

DAISY LEARNING CENTRE

PARENTS' HANDBOOK 2019

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Hours 7.30am-6.00pm

Daisy Learning Centre operates:

Monday to Friday

From 7.30 am – 6.00 pm

Contents Page:

Centre information	1
Contents Page	2
Welcome Our Mission Statement ...	3
Our Philosophy and Vision	4
Quality Assurance	5
Our Educational Programme	5
Children Learn What They Live	6
Daily Routine	6-7
Staff	8
Fees, Bonds, Statements Methods of Payment	9
Late Payment of Fees	9
Late Collection Fees	9
Child Care Benefit	10
Absences	10
Withdrawal from Care	11
Making Good-byes Easier	11
We Provide	12
What to bring	12
Sun Protection	12
Toys and Treasures from Home	12
Birthdays	13
Information to Remember	13-14
Exclusions from Care Infectious Diseases	14
Immunisation	14
Medication	14-15
Emergency Paracetamol Procedure	15
Smoke free Environment	15
Parent Library	16
Parent Involvement	16
Confidentiality	16
Emergency Evacuation Procedures ...	16-17
Parking	17
Child Protection	17
Concern/Complaints	17
Medical Condition Policy	18-25
Anaphalaxis and Children with Allergies Policy	26-32

Dear Parents,

Welcome

to Daisy Learning Centre.

We are a privately owned centre operated by Daisy Children Services Pty Ltd and the Company

Directors are Susan Shan and Roger Hu

Our aim is to provide an exceptionally high quality early childhood education and care for each and every child placed into our early childcare service.

Daisy Learning Centre is a 36 place centre for children aged between 2 to 5 years of age. The Centre is licensed by Community Services and rated "Exceeding" centre by ACECCQA in all 7 NQS areas and 40 standards.

We do our utmost to develop each child's potential at their own pace during this most important part of their early childhood years. Our high qualified and experienced educators aim to provide a warm, secure and welcoming environment full of interesting learning experiences, and discoveries based on the children's backgrounds, interests, strengths and needs.

Searching for and starting childcare can be a frustrating and challenging experience for parents, but you should know that these feelings and anxieties are normal. Here at Daisy Learning Centre you will feel free to express and discuss your child's progress and any other concerns you may have.

We are devoted to improving continually the high quality education and care we offer to children so if you have any suggestions please feel free to share them with us. Your comments/feedback will create a positive change for the environment of those we care for, the children.

We thank you for selecting our service for your early childhood needs.

Our Mission

MISSION STATEMENT

Daisy Learning Centre is dedicated to meeting the needs and expectations of all families by providing quality education and care in a warm, safe, supportive and stimulating environment which will enable all children to reach their optimum potential. Our teaching reflects current early childhood theories and philosophies, and each child is fostered in a safe, caring and facilitating manner and parents and community are an integral part of the programme.

Our Philosophy

At Daisy Learning Centre we believe in providing a safe, stimulating, caring and natural environment for children by nurturing each child's sense of belonging, being and becoming.

We believe that each child is a unique individual and that all children possess rights and responsibilities. We believe all children have the ability to build up their own sense of agency, independence and confidence throughout educators and children's positive interaction, activities and routines.

We recognise that to enhance children's early childhood learning potential, play is integral to the way in which children learn and we support this through our inclusive programs and ongoing reflective practice.

We respect the diversity of families and communities, and their aspiration for children. We promote greater understanding of Aboriginal and Torres Strait Islander and continually building our local community knowledge and develop learning community.

Our curriculum decisions are made by children, parents, educators and respond to children's, families' and local communities' lives. Daily programs and routines are based on each child's current knowledge, interests, cultural background and abilities together with families' contribution and educators' intentional planning & teaching.

We support and encourage open and consistent communication and partnership with parents and sharing of knowledge and skills, to support them in their primary role as caregivers and providing effective continuity of care between home, the community and our centre for each child, and building a bridge for developing the children's holistic wellbeing.

We will work together, educators , children and parents, to ensure sustainable practice is embedded in our practice and the centre's equipment, materials and hygiene practices are met and maintained, for the health, safety, and well being of all who attend and visit the centre.

Daisy Learning Centre will provide educators who are welcoming and understanding. They will also be experienced and qualified to tend to the needs of the centre, children and their families, as well as the community, to provide high quality care in accordance with the EYLF 2010 through their ongoing professional training and reflective practices.

We aim to provide fresh, healthy and nutritious meals and snacks that meet the dietary requirements and also reflect diverse backgrounds of our families, while ensuring safe food handling and hygiene practices are met.

Our Vision

Daisy Learning Centre will:

- Provide a safe, loving, happy and nurturing environment for children and their families.**
- Be respectful and responsive to the needs of children, families, staff and communities.**
- Create a learning community with involvement of all stakeholders to provide high quality early childhood education and care for the best interest of children.**

Quality Assurance

Daisy Learning Centre has been involved in the National Quality Standards Rating System and the Early Years Learning Framework (EYLF). We continually review our practices and policies and look to improve the service we provide to children and families. Our participation in the NQS Rating System is to ensure that the service practices are always at a very high standard.

Our Educational Program

At Daisy Learning Centre our programmes reflect:

- Early Years Learning Framework (EYLF), and Reggio Emilia's Project approach to support each child's achieve their individual goals.
- Learning environment and experiences that are based on children's different backgrounds, interests, strength and needs;
- reflect on families' and local community's expectation.
- Opportunities for large groups, small groups and individual experiences.
- Opportunities for structured and spontaneous experiences.
- Shared decision making by children, families and educators.
- A balance of indoor and outdoor, quiet and active experiences.
- School readiness program for 3-5 year olds.
- A safe, secure, caring, positive and supportive environment that children, families and educators enjoy to be in.

Our educational program will support each child to achieve their learning outcomes:

Children will have a strong sense of identity

Children will be connected with and contribute to his or her world

Children will have a strong sense of wellbeing

Children will be a confident and involved learner.

Children are effective communicators.

Portfolio books are kept for each child to record their development progress. It will include photographs, learning stories, records of the child's work and learning assessments.

Children Learn What They Live

A child who lives with criticism learns to condemn.

A child who lives with hostility learns to fight.

A child who lives with ridicule learns to be shy.

A child who lives with shame learns to feel guilty.

A child who lives with tolerance learns to be patient.

A child who lives with encouragement learns confidence.

A child who lives with praise learns to appreciate.

A child who lives with fairness learns justice.

A child who lives with security learns to have faith.

A child who lives with approval learns self-worth.

A child who lives with acceptance and friendship learns to find love in the world.

Daily Routine

Welcome to our day

7.30 am

- Families begin to arrive and share information with staff (this continues throughout the day depending on each family's agreed hours).
- Children are encouraged to wash their hands on arrival.
- Indoor free choice activities are available for the children.

8.00 am

- Wash hands for progressive breakfast
- Fruit, variety of breakfast e.g. toast, muffins, pikelets, cereals, oats etc and milk provided by the centre.

9.00am

- Children transition to outdoor play if weather permits.
- Apply sunscreen 20 Minutes before going outside.
- Flexibility enables children to choose, to continue, to return to activities or be part of planned experiences.

10.30 am Indoor play experiences

11.45 am

- Children are encouraged to tidy up.
- Planned transition group times with children.

12.00 pm

Lunch

- Wash hands for lunch. Serve their own food, scrape their own plates and pour their own drinks
- Centre provides a healthy lunch for children, and water. At times children may eat lunch in the outdoor area of the centre as a picnic.

12.30 pm

- Sleep/quiet time.
- Quiet activities available for non-sleepers.
- School readiness or ELLA program.

2.30 pm

- Children wake up.
- Shoes and socks on/Quiet activities provided

2.45 pm

- **Afternoon Tea**
- **Wash hands for afternoon tea.**
- **Fruit, vegetable, fresh cooked afternoon tea and milk etc provided by the centre.**

3.00 pm – 5.30 pm

- **Indoor/outdoor, free play, planned experiences. (weather permitting)**
- **Information exchange between educators and families regarding the child's day as families commence to depart.**

5.35pm

Snack

- **Transition group**
- **Wash hands for snack and water provided by the centre.**

6.00 pm

Centre closes.

Parents get a snapshot of what their child/children have been doing during the day by viewing our daily diaries on the wall with photos in the slide show on the computer in each room. Also we share children's daily diaries and photos on the Wechat apps on the Mobile phone.

During winter our indoor play times for mornings rotates with outdoor play time. The children have indoor play first before going outside at about 10.30 am.

***Nappies are changed and the toilet used on a needs basis not just at routine times.**

Company Structure

Company Directors - Daisy Children Services P/L Susan Shan and Roger Hu

Daisy Learning Centre Staff

**Susan Shan- (Bachelor of Teaching)- Company Director/Centre Director/Educational Leader/
(Fluent in Mandarin)**

Gina Kang- Bachelor of Education/Nominated Supervisor/3-5 room Educator (Fluent in Korean)

Marwa – Diploma of Children Services. Child Protection, Anaphylaxis and Asthma training.

**Justine Tao- Diploma of Children’s Services/Daily Responsible Person (Fluent in Mandarin &
Cantonese)**

**Jacinta Freitas - (Cert III trained) Studying Diploma in Early Childhood Education (Fluent in
Portuguese) Daily Responsible Person.**

Lina Lawrence (Cert III) (Fluent in Indonesian) Studying Diploma in Early Childhood Education.

Part time staff:

**Georgette Youssef - (Cert III Children Services) (Fluent in Lebanese) Studying Diploma in Early
Childhood Education**

**Jamilur Rahman - (Qualified Chef/Cook)/Food Safety and Menu and Nutrition trained. (Fluent in
Hindu & Bengali)**

Mara Ferreira – Bachelor of Education

Financial bookkeepers:

David Hanna - Payroll / Admin

All Complaints should be directed to Susan Shan on 9718 9119 or 0468931284.

The Contact details for ACECQA- the Regulatory Authority is 1800 181 088

**All full time staff on duty at any time will hold a current First Aid/Emergency Asthma and
Anaphalaxis certificate and receive constant updates on health and safety issues.**

Fees, Bond and Statements

Current Fees

- 2-3 years of age \$ 110.00 per day. Bumble Bees Room
- 3-5 years of age \$ 110.00 per day. Frogs Room

The centre operates 50 weeks of the year (closed for two weeks at the end of December and early January)

An enrolment bond equivalent to two weeks' full fees is held by the centre and only refundable if full settlement of all fees is made within 10 days of the child/children leaving the centre.

A statement will be issued every Tuesday (or Wednesday, especially if Monday is public holiday). Statements show charges for attendance, support payment from Centrelink CCS and gap fees which parents need to pay, only for the previous week, as our computer is linked with the government's computer, and we can only see what support payments have been made the following week. As fees are payable in advance, negative balances will show that an account is out of order.

Method of Payment

Fees may be paid by cash, cheque, money order, internet banking and deposit book .

Cash payments must be written in our cash payment book in the Frog Room and then money placed in the fees box. Cheques can also be placed in the fees box. Any cheques dishonoured will incur the extra costs which are passed to us.

If paying by internet banking, please have your child's given name (the name used in the Centre) first in the reference. Our accounts are kept in the children's given names. Please pay to Daisy Children Services P/L BSB: 032-062 Account: 280630

Late Payment of Fees

The Centre Director has the authority to re-evaluate a child's enrolment position in the Centre if fees continue to remain unpaid after First and Final Fees Reminders and no discussion or agreement to pay has been arranged. Your child's placement may also be withdrawn where an enrolled child is absent from the Centre for two weeks or more without prior notice given.

Fees for the late collection of children

Our licence only allows for children to be in the centre from 7:30 am to 6:00 pm. Parents and guardians/authorized persons collecting the child must arrive at the centre by 5:50 pm. at the latest, and have left the premises by 6:00 pm.

If unavoidably delayed, please contact the centre and advise the staff. Please try to arrange for someone else to pick up the child. Two staff members will stay with your child until collected.

A late fee of \$20.00 for the first fifteen minutes after 6pm will be charged. After 6:15 pm, the charge will be at the rate of \$1 per minute. The fine is calculated to the time that the child exits the centre. Parents will be asked to sign a late pick up form and the fine is then debited to their fees account.

Child Care Subsidy CCS

Once you have filled and lodged your child's enrolment form with the Centre Director you can apply for the Child Care Subsidy (CCS) through mygov online.

Once your application has been received and processed by Centrelink, a letter will be forwarded to your mygov inbox.

Please note:

a) The Child Care Subsidy will only be available to families from the date when the child starts in our service. The full fee is payable by the parents to Daisy Learning Centre for any period where a Child Care Subsidy payment has not been received by the Centre, or if a child leaves the centre and does not return.

b) The parent is obliged to contact the Family Assistance Office/Centrelink if there is any change to his or her circumstances that may have a bearing on the amount of fees to be paid and their eligibility for any subsidy.

Child Care Subsidy information is confidential and is seen by the Director and bookkeeper.

Sign in/out sheets and Absences

Sign in/out sheets are legal documents and must be signed daily.

If your child is unable to attend the centre for any reason, normal fees are payable. This includes all sick days and public holidays but does not include the 2 weeks closure at Christmas.

Absences

Child Care Benefit pays for 42 days of absence (but can't be more than 8 weeks each time) for each child per financial year. Allowable absences can be taken for any reason i.e. family holiday, religious leave, school holidays etc. If your child exceeds the forty-two allowable absences, full fees will be payable for every absence thereafter. Please note that the payment of CCS is between the parent account holder and Centrelink. Our staff may be able to advise - but it is your negotiation with Centre Link that is needed.

Withdrawal from Care

Parents/guardians intending to withdraw their child must provide notice in writing:

- **During the first three months in care** - four weeks' notice in writing is required for the withdrawal of a child from care within the first three months of starting.
- **The end of the calendar year** - four week's notice in writing is also required for the early withdrawal of a child after 20th November, as the filling of places becomes extremely difficult at this time.
- **Other times** At times other than those shown above, two weeks' notice in writing of the withdrawal of a child is needed.

Please remember that fees are paid to book a place for the child. "Daisy" relies on its fees to offer the quality care it provides.

- **“Daisy”’s discretion** Our aim is not to penalize parents, and so special cases may be treated sympathetically, and if vacancies can be filled by other children, then leaving costs may be reduced.

If due notice is not given, then full fees will be due to be paid for a child who leaves, until a place is filled. Please also note that CCS is not paid when a child fails to attend the Centre up to the notified leaving date.

Making Good-byes Easier

Starting childcare can be a difficult time for you and your child, especially if this is the first time your child has been separated from you. Here are some strategies to try and help make the transition easier.

- Try and make orientation visits to the centre together before your child actually starts in our service.**
- Practice leaving your child with a staff member for short periods of time so that he/she can get used to being away from you.**
- Create a good-bye ritual. Be calm, consistent, positive and show confidence in your child. Reassure him or her that you'll be back - and explain how long it will be until you return using concepts your child will understand (such as after lunch) because your child can't yet understand time. Give him or her your full attention when you say good-bye.**
- Remember your child does understand the effect his or her behaviour has on you. If you run back into the room after you have said your good-bye because your child is crying, then stay with your child longer or cancel your plans completely, your child will continue to use this strategy to avoid separation and this phase of behaviour may last longer.**
- Follow through on promises. It's important to make sure that you return when you have promised to return. This is the only way your child will develop the confidence that he or she can make it through this time.**
- Try and avoid sneaking off when they aren't looking but say goodbye and tell them you will return.**
- As hard as it is to leave your child while he/she is screaming and crying for you, please have confidence that our educators can handle it.**

You are welcome to ring the Centre to check how things are going. Most children have settled down and started playing after 10-20 minutes...and then the worst experience is over.

We Provide

- Cancer Council SPF 30+ broad spectrum water resistant sunscreen.**
- Protective clothing for painting, water play etc.**
- Breakfast starts from 8:00am. Served with a choice of milk or water.**
- Lunch at 12.00 noon. This is a nutritious well balanced meal served with water.**
- Afternoon tea at 3:00pm served with milk/water.**
- A snack at 5.30pm served with fruits/ vegetables and water.**
- Water is freely available indoor and outdoor throughout the day.**
- Meals are 4 weeks planned and prepared by a qualified cook to meet at least 50% of your child's daily nutritional requirements. Daisy Learning Centre has a nut free policy; please be assured that all our meals and food products will be nut free**
- The centre caters for children with other food allergies and religions needs.**

What to Bring

- One hat (if possible wide brimmed or legionaire) if not purchasing Daisy's hat.
- One sheet set and blanket (if possible cot set size).
- One extra set of both summer and winter clothing (please include more if your child is toilet training).
- Two pairs of underpants (please include more if your child is toilet training).
- 4 Nappies for the whole day (if required).
- A reasonable locker size bag for all their belongings. No plastic bags are allowed.

Please send your child in suitable play clothes so they may play and explore freely and not worry about getting good clothes dirty. Ensure their clothing and footwear is easy enough for them to perform simple tasks on their own, such as elastic waistband for easy toileting and velcro shoes to place on and off independently. Thongs and clogs are not acceptable. Please label all clothing.

Sun Protection

At Daisy Learning Child Care Centre we practice safe fun in and out of the sun procedures. We ask that parents dress their children in clothing that gives them maximum protection from the sun. A loose fitting cotton T-shirt which covers the shoulders and the back of the neck is recommended. We also recommend that you apply SPF 30+ broad spectrum water resistant sunscreen to your child when arriving at the centre. More will be applied throughout the day as needed.

Toys & Treasures from Home

We recognise the enthusiasm your child has for some toys and how they wish to show them to their friends but we would appreciate it if toys were NOT brought from home. Your child's "treasures" can be lost or broken, causing unnecessary distress. They can bring a soft toy for rest time which is kept in their locker until needed.

Daisy Learning Centre is a war toy free zone, including action heroes e.g. Batman and Spiderman etc as they teach:

- War and violence amongst children
- Children to show aggression to one another.
- That war and violent activities are fun.

The Centre and Staff do not accept responsibility for any broken, lost or damaged toys which are brought from home to the centre.

Birthdays

This is a very special day for your child. Birthday cakes are provided by the centre at a cost of \$6.00 per child that day, or close to that day if your child is not attending on the actual day. Please feel free to join us for afternoon tea on this day, to make it a really special day for your child.

Information to Remember

Sign in and out on arrival and departure. Parents/guardians or authorised persons need to complete the child care attendance record by noting the time the child has arrived or left and then initialling their name next to it. It is extremely important that you follow this procedure as in the event of an emergency such as a fire the attendance book is used to determine which children are in our care.

Please close the doors and gates when entering and leaving the centre. Ensure that the safety gates have been closed properly, for the safety of all the children.

Please always park on Tennyson or Shelley Street legally. Please do not park on our driveway, nor block any residents' driveways.

Please do not drop your child before 7.30 am and ensure you arrive before 6.00pm to pick them up. If you are late to pick up your child a late fee will be charged. Parents are responsible for informing the centre if they are unable to arrange collection of their child by 6.00pm. If there has been no contact we will attempt to call the parents, if we are unable to get through we will then phone the emergency contacts listed on the child's enrolment form to arrange collection of the child. It is important that you follow through with the centre's hours of operation as our licence and insurance policy only apply during 7.30am to 6.00pm. Any caring for children outside the normal times may result in a breach of the Child Care Regulations.

Children can only be released back into the care of parents, guardians or authorised persons. An authorised person is someone who has been approved in writing by the parent whose name will appear on the enrolment form as an emergency contact.

It is the parent's responsibility to inform staff of changes to the collection of their child. This is done by noting the change in the messages column on the attendance sheet.

A collection authority form will be filled out on every occasion another person beside the authorised person collects the child. In the event of an emergency verbal permission can be given over the phone by the parent, but only for those emergency contacts listed on the enrolment form.

Please note any person approved to collect your child must be over the age of 18 and must be able to show proof of identification. As our main responsibility of care is to the children, we will be unable to allow any person, including parents, under the influence of alcohol or illegal drugs to collect children.

The parent must provide to the centre the name, contact number and addresses of two responsible emergency contacts in the case of an emergency or illness that can collect the child. If a situation was to arise where a child has not been collected by 6.00pm and the emergency contacts cannot be reached the Department of Community Services or the police will be notified. On the authorisation of the Department of Community Services the child may be released into the care of the police.

It is important that the centre has current information so that you can be contacted in an emergency or if your child is ill. Please notify us immediately of any changes to your home address, telephone number, employment address, employment phone number, emergency contact numbers on the enrolment form, doctors telephone numbers, any allergies and current information about changes in family arrangements/court orders or any changes that may affect a child's behaviour. Please speak to centre staff that will be happy to help you.

In the event a child is to be absent from care, parents are asked to notify the centre as soon as possible. Please inform the centre if your child is ill with an infectious disease to allow staff to keep an eye out for other children with similar symptoms.

Exclusions from Care

Exclusions due to illness: for the health and safety reasons of other children, a child will not be able to attend the centre during the period of time in which:

_ the child has a disease or condition which is contagious during social contact

_ following the advice of a medical practitioner not to attend the centre

_ if the director requests the sick child not to attend the centre as the child requires care that the centre educators cannot implement.

- _ where a child needs to be administered paracetamol for a temperature greater than 38 degrees.
- _ if the child has been unwell earlier before arriving to the centre.
- _ during the first 48 hours commencing antibiotics.
- _ if a child has been hospitalised in the last 48 hours.

Please note that if a child has been ill with a contagious disease or unspecified rash, parents will need to provide a doctor's certificate stating details of the illness and that they are no longer contagious and fit to return to centre.

Immunisation/Birth Certificate

Upon enrolment to the centre we will require proof and the provision of an up to date ACIR History Statement of your child's immunisation according to their age. In the event a child has not been immunised and a condition that is usually prevented by immunisation occurs, that child may be excluded from care as this is a Department of Health requirement. A copy of the child's birth certificate is also required.

Medication

- All medication must be handed to a staff member. **NO MEDICATIONS MUST BE LEFT IN YOUR CHILD/CHILDREN'S BAG.**
 - Only prescribed medication will be given, as directed by the child's doctor, in writing or as set out on the original bottle label which will define clearly the child's name, times to be given and the length of time to be given.
 - If your child is on long term medication we must have a letter from the doctor treating your child. These instructions must state the name of the medication, dosage, and when and how it is to be administered. This letter must be renewed every 3 months.
 - If your child has any allergies then a medical plan must be made available to the centre and educators from the treating doctor.
 - Please note that staff will only administer medication with the correct written authority from doctors. Staff will strictly follow instructions written by the treating doctor and therefore staff will not be liable for any allergic reaction or injury encountered to the child as a result of the medication. Please ensure the information placed on the medical plan or permission form is clear and accurate. Staff will not be held responsible for incorrect information written by the parent.

Emergency Paracetamol Procedures

Emergency paracetamol procedures are in place in the event of an extreme emergency.

Parents need to indicate on the enrolment form if they wish to give authorisation for their child to receive this procedure.

If you indicate "YES" for the emergency paracetamol procedure then centre staff will, if a child has a temperature of 38 degrees Celsius or greater

- _ remove and limit clothing.
- _ encourage the child to have a drink of water and keep the child calm.
- _ constantly check the child's temperature.
- _ Parent/emergency contacts will be notified and asked to collect the child.

If the temperature rises to 38 degrees Celsius, staff will contact the parent to inform them of the situation and will then administer ONE dose of paracetamol according to the manufacturer's instructions.

- _ The child is to be collected by the parents or authorised person/s.
- _ If the child remains to have a temperature of 38 degrees Celsius or above during the next hour and the child has not been collected, staff will call an ambulance if the child's temperature does not decrease.

Once a child has received a dosage of paracetamol staff will document the time and the dosage amount given and inform the parent or emergency contact. The parent or emergency contact must sign the Medication Administered Form upon arrival.

If you indicate "NO" for the emergency paracetamol procedure then centre staff will, if a child has a temperature of 38 degrees Celsius:

- _ remove and limit clothing.
- _ encourage the child to have a drink of water and keep the child calm.
- _ constantly check the child's temperature.
- _ Parent/emergency contacts will be notified and asked to collect the child.

If the temperature rises to 39 degrees Celsius:

- _ The ambulance will be notified immediately. All ambulance and medical costs incurred are the responsibility of the parents.

Smoke Free Environment

Daisy Learning Centre is a smoke free environment. It is against the Department of Community Services regulations to smoke on centre premises. This includes all areas from the street. Please extinguish all cigarettes before entering centre premises.

Parent Library

We have a variety of books for children and resources on topics relevant to early childhood and parenting such as toileting, sleeping, discipline and other parenting issues. These books are available for loan to parents who become members of our library.

All books and resources borrowed must be signed out, and in on return. Books and other items are also for sale from recognized book clubs so that parents are able to buy quality books, puzzles etc for their children.

These items are available for you to view outside the Frog room.

Parent Involvement

At the centre we acknowledge the importance of parent involvement in all our programmes. There are many ways in which you can become involved and how much is up to you. We realise your time is limited. However, if you would like to visit the centre to help out or just spend some quality time with your child our "open door" policy welcomes you anytime.

We welcome your involvement in:

- _ Teaching the children and staff a song in your home language.
- _ Reading to the children a story in your first language.
- _ Cooking a traditional meal for the children.
- _ Giving the cook a favourite recipe.
- _ Assisting in excursions and centre events.
- _ Bringing in recycle or natural resources for craft supplies.
- _ Sharing an interest or occupation.
- _ Sharing a craft activity.
- _ Providing ideas/ input for program planning.
- _ Reading children's learning documentation and giving feedback.

- _ Telling us about your child's interests, strength and needs e.g. (pets, siblings, outings etc)
- _ Reviewing our centre's policies

Please talk to educators, let us know your views and give us your feedback either informally or through parent surveys.

Confidentiality

Daisy Learning Centre staff will treat all matters and concerns which parents may have with the utmost confidentiality at all times. All details contained in children's records will remain confidential. Any concerns that parents feel that they wish to discuss about confidentiality can be directed to the Centre Director.

Emergency Evacuation Procedures

Emergency evacuation procedures are displayed in each room exits and in the Office Foyer. At regular intervals (each month) the children will practice emergency evacuation procedures. Children will have practice on different days and alternate times of the day. A lock down procedure will also be practiced twice per year.

In the event of an emergency evacuation:

- _ Evacuate the centre/premises according to displayed map procedures
- _ Mark the daily roll to make sure all children that were signed into the centre are present
- _ Ring parents/emergency contacts to notify them of the emergency.
- _ Keep children calm and safe till the appropriate emergency departments arrive.

Parking

The children's safety is our primary consideration.

Our driveway can become congested at times and should not be used for parking so please park outside the centre along the public road and always be considerate of our neighbours and **DO NOT PARK IN OR ACROSS THEIR DRIVEWAYS.**

Families walk across our driveway outside so please be aware when you are reversing and check to make sure the way is clear.

Please hold your child's hand when walking across the driveway. Their safety is in your hands.

Child Protection

As our main duty of care is for the safety, well being and education of the children. All educators who are recognized under the Education and Care National Regulations 2011 as Mandatory Reporters have a duty under the law to bring to the attention of the Department of Community Services any suspicion of child abuse, neglect, etc. At the centre all educators are trained in Child Protection and understand their duty of care to all the children in their care.

Concerns/Complaints

Where a parent has any concerns or complaints this needs to be discussed with the Director, Susan Shan, the Centre Director, on 97189119 or 0468 931 284 or Nominated Supervisor Gina Kang. If you are still not satisfied you can ring the Department of Community Services or ACECQA (Australian Children's Education and Care Quality Authority).