

## **WELCOME TO BYFORD CHILD CARE CENTRE**

The owners and educators of Byford Child Care Centre would like to extend a warm welcome to you and hope that the service that we provide to both you and your child is an enjoyable one.

This handbook has been designed to provide you with information about the Centre. A number of procedures are outlined which are designed to maximize the quality and efficiency of the service we provide.

Byford Child Care Centre is privately owned and was opened in May, 1994.  
Our Centre Coordinator and Nominated Supervisor is Jodi Ridley, with many of our Qualified Educators also being "Responsible Persons".

We also have "support child care educators" a "food coordinator" and a "cleaner".

Their photo's are on rotation on the reception television.

If you have any questions after reading this booklet, please speak to Jodi or Shannon,  
or the Qualified Educators from your child's room.

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## BEING, BELONGING AND BECOMING

- \* We ensure that everyone feels welcomed, valued, and respected.
- \* We believe that each child's sense of agency and our holistic approach is important for children to have a strong sense of identity and to promote their individuality and follow a learning journey that suits their needs.
- \* Relationships are integral to children's sense of belonging and help to shape their future selves and therefore we believe it is important to support children to build and maintain sensitive and responsive relationships

## CRITICAL REFLECTION

- \* We are committed to continuously improving the quality of our service and the standard of care we provide, through constant evaluation of our practices and by ongoing professional development training for our educators

## SUSTAINABILITY

- \* We actively participate in caring for our environment and promote sustainable practices through educating and working with children, families, and the wider community.
- \* We inspire children to show an appreciation for their natural surroundings and its resources which will instil the skills for them to become responsible adults who care for the world around them.

## PARTNERSHIPS WITH FAMILIES AND COMMUNITY

- \* Families are important to the centre, and we strive to create safe, secure, supportive and strong partnerships to ensure children receive the best quality care which is essential for children's learning.
- \* We value rich, trusting, and respectful partnerships with communities and endeavour to sustain these by working within our own and wider community.

## PEDAGOGY/EDUCATORS

- \* Our pedagogy is based on a combination of values and theories as well as professional knowledge about child development and education.
- \* We utilise the EYLF, NQS and reflective practices to ensure that our pedagogy is relative and effective.
- \* We believe the longevity of our passionate, welcoming, and warm educators provides the families consistency while promoting strong positive and respectful relationships.

## CHILD WELLBEING AND SAFETY

- \* We are advocates for children and have a strong commitment to child health, wellbeing, safety, and protection by establishing and maintaining a child safe environment.
- \* Our Child Safe Environment ensures that all children are equally and fairly provided high-quality opportunities to promote their own wellbeing and safety.

## LEARNING ENVIRONMENT AND PLAY

- \* We facilitate play-based learning to empower children to make sense of their world, explore their interests, develop curiosity, creativity, and problem-solving skills.
- \* We use the environment within our service as an effective learning tool, where children can take risks, promote perseverance, and gain a sense of self-belief.
- \* We embed high-quality scaffolding within experiences to promote a deeper level of learning

## CULTURE AND DIVERSITY

- \* We acknowledge the uniqueness and diversity that each family brings to the service and actively work on creating and maintaining a culturally safe environment that embraces multiple perspectives including those of Aboriginal and Torres Islander peoples.
- \* Flexible, supportive, and inclusive care is provided, where children are empowered, to be present and deeply engaged in the world around them.

## **2. INTRODUCING THE STAFF AT THE CENTRE.**

### **APPROVED PROVIDER.**

Byford Child Care Centre has both "Provider and Service Approval" from the Education and Care Regulatory Unit. These certificates are displayed in reception for your perusal.

Should you need to contact the Education and Care Regulatory Unit they can be contacted at:

Department of Communities

Boorloo Campus

Level 7, 130 Stirling Street

PERTH WA 6000

**Telephone:** (08) 6277 3889

OR

Department of Communities

Locked Bag 5000

Fremantle WA 6959

Byford Child Care Centre is privately owned by Teresa Nguyen who is contactable on [director@byfordchildcare.au](mailto:director@byfordchildcare.au). The centre's Approved Providers are Teresa Nguyen and Denise Tilbee.

### **CENTRE COORDINATOR AND NOMINATED SUPERVISOR.**

The Nominated Supervisor is qualified for this position in accordance with the Education and Care Services National Regulations and is experienced in the care of young children. Jodi Ridley is both our Centre Coordinator and Nominated Supervisor. Jodi has more than 24 years of experience working in the Children's Services industry as a Qualified Educator and holds a Diploma of Community Services (Children's Service). Jodi is responsible for the safety of the children, the staffing of the Centre, and the day-to-day supervision and control of the service, ensuring that Centre's philosophy and policies and procedures are maintained. Jodi is available to assist you with any issues regarding your child's development that may have.

### **ASSISTANT COORDINATOR**

Our Assistant Coordinator, Shannon Butler holds a Diploma of Early Childhood Education and Care and brings more than 12 years of experience into her role. Shannon is not only here to support Jodi, Amiee and our educators, but all our families in providing an environment that your children can thrive in.

### **EDUCATIONAL LEADER**

Our Educational Leader Amiee Boyland holds a Diploma of Children's Services and is currently studying towards her Bachelor of Education (Early Childhood Teaching). Amiee is passionate about the early years, with her beliefs aligning with current research that the first five years of a child's life are the most important when it comes to building the foundations for lifelong learning and development, and that is why Amiee has dedicated the last 20 plus years of her career to working in the Early Childhood Education and Care sector. Amiee believes that all children have the right to access high quality early education and care in order to ensure that they receive the best possible start in life.

### **DIPLOMA QUALIFIED EDUCATORS.**

Our team of Qualified Educators are trained in the area of child development and early childhood education and are suitably qualified for the care of young children. They are responsible for the children in their room and in the creation and implementation of the room curriculum.

### **SUPPORT EDUCATORS.**

Support educators who either hold their Certificate 3 in Child Care or are working towards this, are selected for their skills, initiative and ability to relate well to, and meet the needs of the children in their care. Support educators assist qualified educators in the care of the children and in the implementation of the curriculum.

### **FOOD COORDINATOR**

The centre's food coordinator has undergone specialist training in food, nutrition and preparation; and prepares balanced and nutritious meals for the children on a daily basis.

### **3. ENROLMENT**

***Please also refer to our Enrolment Policy for further details.***

When your child is accepted into care, you will be required to complete an enrolment form, payment form and pay a \$200 refundable deposit. We will also require copies of your child's birth certificate and immunisation details, plus your driver's licence. It is important that the information that is provided on this form is kept up to date. This is necessary so that you can be contacted in the case of an emergency. Please inform Jodi or Shannon immediately of any changes to information contained on the enrolment form or of any booking alterations. Any permanent changes to your child's attendance patterns will need to be via an email, our Enrolment Form Detail Update, or a written letter. Enrolment forms are updated every 12 months.

### **4. COMMUNICATION AND INFORMATION FROM THE OFFICE.**

The centre communicates to families either; by email or signs on the 'Parent Notice Board' and/or reception entry door. Please check your emails regularly to keep informed of current information. The parent notice board is located on our reception walls. Important and relevant information is placed there. Parents should look each time they are at the centre for new information. There is also a 'please see staff' tick box on the daily information boards in the Toddler and Kindy rooms. Please look each time you collect your child to see if an educator wishes to see you.

### **5. FEES**

***Please also refer to our Fees Policy for further details.***

Fees are to be one week in advance, unless other arrangements are made with Jodi or Shannon. Fees are payable for all days that are booked, including sick days, family holidays, public holidays and non-attendance days (including COVID-19), this is to ensure your child's continued place at the Centre. Fees are paid using the centre's direct debit facility on a nominated day chosen by you, either weekly or fortnightly.

From Monday 8<sup>th</sup> July 2024 our fees are:

- Long Day Care (LDC) - \$156/day
- Long Day Care (LDC) 5 days/week - \$151/day or \$755/week
- Before School Care (BSC) - \$44/session
- After School Care (ASC) - \$67/Session

Please note that these figures do not include your Child Care Subsidy (CCS) entitlements.

Byford Child Care Centre offers "Make Up Days" for absent days i.e. when your child is sick, on holidays or their day falls on a public holiday, with the following conditions:

- Fees are up to date;
- Make up days must be taken within 4 weeks of the absence day if places are available;
- Make up days are not transferable between families' or children;
- Make up days are available for "school holiday care" and "before" and "after" school care;
- Make up Days are only for the session that has been missed i.e. long day care session to be replaced by a long day care session;
- Make up Days cannot be used prior to your first paid day of care, or after your last day of paid care.

### **6. CHILD CARE SUBSIDY (CCS)**

***Please also refer to our Fees Policy for further details.***

Child Care Subsidy is available at our centre:

- For families **enrolling in child care for the first time:**
  - Apply for the Child Care Subsidy (CCS) via MyGov
  - When logged into your MyGov account, you see Centrelink listed under "Your services" – (click on "Centrelink").
  - You will then see a blue box at the bottom of the screen, which says "Complete your CCS assessment" – (click on this box).
  - You will then see a page, which says: "Your assessment for CCS has been started."
  - To complete:
    - Family income assessment
    - Activity test
    - Confirm enrolment
  - Once Byford Child Care Centre has notified Centrelink of your child's impending enrolment, you will receive a notification through MyGov which should accurately reflect the attendance details you have agreed to at the centre for your child.
  - You must confirm that this information is correct via the prompts in MyGov before subsidies will be paid on your behalf to Byford Child Care Centre. If this is not completed "full fees" will apply.
- For families moving from another centre:
  - You will need to log into your MyGov account and follow the prompts to provide your activity and income estimate for the 2024-25 financial year, and confirm other details.
  - Upon completing all three items under the Child Care Subsidy assessment, you should be presented with an online Enrolment Summary.



- This will display a summary of recent enrolments for your child at Byford Child Care Centre. You will need to action the unconfirmed enrolment by hitting the review button.
- You must confirm that this information is correct via the prompts in MyGov before subsidies will be paid on your behalf to Byford Child Care Centre. If this is not completed "full fees" will apply.
- If your child should commence at Byford Child Care Centre before your application for CCS has been processed, you will be required to pay full fees.

## **7. ADDITIONAL CHILD CARE SUBSIDY.**

Additional Child Care Subsidy is available to all families claiming CCS on a weekly basis, who use the Centre, and who are in need of short term assistance due to unforeseen circumstances. It is provided to help with the payment of your weekly fee the Centre charges.

It is designed for short term use only (up to 13 weeks per financial year) for unforeseen circumstances, like a death in the family or hospitalisation which incur extra unforeseen expenses. If in doubt about your situation, please ask Jodi or Shannon, who can assist you further.

## **8. CHILDREN STILL AT THE CENTRE AFTER CLOSING TIME.**

If a child is left at the centre after closing time – 6.15pm, a charge of \$2.00 per minute will be made for every minute after closing time. This is to be paid directly to the educators caring for your child when you collect your child to pay their overtime. You need to arrive at the centre before 6.15pm to allow you to leave by 6.15pm and avoid any late fees.

If your child is not collected by 6.15pm, educators caring for your child will endeavor to contact people listed on your child's enrolment form, however if educators have been unable to make contact with anybody named on the enrolment form, arrangements will be made for the child to be placed with Crisis Care. A notice to this effect will be fixed on the Centre's entrance with the relevant contact numbers for Crisis Care.

## **9. ATTENDANCE RECORDS.**

Please ensure you time and sign your child in/out for each booked day of care via our iPads located on the front counter in reception. This is a requirement from DEEWR and must be adhered to so as to receive CCS. If your child is away on one or more of his/her booked days, "Absent" will be recorded for that day indicating your child was away. This **must** be confirmed via the iPad by the child's parent/guardian/authorised nominee when in next for CCS to be paid.

## **10. ARRIVAL AND DEPARTURE OF CHILDREN.**

Each child must be left with an educator on arrival at the Centre, and an educator must be informed when a child is being collected and leaving the Centre. Children may only be collected by a person who is named on the child's enrolment form as being authorised to do so. Unless written permission from an approved person, as stated on their enrollment form has been given to educators in advance. Persons named on the enrolment form authorised to collect the child not known to educators will be required to show identification before the child is released.

## **11. ABSENTEEISM.**

Please inform the Centre of dates during which your child will not be attending due to holidays or casual absences. CCS can only be paid towards 42 non attendance days per financial year, after 42 non attendance days (including public holidays) have been used, full fees will apply except if a medical certificate or other acceptable documentation is provided. A running total is provided on your emailed weekly statement. Please see Jodi or Shannon if you are unsure of your child's total.

## **12. SETTLING IN.**

For many children, starting at a childcare centre will be the first experience they have of separation from their parents. The new surroundings and playmates may cause apprehension for your child. Most children will experience some anxiety, so it is important that both parents and educators work together to build the special relationships necessary for your child to feel comfortable in their new environment. We understand that children are individuals, and that each child will settle in to the centre at different rates.

Parents are encouraged to bring their children to the centre a few times before the child starts, for short periods of time and to stay with their child during these times. This builds confidence in your child and makes the transition smoother when the time comes when you leave your child with educators for the first time.

Parents are also welcome to remain at the Centre when bringing their child on their start days and to stay until the child settles and is happy to be left.

Every child reacts differently to being placed into group care and each child takes their own time to become settled to the situation. You may need to discuss with educators the best procedure for you and your child during the settling period. It may take a period of days (or even weeks in some cases) for your child to become settled at the Centre without you and it is quite normal for the upset to be more marked on the third or fourth day of care.

The educators have strategies and ideas that will make the settling period easier for you and your child and are happy to discuss these with you.

We understand that it may sometimes be difficult for parents leaving their children in care for the first time. Should you wish to discuss any issues with your child's educators, please feel free to do so. At the time that you complete your enrolment form you will also have the opportunity to discuss your child's individual needs, preferences and routines. This information will be recorded on an information sheet and given to the educators who will be caring for your child. Should you wish to discuss any further issues, please feel free to do so with either Jodi, Shannon or the room leader from your child's room.

Please phone the centre as many times as you feel comfortable to see how your child is managing.

We appreciate that children do respond in different ways when separating from their parents and we will attempt to make this as smooth a process as possible and to be sensitive and responsive to the different ways in which each child does respond.

### **13. TERMINATION OF A CHILD'S CARE.**

Two weeks' written notice is required for the termination of your child's place at the centre. All centres have a similar policy to this; this allows the centre time to fill the vacancy or to arrange staff accordingly. Please ensure that you notify Jodi or Shannon if you no longer require care, as fees will be charged if no notice is given.

### **14. TOYS AND TREASURES.**

We do not encourage children to bring toys and other special treasures into the centre, as they may become broken or lost. Exception being, special blankets or teddies/dolls to be used at times of comfort. It is not the responsibility of the educators to look after children's personal possessions'. We recommend that ALL items be clearly named.

Please note that this childcare centre is a "war toy" free zone.

### **15. CUSTODY.**

Any changes to custody arrangements should be advised as soon as possible to Jodi or Shannon for inclusion in your child's records.

### **16. STAFF AND PARENT COMMUNICATION.**

Parents are welcome to visit the centre at any time. The care of your child is a joint concern between you and the centre and it is important for the best care of your child that communication is open and direct between yourself and the centre.

Parents can arrange a meeting with the qualified educator from their child's room, Jodi, Shannon or Amiee if and when they feel it necessary. Educators will use informal chats with parents to keep all informed of your child's progress as well as arrange meetings when necessary.

### **17. PARENT RESOURCES AVAILABLE TO BORROW FROM THE CENTRE.**

Byford Child Care has a variety of resources that parents can borrow. These include resource books, Internet links, brochures and pamphlets. For further information please speak to Jodi or Shannon.

### **18. CHILDREN'S RECORDS.**

During the time your child attends Byford Child Care Centre many records are made involving your child, records may include the enrolment form to developmental records that the qualified educators use to develop the children's program. If at any time you would like to view any of these records, please ask the qualified educator from your child's room.

All records and information about individual children and families will be kept private and confidential. Access will only be to those people who need the information to fulfill their responsibilities at the centre or have a legal right to know.

## **19. FAMILIES CODE OF CONDUCT**

Our "Families Code of Conduct" works in conjunction with our centre's Communication Policy, Grievance Policy - Families, Enrolment Form, Parent Handbook and Code of Ethics. The Families Code of Conduct is in place to emphasise the commitment and ethical responsibilities each family adopts when enrolling at Byford Child Care Centre. The aim of the Families Code of Conduct is to provide a clear pathway in supporting families and Byford Child Care Centre in maintaining open and clear communication and interactions. Please refer to this policy for further information.

## **20. COMPLAINT PROCEDURES**

Please let us know if you are unhappy with any aspect of the service we provide for you and your child. If you have a complaint or concern you may discuss your problem with the relevant educator or Jodi. If you feel the problem has not been resolved, please refer to our Grievance Policy - Families.

## **21. ACCIDENTS WHILE IN CARE.**

If your child suffers an injury or becomes unwell while in at our centre an "Incident, Injury and Trauma Form" &/or an "Illness Report Form" will be completed by the educator attending to your child. You will be asked to sight and sign this form when you collect your child. For any injury above the shoulder, you will be contacted via phone.

## **22. LAUNDRY.**

Clothes that are soiled during the course of the day are rinsed by educators, placed into a plastic bag and put into the child's bag to take home.

## **23. PROGRAMMES.**

The program in your child's room is based on individual children and groups of children. Children are observed at regular intervals and a program is planned on their needs and interests. Programs are displayed in each room of the centre.

Experiences are selected to enhance all aspects of the development of your child. There is a wide range of activities and learning experiences provided each day for your child to participate in. Please feel free to ask the qualified educator in your child's room about the activities and experiences your child participated in that day.

Play is the most appropriate means for children to learn because it is motivating and interesting to the child and allows for the child to develop at his/her own rate. Play allows children to explore and learn through experimentation. Choice also allows for experiences to be child initiated and to give children control of their own lives. If children participate in experiences they are interested in, those experiences will be more motivating and will be a learning experience to them. Child initiated play may be achieved both through programmed experiences and free play.

## **24. ILLNESS.**

The centre uses the Health Department's 'Communicable Diseases Guidelines'. In order to ensure a healthy environment for other children attending the Centre, we cannot accept children into our care if they have the following contagious or infectious diseases:

Amoebic dysentery	Herpes simplex 1 and 2	Rubella
Chickenpox	Hookworm	Scabies
Conjunctivitis	Impetigo	Shingles (if rash is uncovered)
Cryptosporidiosis	Measles	Streptococcal infections
Diarrhea	Meningococcal disease	Tuberculosis
Giardiasis	Mumps	Typhoid
Hand, foot and mouth disease	Pertussis	Vomiting
Head lice	Pinworm	
Hepatitis A	Ringworm	

Children cannot be admitted into the Centre with any of the above conditions or following symptoms with out a doctor's certificate; stating that the child is well to attend and that the symptoms are not contagious:

1. Ear or eye discharge.
2. Vomiting.
3. Diarrhea or gastroenteritis (gastro) – minimum of 24hrs
4. A rash unless it has been cleared by a doctor and evidence is provided.
5. Abnormal temperature.
6. Infectious sores.
7. Head lice or eggs.

While we understand that it may be difficult for parents/guardians to make alternative arrangements for the care of their child, the centre has a responsibility to all the children who are in our care and these guidelines help in creating a healthy environment for all who attend our centre. The close proximity of many people such as there are in a childcare centre, increases the risk of cross infection. It is essential that we minimise the risk of any cross infection occurring. The centre is also not the best place for a sick child to be as educators are obviously not able to give a sick child the individual attention they may get at home.

If your child develops any of the above infectious diseases or illnesses, you will need to make alternative care arrangements for your child until the infectious period has passed.

Please read the centre's Policy and Procedures Folder – for further details.

## **25. ILLNESS WHILE IN CARE.**

***Please also refer to our Management of Unwell Children Policy for further details.***

Should your child become ill while at the centre, every effort will be made to contact the parent, guardians and/or authorised nominee. Failing this, the centre will contact the emergency contact numbers provided. If no contact can be made, educators holding a current first aid certificate will assess the seriousness of the illness and determine whether the child requires isolation from the rest of the group, whether the child needs Panadol (using the authorisation on the child's enrolment form) or whether the child needs to be taken to a doctor or hospital for treatment. Medical costs, ambulance transport or transportation costs will be the responsibility of the parents/guardian.

If the illness does not constitute an emergency, educators will do their best to ensure that your child is made as comfortable as possible until they are feeling better or until they are collected. It is essential that you inform the Centre about any changes regarding your address, telephone numbers and emergency contacts.

All illnesses at the centre are recorded on an "Illness Report Form".

## **26. MEDICATION.**

Medication forms are available from the Educators in your child's room in. If your child requires medication, creams or ointments during the day, you must complete details on the form, sign and date. Educators are not allowed to give children medication without written permission from parents/guardians/authorised nominees.

Medication will only be administered by the Centre educators if:

- a. It is prescribed by a doctor and has the original label detailing the child's name and required dosage, or
- b. It is an over the counter medicine that has been authorised by the parent/guardian.
- c. The parent/guardian has completed and signed an authority to give medication form.

Medication must be given directly to the staff member and not left in the child's bag.

## **27. IMMUNISATIONS.**

Byford Child Care Centre is guided by legislation regarding the immunisation of all children attending the centre.

We ask that you supply a copy of your child's Immunisation record to be kept on file. Please inform the centre of any updates to your child's immunisation record. The only acceptable immunisation document is the child's Immunisation History Statement, from the Australian Immunisation Register (AIR).

Please refer to our "Immunisation Policy" for further details.

## **28. PARENT INFORMATION & FORMS.**

Forms containing information about your child's day are provided for children in the nursery. These forms are available in front reception to fill out the "parents section" each morning. The forms are then filled out during the day by Educators giving such information as how much food your child has eaten and how long your child has slept during the day.

A child information board is located in the Toddler and Kindy rooms containing information about your child, including how much they have eaten and how long they have slept.



### **29. BIRTHDAYS.**

Birthdays are important occasions in a child's life and we do like to celebrate each child's birthday in the centre. To help celebrate your child's birthday we would love for you to bring along ingredients from home so we can share the experience of making the cake with your child and their friends and then celebrate together. You can ask staff from your child's room how many children will celebrate your child's birthday with him/her. However, if you would like to bring in a cake, please ensure all the ingredients are clearly written; or that the original box is provided.

### **30. FOODS FROM HOME.**

We ask you not to send any foods with your child as it causes many upsets among other children. We provide plenty of food during the day.

### **31. MEALS**

Food is prepared at the centre by our Food Coordinator. Children are supplied with breakfast (toast and/or cereal/weet-bix) if they arrive at the centre prior to 7.30am, morning tea, lunch, afternoon tea and a late snack. All food is freshly prepared by our food coordinator each day in accordance with the 'Get Up and Grow' guidelines and is nutritious and well balanced. Menus are displayed in all the rooms and the kitchen. Water is available at all times throughout the day. On special occasions, such as the Friday before the AFL Grand Final, the day's menu is not used and sometimes foods such as meat pies are provided.

At the time of enrolment, information is collected regarding; dietary problems, food allergies, strong food dislikes or any special dietary requirements your child might have. Please discuss with educators any new problems, dislikes or needs as they occur. It is not necessary to send food or drink with your child.

### **32. SLEEPING ARRANGEMENTS.**

Sleeping facilities are available at the centre for children to sleep during the day. Details regarding your child's sleep routines are collected at the time of enrolment. Please inform the educators of any changes to this information or any specific instructions you have on a particular day.

Children are not required to sleep at the centre. A supervised area is provided with quiet activities for those children who do not sleep. Sometimes, for various reasons, children who normally sleep every day do not on the occasional day. Children are settled to go to sleep by educators; however, if a child does not sleep despite encouragement from the educators, they will be able to join the other children for quiet play.

### **33. GUIDING CHILDREN'S BEHAVIOUR.**

***Please also refer to our Guiding Children's Behaviour Policy for further details.***

Byford Child Care Centre will aim to provide a safe, warm, caring environment that supports children to learn self-regulation and guide their own behaviour by using strategies that build children's confidence and self-esteem. As we recognise, value and celebrate the differences and similarities that exist in each individual.

As educators we will provide children with support, guidance and opportunities to manage their own behaviour; and promote collaborative approaches to behaviour guidance between the families and/or external agencies.

Crucial to the success of behaviour guidance is the role that our families play, especially parents. Families are provided with regular opportunities to contribute to the development and review of their child's behaviour guidance strategies and plans, along with the centre's overall strategies in promoting positive outcomes for the child.

### **34. TOILET TRAINING.**

The centre will do toilet training in conjunction with the parents at the time that is most appropriate for the child to commence toilet training. The process taken for toilet training will be stipulated by the parents' wishes; however, effective toilet training may only occur when:

- a. The child is physically and emotionally ready for toilet training.
- b. Toilet training is occurring in the home environment as well as in the centre.

The centre will inform parents if their child indicates his/her willingness to commence toilet training whilst at the centre.

Please discuss your child's toilet training with educators at the centre. While your child is being toilet trained, we ask that you provide adequate changes of clothes, trainer pants and nappies if they are still being used at times.

### **35. SUN PROTECTION.**

All children will be required to wear a hat, and suitable clothing while in the sun. Families are asked to apply a minimum of SPF 30+ sunscreen to their child/ren prior to arriving at the centre. The centre will provide SPF 50+ sunscreen, with this being applied to all exposed areas except the hands (both back and front) 20 minutes before going outside and reapplied every 2 hours while the UV index is above 3.

Children will be encouraged to wear hats while outside but if a child does not want to wear a hat, they may play in the undercover area or in a shaded area.

All educators will be SUN SMART role models by wearing appropriate hats and use the centre's sunscreen for their own use while supervising children outdoors.

If parents/guardians have any concerns with the application of sunscreen please see your child's educator.

### **36. FIRE AND EMERGENCY EVACUATION PROCEDURE.**

Byford Child Care has in place a detailed "emergency and evacuation procedure" and "lockdown procedure" in the event of an emergency. The "emergency and evacuation procedures" and "lockdown procedures" is displayed in all rooms. If you happen to be in the building at the time of a fire drill, lockdown, or any other alarm, you must follow the directions of the centre's educators. If evacuating the centre, our first evacuation point is in the centre's carpark which is clearly signed; our second evacuation point is located across the road at the front of the church in the undercover area; with our third point being at Byford Primary School.

### **37. SCHOOL CHILDREN.**

School children, pre-school children and children going to kindergarten will be taken to and collected from Beenyup Primary School, Byford Community Kindergarten, Byford Primary School, Marri Grove Primary School, West Byford Primary School, Salvado's College and Woodland Grove Primary School.

Kindy and Pre-primary children will be taken to and collected from their classrooms.

- All school children collected from Beenyup Primary School will assemble near sandpit in front of Pre-Primary classrooms.
- All school children being collected from Byford Primary will assemble at the undercover area near the Pre-Primary classrooms. When everyone is present and checked off the daily list, educators will escort the children to Byford Child Care Centre.
- All school children being collected from Marri Grove Primary will assemble outside the canteen in the undercover area.
- All school children being collected from West Byford Primary will assemble outside the "Gecko" room (between G3 & G4).
- All school children being collected from Salvado's will assemble outside the administration building.
- All school children being collected from Woodland Grove Primary will assemble at the tree inside the main gate.

Please note, that children being transported on the centre buses may be driven via all the above-mentioned schools to collect additional children prior to returning to Byford Child Care Centre.

If a child who is due to attend child care does not arrive at the designated place within 10 minutes of the siren sounding / school finishing, an educator will check his/her classroom to see if he/she is there. If he/she is not there, then the educator will contact the centre. The centre will contact the parent/guardian to confirm if their child still requires to be picked up. Once confirmation has been received, educators will return Byford Child Care Centre.

### **38. SCHOOL HOLIDAY ATTENDANCES.**

The centre requires parents to give dates of attendance of their primary school age children who will attend full child care during school holidays. A holiday booking form will be emailed to parents at least two weeks prior to school holidays commencing. This must be either emailed or handed back to Jodi or Shannon by the date indicated prior to school holidays commencing. All days booked must be paid for whether the children attend or not, as extra educators are employed to care for the extra children. Children will be allocated places in the following order:

1. Children who use the centre for before or after school care during school term.
2. Children who have siblings attending the centre.
3. Children who use the centre regularly during school holidays.
4. Any other child with a current Department of Human Services assessment for CCS or whose fees are paid in advance.

### **39. NATIONAL QUALITY FRAMEWORK.**

Byford Child Care Centre is assessed under the guidelines of the National Quality Framework. The centre and staff are evaluated against 7 quality areas by a moderator appointed by the Australian Children's Education & Care Quality Authority (ACECQA).

Assessment is an ongoing process of self-improvement to ensure the quality of care offered to children is of the highest standard. We pride ourselves on our high standard and always welcome comment and suggestions from our parents who are always welcome to participate in the process if they wish.

Byford Child Care Centre has been assessed as "**MEETING**".

For further information about the National Quality Framework, you can talk to the qualified educator in your child's room, speak to the Nominated Supervisor, Approved Provider or contact ACECQA on 1800 181 088 or on their web site at [www.acecqa.gov.au](http://www.acecqa.gov.au)

### **40. POLICIES & CENTRE DOCUMENTS.**

Byford Child Care Centre has a comprehensive and wide range of policies that the centre abides by as well as being mutual obligations between the centre and families. These policies are reviewed on a regular basis to maintain current practices and up to date learning and understandings. Our policies are available for you to read at any time. Information will be displayed in reception when policies and centre publications are being reviewed. If you would like to be involved in the ongoing review of the centres documents, please see Jodi. If you would like any aspect of any centre publication explained, please see Jodi, Shannon or Amiee or the qualified educator from your child's room.

### **41. SOCIAL NETWORKING WEBSITES.**

A social networking website can be defined as a website used to socialise or communicate. These include but are not limited to Facebook, MySpace and Twitter. Our stance on social networking policies is that they are for personal use only and should not cross over to the centre environment.

Should a family member related to the centre harass a staff member via a social networking website, the Coordinator/Nominated Supervisor or Approved Provider will conduct an inquiry into their actions and depending on the situation;

- a. The parent/guardian will be asked to leave the centre and find alternative care for their child/ren.
- b. The educator and/or staff member involved could face possible termination of employment.

This policy also complies with state and national laws regarding social networking websites.

### **42. VIDEO/SECURITY FOOTAGE**

Byford Child Care Centre has security cameras throughout the outdoor playgrounds, gated entrance, reception, staff room and carparks. This footage is available only to management, and those referred to in our Confidentiality Policy.

*Should you have any further question about our parent handbook or  
Byford Child Care Centre please contact  
Jodi or Shannon*