

FAMILY HANDBOOK

ENJOY THE JOURNEY



SINCE
1996

TUART HILL
BABY & CHILDCARE
CENTRE

WELCOME TO TUART HILL BABY AND CHILD CARE CENTRE

"Tuart Hill Baby and Childcare is a unique service with the same owner/operators since 1996. Joy has a Bachelor of Social Work together with a Diploma in Children's Service and Anthony comes from a business background, together the brother and sister team have been an integral part of the Tuart Hill Community. Tuart Hill Baby and Childcare has been a second home to hundreds of children and families from diverse backgrounds providing Early Years Education and Care."

JOY ROBUSTELLINI THE DIRECTOR

We believe children should have the opportunity to make choices in relation to learning and play. Children are given the opportunity through a stimulating and challenging curriculum to develop socially and emotionally, cognitively and physically. through a variety of experiences.

The qualified educators in the rooms are available to discuss any information about the curriculum or your child's learning. If you have any cultural experiences or interests you would like to share with us, we would really appreciate it.

Your suggestions are welcome, as together we ensure the children have maximum opportunities throughout their time with us.

THANKS FOR CHOOSING US!

OPERATING HOURS

The Centre is licensed to
accommodate
37 children aged 0-6 years

WE OPEN
MONDAY - FRIDAY
6:30 AM - 6:00 PM

52 Weeks of the years excluding
public holidays.



ENROLMENT PROCESS & SETTLING

IN

Parents are required to complete the enrolment form prior to commencing the service. The enrolment form provides vital and detailed information about your child's likes, dislikes, meals, allergies, health, emergency contacts etc. You must provide a copy of your child's immunisation record and birth certificate as this is a legal requirement. We also require an updated copy each time your child has their new immunisations.



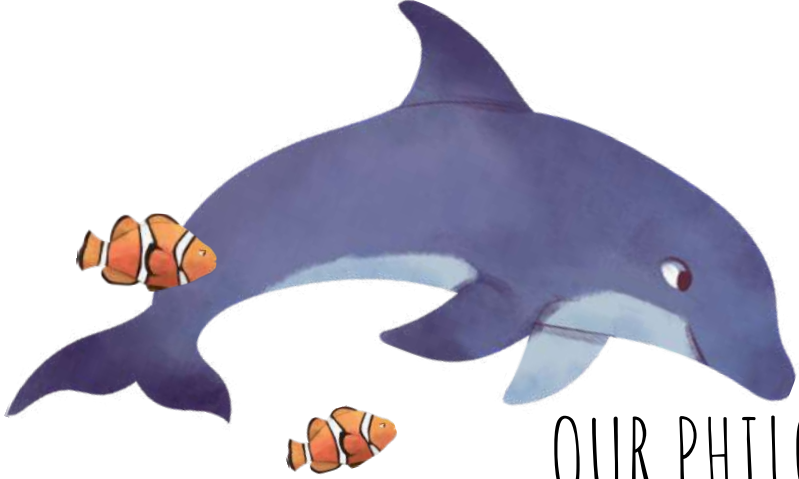
Before commencing the service, we will have 2 trial days consisting of 3 hours for your child; usually 9am to 12pm. Through this, the educator will be able to better assess how smooth your child's transition to day care will be or what strategies to put in place when they start at the service.

It also helps your child familiarise with the environment and educators, **These trial hours are free of charge.**

Each child is an individual, therefore settling in is different for each child. It is important that parents keep us informed of any events at home or changes in your children's routine in order to provide the best quality care.

Do not hesitate to call the service if you would like to know how your child is settling in.

WE ARE ALWAYS HERE!



OUR PHILOSOPHY

AT TUART HILL BABY AND CHILDCARE CENTRE WE BELIEVE IN PROVIDING QUALITY CARE AND EARLY YEARS EDUCATION IN A SUPPORTIVE AND FRIENDLY HOMELY ENVIRONMENT. WE BELIEVE CHILDREN LEARN THROUGH PLAY. WE AIM TO CREATE A SAFE, SECURE AND UNDERSTANDING ENVIRONMENT WHERE FAMILIES AND CHILDREN FEEL; COMFORTABLE, ACCEPTED AND VALUED AS INDIVIDUALS. OUR BELIEF IS THAT CHILDREN ARE UNIQUE, CAPABLE, COMPETENT AND ACTIVE LEARNERS WHO PLAY A SIGNIFICANT ROLE IN THEIR COMMUNITY. WE BELIEVE THAT FAMILIES PLAY A CRITICAL ROLE IN ACHIEVING AND MAINTAINING QUALITY CARE.

WE VALUE FAMILY INPUT IN THE DEVELOPMENT AND REVIEW OF OUR PHILOSOPHY, PROGRAMS AND POLICIES. IN OUR SERVICE, WE BELIEVE IT IS IMPORTANT TO SUPPORT PARENTS IN THEIR PARENTING ROLE WITHIN THEIR OWN FAMILY. OUR SERVICE SEEKS TO CREATE AN ENVIRONMENT OF TRUST AND RESPECT WHERE CHILDREN VALUE CULTURAL DIVERSITY AND INDIVIDUALITY. WE BELIEVE CHILDREN SHOULD HAVE THE OPPORTUNITY TO MAKE CHOICES IN RELATION TO LEARNING AND PLAY. CHILDREN ARE GIVEN THE OPPORTUNITY THROUGH A STIMULATING AND CHALLENGING CURRICULUM TO DEVELOP SOCIALLY AND EMOTIONALLY, COGNITIVELY AND PHYSICALLY THROUGH A VARIETY OF EXPERIENCES, CREATIVE EXPLORATION AND INVESTIGATIONS. OUR STRONG BELIEF IN EQUITY AND SOCIAL JUSTICE IS REFLECTED IN OUR WORK WITH ALL CHILDREN. OVERALL OUR SERVICE INCORPORATES THE PRINCIPLES, PRACTICES AND OUTCOMES OUTLINED IN BOTH THE EARLY YEARS LEARNING FRAMEWORK AND THE NATIONAL QUALITY STANDARDS IN ALL AREAS.

REVIEWED BY FAMILIES AND EDUCATORS, DECEMBER 2021

HELLOS & GOOD BYES

Every child must be signed in and out of the service on each day of attendance via the iPad located in the Kindy and Toddler room. Your child must be signed in with a pin number that is set up on enrolment, all other authorised contacts will be set up with a pin.

We strongly encourage that your child arrives at the service before 9.30. am

As part of their learning journey, the staff begin mat times between 9.30 to 10.00. am

In an event that the internet is down, your child will need to be signed in manually on our system failure sheet. Identification will be required by the nominated supervisor or responsible educator before the child is released to the person that is on your emergency contact list.

FOOD TIME

A nutritionally balanced menu is provided on a weekly basis and it is displayed on the parent’s notice board as well as on our Story Park website.

Any special dietary requirements, allergies and food preferences should be discussed prior to your child commencing care and outlined clearly in the enrolment form. Feel free to discuss any recipes with the cook at any time.



All you need is love.
But some yummy food
now and then
doesn't hurt.

CHARLES M. SCHULZ

**UPON
ARRIVAL**

11:00AM

3:00 PM

5:00 PM

**MORNING
TEA**

LUNCH

AFTERNOON TEA

LATE SNACK



WHAT TO BRING

0-2 YEARS

- 4 Nappies or a full packet.
- Change of clothes that is easy to remove during nappy changes
- Milk and water bottle, clearly labeled.
- Hat and roll on sun cream.

2-3 YEARS

- 4 Nappies
- Spare change of clothes
- During toilet training, provide at least 4 pairs of underwear and 2 sets of clothes.
- Water bottle, clearly labeled.
- Hat and Roll on sun cream

3-5 YEARS

- 4 Nappies
- Spare change of clothes
- During toilet training, provide at least 4 pairs of underwear and 2 sets of clothes.
- Water bottle, clearly labeled.
- Hat and Roll on sun cream



CHILDCARE SUBSIDY

Childcare Subsidy is assessed based on your combined income and is provided directly to the service by Centrelink. Families will need to apply prior to commencing childcare through the MYGOV Services.

DAILY FEES

- 0-2 years _____
- 2-3 years _____
- 3-6 years _____



A young girl with curly hair is sitting at a wooden table, playing with colorful toys. She is wearing a brown dress. In the background, another child is visible, also playing. The setting appears to be a playroom or classroom with wooden structures and hanging lights.

I READ, I TRAVEL, I BECOME.

DEREK WALCOTT

HEALTH AND SAFETY

Written consent is required prior to any medication being administered; forms can be obtained from educators. All medication must be stored out of reach of children, hence please hand it to an educator so it can be stored appropriately. All medication must be labeled clearly.

Medication which is not labeled or has expired will not be administered. Medical emergencies will be taken to Perth Children's Hospital.

For the protection of children and educator's health please do not bring your child if he/she is unwell. This includes all infectious conditions such as diarrhea and vomiting, conjunctivitis, measles, chicken pox, impetigo, ring worm, etc. Children should be excluded from care until the infectious period is over and a doctor's certificate is provided. In the case of head-lice, educators will call you to inform you of the situation.



SLEEPING TIME

"LET YOUR DREAMS BE YOUR WINGS"

All children will be encouraged to rest or have quiet time.

For the 2-5 years olds, rest time will be after lunch from approximately 11:30am to 2:00pm.

The baby room accommodates the child's sleep patterns with their home routine. We follow the SIDS guidelines with our babies that include only sleep bags for sleep time.

POLICIES

Our centre has a variety of policies available for parents; this file is situated on the toddler room's shelf. Feel free to discuss any of them with our Nominated Supervisor.

PRIORITY ACCESS

THBCC abides by the Australian Government Priority Access Guidelines. It requests that in order to meet child care needs of all families the following three levels of priority must be used by all centers when filling vacancies.

Priority 1 – A child at risk of serious abuse or neglect
Priority 2 – A child of a single parent who satisfies, or parents who both satisfies the work/training/study test under section 14 of the Family Assistance Act.
Priority 3 – Any other Child

TOYS AT DAY CARE

Comforters are welcomed and we encourage new children to bring a familiar toy which may help them to settle into their surroundings. However, we ask your support in keeping toys other than comforters at home, these can cause unnecessary arguments and tears.

The centre will not take responsibility for lost or broken toys.

In the event of "News Days", we ask that you place the item in a bag and hand it to the educator's in the Kindy room.

ABSENCE DAYS & ADDITIONAL ABSENCE DAYS

CCS* is paid up to 42 absence days for each child per financial year which include casual days off, holidays and illness without a medical certificate. When 42 days have been reached by the family CCS will not assist with payment of any further absences.

Absence accompanied by a medical certificate does not count towards the 42 day allowance. The number of absence days your child uses will be stated on your account.

Absence taken for reasons such as illness (with a medical certificate) rotating shifts, periods of local emergency, shared custody arrangements, etc are known as additional absence days. There is no limit on the number of additional absence days a child's family may claim providing they are taken for the above listed reasons.

Childcare Subsidy*



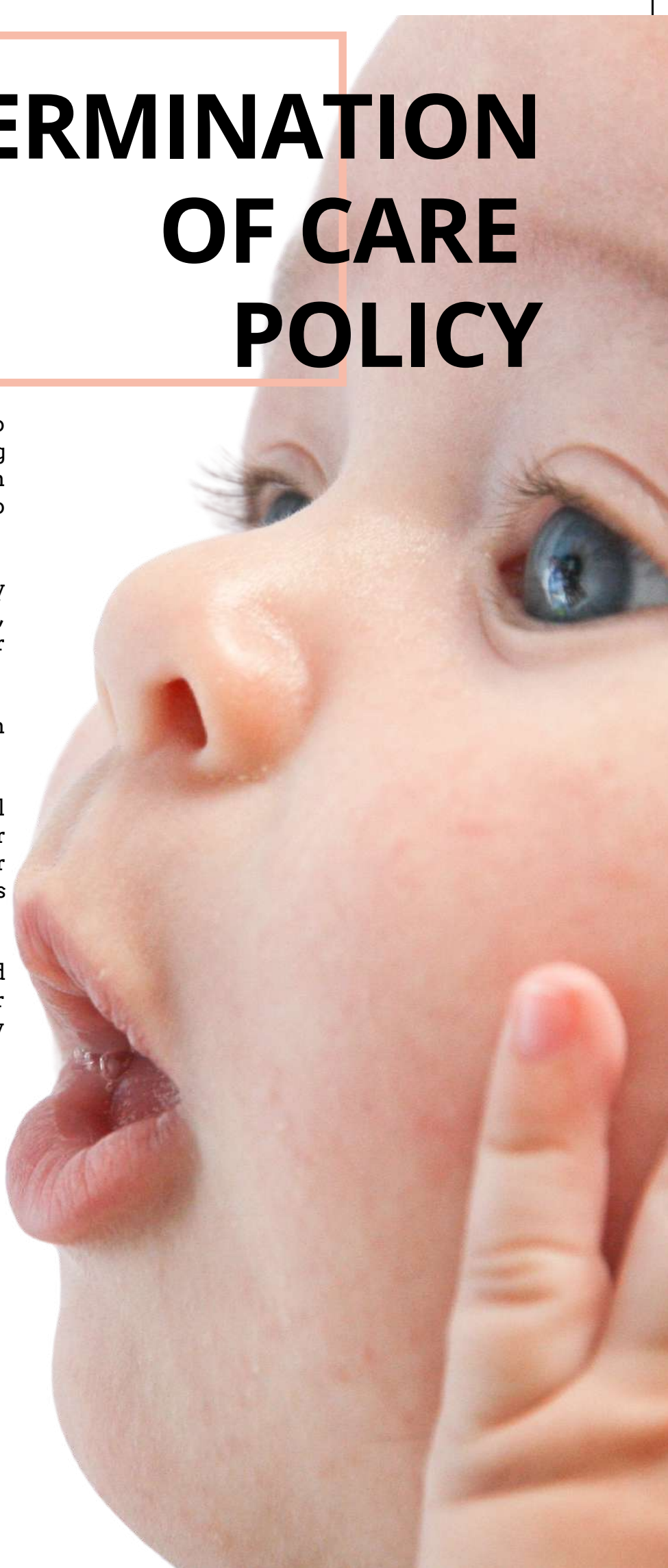
TERMINATION OF CARE POLICY

Families are required to give two weeks paid notice when canceling their booking. This must be done in writing or via email to thbcc@aapt.net.au

Termination of care is predominantly due to family choice. However, termination by the approved provider may also occur due to:

- Outstanding fees for more than three weeks.
- Abusive behaviour and/or verbal threats toward staff, children or other parents, violent behaviour will not be tolerated in our services and will be reported to the police.
- Ongoing behaviour issues related to your child that might put other children and staff member's safety at risk.

We understand that occasionally, a child will experience some difficulty in adapting to the service or abiding by the services rules of behaviour. Meetings and support will be scheduled if your child should experience some difficulty. We will work closely with you to see if the problem can be resolved in order to achieve a positive outcome. In extreme cases, if the child's behaviour continues to be disruptive to the group, we reserve the right to ask you to withdraw your child from the service.



EMERGENCY NUMBER 000

ACTIONS TO FOLLOW

When the alarm is sounded (**ONE LONG WHISTLE**) all educators, staff, children and visitors will be required to evacuate the centre as follows:

- 1

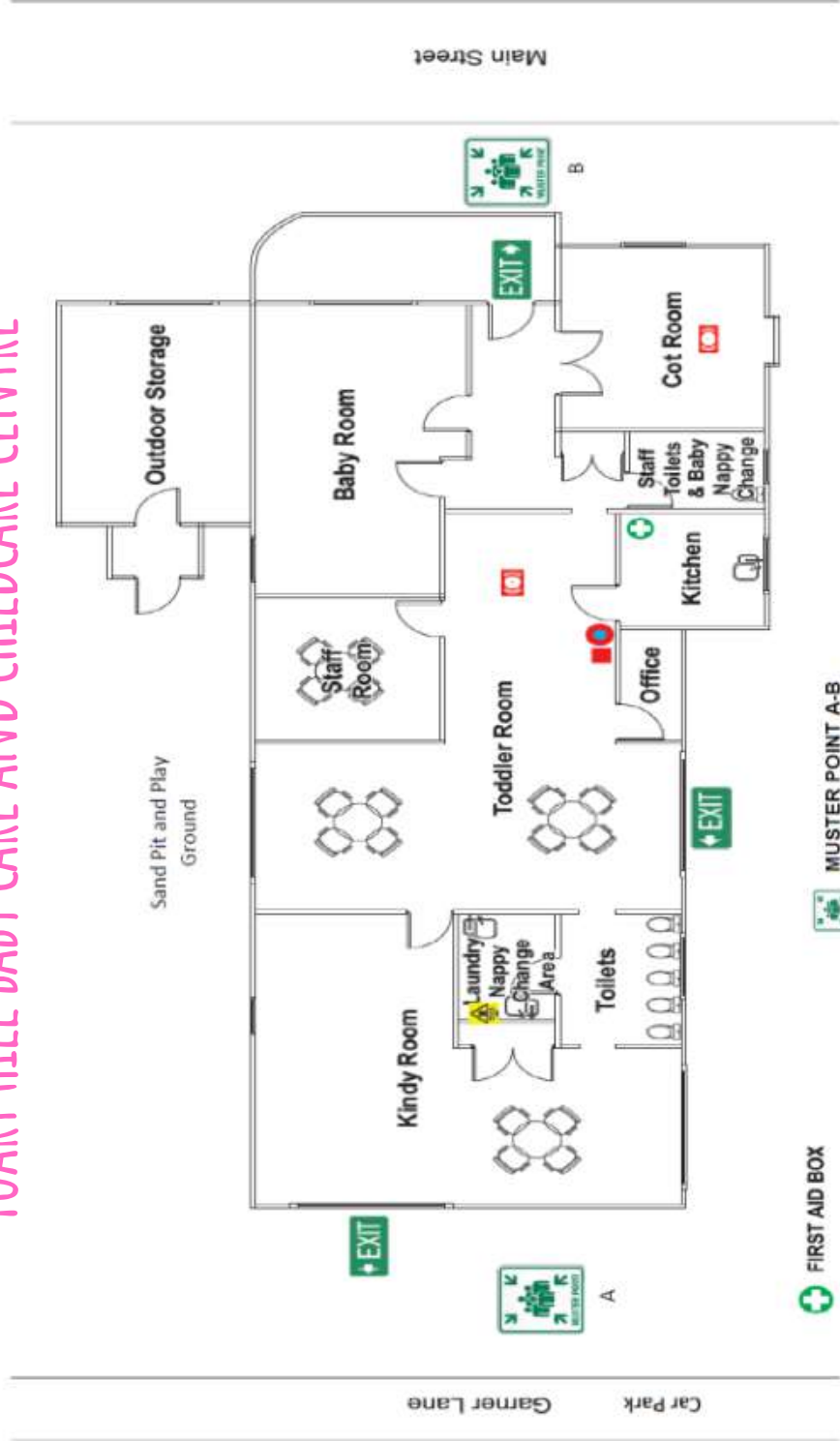
Remain calm and advise children they must **STOP** what they are doing.
- 2

Take **phone**, survival emergency bag and roll list.
- 3

Evacuate through the nearest EXIT and meet at the closest **MUSTER POINT**.
- 4

A head count must be done **IMMEDIATELY** to ensure all children are accounted for.

CALL 000
For
AMBULANCE/FIRE/POLICE



NOTE: Actual Emergency alarm consist of **ONE LONG** whistle Emergency drills consist of **THREE SHORT** whistles



TUART HILL BABY & CHILDCARE CENTRE

fast, smooth
& easy.

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92421214-0414838928
100 MAIN STREET OSBORNE PARK 6017

WWW.TUARTHILLBABYANDCHILDCARE.COM.AU