



WELCOME TO HILLTOP KIDS

This information is essential and you should keep it handy for an easy reference.

Document last reviewed on the 29/12/17

Updated on the 5/07/2018

ARRIVAL AND DEPARTURE

The centre operates: Monday to Friday: 7.30am – 5.30pm daily. We are closed on Public Holidays and for 2 weeks over the Christmas period. A late fee is charged after closing time. For your child's safety, it is a regulation that children are dropped off or picked up by persons over the age of 18 Years Old. If someone other than the people nominated on the enrolment form is coming to collect, we must be notified and they need to produce ID before collecting the child. Please call the centre by 8.00am if your child will not be attending that day. When picking up your child, be sure to let the staff know that she/he is leaving. Always remember to sign in and sign out on arrival and departure. Take time to watch our daily slide show and read our group time boards.

PLEASE INFORM STAFF OR RECORD IN DIARY IF:

- a. Someone different is picking up your child.
- b. Your child is sick or going on holidays.
- c. (Directly to staff) As we appreciate this is a confidential matter- Custody/access arrangements have changed (we need a copy of court orders on file-otherwise we cannot abide by verbal orders).
- d. Immunisation is updated- immunisation records are now online.
- e. Your address/phone numbers/email address has changed.
- f. Your child requires medication throughout the day (please note that all off the shelf products, which are not prescribed, such as, nappy wipes, nappy rash creams, skin cream, alternate sunscreen are to be accompanied by a doctor's certificate. This certificate should outline the dosage, application method and frequency of application – specific times eg: 12:30pm not lunch time).

WHEN YOU ARRIVE

1. Place your child's bag in locker and make sure that you take all items home including clothes in the afternoon.
2. Check all communication areas eg: notice boards and sign in/out area. **Please sign in.**
3. Sleep Sheets: please ensure they are in a bag and have your child's name on **all** items.

PERSONS AUTHORISED TO COLLECT CHILD

At the time of enrolment, parents must provide us with the names and telephone numbers of persons authorised to pick-up your child. It is the parent or guardian's responsibility to notify the centre of any changes in this authorisation. If someone other than the authorised person (as indicated on the child's file) is to pick up your child, please notify the centre. We will release children to authorised persons only. Photo identification must be shown before a child can leave the centre with a person unknown to staff. All authorised persons collecting children need to be eighteen (18) years or older.

For parents that have court orders, we must have a copy on file for our records. If there is no legal documentation on who may pick up the child he/she is given to either parent until we are advised otherwise in writing. (Please refer to 'Access, Disclosure and Custody Policy')

SETTLING IN

Separation anxiety is extremely common in children, especially when they are being left at a new and unfamiliar place or after extended absence(s). Parents can assist in limiting this by developing a positive attitude in their children. This will help to eliminate their fears. Talk to your child(ren) about the things that will happen during the day eg. painting, drawing, craft, music and games etc. On arrival we encourage parents to assist staff by settling their child into an activity. A settling period (Orientation) prior to commencement is recommended. These are held between the hours of: 9:30-10:30am and 3:30 – 4:30pm. Please understand that whoever brings a child in for one of these sessions is required to stay with the child for the duration of the session. Even though the staff will engage and assist the child to feel comfortable whilst visiting, they are ultimately not responsible for that child. Please also understand they have a duty of care to observe and supervise the enrolled child(ren) for that day. These settling in sessions are important as they allow children to become familiar with the centre's environment.

Before you leave your child on their first day, we encourage you to tell your child that you will pick them up and take them home. **Always** say 'goodbye', as this will develop a secure and trusting relationship between you and your child. A goodbye kiss and cuddle always makes children feel safe and secure, and is the starting point of a happy day! We would like to encourage all families to make their goodbye period 'short and sweet'. The longer you stay or keep coming back for "just one more kiss or cuddle", the harder it will be for your child to settle. Feel free to contact us during your child's day for an update.

WHAT TO BRING TO THE CENTRE EACH DAY

- ☑ A 'School Bag' (marked with your child's name) for spare clothes and to take home any great creations.
- ☑ Your child's bag should contain spare clothes in case of accidents, (especially if your child is toilet training. Don't forget spare shoes!)
- ☑ In varying weather conditions, beanies, jumpers, shoes etc. should also be placed in your child's bag. PLEASE MARK ALL ITEMS OF CLOTHING INCLUDING SHOES WITH YOUR CHILD'S NAME.
- ☑ Fitted Sheet, blanket and pillow for children who sleep.
- ☑ Disposable labelled nappies (at least 5) – leave these in their bags.
- ☑ Comforter (dummy/blanket/teddy bear) if required for rest time. Dummies are to be in a sealed, labelled container.
- ☑ A labelled, wide brimmed hat.
- ☑ A sealed, labelled water bottle.
- ☑ Shoes – (we encourage children not to wear thongs). Children using the new equipment must wear appropriate climbing shoes.
- ☑ 6 week- 2 years – (powder) for formula or breast milk can be brought in a labelled bottle or container. Products will be stored according to our centre policies and procedures. Milk must be labelled and dated. We have bottle warming facilities and use a thermometer to control the temperature of the milk.

CHILDREN'S BELONGINGS

Toys and items of value should remain at home. We cannot assume responsibility for materials brought from home. A lost and found box is available. **Children's clothing should be clearly marked with the child's name.**

CENTRE RULES

Please do not bring lollies, chewing gum, toys, chocolate or nut products. Aggressive toys e.g. guns and swords are not permitted at the centre at any time. Comfort toys are welcome. Toy or real jewellery are discouraged and are not to be worn at the centre, as it is dangerous if the children swallow them. Other jewellery including beads, sleepers and stud earrings are allowed. Badges and hair pins are also items that are dangerous as they are sharp and could cause an injury. Please ensure all children's hair is tied back.

Please also note that the following items are not permitted at the centre:

- Any small objects that can fit into a film canister are not permitted to ensure the safety of all the children within the centre, especially toddlers.

GATES

Our front gate and door is there for your child's safety and security, please ensure that they are properly closed at all times. Also the screen door leading to the outdoor playground must be closed on entry and exit.

EXCURSIONS

First hand experiences are a very important part of the program. A notice will be posted or sent home each time a trip is planned. You will need to give written permission for field trips. No child will be taken on a field trip without written permission from parent or guardian. We will provide the same responsible adult supervision for these excursions as is provided for the children while in attendance at the program.

SPONTANEOUS NATURE WALKS- we have recently started our nature walks. All parents are asked if they would like their child to participate. These spontaneous experiences are a great way for children to become familiar with the local community and surrounding environment. These nature walks allow the children to explore the surrounding parks, flora, fauna and collect natural materials which the children can take back to school and share with their peers.

BIRTHDAYS

As birthdays are an important part of your child's life, we welcome and encourage parents to bring a cake to the centre on their child's birthday so they may celebrate with their peers. Please advise us if you wish to join us for the party otherwise if you are unable - we are happy to take digital photographs for you. If you are going to supply a cake for your child's birthday, we prefer plain vanilla cupcakes as this enables even our children with allergies to take part. Please check with the staff to ensure that there are no children who may be allergic to any ingredients within the cake. **We request no cakes with nuts or chocolate are brought into the centre.**

MEALS

All meals are cooked on the premises, here at Hilltop Kids. Our menu plans abide by the guidelines, teaching resources and useful links. Educators have also attended the 'Munch and Move' program to assist with healthy eating, helping children understand 'sometimes foods' and 'everyday foods' and maintain an active program with lots of physical activity. Menus are on display.

KEEP US INFORMED

All information on the Emergency and Enrolment Form in your child's file must be kept current. It is your responsibility to inform the office of changes such as:

- home phone and address of parent(s)
- work place and work number of parent(s)
- Email Addresses
- name of child's physician, address and phone number
- Persons authorised to pick up your child and their phone numbers.

PARENTAL INVOLVEMENT

We encourage community involvement, here at Hilltop Kids working closely with the community and you as parents is in our philosophy, "It takes a village to raise a child." African Proverb.

Parents are welcome in the centre at all times. Parents can be involved with the centre directly by assisting staff, by presenting a craft, music, or language activity. Parents are invited to participate indirectly by collecting recycled materials that are open ended to donate to the craft area. Information on what's happening in the centre is available on noticeboards, in newsletters, at parent meetings, or by talking to the staff. A Parent suggestion box is also located near the sign in area. Please feel free to write down any ideas or suggestions that you would like to see happen at the centre or with your child's program. If your child has any special interest areas that you wish to share with us please let staff know or write it on a piece of paper and place it in the box or give to staff so that we can program for these interest based areas.

Special meetings can be scheduled at any time staff or parents feel there is a need. You will be informed of your child's progress and overall development throughout the year and all families are encouraged to participate in the evaluation of the program. Activities involving the whole family are offered periodically during the year and we encourage parents to visits at any time. We will do our best to be flexible, allowing you as much time as possible with your child.

CENTRE GRIEVANCES/COMPLAINTS & POSITIVE FEEDBACK & SUGGESTIONS

Our staff welcome your feedback, comments and suggestions, to improve the quality of care of your child. Positive feedback is also welcome and is a valuable way to inform staff and centre management on what areas we excel in or may need to improve. There is a centre Administration Folder which contains 'Suggestion and Positive Feedback' forms. This is located at the sign in area. Please complete these and place it in the green mail box. This is an easier way to express your concerns, suggestions, positive feedback to the centre by way of writing. Once this form has been filled out you may place it in the black box. All grievances/concerns/suggestions and positive feedback will be kept on record and responded to promptly. Confidentiality will be upheld at all times, however you may wish to remain anonymous.

CENTRE MANAGEMENT STRUCTURE

The Centre's Management structure has changed as of October 26th 2015. Below is an outlined Management structure for your convenience.

Administration – Demetrios (Jim)

Licensee – Panayiota (Pat)

Director- Sophia

Nominated Supervisor, ECT & Educational Leaders – Sophia (Full time)

Certified Supervisors – The responsible person on duty for the day if N.S is absent.

Staff- Sophia, Allanah, Kylie and Stacey.
Food Handling- Pat, Kylie

For any concerns, questions and comments please see **Sophia**. You can leave a message with any staff for them to contact you if Sophia is not available or send an email.

For general daily enquires, please feel free to speak to all staff.

For all accounts enquires please see, email or contact **Jim Reditis**.

To observe all staff qualifications, please refer to the notice board.

MANAGEMENT OF UNWELL CHILDREN

Sick children, as defined below, cannot be admitted to the centre to safeguard the health of other children and staff members.

EXCLUSION CRITERIA

A child who has any of the following symptoms cannot be admitted to the centre:

- Ear, eye and nose discharge
- An undiagnosed rash
- Infectious sores or diseases
- Vomiting and/or abnormally loose bowel actions for that child (exclude for 24 hours after last bout)
- Any obvious signs of ill health
- Onset of illness at the centre

For all the above illness's all children must return to the centre with a doctor's clearance

- Green Nasal Discharge – The centre will enforce a two (2) day period, where a child can attend the centre, even if they show signs of nasal discharge. However, if after these two (2) days your child still shows signs of green nasal discharge, then parents will be contacted to collect your child. Your child must return with a clearance from a doctor. Please be advised that the two days can be in a row or separate e.g. Mon and Wed.

CURRICULUM

Here at Hilltop Kids we offer a balanced approach to planning within an emergent curriculum.

'A balanced approach to planning involves the integration of long- and short-term decisions with daily and emergent responses to children's interests and ideas. A balanced approach enables teachers to incorporate children's

voices, ideas and interests with their own teacher-led focus for learning. Creating opportunities for children to take an active role in decision-making is important, as the greater degree of choice that children have in their learning, the greater the degree of involvement in their learning'.

(Laevers, F 2005, *Deep Level Learning and the Experiential Approach in Early Childhood and Primary Education*, Research Centre for Early Childhood and Primary Education Katholieke Universiteit Leuven.)

We are currently in the process of researching and learning from the Reggio Approach and its principles. This approach believes that *"The potential of children is stunted when the endpoint of their learning is formulated in advance"* (Carlina Rinaldi.

Principles of the Reggio Approach include:

- The image of the child- competent, full of potential, an active learner, able to construct their own learning.
- Role of the environment- where the environment serves as another teacher.
- The role of the teacher- teachers mediate, review, reflect, arrange, challenge, connect, plan, proceed, ask questions to discover the prior knowledge of the child, engage in play, listen and document children's learning.
- The importance of time.
- The value of relationships and interaction of children in small groups.
- Investigations.

REST/SLEEP

TIME

6 week- 3 year olds are encouraged to bring a set of sheets to either rest or sleep on. Children under 2 years of age are encouraged to bring a sleeping bag or sleepsuit to avoid loose covers which prevents SIDS. The children are monitored throughout rest and sleep periods and sleep checks are recorded every 10 mins for children under 2 years. We have a cot room with cots that meet the current mandatory Australian Standards. The room has a split system air-conditioning unit which keep sleeping children warm in winter and cool in summer. The room is equipped with 'Arlo-Baby 1080p HD Monitoring Camera'. The educators use the 'Arlo-Baby' app which is downloaded to the iPads and sends alerts when children wake to notify educators.

As soon as your child turns 4 you no longer need to bring sheets. We encourage you to bring a pillow for the quiet period throughout the day where children are encouraged to participate in quiet rest activities which include fine motor, numeracy and literacy activities that assist your child before they start school.

GROUPS

At the centre we have three groups.

Nursery 6 weeks- 2 year old group- Babies

Galahs 2-3 year old group- Toddlers

Pelicans 3-5 year old group- Preschool Program

All group activities are recorded by educators that are emailed to parents and families via our monthly newsletter which highlights experiences, events, incursions, nature walks and links with the community which the children have participated in.

SCHOOL READINESS PROGRAM AND DAILY PROGRAM

'A preschool program' (which can also be called an early childhood education program) is a structured, play based learning program, provided by a qualified teacher on a sessional basis. It is primarily aimed at children in the year or two before they commence full-time schooling, irrespective of the type of institution that provides the program or whether the program is government funded or privately provided'. [Department of Education](#)

Our curriculum and daily programs are supported by the Early Years Learning Framework for Australia. "Belonging, Being and Becoming." The elements of the framework create a vision for the children's learning. Hilltop Kids is assessed by the National Quality Framework, where the framework aims to raise quality and drives continuous improvement and consistency in Australian education and care services. Established in 2012, the NQF applies to most long day care, family day care, preschool/kindergarten and outside schools hours care services.' The aim is to utilise basic day to day occurrences, children's interests and the ability to investigate as the means of learning. What does this mean for your child's development? It means that it puts more fun back into learning. In the year before your child commences school they will receive a 'transition to school statement' to take with them.



Here at Hilltop Kids, our Preschool program is aimed at children of the ages 3-5.

We believe that all children learn in different ways and by first understanding and knowing your child's interests and strengths, this allows our educators to plan for your child, individually and in smaller groups, and assist them when it's time to transition to school.

Children learn through play, they learn through hands on experience and they learn through interests.

After much research and having many discussions with Kindergarten teachers and local schools in the area we have a greater understanding as to what is expected before commencing school.

Self- help skills

- Dressing, undressing
- Children taking themselves to the bathroom
- Being able to identify their own belongings and further, to be able to assist others be able to assist others

Personal and Social Development

- Does your child show eagerness and curiosity as a learner and persist in tasks and seek help when having encountered a problem.

Interacting socially with others

- Does your child initiates play with one child or a group of children at a time.
- That your child takes turns and negotiates social rules throughout play and regulates emotions and that your child is able to form friendships.

Self-Control

- That your child follows and understands social rules and routines through games and learning experiences and manages transitions (going from one activity to the next).

Language and Literacy (EYLF)

- That your child listens with understanding to directions and conversations and follows through with a series of directions. When speaking, that your child speaks clearly enough to be understood without contextual clues and relates experiences with some understanding of sequences of events...

Orientation to school- towards the end of the year we are invited to participate in the kindergarten class at Bardwell Park Infants. Throughout these sessions the children become familiar with a typical morning in the kindergarten class where they begin with assembly, placing their bag in their locker, sitting with

the class for morning group and lastly following through with the organised experience.

In the month of December, your child is invited to wear their school uniform as well as bring their own lunch box to practice eating out of their lunch box in preparation for kindergarten.

All educators across NSW are encouraged to follow the National Quality Framework for Early Childhood Education and Care called the 'Early Years Learning Framework'

Belonging, Being and Becoming - The Early Years Learning Framework describes the principles, practices and outcomes that support and enhance young children's learning from birth to five years of age, as well as their transition to school.

It is expected that each early childhood service will develop their own strategy to implement the Framework. The Framework is a key component of the Australian Government's National Quality Framework for early childhood education and care. It underpins universal access to early childhood education. Belonging, Being and Becoming – The Early Years Framework is also available in 11 languages other than English.

Families looking for more information on the Framework can use the Belonging, Being and Becoming – The Early Years Learning Framework for Australia – Information for Families guide. The Families' guide is also available in 20 languages other than English.

Resources for educators

An Educators Guide to the Early Years Learning Framework assists early childhood educators to implement the framework in their service.

The Practice Based Resources for the Early Years Learning Framework support early childhood educators to use the Early Years Learning Framework in their everyday practice:

Living practice with EYLF

Connecting with Families? Bringing the Early Years Learning Framework to life in your community

SUNSMART CENTRE

We are a sun smart centre and follow, reinforce and adhere to policies and procedures. We ask that on arrival each day please apply sunscreen to your

child. If you feel that the children will not be going outside, or you are not sure if they will be going outside, please ask our educators. Please ensure your child has **a hat each day** with their **name on it**.

CENTRE POLICIES

Our centre policies are displayed in a folder which is located at the entrance of our centre (labelled 'Policies and Procedures for Educators and Families'). We ask that you take time to read through these and familiarise yourself with them. As there a number of policies, we feel that it would be best for families to take on this responsibility so they can be aware of what the centre practices and procedures are. If you would like to view any of our policies, please ask one of our educators and then can show you the specific policy you require. Centre policies are updated on a regular basis to comply with the national regulations.

We are an allergy aware centre which means we strive to provide the safest and best environment which is inclusive of all children. We have action plans, risk management plans and thirdly, communication plans completed for each child at risk.

FEES POLICY

Fees must be paid according to the Education and Care Service's payment options of:

- Internet Direct Debit- *Parent Set Up Using Childcare Easy Pay*

Fees are to be paid every Monday or Fortnightly according to your agreement with management.

Fees are required to be kept **TWO (2) weeks in advance at all times.**

Fees are payable in **advance** for every day of your child's enrolment including sick days and parent holidays. This excludes the weeks over Christmas when the Centre is closed. Our centre **does** charge for public holidays as of January 2017.

From 2 July 2018, there will be a New Child Care Package. The Child Care Rebate and Child Care Benefit will be replaced by a single Child Care Subsidy. It will be paid directly to services.

Under the new arrangements, there will be more support for more Australian families, with most lower and middle-income families eligible to receive a higher subsidy than they do now. Families earning less than \$185,710 will have no annual subsidy cap on the amount of child care they can claim, while those earning over \$185,710 and under \$350,000 will benefit from an increase in the current cap of \$7,613 to \$10,000 per child, per year.

The level of Child Care Subsidy that family's may be entitled to will depend on the family's combined income, the activity level of both parents, or the sole parent in a sole parent family, and the type of child care the family uses. The Package will also include a safety net to ensure that children in Australia's most vulnerable families and communities have the opportunity to access quality early learning and child care.

Families should start thinking about how the changes will affect them. More information about what families need to do will be made available from April 2018.

A "bond"- "security deposit" of \$200.00 is required upon enrolment to secure your child's position. This is a non-refundable amount even if your child **does not** commence care. If your child does begin care here at Hilltop Kids, the "bond" is only refunded when your child transitions to Primary School. Not Prior.

A Registration fee of \$100.00 is required when lodging an enrolment application form. This is a non-refundable amount even if your child **does not** commence care.

OVERDUE FEES

Any parent who is one week or more in arrears will receive a **FRIENDLY FEE REMINDER**. Parents can make an appointment to speak with the Approved Provider/Nominated Supervisor to reach an agreement regarding payments. **Continuing fees in arrears will jeopardise the child's place in the Centre**. A fee of **\$5.00 per week** will apply to all **overdue fees**.

We hope that this information is helpful to you. If you feel there is any information that should be added to this parent information sheet, please complete a 'Suggestion and Positive Feedback' forms

We welcome you to Hilltop Kids!