

# N O O S A O U T L O O K



## CHILDCARE C E N T R E

T: 54490480 E: [childcare@noosaoutlook.com.au](mailto:childcare@noosaoutlook.com.au)

Our Web Page is [www.noosaoutlook.com.au](http://www.noosaoutlook.com.au)

Or Find us and Like us on Facebook at  
[www.facebook.com/noosaoutlook](http://www.facebook.com/noosaoutlook)

OPEN 6.30am to 6.30pm

Corner Furness & Blackheath Drive, Tewantin

### OUR CENTRE EMBRACES

The National Early Years Learning Framework and is guided by the National Quality Standards for Early Childhood Care and Education.

# WELCOME

Thank you for choosing Noosa Outlook Childcare Centre for your families' education and care. We respectfully acknowledge that you as parents/guardians are the first and most influential teacher in your child's life. We look forward to working in partnership with you towards reaching the best possible outcomes for your child. This handbook is designed to give you an overview of Noosa Outlook Childcare Centre; our educational programs, policies and procedures and to provide assistance to you and your child in preparing to start in childcare.

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Noosa Outlook Childcare Centre is licensed under the Education and Care Services National Law Act 2017 and complies with the Regulations as set out in the current edition of the Education and Care Services National Regulations.

The current configurations of our rooms are as follows:

Toddlers: 15 months to 2.5 years

Junior Kindergarten: 2 years to 3 years

Pre Kindergarten: 3 years to 4 years

Qld Government Approved Kindergarten: 3.5 years to school age.

Any information regarding the centres philosophy, programming, documentation or your child's development can be discussed with your room's Lead Educator or the Centre Director.

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As a Centre our Educators have worked together in creating a set of broad goals that are important to each room and our services philosophy. These goals are as follows;

- For every child to feel welcomed into an inviting learning environment where they know they **BELONG** are able to **BE** and given opportunities to **BECOME**.
- To build safe and secure relationships with every child and their families.
- For every child to know they are recognised and acknowledged for their own individual uniqueness.
- For every child to become confident and successful learners through their own choices and interest, resourcing and exploration.
- For every child to be supported and given opportunities to reach the goals and outcomes of our National Early Years Learning Framework.
- For every Educator to use their knowledge of the standards and elements of the National Quality Framework in providing the best practices in early childhood education and care at all times.
- For your family to feel an important part of the Noosa Outlook Childcare Centre community where we become an extension of your home life!

# WHAT TO BRING EACH DAY?

- A **broad brimmed hat** to protect the ears and neck. Remember, no hat – play must be restricted to shaded verandas.
- A **sheet/blanket** for rest time – and any other special attachments your child would like as a comfort.
- A **spare change of clothes!** We enjoy lots of messy play!
- **Extra underwear**, particularly if your child is toilet training.
- A **lunch box** with enough healthy food options for morning tea, lunch, afternoon tea and a late day snack if required. If you use small containers in your child's lunch box please be sure to label everything.
- **Sunscreen**, if you prefer that your child use their own. Otherwise we have sunscreen available. Please apply to your child before attending each day and we will happily re-apply as required.

**PLEASE ENSURE THAT EVERY ITEM BELONGING TO YOUR CHILD IS CLEARLY NAMED AND LABELLED. THIS INCLUDES SHOES AND CLOTHING THAT YOUR CHILDREN ARRIVE IN! THANK YOU.**

**NAPPIES WILL BE PROVIDED**

**We ask that children please leave toys at home, often these treasured items are misplaced or lost and children become very upset. If your child would like to bring something to share please encourage a book.**

# VISITORS, STUDENTS AND VOLUNTEERS

Parents and guardians are welcome to visit the centre at any time and we strongly encourage your participation and contribution to our program. Please speak to the Centre Director or Educators to see how you could assist.

From time to time this centre may support Early Childhood students from local training organisations with supervised placements. Families will be notified if a student is to be placed in your child's room.

Occasionally this centre may provide training opportunities for volunteers or work experience students. All volunteers and students are supervised at all times, must read and sign our confidentiality agreement, are accountable to the Centre Director and adhere to Blue Card requirements.

If you have any queries or concerns regarding this please speak to your Lead Educator or Management.

All visitors are required to sign in at the office upon arrival.

# PRIORITY OF ACCESS

At times there may be waiting lists in long day care services, to ensure the system is fair for families the Australian Government has created

“Priority of Access Guidelines”

Priority of care must be provided to the following;

- **Priority 1:** a child at risk of serious abuse or neglect.
- **Priority 2:** a child of a parent (or both parents if you have a partner) who satisfies the Government’s work, training and study test.
- **Priority 3:** any other child.

# ACCOUNTS

Fee information is available from the office and a current fee schedule is included in your enrolment pack. Parents are advised to access their Centrelink Online account through the MyGov portal to determine their eligibility for Child Care Subsidy prior to commencing at this Service. Statements are issued via e-mail on Tuesday. If you require a printed copy please see office staff. The statement shows all attendances, fees, payments, absences & relevant CCS information and acts as your receipt / tax invoice.

# FEES

- Fees are to be paid fortnightly and a statement will be issued weekly. Fees can be paid by cash, EFTPOS, internet banking, or direct debit either by Ezi Debit or Centrepay (whereby fees are deducted from your Centrelink payments).
- Our preferred method of Payment is Ezi Debit or Centrepay. Application forms are available from the Office.
- **All fees apply to Public Holidays and Absences. Absences include family holidays and sick days.**

**LATE FEES WILL BE CHARGED TO PARENTS IF CHILDREN ARE NOT PICKED UP AND THE PREMISES VACATED BY 6.30PM.**

**LATE FEE \$45.00 PER HALF HOUR PER CHILD.**

**FEE INCREASES WILL BE MADE AT THE DISCRETION OF THE APPROVED PROVIDERS AND FAMILIES WILL RECEIVE TWO WEEKS NOTICE OF ANY CHANGE**

**Please Note: banks will charge a dishonoured fee if there are insufficient funds in your account**

# OVERDUE ACCOUNTS

Fee reminders are sent to any family one or more weeks late in the payment of fees. If the fees are not paid within the following week or an arrangement not entered into, the child's place at the Service is at risk. This service reserves the right to cease care for the child/children if parent's fee obligations are not met. If legal action is required to pursue outstanding fees any costs involved (including debt collection agency fees or court costs) will be at the expense of the parent/guardian.

## POLICIES AND PROCEDURES

A complete volume of policies and procedures pertaining to the operation of Noosa Outlook Childcare Centre is available to all families and can be located in the main foyer of the service. For your convenience please find listed below information regarding just some of the policies important to families enrolling at our centre;

### ABSENCES

Families eligible for Child Care Subsidy have **42 Allowable Absences each financial year**. Absent days can be taken for any reason and are applicable to your regular booked days. A families Child Care Subsidies (CCS) are paid for **up to 42** allowable absent days only, the approval of additional absent days will require further evidence and discussion with the Centre Management. Fees are charged on an absence including family holiday leave, sick days and public holidays.

If you require more information regarding Allowable Absences please refer to Section 13 of the CCMS (Child Care Management Service) handbook available at the centre office.

### TERMINATION/CHANGE OF YOUR BOOKING

Families are required to provide this service with two weeks' written notice if terminating your child's/children's enrolment or altering a permanent booking.

### SIGN IN AND OUT

The person who delivers or collects the child from the service must sign the Attendance Record against the child's name and include a time. Parents are expected to notify the service if an emergency contact or other adult (over 18 years of age) is collecting the child. People unknown to staff must provide photo identification. If prior arrangements haven't been made staff will contact the parent before releasing the child. Please note that a parent cannot be prevented from collecting their own child/ren from the service unless a current copy of court orders have been provided.

## **BIRTHDAYS**

We are very happy to celebrate children's birthdays and parents are welcome to provide a cake or cupcakes to share with others in the room. We ask that parents please confirm arrangements with your child's educators and enquire about the possible allergies of other children in the room.

## **SUPERVISION**

Children are effectively supervised at all times. This service complies with educator-to-child ratios at all times and with the National Quality Standards and Regulations addressing such matters as number of Educators, qualifications and experience, risk analysis and regular checks of the physical environment.

## **HEAD LICE**

Parents will be notified if children have head lice. It is expected that children will be treated efficiently before returning to care. Information regarding effective treatment is available from the office.

## **RESPECT FOR DIVERSITY**

This service respects families of different religions, cultures, marital status, political beliefs, parental status and disabilities. All children are met fairly and inclusively and supported to participate in the program.

## **QUALIFIED EDUCATORS**

Steps are taken by this service to ensure that at all times we are complying with regulatory staffing requirements. Educators are screened and appointed based upon a strict criteria and abide by the mandatory requirements of the Blue Card system. All staff are closely monitored by the Nominated Supervisor/Centre Director in terms of their obligations to all aspects of this service. Educators and other staff are expected to adhere to the Early Childhood Australia Code of Ethics (copies can be made available to families). Information (photographs and qualifications) about the Educators in your child's room can be found displayed in each room and on the staff notice board in the foyer of the Centre.

## **MANAGEMENT**

**Approved Providers**

**Robert Stone and Karen Brooks**

**Centre Director/  
Nominated Supervisor**

**Sandra Sherlock**

**Administration**

**Debra Stone**

We welcome your feedback and suggestions or constructive advice.  
Please direct this to any member of management.

## **EDUCATIONAL LEADER**

**Sandra Sherlock** is the Educational Leader at Noosa Outlook Childcare Centre. This role is to assist Educators in the development and implementation of an educational program within the Service. As an experienced qualified staff member who has an understanding and knowledge of the Early Years Learning Framework Sandra can guide and mentor other Educators in their planning, practice and reflection.

## **PHOTOGRAPHS and SOCIAL MEDIA**

Photographs are used daily as part of our planning and evaluation process in each child's learning journal and within our service for displays, notice boards and day books.

The Centre also has a Facebook page to pass on information to parents and share special events taking place within the service. Please indicate on your enrolment if you do not wish your child's photograph to be included on this social media. Please refer to our photography policy for more details.

## **IMMUNISATION**

This Service supports the National Immunisation Program (NIP) which is currently recommended by the National Health and Medical Research Council (NHMRC) and promoted by the Commonwealth Government. The Service also supports the protection of children and educators through immunisation, and provides families and staff with information on immunisation and vaccine preventable illnesses and diseases.

The spread of vaccine preventable diseases within the Service is minimised through: monitoring immunisation records; complying with recommended exclusion guidelines and timeframes for children and staff; and, routine personal and environmental health and hygiene practices.

Please provide proof of immunisation upon enrolment or advise the Centre Director otherwise.

Non immunised children unable to attend due to a vaccine preventable disease will incur the usual absence fees.

## **GRIEVANCE/COMPLAINT PROCEDURE**

This service has a grievance/complaint policy and procedure in place which is available in the main foyers "Policy and Procedures" folder. We welcome your suggestions and feedback including constructive criticism! Please direct your comments to your Lead Educator or the Centre Director. If for any reason you would prefer not to speak with staff at the centre, you may contact the Approved Providers, Karen Brooks or Bob Stone on Ph. 5449 0480 or email [karenbrooks@westnet.com.au](mailto:karenbrooks@westnet.com.au)

Parents and Caregivers also have access to the Office of Early Childhood Education and Care (our regulatory authority) which can be located at;

Level 5, Mike Ahern Building

12 First Avenue

Maroochydore QLD 4558

Phone: 5352 9910

## **EXCLUSION OF SICK CHILDREN**

Infectious diseases can occur frequently in an Early Childhood setting, and affect both children and Educators.

The *Managing Infectious Diseases Policy* is available to parents when they enrol their child in the Service, and their attention is specifically drawn to their responsibilities under the Policy. Information about infectious conditions and minimum exclusion periods is available to all families from the office.

Educators are informed of the symptoms of excludable illnesses and disease and of infection control through staff meetings and professional development.

**Any child unwell and unable to participate in the program will be collected from the service. Children with a temperature of 38° or more must be clear of fever for 24 hours before returning to the centre. This 24 hour exclusion policy also applies to children with vomiting or diarrhoea.**

We appreciate that it can be difficult for working parents to take time off work to care for sick children however this policy is strictly upheld in the very best interest of other children and the health and wellbeing of our Educators.

## **ALLERGIES**

**Please keep us informed if your child has or develops any allergies.**

**We are **NOT** a nut free centre, choosing to follow the advice of Anaphylaxis Australia in educating children and families in awareness, avoidance and action.**

If your child has asthma or allergies you will be required to provide a management plan certified by your doctor or allergy specialist. Together we will review this management plan to ensure that Educators are following best practices at all times in the care and management of your child.

## **ADMINISTERING MEDICATION**

Before any medication – other than those listed in Medical Management Plans – is administered, the parent or person named in the enrolment form as authorised to consent to administration of medication must complete the Service's Medication Form – Authority to Administer (Short-Term).

The details on the Form must be the same as those on the label on the medication, and the person completing the Form must print and sign their name on the Form. Details to be provided on the Form include:

- child's name
- name of the medication to be administered;
- time and date the medication was last administered
- time and date, or the circumstances under which, the medication should be next administered
- dosage to be administered
- the manner in which the medication is to be administered.

**Any over-the-counter medication, naturopathic or herbal preparation requires pharmaceutical labelling with the child's name and instructions before it can be administered.**



## MEAL TIMES

With the exception of drinking water, parents supply all of their children's food and drink requirements while at the Service. Parents are encouraged to pack healthy and nutritious lunches and snacks in their children's lunch boxes.

The healthy eating message is promoted and positively reinforced amongst families. Educators also reinforce this message to the children by including the topic in daily routines, modelling, discussions, songs, stories, games, using different cultural meal settings, and cooking experiences.

**Meal times are relaxed, pleasant and unhurried. Children choose what to eat from their lunch boxes. Educators sit and eat with the children, maintaining good personal nutrition. They help them open any sealed containers, and talk with them on topics of interest, including, but not limited to, healthy food and nutrition.**

# COMMUNICATION AND CENTRE POLICIES

There are several ways in which we will communicate important information and correspondence with families;

- Each child has a communication pocket in their room which is clearly identified with a photograph and name tag.
- Messages on the whiteboard in the foyer of the centre.
- Notice Boards in each room and an information board in the foyer.
- Monthly newsletters are shared with families via email.
- E-mail alerts and notifications.
- Noosa Outlook Childcare Centre Facebook page.
- Parent and Community Notice board displayed in the alcove before you enter the foyer.

A complete volume of procedures, forms and policies are available for your perusal in the foyer of the centre.

Policies and our centre philosophy are reviewed annually and circulated with monthly newsletters for your consideration and feedback.

## REGULATORY AUTHORITY

Our service is governed by the Office of Early Childhood Education and Care. Parents and Caregivers are welcome to contact the regulatory authority at any time, their details are as follows;

Office for Early Childhood Education and Care

Level 5, Mike Ahern Building,

12 First Ave

Maroochydore QLD 4558

Phone: 5352 9910

[maroochydore.oceec@dete.qld.gov.au](mailto:maroochydore.oceec@dete.qld.gov.au)

## **The Negotiated Emergent Curriculum**

Here at Noosa Outlook Child Care Centre, we believe in a child directed curriculum, driven by play based learning. It is important to us as Early Childhood Educators to involve children in their learning; this means carefully and regularly observing the children and allowing ourselves to be guided by their actions, skills, thoughts, visions, ideas and reactions to their environment. This is called a negotiated emergent curriculum.

By implementing a negotiated emergent curriculum, offering 'invitations' to learn, children are creating an environment that interests them. It is spontaneous and responsive to the immediate interests of the children. Topics are driven by their ideas, interests, information and questions from the children (or parents) themselves.

Ideas can be supported and extended by providing resources and equipment as needed or requested by the child. It is through the development of these experiences that children can learn more about their natural interests, curiosities and the world we live in. Children are viewed as co-constructors and contributors to their learning environments and Educators collaborate with children and scaffold learning to encourage new discoveries and challenges.

Family input is imperative and greatly encouraged! Please feel free to both browse the program and make comment or suggestion either directly to your child's Educators or through written entry in the program book. We encourage your interest and feedback and would greatly appreciate your input into your child's program.

Our Educators embrace the National curriculum known as the Early Years Learning Framework and the Qld Kindergarten Learning Guidelines when planning and documenting to extend and enrich children's learning.



## OUR CENTRE PHILOSOPHY

**At Noosa Outlook Childcare Centre we aim to provide children and families with a true sense of community, creating an atmosphere that is welcoming, warm, professional and fun...an extension of your family and home!  
We offer a safe, supportive and enriched learning environment where children are respected, valued and encouraged to develop to their full potential. We aim to achieve this through our set of beliefs;**

### CHILDREN, WE BELIEVE:

- That every child is unique and has the right to be respected and acknowledged for their individuality.
- That children are capable and resourceful learners who are active contributors to their own learning.
- That every child has the right to experience a loving, nurturing environment with the support to learn and develop according to their own needs.
- We believe that every child is capable and competent, with something important and valuable to share with us as Educators.
- Children **belong**, are given opportunities to **become** and have the safety and security to just **be**.
- That children are empowered to have a voice and should be heard.
- That every child has the right to feel safe. That a child's rights and wellbeing are paramount.
- That children will learn and discover through play and play should be fun, stimulating, and challenging.

### FAMILIES, WE BELIEVE:

- That a child's family is the most influential teacher in their life; we will respect the ideals, values, cultures, and beliefs unique to every family.
- That successful partnerships between families and educators are important in creating a sense of belonging.
- That family input is important in driving our program, establishing our room environments, and supporting our teaching decisions.
- That families are always welcome at Noosa Outlook Childcare Centre.
- That families have the right to be respected for the choices they make for their children.
- That families, together with staff and children make up our community.

### EDUCATORS, WE BELIEVE:

- That our Educators are an integral part of every child's life.
- That Educators will receive ongoing support, mentoring and professional development to become the best they can be.
- That Educators commit to caring, nurturing and teaching children equally.
- In working in partnership with all stakeholders to achieve the very best outcomes of the children and service.
- That Educators will be treated respectfully and equally regardless of age, culture, ethnicity or religious belief.
- In developing partnerships with families to foster a sense of community, becoming an extension of home!
- That we have a duty of care as advocates for children's safety and protection.

### PROGRAM, WE BELIEVE:

- That play is a child's work and their natural way to learn! Play shapes how children make sense of their world, how they learn thinking skills and how they acquire language.
- In the Early Years Learning Framework and Queensland Kindergarten Learning Guidelines. These curriculums drive our program decisions to extend and enrich children's learning.
- Our programs recognise the individual needs, interests and strengths of each child and are developed around supporting children to meet learning outcomes.
- That our program will offer children opportunities to experiment, discover, investigate, collaborate, problem solve, negotiate, challenge, create and explore! Creating lifelong learners.
- That utilising our outdoor learning spaces strengthens our educational program while fostering an appreciation and respect for the natural world.

### COMMUNITY, WE BELIEVE:

- In striving to be an a centre of excellence and choice for Early Childhood Education within our community, acting as advocates for our profession.
- In respectfully acknowledging the traditional custodians of the land on which we work and play.
- In promoting connections with our local community and maintaining those partnerships.
- We are a central support and link to information for our wider community
- That community is the basis for our learning, our being, our belonging and our becoming.

**PLAY IS THE WORK OF CHLDHOOD, TRUE UNDERSTANDING COMES FROM DOING**

**Jean Piaget**