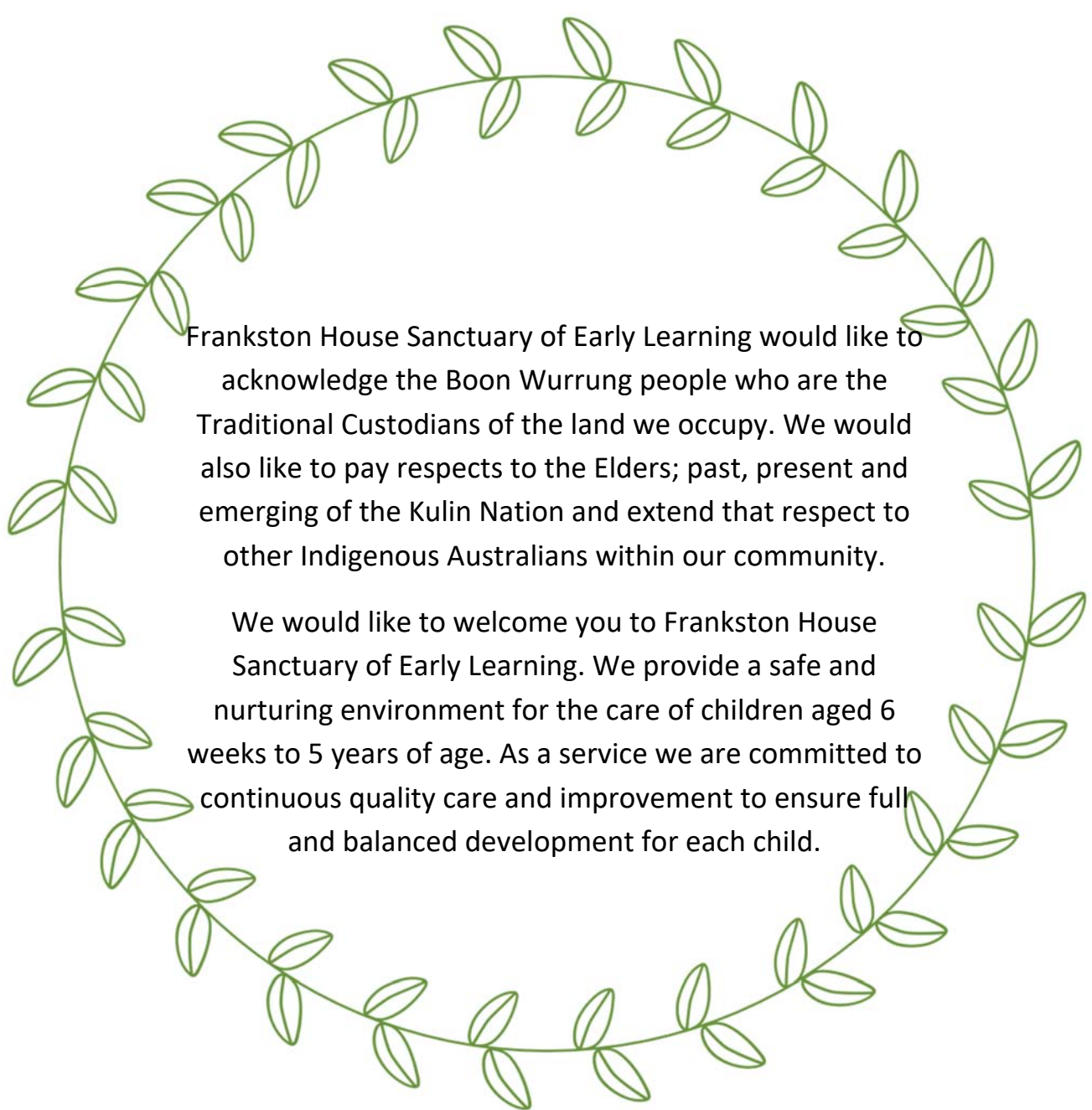




Frankston House

Sanctuary of Early Learning

Parent Handbook



Frankston House Sanctuary of Early Learning would like to acknowledge the Boon Wurrung people who are the Traditional Custodians of the land we occupy. We would also like to pay respects to the Elders; past, present and emerging of the Kulin Nation and extend that respect to other Indigenous Australians within our community.

We would like to welcome you to Frankston House Sanctuary of Early Learning. We provide a safe and nurturing environment for the care of children aged 6 weeks to 5 years of age. As a service we are committed to continuous quality care and improvement to ensure full and balanced development for each child.



Our Philosophy

We are committed to provide a vibrant and flexible environment that supports learning and responds to the interests and abilities of each child.

Our program includes sustainability principles, and a health and wellbeing focus.

A strong belief that children are connected to the wider community and environment. We provide a balance of indoor and outdoor experiences within our own natural landscape and through our Bush Kinder program.

Our play based program provides opportunities for children to grow, discover, create and imagine. We acknowledge children as capable, competent and co-contributors who actively participate in their own learning.

Our inclusive program recognises the individual learning styles of all children, and value families for their unique contributions to our centre.

Our intention is to support children to be kind, respectful and confident contributors to their community and the world.

We are committed to provide a warm, nurturing environment that recognises childhood as a very special and important time.

Centre Information

<i>Address:</i>	1-3 Vera Street, Frankston, 3199
<i>Phone Number:</i>	03 9783 1117
<i>Email:</i>	info@frankstonhouse.com.au
<i>Website:</i>	frankstonhouse.com.au
<i>Opening Hours:</i>	6:30am – 6:30pm
<i>Closed:</i> Christmas period	Weekends, Public holidays and Christmas period
<i>Ownership:</i>	Privately owned family business
<i>Director:</i>	Samantha Dinsdale (Nominated Supervisor)

Frankston House is registered with the Department of Education and Training and Australian Children's Education and Care Quality Authority.

The following information about our service has been developed based on our centres beliefs, policies and procedures.

Note: Whilst the word 'Parent' has been used throughout this document, it also refers to any guardian of the child.

Policies

Frankston House's Policy and Procedure Manual is located in the centre hallway.

All policies and procedures are reviewed annually (at a minimum) with input from staff and families. Please feel free to read and look through at your convenience. Any in regards to the policies and procedures, please don't hesitate to speak with management.

Extended information regarding subjects contained in this handbook can be found in detail in our Policy and Procedure Manual.

Fees

Note: The following information is a quick guide for new families. For more detail please see our Policy and Procedure Manual.

Payment Methods: Fees are charged and to be paid two weeks in advance. We prefer the use of the direct debit system of payment retrieval, which can be processed weekly or fortnightly. Alternatively, fees can be paid in advance in person via credit card or cash, or through your banks direct debit system.

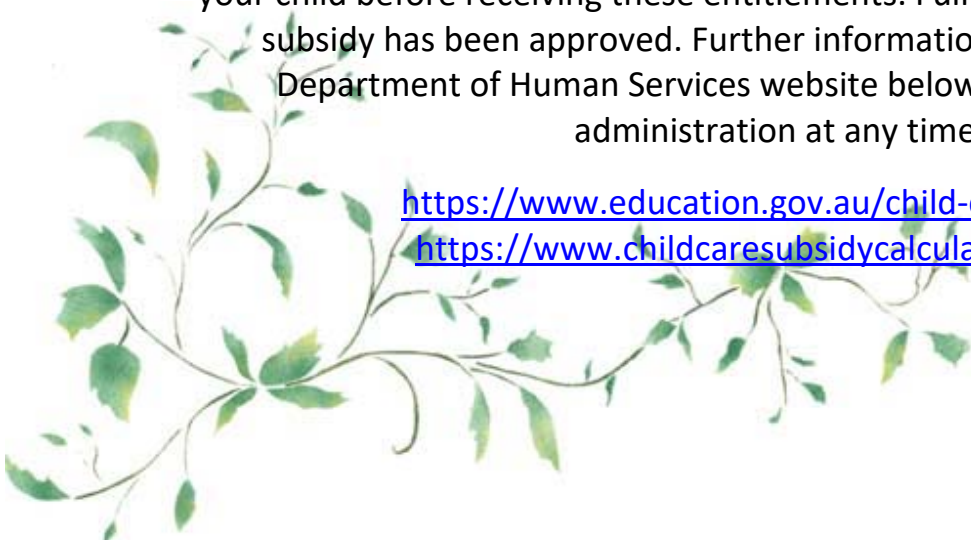
Late fees: Late payment will incur a fee of \$50 per fortnight until all fees are paid in advance by two weeks. If you are having difficulty paying your fees, please speak with management.

Attendance: Regular fees apply for absences, holidays and public holidays for which your child holds a regular booking. A reduced holiday fee will be applied for planned absences for up to four weeks per year per child. Please speak with administration in regards to any of these matters.

Child Care Subsidy: Frankston House is registered for the Child Care Subsidy (CCS). Upon enrolment staff will gather your details to process these entitlements. You may need to contact the family assistance office to register your child before receiving these entitlements. Full fees are payable until the subsidy has been approved. Further information can be found at the Department of Human Services website below or by speaking with administration at any time.

<https://www.education.gov.au/child-care-subsidy>

<https://www.childcaresubsidycalculator.com.au>



Enrolment

Administration

All new families are required to complete documentation prior to commencement of their child's booking.

This includes:

- Completion of enrolment forms and agreements
- Copies of child's immunisation statement
- Payment of a \$200 bond which will be used to secure your booking and returned to you on cessation of care at our service. If you do not commence care, your bond will not be refunded.
- Any required Asthma/Allergy forms along with risk minimisation plans.

Orientation Process

At Frankston house we recommend all families participate in a pre-enrolment orientation process. This involves visits where the parent/s remain onsite whilst the child spends time in their new room. You will not be charged a booking fee during these visits.

This process may take anywhere from only a couple of visits to several, depending on each child's individual needs. The number of orientation visits required will be guided by the educators in your child's new room as they are all highly experienced in this process and endeavour to make the transition into our service as comfortable and smooth as possible for all involved.

Waitlist

If you are waiting on extra or varied days of care and they are currently unavailable, you will be placed on our waitlist, which is ordered by date of submission. You will be contacted if these positions become available. Existing clients do hold preference over unplaced clients.

Enrolments will be accepted providing:

- The maximum daily attendance does not exceed the approved number of places of the service.
- Child-educator ratios are maintained across the service.
- A vacancy is available

Where limited vacancies are available, we may prioritise enrolling a child who is at risk of serious abuse or neglect, or who is a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

Within these categories we may also prioritise children in:

- Aboriginal and Torres Strait Islander families
- families with a disabled person
- families on low incomes
- families from a non-English speaking background
- socially isolated families
- single parent families.



What to bring?

Frankston House provides all meals, nappies and sunscreen.

Please provide the following in your child's bag when attending Frankston House as appropriate to your child's age group/development.

-Multiple changes of weather appropriate clothing (including underwear and socks because accidents do happen!)

- Extra shoes/gumboots and jackets according to the season

-Any security toy/comforter/pacifier your child may require to settle

-Drink bottle

-Bottles and formula (to be handed directly to educators in room)

Please make sure all items are clearly labelled with your child's name, as although our educators take great care of all possessions, children at different stages of development are encouraged to take responsibility for their own belongings, and items can easily be misplaced whilst in care, causing distress to children and families.

Inclusion

At Frankston House we value the individual differences in children's development, interests, physical and emotional requirements. We accept that each child is an individual and strive to provide an environment, which will foster their development and potential, enhancing confidence and building trusting relationships with others. We endeavour to provide a program, which truly reflects the lives of the families and communities of the children in our care. We provide a no biased environment and respect the rights of all families attending our service. We encourage the children to be accepting of other people's differences, beliefs and opinions. Where needed, we will seek the advice and co-operation of inclusion support services to guide our practice to ensure that all children are included in our program and that any specific needs can be catered for to continue each child's learning within our environment.

Educators and Staff

All employees at Frankston House are appropriately qualified as per Government Regulations.

Educators at the service hold the following qualifications or equivalent:

Bachelor of Education (Early Childhood) or Diploma in Early Childhood Education and Care or Certificate III in Early Childhood Education and Care

Regular training is provided by Frankston House to ensure all Educators knowledge and qualifications are current and in line with government guidelines.

Training is held annually on the following subjects for all staff:

- Level 2 First Aid
 - Anaphylaxis
 - Asthma
- Child Protection
- Manual Handling

Various conferences/seminars and training sessions are attended throughout the year on topics such as Child Safety, Inclusion Support, Child Development, Planning and Documentation, Nutrition and Food handling, Team Building and Leadership.

Details of the Nominated Supervisor, Responsible Persons, Educational Leader and Health and Safety Officer can be found on display in our foyer.

All educators and families have the opportunity to contribute to the development of centre Policies/Procedures and the Centre Philosophy.

At Frankston House we believe that the educators who have contact with your child on a daily basis are the most important key to you and your child having an enjoyable, safe and nurturing experience. Therefore we hold high expectations of all our staff and welcome any feedback you may have in regards to your experience with us.

We acknowledge the diversity and skills of individual staff members and capitalise on their strengths, assisting us to develop strong relationships with families and children throughout their important early years.

Educational Program

Children only experience childhood once in their lifetime and it is vital in setting the foundation for all they learn and experience throughout the rest of their lives. At Frankston House Sanctuary of Early Learning we ensure that this occurs in a beautifully natural, stimulating environment, where all children are able to gently unfold, to be who they are to become.

Our Centre Philosophy reflects these values and beliefs by providing excellent quality, best practice education and care for children aged 6 weeks through to 5 years.

At Frankston House we provide a play based reflective curriculum following the ACQECA National Quality Frameworks as our guide. More information on the Framework can be found at www.acecqa.gov.au.

Educators create learning opportunities by challenging and extending the children's current learning and development. Documentation of children's current interests and implemented learning opportunities are displayed in your child's room and we encourage all parents to contribute any feedback on these programs either face to face or via StoryPark. Daily reflections are available for each room via StoryPark. We strive to enable your child to become a curious, independent and caring individual, gently guiding them as they problem solve, create and unfold into confident learners and communicators.

Educators are allocated time each week for programming and reflection.



Our Kindergarten

Our 4-year-old Early Learning Program adopts an approach whereby the children are offered learning experiences which are facilitated by highly experienced educators, to stimulate their inquiry to explore further; questioning the impossible and to love learning.

A big part of this early process prior to school entry is the development of independence, resilience, self-regulation, self-esteem and confidence. This occurs in wonderful, natural, highly effective ways where the children take responsibility for themselves, their environment and with each other (with support and guidance from the educators).

The children play with water, care for the chickens and the kitchen garden, wear bare feet when suitable, sing, dance, create, construct, read, imagine and learn about language and numbers in interesting play based/inquiry based ways, where the learning is hidden in the fun! There is laughter sharing and respect for each other which supports a stress less environment for learning.



Incursions, Visitors and Excursions

Throughout the year we have various additions to our curriculum.

Movement and Music sessions are provided weekly with Lucy from Bouncy Beats, and during a weekly Yoga session held by a Hey Dee Ho professional.

A Language program is implemented for our older rooms.

Weekly Bush curriculum for all ages allows for learning outside the service

Multiple Visits from various animal programs are provided throughout the year.

We also have an assortment of live music and drama acts which get the children involved and visitors from the community such as the dentist, CFA and living safely with dogs which assist to provide a rich curriculum for the children.

(Occasionally these events may be at a small charge to your account, which you will be informed of prior to the event)

The children may have the opportunity to attend excursions regularly throughout the year and all parents are invited to attend if they would like to do so. These excursions are extremely well organized with the children's welfare at our highest priority, allowing for a great day out without any need for parental concern.

Our excursions include but are not limited to our bush programs.

For more information please see our Calendar of events located in the Parent Information Area in the foyer.



Parent Communication

We have various means of communication in practice at Frankston House.

Face to Face communication is important to us during the days your child attends, providing plenty of information about your child to educators in the mornings and to families at collection times.

Phones are positioned in all rooms, allowing you to speak directly with the educators in your child's room at any time.

Emails and StoryPark are our most up to date method of communication. Statements are delivered via email. Access to StoryPark will allow parents to view developmental documentation, programs, photos, comment and give feedback.

A Parent Information Area is located in the foyer and displays a range of information about the service, the community and upcoming events. We also offer a range of information sheets, brochures, guides and parenting magazines in our foyer for your perusal.

Newsletters are published quarterly. In line with our environmental sustainability beliefs, they are distributed via email. They contain information regarding our curriculum, up-coming events, policy changes, fundraising and general centre events.

Parent Teacher Interviews are offered at parents request, providing opportunity for a face to face update on their observations, expand on areas of improvement and give feedback on readiness for school.

Parent Involvement

Frankston House has an open door to all parents, offering them the opportunity to observe, contribute or interact with the daily activities and curriculum at any time their child is in attendance.

If you have any skills/interests you feel would be of benefit to the curriculum please speak with the educators in your room as we value parent/community involvement as an important part of the children's wellbeing, connection to their world and sense of identity.

Drop off and Collection of Children

Please allow appropriate time for these transitions as we encourage valuable communication with educators to ensure a comfortable handover of your child, including time for any information to be relayed as to your child's night/morning/day.

Also allocate time as the car park can become busy during peak times. We want all families to have a safe and effective transition, therefore ask each parent to respect all other families also using the service and their right to a smooth transition also.

In Accordance with Government Regulation, all parents must sign and complete attendance record when dropping children off and collecting children at the end of the day at Frankston House correctly. We use an electronic system for this via tablets at various kiosks throughout the service.

Authorised persons on the enrolment forms only are to complete child drop off and collection.

Family Grouping

From **6:30am- 8am** all children are to be dropped off in the family grouping room. Breakfast will be served during this time if required and various activities are offered. Please allow adequate time for your child to enjoy their breakfast if you wish for them to have breakfast in the morning.

Frankston House is registered for care from 6:30am, therefore we are unable to accept children before this time.

From **5:30pm – 6:30pm**, the centre will group back together for activities and a snack. All children can be collected from here once signed out using the Kiosk.

Frankston House is registered for care until 6:30pm and children must be collected before this time.

Please inform educators in your child's room of approximate pick up time expected each day. If you are going to be later than the time you communicated, please contact the centre to inform educators.

Late fees apply to after 6:30pm collection of children at \$20 per 10 mins, with a minimum of \$20.

Behaviour Guidance

Educators role model appropriate behaviour and create an environment that assists in preventing inappropriate behaviour.

We encourage all children to consider others and be respectful of the rights of others.

Educators respond calmly and rationally to inappropriate behaviour, getting down to the child's level and giving clear, age appropriate explanations as to why their behaviour is unacceptable.

We consistently re-enforce positive behaviour, encourage children to problem solve, and endeavour to build trusting relationships amongst all educators and peers.

All educators are aware of children's behaviour and endeavour to pre-empt any behaviour which may be negative or anti-social.

Parents are advised if another child injures their child and steps being taken to avoid reoccurrence, considering confidentiality in regards to the other child/family.

Parents are advised if their child displays physical or verbal behaviour that is distressing or harmful to another child, parent or staff, and strategies to deter this behaviour are discussed.

Nutrition and Food

Frankston House provides nutritious meals daily to all children. Our fulltime cook creates a child (and parent) friendly 4-week rotational menu, which is adapted to suit the seasons.

Breakfast is provided between 6:30am and 8am during Family Grouping and will include choices such as cereals, toasts, fruits and yogurts.

A wide variety of fresh fruit/crackers/sandwiches/toast is available every day for morning tea, along with milk.

All lunches are prepared onsite and consist of two courses. Please see menu attached for list of meals options provided.

Afternoon tea is provided and may be a healthy home baked good or savoury snack prepared onsite.

A small snack of fresh and dried fruit/crackers/cheese will be provided during evening family grouping.

Any Feedback in regards to our menu is greatly appreciated and any recipes or ideas you may have will be happily received.

Where possible, we use produce which the children have collected from the service garden, and also the fresh eggs they collect from the centres chickens are taken home to further engage in cooking experiences. We encourage the children to be involved in this process and also offer various cooking experiences within their curriculum.

Only Formula/Breast milk for your baby needs to be supplied if required.

Allergies and Food Preferences

We cater for all food allergies and food preferences/aversions, with a wide variety of alternatives to the meal/snacks will as close to resemble the choice being provided to all the children's where possible.

Children's Health and Safety

Note: The following information is a quick guide for new families. More detail can be sourced in our Policy and Procedure Manual

Child Protection: Frankston House provide all Educators with child protection training, to ensure all staff are aware of signs and procedures in relation to this matter. At Frankston House, we believe that all children should know that they have the right to feel safe at all times and all children's safety is paramount.

Asthma/Anaphylaxis/Allergies: If your child has Asthma, Anaphylaxis or a diagnosed allergy which requires medication, the correct action plan will be required from your practitioner/specialist for display at the service. This also applies to Children diagnosed with Diabetes or Epilepsy.

Please inform staff of any updates to your child's medical management plan during their enrolment in our care. An Asthma/Diabetes/Anaphylaxis Risk Management Plan will be devised by educators in conjunction with parents as required.

Any medications required should be supplied by the parent/s to be kept on the premise.

Medication and Accidents: If your child requires medication throughout the day, please fill in the allocated form and hand any medications/creams etc directly to the educators. If the need for medication arises during your child's attendance, parents will be contacted for permission before administration. Upon enrolment you will be asked to authorize whether you agree that in the event that contacts and authorised emergency contacts are un-contactable, management will administer Panadol if deemed necessary for your child's best interest.

This is for an emergency situation, where the child has a temperature and we are unable to reach emergency contacts. When your child has had a high temperature, it is within our centre policies that they will be excluded from care until 24 hours after their last recorded temperature to ensure the health and safety of themselves, educators and other children.

In the event that your child incurs an injury/illness whilst in care, the correct forms will be completed with relevant information for parent to view and sign on collection of your child. Parents will be contacted as soon as possible via telephone.

Seasonal Safety: Sunsmart practices are in place at Frankston house. All children are provided with sunscreen, unless an alternative brand is required by families, and will be applied 20 minutes before outdoor play between September and April. The daily UV rating is checked on the Sunsmart website each morning by staff.

A Hat charge of \$15 will be charged to each child's fees at the beginning of the year or on commencement. The hat will be kept at Frankston House so your child always has adequate sun protection whilst in care, and can be taken home by families on cessation of care or at the end of the year.

Please dress your child in weather appropriate clothing. Thongs, singlets, and sleeveless tops are not acceptable as they are a safety concern and not best sun smart practice. A coat and beanie will be required during colder weather.

Head lice: If your child has contracted or appears to have contracted, head lice you will be asked to collect your child as soon as possible to avoid other children in care from also contracting head lice. Your child will be able to return to care the day after they have been treated for the head lice.

Security: Please be aware that the security code for the front door is to be accessed only by persons over the age of 18 registered with us on your child's

enrolment forms permitted to drop off/collect your child. For the security of all children in our care, please respect this requirement.

Hygiene: We value excellent hygiene of all staff and children at Frankston house greatly and follow well-established and frequently reviewed policies and procedures to ensure good practice and health for all involved.

Emergency and Fire: Emergency evacuations are practiced regularly at Frankston house with the entire service. If you are on premises during an evacuation or drill, please stay with the educators in your child's room and proceed as directed by staff until all persons are accounted for on conclusion of evacuation/drill.

Conflicts, Complaints and Advice

If parents have any problem associated with the service, or wishes to seek advice on any matter, please speak to the qualified educator involved with your child, or management. All matters will be discussed in confidence and addressed promptly. Formal Grievances should be initiated in writing and addressed to the manager. We respect your right to a positive experience here at Frankston House and complaints will not be handled with discrimination. Positive communication amongst educators, staff and families is paramount to being able to provide your children with the best care possible.

Privacy

All Educators and staff at Frankston House are obligated to follow the National Privacy Principles, as per the Privacy Act 1998. Information collated about families on enrolment and throughout their time at Frankston House is necessary to satisfy legal obligations and in no way will be disclosed unlawfully with others without permission.

Useful Websites

The Department of Education and Training: www.education.vic.gov.au

The Department of Human Services: www.dhs.vic.gov.au

Australian Children's Education & Care Quality Authority:
www.acecqa.gov.au

Family Assistance and Medicare: www.mygov.vic.au

SIDS and KIDS safe sleeping: www.sidsandkids.org

Kidsafe Australia: www.kidsafevic.com.au

Maternal Child Health Nurse Victoria: www.mchnv.com

Beyond Blue - mental health assistance: www.beyondblue.org.com.au

Better Health Channel: www.betterhealth.vic.gov.au

FKA children's services – Multicultural Resources: fka.com.au

