

Dear Parents,

It is with great pleasure to present to you the Buckle My Shoe Early Learning & Care Handbook to you and your family. This handbook will provide you with the necessary information for a smooth and successful transition into childcare at Buckle My Shoe.

Our Centre provide care and educational programs for children aged 6 weeks to 5yrs. Buckle My Shoe believes in having a partnership with families. Commencing childcare at any age is an important event in a child's life and for the whole family. At Buckle My Shoe we will provide a variety of educational programs to cater for a range of children and family needs.

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

We hope that your childcare experiences will be happy and rewarding for your family. Please keep this booklet for future reference. **You will find a form at the end of this booklet which you must sign and return to the centre to indicate that you have read the information in this booklet and agree to the centre's policies and procedures with your enrolment form.** If you have any questions about the information presented, please don't hesitate to contact the Director – Caroline Rickard on 5592 1109 or email; bucklemyshoeterang@gmail.com

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

MEETING FAMILY NEEDS

Buckle My Shoe is a long day care centre and is located at 8 The Promenade Terang. Care can be booked on a permanent basis from Monday – Friday, 7:30AM -5:30PM 49 weeks of the year. The Centre closes for 3 weeks over Christmas). Bookings can be made for full time or part time care (anything less than a full week). Occasional care is also offered, this is additional care depending on vacancies within the centre. Parents need to see staff to request occasional care.

KINDERGARTEN PROGRAM

Our centre offers a Government Funded 3 & 4yr old Kindergarten program. Children are eligible for a funded place if they turn 3 or 4yrs old by April 30th on the year of enrolment. Our ECT is available to guide families into making the decision to join our program. Our Kinder program is integrated within our Long Day Care program and children already enrolled in our service are given priority to access our program.

POLICIES

All our policies are available in the policy folder, located on the bookshelf above the sign in iPad and on our APP OWNA.

PHILOSOPHY

Buckle My Shoe Early Learning Centre Philosophy recognises the benefits of providing a holistic learning experience for our children in a caring, enriching environment, supported by skilled, knowledgeable, and passionate educators who value families and the community.

At Buckle My Shoe Early Learning Centres:

Children are cherished for their ability to do meaningful work, their wonder and curiosities, and their need to play.

- We believe that children must have some control over the direction of their learning and be given endless ways and opportunities to express themselves.
- We believe in children's right to play.
- We believe play should be fun, exciting, spontaneous, hands on, stimulating, relaxing, comforting and challenging.
- We believe that it is important to provide opportunities for the children to experiment,

discover, explore, create, investigate, solve problems, and express ideas with the support of other children and educators.

- We believe in celebrating children's play, discoveries and learning and will do through reflection, meaningful documentation, and learning stories.
- We believe in protecting the rights of children, advocating for them and challenging bias. We promote working together peacefully and encourage understanding and social justice.

Parents and families are valued for their bonds and traditions, their commitment to work, home, community, and their dreams for their children.

- Parents are viewed as partners, collaborators, and advocates for their children.
- We support and welcome parents' interests and involvement in the community of our Centre.
- We value and support families' hopes and dreams for their children.

Our staff are appreciated for their knowledge and values, contribution of skills, their vision for children, their delight in seeing children learning, and their commitment to families.

- We believe in sharing our vision and passion for excellence in the Early Childhood Education with other professionals.
- We are committed to keeping our team inspired.
- We believe in rich partnerships with our Centre. We desire and promote professionals and personal growth resulting in acceptance, support, and celebration of each other.

Our community of learners appreciate, protect, and preserve the environment and our precious earth.

- We aim to achieve a sense of wonder, feeling, and belonging to, and love of the land, nature, and animals, so that young children will develop lifelong respectful as well as positive and proactive attitudes to our environment and sustainable future.
- We encourage sustainability, by empowering people to take responsibility for making informed decisions towards a sustainable future, whereby we gain knowledge and understanding of the environment as it relates to our society.
- We believe that our wider community is the basis for our learning, our being, our belonging, our becoming. That every opportunity to be part

of the wider community should be nurtured and contributed to in some way.

MISSION STATEMENT

We believe that Early Childhood is a significant period of a child's life and is a time for fun, discovery, adventure, imagination and learning through play.

We will provide a play-based learning approach based on strengths and interests and encourage the development of relationships and interactions to support each child to develop a sense of belonging, being and becoming.

We will provide an inviting, welcoming, and nurturing environment that meets and reflects the needs of children, family and the community and provides opportunities to discover, imagine, explore, experiment and interact.

We will support each unique opportunity for learning and assist each child to be a successful learner and by extending on each child's strengths, interests, and previous experience, we will provide them with the best possible opportunities for learning and help them achieve key learning outcomes.

Guided by the Early Years Learning Framework, we will promote quality outcomes for children's learning through high quality, reflective and collaborative care.

OUR VISION

Through valued partnerships we will deliver professional education and care services that meet community and family needs.

REGULATIONS AND STANDARDS

Our Services comply with the National Quality Framework (NQF) including the National Quality Standard (NQS), the Early Years Learning Framework and the National Regulations (Education and Care Services National Regulations).

Our Services are 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 –

Department of Education and Early Childhood
Development

www.education.vic.gov.au/childhood/providers/regulation

1300 307 415,
licensed.childrens.services@edumail.vic.gov.au,

GPO BOX 4367, MELBOURNE VIC 3001 Education,
Curriculum and Learning

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 Lily Convery-Oborne

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

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

Early Years Learning Framework Learning (EYLF) 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

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.

ENROLMENT, ADMINISTRATION AND MANAGEMENT

The Commonwealth Government stipulates that care is to be available to families according to the following priority of access:

Priority one: Children at risk of serious abuse or neglect.

Priority two: Children of parents who are both working/studying (as defined under section 14 of the Family Assistant Act)

Priority three: Any other child/children

Enquiries are welcome at the centre all year round. If no vacancy exists, your expression of interest can be placed on a waiting list. Vacancies will be filled according to the priority of access policy, determined by the Commonwealth Government.

Please note that entry onto a waiting list unfortunately does not 'guarantee' a place in the centre at the due time.

ENROLMENT AND ORIENTATION

Parents are encouraged to visit the centre with their child to discuss their care requirements. This gives both parent and the child an opportunity to form an image of the care environment and begin the bonding process with the staff. This will make your child more confident prior to starting care. It is also an opportunity for parents and staff to exchange crucial information relating to the care of their child and the operations of the centre.

At this time enrolment forms can be completed and the 'orientation process' can begin. We encourage parents to make a time before they leave for their next visit. We believe that a child needs at least 3-4 visits over a two-week period for them to become familiar with the centre environment. Parents are welcome to visit the centre at any time, however for settling purposes and discussions with staff we ask that you attend from between 9-11am OR 2-4pm. These times are made out of interest of the children's routine times e.g., lunch/rest times as the staff will not have the time to talk to you or interact with your child as they are tending to the other children.

LEAVING YOUR CHILD FOR THE FIRST TIME

The centre staff understand the difficulty some parents may have when leaving their child for the first time. It is often an emotional time for parents/guardians. It is the centre's aim to make this transition as pleasant as possible. Childcare is a warm and happy environment and staff will endeavour to comfort your child as much as possible. Remember, it is likely that your child will cry or become upset at some stage. This may be on their first few visits or sometime after they have settled in. Please feel free to discuss your feelings and your child's wellbeing with staff. You are welcome to telephone the centre during the day to talk to staff.

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

- Make sure you familiarise your child with the environment and the people in the environment (children and adults) by coming in for visits before commencing care.
- Ease your child into care with short stays to begin with.
- Provide a favourite toy, blanket or comforter to support your child when they are separating from you or settling to sleep. This can help your child feel more secure.
- If your child is unsettled, short visits with you will help your child to gain trust with an unfamiliar environment. These visits can be made on a day when your child is not booked to attend.
- Your child will be reassured when they see positive interactions between Educators and parents or Educators and other children, and this will help them to establish trust in an unfamiliar setting.
- Try to talk at home about 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 going after you have said your goodbyes only confuses them, especially if they are upset. Reassure your child that everything is alright,

and you will return later. This can help them to settle.

- It sometimes helps to establish a routine when leaving. For example, giving your child a cuddle and then passing them an Educator, or sitting down with them to read a book or for a short play before leaving.
- At first some children protest strongly while others may take a day or two to realise that you are leaving them and begin to protest after several days. Children soon learn that you do return, and, in the meantime, they are well cared for.

CHANGES TO INITIAL ENROLMENT CARD

It is important for parents to note that centre staff must be advised of ANY changes to the initial enrolment information provided.

Significant changes should be advised as soon as they occur (for example, changes to immunization details, telephone numbers, or emergency contacts). Please see the staff for an amendment form, or you can update contact details through the APP

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

Upon arrival at the centre each day, your child must be placed in the care of a staff member, and they are marked as attending through the sign in/out iPad. (This is a legal requirement of the Children's Services Regulations). When departing at the conclusion of the day, again complete the attendance sign in/out on the iPad and make staff aware that you are leaving. This ensures that accurate records are kept, and staff and parents have a chance for information exchange regarding their child's day.

Please note that children will only be given into the custody of those people listed on the child's enrolment form. If all authorised people are unable to collect the child, the parent must notify the centre of an alternative authorised person. This may be done by completing an amendment form or by telephoning the centre with the name and a description of the person who will be collecting the child. Staff will request identification on

arrival. All authorised persons must be 16 years or above. Where custodial arrangements are in place, the custodian must provide all relevant legal documentation to the Director regarding the conditions of custody.

FEE PAYMENT

Once your completed enrollment card, direct debit form and other required documentation are received your days will be confirmed.

After the centre has been notified by the Family Assistance Office regarding your entitlement, fees will be direct debited from your account each Friday. However, until we receive your entitlement the full daily fee will be debited. CCS can be backdated 28 days from your child's start date.

All accounts will be available to view on the OWNA app each Wednesday. Accounts will be 1 week in arrears. That amount will be debited each Friday from your nominated bank account which you can update through the APP anytime. Please notify us directly by phone or by email as soon as possible if you have any discrepancies with your account.

It is your responsibility to ensure there are sufficient funds in your account. If there are insufficient funds in your account to meet a debit payment:

- You may be charged a fee and / or interest by your financial institution
- You may also incur fees or charges imposed or incurred by us; and
- You must arrange for debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment
- You should check your account statement to verify that the amounts debited from your account is correct

Fees are payable for all permanent booked care regardless of whether your child attends or not. Fees are charged for public holidays except when the centre is closed over the Christmas break.

NOTICE FOR CANCELLATION OF CARE

Parents are required to give 10 working days' notice of intention to cancel care, and an amendment form needs to be signed and dated. This means the centre is to be notified 10 days prior to your last day of attendance.

Should appropriate notice not be given, **two weeks full fee will be charged. (The FULL FEE without CCS)**

If a booking is unused for more than two consecutive weeks without any notice to the centre, then the booking will be cancelled, and the place offered to another child. If any fees are outstanding an invoice will be sent to the family.

LATE COLLECTION OF CHILDREN

Should unforeseen circumstances arise, and parents are unable to collect their child on time, please telephone the centre and discuss the situation with staff. If a child is collected after the usual closing time of the centre on more than one occasion, it will be necessary for the Director to discuss the matter with the parents in relation to the effect on the child and the additional cost incurred for staff overtime payments. Where parents are continuously late, the director will inform the parent that they must arrive from now on 15 minutes before closing time. The late fee will be levied to the responsible parent - \$20.00 per child any time after 5:30PM, as well as a rate of \$5.00 every 2 minutes after 5:35PM

ABSENCES

Commonwealth Fee Subsidies will be paid for up to 42 days of allowable absences for each child per financial year across all approved long day care centre's, family day care schemes and specialised outside school hours care services.

Allowable absence days can be taken for any reason. However, there is a provision for an unlimited amount of "Approved Absence Days" to be taken over the course of the financial year. Approved absence days can be taken for the following reason:

- Illness (with a medical certificate)
- Non-immunisation (medical certificate or written statement from the parent is required)
- Rostered days off (statement from parent employer verifying the nature of employment)
- Rotating shift work (Statement from parent employer verifying the nature of employment)
- Temporary closure of a school or pupil free days (a child is absent because the school that the child or the child's sibling attends is closed for the day)
- Public Holidays.

- Periods of local emergency (To be determined by the Family Assistance Office)
- Court ordered shared custody (Copy of court order to be provided).

The centre requests that you inform them of your absences as early as possible so that staff know they are not required to cater for your child's needs during the day. Please note that the number of absences your child has had is recorded on your weekly statement account for your information or you can view it on your MyGov account under Child Care Subsidy.

EXTRA CARE/OCCASIONAL CARE

Families using the centre may require extra care for their children. Parents are required to notify the centre of their requirements. The centre's staff will notify the parent if the position is available. The extra care will be adjusted to the parents account at the end of the given week. If the extra care position is not utilised and sufficient notice has not been given to the centre (before centre closure to the prior day of care given) a payment to the parent account will be adjusted for the session as an absent.

For parents requiring extra permanent days that are already utilising the centre, the position needs to be utilised within the fortnight period once your extra days have been confirmed

CHILD CARE SUBSIDY

The Child Care Subsidy (CCS) is a payment made to the service on your behalf to assist with the costs of childcare. To be eligible to receive CCS you will need to have registered for the Child Care Subsidy through your MyGov account and have provided the centre with both yours and your Child/rens CRN and DOB details. Failure to do so will result in the FULL FEE being charged

Through your MyGov account, you will need to have confirmed your child's attendance and provided your combined income and activity level.

When confirming your booking through your child's enrolment form and through MyGov you will be given three options, which are outlined below.

- Selecting 'Routine Sessions' (ongoing booked care) only. Casual days will attract the FULL FEE being charged. You must go into you MyGov Account to update your details.

- Where you have selected 'Casual Enrolment' only, ongoing booked care is only available when you go into your MyGov Account to update your details.
- Where you have selected 'Routine Sessions, with casual care permitted', you will be entitled to both ongoing booked care and any casual days that you may require (where available) throughout your child/rens enrolment. This is the option we suggest families choose to avoid paying full and/or having to go into your MyGov account to update.

Absences will not attract CCS where fees are charged to reserve a place for a child who has not yet started care. Absences will not attract CCS once a child has ceased care. If the family has advised that the child is leaving the service on a particular day, but that child does not attend their last session(s) of care or has not provided the centre with 10 working days' notice, it is not possible under Family Assistance Law to claim CCS in these circumstances. Therefore, the family will attract the full fee for this time.

Parents can contact the FAO on 136 150

COMMUNICATION

Communication takes place daily between staff and parents. Staff will provide parents with information about your child on a daily basis. It is vital that parents inform staff of any changes in a child's routine or home life, for example, any changes in the parenting system.

Staff also maintains daily records of each child's routines and experiences. These include sleeping, eating and toileting/nappy change occurrences for the day. Parents are kept update with the above routines through the APP OWNA. Staff and parents can privately message about their child. Staff will keep the parents up to date with important notices through the APP, this includes all accounts and payment notices as well. Staff will endeavour to post snippets of each day at the centre so families can see what the children have been up to. Only currently enrolled families have access to the OWNA APP, and it is a family's choice if they choose not to have their child photographed.

It is the parent's responsibility to read these notices and ensure they are aware of current issues and events in the Service.

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

What can you expect from Educators?

Educators will:

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

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

GRIEVANCES, COMPLAINTS AND FEEDBACK

It is important that correct procedures for dealing with grievances are always followed in order to achieve the best outcomes. Parents who have concerns about any part of the centre's operation, whether it directly affects their child or otherwise, are encouraged to use the following procedure.

Firstly, approach the room staff member to discuss the problem or concern.

If a parent guardian is still concerned, they should approach the Director, who will act as mediator between the concerned parties and will follow the appropriate policies and procedures.

If the issue is still unresolved complaints or concerns can be made directly to the Department of Education and Training (DET) Children's Services Advisor.

Positive feedback is most welcome too.

MANDATORY REPORTING

The centre is committed to health and wellbeing of all the children in our care. Staff are mandated to report suspected child abuse to the Department of Human Services. This is a legal obligation and is defined in the Children's and Young Persons Act. Mandatory Reporting of suspected child abuse will occur if the childcare staff are presented with information or observe behaviour that gives a strong indication that a child may be experiencing abuse. Our centre is guided by the Child Safe Standards.

PRIVACY

The centre is committed to full compliance with its obligations under the Information Privacy Act 2000 and Health Records Act 2001. All information supplied to the centre by you and information collected by staff will remain confidential and is strictly used for office purposes and providing individual care for your child. Under no circumstances is information passed onto third parties without your prior verbal or written consent. Staff understand the importance of confidentiality about your child and family and will not discuss matters outside of the centre.

ILLNESS

If your child is unwell, we ask that they remain home from childcare. Unfortunately, we do not have the facilities to cater for or meet the needs of children that are unwell. When your child is unwell it would be greatly appreciated if you could notify the centre to allow us the opportunity to pass on relevant information to you and the other parents if necessary, regarding any specific illness. If your child becomes unwell while at the centre, staff will follow the centre's exclusion of sick children and staff policy procedure to ensure that a parent or contact is notified. The child is monitored and made comfortable until the parent/contact has arrived to collect them. Staff will complete an illness record which parents are required to sign on arrival. This form will be filled out on the OWNA App and parents are able to view and sign this at their convenience.

ACCIDENT PROCEDURE

If your child has an accident while at the centre, staff will follow the centre's accident procedure which is as follows:

- Removing the child from the danger.
- Contacting parent/guardian if it is a serious accident.

- Seeking medical treatment for a serious accident.
- Completing an accident form to be signed by parent on arrival.
- Notify DEECD if serious accident.

All accidents requiring medical treatment are reported to DEECD. The payment of any medical and transportation expenses incurred by an accident or illness will be the responsibility of the parent/guardian. All permanent staff have completed Level 2 First Aid, Asthma Management and Anaphylaxis training, or will complete within their first year of employment.

MEDICATION

If a child requires medication while at the centre, a parent/guardian must advise staff of the child's needs in relation to the medication and complete the detailed medication form. All medication is to be handed to a staff member for safe storage. All medication must be in the original container bearing the original label and clearly marked with the directions for administration. The child's name must be clearly labeled on the medication.

No medication will be given unless this procedure is complete. If staff have any concerns or queries regarding medication, a parent/guardian will be contacted. When administering medication, staff will check that the medication is in the child's name, that the name of the medication is clearly labeled, the expiry date, dosage to be given and time to be given. All medication administered is to be checked by a second staff member.

Medication relates to all prescription and nonprescription medications, skin creams, nappy rash creams and teething gels.

Please note that medication can only be authorised by a person with "Lawful Authority" of the child. This means that if you are not dropping off your child on the day the medicine is to be administered, you must arrange prior authority. Parents can now fill in a medication form online via the OWNA APP. Please ask the centre staff for assistance if required.

Any child who has commenced an antibiotic must not attend the Service for 24 hours from commencement.

PLEASE DO NOT LEAVE MEDICATION IN YOUR CHILD'S BAG

IMMUNISATION

Any infection reported to the centre which could be communicable to others will be notified to all parents by a notification on the OWNA app. Therefore, children who are not immunised adequately must be excluded. This policy is designed to protect the child who is not immunised for medical reasons/not old enough for certain immunisations and it also reduces the potential spread of infectious disease in our community. Centre staff will ask for your child's immunization statement twice a year to ensure our records current and your child's immunisations are up to date.

MEDICAL CONDITIONS/ ALLERGIES

Parents need to provide any medical condition or allergy their child experiences on their child's enrolment form. Please inform the centre if your child develops any medical condition (asthma/anaphylaxis)

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

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

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

SUDDEN INFANT DEATH (SIDS)

Centre staff practice precautionary methods as advocated by the SIDS foundation to reduce the risk of cot death including:

- Using light layers of bedding
- Sleeping the baby on their back
- Positioning the baby in the cot with their feet at the bottom, tucking in the sheets.
- Using a firm mattress and no pillow.
- Removing soft toys from the cot at sleep time.

EMERGENCY EVACUATION PROCEDURE

The emergency evacuation procedure for the centre is displayed in the foyer and other exits. This procedure specifically relates to emergencies that would require the evacuation of children from the centre. Evacuation drills are practiced at least once every 3 months.

HYGIENE

Children are encouraged to wash their hands with soap, before and after meals, after toileting and nappy change and to flush the toilet after use. Staff will role model hygiene through wearing gloves, washing hands with soap and water after nappy changes, wiping noses, before and after meals and assisting a child with toileting. Staff will wear neat clean clothes and adhere to strict food handling regulations, i.e., wearing gloves when handling food.

NAPPIES

All nappies and wipes are provided by the centre. Staff keep a detailed record of all nappy changes noting the time etc. on the OWNA app. If parents would like to use an alternative brand of nappy than what the centre offers you are asked to provide your own.

TOILET TRAINING

Staff aim to work in a partnership with parents when toilet training children. Toilet training usually commences when the child indicates signs of readiness. It is not recommended to attempt toilet training before this as children will not have enough neuro-muscular control to allow them to successfully and consistently use the toilet and may only hinder later attempts at training.

The staff will encourage children to do things for themselves, so clothes that are easy to pull up and down will assist the child to have success. An abundance of patience, underpants, pants, socks and shoes are required, as accidents will happen. Lots of positive encouragement will be used when children are going through the process of learning to go to the toilet.

SUN SAFE POLICY

The centre's sun smart policy will be implemented from mid-August until the end of April. Staff will monitor at the beginning of each day the expected UV index levels and continually throughout the day. When the UV levels reach 3 or above staff will:

Limit the children's play in direct sunlight during the implementation period, in order to avoid prolonged exposure to the sun's ultraviolet rays during harmful hours.

The centre will require children to wear hats that protect their face, neck and ears whenever they are outside. E.g., Legionaries, bucket or wide brimmed hats. Children are also requested to wear light clothing that protects their skin, singlet tops and dresses are not to be worn

Staff and parents will act as role models by wearing appropriate hats, clothing and using SPF 30/50+ sunscreen for protection, seeking shade whenever possible.

SPF 30/50+ broad-spectrum water-resistant sunscreen will be provided for staff and children to use as necessary. You are encouraged to bring your own if your child has a skin condition. The sun smart policy will be reinforced in a positive way through parent newsletters and notice boards. Enrolment forms include authority for staff to administer sunscreen.

GUIDING CHILDREN'S BEHAVIOUR

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

The policy aims are: -

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

If you require further information on this policy, please ask Educators and refer to the policy book. The following guidelines will be used in guiding children's behaviour:

The guidance of children is based on age and developmental stage expectations and will be positive and supportive.

Consistent routines will be provided to enable the children to know what to expect and what is expected of them.

Staff aim to provide the children with clear explanations as to why certain behaviour is unacceptable and offer alternatives.

Positive behaviours will be encouraged, showing appreciation for appropriate behaviour and building on each other's strengths and achievements.

No child will receive any form of corporal punishment e.g., smacking, or be placed in a room alone, made immobile, frightened or humiliated in any way, or withheld food or drink as a form of punishment.

Parents are not able to physically or verbally discipline their own or other children whilst in the centre and will not at any time use any form of physical punishment or use unacceptable language, (swearing, yelling).

Children will be encouraged to walk inside, use words rather than actions to express themselves, sit on chairs, and climb on climbing equipment.

SLEEPING/REST TIME

Rest times are an essential part of the day for all the children in the centre. Some of the children use this time to sleep, others play quietly in a peaceful and relaxing environment.

The transition from play to sleep or lunch to sleep will be a smooth and consistent one, in an environment where the children feel secure. The lights are lowered, soothing music is played, and the staff spend time helping each of the children to bed, whilst encouraging independence in dressing and undressing.

BEDDING

Sheets and blankets are provided to each child at sleep time. Each child has a named sleep bag. Sheets are washed weekly for each child or as required.

PROGRAM PLANNING

We provide an environment where the children always feel comfortable and secure, 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 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.

CLOTHING

All children must be provided with a full change of clothing each day. Children who are toilet trained of all ages are required to wear underpants at all times. Underpants or a nappy, plus a singlet or T-shirt are worn by all children at sleep time. Footwear is always worn, except when children are playing with water or in the sandpit. Children may take their shoes off inside if they wish. Parents are encouraged to provide suitable, comfortable footwear, thongs or slip-on shoes with no backs are not appropriate as they restrict children in their play, (running, climbing). It is advisable for children to wear comfortable and casual clothing that allows freedom for movement

Children are busy people; therefore, remaining clean can sometimes be difficult. Staff will do their best to protect children's clothing during art and other sensory experiences using smocks. Parents can assist by dressing their children in clothes that are easily washed and that can cope with the demands of an active day.

WHAT TO BRING

Each day children should bring the following items of clothing all clearly labeled with your child's name:

- A complete change of clothing (seasonally appropriate).
- Sun hat (all year round) Legionnaires or wide brimmed.
- A coat and beanie in colder weather.
- Clearly labeled babies bottles with formula or breast milk if required. Please ensure bottles are capped and labeled appropriately. Any frozen

breast milk must be labeled with the child's name, the amount of milk and the date it was collected.

- A special toy or comforter if required
- Additional set of clothing if toilet training
- A packed lunch

NUTRITION

Mealtimes provide an important social experience for children. Children learn and practice a variety of skills when eating together. Staff ensures that mealtimes are a social and enjoyable experience. As children develop, they are encouraged to participate in helping to set the table and select the foods they would like to eat. The centre provides all meals and drinks except for lunch. A menu will be displayed at the entrance to the centre; however, snacks will mainly consist of fruit and savory platters, biscuits and cheese/dips etc. Water and milk will be provided as drinks at snack times and water is available throughout the entire day.

LUNCH

Sandwiches – meat, vegemite, tuna, cheese

Spaghetti, baked beans

Quiche

Sausage rolls

Pies

Wraps

Cold meat and salad

Any leftovers that can be reheated

Yoghurt

The centre encourages parents to provide a nut free lunch box. As children are so young most parents will not be aware of any allergies that your child has, and they can develop them any time. Anaphylaxis is a deadly allergy, and the centre does not have the appropriate facilities if an **unknown** case presents.

BIRTHDAYS

At the centre we do love birthdays and recognise this as a special day children love to share with their friends. Parents are welcome to bring in a birthday cake for all the children to share. Please note that due to health regulations the cake must be bought from a registered food outlet (Safeway cakes are the best, as it need not be expensive) and not contain any cream.

EQUAL OPPORTUNITY

Equal opportunities to participate in all aspects of the program are given to children, their families and early Childhood Professionals of all races, religions, cultures, and physical abilities.

TOYS FROM HOME

It is expected that parents will discourage their children from bringing in toys from home. Problems can arise when children lose or break toys and are left feeling devastated. At the centre we encourage the children to share the experiences provided and take turns, however this can be difficult to explain to a child that they cannot have something if it belongs to another child, and they do not wish to share. Items such as dummies, teddies and blankets are suitable as they are comforters and children usually only require these if they are tired or upset.

War toys that promote violent or aggressive behavior are strictly not permitted. These include the following items

- Guns and water pistols
- Action hero dress-ups and figurines
- Cowboys and Indians
- Toy swords and knives

Any personal items brought into the centre are done so at parents' own risk. Staff will not be responsible for these.

PHOTOGRAPHS

Photographs of children are taken to highlight and complement the program. The photos are used for discussion with the children and are displayed throughout the centre to give parents an opportunity to observe some aspects of the program when they are not there.

Your written permission is required on your child's enrolment form, before any photographs of your child can be taken. If you do not wish your child to be

photographed, please inform the centre. For media publications purposes, families will be verbally notified/requested to sign a specific permission form for your child's photo to be used.

LOST PROPERTY

If an item belonging to your child is missing. Please ask to check the lost property box at the centre. Clearly labeling your child's items will assist in locating them if they are missing, however the centre takes no responsibility for any items that are lost.

STAFFING

The centre is licensed and complies with the Children's Services Regulations 2009 Victoria. Relief staff are also employed to cover staff rostered days off. All staff are required to have a working with children check, in accordance with the Children's Services and Regulations 2009 Victoria.

Staff employed at the centre can have a wide range of qualifications, combined with many years of experience working with young children and families.

Staff are encouraged to update their skills and experience through meetings, training, in-service and networking.

STUDENTS AND VOLUNTEERS

We welcome students and volunteers to participate at our centre. Students and volunteers work closely with staff and families at the centre. All students and volunteers must have a working with children check before they can commence. They are fully supervised and are expected to show a high level of confidentiality and professionalism.

Students and volunteers do not constitute part of the staff child ratio.

USING THE CENTRE SAFELY

- Never leave children unattended in cars while collecting children from the Service.
- Car parks are dangerous places for children. Always hold children's hands when arriving and leaving the Service.
- Never leave a door or gate open.
- Never leave your children unattended in a room.

POLICY HANDBOOK

Please note that this handbook should be read in conjunction with the centre's Policy Handbook, located in the foyer beside the sign in/out iPad or you can access via our APP OWNA through the parent portal.

ON BEHALF OF THE STAFF AT BUCKLE MY SHOE EARLY LEARNING & CARE, WE TRUST THAT YOUR CHILD AND FAMILY HAVE A POSITIVE, REWARDING, LEARNING AND FUN FILLED EXPERIENCES AT THE CENTRE!