



MEEKS PRESCHOOL & EARLY LEARNING CENTRE

FAMILY HANDBOOK



0419 330 022



admin@meeksdayscare.com.au



[Meekspreschool.com 1.](http://Meekspreschool.com.au)

Meeks Preschool & Early Learning Centre



Welcome to Meek's Preschool & Early Learning Centre!

Hours of Operation: 7.30am – 5.30pm
Monday - Friday
52 weeks per year

Our Email: - admin@meeksdayscare.com.au
Account enquiries – office@meeksdayscare.com.au

Age of Children: 2 years to School age

Number of Children: 42 Children per day across 3 rooms

Our Service is a privately-owned family business – Meek's Day Care Pty. Ltd.

The Service is fully accredited and offers Child Care Subsidies through the Dept. of Human Services (Centrelink). The service caters for a maximum of 42 children per day between the age of 2 years – school age.

Our Centre has an 'open door' policy. Your family is welcome to visit the Centre at any time during opening hours.

Agreeing to our Family Handbook and our centre's Policies and Procedures is a condition of your child's enrolment at our service. The acknowledgement of our Family Handbook must be signed and returned to the service prior to your child commencing with us.

Our Management Team

Denise Read – Approved Provider
Certificate III in Early Education and Care
Responsible Person

Monique Wilson – Centre Owner/ Educational Leader
Diploma in Early Education and Care
Responsible Person
Working towards - Bachelor of Education (Early
Childhood)

Courtney Wood – Centre Director
/ Nominated Supervisor
Working towards - Bachelor of Education (Early
Childhood)
Diploma in Early Education and Care
Responsible Person



To meet our other wonderful educators please go to:
www.meekspreschool.com.au

Centre Fees

The current fee for the Service is: \$135.00 per day.

All fees are to be paid via Debit Success, which is an automatic debiting system. NO cash or cheques are accepted. Fees are paid for public holidays, sick days and family holidays.

Commencement

Once your child's enrolment has been successful families are required to pay:

- Bond of \$200.00
- A once off enrolment fee of \$100.00
- Incursion Fee (annual) of \$100.00

Payment of enrolment fees must be made into our bank account (please see details below)

Name: Meeks Daycare
BSB:032 274
Account: 429 812 (Westpac Windsor)

Payment of Fees

It is a requirement of your enrolment that your childcare fees are up to date. If you are using the debit success system for automatic payments each week, please ensure that there are sufficient funds in your account, as dishonour fees are payable by families. Please note no cash can be accepted on site for childcare fees.

Fee statements will be emailed to your designated email address. The statement will outline the weeks paid for and credit or the balance due by the family.

The Approved Provider, Denise Read, will monitor families' accounts. If you have any questions about your accounts please contact her directly on office@meeksdaycare.com.au

Child Care Benefits from the Services Australia (Centrelink)

It is the families responsibility to ensure they have applied for childcare subsidy. It is also the families responsibility to ensure their income estimate and activity hours are reported correctly in order for them to receive the correct entitlements.

Any period of fees not covered by CCS will incur payment of full fees. All children must be up to date with their scheduled immunisations to be eligible for Child Care Subsidy.

Families must be contributing to their childcare fees in order to continue to receive their Child Care Subsidy entitlements.

Signing In and Out of the Service

All children must be signed in and out of the service by a parent/ guardian or authorised collection contact each day, on our Xplor app. It is a condition of receiving Child Care Subsidy that children are signed in and out correctly each day.

Two weeks' notice

We require two weeks' notice to be given before un-enrolling your child from our service or reducing their days. With two weeks' notice (and provided fees are paid up to date to the last day your child attends) we can credit your account with your bond.

Your child must attend their last day of booked care to receive CCS for their notice period.

Late fees

The Service closes at 5.30pm. Late fees are charged at \$20.00 for the first 15 mins and then \$2.00 per minute thereafter. If you think you are going to be late, please ring and inform the staff ahead of time. Late Fees are determined by our service clock, so please adjust your clock accordingly.

Absence due to Illness

In the event of absence due to illness or the taking of holidays throughout the year, fees are still payable. Please notify the Centre if your child is to be absent for any reason. If a child is sent home due to illness fees are still payable until the child is well enough to return to care. If your child will be away for any reason please call or message the centre's work phone which is 0419330022 and provide the reason why they will be absent.

Closure for Holidays

The Service will be closed for all Public Holidays, and fees are charged for public holidays.

Our closure over the Christmas and New Year period is decided on a need's basis. Families will be asked of their care needs as we approach the end of each year.

Priority of Access Guidelines

Under Family Assistance Law guidelines in respect to Child Care Subsidy there are guidelines to Priority of Access to Care, which are:

Priority 1. Children at risk of serious abuse or neglect

Priority 2. A child of a single parent who satisfies or of parents who both satisfy, the work, training study test (Services Australia)

Priority 3. Any other child – but within this category priority should also be given to:

- Children of Aboriginal and Torres Strait Islander
- Children in Families which include a disabled person
 - Families on income support
- Children with a non–English speaking background
 - Children in socially isolated families
 - Children of single parents

What to bring each day

(Each item to have child's name marked clearly)

- A small bag that can properly secure all of their belongings inside
- A change of clothes (appropriate to the weather on that day)
- Extra underwear in case of toileting accidents
- Lunch box with enough food for morning tea, lunch and afternoon tea
- A water bottle (we will replenish with filtered water throughout the day)
- The child's comforter (blanket/teddy/wrap/dummy) only if needed

The centre provides nappies and wipes for those children who are in nappies and a Meek's Hat and sunscreen to all children.

Food

- We encourage nutritious sandwiches/ rolls / wraps and some fruit.
- We are conscious of our responsibility to contribute to a sustainable future therefore we strongly recommend packet-less food.
- We recycle our food scraps back into the environment and also feed our farm animals with them (If you prefer your child's food scraps sent home please advise an educator)
- Please no lollies, roll-ups, fruit juice, popcorn, soft drink, chocolate or flavored milk
- If you need any ideas or suggestions, please ask our educators or refer to our website.
- Items in lunch boxes such as yogurts, cheese, meat etc. Will be placed in our refrigerator in line with health guidelines
- Unfortunately, we are unable to reheat lunches – thermos containers are acceptable.
- We keep record of water / food intake for all children each day and if you would like to see these record please ask an educator.

Personal items from home

No personal items / toys to be brought from home (other than what is listed above). Special items such as trophies, photos etc, can be brought in for news for the children to share with their friends – let an educator know on arrival if an item has been brought in.

What to wear

Clothes should be appropriate for the season. As per our Sun-Safe Policy please ensure your child wears a shirt that covers their shoulders. At Meek's we do a lot of outdoor activities, and we love to get messy so please have your child wear clothes that you don't mind getting dirty.

Sunscreen will be applied at least twice daily, once by parents on arrival to Meek's and secondly by the educators 20 minutes prior to outdoor activities.

Please make sure that your child wears sensible shoes or sandals.

Please NO THONGS as these can be dangerous when children are running, riding bikes or climbing.

Settling in

The introduction Childcare can be difficult for some children and their parents. Children's welfare and happiness are the priority for staff when welcoming new children to the Service and when assisting the family to settle in. It is recognised that family's needs will vary greatly in the orientation process and individual needs will be met as best as possible.

Please refer to our website for helpful hints for parents on settling their child into care:

Communication between Meek's and Families

Your opinions and ideas are invaluable, and we consider your input a vital part of designing our program and structuring our routines.

We have a Private (Families Only) Facebook Page as a platform for communication. Please talk to your child's Educator to explain how you can be accepted to this page. Newsletters, Educational Programs, updates, daily activities and photos of your child's day will be uploaded to the Private Facebook Page.

If there is anything that they would like to raise with the Educators / Management but don't have adequate time to discuss at pick-up / drop-off please email:

admin@meeksdayscare.com.au



The Daily Routine and Programming Principles

Our daily routine is centred on all aspects of the developmental and educational needs of the children in our care. A wide variety of equipment and resources are available. As many children are in our care for extended hours, we like our Centre to have a flexible, home-like atmosphere. Routines are located at the entry point of each room.

Our program of activities is based on the Early Years Learning Framework for Australia. We use the Framework in partnership with families and through our observations of each child to develop learning programs responsive to children's ideas, interests, strengths, and abilities. We recognise that children learn through their play and thus provide a play-based curriculum. Educator's scaffold and extend children's learning when joining their play and build on their strengths and interests.

Our weekly or fortnightly program is recorded in our Weekly Program and Reflection Diary, and is available to view by families in each of our rooms. We encourage and would love the input of our families into our program.

Portfolio Books are a physical record of children's learning and development whilst they are at Meek's Preschool & ELC. These are in your Child's room, and you are welcome to view these at any time. You will receive your Child's Portfolio book at the end of the year.

A developmental summary is completed every 6 months in relation to your child's development. Transition to School Statements are completed for those children that are attending school the following year.

Families are requested to complete individual goals and "all about me" sheets on enrollment. This will allow educators to program for your child's individual needs and interests. We review individual goals for the children each month and evaluate their progress to reach these goals.

There is a diversity of cultures at the Service, please share your culture with the educators so we can add to and enrich our program of activities. We welcome families to speak to your child's educators at any point in the year to discuss your child's development and progress within our programs

Arrivals and Departures

Please be sure to bring your child right into the Service and ensure that an educator knows they are present. Press the intercom button at the gate to gain access. Sign your child in upon arrival and departure (this process will be explained thoroughly on enrollment) Failure to sign in for the day will result in the full daily fee being charged, as we cannot claim the Child Care Subsidy from Centrelink without correct sign in procedure.

Children's bags should be placed in their lockers, children are encouraged to find their own name (with assistance if required) and placed on front of their locker. Lunch boxes should be placed in the fridge and drink bottles are to be placed in the room drink trolley.

Let an educator know you are leaving, and they will allow access back through the gate. When leaving, please respect our neighbours and leave quietly, we are in a rural environment. Please remember to close the gate behind you.

No smoking is permitted on daycare premises, including the carpark area.

Court Orders

Parents must notify the Service if there are any Court Orders affecting their children. If so, we will require copies of:

- Any court orders, parenting orders or parenting plans relating to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child;
- Details of any other court orders relating to the child's residence or the child's contact with a parent or other person.

The Education and Care Services National Regulations 2011 states that we must have these records on file. We also cannot prevent a parent from having access to their child if we don't have official paperwork. If there is any concerns regarding this you should speak to our nominated supervisor so that we can be aware of this.

Positive Behaviour Guidance

Educators follow a Positive Behaviour Guidance Management Policy which extends across the whole Service giving consistency of expectation. This policy allows children to develop self-discipline, a respect for others and for property and respect for self, as well as keeping our educators and children safe.

The children and educators at our service deserve to be safe in our environment. It is a condition of your enrolment that families sign an agreement to our Behaviour Guidance Policy. Including the understanding that your child's enrolment will be terminated if the agreement is broken.

The Service will provide a safe, secure, caring and stimulating environment which encourages children to cooperate in order to enhance their self-esteem and encourage their abilities to positively interact with others, and where acceptable behaviour is promoted, recognized and role modelled, any recriminations are kept to a minimum.

We will adhere to the National Quality Standards which require that:

- Each child is supported to manage their own behaviour, respond appropriately to the behaviour of others and communicate effectively to resolve conflicts.
- Every child is supported to work with, learn from and help others through collaborative learning opportunities.
- The dignity and rights of every child are maintained at all times.

When a child continues to behave in an unacceptable manner, parents/guardians will be consulted and asked to work with the Educators to ensure behaviours management techniques are consistent and clear.

In cases of extreme behaviour issues where other children and/or educators are being hurt and intervention are not working – the child will be asked to leave. If you have, or your child brings home, concerns about another child please share these with us immediately.

If you require further information on this policy, please speak with Centre Management and refer to our policy manual which is located in the Parent area of the centre or on our website.

Children Being Collected from the Service

Any change to the people who are authorized to collect your child must be given to our Service in writing or email.

Carpark Safety

The lined concrete car parking spaces are to be used for families who are picking up and dropping off their children. Please reserve the 'Staff Only' signed car parking spaces for our educators.

If there is no available car space, please remain in your vehicle on the side and wait for a space. Please do not block or park adjacent to the driveway or private property driveway beyond the pedestrian crossing. Do not enter the private residence at the back of the property at any time.

The carpark is shared zone with a speed limit of 10 km/per hour. Please ensure that you are adhering to the speed limit, even at the entry point from the road into the centre.

Children must be accompanied at all times by an adult, children should be holding an adult's hand when walking from the car to the centre across the designated walkways.

DO NOT leave children or your valuables in your car at any time. We accept no responsibilities for any loss or damages due to families not adhering to our policies.

Please arrive and leave quietly as to respect our neighbouring properties.

IMPORTANT: Ride shares, delivery drier etc. use our carpark/ driveway and may be speeding or unaware we have children around. DO NOT let your children run from you in the carpark.

Health

The Service provides a healthy and safe environment for children, educators and families to grow and develop in – as such the service has a Health, Safety and Hygiene Policy regarding illnesses and medications.

Children with contagious illnesses are required to be kept at home and a Doctor's certificate must be presented to show that the infection cannot be passed on when the child returns to the Service.

N.Q.S Element 2.1.4 - Steps are taken to control the spread of infectious diseases and to manage injuries and illness, in accordance with recognised guidelines.

On arrival and departure, it is recommended that you and your child use the sanitiser provided to help break the chain of infection and minimize the spread of disease between home and the service.

Medication

If your child requires medication, it must be clearly marked with your child's name and handed to a staff member so we can put in in the locked bag in the refrigerator.

Do not leave medication in your child's bag or lunchbox or on the bench. Times of dosage, the exact dose and other relevant information must be entered in the Medication Record Sheet and an authority signed each day or medicine cannot be administered. Prescribed medication will not be administered unless issued in the child's name.

All medicines will only be given according to the prescribed/recommended dosage. Please provide the original bottle the medicine was prescribed in and not another container.

Asthma or Anaphylaxis

If your child has asthma or anaphylaxis, you must provide the service with an action plan from your doctor. A Risk Minimisation and Communication Plan will be developed to ensure that all educators are aware of the risks and are able to adopt appropriate strategies to minimise the risk. This plan must be updated by families each 12 months and we review/discuss in-house every 2 months.

Immunisation

Prior to enrolling in childcare, proof of a child's vaccination status must be provided. Families are to provide the service with a copy of their child's Immunisation History Statement (From Medicare, not the blue book) showing that the child is 'up to date'. Enrollment cannot proceed at Meek's if the child's immunisations are not up to date. As the child has their next lot of immunisations, please advise us so we can update this information in their file.

Parents must observe the usual exclusion periods as set out by the Health Commission and Centre Policy for Infectious Diseases and Illness, such as Measles, German Measles, Mumps, Chickenpox, etc. Please check with the Nominated Supervisor for details of how long your child should be away from the Centre. A full copy of our sickness and infectious diseases policy is located in the office or on our website.

Illness at the Service

Parents will be notified to collect their child if the child has more than two loose bowel movements, vomits or if the child has a high temperature. In these situations, the child should be kept away from the service until they are clear of symptoms for 24 hours and/or have been checked by a doctor.

Other instances where parents will be called to collect their child can include constant runny green nose, consistent cough, sore throat, high temperature (over 38 degrees), red, swollen or discharging eyes, rashes, and irritability or unusually tired or lethargic. Incident, Injury, Illness and Trauma records will be completed for all children that are sent home and whether a medical clearance to return will be indicated on this form.

Allergies

If your child has any food allergies or dietary problems, please discuss these with the Nominated Supervisor and make it clear on enrollment.

Head lice

Head lice should be readily addressed- it requires parents to be diligent in checking and promptly treating the lice/eggs. We wash the bedding daily and wash children's hats every week. We discourage the children from sharing hats and recommend if your child has long hair to please secure it.

Rest and Sleep

Rest time routine varies according to individual needs. We aim to make rest time a relaxed, pleasant time for all children. We provide mats and bedding for children. Your child may wish to bring a security item to have at rest time. Please feel free to discuss your child's rest needs with staff. We do not make children sleep but we encourage them to rest quietly and relax.

Birthdays

We will celebrate each child's birthday and will provide cupcakes for their special day. Please do not bring in any sweets or lollies as we must consider allergies of other children that attend our service.

Fingernails

Please ensure that your child's fingernails are kept well-manicured and short. If educators notice that children's fingernails are too long, they will request that caregivers please cut their child's nails.

Incursions

Parents are charged an incursion fee of \$100.00 per year on enrollment. We have a minimum of 5 exciting and educational incursions per year. We bring Artists, performers, professional community members and interactive educational programs to the Service. Children are invited to attend each of the incursions, however if it is not their enrolled day, they must attend with an adult to supervise them. Our newsletter will inform families of upcoming events.

Please see our website for examples of our incursions.

POLICIES AND PROCEDURES

Families have access to our Policies and Procedures at any time within the service. As we update each policy annually we will ask families for their input and upload to our community portal on our website.

In accordance with the Education and Care Services National Regulations 2011 the Service has policies and procedures in relation to the following—

- Health and safety, including matters relating to—
- Nutrition, food and beverages, dietary requirements; and
- Sun protection; and
- Water safety, including safety during any water-based activities
- The administration of first aid
- Sleep and rest
- Incident, injury, trauma and illness procedures
- Dealing with infectious diseases, including procedures
- Dealing with medical conditions in children
- Emergency and evacuation
- Delivery of children to, and collection of children from, education and care service premises
- Excursions, including procedures
- Providing a child safe environment

- Staffing, including—
- A code of conduct for staff members;
- Determining the responsible person present at the service;
- The participation of volunteers and students on practicum placements.
- Interactions with children
- Enrolment and orientation
- Governance and management of the service, including confidentiality of records;
- The acceptance and refusal of Authorisations
- Payment of fees and provision of a statement of fees charged by the education and care service
- Dealing with complaints (Complains Forms are also readily available in the sign in area.)

Mandatory Reporters

The Department of Community and Justice play an important role in recognising and investigating child abuse and neglect and in promoting the safety, welfare and well-being of children. This legislation states that all people who hold a management position or who are employees delivering children's services, are legally obliged to document and or report any reasonable grounds where they suspect that a child is at risk of significant harm.

All educators who work in children's services are mandatory reporters. It also includes those involved in the management of a service.

We will document any suspicions or evidence of child abuse and report to Department of Community and Justice. We will complete the mandatory reporters guide and if recommended by the guide follow up with a report to Families and Community Services.

Please note: we are not required to provide families with a copy of this report.

Grievances, Complaints and Feedback

If for any reason you are not happy with the Service's level of care or care environment we want to know immediately. You can discuss this with educators or send an email Attn: To Management at: office@meeksdayscare.com.au. Our Centre Owner Monique Wilson (Meek) is also contactable at any time if you require immediate attention to an issue.

Monique: 0419 330 220 Or Courtney on 0438 479 594

When any matter is raised the service will follow our complaints policy. Positive feedback is most welcome too!

If at any time you are not satisfied with the handle of your complaint please call 1800 619

Family Involvement

The Early Years Learning Framework and National Quality Standards puts great emphasis on Collaborative Partnership with parents.

Your contribution of ideas, experiences and skills are welcomed and greatly valued. You may be able to share your skills and experiences in Music, Craft, cooking etc. to enhance our Centre's Program. Please Email us if you would like contribute.

We welcome families to make an appointment with your child's educator at any point in the year to discuss your child's development and progress within our programs.

Please do not hesitate to discuss any concerns with the Nominated Supervisor.

Meeks Preschool & Early Learning Centre



Thankyou for choosing Meek's Preschool & Early Learning Centre.

Important emails to keep:

Admin@mEEKSDAYCARE.COM.AU or Office@mEEKSDAYCARE.COM.AU

Centre phone number: 0419 330 022

Office phone number: 0431 151 013

Monique's Personal phone number: 0419 330 220