



Gwydir Day Care & Preschool



**8 Orana Avenue
MOREE NSW 2400
Phone: 02 6757 3399
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Table of Contents

<i>Welcome to our Centre</i>	3
<i>About Gwydir Day Care & Preschool</i>	3
<i>General Information</i>	4
Our Playrooms	4
Hours of Operation	4
Capacity	4
<i>Our Staff</i>	5
<i>Rules and Regulations</i>	6
Licencing	6
Accreditation	6
Priority of Access	6
Non-working Families	7
Family Law	7
Child Abuse & Neglect	7
<i>Fees</i>	8
Daily Fees	8
Late fees	8
Payment of Fees	9
Method of Payment	9
Holidays and Absences	10
<i>Gwydir Day Care and Our Families</i>	11
Family Involvement	11
Family/Centre communication	11
Parent Grievance Procedure	12
Visitor/Parent Safety Procedures	12
Confidentiality	13
Diversity	13
Acceptable Behaviour from Adults	13
<i>Starting you child</i>	14
Orientation	14
First days	14
Saying Goodbye	14
Hat on enrolment	14
Delivery and Collection	14

Birthdays	15
Clothing and Footwear	15
Lost and Found	16
Excursions	16
Acceptable Behaviour of Children	16
Vacation Care	16
Additional Needs of Children	17
Assessment of Children	17
Withdrawal of Children	17
<i>Health</i>	18
Medication Book	18
Supply of Medication	18
Labeling of Medication	18
Administration of Medication	18
Immunisation	19
Sick Children	19
<i>Nutrition</i>	20
<i>Additional Comments</i>	20
<i>Contacts</i>	21

Welcome to Our Centre

This booklet is designed to help you during your stay with us.

If you have any questions please do not hesitate to ask your Group Leader in the room or the Director for clarification.

About Gwydir Day Care & Preschool

Gwydir Day Care and Preschool is owned and managed by Moree Plains Shire Council.

The centre was established in 1985 and was originally located in Adelaide Street under the name Gayngil. It was relocated to the current premises in July 1998.

We cater primarily for working parents but also accept children from non-working families when there are vacancies.

Children with additional needs are also catered for.

Our Play Rooms

Gwydir Day Care & Preschool has three playrooms

- ♥ The Gumnut Room - for children aged 8 weeks to two years.
- ♥ The Sundew Room - for children aged from 2 years to three and a half years.
- ♥ The Wattle Room - for children aged three to four years.
- ♥ Preschool Room -for children aged four to five years.

Hours of Operation

The Centre is open from 7.45am to 5.45pm, Monday to Friday, fifty (50) weeks per year. The Centre closes for two (2) weeks during the Christmas/New Year break and for Public Holidays.

Parents are to drop children off AFTER 7.45am and collect them, speak to staff and sign out, BEFORE 5.40pm.

Capacity

We are currently licensed for 72 children/day, (16) 0-2's, (15) 2-3's and (40) 3-5 years. Children move up from room to room once considered "ready" (providing there is a vacancy on the desired day.) Educators consider the emotional readiness of the child as well as factors such as self-toileting competence.



Our Staff for 2016

Staff are always available to answer any concerns you may have regarding your child. Please do not hesitate to speak with your child's carers or the Director.

Director Katrina Maas (Mon- Thu)

Preschool Room: 4 - 5 years

Alison Robinson Teacher/2IC (Mon - Fri)
Ami-Lea Foote Child Care Assistant (Mon - Fri)

Wattle Room: 3 - 4 years

Emma Payne Teacher (Mon-Fri)
Renee Rowe Assistant (Mon-Fri)

Sundew Room: 2 - 3.5 years

Renae Cronin Teacher (Mon-Fri)
Sidnee Crawford Child Care Assistant (Mon - Fri)
Elle-May McClymont Child Care Assistant (Mon - Fri)

Gumnut Room: 0 - 2 years

Barbara du Boulay Group Leader (Mon - Wed)
Belinda Cubis Group Leader (Thur-Fri)
Kimberley Barton Child Care Assistant (Mon - Fri)
Robyn Lysaght Child Care Assistant (Mon - Fri)
Melissa Mackay Child Care Assistant (Mon - Fri)

Other Staff

Ivy Clements Trainee Child Care Assistant (Floater)
Lynne Collier Child Care Assistant (Relief)
Rachel Fernance Child Care Assistant (Relief)

Taleisha McGowan Casual
Beth Bell Casual
Ruth Moreing Casual



The Staff roster is on display on the purple notice board in the foyer

Rules & Regulations

Licencing

The Department of Education & Community's is the licencing body for all day care services in NSW.

Gwydir Day Care and Preschool must ensure that it adheres to the Education and Care Services Regulations and Nation Quality Framework (NQF) at all times.

A copy of the Regulations is kept on the centre premises at all times.

The Centre follows the guidelines of the National Quality Standard which is a key aspect of the NQF. We base our practices and promote children's learning based on the Belonging, Being and Becoming Early Years Learning Framework. We have recently been through the assessment and rating process and achieved Meeting National Quality Standard in all seven areas.

Our Centre is partially funded by the Department of Education, Employment and Workplace Relations (DEEWR) and access is determined by their guidelines and regulations –

First Priority – A child at serious risk of abuse or neglect

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

Third Priority – Any other child.

Priorities within each category of priority – Within each priority mentioned above there are further priorities, which we must refer to.

Priority at re-enrolment will be given to people wanting permanent places, if there are any vacancies after this time children starting school will be offered places.

There are some circumstances in which a child who is already in a child care service may be required to leave the service under the Priority of Access Guidelines to provide a position for a child that falls under a higher priority.

Non Working Families

Care is offered to non-working families when days are available, i.e. when working families do not need spaces. You may be asked to change your day or relinquish your space should it be required by a working parent.

Please note that we request children of non-working parent/s be dropped off after 8.45 am and be collected by 4.30 pm so as to enable us to adhere to staff:child ratios at all times.

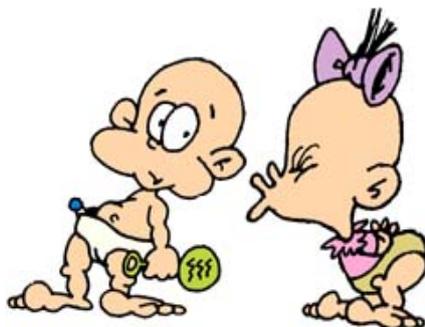
Family Law

In cases where a custody ruling exists, we need a copy of any Access Order issued by the Courts. Services are not legally able to allow children to leave the Centre without the permission of the custodial parent. Where confrontation situations arise over collection of the child, the child will be kept at the Centre and other agencies contacted i.e. the Police and Community Services.

Child Abuse & Neglect

(As per Children & Young Persons (Care & Protection) Act 1998)

All childcare workers have a legal and mandatory responsibility to report suspected child abuse, neglect and sexual assault to the Department of Community Services, without notification to parents.



Fees

Daily Fees

The daily fees are as follows

Gumnut Room – Baby (under two years)	\$84/day
Sundew Room – Toddler (2-3½ years)	\$79/day
Wattle Room – (3-4 years)	\$73/day
Preschool Rooms - (4-5years)	\$73/day

If you are claiming CCB, then you will be charged a gap fee once the centre has been notified of your percentage from the FAO/Centrelink.

To claim CCB you need to contact the FAO and also ensure that you give the correct Customer Reference Number (CRN) for both yourself and your child to the centre on your enrolment form.

Late Fees

Parents must abide by the Centre's hours of operation. We require children to be collected **before 5.40 pm** so as to ensure staff can tidy centre, lock up and depart the premises by 5.45 pm.

A late fee of \$20.00 for the first 15 minutes (or part thereof) and a further \$5.00 per minute thereafter will be charged in the event of late pickup. This charge is not subject to any childcare benefit.



Payment of Fees

A two week in advance fee payment is required during the first weeks of care. This ensures that fees are always two weeks in advance. **If you are experiencing difficulties with your fees please speak to the Director.**

In the event that your account falls consistently in arrears we reserve the right to reduce or cancel your booking at the centre. The account will be forwarded to Council's Debt Recovery Officer.

It is our aim to maintain a certain amount of flexibility in an effort to accommodate the individual needs of our parents and we hope that you feel able to approach us at any time regarding your account.

If your account falls four weeks in arrears without any correspondence from you explaining why payment is late, your account may be handed on to the Debt Recovery Officer at the Moree Plains Shire Council for collection and your child's position at the Centre cancelled.

Method of Payment

At Gwydir Day Care we accept credit card, eftpos, internet banking, cheque or cash as a payment method.

There is provision for credit card details for busy parents to complete at home and then seal in one of our payment envelopes and either handed into the staff at reception or put in our fees box for collection later. Administrative staff complete credit card payments weekly on Mondays. Please ask Admin staff for more information.

Cash and cheques may also be sealed in a fee envelope and put in the locked fees box if reception is unattended.

Unfortunately the childcare educators are unable to process EFTPOS transactions if the office is unattended.



Fees for Absences & Holidays

When you book a position for your child, you must **pay fees for this position** even if your child is absent (for example, due to illness) on their usual day of attendance.

There will be no refund for booked casual days if your child is absent without notice.

You are entitled to 2 weeks (2 x booked days) annual leave each financial year where you are charged a holiday fee of 75% of your normal weekly fee. It is very important that parents understand that they are charged for DAYS they have BOOKED, not the days or hours that they attend.

Two weeks' notice is required to receive the holiday rate.

Forms advising of leave dates are available at the office.

Days cannot be swapped around, if extra days are needed these are considered additional and will be charged accordingly.

There is no charge if your booked day falls on a PUBLIC HOLIDAY.

Withdrawal of Children

Two weeks written notice must be given prior to a child being withdrawn from the Centre, or if booked days need to be altered. If two week's notice is not given, two weeks fees will be charged.

If the child is attending another centre during the 2 week's notice period, full fees must be charged as CCB can only be paid to one Centre.

Children must attend on their last day to receive CCB.

Change of Attendance Days

If a child is withdrawn from care, two week's notice needs to be given. This includes if the child's days are being reduced. There are forms available from the office to notify the centre of any changes.

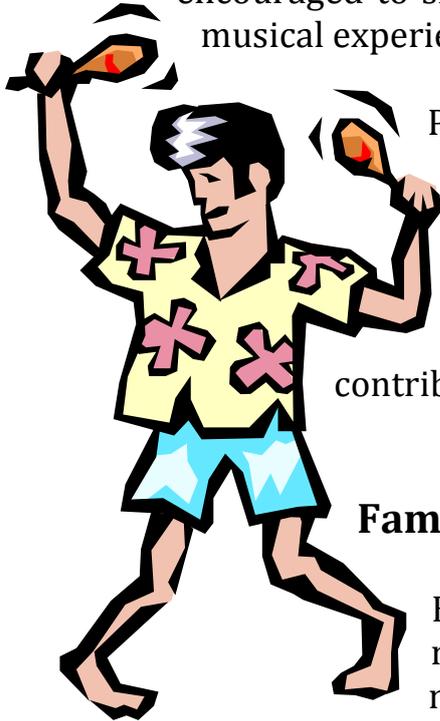
Casual Bookings

If families require a casual day then they need to book this at the front office. These positions are limited and priority will be given according to the priority of access guidelines. If a casual day has been booked and the child fails to turn up on that day, it will still be charged to the account. At least 24 hours' notice is required if the day is no longer required.

GDC and Our Families

Family Involvement

Parents are welcome visitors at any time. Parents and other family members are encouraged to share a cultural activity with the children such as craft, cooking, musical experience - your input into our program is valued.



Parents are also welcomed to and encouraged to attend our Parent Committee meetings. Please look for notices on the front door or the purple notice board in the foyer.

The Parent Committee are to assist with fundraising for the centre and to provide families with an opportunity to contribute to policy development and review.

Family/Centre Communication

Each family is allocated a pocket outside their oldest child's room. This is used to distribute information, e.g. our monthly newsletters, accounts and receipts.

The purple board on the wall between the babies and toddlers rooms in the foyer is used to convey information to parents.

The message books next to your child's sign in/out book are also used to let parents know about their child's day.

The centre also sends out newsletters, parent committee minutes and notes to families via email if parents prefer this method of communication.

Parent Grievance

We value parents' comments and suggestions. If you have any concerns in any area of our work, please follow this procedure:

1. Speak with your child's group leader. He/she will be able to arrange with the Director for additional staff to supervise children so you and the carer can speak freely.
2. If you are not satisfied with the outcome, then please arrange a time to speak with the Director.
3. If not satisfied with outcome forward a letter to the Client Services Manager at MPSC.

Visitor/Parent Safety Procedures

All visitors are to announce their arrival and departure from the Centre at the office and sign the visitor's book. Visitors are not permitted to enter the playrooms without seeing office staff (or another staff member) first.

Parents and visitors are asked to remember that **smoking is not permitted within the GROUNDS of the Centre. Please do not drop your cigarette butts at the front of the Centre as small children pick them up and put them in their mouth.**

The front door and those into the playrooms are to be kept closed at all times.

The Centre gates are also to be shut at all times.

Animals are to be left outside the grounds of the Centre, unless prior permission has been sought from the Director.



Confidentiality

All information the Centre contains on your family, including phone numbers, child development records, etc. are treated as confidential - no information will be given out without prior permission.

For further information regarding privacy please refer to the Information Management Statement included in your enrolment pack.

Diversity

Children and staff come from different cultural backgrounds and family situations and it is our aim to enhance and maintain this diversity by providing a multicultural and anti-bias program.

Acceptable Behaviour (from adults)

Moree Plains Shire Council is committed to excellence in customer service and as such will not tolerate any form of aggression towards any other person, including staff, whilst within the grounds of the Centre. Should you display such behaviour you will be asked to leave our premises. Failure to do so will necessitate the attendance of the police.



Starting Your Child

Orientation

Parents and children are able to visit the Centre for short periods before enrolment. Fees are not charged for this time, however, the parents must stay with their child. Please see the room handbook for more details on times.

First Days

You are welcome to stay with your child on their first days, for as long as you are able, preferably until your child settles and seems happy to be left without you. Each child reacts very differently to a new experience such as Day Care, some children settle well in their first week, others take much longer. Be prepared for some difficult (and heart wrenching) moments, accept them while they are happening, but know that they will pass.

Saying Goodbye

Parents are encouraged not to just leave a child. Rather, say “Goodbye, and I will come back and pick you up after I finish work”.

Parents are most welcome to telephone the Centre during the day to reassure themselves that their child has settled in.

Hat on enrolment

All children receive a free Gwydir Day Care & Preschool hat on their **first enrolment only**. If your child loses their hat or grows out of it another hat can be purchased from the front office.

Delivery and Collection of Children

Children must be brought into the child's playroom, or through to the backyard when necessary, and collected from the Centre by a responsible person. Contact must be made with a member of staff by this person before leaving the Centre. When someone other than a parent is collecting the child, staff must be informed beforehand. Please do not send other children to collect your child.

Children must be signed IN and OUT of the centre each day by a responsible person.

Birthdays

This is a very special day for your child and we are happy to share the occasion. You are most welcome to send along a cake or cupcakes (1 for each person/child) so your child may celebrate with his/her friends at the Centre. If you do provide a cake please give a list of ingredients as some children may have food allergies. Please speak to the Group Leader in your child's room to organise the celebration.



Clothing and Footwear

Please consider what your child is dressed in each day they attend.

Recommended clothing and footwear includes:

- Comfortable, washable play clothes that are suitable for uninhibited play. The programs include art and craft activities, messy play, climbing, running, jumping, dancing and much more.
- Sun smart clothing as per the centre's Sun Safe policy. Shirts should have sleeves and collars, broad brimmed hats.
- Footwear that is comfortable, protective and allows children to play safely on and with equipment. Due to safety reasons children can only ride the bikes with shoes that have covered in toe area such as boots or joggers. Please no ribbons etc that may get caught on the pedals or in the chain.
- Clothing that is easy to remove especially if your child is toileting by themselves.

Due to potential health and safety risks we ask that children do not wear

- Singlet or strapless tops
- Thongs
- Superhero costumes
- Caps
- Clothing with cords
- Small hair clips, hair bands (in babies room)

Lost and Found

Marking all of your child's belongings (lunchboxes, hats and clothing) helps us to return items to their rightful owner. A Lost and Found box is located in each room. If items in this box are not claimed within a reasonable timeframe, they will be donated to charity. Older children are encouraged to take responsibility for their own belongings, and to store them in their locker.

Excursions

Excursions are encouraged. All excursions are planned well ahead with a risk management plan completed prior and written parental permission will be sought. A First Aid Certificate holder with a mini first aid kit will attend all excursions. All excursions follow the Education and Care Services National Regulations.

Acceptable Behaviour (for children)

All children have a right to a happy, secure environment. Acceptable behaviour is different for each child and for each stage of development. Behaviour is unacceptable when it interferes with or injures another child. At the Centre our staff:

- ✓ Remind children of limits in a positive way.
- ✓ Encourage children to resolve conflicts with problem solving techniques.
- ✓ Model socially acceptable behaviour.
- ✓ Use an appropriate tone of voice.
- ✓ Redirect children to more appropriate activities
- ✓ Encourage and appreciate positive behaviour at all times.

If unacceptable behaviour continues a meeting will be organised with the Director, Group Leader and Parents of the child as per the centre policy.

Vacation Care

We are only able to offer vacation care positions for children who haven't started school. Vacation care will only be offered if there are vacancies in our Preschool room and after group dynamics have been considered.

Additional Needs Children

Children with Additional Needs are welcomed into our Centre. Staff will treat each child as an individual and will support his/her own special needs, through an integrated approach. We are able to work closely with the staff at Early Intervention Service, Moree & District Early Intervention Service, and with the Child Development Team at the Hospital.

Assessment of Children

The staff in this Centre use observation records for programming for children. These records are used to plan activities within the Centre and are evaluated daily. Each child has a developmental portfolio which contains work samples, observations and photos of their time at Gwydir Day Care & Preschool. If there is an area of concern regarding a particular child, we are able to refer to the staff at the Moree Early Intervention Program. Parents are informed of any concerns we may have BEFORE any other agencies are contacted. No referrals can be undertaken without parental permission.

HEALTH

Medication Book

Staff maintain a medication book in each room. If your child requires medication to be administered during the day please see staff in your child's room. All medication must be signed for by a parent/guardian.

No medication is to be administered without consent except in an emergency (e.g. an Asthma attack).

Before paracetamol may be administered in an emergency, staff will check the child's file (located in the office) to determine whether they have consent or not. Every effort will be made to contact either parents or the emergency contact before administering emergency medications.

Supply of Medication

All medicines must be supplied by the parent, however, the Centre does supply Panadol for "one off" doses and an Emergency Asthma Kit. When this type of incident occurs staff will endeavour to contact the parent first and the parent will be required to sign the medication book when they arrive to collect the child.



Labelling of Medicines

All medications (**including over-the-counter and non prescription medications**) must have a label from your doctor or chemist clearly stating the child's name, dosage and frequency of dosage.

Please ensure medications are stored out of reach of children according to the instructions on the packet.

Medication must never be left in a child's bag.

Administration of Medication

Medications being administered must be checked by the staff member administering it and a staff witness. The medication books need to be signed by both staff members. This is to protect staff and to ensure the child is receiving the correct medication and dose.

Immunisation



Under changes to the Public Health Amendment(Vaccination of Children Attending Child Care Facilities) Act 2013 all children attending early childhood education and care services cannot enrol a child unless the parent/guardian has provided documentation that shows the child:

- Is fully vaccinated for their age, or
- Has a medical reason not to be vaccinated, or;
- Has a parent/guardian who has a conscientious objection to vaccination or;
- Is on a recognised catch up schedule if their child has fallen behind on their vaccinations

(Source: Immunisation Enrolment Toolkit NSW Health)

Sick Children

If your child is ill please do not bring them to the centre as this increases the risk of other children and staff becoming unwell.

If a child arrives at the Centre and is ill he/she must be assessed by a trained member of staff before the parent leaves the Centre.

Please note that there are several INFECTIOUS diseases that require exclusion from the Centre. Please refer to our Exclusion Policy located in our Policy Manual located on the front counter in the Office.

If a child becomes unwell during the course of the day, a trained staff member may contact a parent to take the child home.

Our Centre does not have the staff or the facilities to care for sick children.



Nutrition

Families are responsible for bringing enough nutritional food for morning tea, lunch and afternoon tea as well as a drink bottle with water or milk. All children have access to drinking water while indoors and outdoors.

Parents/Guardians do not send non-nutritious food for lunches e.g. fast food, chips, lollies, soft drinks, cordials, sweet biscuits, carob and chocolate products. Chocolate products such as dessert, custards, nutella and other spreads will not be allowed at the centre.

Parents/Guardians do not send items that resemble lollies, e.g. "fruit" juice snacks.

Parents/Guardians do not send products containing whole nuts, nut pieces, popcorn or rollups as these items present a choking hazard.

The centre has a 'Nut free' policy.

Lunch box ideas are in the room handbooks.

Additional Comments

Further information on the individual rooms is available in the room handbooks. If you did not receive a room handbook please speak to one of the office staff.

If you have any suggestions on what we could add to our handbook please speak to the Director.

Thank you for choosing Gwydir Day Care and Preschool.

Contacts

Gwydir Day Care & Preschool

8 Orana Ave

Moree NSW 2400

Telephone: (02) 6757 3399

Fax: (02) 6751 1101

Email: gwydir.daycare@mpsc.nsw.gov.au

Family Assistance Office

For FAO-related inquiries from families

Telephone: 136150

Web: www.familyassist.gov.au

Child Care Access Hotline

For information about approved child care services in a particular area-between 8am and 9pm
Monday-Friday

Telephone: 1800 670 305

Web:

www.deewr.gov.au/earlychildhood/resources/documents/factsheets/factsheet17.pdf

Immunisation Register

For families to check their children's immunisation records

Telephone: 1800 653 809

Australian Children's Education and Care Quality Authority (ACECQA)

The Australian Children's Education and Care Quality Authority (ACECQA) can be contacted at:

Address: Level 15, 255 Elizabeth Street, Sydney, NSW, 2000

Postal Address: PO Box A292, Sydney, NSW 1235

Email: enquiries@acecqa.gov.au

Phone: 1300 4 ACECQA (1300 422 327)

Moree Early Childhood Health Service Clinic

Address: Moree Community Health Centre, Alice Street, Moree

Telephone: 02 6757 0229

Fax: 02 67573697

Moree Plains Shire Council

Address: PO Box 420 Moree NSW 2400

Telephone: 02 6757 3222

Early Childhood Education and Care Directorate

Address: PO Box 4192, GOONELLABAH NSW 2480