



Parent Handbook

Centre 1: 59 Mary Street
Auburn, NSW 2144
ph. (02) 9643 1960

Centre 2: 68 Northcote Street
Auburn, NSW 2144
ph. (02) 9760 0777

Email: youngummahacademy@gmail.com

Director: Emine Delialioğlu
Ph: 0414 466 050

Opening times 7.30am to 5.30pm
(10 hours per day)

52 weeks per year
We are closed on National Public Holidays.

Welcome to our Service

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.

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 near the parent library

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

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Introduction

Dear parents and carers

Welcome to Eminem Kids Academy. Finding a new education and care Service for your child can be a daunting task. At Eminem Kids Academy our aim is to provide a 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.

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

Contact Persons

Approved Provider: Emine Delialioglu

Nominated Supervisor : Emine Delialioglu

Person in Day-to-Day Charge

Emine Delialioglu

Shadia Allam

Ceylin Haliloglu

Fatin Saadie

Educational Leader : Emine Delialioglu/Fatin Saadie

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 –

New South Wales

Early Childhood Education Directorate

NSW Department of Education and Communities

www.education.nsw.edu.au

Email: ececd@det.nsw.edu.au

1800 619 113

Locked Bag 5107 PARRAMATTA NSW 2124

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 Leader is Emine Delialioglu.

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 provide a

developmental and educational curriculum 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.

Early Years Learning Framework Learning V.20

Learning Outcomes:

Outcome 1: Children have a strong sense of identity

- Children feel safe, secure, and supported
- Children develop their emerging autonomy, inter-dependence, resilience and sense of agency
- Children develop knowledgeable and confident self-identities
- Children learn to interact in relation to others with care, empathy and respect

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

- Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
- Children respond to diversity with respect
- Children become aware of fairness
- Children become socially responsible and show respect for the environment

Outcome 3: Children have a strong sense of wellbeing

- Children become strong in their social and emotional wellbeing
- Children take increasing responsibility for their own health and physical wellbeing

Outcome 4: Children are confident and involved learners

- Children develop dispositions for learning such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity
- Children develop a range of skills and processes such as problem solving, enquiry, experimentation, hypothesising, researching and investigating
- Children transfer and adapt what they have learned from one context to another

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- Children resource their own learning through connecting with people, place, technologies and natural and processed materials

Outcome 5: Children are effective communicators

- Children interact verbally and non-verbally with others for a range of purposes
- Children engage with a range of texts and gain meaning from these texts
- Children express ideas and make meaning using a range of media
- Children begin to understand how symbols and pattern systems work
- Children use information and communication technologies to access information, investigate ideas and represent their thinking

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

At Eminem Kids Academy 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, equity 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 value family involvement within our service and any feedback or suggestions.

At Eminem Kids Academy our programs reflect planned and spontaneous experiences designed to support children's developments. Through the EYLF and MTOP frameworks, intentional teaching is used to further develop children's knowledge through interactions and conversations is vitally important for learning.

We acknowledge the true custodians of this land and teach Indigenous Aboriginal culture within our curriculum.

We will use the EYLF/MTOP as a guide to develop skills, abilities and understanding to ensure learning outcomes are achieved. Information about children's learning is made visible, accessible and easy to understand.

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 Eminem Kids Academy 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.

Source: Australian Government Department of Education

Employment and Workplace Relations for the Council of Australian Governments

Early Years Learning Framework

My Time, Our Place

National Quality Framework

Education and Care National Law Act 2010

Education and Care National Regulations 2011

Grievances, Complaints and Feedback

If for any reason you are concerned with our level of education and care or our environment, we want to know. You can discuss this with the Nominated Supervisor or write a formal letter. When any matter is raised the Service will follow our Grievance Procedure. All Service policies/procedures are

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available to parents in the foyer. Positive feedback is most welcome.

Child Care Subsidy (CCS)

Child Care Subsidy is available to all families who are Australian Residents if their child meets immunisation requirements and parents meet eligibility requirements. Entitlement is determined by an activity test which determines the number of hours of subsidised care to which families are entitled. The percentage of subsidy a family receives is based on their estimated combined annual income. Please see our Fees Policy for further detail about CCS.

All families wishing to access Child Care Subsidy need to complete an online Child Care Subsidy assessment through their myGov account. If eligible, the Subsidy will be paid directly to the service on families' behalf and will reduce the fees owed. This can occur after our service enters families' enrolment information online, and families confirm their enrolment information through their myGov account. Until Child Care Subsidy details are available, families will need to pay full fees.

For further details please speak to our Nominated Supervisor or contact Centrelink on 136 150.

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 several 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 the 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.

Services Offered

Morning Tea
Afternoon Tea
Long Day Care
Pre-school Program

Age Groups

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

- 0-3 years
- 3- 6 years

Children

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 starting childcare/preschool.
- 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 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 childcare. Mention the names of the Educators and other children. Talk about the things the child will be able to do at childcare 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

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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 will help them to settle.

- It sometimes helps to establish a routine when leaving. For example, giving your child a cuddle and then passing them to 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 meantime, they are well cared for.

What to Bring

0-6 years

- 2 sets of clothing that is weather appropriate (younger children- especially those toilet training- will need extra changes)
- A hat – a full brimmed wide hat.
- A security item for rest time.
- A cot size fitted sheet and blanket.
- Nappies if required.
- Formula/Milk and bottle if required
- Water bottle
- Lunch

Birthdays

Your child's birthday is a special event in his/her life. To celebrate your child's birthday, you are welcome to bring individual cupcakes for each child (for infection control purposes.) However, 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 two sets 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.

Soft shoes required when indoors.

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.

Please do not dress your child in open shoes or open sandals and we do not allow thongs to be worn while at the service as this poses a safety risk to children's feet and toes getting hurt.

Belongings

Please ensure all belongings are clearly labelled including lunch boxes, water bottles, clothes etc. Lost property will be displayed for parent collection in the foyer. 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. toys. 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.

Lockers

Each child is allocated a locker. Please place bags etc in your child's locker.

Guidance and Discipline

Educators follow a Behaviour Guidance Policy (in Relationships with Children 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 themselves. The policy aims are:-

- To give all children the opportunity to expand their experiences of life in a productive, safe environment that

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Ways we communicate news and events

- € Verbally at arrival and departure times.
- € Electronic communications via our software platform.
- € A notice board where various messages and notices are displayed advertising current issues and upcoming events.
- € A suggestion/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 to maintain up to date records and seek parent feedback on various topics.
- € Policies will be regularly reviewed, and parents can contribute to the review of our policies (communication pockets or feedback provided in our suggestion box enables parents to comment on service practices).

Communication and Educators

What can you expect from Educators?

Educators will :

- € inform families promptly and sensitively of any 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 our electronic software platform
- € 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 to discuss your child's progress, relationships, interests or experiences in person, by phone or via email.

Hours of Operation

Service hours are from 7.30am to 5.30pm, Monday to Friday, 52 weeks per year.

We are closed on National Public Holidays.

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 you 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 and those who sleep in a cot will be monitored every 10 minutes. Your child may wish to bring a security item or special blanket to have at rest time. Please feel free to discuss your child's rest needs with Educators.

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

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 other methods of communication we use for families in the Service just like you.

Confidentiality 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.

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 electronically. 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.

Commencement Fees

On enrolment we will require **a bond of \$350 and an enrolment fee of \$150 per child** and 2 weeks fees in advance to be paid before your child commences at the Service. The bond is refundable when your child ceases care or may be used to pay outstanding fees.

Refunds can take up to four weeks to ensure your Child Care Subsidy entitlements with the Service can be finalised.

Service Fee Structure

\$130.00 (0-12yys) (regular booking)
\$160.00 (3-6yrs) casual booking
\$180 (2-3yrs) casual booking
\$200 (0-2yrs) casual booking

It is our policy that all accounts are paid 2 weeks in advance.

Accounts in arrears will be subject to care being cancelled.

Accounts

On commencement you are required to pay the bond, enrolment fee and 2 weeks fees in advance.

You can access your balance at any time via our software platform.

Any change of financial income will alter your fee structure. Please advise our Service and Family Assistance Office (13 6150) if this occurs.

Payments can be made via eftpos, direct deposit or direct debit.

Accounts that are not paid before the due date will incur a late fee of \$10.

Late Fees

If your child is collected from the Service after 5.30pm, you will be charged a late fee of \$5.00 per minute. This will be added onto your account.

Attendance and Absences

Once a child is enrolled at the Service, payment of fees must continue during the child's absence for illness, **public holidays**, personal 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.

Allowable Absences

Refer to the Department of Human Services for information about allowable absences.

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.

Notice of Withdrawal

We require two weeks in advance written notice when withdrawing your child from care.

Health & Safety

The Service provides a healthy and safe environment for children, Educators and families— please refer to our policies

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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 return, showing the infection is no longer contagious.

Food Allergies

We are an allergy aware Service.

Please inform the Nominated Supervisor if your child has any allergies or anaphylactic.

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.

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 its 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.**

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 in consultation with families which is based on information in the Medical Management Plan.

Parents are responsible for updating their child's Medical Management Plan or providing a new Plan when necessary.

Sun Protection

Our Service's policy is "no hat, no play" where UV levels are 3 or higher. 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.

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. Strap tops or dresses and singlets are not acceptable.

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 by an educator, the Nominated Supervisor and by the parent.

Emergency Drills

Throughout the year the Service will hold emergency drills which occur at any given time throughout the day. These are carried out in a well-organised and orderly manner. An emergency escape plan is 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.

No smoking or alcohol is permitted.

Never leave a door or gate open.

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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 notify the Nominated Supervisor immediately.

Educators: qualifications and ratios

We meet all legal requirements in relation to child to educator ratios and the qualifications of our educators. We ensure all educators hold their First Aid qualification, although the requirement is to have one educator who is first aid qualified always available. Educators complete a child protection refresher course annually and have their Working with Children Check verified and cleared.

Educators 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.

Community Contacts and Resources

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

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

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

Address: Locked Bag 5107
Parramatta NSW 2124
Website: acecqa.gov.au
Email: ececd@det.nswedu.au
Phone: 1800 619 113

Family Assistance Office
serviceaustralia.gov.au
5-9 Macquarie Rd Auburn NSW 2144
Phone: 136 150

Australian Childhood Immunisation Register
Phone: 1800 653 809

Emergency Services
Police, Fire, Ambulance
000

Auburn Hospital
Hargrave Road, Auburn
02 8759 3000

Auburn Fire Station
122 Adderley Street, Auburn
02 9748 2266

Informative Websites for Parents

Speech Therapy - Auburn Community Health Centre
wslhd.health.nsw.gov.au
Norval St, Auburn
02 8759 4154

Red Nose - Sleep Safety
rednose.org.au
Level 1, 125 corner Church & Glover Streets
Lilyfield NSW 2040
1300 998 698
Tresillian - Parenting Advice
tresillian.org.au
1300 272 736

Sydney Occupational Therapy Centre
Sydneypaedatrictherapycentre.com
78 Harris Street, Harris Park NSW 2150
0414 009 556
Audiologist - Westside Hearing Clinic
Westsidehc.com
28 Mary St AUBURN NSW 2144
02 9749 4444

Parent Involvement- Skills, Interests and Talents

We welcome and encourage the involvement of all parents/families at our Service. Your ideas, experiences and

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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 (e.g. music, craft, 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 it 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.

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.

Family Photos – Our aim is to create a warm, friendly and homely environment. One way we like to achieve this is by having family photos displayed. Please bring in a photo of your family for us to display in the room.

Special Events

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

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.

Thank you.

We encourage family participation and involvement in the Service. This allows you to see firsthand 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"**

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.

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.