

# PARENT HANDBOOK



my little feet  
EARLY LEARNING



# PARENT HANDBOOK CONTENT

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*A NEW DIRECTION  
IN CHILD CARE*

# WELCOME

## **Our Team would like to welcome you!**

We trust the time spent at our service will provide rewarding experiences for both children and their families.

You are welcome to visit our services at any time and we encourage you to spend time talking with your child's educators.

We will work towards making the transition to our Service as smooth as possible so both you and your child feel part of this fantastic learning journey.

Please read this handbook thoroughly and speak to our Nominated Supervisor should you have any questions.

You will also be asked to sign that you agree to all policies contained in this book so we can ensure your orientation process has been informative and thorough. A detailed policy folder is always available in the office for your reference.





## ABOUT OUR SERVICE

**My Little Feet Early Learning, located in Aitkenvale, Pimlico and Idalia, are family-owned and family-centred childcare centres.**

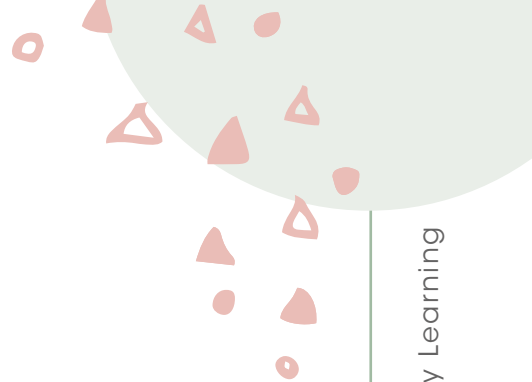
Our Centres provide child care and Kindergarten from ages 6 weeks to school age. The centres employ long-term, dedicated, and highly qualified educators. We pride ourselves on providing an enriched environment that caters for an individual child.

Each centre has a Statement of Philosophy that reflects our belief children learn and develop best through play. We provide all nutritious meals, nappies, sheets, sunscreen and hats. We encourage parent participation

and look forward to welcoming you to what we trust will be an extension of your home.

At My Little Feet we are committed to a holistic approach to learning and this is fostered in an environment that promotes and supports all aspects of a child's development.

Our centres comply with the Education and Care laws and regulations ensuring the safety and highest possible standards of care.



# AITKENVALE STATEMENT OF PHILOSOPHY

**My Little Feet Aitkenvale reflects Australia's commitment to the United Nations Convention on the Rights of the Child and the obligations of all those who work with children to protect them from harm, respect their dignity and privacy and safeguard and promote every child's wellbeing.**

Our centre strives for quality education and care through our commitment to implementing the National Quality Framework, National Regulations and the National Quality Standards as well as the Early Years Learning Framework.

## **1. Children are successful, competent and capable learners**

We believe that children are active learners from birth who construct their knowledge, meaning and understanding through their interactions, relationships and experiences. We believe that rich, engaging environments and meaningful interactions, where children voices are listened to and acted upon, build on the foundation for successful lifelong learning.

The health and safety of the children is always supported and promoted and their right to learn and develop in a safe and nurturing environment is the primary consideration in all aspects of the service. All areas of our program and the decisions made about the curriculum are organised to maximise the opportunities for each child's learning and development.

- △ Learning Outcome 4 – Children are confident and involved learners
- △ Quality Area 1 – Educational Program and Practice
- △ Quality Area 2 – Children's Health and Safety
- △ Quality Area 5 – Relationships with Children

## **2. High Expectations for educators and service providers**

We believe that the best interest of the children and their right to learn and develop in a safe and nurturing environment is the primary consideration of the centre. This is evident in the centre's decision making and, in the actions, interactions and daily work that the educators demonstrate with children.

As educators we value one another's contributions and recognise that each educator brings their own unique knowledge and ideas to the team.



Educators at My Little Feet Aitkenvale are expected to demonstrate a strong level of team work and collaboration, build positive and respectful relationships with one another and practice ongoing reflection and self-review to ensure that the best possible environment is provided.

- △ Quality Area 7 – Governance and Leadership
- △ Quality Area 5 – Relationships with Children

### **3. Equity, Inclusion and Diversity**

We believe that in a fair and just society, the intrinsic worth of all children and their families including their strengths and right to equitable access and participation in the community is clearly reflected in all aspects of the service.

We foster mutually respectful relationships with all families, acknowledging diversity, religious beliefs and cultural identities. We encourage and respect family and community involvement and their contributions to the program and within the centre.

- △ Learning Outcome 2 – Children relate to and contribute to their world.
- △ Quality Area 6 – Collaborative partnerships with families and communities

### **4. Valuing Australia's Aboriginal and Torres Strait Islander Cultures**

We acknowledge the Bindal

and Wulgurukaba people as the Traditional owners of this land, pay respect to their Elders – past, present and emerging – and acknowledge the important role Aboriginal and Torres Strait Islander people continue to play within the My Little Feet community.

We acknowledge and value the rich cultural beliefs and diversity as well as the Traditional languages and strong family structure of Australia's Aboriginal and Torres Strait Islander People within our centre.

- △ Learning Outcome 2 – Children relate to and contribute to their world.

### **5. The role of parents and families is respected and supported**

Parents and families at My Little Feet Aitkenvale are recognised as the child's primary nurturers and teachers.

They have both a right and responsibility to be involved in decision making affecting their child and we encourage their input into the centre and our program.

We believe respectful, collaborative relationships are important in strengthening the capacity and efforts of parents and families to support their children and promote each child's health and wellbeing.

- △ Quality Area 6 – Collaborative partnerships with families and communities

## 6. Sustainability and our relationship with the environment

We value the importance of nature and promote the children's awareness and respect to care for and protect their natural environment.

We incorporate a variety of natural environments and sustainable practices into the program and throughout our centre.

My Little Feet Aitkenvale and its community are encouraged to reconnect to nature and our program provides knowledge and skills to reduce our ecological footprint.

- △ Quality Area 3 – Physical Environment
- △ Outcome 2 – Children are connected with and contribute to their world

# IDALIA STATEMENT OF PHILOSOPHY...WE BELIEVE



- △ That care, dignity and respect be given to every child, in relation to their uniqueness and individuality; their learning styles; individual growth; their cultural and linguistic backgrounds.
- △ To provide an enjoyable and challenging child centred learning environment where children are encouraged to learn through play so that they will enjoy learning throughout life.
- △ To create and maintain a safe environment that enhances children's autonomy and self-worth; a safe place where they can achieve a deep sense of well-being.
- △ That families and Educators are valued and display respect for each other, working in collaborative partnership to provide the best learning experience's for each individual child in an enriched early learning environment; allowing for development to flourish.
- △ Allowing each child time and space, as well as multiple opportunities to interact and experience a meaningful and secure environment, that encourages growth of new ideas and enhances the child's existing knowledge.
- △ That Early Childhood development focuses upon the social, emotional, physical, cognitive, language/literacy, numeracy and aesthetic development of the individual child.
- △ Children will be given the opportunity to develop at a pace comfortable to themselves and their environment.
- △ Our families, Educators, volunteers and the wider community play an essential role in providing equitable care in our Service.
- △ Families and Educators input into Services programs, operational procedures and policy decisions are encouraged and respected.



# PIMLICO STATEMENT OF PHILOSOPHY

**As a way of ensuring that our philosophy holds the voices of educators, parents and children, all were asked to contribute one word that is of significant value to them. One word, which is a goal for their time spent here at my Little Feet.**

*2018 Parents, Children and Educators Value: Respect, Confidence, Social skills, Education, Fun, Nurture, Independence, Learning, Social Development, Emotional Development, Love, Friendships, Belonging, Happiness, Support, Play, Being Outside, Need to Come Early (Arrive Early), Seeing My Friends (Friendships)*

Our service is a place where children, families and educators have the right to feel valued, informed, involved, respected, connected and happy.

My Little Feet believe that each child has the right to be a confident active member of the community in which they live; to be nurtured and have their individual and cultural identity recognised and respected; to express their opinions and have their views considered in any decisions that may affect them.

We believe that children are active learners from birth, constructing their knowledge, meanings and understanding through their interactions, relations and experiences. Our service strongly believes in supporting children with their social / emotional development and as a result, strong loving friendships are made with both the staff and the other children. Each day the

children are excited to arrive early and see their friends outside.

Here at My Little Feet Pimlico we foster learning through large blocks of uninterrupted time at play in our fun engaging environments where children are challenged and supported to develop independence, confidence, social skills, creative thinking, problem solving, curiosity and imagination. Our service values and promotes respect for ourselves, each other, our environment, our property and resources.

Developing strong partnerships with families is of the upmost importance to the Educators here at My Little Feet Pimlico as we recognise parents and families as the child's primary nurturers and teachers. Parents and families have both the right and responsibility to be involved in any decision making affecting their child.



We believe that respectful, collaborative relationships strengthen the capacity and efforts of parents and families to support their children and promote each child's health and wellbeing.

My Little Feet believes that in a fair and just society the intrinsic worth of children and their families, their strengths and their right to equitable access and participation in the community is clearly visible in all aspects

of delivery. We value Australia's Aboriginal and Torres Strait Islander cultures as a core part of the nation's history, present and future.

Our service is committed to recognising and incorporating all cultures in our program and ensuring that all families and children develop a sense of belonging to the community we have built here at My Little Feet Pimlico.





## GENERAL INFORMATION

**Centre program/experiences/activities/ philosophy and goals centre on the Early Years Learning Framework and provide an individual, developmentally appropriate program for each classroom.**

The program encourages fine, gross, cognitive, social and self-help skills. Children are observed regularly and their interests, strengths and areas of development, are incorporated into the program.

Each classroom has a daily routine which outlines what happens and when during the day. The names of educators working in the room, their qualification, the number of children and staff required can be found at the entrance of each room.

You are encouraged to ask the Educators or Director for information relating to the following:

- △ Your child's enrolment at this service including the activities and experiences provided by the service
- △ The service philosophy about learning and child development outcomes and how it is intended the outcomes will be achieved
- △ The goals about knowledge and skills to be developed through activities and experiences.

All our centres are open 6am to 6pm from Monday to Friday. The centre is open 51 weeks per year except for Public Holidays. Note that we are going to be closed on the days between Christmas and New Years, to give Educators a family break. We do not provide holiday discounts however do not charge for the week we are closed between Christmas and New Years.

# SERVICES PROVIDED AT THE CENTRE

- △ All nutritious food
- △ Nappies
- △ Sheets
- △ Social Events such as Family Morning Teas
- △ Parent information sheets and educational materials located in foyer
- △ End of year party for all the family
- △ Community visitors such as; Police, Fire, Ambulance & various Health professionals
- △ Storypark posts detailing upcoming events and information relating to the children's activities and program
- △ Facebook Page updating families about events at the centre



# KINDERGARTEN PROGRAM

**My Little Feet is a state Government Approved Kindergarten Program Provider, with the program operating Monday to Friday. Enrolments for the kindergarten program are available to children turning 4 in their year of attendance (on or before 30th June of that year).**

The Kindergarten Program is based on the Qld Kindergarten Learning Guidelines and Early Years Learning Framework and with a focus on early learning through play.

This program will ensure your preschool aged child is ready for Prep. To meet the minimum 15 hours per week in line with Federal Government. Kindergarten universal access target enrolments are a minimum 2-day attendance. Child Care Subsidy and Health Care Card Holder rebates apply.

The Kindergarten program is also unique in terms of it being one of the only in Australia to offer the Second Step Program. This is an incredible program with a focus on social-emotional skills helping children to develop their emotional awareness, self-regulation and executive-function.

## EDUCATORS

Educators photos with their qualifications are displayed in the foyer and in each room. Educators are required to meet the standards of the centres policies and procedures.

From time to time staff members are involved in further training to continue to provide professional care for your children. They all appreciate positive feedback from you and are always willing to discuss any matters concerning you and your child.

## SETTLING YOUR CHILD INTO CARE

The introduction into long day care can be difficult for children and parents.

Children's welfare and happiness are the priority for staff when welcoming new children to the centre and when assisting the family to settle into the centre environment. It is recognised that family's needs will vary greatly in the orientation process and individual needs will be met as best as possible.

The following outlines some helpful hints for parents on settling their child into care:

- △ Ease your child into care with short stays to begin with to help familiarise themselves with the environment, staff and other children.
- △ Try to talk at home about childcare. Mention the names of the staff and other children. Talk about the things the child

will be able to do at child care that are fun and enjoyable.

- △ Provide a blanket or comforter to support your child when they are separating from you or settling to sleep. This can help your child feel more secure.
- △ When leaving your child it is best to make sure you say goodbye and then leave. Hesitating and not going after you have said your goodbyes, if a child is upset only confuses them. Reassure your child that everything is all right and you will return, this can help them to settle.
- △ At first some children protest strongly while others may take a day or two to realise that you are leaving them and begin to protest after several days. Children soon learn that you do return and in the mean time they are well cared for.
- △ Families are encouraged to contact the centre during the day if they wish to do so.



## KINDYNOW

KindyNow is our communication channel available to families 24/7 to communicate all absences and to book extra days. We ask that all families use this App to communicate rather than contact the Centre directly. This allows our Educators to focus on our Children during the transition of the mornings;

The App is available in Apple and Google App Store. Simply search “KindyNow” and connect to your child’s bookings. For more information please speak with our Educators.

## DAILY ROUTINES

Each room in the Centre has a set routine, which covers approximate times for activities such as meal, sleep and playtime. Routines will vary from time to time according to the needs of the group and individual children. For further information about your child’s routines please see the team in your child’s room.

## EDUCATION PROGRAMS

The Room Leader in each room in association with the other Educators, is responsible for planning an early childhood program based on the Early Years Learning Framework, which reflects child centred anti-bias and multi-cultural experiences; is developmentally appropriate and which emerges from the children’s observed interests and family feedback. At times this will involve taking photos of your child.

A wide variety of developmental and interest areas are provided for within the indoor and outdoor play environments. These include cognitive, physical (gross and fine motor), social and emotional development, language and

literature, art and craft, music and movement, maths, science and construction.

## WHAT TO BRING

- △ Clothing – Please provide a complete change of clothes for your child on each day of attendance. More than one change may be required for children currently toilet training. Children’s clothes that become soiled will be returned home in a plastic bag. These clothes will be available in the soiled items facility in each room.
- △ Remember to name your child’s clothing and that it is important that your child is comfortable and their clothing is weather appropriate. Also remember your children are very busy during their day and tend to get very messy and dirty, please consider this when dressing your child.
- △ Drink Bottles – Children need to bring their own named drink bottle to be used at the centre. This is particularly important during the warmer months to ensure children are kept well hydrated whilst outdoors.

- △ Bottles and Dummies – For hygiene purposes, all bottles and dummies must be clearly named. Also remember to provide a named container to store your child's dummy while it is not being used.
- △ Medication, Creams and Panadol – All medications and creams must be supplied with a pharmacist's label. No medication will be administered to a child without their name on the label and a medication form filled in.
- △ Children with Asthma or Allergy Management Plans must have their prescribed medication on site each day of attendance to ensure we can keep your child safe at all times and effectively implement these plans if required. (Regulations 90,168(2)(d))

## FOOD AND MEALS

Our Centres provide healthy and nutritious meals by our experienced in-house Chef. The centre adopts a "Healthy Food Policy". This means that all food provided by the centre or brought in from home will need to be wholesome and nourishing. If your child has a special diet or develops an allergy after you have enrolled please remember to notify staff.

The menu is displayed in your child's room and in the foyer. If you have any questions or queries don't hesitate to ask the cook or another member of staff.

**Breakfast, Morning Tea, Lunch and Afternoon Tea and Late Snack are provided.**

**We request that NO NUT products be brought into the centre as we try to achieve a nut free zone at the centre, due to potential life threatening allergies.**

## FEE PAYMENTS

At our centre, all fees are payable fortnightly in advance. Failure to do so could result in the loss of your child's position within the services.

DIRECT DEBIT is our preferred method of payment.

Bpay is also available (Eftpos is available at our Pimlico and Aitkenvale Centres)

Please see your Centre Director for a Direct debit form.

Final weekly banking is completed by 10am on Friday mornings and all payments need to be finalised before this time to ensure the accuracy of your weekly account statement.

### DAILY FEES ARE AS FOLLOWS:

#### AITKENVALE:

- » **Nursery: \$125 (6 Weeks – 15 Months)**
- » **Toddlers: \$125 (15 Months – 2 Years)**
- » **Juniors: \$125 (18mths – 2.5yrs)**
- » **Pre-Kindy: \$125 (2 Years – 3 Years & 3 Years – 5 Years)**
- » **Kindergarten: \$125 (3 Years – 5 Years)**

#### PIMLICO:

- » **Toddlers: \$125 (15 Months – 2 Years)**
- » **Juniors: \$125 (18mths – 2.5yrs)**
- » **Pre-Kindy: \$125 (2.5yrs – 3.5yrs)**
- » **Kindergarten: \$125 (3.5yrs – 5yrs)**

## IDALIA:

- » **Nursery: \$125**  
(6 Weeks - 15 Months)
- » **Toddlers: \$125**  
(15 Months - 2 Years)
- » **Juniors: \$125** (18 Months - 3 Years)
- » **Senior: \$125** (3 Years - 4 Years)
- » **Kindy: \$125**  
(4 Years - 5 Years)

+ \$5 if they are dropped off or picked up outside of session times

Fees are payable for ALL days booked, including any absences due to illness, holidays, or public holidays (no fees are charged during the week between Christmas and New Years).

Late Collection Fees – A fee of \$1 per minute per child will apply after closing time in order to cover the staff overtime costs associated with late pick-up. If you are going to be late for any reason please contact the staff at the centre.

Two week's notice is required when your child leaves the centre. All accounts must be finalised by this time to avoid any legal action.

## ABSENCES

Parents are requested to notify the centre through KindyNow as soon as possible if their child is unable to attend care no later than 9am if possible. Remember KindyNow is a 24/7 App allowing you to do this the night prior.

Notice is also required in the incidence of infectious or contagious diseases in the family.

Families receiving Child Care

Subsidy are entitled to 52 allowable absences in the 2021/22 financial year.

For children who may be in a dual care situation, the allowable absences are allocated to the child, not the parent claiming the Child Care Subsidy.

Once the child has used all 52 absences, Child Care Subsidy will no longer apply on the days your child is absent from the centre and parents will be responsible for paying the full fee rate.

Absent days will be tallied on your weekly account.

## CHILD CARE SUBSIDY

Child Care Subsidy is available to subsidise the cost of providing care for families who meet the eligibility requirements. To qualify for this, families can create or access their Centrelink online account and lodge a claim for the Child Care Subsidy through myGov.

The hours of subsidised care per fortnight will be determined by Centrelink after parents provide specific information regarding their income and the combined hours of work, training, study, or other recognised activity. This information will be provided directly to Centrelink.

Planned arrangements for care must be established between the care provider and the parent or guardian of the child and will consist of a 'Complying Written Arrangement'.

This outlines the agreement between both parties in relation to the care requirements for the child. After this has occurred, an enrolment notice will be created for each child and will be submitted, which the family will need to confirm, before the subsidy will be paid.

If at any time, the family disagrees with the agreement, they are able to dispute this via their myGov account.

Child Care Subsidy payments will be made directly to the provider after the submission of attendance reports.

There is a standard 5% Child Care Subsidy withheld to reduce the chance of debt being incurred at the end of the financial year. Parents may elect to have this varied above 5%, if required.

In certain circumstances, there may be additional assistance available for parents under the Additional Child Care Subsidy. This subsidy includes:

1. Additional Child Care Subsidy (child wellbeing) – to help children who are at risk of serious abuse or neglect.
2. Additional Child Care Subsidy (grandparent) – to help grandparents on an income support who are the principal caregiver of their grandchildren.
3. Additional Child Care Subsidy (temporary financial hardship) – to help families experiencing financial hardship.
4. Additional Child Care Subsidy (transition to work) – to help low-income families transitioning from income support to work.

Information for families about the Child Care Subsidy and the Additional Child Care Subsidy is available on the Department of Human Services website. [www.education.gov.au/ChildCarePackage](http://www.education.gov.au/ChildCarePackage)

Families are also able to contact Centrelink about the Child Care Subsidy and other family payments on 13 61 50, Monday to Friday between 8am and 8pm.

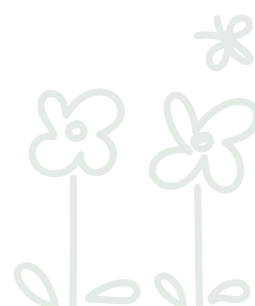
**IT IS THE PARENTS RESPONSIBILITY TO ENSURE THAT THEIR CHILD CARE SUBSIDY ELIGIBILITY REMAINS CURRENT. IF YOUR ELIGIBILITY EXPIRES, FULL FEES MUST BE PAID UNTIL THIS IS RE-INSTATED.**

## SIGNING IN AND OUT

Each day parents are required to sign their child in and complete the sign-in procedure, which requires details of the drop off time.

The child must also be signed out, giving the actual time collected, and staff must also be informed of the child's departure.

These records are used for attendance checks and in case of an emergency. It is a legal requirement that they are completed correctly.



## CHANGES TO INFORMATION

Many changes to information can be done via our online parent portal iParentPortal. Your Director will show you how to access your login for this portal and you will be able to update your personal details here.

Please update information and/or speak to your Director when any of the following occurs:

- △ You change your address / phone number.
- △ Custody / access arrangements change.
- △ Someone else is picking up your child and they are not on the enrolment form.
- △ Your child is sick or going on holidays please telephone immediately.
- △ Any changes in family circumstances which may affect your child's development or participation in the program.
- △ If you are having difficulties paying your fees.
- △ All absences and bookings for additional casual days can be used via our KindyNow app

## COLLECTION OF CHILDREN

No child will be released into the care of any person not known to staff members. If staff do not know the person by appearance, the person collecting the child will be asked to produce photo identification to prove that they

are authorised to collect the child on the enrolment form.

## IMMUNISATION

Our centre only enrolees for children who are up-to-date with Queensland Immunisation Schedule. All children need to be fully immunised to be eligible to receive the Child Care Subsidy.

It is the responsibility of parents to forward to the centre updated immunisation details as they are scheduled.

## ILLNESS POLICY

To minimise the spread of infection in our centre, children suffering from certain infections are excluded from attending. If your child becomes ill whilst in care the guardians will be contacted and asked to collect the child as soon as possible.

Parents are encouraged to seek medical advice and contact the centre to inform them of the outcome. Children with a suspected infectious condition must produce a medical certificate before the child returns to care. It is the centres responsibility to inform parents and staff of potential risks or outbreaks of infectious disease.

Children will be excluded if they have:

- △ Higher temperature in excess of 38 degrees
- △ Sticky eyes/discharge from the eyes/blood shot eyes
- △ Diarrhoea or vomiting
- △ An unidentified rash

- △ Contracted an infectious disease of skin infection
- △ Thick, yellow/green discharge from the nose
- △ Clear discharge from a constantly running nose
- △ Or if in the opinion of the staff they are unfit to cope with a stay at the centre

Parents will be expected to inform staff of their child's condition at all times.

## MEDICATION

If your child requires medication whilst in care, a medication form must be filled in by a parent. NO medication will be administered to a child unless prescribed by a medical practitioner. If the medication is an over the counter drug, it must be accompanied with a letter/label from the Pharmacist/Medical Practitioner stating the child's name, the dose required and the period for which the dose has to be administered.

All medication brought into the centre must be handed to staff who will then place it into a lockable container out of the reach of children. Under no circumstances is any type of medication to be left in a child's bag.

## REST TIME

Rest time is an essential part of a child's day. Children are encouraged to sleep or rest during their time in care. The times may vary according to the age and needs of the children. Children who don't wish to sleep

will be encouraged to read quietly and will then be allowed to participate in quiet play.

## ACCIDENT/INJURY

Our centre is committed to providing an environment that promotes safety and allows for maximum supervision, thus eliminating any accidents to children and staff.

In the case of an accident involving your child during care, staff will immediately administer First Aid. Any minor accidents or injury that occurs to a child during care will be documented on an Accident Report Form.

Staff will inform parents of any accident/injury by phone or at collection time and parents will be required to sign the form to acknowledge that they have been informed of an accident or injury to their child.

In the event of a child's injury involving a bump to the head the parent will be contacted by phone to allow the parent to assess the situation in consultation with staff.

In the case of a serious accident, staff will attempt to contact the parents immediately. If emergency treatment is required an ambulance will be called without delay. It is therefore important that the contact number you provide on the enrolment form is correct and updated when necessary.

## SUN PROTECTION

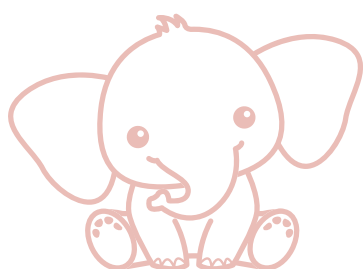
It is important that we all protect ourselves from the harsh sun. Young children with sensitive skin are at particular risk of sunburn and skin damage. We encourage all families to adopt a sun smart practice whenever possible.

To enhance this practice we recommend that Parents put sunscreen on their children prior to them arriving at the centre during the summer months to ensure that the 20 minute time frame recommended by the anti-cancer council is adhered to before any outdoor play. The centre also provides sunscreen.

If your child has sensitive skin to sunscreen products you will need to provide your own sunscreen. Staff will reapply sunscreen during the course of the day prior to any outdoor activities.

**HATS MUST BE WORN AT ALL TIMES WHILE OUTDOORS** as per your Service Policy.

Children without a sun hat will be asked to play in an area protected from the sun. Children are encouraged to wear sun safe clothing that does not expose too much skin to the sun. Such items as crop or singlet tops do not provide enough sun protection and are not recommended.



## EMERGENCY EVACUATION PROCEDURES

Emergency Evacuation plans and procedures are displayed throughout the centre. Regular fire drills are conducted by staff to familiarise the children with evacuation procedures. Each child will be accounted for by means of the daily attendance sheet and evacuated to a safe place. It is therefore extremely important that the sign in sheet is completed correctly each day.

## BEHAVIOUR MANAGEMENT

Our centre implements a Behaviour Management Policy, which extends across the whole centre giving consistency of expectation in all rooms. This policy encourages children to respect themselves and others. Therefore staff will emphasise positive behaviour management and incorporate positive reinforcement techniques to guide the children.

The centre's aim is to foster behaviour based on control of self and an understanding and appreciation of other people's needs, rights and feelings. This can only be achieved if the children are aware of the limits within the centre and by being consistently reinforced by each staff member.

## PARENT GRIEVANCES

The relationship between staff and families is of great importance. In order to enhance and preserve this relationship any grievances/complaints, concerns or differences of opinion need to be dealt with.

This will allow for quick resolution and minimal disruption to the day to day running of the centre.

Any grievances/complaints should initially be discussed with the person involved if this is appropriate or possible, or with the Director.

If necessary our Centre Owner can be contacted on **0411039767** or by email at **summer@mylittlefeet.com.au**

## PARENT INVOLVEMENT

**Within our rooms, we encourage parent participation through various means, such as:**

- △ Morning teas
- △ Program involvement and participation
- △ Open communication and positive relationship with educators
- △ Incorporating home and centre e.g. Items from home for home corner, items for art work, extensions of learning experiences from centre to home i.e. cooking, reading books
- △ Feedback on our policies
- △ Parent engagement via our communication app/website Storypark
- △ Regular parent satisfaction/feedback surveys

Feedback surveys are an opportunity to express concerns you may have and put forward ideas/suggestions both positive and negative to assist in the optimal running of the Centre.

We believe parent participation is an important part of the Early Years Learning Framework program, which is designed to enhance development of the whole child. This centre is designed to be your centre and a place where you can come and feel valued and safe.

## EVENTS AND ACTIVITIES AT THE SERVICE

We have a range of special events and activities on at the Service throughout the year . Information about these activities will be published via our parent-communication App/website Storypark so parents have all the information they need in order to plan or participate should they wish.

## COMFORT ITEMS

Children may bring a comfort item to the centre particularly for sleep or rest time. The centre however is not responsible for the loss or damage incurred to any items. Please do not send expensive or loved items that will be missed, as it is sometimes difficult to keep track of these and loss may cause distress to the child. Please ensure these items are clearly named.

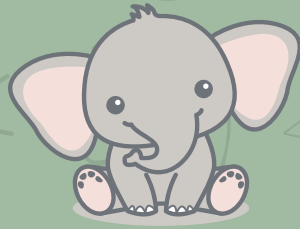
## STUDENTS

Our centre welcomes students on work experience or placement. Students will work together with staff members to enhance their level of learning. Please feel free to make our students welcome at our centre.

## POLICY MANUAL

The centre Policy and Procedure Manual is available for you at any time and is located on the Ipad in the foyer. If you have any queries please talk to the Director.





# my little feet

EARLY LEARNING

**Enjoy your stay at our centre and please feel free to contact us at any time regarding your child or any problems regarding the Centre.**

We aim to offer the highest quality childcare in Townsville and appreciate any feedback on how you think we may be achieving/or may improve this through our service.

All queries, feedback, or complaints regarding any issues or Centre policies/procedures please refer to the Licensee Summer King on **0411039767** or email **summer@mylittlefeet.com.au**

Kind regards,

My Little Feet Childcare Team



93 Bayswater Road, Pimlico | (07) 4721 6833 | [pimlico@mylittlefeet.com.au](mailto:pimlico@mylittlefeet.com.au)  
2 - 4 Leopold Street, Aitkenvale | (07) 4725 5322 | [aitkenvale@mylittlefeet.com.au](mailto:aitkenvale@mylittlefeet.com.au)  
7 Holyoak Avenue, Oonoonba QLD 4811 | (07) 4426 1804 | [idalia@mylittlefeet.com.au](mailto:idalia@mylittlefeet.com.au)  
[www.mylittlefeet.com.au](http://www.mylittlefeet.com.au) | Follow us on Facebook!