

INTRODUCTION BOOK

Gum Nut Pre-school and Childcare



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Introduction...

Welcome to Gum Nut Preschool & Child Care, this information booklet is to help us get to know one another. Enabling us, to exchange information and learn from this exchange. The development of Gum Nut Preschool & child care children depends and relies largely on this communication.

At Gum Nut we call our babies "Possums" (6mth-1.8years). Our 1.8-2.4 year olds "Wombats" and our 2.4 – 3 year olds "Koalas", 3 – 4 year olds "Magpies" and our 4-5 Funded Kinders, "The Kinders".

We would like to introduce you to some of our staff. Our Kindergarten is made up of a dynamic Early Childhood Team who work together to enrich the kinder experience for our children. Rose L (Bachelor of Early Childhood Education (Hons), Jacinta (Bachelor of Early Childhood Education) and Naomi (Bachelor of Early Childhood) this is our 4-5 years kindergarten teachers. They share the role of Kindergarten Educators. Rose has been at the centre in different roles over a period of 14 years and is now back where she started in the Kinder Room! She is also the centre's Program and Planning Coordinator. All kinder teachers share their passion and wonderful skills with our Funded Kinders.

Our amazing Kinder assistants is the wonderful Sheree & Deanna (Diploma of Early Childhood Education & Care). Always full of energy and always smiling. FUN is her main priority when interacting with the Kinders and loves to do lots of dancing, singing, games and stories every day.

The **Magpie Room**: 3- 4 program is overseen by Zara (Bachelor of Early Childhood Education), Michelle (Diploma of Early Childhood Education & Care) and Neha (Certificate III in Children Services). They are highly responsive to children's needs and developmental interests

that create an adventurous journey over the 3 year & 4 old year.

The **Koala** room is run by Shereen, Rose A (Diploma of Early Childhood Education & Care) Rasika, Sabah, Hannah W (Diploma of Children's Services) & Steph (Cert III in Children's Services). Together they provide an exciting and stimulating program across two rooms, encouraging great learning and independence for our Koalas.

The **Wombat** room is lead by Kim, Hannah B (Diploma of Early Childhood Education & Care) with a dedicated team of educators. Hannah W, Rasika (Diploma of Early Childhood & Care) Zaide & Seyoung (Certificate III in Children Services), this group of educators provide a great learning and caring environment for the Wombats toddlers.

Niaz, Anne-Marie (Diploma of Early Childhood Education & Care) oversee the Program for the **Possum** room. Paige & Lucy (Diploma of Early Childhood Education & Care) , combine as a team creating a mix of age & experience to cater for our smallest Gum Nutters. Together they are the possum team who deliver a responsive and stimulating program for our babies.

(Food handler qualification) is our fabulous Cook.

The centre meals are prepared fresh daily and are varied to ensure they are nutritional, interesting and tasty. Children are supplied with individually tailored meals to suit any special dietary or medical need. Our weekly menu and the food used are displayed in each room.

The **Centre Coordinator** is **Maxine** (Advanced Diploma of Children Services). Maxine operates our office and oversees the centre operation and is always available for parent enquiries. Maxine has been with Gum Nut for 15 years.

Tiffany (Diploma of Children's Services) is second in charge of daily operation at Gum Nut & has been a valued Gum Nut educator for 9 years.



Gum Nut Menu Ideas...

Would you like to offer suggestions to our chef/cook on MENU ideas or have requests? We are more than open for you to participate in educating our children's palettes in eating healthy and varied foods.

All our staff are trained in Level 2 First Aid, Anaphylaxis, Epipen and Asthma response & management. centre cook, Tiffany & Michelle - Food & Hygiene Safety qualifications. All staff have a current Police and Working with Children check.

All staff aid in building & maintaining a healthy, happy, loving, caring and trusting family feeling within the centre, where each child has a strong sense of independence, self worth and belonging.

Do not hesitate to seek advice, make suggestions, and inform our staff of your routine at home or to simply inquire as to your child's daily activities at Gum Nut. Please feel free to phone to when you child is in attendance to enquire about your child's wellbeing.

You are encouraged to communicate with our Coordinator and or senior staff members, regarding any problem you may have with the daily operations of Gum Nut.

Grievance Procedures...

Any concerns with respect to your child's stay should be addressed to Maxine.

In Maxine's absence please contact Tiffany. We may be contacted on 9499 4410 or email office@gumnutpreschool.com.au

We have parent / community facebook page & email that you may access for connection & information. You are encouraged to use these facilities and welcomed to offer ideas to make for a better centre. Further, if all else fails and you cannot resolve your problem with the centre, you may take your grievance to the Government Department entrusted to the monitoring of Kinder's and childcare. The Department of Education and Early Childhood Services can be contacted on telephone 9412 5333.

Overall Objectives....

We at Gum Nut Preschool & Child Care aspire to create an environment similar to a very large family all growing up to help understand and stimulate one another, from the Possums through to the Kinders. Tolerance, patience, independence, taking turns, a sense of right and wrong, a strong desire to learn and a strong feeling of self confidence, trust and belonging. We also aim to create an

awareness and respect of the natural environment and of others own possessions.

The Gum Nut Mission Statement....

Gum Nut has structured itself to be consistent with the following values:

Purpose:

To create a secure and happy work environment, whilst, achieving and maintaining a reputation for excellence in child care and pre-school learning.

The philosophy of Gum Nut is based on the realisation that children are curious and active learners, and that we as adults are facilitators and co learners in their play. And the National Quality Framework.

Goals:

Our aim is to create secure, caring and happy environments, which stimulate learning for all children and staff. Centre programs are designed for children to:

- Enjoy and develop meaningful relationships and the company of others; including acceptance and respect for one another;
- Embrace and develop an understanding of those around them and the wider community;
- Enhance their ability to share thoughts and feelings effectively and constructively;
- Encourage responsibility for the outcome of their own actions;
- Experience and participate in environments that provide a variety of activities that:
 - are reflective of children's interests and skills,
 - expose children to natural surroundings and promote respect for the natural environment
 - equip children to seek out information
 - develop self confidence through promoting autonomy
 - Respect for their own and other's possessions.
 - develop trust in themselves and others;
 - Stimulate his/her interest in the world;
 - Foster a desire to learn and discover;
 - Enhance all aspects of children's development
 - Feel a sense of belonging.

Our Strategy:

1. To develop and utilize staff effectively by:

Recognizing and building on their strengths and skills;
Utilizing these strengths and skills in the implementation of the goals;
Developing a team spirit, which, will provide mutual support, and skill improvement, encouraging participation in centre decisions and belonging?

2. To encourage and develop the children by:

Building upon their strengths, emphasizing the activity and not the result;
Maximizing their sense of achievement by providing open-ended activities;
Helping them take responsibility for themselves by making their own choices in order to see that certain modes of behaviour are more appropriate and satisfying than others;
Providing variety and challenge for each child physically and intellectually;
Valuing them for what they are rather than for their performance, appearance, behaviour and culture;
Actively observing and participating in interactions to help all individuals learn effective communication and respect;
Providing clear limits that are reasonable and consistent and fair, to govern children's behaviour; and ensuring that these rules are executed fairly, always taking into account each child's developmental level.

3. To provide an environment where parents can be secure in the knowledge that:

The centre actively communicates with parents and utilizes parent information to improve the service to them and their children;
They are invited to call or visit at any time of the day;
They are welcome and encouraged to participate in all aspects of their child's program and wider centre community through the parent group;
Their input is valued and welcomed through suggestions at any time;
Their children are in a safe environment and their physical and emotional needs are met to highest standards.

4. To align our practice, documentation and interactions in the Gum Nut Preschool and Child Care environment with the National Early Years Learning Framework and the Victorian Early Years Learning and development Framework.

Amended September 2011.

Our Kindergarten Team...

Dear Parents,

Many of you are now deciding where you will send your child for his/her pre-school education. We feel it is appropriate therefore, for us to inform you of the fully Funded kindergarten program we are running within Gum Nut Preschool and Childcare.

Here at Gum Nut we provide a **Funded Kindergarten Program** for children aged 4-5 years. Children are engaged in a rich, full, challenging, fun and varied

program where each child is individually encouraged to reach their potential in all areas of development. Priority of enrolment is given to children who are doing their Government Funded Kinder year with us.

We have a team of early childhood professionals who work in consultation to deliver a holistic program to our 4-5 year olds. With a recognition that our staff each have different skills, talents and personalities; exposing children to an equipped team that will enrich the children's experience in the program as we implement various aspects of the day in their own individual ways. We believe we can give our children the very best possible outcomes by having all our experienced kinder teachers involved in the hands on design of an ever evolving kinder program (as all the staff listen to, observe and interact with our kinder children)..

The programs we develop are based on the understanding of the progressive and cumulative changes that occur as each child learns and grows and reflect the Early Years Learning Frameworks and National Quality Standards.

Each program is designed to enhance your child's individual development to stimulate his/her interest in the world around them, to foster a desire to learn and discover as skills are acquired individually within a group setting.

Educational objectives are formed to develop each child's intellectual, social, emotional, language and physical skills. Each child is helped to feel happy and self-confident, to enjoy the company of other children and of adults, to be able to share thoughts and feelings, to be curious about his/her environment, to have strategies for Seeking out information and to master skills basic to formal learning.

We encourage the children by; building upon their strengths, emphasizing the activity and not the result and by maximizing their sense of achievement by providing activities that do not demand a right / wrong answer. We also encourage the children to take responsibility for themselves by making their own choices and decisions in order to see that certain modes of behavior are more appropriate / satisfying than others. That is, children will decide to behave in a particular manner, not because we demand it but because they realize that it is more suitable in attaining their goal.

This is the basis of our programming. We would be happy to discuss it with you at any time. We will be documenting other parts of our program in newsletters. Our programs are always displayed on the wall in the kindergarten.

Explore & Learn: Outdoor Program:

2017 is our first year of Gum Nut offering 3 days per week where our kindergarten program is based primarily in Alphington Park & Wetlands area. Children at our kindergarten will receive a combination of kinder hours in our upstairs dedicated kinder room and rooftop playground, as well as the natural outdoor setting;

combined with the larger outdoor experience of the Wetlands.

It is our deep understanding and belief that children learn best in spaces where they have time and space to explore. Children thrive in environments that are consistent, familiar yet still change to provide intrigue, inspiration and challenge for learning. Children are happier, freer and more willing to take risks and explore new situations when they play outdoors. That is why we at Gum Nut give our Kindergarten children the opportunity to participate in the Explore & learn Program at the Alphington Wetlands. Sincerely,
The Gum Nut Kinder Team.

Programming and Planning...

Our work with children is influenced & guided by the curriculum guidelines established in the National Early Years Learning Framework and the Victorian Early Years Learning and Development Framework. Staff use various forms of written and photographic evidence to document what we observe of children. Observation and knowledge of each child in our care, enables teachers to provide a curriculum that is responsive to children's interests and development. The importance of the child's voice in our program and a firm understanding that work with children is constantly evolving and changing lends our program to be modified and developed with the children.

How can you help?

- * By regularly offering feedback on our child's progress OR responding to emailed portfolio information
- * By suggesting your child's interests from home or what activities you think they may enjoy at the centre
- * By recording any developments your child is making at home-something they said or did!
- * By trying activities at home that were/are in the program
- * By letting us know of any significant changes your child is experiencing-moving house, family separation or illness are all things which effect children's behavior and needs
- *any concerns you may have about your child's development
- *making an appointment to see Room Leaders for lengthy discussions – the end of the day is not the best time to do this as staff may be still be working with children or on their way home too!!!!
- * Becoming part of our centre Parent group.

Hierarchy of Behavioral Management Used At Gum Nut

The following is a basic guide to the management of children's behavior. To be followed by all staff

1. Positive attention for alternative behaviour.
2. Planned ignoring.
3. Prevention; pre-empting the actions of a child (*amended 6/6/07*)
4. Discussion with the individual about negative outcomes of inappropriate behaviour.
5. Consequences – make clear the consequences of choices (includes natural consequences and

imposed or negotiated outcomes) (*amended 6/6/07*)

6. Redirection of negative behaviour, to promote a positive outcome.
7. Continual observations of individuals to maintain positive outcomes from appropriate planning.

We aim to provide safe and secure environments for all our children, staff and families. We believe in providing, as early childhood professionals caring, nurturing and educational programmes and environments. Should a child with extreme behavioural difficulties attend the centre where other children and staff are continually at risk of physical, verbal or emotional abuse we will implement the following procedures and exercise exclusion as a final resort.

- Observations in various forms taken
- Discussions with parents or carers and staff.
- Develop and implement a behavioural management plan with continual discussion and follow up with parent/carers and staff.
- Allow a reasonable time frame for plan, evaluation and modifications.
- If progress is not being made or behaviour is accelerating the Department will be contacted for advice and assistance.
- Management will then reserve the right to expel or exclude the child.

Policy developed 5-4-2009. Centre Management. Source – Little Hampton Child Care. Gum Nut PS & CCC Behaviour Management Policy. Review April 2010.

If staff cannot achieve a positive outcome through the use of these tools they will refer to the coordinator or other professional for further guidance.

Starting Your Child at Gum Nut....

Do numerous visits (we require a minimum of 3) to the centre with your child before beginning the program, (your start date); so that you both get to know the staff member(s) who will be responsible for your child and both get to know the daily room routine. This will help you and your child feel comfortable with the staff and the new environment. Children can cope with new experiences all the better if properly prepared. Prepare your child for the first days by explaining that you are going to work, study or rest, where you will be and talk about the new person who will be looking after him. Explain that this new person will know how to contact you and will call if necessary and most importantly explain that you will be coming back. When leaving your child make the message short, simple and definite. Do not sneak away. Do not expect that all will go smoothly. Do expect to spend time helping your child to settle into the new environment. This may be your child's first major experience of separation from you. Many parents have mixed feelings of anticipation and anxiety; these are communicated to your child. Parents and child need support during the settling in



phase. Children, like adults, need time to adjust to new situations and to get used to a new environment - so it is important that you prepare your child for the change as far in advance as is possible.

Even after your orientation has been done, the centre has an open door policy- you may visit at anytime and join in your child's program.

***Note: At the discretion of parents children are welcome to bring toys from home – however the centre accepts no responsibility for lost or damaged home toys.**

Medications...

To protect children from incorrect administering of drugs strict policies have been developed and must be adhered to.

Children may only be given medications if:



1. Prescribed by a medical practitioner and in a container labeled by the pharmacy, with the child's name.
2. ONLY Parents or a Legal Guardian must sign and complete the medication

administration form each day or the medication cannot be given. Parents must state the exact time, date, dosage and conditions for the giving of medications. Vague conditions such as "if temperature occurs" are not acceptable. In this case you need to specify the exact temperature.

3. Over the counter medications will be given if the centre is provided with a letter or note from a Doctor stating the child's name, medication, dose and period of time.

4. If a child develops an extremely high temperature, then parents will be contacted to come and administer paracetamol (to reduce the risk of a febrile convulsion). The centre cannot administer paracetamol without parent provision and permission.

5. The parents of a child who has a chronic condition (e.g. asthma, allergy or epilepsy) requiring prolonged / preventative medication, furnishes the Centre with an action plan, signed permission form to administer medication as per the plan, necessary medication and any additional Doctors notes of information necessary at the time of enrolment.

6. Two staff must sign the medication form. One staff member giving the medication and the second member signing as a witness.

****If your child has asthma or an allergy requiring medication(s) or EpiPen, please request our Asthma and Anaphylaxis policy and associated forms****

Accident, Illness & Emergency Policy....

Staff and First Aid:

At the open and close of every day, at minimum one staff member is in attendance that holds Level 2 first aid training. Throughout the course of the day, most staff hold level 1 or 2 first Aid on the premises. Staff are adequately trained in handling most accidents and injuries.

Serious Accidents/Illnesses:

In the case of a serious illness or accident the Coordinator will attempt to contact the parent/s (if unavailable the parent nominated contact/s) immediately. If emergency treatment is required an ambulance or other appropriate transport will be arranged without delay.

It is important that all parents sign the authority for staff to seek treatment at a hospital or call a doctor and or ambulance so that emergency treatment may be commenced. Enrolment cannot be accepted without this consent.

Accident/Illness Records:

Staff keep a record of any accidents/injuries/illnesses which occur at the centre on an accident/injury form.

Staff inform the Coordinator and the parents if a child is hurt, and parents will be asked to read and sign the accident/injury form when they collect their child. Depending on the severity of the accident/illness, parents may be required to collect their children immediately or earlier to ensure the child receives adequate medical attention and care.

Staff also record on the form details of any child who attends the centre with a pre-existing injury or illness that did not occur at the Centre. Parents may also be asked to read and sign this form when they collect their child at the close of the day.

Sick Children... revised September 2007

The policy below has been written to assist parents with deciding to exclude their children from Gum Nut based on the child's health.

The Centre cannot provide care for sick children if their attendance would be detrimental to their own or others health

If you suspect your child of having an illness or infectious condition you are required to keep your child at home. Sick children cannot rest adequately while at Gum Nut and their illness may be prolonged if they attend. The chances of other Gum Nut children becoming unwell is greater if

sick children attend and if staff become sick and are unable to come to work - this creates disruption to all involved.

In the case of contagious diseases we refer to the chart supplied by the Health Department entitled "Minimum period of exclusion from schools and children's services centres of infectious diseases," for exclusion details. This chart is displayed in the office and sign-in area and is constantly updated by the Department of Human Services. If a particular disease is not listed, we will then contact the Health Department for information and suggested practice with respect to the disease.

Excluding sick children is an important way of preventing the introduction or re-introduction of infection into the Centre.

Parents will be contacted if a child is observed by staff to be unable to continue with their program of activities due to illness. If parents are unable to be contacted the 'emergency contact' person, designated by parents on the enrolment form will be asked to collect the child.

If your child is sent home from the Centre unwell he / she should not return to the Centre until they have fully recovered, or are ***no longer infectious*** to the other children and staff. In some instances, clearance from a medical professional will be needed to return to Gum Nut.

GUIDELINES: Illness and symptoms affect individual children differently. Rather than decide what constitutes a healthy or ill child, along with our parents we have come up with a list of guidelines, to help you assess whether your child should be at Gum Nut or not.

Has your child:

- Got a **fever** or had one (above 38 degrees) within the past 12-24 hours?
- Had **vomiting or diarrhea** within the past 24/48 hours?
- Had **flushed cheeks** or **rashes** within past 24 hours?
- Been rubbing at **runny** or **sticky eyes**?
- Been unusually **lethargic, lacking appetite, etc** for 24 hours?
- Had **disrupted sleep** associated with any one of these?
- Had an itchy scalp which needs to be checked for lice, and treated before returning to the centre?

It is always advisable when using a child care centre to have a "support" person to care for your child when they are too ill to attend 'group care'.

Consider contacting a home nursing agency to provide care for your sick child in the child's home. (e.g.

<http://dialanangel.com/> or www.mothersdreamtteam.com.au)

Our policy has been devised in accordance with Victorian Government Department of Human Services- Minimum Period of Exclusion from Schools and Children's Services Centres for Infectious Diseases Cases and Contacts, December 2005.

Any medications to be administered **MUST** be prescribed by a medical practitioner & clearly labeled by pharmacy. Over the counter medications will only be administered if a letter is from the child's Dr.

Custody....

Parents are required to give the Centre a copy of any custody orders pertaining to their child. Staff should not release the child into the hands of anyone unless there has been written permission from the legal guardian.

If a person other than the legal guardian comes to the centre to collect the child, staff explain that they are required by law to contact the legal guardian before the child can be taken.



Legal Custody:

Legally a mother has residency/custody of her child.

In a marriage both mother and father have joint custody.

In a de facto relationship the mother has legal "residency" custody.

The above holds true, unless otherwise stated by a legal document.

On Health....

On average a pre-school aged child will have many upper respiratory tract infections per year. In addition they may contract a range of illnesses from gastro enteritis to chickenpox, which may require from one day to a week at home. The positive side to this is that your child obtains an immunity that will see him/her well into their school years.

Asthma Policy... The centre's Asthma policy is available on request and for viewing in the office. If your child has Asthma, please request a copy and you will also be provided with permission forms to administer your child's medication and action plan.

Allergy & Anaphylaxis Policy...The centre's Allergy & Anaphylaxis Policy is available upon request for viewing and will be provided to parents whose child is at risk of anaphylaxis. These families will also be requested to complete appropriate permission forms and supply relevant medication and information relating to their child's allergy.

It is requested that ALL families do not bring food for their child or food for the group to share that contains any **NUTS** (incl. almonds, cashews, pine nuts, hazelnuts, peanuts etc)- be mindful some children have egg allergy.

Immunisation: Enrolment Requirement:

1/1/2016: No Jab, No Play was introduced by the Victorian Government.

By law for our service to finalise enrolment for your child in long day care or kinder, you MUST provide the service with an immunisation status certificate that shows your child is:

- **Up to date with vaccinations for their age OR**
- **On a vaccine catch up schedule OR**
- **Has a medical condition preventing them from being fully vaccinated.**
- **Medical certificate (ACIR), must be provided to attend for non immunized children.**

The centre **MUST** maintain current records of each child's immunisation status. Parents are required to inform the centre when their child has had further immunizations or has failed to have expected immunizations. This is so as to maintain safety and health of all children at the centre.

Exclusion Policy

Gum Nut Preschool and Child Care Centre reserves the right to exclude a child or family from the centre to protect other children, families, staff and management.

A child or children or family will be excluded from the centre for the following reasons-

- Failure to pay outstanding fees after discussion, time period (2 weeks) or failure to meet agreed payment system/s.
- Children not immunized are advised / notified not to attend due to infectious disease at the centre.
- A child has an infectious disease / illness.
- Child/ren may return with letter from doctor.
- Abusive behaviour or inappropriate behaviour from a parent toward children, staff or other families at the centre. The centre Coordinator or nominated staff member has the right to demand a parent or adult to vacate the centre grounds if / when displaying verbal or physical behaviour, if they do not leave the police will be contacted.

Sun Screen and Sun Protection...

At Gumnut, we aim to ensure that all children and staff attending the centre are protected from skin damage caused by harmful UV rays. We also aim to educate children, parents and staff on being Sun smart. Our Sun Smart policy is active from September right through until April.



Our Sun Smart Policy is:

1. Children and staff must wear hats, which protect the face, neck and ears. A legionnaire hat (one with a front peak and back flap) or broad brimmed hat (rim 6-10cm) is appropriate for outdoor play. Clothing that covers the neck, arms and shoulders should also be worn from September to April.

Baseball caps are not appropriate as they do not adequately protect from the sun.

2. Children who do not have a hat with them will be provided with one from the centre or asked to play in a shaded area or return indoors.
3. Where possible children will be encouraged to play in the shaded areas.
4. From September to April, excursions and other outdoor activities will be scheduled before 11am and after 3.00pm (10am & 2pm other times) whenever possible.
5. Where possible, staff and parents will act as role model wearing hats, sunscreen and using shaded areas during outdoor activities.
6. SPF30+, broad spectrum, water resistant sunscreen is provided for use with staff and children. Parents are required to sign a form giving us consent to apply sunscreen.
7. Learning about our skin and ways to protect it from the sun will be incorporated into the program and discussion with children.

Food & Hygiene Policy

Regulations require us to have and execute a Food and Safety Program. These regulations require that food from home must not be shared with other children. However, food for the personal consumption of your own child is acceptable. This means that we can no longer accept homemade birthday cakes to be shared. Cakes bought from accredited suppliers (e.g. Coles, bakery etc...) with a label listing all the ingredients and a use by date is acceptable.

For children with dietary requirements/allergies, the centre will work in conjunction with information supplied by the family to ensure meals served to these children are appropriate. See "Anaphylaxis Policy".

What To Bring To Gum Nut...

A change of clothing /extra underwear/ rubber boots/coat (in winter) a hat (in summer & winter). Parents also provide nappies (4-5 daily) and formula. Milk, other than cow's milk e.g soy or rice milk and clean bottles each day.

* Gum Nut Late Fee Payment Policy

By enrolling at Gum Nut Preschool and Child Care Centre, and signing the enrolment contract, parents agree that:

- **It is the parent's responsibility to ensure fees are up to date.**
- **All fees must be paid up until the end of the previous week attended.**

Accounts are issued fortnightly, directly into children's **notice pockets**. Payment can be made by EFT, Credit Card, Direct Internet Transfer into the centre's account, cheque, BPay or cash. **(We do not accept AMEX or Diners)**

- Cheques that are dishonored will incur a fee (as set by the bank)
- In the event that fees are more than 2 weeks in arrears a **\$50.00** account keeping fee will be issued.

PAYMENT PLANS:

- For accounts 2 or more weeks in arrears, parents will be contacted to establish a **payment plan** and negotiate the terms of the child's continued attendance at the centre.

Suspension of the place until parents can afford care or reducing days to manage fees better may be enforced at centre's discretion.

- Where a payment plan has been agreed upon and a payment is not made, without prior agreement or understanding between the family and the centre, the family's place at the centre will be suspended until the family can either settle the whole account or comply with the original payment plan.

Leaving the centre with an outstanding account?

There are 2 options:

1. The centre and the family establish a payment plan to rectify the debt. Both parties agree to the payment requirements until the family's debt is paid in full.
2. Where a payment plan cannot be reached, or one that was established has been neglected to be

adhered to by the family the family agrees to become responsible to meet all reasonable costs and commissions (including those of a Mercantile Agency) in the collection of the fees. Further, interest at the rate of 10 % per annum will be charged on any amount outstanding chargeable to your account from the time the amount becomes due and is outstanding

It is of the utmost importance that families are reassured the centre will assist in any way possible to aid families in meeting their responsibilities in paying their fees. For families experiencing temporary or ongoing financial hardship, in some circumstances we are able to seek additional funding to relieve fees for a period of time. Please do not hesitate to make a time to come in to the office to discuss the best method of fee payment for your family.

Created November, 2006 by Gum Nut Management in consultation with the Gum Nut Parent Group. Reviewed 26/2/09 with Management, considering billing changes under CCMS Reviewed and amended 8/6/2010 by Management in light of DEEWR compliance requirements for CCB/CCTR.

A Final Note...

Your child's days at Gum Nut will help him / her become; socially adept, independent, and competent at many different skills, eager to learn new skills and self-confident.

The Conditions of Enrolment...

In the interests of providing a consistent and quality environment some basic rules are required.

In essence, you are contracting to secure a place for your child and the centre has contracted to supply the staff to provide the care and education for your child. If your child is away the staff cannot be laid off.

- 1 **Upon enrollment all families must pay a security bond equivalent two full weeks attendance.** The centre holds this bond until you terminate your attendance at the centre, should fees be paid up to date will be used to pay final two weeks of fees.

* In the event of overdue or default in the payment of fees, this bond will act to pay fees.

* Upon leaving the centre, this bond is refundable when all paid fees are up to the child's finishing date. Please refer to Gum Nut Late Fee Policy, as per pages 34 and 35 of this document.

*Termination of an enrolment prior to starting (for any reason) at the centre results in the bond being forfeited. In this instance, the bond is **non refundable**.

***If your days of attendance are altered, your bond will be adjusted accordingly.**

2. **If your child is absent on any day, the normal fee still applies.**

* Child Care Benefit (CCB) will be paid for up to 42 absences per financial year. After 42 absences

(including holidays, sick days and public holidays) have been exceeded, absences will be charged at full-fee (no CCB or CCR will be applied).

* Once 42 absences have been exceeded, additional absences can be approved under special circumstances. For further details please see the www.deewr.gov.au

*Parents are asked to counter sign absence from the centre on sign in records when they are next in attendance at the centre.

***NEW ENROLMENTS and Absence:**

- If your child is absent for their first enrolled day at the centre, families cannot claim CCB or CCTR for this day. This day will be charged at full fee (no government rebates can apply). The first day Government rebates can apply if the first day a new enrolment is signed in and attends the centre.

3. Reduced fees during holiday periods:

* To be eligible for 50% reduced fees whilst on holidays parents must:

-Give two (2) whole business weeks advance notice (from a Monday to a Monday) in writing of intended holiday period,

-You must notify for the full time that your child regularly attends each week. You cannot notify for parts of weeks.

*Holidays are included in the 42 absence count for CCB. Rules applying to CCB and absences are applicable during holiday periods.

4. Public Holidays:

* Gum Nut is closed on all general public holidays. A normal fee applies for these days, except those, falling squarely inside your chosen annual holiday period.

*Public Holidays are included in the 42 absence count.

5. Cancellation of Enrolment:

- Two full business weeks (from Monday to Monday) written notice of **cancellation** is required.

- **If families do not attend the centre during their 2 week's notice period, they will not be entitled to CCB and will subsequently be charged a full fee.**

- Termination of new enrollments result in a loss of the bond paid upon enrolment.

- Where less than 2 weeks' notice of cancellation is given for new enrolments, fees will also be charged within the notice period. Families cannot claim CCB or CCR during this period if they do not attend and sign in at the centre.

Enrolments for **thirteen weeks or less will attract fees at the **casual rate**, which will be applied retrospectively, at the discretion of the centre coordinator.*

This again is to protect the centre and its children against being used for short term destabilizing care. It takes considerable effort both physical and emotional on the part of the child and our staff to help a new child to feel safe and secure in their new environment. It is worth the effort if we go onto develop a long-term relationship based on a sense of security and trust.

6. Providing current and correct information:

*It is the responsibility of the parent/legal guardian to provide the centre with correct information pertaining to the family as is registered with Centrelink; including **Customer Reference Numbers**, prior to commencement at the centre.

***The parent must also register with Centrelink for the purpose of CCB and CCR prior to commencement of their child's place at Gum Nut. You can elect to have CCR paid to the centre – inform FAO/Centrelink of your preference.**

7. Attendance records-Sign in/out procedures:

Please note that we require you to sign your child in and out of the centre.

*Upon **ARRIVAL** you must clearly sign in:

-exact arrival time

-full and legal name of person dropping child off (not 'mum or dad')

-signature of person dropping child off

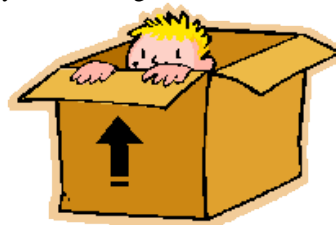
*Upon **COLLECTION** you must clearly sign out:

-exact departure time

-full and legal name of person collecting child (not 'mum or dad')

-signature of person collecting child

* If a parent neglects to sign in or out on a certain day, they must go back and rectify this in the sign in book .A fee of **\$50.00** will be charged for each time you do not sign in or out.



8. Late Pick Up of Children:

* Children picked up after **6.00pm** incur late fees equal to \$15.00 for the first 5 minutes or part thereof; and \$1.00 per minute, per child for time after that.

*Parents are responsible to ensure the collection of children by **6.00pm** (close time)

*If for any reason you are held up, please contact the centre **PRIOR to 6.00pm** and notify of your circumstances.

*If by **6.30pm** you have not contacted the centre or the centre has not been able to reach you or any of your emergency contacts, police will be notified to collect your child out of safety and protection for your child.

*If your child has not been collected by what is deemed a reasonable time, due to your circumstances, police will be contacted at the discretion of centre management.

The Centre will **NOT** take *responsibility for children* before our **official opening time of 7.30am**. Children cannot be left at or signed in earlier at the centre.

9. Sick Children:

*Any child who is ill to the detriment of himself/herself or others **must not** attend the centre (the normal fee applies). (Refer to Sick Child Policy p.15-16)

10. Collection of Children:

* No child will be allowed to leave our care with any person other than the parents or guardian, or those identified on the enrollment form as Emergency Contact/Authorised Pick-Up persons.
* If you wish your child to be picked up by another person, we must have written confirmation that the said person is responsible for the child.

11. Policies:

* Please note that our policies undergo regular review and are updated according to current industry regulations and practice. Parents agree to these changes on signing their enrolment at the centre. All policy updates are reported via newsletters. Parents are invited to assist with policy development via parent group participation and feedback forms provided in the policy folder. You may access policy folder in office or request copy of a policy to be emailed.

Gum Nut is open weekdays 7.30am to 6pm, fifty-two weeks of the year, closed for public holidays. Gum Nut provides morning and afternoon tea, a hot and nutritional lunch and drinks are provided regularly during the day...

Please note, on enrolling your child at the centre you will sign a document stating that you have read and understand the rules (conditions) governing your child's enrolment. So please, make sure that you do indeed understand the rules. If you have any queries do not hesitate to have these explained by a member of the staff.

Gum Nut Preschool & Childcare: prefers children to attend a minimum of 1.5 days per week. A week is a long time in a child's life. Ultimately this is the families decision however the only days we offer availability for 1 day per week attendance is a Monday or Friday.

Further, if you have any concerns during your time with us please do not hesitate to communicate these with the coordinator or one of the qualified teachers. It is only by communication that we learn and as a consequence improve what we do, we all working for the best interests & care of our children.

Finally we welcome you to our family. We will do our best to make it a fun and rewarding time for all of us.

Welcome to Gum Nut Preschool and Child Care: Modified. 4/8/2014.

Our preferred methods of payments are direct into Gum Nut Account – Fortnightly Credit Card via office or regular weekly or fortnightly payments at the office. Please chat with Maxine to discuss your options.

Welcome To Gum Nut Preschool & Child Care.

Modified 12-1-2017.

It is important to note priority of access/enrollment to Kinder Room is given to children attending as a **funded** Kinder child. Children attending the centre at 4-5 years old and attending an outside Kinder program NOT GUM NUT PRESCHOOL / KINDER as funded child – will be allocated days available & **not** necessarily have complete access in 4-5 year old room.

NOTE: We like being outdoors – so pack all weather clothing – sun hats, beanies, gum boots depending on time of year.

Updated 12-9-2016.

Parent Group:

Although our service is privately owned, it is important for us to operate and have a sense of community. An important part of our community is “The Parent Group”, they operate a facebook page, once you commence at Gum Nut you can become a member.

This group provides support to new families; helps build a connection with other families: it has a lot of very positive aspects that enables our centre to continually improve.

Educators:

Responsible Person: Maxine Siemering
In Maxine's absence: Tiffany Nguyen, Michelle Owens, Niaz Abidi.

Degree Qualified Teachers: Rose Lord, Zara Fitzsimmons, Jacinta D, Naomi G.

Educational Program Leader: Rose L.

Educational Leader – Student Contact: Tiffany N.

Gum Nut Preschool & Childcare do have children attending the service with anaphylaxis. We ask you to be mindful of this when visiting or placing food in your child's bag. It could be incredibly life threatening for another child.

