage and other costs.

The current fees are displayed in the entrance area. The qualified educators are all familiar with the fee structure and are happy to explain it.

## ACCOUNTS

The Centre does not issue accounts for fees. On enrolling parents pay a holding fee of \$50.00. The holding fee is refunded when your child leaves the Centre. If you cancel your booking without your child attending the fee will not be refunded.

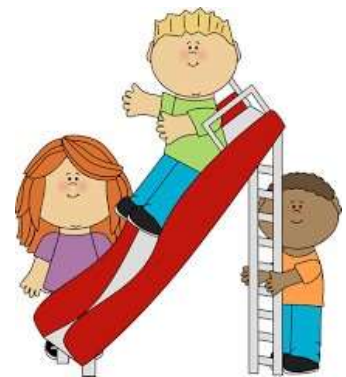
Fees are paid by direct debit. You will be asked to complete the form prior to commencing care. Fees will need to be paid if your child has a reserved place and is unable to attend the Centre, including public holidays. Your reserved place could have been used by another child and the overhead costs to the Centre remain the same. All Government subsidies are paid for all holidays and sick days up to a maximum of 40 days per year. Additional absent days can have CCS paid if medical certificates are provided.

The Centre reserves the right to impose an administration fee of \$10.00 per week for late payment of fees and payments rejected by the bank.

## ATTENDANCE SIGN IN

When delivering and/or picking up a child to/from the Centre you must sign in and out on the tablets. If your child does not attend you will need to sign later for the absent day. This is a Licensing and CCS requirement.

If this is not done, you will be asked to pay full fees because the Centre will not be able to collect the child care subsidy on your behalf. Please telephone or email the Centre Manager if your child will be absent.

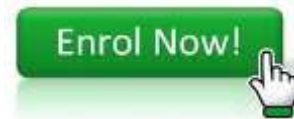


## NOTICE FOR CEASING CARE

You must provide one weeks written notice when your child is terminating their position at the Centre. If the required notice is not given the fees will be charged for that weeks service. CCS is not payable for absences incurred at the end of care. Please make sure you still come into the Centre to avoid paying full fees.

## ENROLMENT

The completed enrolment form is kept in each child's individual file. Please inform the Manager of any changes to your child's enrolment once you are attending the Centre e.g., change of address or telephone number for emergency contacts.



To accept your child's enrolment we are required by Education and Care Regulations to sight and keep a copy of their Australian Immunisation Record (AIR) and a list of emergency contacts.

Please inform the staff if there are any changes to the family circumstances which may affect your child. This may assist us with any changes in your child's behaviour and similarly we will discuss with you any changes in behaviour.

Events at home such as a change of residence, the death or absence of a close relative, can have a marked effect on children's behaviour, as do events at the Centre such as change of staff.

With mutual feedback we can ensure we meet your child's needs.

Please remember the Centre has an open door policy and you are welcome in the Centre at any time. Your child would love to have you join in the daily activity whenever you can. This will also help you to get to know the staff. It all helps to make a happy environment.

## SECURITY

This is a matter of great importance to all of us. The Centre has security with key tag access for parents. A \$15.00 desposit is charged for each key tag. The deposit is refunded when the key tag is returned. Everybody else who wishes to come into the Centre must be let in by a member of staff.

If you arrange for another person to deliver or pick up your child, please explain the procedures to them. Visitors will be met at the door and escorted to collect a child.

Each child must be brought into the Centre and accepted by an educator. At the end of the session your child will be released only to you or an authorised contact. If someone else collects your child we will need authority from you and proof of identity from the person collecting.

Please do not allow other people to pass through the entrance while you have the door open. The person you are letting in may not be allowed to have access to the child they want to see.

**Please take the time to ensure every door you walk through is properly closed.**



## PROGRAMME

Children learn through play, exploration and experimentation. The educators offer a flexible and rewarding development appropriate program, which covers all areas of development e.g. social, emotional, physical and cognitive.

The programme caters for the individual needs of each child. Many fun experiences are provided such as music & movement, science, language & story telling, cooking, painting and collage, not to mention a lot of one to one interaction. There is a cycle of planning, assessment and followup for each child. Every child has an two alpha code identifying them on the programme.

Details of the program are displayed on the notice boards in each room. Please encourage the educators to explain the program and feel free to have some input into your child's day.

## MEALS

The children are provided with morning & afternoon tea, late afternoon snacks and a home cooked, nutritionally balanced lunchtime meal. All menus are prepared in accordance with the Get Up and Grow programme.



Meal times are set up so they promote healthy, nutritional habits and encourage independence and good manners. Meals are a happy and social occasion for the children. If your child has any special dietary requirements please inform the Centre Manager. Children are given a piece cheese and a drink of water after their lunch to help dental hygiene.

Please do not send extra food to the centre. If a child is hungry we will serve them extra food. A child with an allergy could be affected from food brought into the Centre. Fruit bowls are in each room. The children are encouraged to ask for fruit at any time.

Birthdays are special and we would love to help your child celebrate. If you would like to send a cake along, please let the staff know and we will arrange a 'party'. Due to the number of children with allergies we must ask for a store-bought cake, showing the ingredients or for you to provide a list of ingredients of your homemade cake.

## JEWELLERY

Please do not send your child to the Centre with jewellery. We cannot accept responsibility for losses.

## TOILET TRAINING

Children indicate their own readiness to begin toilet training. Children will usually be dry for a few hours during the day and demonstrate the need to use the toilet or potty in the form of words or with gestures.

Toilet training may commence in the babies group with potties and in the toddlers group with child size toilets.



Staff are always on hand to help a child become successful in toilet training. Please keep us up to date with your child's interest in toileting, so Centre and home routines are similar. Please provide 4 - 5 changes of clothes during toilet training in case of accidents.

## YOUR CHILD'S FIRST DAY

The experience of going into unfamiliar surroundings and meeting new people can be quite daunting for a young child. Some children may seek the reassurance of their mother or father to settle on the first day.

Suggestions to help your child settle more easily;

- \* Visit the Centre with your child and meet the educators before commencing care.
- \* Talk with your child during the days beforehand about the excitement of playing with new friends and doing lots of fun things.
- \* Help your child label and pack their bag with the things required, including their hat and water bottle.

Feel free to telephone any time and as often as you want during the day to see how your child is progressing.

It is essential that you feel happy about where your child is and what sort of day he/she will have away from you. Remember; open communication between Centre staff and yourself will help keep the children happy.

## WHAT TO PACK



Please clearly label ALL of your child's belongings: clothing, shoes, hat etc. You should send a complete change of clothing each day. Toilet training clothes need to be easy [and quick] to pull up and down.

If your child is in nappies please supply sufficient nappies for each day. We recommend you pack six, which will give us a couple of spares.

All children must have a wide brim hat or legionnaires cap clearly labelled (and preferably left at the Centre). No sleeveless tops in summer please. Please pack a water bottle each day. We will fill (and refill) to ensure your child drinks enough water each day. For children still having milk bottles, please send empty bottles and the original container of formula.

Sunscreen will be applied to all exposed skin surfaces on the children before they start any outside play. The educators will reapply during the day.

## TOYS

Please dissuade your child from bringing toys into the Centre. This will help to avoid loss, breakage or arguments with other children over the use of toys.



## DISCIPLINE

We use a positive approach to guiding children's behaviour. We aim to use positive language, avoiding words like no and don't. We believe in positive praise and reinforcement by using explanation, distraction, reminder and action techniques. If it is necessary to reprimand a child we focus on the child's actions and not on the child.

If a child continues to display negative behaviour, a brief period of sit & think may be used. The child will still be with all the other children if this occurs. Explanation will be given to the child as to why it happened. It is important our parents know that no form of corporal punishment or confinement will be used.

## **IMMUNISATION**

It is unavoidable that children in group care may be exposed to contagious illness despite high standards of hygiene. Parents must have their children immunised according to the recommended Health Department schedule and to make sure that vaccinations are up to date. Child Care Subsidy is not paid for children who are behind in their immunisations.

Education and Care Regulations require the Centre to have a current copy of each child's immunization record from the time of enrolment along with regular updates in records.

You will find the immunisation schedule on the Health Department website; [www.health.wa.gov.au](http://www.health.wa.gov.au)

All staff have received their COVID vaccinations, as per the State Government mandate.

## **MEDICATION**



If your child needs any form of medication, an authorisation form must be completed by the person delivering the child to the Centre. Please provide all medicines labelled for the child in the original container & supply accurate written instructions. Qualified educators will administer the medication as outlined on the medical form and record the procedure.

Please do not leave medicine in your child's bag. Hand it to a staff member for safe storage.

Authority cannot be given for medication or treatment which has been prescribed for an adult, another child or is out of date. Some medication purchased over the counter may not carry pharmacist's instructions and will be given according to your written instructions.

If there is any doubt, the Centre reserves the right to withhold the medication or treatment.

Please ensure that the Centre has been advised of any allergies your child may have to food or medicine, or anything else.

If a child is considered to be in urgent need of medical attention, contact with your emergency telephone number will be attempted before any action is taken.

## **FACEBOOK**

The Centre operates a Facebook page for families. Pictures of the children are regularly uploaded. It is an opportunity to see some of the activities your child has been doing while at the Centre. No names are attached to the photos.

You will be asked to sign an authority if you would like photos of your child on the Facebook page. We can email you a link to the page so you can see some of the content before agreeing to your child participating.

## **ACCIDENTS**

All accidents are recorded. Parents are informed and invited to review and sign the written reports. If a child has an accident, first aid will be administered.

If serious, parents will be notified and the child transported to the nearest medical Centre for treatment at your cost. The Education and Care Regulatory Unit will also be advised as per Education and Care Services National Law (WA) Act 2012.



## **EXCURSIONS and INCURSIONS**

Generally, the Centre does not take children away from the Centre. The only exception to this is for walks around Technology Park. The enrolment form is the place you can approve this.

The Centre arranges regular and frequent visitors to come to the Centre to provide the children with new and stimulating experiences. Farm animals are always popular, the Fire Bridgade and Police are also regular visitors. We will let you know what is happening prior to any visit.

## **INSURANCE**

The Centre is covered by public risk insurance for all children and adults who enter the Centre during licensed opening hours. Copies of the Certificate of Currency are in the office.

## **EVACUATION PROCEDURE**



Emergencies are dealt with as described in the evacuation procedure in the policy manual and displayed throughout the Centre. Staff and children hold regular evacuation training so that everyone is familiar with the procedure.

Please take time to read this procedure in case such an event occurs while you are in the Centre.

## **CONFIDENTIALITY**

Information in records and matters connected with families are kept confidential.

All educators have access to information on the child's enrolment form. No member of staff may give information on matters relating to children and their families to anyone other than their custodial parents/guardians.

All staff sign a confidentiality agreement.

## **PARENT CONCERNS**

If parents have any questions or concerns at any time regarding the child's care or about the Centre's operation, please contact the Manager. The proprietors also welcome you contacting them.

Other sources of information and support are;

Education and Care Regulatory Unit  
1st Fl, 111 Wellington St  
East Perth, 6004  
Telephone 6210 3333  
[ecru@dlgc.wa.gov.au](mailto:ecru@dlgc.wa.gov.au)

**CONFIDENTIAL**

The approved provider of the service is:

SNS Early Learning Pty Ltd PR-40027292

SNS Early Learning is owned and operated by Co-CEO's Karl Depiazzi and Andrew Fenech. Email [techpark@waeducationandcare.com.au](mailto:techpark@waeducationandcare.com.au)

The Service number for Technology Park Education and Care Service is SE-00013152

The staff at our education and care service are committed to the objective;

"For all children in education and care to receive the high quality of education and care which is their right."

In order to achieve this staff must involve themselves in an ongoing process of self evaluation and improvement in order to provide a Centre which best meets the needs of the children and their families.

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