



BUSY KIDS
Child Care

Respect, Play, Learn



Parent Handbook
and
Orientation Booklet



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Busy Kids Child Care Management would like to welcome you to our centre.

This handbook will provide you with important information you need to know about our centre to ensure the best possible start for your family at Busy Kids. It is yours to keep so you can refer to it throughout your time with us.

Centre Details:

Opening Times: Monday to Friday 7:30am to 5:30pm

Centre Closure: Two weeks over the Christmas/New Years Period.

The centre is licensed by the Department of Human Services and all staff are required to abide by the Education and Care Services National Regulations 2011. Busy Kids are licensed to care for 38 children per day, aged from 6 weeks of age.

Phone number: 08 8088 7033

Email: admin@busykidschildcare.com.au

Website: www.busykidschildcare.com.au

Facebook: www.facebook.com/BusyKidsChildCare

Xap: <https://www.xap.rocks/dashboard>



Our Philosophy – RESPECT, PLAY, LEARN

RESPECT

At Busy Kids, we believe that children learn through play. As Educators we support each child's unique needs, beliefs, strengths and interests. We listen to the children's voices to gain their ideas and consider their points of view.



RESPECT



We value our families and our community and encourage input and participation from them into our centre to help share decision making.

PLAY



PLAY



LEARN

We believe that a child's environment is an important part of learning. For children to feel safe and secure with freedom of choice to develop their own identities.

LEARN



We
RESPECT
the children

We
encourage
PLAY

Which supports
them to
LEARN



How can I find out more about what my child does at the centre?

Xap

Busy Kids utilises Xap for our attendance, accounts and programming.



Once your child is enrolled with the centre, you will receive an email generated by Xap with a user name and password providing you access to your child's information through <https://www.xap.rocks/dashboard>. Here you will be able to access learning observations created of your child, as well as being able to update who is allowed to collect your child from the centre, upload your child's immunisation history statement, advise the centre if your child will be absent and lots more.

Some of these features are also available through the Xap Smile app – you can log into this with the same username and password as the website.



If you have not received log in details – please speak to Kristy contact admin@busykidschildcare.com.au

Facebook



We post regular updates and information about what's happening at the centre on our Facebook page.

www.facebook.com/BusyKidsChildCare

Website

A copy of our policies are available for viewing on our website, along with information about our staff, and events we have throughout the year. www.busykidschildcare.com.au



Fees and Charges

Enrolment Fee - Busy Kids Child Care's enrolment fee is \$50.00. The fee is payable once your child has been allocated a position at Busy Kids. With payment of this fee, you will receive your choice of one of the following: a child size bucket hat, a T-Shirt, or a backpack.

Daily Fees - Busy Kids Child Care fee is \$114.00 per day for Babies and Toddlers Rooms and \$109.00 per day for the Preschool Room. Casual Days are \$120.00 per day (*current fees from 18th July 2022*)

Yearly Re-Enrolment Fee - There is a \$25 re-enrolment fee paid in September each year to enrol your child for the following year.

Late Fee – A late fee will be charged if your child is **NOT** collected and signed out from the centre by 5:30pm. The late fee is charged at \$30.00 for any part of the first 15 minutes and \$5.00 per minute thereafter. The late fee is payable upon collection of your child (**CASH PAYMENT**). If this is not paid it will be added onto your next week's child care account, which must be paid before their next visit.

Nappy Fee – If you do not supply enough nappies and wipes for your child, we can supply them at the cost of \$3.00 per nappy. You can leave a bag of nappies to save running out and our staff will tell you when they are getting low. We can also supply wipes at \$5.00 per pack.

Fees are payable either by;

Option 1. Cash at the Centre

Option 2. Bank Transfer – *BSB: 012 - 551 Acc: 420 373 874 Acc Name: Busy Kids Child Care*

Option 3. Direct Debit – this can be set up by the family within Xap

- ***All fees are required to be paid a week/fortnight in advance.***

A receipt will be issued after payment has been received. It is recommended that you retain your receipts for your reference.

Outstanding Fees – When fees are not paid, your child may lose his / her place. The place will be declared vacant, and may be filled by another child. Your child will not be able to return to the centre until all unpaid accounts are finalised.

Please speak to Jenny French or Kristy Hurley if you are having difficulties in paying your child care fees so we can arrange a payment plan to suit.



Child Care Fee Assistance - Child Care Subsidy



The Australian Government provides financial assistance (Child Care Subsidy) to help with the cost of placing your children in Child Care. This subsidy is paid directly to your child care provider to reduce the fees you pay.

In order to claim payments, families must;

1. Apply through MyGov to receive the Child Care Subsidy
2. Provide Busy Kids with (CRN) Customer Reference Number for yourself and your child
3. Provide date of birth for yourself and your child
4. Parents will need to log onto MyGov and verify their enrolment with the centre within 14 days of enrolment. (Please speak to Kristy if you need guidance on how to do this).

If you do not know your families CRN details, you will need to contact Centrelink by calling 13 61 50 Monday – Friday or alternatively visiting our local Centrelink office in Blende Street.

Please note there is specific eligibility criteria families must meet in order to receive the Child Care Subsidy – For further information see the Human Services Website – www.humanservices.gov.au

Instructions on how to claim Child Care Subsidy can be found at:

<https://www.humanservices.gov.au/individuals/online-help/centrelink/claim-child-care-subsidy>

Contact details: Centrelink office Blende Street or 13 61 50.



Programming

Busy Kids Child Care Educators follow the same Curriculum as all preschools throughout Australia - Early Years Learning Framework (EYLF) and the EYLF Principles and Practice. This means that Busy Kids provides children with the same school readiness experiences that a Preschool would, following all of the criteria set out in the curriculum to prepare your children for their next step in their schooling.

Our program is child centred, and based on the children's current knowledge, strengths, ideas, culture, abilities and interests by listening to and watching for cues directed by the children themselves.

The EYLF guides Educators in providing a quality, educational play based program.

The EYLF consists of five (5) Learning Outcomes.

Learning Outcome 1

Children have a strong sense of identity

Learning Outcome 2

Children are connected with and contribute to their world

Learning Outcome 3

Children have a strong sense of wellbeing

Learning Outcome 4

Children are confident and involved learners

Learning Outcome 5

Children are effective communicators

Our Educators program through KidsXap – you will be emailed log in details to access either the webpage, or the app (KidsXap Guardian) upon enrolment. This means you will be able to view observations and experiences planned specifically for your child at a time that is convenient for you.

We value parent/family input and would love to hear your thoughts on our program, or any information you would like to share with us about your child. You can do this either in person, via email, over the phone, or message us through KidsXap or our Facebook page.

If you would like to learn more about our program, please speak to your child's room leader, or Ellen Wilson (our Educational Leader) who will be more than willing to show you through our program.



How can I prepare my child for care?

Understandably, some children are reluctant to stay in care when they have never been left with anyone before, and/or they are unfamiliar with their new environment. Following are some suggestions, which may assist in making the transition into care a more positive experience for both yourself and your child.

- Bring your child to visit the centre and staff before he/she is to be left in care. This will enable your child to become more familiar with the environment and staff who will be caring for them.
- Reassure your child that you will be back to pick them up as soon as you have finished work/appointment. Be honest with your child. Do not tell them you are only going for a little while if you are going for a full day, as your child will expect you well before you are due, and may become distressed.
- Avoid prolonged farewells, and do not sneak out. Calmly give your child a hug and a kiss, and say goodbye before leaving.
- Generally, children settle into care more confidently if you have the same routine each day when dropping them off or picking them up.
- If, after having left your child in care, you are still uneasy, feel free to give the centre a call to check if they have settled. Some children may appear quite distressed when their parents/guardians are first leaving them, but once staff have engaged them into the day's activities often children are more settled.

Your child is going into a new environment, so it may take some time before they settle. However, if you become worried in any way about your child, please do not hesitate to contact us.



What to pack?

Things you will need to bring along with you

- **Nappies, nappy cream, wipes**, etc. Please provide plenty of nappies. If your child runs out of nappies/wipes or doesn't have any for the day Busy Kids Child Care will provide your child with the required amount of nappies/wipes for the day at a cost of \$3.00 per nappy and \$5.00 for a packet of wipes. These fees will be added to your childcare fees at the end of the week.
- **Hat** – At Busy Kids – we wear hats outside. Your child will need to bring a sun safe bucket hat to the centre each day.
- **Sunscreen** – If your child has sensitive skin, please ensure you pack sunscreen clearly labelled with your child's name. As we are often outdoors in the mornings (and sunscreen needs to be applied 20 minutes before going outdoors), please ensure your child has sunscreen on before coming to the centre each day.
- **Spare change of clothes** – Please label all clothing or it may end up in lost property.
- **Dummy/Comforter** if needed.
- **Set of cot sheets** (optional) for your child's use during sleep/rest time (this will be sent home for washing and the end of your child's week (please place bedding in a bag for storage and transportation)
- **Drink bottle/Milk Bottles**(water or plain milk only NO Juice, cordial, flavoured milk or soft drink please)
- **Food for the day**
 - *Morning tea* - a piece of fruit/vegetable, as well as yoghurt if needed
 - *Lunch*
 - *Afternoon tea*
 - Late snack (if your child will be collected late in the day)

All belongings such as shoes, bags, food containers, drink bottles, sunscreen etc. must be clearly marked, and regular checks made for articles in our lost property box in the foyer.

Unclaimed lost property will be either used in the centre for spare, or sent to charity at the end of each month.



Clothing and Foot Wear

During the day, your child will participate in many different experiences and it is important they are dressed appropriately. Children are encouraged to wear a smock whilst painting. Please remember to provide a spare set of clothes for your child. Children's clothing should be sun appropriate. We DO NOT recommend thongs, singlets or shoe string style dresses.



T-Shirt



Pants



Sandshoes



Broad brim hat



Sandals



Shorts



Dress

PLEASE ENSURE YOU LABEL ALL LUNCH BOXES, WATER BOTTLES, AND CLOTHING, INCLUDING SHOES.

STAFF WILL DO THEIR BEST TO ENSURE ITEMS ARE PUT IN BAGS, HOWEVER, BUSY KIDS ARE NOT RESPONSIBLE FOR LOST ARTICLES WHILST AT THE CENTRE.

Toys from home

Busy Kids have plenty of toys and resources for the children to use. We would like to encourage children not to bring toys from home as they may get lost or broken – the exception for this is comforters for rest time which will need to be either given to your child's educator or left in your child's bag until needed.



Food and Drinks

Please ensure you supply an adequate amount of nutritionally balanced food and water for the day. It is vital to a child's development that they have a nutritionally balanced diet.

The staff of Busy Kids Child Care will encourage your child to select health nutritious foods from their lunch box before choosing other food items.

Staff role model good eating and drinking habits (staff will only have water whilst in the room with the children).

We are a nut free zone at Busy Kids

Lunch Box Ideas

Morning Tea Fruit or Vegetables, and yoghurt

Lunch Sandwich or wrap—ham/cheese, vegemite, cheese, chicken, cold meat

Last night's left over pasta, casserole or rice dish

Yoghurt—with or without chopped up fruit

(Buy a large tub and spoon it into a smaller container— cheaper than buying individual yoghurt/custard tubs)

Home made pikelets—*make a batch and freeze them individually*

Afternoon Tea Sultanas—*buy in bulk and put in small container*

Carrot/celery sticks with cream cheese dip

Cheese and crackers with fritz/devon



If you are struggling for ideas – feel free to ask one of our staff for suggestions, or visit <https://healthylunchbox.com.au/> for a range of healthy lunch box ideas.



Introduction to Rooms

Baby Room



The Baby Room leader is: **Caeron**

- On arrival – please sign your child in.
- Unpack your child’s labelled cold items into the fridge.
- Any items that do not need to go in the fridge, please place in your child’s labelled basket.
- Please also ensure your child’s nappies and wipes are clearly labelled.
- Your child’s bag can then be placed in the middle cupboards.

Toddler Room

The Toddler Room leader is: **Jasmine**



- On arrival – please sign your child in.
- Pack your child’s lunch box with an ice pack and place it on the island bench in the kitchen, and place any labelled milk bottles in the fridge.
- Please ensure all your child’s items are labelled and avoid placing your child’s full lunch box in the fridge.
- Place your child’s water bottle in the basket labelled “Toddler Water Bottles”.
- Place your child’s clearly labelled nappies and wipes in the nappy change room in their allocated basket (Their basket is labelled with their name, and matches their locker number)
- Your child’s bag can then be placed in their labelled locker in the foyer area.

Preschool Room

The Preschool Room leader is: **Teagan**

- On arrival – please sign your child in.
- Place your child’s water bottle on the water bottle trolley in their room.
- Please ensure you have packed an ice pack in with your child’s lunch as their lunch boxes remain in their bags throughout the day. If you would like tips for keeping your child’s lunch cool – please speak to Teagan or Kristy.
- If your child is in nappies, please place your child’s clearly labelled nappies and wipes on the shelves in the children’s bathroom.
- Your child’s bag can then be placed on the hooks located beneath the verandah.



Health and Medical Attention

There are times when your child may not be able to attend due to medical conditions. Please note that due to Covid-19 – we are required to be very strict on not allowing children attend the service who are displaying any symptoms of Covid-19 (even if they have tested negative). A child must be free of symptoms before they are able to attend Busy Kids.

Please ensure you keep your child home if they are displaying any of the following:

- Have had Panadol, Nurofen or any other pain relieving/fever reducing medication in the 8 hours prior to attending the centre.
- A fever above 37.5 degrees in the past 24 hours (if they had a fever yesterday, they can not attend today)
- Cough
- Persistent runny nose (whether it is clear or green)
- Diarrhoea or vomiting in the past 24 hours (or in the past 48 hours if there are current outbreaks within Broken Hill)
- Rash that has not been diagnosed by a Doctor. Please note if your child attends the centre with a rash, and you have seen a Doctor – you will need to supply a written note from the Doctor stating that the child's rash is not infectious/contagious before attending.
- Uncovered sores/wounds
- Sore throat or swollen glands
- Unusual colour, not themselves.



Medication

Busy Kids Child Care Staff are able to administer prescribed medication to your child upon your request. Both staff and parents must comply with the following

1. Administering medication form must be filled out
2. Medication must be in original packaging with child's name and dosage prescribed by a doctor.
3. Medication must be given directly to a staff member. (Medication **IS NEVER** to be left in your child's bag).



All staff hold current approved first aid certificates that are renewed every three years. In the event of a minor accident, staff will administer first aid, and you will be notified.

If your child is injured or becomes ill whilst in care, you will be contacted as soon as possible.

In an emergency staff will seek appropriate medical treatment for your child, this may include being transported to hospital by ambulance.

Nurofen / Panadol

Please note your child will not be able to attend the centre if they have had Nurofen, Panadol or any other pain relieving medication in the 8 hours prior to help stop the chain of infection.

Staff are also not able to administer Nurofen or Panadol to children whilst at the centre.

Illness/Communicable Disease

Please notify the centre if your child contacts an infectious disease and observe the necessary quarantine period.

Please do not send your child into care if they are unwell. Busy Kids Child Care will follow the recommendations of the Staying Healthy in Child Care Handbook. If your child is not well or suffering from an infection, which could be passed onto other children, they should not attend care. If doubt exists, the child should be kept at home.

When children are sick, they need more attention. They also need rest and quietness. It is impossible to give a child who is part of a group this type of care. It requires the staff to lessen their involvement with the remainder of the group. It is very difficult for staff to take sick-days; therefore, it is not fair to expose them to illness.

Please do not feel that the staff will phone you at every sign of a "sniffle" etc., but if they feel your child is in need of medical attention, or would benefit from being at home, they will contact you to ask you to collect your child. We do appreciate your need to be at work, therefore if you are not able to collect your child, please arrange for another authorised person to do so.

Staff are not qualified to diagnose your child's condition; they can only voice their concern and suggest what the problem could be, using their knowledge and experience from working with children.

There is a copy of Recommended Exclusion Guidelines for Infectious Diseases in the office.

Please note if your child is sent home from care unwell, a medical certificate may be required before they return to the centre stating they are no longer infectious.



Child Related Accidents and Injuries













Busy Kids is committed to providing a safe and healthy environment for all children in our care. Any child related incidents that may occur at the Centre are recorded on Accident/Illness form. If your child has been involved in an accident and or incident you will be informed upon collection of your child. You may be given a courtesy call and asked to collect your child (only if necessary). An accident form will be in the office for you to sign when you collect your child.

If you cannot be contacted and your child requires medical treatment, we will take the necessary steps by either contacting the person identified as your emergency contact or calling an ambulance. Any medical expenses incurred will be the responsibility of the parents/guardians.

Children's Safety

Unsafe Items

For the safety of all children in our care and any visiting families, please ensure all following items are not left in children's bags.

-  Medication
-  Cream
-  Poisons
-  Cosmetics
-  Plastic bags
-  Cigarettes, lighters and or matches
-  Mobile phones
-  Safety pins
-  Rubber bands
-  Headache tablets
-  Money
-  Sharps or dangerous goods
 - Tweezers
 - Scissors
 - Nails/Screws

Absences

Parents/Guardians are asked to notify the centre if their child is going to be absent.

The Family Assistance Office will cover up to 42 days of absences per financial year. These absences may include annual leave, sick days, RDO'S and public holidays. Busy Kids Child Care **DOES NOT** swap days for public holidays or any other absent days but will allow you to have additional days if availability permits.

Changing bookings - two weeks' notice is required to change or cancel your child's bookings. If you choose not to bring your child into care for their last days, you will still be required to pay for the care.

Full fees will apply for the child's last days of care if they are absent as per Centrelink policy.



Access to Children

Please note that unless any court orders are in place and a copy of those orders have been given to the Centre (original sighted or certified copy), staff are legally unable to prevent either of the child's natural parent's from collecting a child / children from care, or visiting the centre.

Arrival and Departure

1. Children will be signed in on arrival on the attendance record by the delivering adult (18 yrs. or over)
2. Children will be signed out on the attendance record at time of departure by an authorised adult (18 yrs. or over)

Collection of children

We will only allow parents/guardians and or authorised persons eighteen years (18yrs) or above to collect children. Ensure a staff member is aware that you have collected your child. If you are unable to collect your child, you will need to contact the centre notifying staff of the person collecting your child. This person must be an authorised person to collect and be able to produce photo identification, if the person is unknown to the centre staff.

Attendance Records

It is a legal requirement that you sign your child in and out each time they attend the centre.

Please ensure you do this as you arrive at the centre to either drop your child off your child, or collect them to avoid a late fee in the evening.

Annual Leave

Busy Kids Child Care is pleased to offer you two week annual leave per calendar year at a reduced fee. This means the equivalent to your Childs attendances. i.e. if your child is booked in for three days a week you will be allocated six days annual leave per calendar year. The balance is reset in the first week of January each year.

To ensure that your child is granted the annual leave rate please notify the Centre staff and complete an annual leave form this must be done at least **one week** prior to the leave taking place.



Behaviour Management

It is the Policy of Busy Kids to focus on encouragement and positive guidance, rather than discipline. We try to identify why a child is behaving in a certain way and try to encourage more acceptable behaviour. At no time will Busy Kids Child Care staff discipline a child using physical punishment.

Celebrations

We encourage parents and children to share special celebrations with the centre e.g. birthdays, birth of a sibling, special occasions.

Communicating with our Centre

We provide a high level of communication to our families. Each family is provided with a “Parent Pocket”; please check this pocket when you attend the centre.

You can contact the centre by various options:

- In Person - (recommended if important as we may not have access to the computer all throughout the day)
- Phone – (08) 8088 7033 - (recommended if important as we may not have access to the computer all throughout the day)
- Email – admin@busykidschildcare.com.au
- Xap – notify us your child will be absent, ask us a question about vacancies etc.
- Facebook www.facebook.com/busykidschildcare - message us through Facebook and we will respond as soon as we are able.

- Newsletters and notes will be either emailed or placed into your parent pocket. We also provide spare copies of notes sent out next to our sign in register.
- Room Programs are available to look through so you can see what has been happening throughout the day, you will also from time to time receive updates about your child’s day through KidsXap.

Please inform your child’s Educator about any information that you think will assist them to develop a better understanding of your child, for example, eating and sleeping activities.

We actively encourage parent to provide feedback, feedback is an effective tool in improving quality care. Our aim is to address any concerns immediately with the emphasis being placed on resolving issues in a professional manner. These can be addressed to the Director.

Evacuation Procedures – Fire Drills

An emergency procedure is displayed in each room. The centre will conduct fire drills at least every (3) three months, with the aim to ensure quick and safe evacuation in the event of a real emergency. If you are present at the centre during a fire drill, you are legally required to participate.



Excursions

At various times throughout the year children may participate in excursions and or incursions to enhance their learning experiences. Perhaps you have ideas for excursions and or incursions that you would like to share with our staff.

Children will not be able to leave the centre to participate in excursions without written authority from the parent.

Parent Involvement

It is important to have a strong link between families, staff and management. We value and encourage parent participation at the centre. If you have any interests/skills you may like to share with us at the service, please feel free to speak with one of our Educators. Some of these may include sharing your culture/traditions with the service, assisting with cooking experiences, or even helping on excursions.

Benefit of parent involvement

- Parent participation is important for many reasons. It helps the service, and sends a strong positive message to your child that you support them and are part of their child care world
- Helps develop strong relationships between families, staff and management
- Show your children you are comfortable within our centre
- Gives you an understanding of your child's day and the operation of our service

Parent Teacher Interviews

Parents are most welcome to discuss their child's progress or concern, with Staff and/or Director. We arrange interviews at the beginning and end of year for parents to attend. However, to arrange an interview outside of these times, please contact the Jenny French to set a mutually convenient time.

Policies and Procedures

We recommend that you take the time to read centre policies and procedures. These are put into place to ensure we operate effectively and to the best of our ability while at the same time we continue to learn grow and develop with our families, community and educators for the benefit of the service and those who access it. You can view these either in hard copy at the office, or on our website; www.buskidschildcare.com.au If you have any questions please do not hesitate to talk to the Director.



Quality Assurance

Our centre participates in National Quality Standard. Quality in Child Care is defined by this standard, and a framework provided to measure this quality. We are committed to continuing improvement in all aspects of our service. Your comments and feedback are welcomed, and help us in this process.

Quality Improvement Plan

Our centres Quality Improvement Plan is also available for parents and families to view, either in hard copy in the office, or on our website; www.buskidschildcare.com.au Please feel free to contribute your feedback or comments.

Busy Kids Child Care Management would like to take this opportunity to thank you for visiting our centre. We recommend that you read this parent handbook thoroughly and if you have any questions please do not hesitate to contact the Director. We hope it will assist you to understand how Busy Kids Child Care operates, and will help you in settling your child into care more easily.

PLEASE ENSURE YOU HAVE CLOSED ALL GATES AND FRONT DOOR
WHEN YOU ARRIVE AND LEAVE FOR THE SAFETY OF THE CHILDREN
ATTENDING BUSY KIDS CHILD CARE
THANK YOU

