

GREEK ORTHODOX COMMUNITY CHILDCARE CENTRE



Parent Handbook 2025

Welcome to our Service, we look forward to sharing the childcare journey with you, your child and your family.

The Parent Handbook outlines important information you will need to be aware of while you are a part of our Service family. It is important that you read over this booklet and ask questions about matters you do not understand. You will find a form at the back of this booklet which you must sign and return to the Service to indicate that you have read the information in this booklet and your enrolment pack.

Our Service has an open door policy. You and your family are welcome to visit the Service at any time.

Our Policies

All our policies are available in the policy folder located in the foyer, please ask our educators if you have any questions

Please feel free to look and provide feedback on our policies at any time.



30 BROWNING STREET
SOUTH BRISBANE 4101
PH 32491080

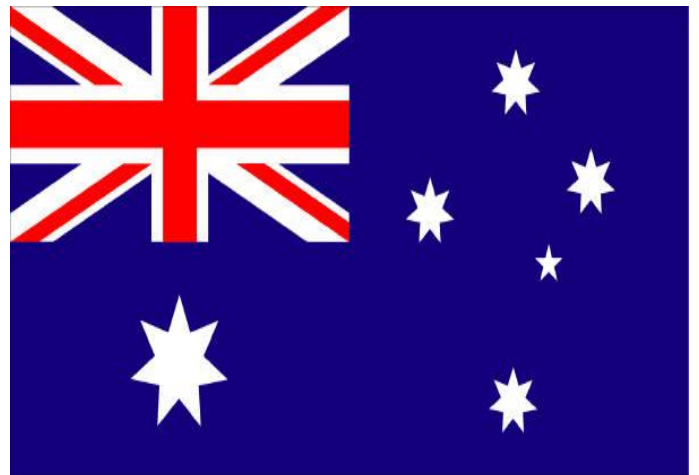
email: childcare@gocstgeorge.com.au

OPENING TIMES: 7.30AM-5.30PM

MONDAY - FRIDAY

50 WEEKS PER YEAR

APPROVED KINDERGARTEN PROGRAM



StartingBlocks.gov.au

A guide for Parents - All things childcare & child development .

Index of Contents

Introduction

- Dear Parents
- Aims for Children
- Philosophy- Attached.
- The Program
- The Daily Routine
- Services Offered
- Age Groups
- Pre Prep Program
- I Check In

Children

- Those First Weeks
- What to Bring
- Birthdays
- Clothing
- Belongings
- Possessions
- Lockers
- Guidance and Discipline
- Rest & Sleep

Parents

- Communication
- Hours of Operation
- Notice Boards
- Enrolments
- Court Orders
- Arrival & Departure
- Parent Involvement
- Commencement Fees
- Service Fees (Supplementary Levy, Cheeky Monkeys)
- Storypark
- Accounts
- Late Fees
- Attendance & Absences
- Allowable Absences
- Holidays
- Waiting List
- Notice of Withdrawal
- Grievances
- Code of Conduct
- Health Care Card
- Cheeky Monkeys, Greek Language & Culture Classes

Health & Safety

- Medication
- Asthma
- Sun Protection
- Accidents
- Fire Drills
- Service Safety by Parents

Educators

- Educators Qualifications

Conclusion

Introduction

Welcome to THE GREEK COMMUNITY CHILDCARE CENTRE. Finding a new education and care Service for your child can be a daunting task. At THE GREEK COMMUNITY CHILDCARE CENTRE our aim is to provide a loving, secure and happy environment where children can develop their intellectual, social, emotional, physical, aesthetic skills to become competent and confident individuals, and for you as a parent/guardian to feel safe knowing that your child is receiving the best possible care.

We believe the best way to work with you and your child is by building a **partnership of education and care**. To do this we want you to feel:

Welcomed, recognised, acknowledged and respected by all our Educators.

That your child is really known by, and really knows, the people who care for him or her.

You are given lots of information about what is occurring and are asked for your views.

You are involved in making decisions about your child's experiences.

You and your child are received and greeted upon arrival.

Your child is happy, secure and engaged.

Your child is not just looked after but really educated and cared for.

Contact Persons

Approved Provider: GREEK ORTHODOX COMMUNITY OF ST GEORGE 38443669

Nominated Supervisor: LITSA STILIANOS

Assistant Director: CHRISY CONTI

Certified Supervisors: SEE LIST IN FOYER

Educational Leader: DIMITRA PATSIKATHEODOROU

Early Childhood Teachers: VICKI PSAGRELLIS

DIMITRA PATSIKATHEODOROU

LITSA STILIANOS

Important Contact Numbers for Families Regulatory Authorities

Our Service complies with the National Quality Framework (NQF) including the National Quality Standard (NQS), the Early Years Learning Framework (or other Approved Framework) and the National Regulations (Education and Care Services National Regulations).

Our Service is regulated by the new national body for early education and care – the Australian Children’s Education and Care Quality Authority (ACECQA) as well as the state licensing department in our State/Territory. To contact our Regulatory Authority, please refer to the contact details below –

Queensland

Early Childhood information service: 13 QGOV (13 7468)

For information about a Queensland Early Childhood Education and Care service

*Calls from mobiles charged at applicable rates.

Postal address

Early Childhood Education and Care
Department of Education
PO Box 15033
CITY EAST QLD 4002

Email: ecec@qed.qld.gov.au

- mychild.gov.au
- National governing body - [Australian Children's Education and Care Quality Authority \(ACECQA\)](http://www.acecqa.gov.au) - phone 1300 4 ACECQA (1300 422 327)

Education, Curriculum and Learning

We will be following the Early Years Learning Framework (or other Approved Framework) as per our Education, Curriculum and Learning Policy.

Our Educational Leaders are: Vickie Psagrelis & Litsa Stilianos

All Educators at our Service are trained and experienced in areas of early education and care. Due to our high standard and commitment of our Educators, we are able to provide developmental and educational curricula for each group of children.

We will use the relationships children have with their families and communities to build the curriculum, working in partnership with parents, to ensure each child’s knowledge, ideas, culture, abilities and interests are the foundation of our programs.

Our centre provides a variety of curriculum styles which cater for all age groupings in our centre. The Early Years Learning Framework and the Kindergarten Curriculum both work hand in hand in preparing your child for life. Each program is tailored for the age group and flexible for each individual mind and personality.

Early Years Learning Framework Learning (EYLF) Learning Outcomes:

Outcome 1: Children have a strong sense of identity

Outcome 2: Children are connected with and contribute to their world

Outcome 3: Children have a strong sense of wellbeing

Outcome 4: Children are confident and involved learners

Outcome 5: Children are effective communicators

If your child’s Educator feels there is an area of concern, they will inform you and advise where help may be sought, e.g. speech therapist. It is always your decision to follow this up. Educators are willing to discuss any aspect of learning and development with parents.

Philosophy

See our Philosophy

At the GREEK COMMUNITY CHILDCARE CENTRE we believe each child is a unique individual in their own right and that their special abilities, interests and cultural backgrounds should be the basis of our curriculum. We will work with families to provide high quality education and care within a warm, secure environment which promotes diversity and inclusion.

We believe that relationships each child has with their families and communities are the foundation for learning, and we will use those relationships to develop our curriculum and extend each child’s learning.

We believe each child’s health, security and wellbeing underpins all learning experiences. We will promote exercise, good nutrition, sleep and rest periods. We will ensure each child feels love, security and a sense of belonging. Our outdoor and indoor areas engage every child in experiences which promote play and learning through stimulation of the senses in built and natural environments.

At our centre we will endeavour to build upon the child's self image, independence, belief in oneself and confidence in their well-being by fostering in each child a positive approach to their identity, with a sense of responsibility, self-discipline and self-esteem.

We will scaffold the education of development of each child as an individual who can grow his/her separate identity and qualities, yet still work and contribute constructively within a large group.

We will engage in ongoing reflection about our practices and procedures to drive continuous improvement and to ensure

each child can maximise his or her learning opportunities, and as educators we value opportunities for professional development.

Grievances, Complaints and Feedback

If for any reason you are not happy with our level of education and care or our environment we want to know immediately. You can discuss this with Educators or write a formal letter. When any matter is raised the Service will be following our Grievance Procedure. All Service policies/procedures are available to parents. Positive feedback is most welcome too. If you wish to contact the Approved Provider the contact number is 32491000 or the Nominated Supervisor 32491080

Code of Conduct

The Approved Provider, Nominated Supervisor, educators, staff members, volunteers and students will uphold the following **ethical conduct principles** at all times, and promote positive interactions within our Service and the local community.

1. Commitment to our Service philosophy and values, including the promotion of a meaningful connection to the NQF and best practice in early childhood education in partnership with our families
2. Effective, open and respectful two-way communication and feedback between employees, children, families and management
3. Honesty and integrity in all interactions between children, families, employees and managers
4. Consistency and reliability in all exchanges with children, families, employees and managers
5. Commitment to a workplace which values and promotes the safety, health and wellbeing of employees, volunteers, children and families.
6. Commitment to an Equal Opportunity workplace and culture which values the knowledge, experience and professionalism of all employees, team members and managers, and the diverse heritage of our families and children.

Our Educators will strive to:

- ensure their work is carried out efficiently, economically, and effectively. They will act in a professional and respectful manner at all times while at work, giving their full attention to the Service responsibilities and adhering to all Service policies, procedures, laws and regulations.
- act honestly and exercise diligence in all Service operations. They will carry out all lawful directions, retaining the right to question any direction which they consider to be unethical. If uncertain they can seek advice from the Nominated Supervisor, Approved Provider or the Ombudsman.

- consider all relevant facts and make decisions or take actions fairly, ethically, consistently and with appropriate transparency. If they are uncertain about the appropriateness of a decision or action they will consider:
 - whether the decision or conduct is lawful
 - whether the decision or conduct is consistent with our policies and objectives
 - whether there will be an actual, potential or perceived conflict of interest involving obligations that could influence the business relationship or conflict with business duties
- comply with our Privacy and Confidentiality Policy when dealing with confidential information and records
- report (suspected) breaches of the code of conduct to a manager, preferably in writing.
- include children and families in the decision making process.
- refrain from developing close personal relationships with children outside work.
- refrain from using abusive, derogatory or offensive language.

Child Care Subsidy (CCS)

In order to receive this subsidy you must provide information to Centrelink online account through myGov.

You will be asked to provide information about your income and hours of activity.

For further details please speak to the office staff or visit education.gov.au/childcare.

Health Care Card (HCC)

If you have a Health Care Card please provide the office with a copy and please inform us upon enrolment that you are the holder of this card. This will assist you with out of pocket expenses incurred with the Kindy Pre Prep Program

Opening Hours

7.30AM- 5.30PM DAILY MONDAY TO FRIDAY

CLOSED ALL GAZETTED PUBLIC HOLIDAYS

The Service is opened for **10** hours per day, **50 weeks** per year and caters for children 0-5 years. The centre is closed 2 weeks over Christmas.

The Daily Routine

We provide an environment where the children feel comfortable and secure at all times, and all our rooms have daily routines that reflect this. Our routines are designed to maximise each child's opportunities to learn and develop.

Throughout the day the children will experience a number of different activities which are part of the educational and developmental curriculum operated by all of our Educators. These will be based on the interests, skills and knowledge of

te children and include aspects of their culture, family and community.

Each room will display their routine which parents may read, and educators will be happy to answer any questions. There are summer and winter routines which are adapted to the weather conditions.

Services Offered

Long Day Care

Morning Tea

Pre-Prep & Kindy Program

Lunch

Special Needs Catered For

Afternoon Tea)

Cheeky Monkeys – Drama Program Compulsory for all children that attend on Mondays (Parents Charged for lessons)

All Food and Beverages Provided

Physi Kinds – Movement Physical Activity Program

Age Groups

The Service has three rooms which promotes a spacious, warm and inviting environment for all our children at the Service. The rooms are:

- 0 years -2 years - 10 children 3 Educators
- 2 years- 3 years - 15 children 3 Educators
- 3 years- 5 years - 25 children 3 Educators

Pre Prep Program

The Greek Community Childcare Centre delivers a Queensland Approved Kindergarten Approved Program. We have 2 Qualified, Experienced Teachers in the 3-5 group that deliver this program 5 days per week. If you would like more information regarding our Pre Prep Program please speak with your educator. In order to be part of our Pre Prep Program your child must attend for a minum of 2 days per week. There is no extra charge for Pre Prep.

Kindy Pre Prep Costs

If your child attends a Queensland Government-approved Kindergarten Program you can have your out-of-pocket costs reduced.

How do I claim the reduction?

You simply need to show your Health Care Card (or current Australian Government Pension Concession card with automatic Health Care Card entitlements) We will need a copy

Those First Weeks

The introduction into long day care can be difficult for children and parents. Children's welfare and happiness are the priority for educators when welcoming new children to the Service and when assisting the family to settle into the Service environment. It is recognised that families' needs will vary

greatly in the orientation process and individual needs will be addressed.

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

- Make sure you familiarise your child with the environment and the people in the environment (children and adults) by coming in for visits before commencing care.
- Ease your child into care with short stays to begin with.
- Provide a favourite toy, blanket or comforter to support your child when they are separating from you or settling to sleep. This can help your child feel more secure.
- If your child is unsettled, short visits with you will help your child to gain trust with an unfamiliar environment. These visits can be made on a day when your child is not booked to attend.
- Your child will be reassured when they see positive interactions between Educators and parents or Educators and other children, and this will help them to establish trust in an unfamiliar setting.
- Try to talk at home about child care. Mention the names of the Educators and other children. Talk about the things the child will be able to do at child care that are fun and enjoyable.
- Talk to the Educators about your child, for example, what they like to do; successful ways of settling them to sleep; foods they like and dislike and so on. This helps Educators to get to know your child.
- When leaving your child it is best to make sure you say goodbye and then leave. Hesitating and not going after you have said your goodbyes only confuses them, especially if they are upset. Reassure your child that everything is alright and you will return later. This can help them to settle.
- It sometimes helps to establish a routine when leaving. For example, giving your child a cuddle and then passing them an Educator, or sitting down with them to read a book or for a short play before leaving.
- At first some children protest strongly while others may take a day or two to realise that you are leaving them and begin to protest after several days. Children soon learn that you do return and in the mean time they are well cared for.

What to Bring

0-5years

A more detailed list will be given to you when your child commences. The following is a general list - all items should be named

- A change of clothing that is weather appropriate (younger children- especially those toilet training- will need extra changes)

- A hat – a full brimmed wide hat.
- Sensible Sun Protected Clothing
- A security item for rest time.
- Sheet Sets in Bag
- Nappies if required.
- 2 pieces of Fresh Fruit Daily
- Water Bottle for older groups
- A Kindy Bag for all items
- Blanket – Winter

We have Greek Community Childcare Sheet Packs, Broad Brimmed Hats and Sun Safe T Shirts for sale.

Birthdays

Your child's birthday is a special event in his/her life. To celebrate your child's birthday, you are welcome to bring a cake. Please check with your child's educator prior to the birthday that what you plan to bring in is suitable for all children, including those who may have allergies or special dietary requirements.

Clothing

Parents are advised to send their children to the Service in comfortable, inexpensive clothing. The children need to be able to move around during play and should be unimpaired by clothing. While paints etc will come out in the wash, accidents do happen so please don't send your child in expensive or designer clothing. Young children enjoy and need "messy" play with paint, clay, sand, water and mud.

The Service only has a limited supply of spare clothing. Please supply at least one change of clothing and underwear (for those children out of nappies) in case of accidents. Toddlers should have about three complete changes of clothing and plenty of training pants.

Please label your child's clothing and replace name tags if they fade in the wash. Ensure clothing is suitable for the weather.

Clothing safety

Please do not dress your child in clothing with cords e.g. shorts, hats, as these have the potential to become caught on equipment and may cause serious harm to your child. Be sure that the clothing provides coverage from the sun, it should be light, have a sleeve and high neck for good coverage.

If you require any special clothing for your child for religious or cultural reasons please inform us.

For babies, we often dress them in sleepware for their mid day sleep – please provide something comfortable for this time.

Belongings

Please ensure all belongings are clearly labelled including dummies, clothes etc. Lost property will be displayed for parent

collection in your child's room. Parent co-operation in labelling assists the Service in keeping your child's belongings together.

It is appreciated if personal possessions are not brought to the Service e.g. guns, toys etc. Any possessions brought must come entirely at the parent's own risk with regards to breakage or loss. A soft toy or security item for rest time is acceptable.

We welcome and encourage family input and would love to hear from you by email or face to face.

Lockers

Each child is allocated a locker. Please place bags etc in your child's locker. If your child attends less than five days per week, they will share their locker with another child.

Guidance and Discipline

Educators follow a Behaviour Guidance Policy which extends across the whole Service giving consistency of expectation in all rooms. This policy allows children to develop self-discipline, a respect for others, for property and respect for self.

The policy aims are:-

- To give all children the opportunity to expand their experiences of life in a productive, safe environment that allows individuals the right to safety, tolerance, self-expression, cultural identity, dignity and the worth of the individual, along with honesty in dealing with peers and caregivers.
- To be taught to respect the rights and needs of others by foreseeing the outcome of their behaviour and the consequences of their behaviour.
- To encourage the individual social development of each child.

If you require further information on this policy please ask Educators and refer to the policy book.

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 stretcher beds for children. Your child may wish to bring a security item, pillow or blanket to have at rest time. Please feel free to discuss your child's rest needs with Educators. We have sheet packs for sale if parents are interested.

Parents

We believe the best way to work with you and your child is by building a **partnership of care**. To do this we want you to feel

**You are given lots of information about what is happening
and you are asked for your views**

Communication Communication Communication

What is the best way to communicate with you?

Everybody has a different communication style and time for communication. We understand that mornings and afternoons can be a little rushed, and not the best time to discuss your child. We have many types of communication we use for families in the Service just like you.

Confidentially and Discretion

Information received through written and spoken communication with families will be treated with discretion.

At any time if you require a **private discussion with our Educators**, please inform us. This can happen face to face or by phone.

What type of communication do you prefer?

- Newsletter
- Phone calls to your work
- Emails
- Letters
- Face to face

Ways we communicate news/events at the Service:

- Verbally at arrival and departure times.
- Regular newsletters which will be sent home via the children's individual pockets once a month.
- A message section on the day book, where brief notes can be left between Educators and parents.
- A notice board where various messages and notices are displayed advertising current issues and up coming events.
- Regular parent meetings are held where parents can raise any issues or topics, give feedback and contribute to decision making.
- A fees/communication box allows parents to leave more detailed written messages if they have concerns or want to provide positive or negative feedback. These can be anonymous if desired.
- Occasionally Educators will ask parents to complete short surveys in order to maintain up to date records and seek parent feedback on various topics.
- Parents will be emailed with important information or a sign will be placed in your child's room. It is the parent's responsibility to read these notices and ensure they are aware of current issues and events in the Service.*
- Policies will be regularly reviewed in a variety of ways (sign in area, newsletters and via files to enable parent comment on Service practices).

Communication and Educators

What can you expect from Educators?

Educators will :

- inform families promptly and sensitively of any out of the ordinary incidents affecting their child.
- share with children's families some of the specific interactions they had with the children during the day.
- provide information on children's eating and sleeping patterns through verbal communication and through the room sign in sheet.
- keep an appropriate record of joint decisions made with families affecting children's progress, interests and experiences. (These may include new events like toilet training.)

Please feel free at any time in person, by phone or email to discuss your child's progress, relationship, interest and experiences.

Priority of Access

Please refer to our Enrolment Policy for more information about the Department of Education, Employment and Workplace Relations' (DEEWR) requirements for Priority of Access.

Court Orders

Parents must notify the Service if there are any Court Orders affecting residency of their children and a copy is required for the Service. Without a Court Order we cannot stop a parent collecting a child.

Arrival and Departure

For safety and security reasons ALL children must be signed in on arrival, and signed out on departure. This is done on an ipad in each classroom. You will set up a pin the first time you attend. The times must be noted. No child will be allowed to leave our Service with a person who is not stated on the enrolment form, unless prior arrangements are made with the Nominated Supervisor. Please contact the centre if your child is not attending as we would like to know.

Commencement Fees

On enrolment we will require a bond of **1 weeks full fees as a bond (capped at \$100)** per child to be paid before your child commences at the Service. This is refundable when your child ceases care or may be used to pay outstanding fees. Refunds can take up to eight weeks to ensure your Child Care Subsidy entitlements with the Service can be finalised. All refunds are paid by cheque.

Service Fees & Other Fees

- **0-2 \$161.80 Nursery 0-2**
- **2-3 \$156.60 Toddler 2-3**
- **3-5 \$151.00 Kindy Pre Prep 3-5**

It is our policy that all accounts are to be paid 4 weekly in advance by direct debit through Numero Pro. This will be expalined in detail when your child commences.

Approved Kindergarten

QKFS – Queensland Kindergarten Funding Scheme
 If your child is eligible to take part in the Kindy Pre Prep Program (children must be at least 4 by the 30 June in the year they are enrolled in an Approved kindergarten Program such as the one we are offering).

Our centre receives funding from the government to provide an Approved Program conducted by Qualified Teachers.

Additional Fee Support (Kindergarten)

The Queensland Government provides a range of subsidies through the QKFS to reduce the out of pocket expenses for families.

QKFS Plus Kindy Support provides additional support to eligible families to help them access lover or no cost kindy.

Please contact us if you have any questions

Supplementary Levy Charge

This centre charges a **Compulsory Supplementary Levy** instead of fundraising throughout the year. The Supplementary Levy is based on the number of days your child attends the centre. The Supplementary Levy assists with subsidising the many activities that are held throughout the year such as Music Performances, Drama Workshops, BBQ's, Social Nights, Christmas and Easter Activities, OXI Night, The Wizard of OZ, Cheeky Monkey Drama Program and so much more.

SUPPLEMENTARY LEVY CHARGED PER CHILD PER DAY/S ATTENDING

NUMBER OF DAYS	CHARGE PER SEMESTER
1 DAY	\$60
2 DAYS	\$70
3 DAYS	\$80
4 DAYS	\$90
5 DAYS	\$100

CHEEKY MONKEY PROGRAM (Mondays)

The Cheeky Monkey Programs are offerd to 3-5's & 2-3's - \$12.00 per lesson.

Children who attend on Mondays will be part of our **Cheeky Monkey Drama Program** – fees charged to parents. \$12.00 PER LESSON

You can check the program out on Youtube at https://www.youtube.com/results?search_query=cheeky++monkey+club

[PAIZO KAI MATHENO WEDNESDAYS - OUR GREEK LANGUAGE & CULTURE CLASSES](#) -Please ask us if you are interested

Storypark creates a secure online network of the people that matter most for your child.

It helps working parents, far-away family, educators and specialists ensure children receive the best opportunities possible.

We communicate with parents on a daily basis through this platform. Sending images of your children learning, and sharing their development as they play. You will need a code to check your child in and out. The educators will discuss this with you.

Accounts

On your first week at our Service you will be required to pay your bond of \$100 and you will receive a statement on the next billing cycle.

Any change of financial income will alter your fee structure. Please advise our Service and Centrelink (136240) if this occurs. Payments are be made via direct debit.

Late Fees

If your child is collected from the Service after 5.30pm, you will be charged a late fee which is \$30.00 for the first 10 minutes and 30.00 for each subsequent 15 minutes. This will be added onto your account.

Attendance and Absence

Once a child is enrolled at the Service, payment of fees must continue during the child's absence for illness, **public holidays**, annual holidays etc. When a child is absent for any reason we must be notified. The Service is open for fifty weeks per year; the only period during which we are closed is Public Holidays and two weeks at Christmas. Dates will be advised.

Allowable Absences

Refer to the Department of Education, Employment and Workplace Relations for information about allowable absences. Your child is eligible for 42 Allowable Absences and will still receive CCS.

If your child attends one day per week and for reasons is unable to attend, we will attempt to make this day up.

Waiting List

When our rooms have full enrolment, children's names will be put onto a waiting list. Once a position is vacant, parents are then contacted about placement. When parents wish to change days, this can be effective immediately if enrolments for that day are not full. If they are full the child's name will be placed on a waiting list. Once a position is available, days will then be adjusted. Our waiting list gives priority to working

parents as per the Priority of Access Guidelines. There is a \$10 waiting list fee per child.

Notice of Withdrawal

We require 2 weeks notice in writing before you are able to withdraw your child from care. We will provide a survey for you to complete, this provides us with helpful information.

Grievances

We hope that parents and families are happy with the service we provide, but occasionally this may not be the case. We have a Grievance Procedure that we follow, we will not take your grievance lightly and we would like to see the matter resolved. We recommend that you address the grievance with your educator firstly, if you are not satisfied you should then speak to the Director. The Director will then follow the procedures to assist you with your grievance.

Health & Safety

The Service provides a healthy and safe environment for children, Educators and families– please refer to our policies covering nutrition, hygiene, medication and infectious diseases. Children with contagious illnesses must be kept at home. A doctor's certificate must be presented to the service when the children returns showing the infection is no longer contagious.

Food Nutrition & Mealtimes

Good Nutrition is an important part of our daily program. Our menus have been planned and based on a nutritionally well balanced diet.

Our centre employs a Cook who has completed a Food Safety Supervisors Course. We provide breakfast (only if requested),

MORNING TEA - FRESH FRUIT & BREADS

LUNCH - SEE MENU

AFTERNOON TEA - SEE MENU

Specific dietary requirements are catered for, parents should discuss this with their educator.

The children are encouraged to drink water throughout the day.

Milk and Water are provided throughout the day.

Each child must provide 2 pieces of fruit per day.

If you would like a copy of our menu please ask us or email your request.

Food Allergies

If your child has any allergies this needs to be addressed immediately with educators.

We are an allergy aware Service.

Please inform the Nominated Supervisor if your child has any allergy or anaphylaxis. Parents will be required to provide a Management Plan from their doctor.

Illness

NO CHILD will be admitted with obvious signs of any contagious infection or illness. Our policy states the incubation period, symptoms and exclusion periods of such diseases. Children who are not immunised will not be allowed to attend the Service.

Medication

Educators will be able to administer medication to children who are recovering from illness if a medication form has been completed and signed by parents before the medication is given. The nominated supervisor or an educator can assist you to complete the form.

Medication must be in date, in it's original container with the original label, have the child's name on the label, and have any instructions about the medication (including those from a GP) attached to the medication.

Medication must be handed to an Educator for appropriate storage. **Please DO NOT leave medication in your child's bag.** Any child who has commenced an antibiotic must not attend the Service for 24 hours from commencement.

Medical Conditions including asthma and anaphylaxis

The Service aims to provide a safe environment for children who have identified medical conditions. It is Service policy that a Medical Management Plan be completed by parents/guardians in consultation with the family doctor. The Plan should include a photo of your child, state what triggers the medical condition, what first aid is needed, contact details for the doctor who signed the plan and state when the Plan should be reviewed. This must be completed and returned before enrolment commences.

Our service will develop a Risk Minimisation Plan which is based on information in the Medical Management Plan.

Immunization

All children are required to be fully immunized to attend this centre.

Parents are responsible for updating their child's Medical Management Plan or providing a new Plan when necessary. Be sure your child's immunisations up to date.

You will be required to provide the following documents:

A current Australian Childhood Immunisation Record (ACIR) Statement

A current ACIR Immunisation History Form on which the doctor has certified the child is on an approved catch-up schedule

An ACIR Immunisation Exemption – Medical Contraindication Form signed by a doctor

ACIR Immunisation History and Exemption forms are available on the Department of Human Services website

<http://www.humanservices.gov.au/> The ACIR can be contacted on 1800 653 809 or email acir@medicareaustralia.gov.au

Sun Protection

Our Service's policy is "no hat, no play". This policy will be enforced. Parents are asked to provide a wide brim hat to wear during outside activities. These must be labelled. The most suitable hat is one which shades the ears and neck, as research is showing a high incidence of skin cancer on people's ears.

Children are required to wear sun safe clothing that covers as much of the skin as possible when outdoors. Please dress your child in clothing that will protect them from the sun.

Accidents and Illness

The nominated supervisor will contact parents immediately if a child is involved in a serious accident or illness at the Service. As a matter of extreme importance parents must ensure that the Service has up to date emergency contact numbers. An incident report will be filled out for all accidents, injuries and illnesses. This will contain details of the accident /injury/illness, any first aid that was administered, and be signed an educator, the Nominated Supervisor and by the parent.

Emergency Drills

Throughout the year the Service will hold monthly emergency drills which occur at any given time throughout the day. These are carried out in a well-organised and orderly manner. Educators will be trained in using the fire extinguishers that are in the Service. A emergency escape plan will be displayed in every room.

Using the Service Safely

Never leave children unattended in cars while collecting children from the Service.

Cars parks are dangerous places for children. Always hold children's hands when arriving and leaving the Service.

Never leave a door or gate open.

Never leave your children unattended in a room.

Children are not permitted into the kitchen and laundry areas.

Workplace Health and Safety Feedback

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general Work health and Safety, please contact the Nominated Supervisor immediately.

Educators: qualifications and ratios

We exceed all legal requirements in relation to child to educator ratios and the qualifications of our educators. All Educators will hold First Aid qualifications, CPR, Asthma & Anaphylaxis Training and have Working with Children Checks completed and attend monthly Educators' meetings. Our Educators are continually evaluating how our curriculum meets the education needs of our children and reflecting on ways to improve children's learning and development. They are encouraged to attend further professional training and development.

For further details on the qualifications of the Educators, please see our Nominated Supervisor.

Conclusion

We guarantee your child will have a happy, safe and secure relationship with our Service and our Educators and that the time he or she is in our care will be positive and fulfilling.

Important Contacts and Information for Families

The Service provides families with current information on child and family resources and services accessible in the local community.

Our Service has a parent information with resources you may find helpful.

ACECQA is the new national body ensuring early childhood education and care across Australia is high quality

Address:	Level 15, 255 Elizabeth Street, Sydney, NSW, 2000
Postal Address:	PO Box A292, Sydney, NSW 2000
Email:	enquiries@acecqa.gov.au
Phone:	1300 422 327

Centrelink

Phone: 13 61 50

Australian Childhood Immunisation Register

Phone: 1800 653 809

Royal Institute for Deaf and Blind Children

02 9872 0826

Emergency Services

Police, Fire, Ambulance

000

Local Immunisation Clinic

See the list in foyer

Informative Websites For Parents



StartingBlocks.gov.au

Your first step into early childhood education & care.
Home · Find Child Care · Fees Estimator · At a Service.

We welcome and encourage the involvement of all parents/families at our Service. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities and knowledge. There are many ways for your family to be involved. We understand that our busy lives can't always afford the time, however any contribution no matter how big or small is much appreciated. Here are just a few ideas.

Your Occupation or Hobby

Your child loves you and when they get to childcare all they talk about is you. You are the most important person in their world.

We welcome all parents to the Service to talk about their occupation or hobby (eg music, crft, cooking). Everything parents do interest children and these talks are the best educational resources you can provide for the Service. We use information that has come from discussions about occupations and hobbies in our programming and the ideas explored from parent talks can last for weeks.

Your Home Culture

Your home culture is most welcome in our Service. We would greatly appreciate if you were able to share with our Service aspects of your culture and family life. This would assist us to enrich the lives of all our families and children.

Reading (especially good for grandparents)

Children love to be read to. If you or your parents have the time please contact your room Educators to organise a day for reading.

Please tell us what you can offer and your availability on the enrolment form.

Useful Junk - We are always on the lookout for recyclable items for the rooms. Empty food containers, ribbons, wrapping paper, towel tubes (not toilet or egg or milk because of hygiene and allergy issues) paper or anything interesting from your work is much appreciated.

Parent Meeting, Family Nights, Discos and Meet and Greet

There is no better way to meet new friends. We will be having informal nights at the Service after close time for you to meet the other families. The older children in the Service really enjoy preparing the event.

Concerts and Special Events

Our Service organises special events throughout the year. Keep an eye out as your child is sure to be a star!

Suggestions

Parents are welcome to visit or call the Service at any time. If you have any suggestions or ideas on how we best can work together in the Service please let us know.

If you have any concerns, please see your child's educator or the Nominated Supervisor. We have a grievance procedure if you would like to formally raise any concerns

Remember

When your family becomes involved with the Service, no matter how small or big your involvement, your child will be experiencing the connection between home and our Service.

Please read this handbook carefully so you fully understand the commitment that you are undertaking and your responsibilities to the Service.

Free Kindy 2025

Kindy is 15 hours per week,
40 weeks per year

Enrol now for Free Kindy in 2025

Visit www.qld.gov.au/FreeKindy



CHILDCARE SUBSIDY CCS

You will need to have a CRN – Customer Reference Number for you and your child.

Follow the instructions:



PARENT QUESTIONNAIRE

Please list what skills talents, interest and culture that you and your family (not forgetting grandparents) are able to share with the educators.

I have completed the enrolment form at the Service. I have read and agree to comply with the requirements set out in this handbook and in the Service's policies.

Signed: _____

Dated: _____

Have you completed the orientation evaluation Yes No

Communication

Please indicate the best way to communicate with you:

- Newsletter
- Phone calls to your work
- Emails
- Letters
- Face to face

Please Remember

We encourage family participation and involvement in the Service. This allows you to see first hand what we do and your child sees that there is a connection between home and the Service.

We welcome your feedback and view **"Feedback As A Gift"**

Parent Input for Individual Curriculum

Child's Name; _____

Parent's Name _____

Parent Mobile _____

Parent Email _____

Days attending:

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

What time will you be arriving and returning to the Service? (estimates only, we understand some mornings may differ)

am:

pm:

What will help you and your child say goodbye to each other in the morning?

Family Information – type of family and names (parents/siblings/extended family living together/blended family)

Cultural background of family members – immediate and extended:

Languages spoken at home (this includes "special" words your child uses for a particular items e.g. dummy-boo boo)

Family preferred care giving strategies – any strategy in particular that you see that works for you and your child in relation to particular situations (e.g. at meal times, when your child is upset, during and after a tantrum)

Routines - toileting, sleep, rest, nappy changes:

Are there any special Instructions for nappy changes? Yes/No
If yes please explain

How will we know when your child is tired?

What helps your child fall asleep?

DIETRY REQUIREMENTS You're your child have any special dietary requirements ie Lactose intolerance, Gluten Free etc. If yes please explain in detail:

Likes/Dislikes (in relation to food, play, routines – anything you can think of)

Here is the opportunity for you to offer us input into your child's individual program. Your input is important to us and your child's program, because it provides us with more pieces of the puzzle in relation to getting to know your child and enables us to plan enjoyable experiences for them which maximise their opportunities for learning.

1. What do you feel are your child's current needs? e.g. toilet training, development of social skills, expansion of vocabulary?

How could we assist your child in these areas?

2. What are your child's current interests?

How can we foster these interests at the Service?

3. What do you feel are your child's strengths at this point in time?

How can we provide further development of your child's strengths at the Service?

This information will be used by Educators to compliment the individual curriculum that is implemented for your child. You may update this information at any time. To do this, please speak to your child's Educator(s) or the nominated supervisor. We will also ask you about your child's interests, strengths, needs periodically throughout your child's enrolment at our Service as well as asking for information about what you did on the weekend. Again, this benefits your child – the more we know about each child, the better we are able to program to meet their individual needs. Thank you.

GREEK COMMUNITY CHILDDCARE CENTRE

ORIENTATION EVALUATION PLEASE RETURN TO OFFICE OR EMAIL

Date ____/____/____

Overall how would you rate the orientation? (Please circle one)

yes	no	N/A	Were you given an orientation to familiarise you and your child with the daily routine and activities?
yes	no	N/A	Were you reassured that most children settle in quickly to their new environment?
yes	no	N/A	Did the Nominated Supervisor arrange for you and your child to attend the Service to visit and meet the Educators, and become familiar with the environment?
yes	no	N/A	If your child visited the service before their first day, did the educators indicate your child could participate in the activities if they wished?
yes	no	N/A	Were the daily timetable and curriculum discussed, as well as routines and any special requirements for your child?
yes	no	N/A	Were you encouraged to send any special comfort items (teddy etc) to help your child in the initial settling in period?
yes	no	N/A	Were you invited to ring and check on your child at any time?
yes	no	N/A	Were you told what to bring? (birth certificate, immunisation record and Medicare number)
yes	no	N/A	Did Educators explain modes of fee payment and communication (newsletters, pockets, communication box etc)?
yes	no	N/A	Did Educators explain the importance of labelling personal items and also shown the parent library where they can access the Service policies and other resources?
yes	no	N/A	Did the Educators discuss how best to tailor your child's settling in period?
yes	no	N/A	Did Educators encourage you to say goodbye when dropping off – and reassure you that if the child remains distressed over a period of time they will contact you?
yes	no	N/A	Were you able to stay as long as needed to reassure your child?
yes	no	N/A	Were you told you will be kept informed when you collect your child about how he or she is settling in and that you are welcome to discuss any issues with the nominated supervisor at a convenient time?
yes	no	N/A	Was the Enrolment Form explained and filled in completely with all relevant information about your child?

What did we do well	What could we improve on

