



## **Childcare & Early Learning Centre ELC Parent Information Handbook**

Then Jesus called for the children and said to the disciples,  
"Let the children come to me. Don't stop them! For the  
Kingdom of God belongs to those who are like these children".

Luke 18:16 (NLT)



A Christian Childcare Centre operated by the Seventh-day Adventist Church

Cnr Old Gympie Road & Hughes Road East, Dakabin Qld 4503 PO Box 33, Kallangur Qld 4503

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ABN 50 102 933 148

## Mission Statement:

To promote a relationship between each child and Jesus Christ and facilitate spiritual growth through a supportive environment in which Christian nurture, education and developmental support takes place.

## Values Statement:

We value...

Whatever is **true**

Whatever is **noble**

Whatever is **right**

Whatever is **pure**

Whatever is **lovely**

Whatever is **admirable**

Whatever is **excellent**

Whatever is **praiseworthy**

Philippians 4:8

## Vision Statement:

Centred in Christ

Dynamic in Direction

Strong in Service

## A very warm welcome!

Welcome to Northpine Christian College Childcare & Early Learning Centre. For some children it may be the first time away from their home environment, their parents and friends. We believe that every child is a unique individual living in a unique environment. We accept that children come from different backgrounds, cultures and family values. We believe in providing a loving and caring Christian environment where the social, emotional, physical and intellectual development of each child is allowed to progress at its own rate and be supported by all educators.

Placing your child in an early learning Centre is a big decision, so we understand that selecting the Centre most suitable to your child's needs is one of the most important decisions you will make. At Northpine Christian College Childcare & Early Learning Centre we endeavour to provide the highest quality care and education for your child. It is important that parents and Centre staff work together to make the transition from home to the Centre a happy one.

## Our Goals for children are to:

- Promote long-life learning
- Touch, move and inspire.
- Develop each child to reach their full potential by providing a wide range of play experiences in order to expose them to many different situations.
- Focus on creative arts where children are encouraged to express themselves through music, drama, dance and visual arts.
- Provide a caring and happy atmosphere in which children can express themselves freely and show their individuality.
- Guide children in good social values and successful interactions with their peers so they have a sense of belonging and hope.
- Allow children to connect with nature, inspire an appreciation and love for nature and the outdoor environment and strongly embed into every day teaching practices the importance of sustainability.

Please take the time to read this booklet as the information will help you and your child to settle in more quickly. If you have any questions, concerns or suggestions please discuss them with our Director, as this information will help us better understand and plan for your child's individual needs.

## Operating Hours

The Centre is open Monday to Friday from 6.30am to 6.00pm. The Centre is closed on all public holidays, including the local EKKA show holiday, and for two weeks at the end of the year (Christmas to New Year weeks).

The Centre is licensed to cater for children from four months old to school age. If your child is attending for a full day, please arrange for your child to be at the Centre by 9am. This will enable your child to benefit fully from the day's program and activities.

If your child is absent due to illness or for any other reason, please advise the Centre **before 9am**. If your child will be in late, could you also please advise the Centre **by 9am**.

## Fees

Please refer to the current fee schedule for daily rates in the enrolment pack.

Once your child commences at the Centre, fortnightly statements will either be placed in the family accounts pockets or emailed depending on what you state on enrolment.

If for any reason you cannot pay the fees when they fall due, please see the Administrator or Director as soon as possible. If the fees payable fall behind, you will receive formal notification that your child's place may be cancelled.

Should you wish to discontinue your child's attendance, **two weeks notice** is required in writing or two weeks fees payable in lieu thereof.

Fees can be paid by cash, EFTPOS, credit card transaction or online transfer. Any cash should be placed in an envelope and securely sealed and placed in the Fee Slot at reception. Please complete payment details in the cash record book. Receipt on payment will be shown on the following account. Please check your receipt and notify the Administrator of any discrepancies.

## Days Absent and Public Holidays

Public holidays and absent day fees still apply and attendance records maintained so that Child Care Subsidy is received. Sorry, no make up or swapping days are available. Public holidays will be charged at a reduced rate.

Each family can claim up to 42 days of absence (referred to as allowable absences) while still claiming Child Care Subsidy. Once the 42 days is reached, any additional absences must be paid for on a full fee basis, as the Centre cannot claim Child Care Subsidy for any extra days. Sick days are included in the 42 days absence. After the initial 42 absent days, a medical certificate must be given to gain government subsidy. If you have a rostered RDO, a letter must be obtained by your employer.

## Late Pickup Fee

A late fee will apply if your child is not collected by 6.00pm. The fee will be at the rate of \$1 for every minute and will be documented and charged to the next fee account. If you are delayed and know you will be unable to pickup before closing time, you may elect to have one of your authorised persons collect your child on your behalf.

Please telephone if you are going to be late, as this helps us with staffing and also enables us to let your child know exactly when you are coming.

## Safety Precautions

Safety is a high priority at our Centre. Each room has an emergency evacuation plan displayed on the exit walls. Approximately once every 3 months the Centre will conduct evacuation and lockdown drills. These are to ensure that if a real life emergency occurs, the children can be evacuated safely and quickly. These drills will apply to all who are present at the Centre at that time, including parents.

Some additional safety precautions at the Centre are:

1. Safe storage of poisons and medication;
2. Hygiene and Cleanliness;
3. Maintenance of equipment and playground areas;
4. Smoking prohibited throughout the Centre and grounds;
5. All doors and gates kept closed at all times.

For the safety and well being of all children, your child must not bring to the Centre any item that is likely to cause harm to others. In particular, the following items are prohibited in your child's bag:

- Medications of any sort including headache tablets;
- Any poisonous or flammable substance;
- Safety pins, clips, sharp metal objects of any type, matches or rubber bands;
- Mobile phones, iPods or other electronic devices;
- Cosmetics, gels and creams;
- Plastic bags.

When accessing the Centre please close all doors and gates behind you at all times. We also ask that parents/caregivers supervise their child/ren between the car park and main entrance.

## **Delivery and Collection Policy**

Children must be brought into and collected from the Centre by an adult. This adult must complete the attendance register and notify the staff that the child has arrived or is departing. Only when prior arrangements have been made with the Director will a person other than the child's parent/guardian or those previously authorised on the enrolment form, be permitted to collect a child from the Centre. No person under the age of 17 is allowed to collect a child or access the attendance register.

For legal reasons, every child's attendance records must be completed. No exceptions to this requirement will be made. This register is also used for health and safety measures as well as for government records and CCS.

## **Injuries**

Health and safety of the children is of utmost importance but unfortunately accidents do occasionally occur. All staff have current first aid certificates, asthma and anaphylaxis training. Should an accident or injury occur, staff will act immediately by applying the appropriate first aid. Apart from minor scratches, any accidents occurring will be recorded in the accident register and parents will be informed.

If emergency medical treatment is required and staff are unable to contact the parent/guardian or authorised adult, the Director and one other staff member will act on their behalf.

## **Illness**

Illness refers to all conditions that are not contagious but impair a child's capabilities to function in the group. As the Centre does not have facilities to isolate and supervise sick children, any child who becomes sick during the day will be comforted by staff and the parents/guardian or emergency contacts will be requested to come and pick up the child as quickly as possible. It is in the child's best interest to be excluded from the Centre until all symptoms subside.

It will be at the discretion of the Director to refuse to admit any child should it be felt that the child is not well enough to attend the Centre.

## **Infectious Diseases**

It is a requirement that any child who has an infectious disease must be excluded from attending childcare in order to protect the health and safety of staff, children and their families. The Centre should be informed immediately of the nature of the illness. Any information concerning your child will be kept confidential. Please refer to the Department of Health 'Time Out' chart for exclusion periods or a medical certificate from a medical practitioner must be presented before the child can return to the Centre.

If a child, whilst attending the Centre, contracts of is found to have an infectious disease such as measles, mumps, chicken pox, glandular fever, conjunctivitis, hand, foot and mouth or any other infections he/she will be sent home until the condition is cleared. In addition should your child be vomiting, have diarrhea, cold sores, school sores, influenza or a heavy cold it is requested that they be kept at home until fully recovered. Children cannot attend the Centre during the relevant isolation period. Your doctor or the Centre Director will be able to inform you of the necessary isolation period. A written medical clearance may be required.

## Health and Hygiene

Our Centre has a strict policy on health and hygiene, especially hand washing. All children are taught, encouraged and reminded to wash their hands before meals and after using the toilet. All Centre tables and chairs are wiped down throughout the day, bathrooms cleaned after lunch and professional cleaners clean the Centre each evening. The educators have a monthly cleaning roster that ensures a clean and orderly room environment.

## Sun and Insect Protection

Safety in the sun is also a high priority in the Centre and safety measures are consistently practiced. Overexposure to ultraviolet radiation during childhood may contribute to an increased risk of skin cancer or damage throughout an individual's lifetime. The following sun protection guidelines are as follows:

- Clothing should be worn that protects the back, neck and shoulders.
- Broad rimmed or legionnaires style hats are recommended as best protection for faces, necks and ears.
- Hats are to be worn outside all year round. Children who do not have a hat can wear a spare Centre hat or play in the shade.
- Apply sunscreen to your child before attending the Centre and sunscreen will be reapplied throughout the day 20 minutes before outside play. For your convenience there is a sunscreen station set up in the main foyer.
- Should your child suffer from an allergy to the product used by the Centre, you may send along your own brand of sunscreen.
- Mosquitoes can also be a problem at times and many children do react to bites. Educators are happy to apply an insect repellent.
- Permission to apply sunscreen and repellent must be given in the child enrolment form.

## Clothing and Shoes

Please ensure your child comes with a complete change of play clothes clearly named. Children sometimes enjoy 'messy' and 'water' or 'mud' play and it is essential that they can change into clean dry clothes if the need arises.

Safe comfortable footwear that fits well is essential. For safety reasons, if children are wearing sandals, clogs or thongs they will be encouraged to remove them before climbing on playground equipment. It is our preference that children remove shoes before going on the play equipment, however, if you require them to leave their shoes on, joggers or shoes with a good tread are required for climbing. Shoes and socks must be worn during the colder months. All children attending the Kindergarten program will follow the uniform guidelines.

## Laundry

Any soiled or wet clothing items will be placed in a blue plastic bag with the child's name and room on it and placed in the blue plastic box into the main laundry. Children's names will be written on the whiteboard under each room, located outside the laundry door.

## Parent Participation/Responsibilities

Because parents and grandparents are such an important part of a child's life, we encourage their interest, participation and input into the Centre's activities.

Some practical ways for parents (or grandparents) to get involved are:

- Sharing your talents (eg play a musical instrument);
- Sharing a special skill, craft or hobby;
- Collecting resource material for the Centre (eg magazines to cut up);
- Assisting with excursions'
- Simply attending your child's group and observing;
- Being involved in special events and Centre fundraising;
- Sharing your ideas that may improve the Centre;
- Parent/family occasions, etc.



## Immunisation

For the protection of all children it is requested that all recommended immunisations are up to date. It is important that as children receive immunisation boosters, parents inform the Centre so that our records can be kept up to date. The Centre requests evidence that each child has had the full course of all recommended vaccinations on enrolment. Please Note: Any unimmunised child may need to be excluded from care during outbreaks of immunisation preventable diseases. All families will be informed about any outbreaks via email, phone or written messages. A vaccination schedule is displayed in the foyer.

To find out more about immunisation for you and your child visit:

**[www.health.qld.gov.au/immunisation](http://www.health.qld.gov.au/immunisation) or [www.immunise.health.gov.au](http://www.immunise.health.gov.au)**

Alternatively, call the information line on 1800 671 811.

## Medication

We prefer NOT to administer any medication to a child whilst the child is in care. In most cases medication can be given before arriving, after departing the Centre and at night. However if it cannot be avoided, the following conditions must be met:

It is the policy of the Centre that:

- If the prescribed medication is to be administered, it must be accompanied by written medical advice, stating the child's name, dosage and times. Parent/guardian permission must also accompany the medical advice (please complete a **Medication Authority Form** located in each room).
- Off-the-shelf medication will not be administered unless the parent/guardian has authorised this in the child's enrolment form. Alternatively a **Medication Authority Form** can be completed and handed to the child's educator's or the Director with the medication. The medication must be supplied in the original container and parent's instructions (dose) must match those that are detailed on the container for the appropriate age group.

**Please note:** All medications must be stored in a place inaccessible to children.

DO NOT LEAVE MEDICATION OF ANY TYPE IN YOUR CHILD'S BAG. Medication that is to be administered during the day must be placed in the locked medication box in the main fridge.

## Anaphylaxis and Asthma

If your child suffers from anaphylaxis reaction or is diagnosed as being an Asthmatic, we **must** receive before the child commences a current action plan along with in date medication. A bag will be provided by the Centre for storage.

## Special Needs

We understand that all children are unique and may have individual needs. Could you please state any allergies, food intolerances, medical conditions, behaviour or emotional problems or physical disabilities clearly on the enrolment form. Please discuss these issues with the Centre Director at the Meet and Greet before your child commences.

## Severe Allergies

Due to severe child nut and egg allergies, our Centre is a **nut and egg free Centre**. No foods of any kind are to be brought into the Centre that contain nuts or eggs including birthday cakes.

## Food and Nutrition

A healthy diet plays an important part in a child's development and behaviour. The Centre provides children with nutritious meals each day catered for by Yummies for Little Tummies. Morning tea, lunch, afternoon tea and a late snack are provided. All food is egg, nut and pork free. All children's dietary needs can be catered for as indicated on the enrolment form. We encourage you to read the Centre's Food and Nutrition Policy included in the enrolment pack.

## Drinks

No juice or sugared drinks are served. Drink bottles are welcomed. Water, our 'drink of choice' and milk are available throughout the day for children to enjoy and the Centre provides the drinking cups for all children. The Centre does provide Cow, Soy and Rice milk to cater for food intolerances. Drinking bubblers are also available outside.

## Meal Times

Creating a safe, clean and relaxing environment is important for children and we aim to make meal times a positive learning experience where children are encouraged to sit together, socialise and develop healthy eating habits. We always commence our meals by singing Grace to thank God for our food.

## Birthdays

Birthdays are a special time for children to celebrate with their friends. Due to the severe egg and nut allergies we ask that you do not bring in any cakes or muffins for birthdays. If you would like to share something with the children, ice blocks are a good alternative. We will continue to sing happy birthday to the children and celebrate their special day with a pretend birthday cake so they can blow out the candles.

## Excursion and Escorted Journeys

From time to time the Centre will extend the children's interests and learning by arranging an excursion to a place or event outside the Centre. Prior to the excursion a written permission letter and form including all the details will be sent home for your consent, it is essential that you sign and return this form. Children without parental consent will not be taken on excursions.

Such excursions are subject to the availability of responsible adults to help supervise children. If you can help in this area, please see the Director. The Director plans regular community organisations and groups to visit the Centre to deliver educational programs and the cost is covered by the annual Entertainment and Resource fee.

## **Educators**

In order to provide quality care for your child, staffing levels are in accordance with the Education and Care Services National Law Act 2010 and Education and Care Services National Regulations 2011. All our staff have appropriate qualifications for the positions they hold and have current first aid, asthma and anaphylaxis certificates.

## **Students and Volunteers**

On occasions, the Centre may be visited by students undertaking studies in the area of Early Childhood Education. They will not be responsible for the program or supervision of the children and act under the direction of the Lead Educator and the Director at all times.

## **What to Bring (up to 2 years) – please name items**

- Formula/breast milk for each day in the Rainbow Room.
- If your child is undergoing the transition from nappies to pants please allow at least three pairs of pants in case of accidents (training pants or pull ups are practical).
- Comforter (dummy, blanket etc) if necessary
- Two changes of clothes
- Brush and/or comb if so desired
- Wide brimmed hat
- Socks, shoes and jumper for colder months

## **What to Bring (over 2 years) – please name items**

- Spare set of clothing and undergarments
- Wide brimmed hat
- Sock, shoes and jumper for colder months



## Priority of Access

The Federal Government has determined the following priority of access guidelines for Centres that receive Child Care Subsidy. These guidelines are primarily referred to when a Centre has a large waiting list of parents competing for a limited number of vacant places:

### First Priority

A child at risk of serious abuse or neglect.

### Second Priority

A child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the Family Assistance Act.

### Third Priority

Any other child.

NCC Childcare & Early Learning Centre is non-discriminatory. Children from all backgrounds and cultures are welcome. Where the Centre is unable to meet specific/special needs of a child, negotiation may need to be entered into.

## Child Care Subsidy

Child care subsidy (CCS) is an assistance scheme funded by the federal government. It is designed to ensure that all families can afford quality childcare. It is paid directly to the Centre on behalf of the family.

This fee depends on:

- Family income assessment
- Activity Test: Recognised activity such as paid work, unpaid work in a family business, study and volunteering. \*Please note when recording your hours of activity to include travel from the Early Learning Centre to place of activity, and from place of activity back to the Early Learning Centre.
- Your child attends approved or registered care and you are liable to pay the childcare fees
- Your child meets the immunisation requirements
- You (or your partner) meet the residency requirements

Information for your Childcare Subsidy must be lodged with the Family Assistance Office or via your online My Gov account. Full fees apply until the Centre has been advised that you are eligible for CCS.

To discuss your circumstances and entitlements telephone the Family Assistance Office on 136150.

## Kindergarten Program / School Readiness

The Queensland Kindergarten Program or 'Kindy Blue' incorporates the 'Queensland Kindergarten Learning Guideline'. A qualified Early Childhood Teacher runs this program Monday to Friday. We provide two fee schedules for this program to cater for both long and short day care. Children must turn four by the 0th of June in the current year and be booked in for at least 2 days a week for this program. The program offers a rich and varied learning environment that helps children to meet the 5 learning development areas in the QKLG. These are Identity, Connectedness, Wellbeing, Active Learning and Communicating. The program is play based and programming is based on the strengths, interests and needs of children and a holistic approach is taken to facilitate the development of children. Many opportunities for intentional teaching are included such as early mathematics, pre-reading and pre-writing skills.

As part of the Kindergarten program we incorporate a Transition to school program to enable children to experience 'big' school through visits and events. Some of these visits include chapel, parade, library, playground and the Outside School Hours Care.



## Administration and Licensing

Northpine Christian College and Childcare & Early Learning Centre is owned and operated by Seventh-day Adventist Schools (South Qld) Limited.

Providing the highest quality of care and education is important to this Centre. If you have any concerns regarding the operation of this Centre please discuss them, in the first instance, with the Director of the Centre. Alternatively you may contact the Approval Provider on 3218 7777.

Northpine Christian College Childcare & Early Learning Centre is licensed by the Office for Early Childhood Education and Care. Their nearest office is:

Level 3 – The Corso  
North Lakes, Qld 4509

**Phone:** 5433 6106

**Fax:** 5433 6129

**Email:** Northlakes.ECEC@dete.qld.gov.au

Other useful contacts include the Childcare information service which provides up to date information about services and facilities in any particular region.

### **Childcare Information Service:**

Brisbane Phone: 3224 4225

Regional Phone: 1800 63771

## Change of Details

If your personal details change at any time such as phone number, address or contacts, can you please ensure the Administrator or Director are given any updated information.

## Family Area

Please feel free to utilise our family area, sit on the couch, watch the slide presentation, borrow a book from the library, have a cuppa and simply relax.

## Treasures from Home

We prefer that all children's toys be left at home. We know these are precious to a child and we do not want to risk them getting lost or broken. The Centre has many toys and great equipment for the children to play with throughout the day.

## War Free Zone

We prefer the Centre to be a war free zone and do not encourage make believe super heroes. This includes dress ups and items such as guns. We would prefer that you do not allow your child to attend the Centre wearing superhero dress ups.

## Fairy Tales

We discourage the use of books and songs that contain fairy tales, witches and monsters etc. We prefer to read to and sing with the children material that is happy and positive and that support our Christian values.

## Policies

The Centre has many policies to follow and uphold. Please feel free to access the Policy folder anytime. This is located on the table in the main foyer. Every year policies are reviewed and we invite and encourage you to be a part of this process.

Please do not hesitate to contact the Centre for any further questions or information.





## Childcare & Early Learning Centre

Cnr Old Gympie Rd & Hughes Rd East, Dakabin Qld 4503  
PO Box 33, Kallangur Q 4503

**Phone:** 07 3204 6301 (Office Administration)

**Childcare Email:** [childcare@northpine.qld.edu.au](mailto:childcare@northpine.qld.edu.au)

