

**Forbes**



**Children's  
Centre**  
for Early Childhood  
Development and Parenting



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# Welcome to Forbes Children's Centre

## Information Booklet for Preschool and Long Day Care

Updated January 2017

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## Welcome from the Staff Team!

We warmly welcome your family to our Centre and look forward to a rewarding, ongoing relationship with you and your child/ren. Our staff team consists of professionals with varied qualifications and backgrounds who have a passion for supporting under school-aged children and their families. We hope you find this booklet helpful in providing information about the long day care and preschool programs at our Centre. Further information about enrolling at the Centre can be found in the 'Enrolment Checklist for Parents' included in this pack.

Forbes Children's Centre provides a caring, inclusive and welcoming environment where children can engage in their learning and families can access a range of services to support their parenting needs.

### Location

80 Thomas Street, South Plympton, South Australia 5038 - Adjacent to Forbes Primary School.

**Telephone:** (08) 8293 9000

**Mobile:** 0408 644 797

**Fax:** (08) 8351 0470

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### History of the Forbes Children's Centre

Children's Centres for Early Childhood Development and Parenting are a South Australian Government initiative that support children's development, health, learning and wellbeing. The initiative promotes integrated early childhood programs and family services in which professional agencies, service providers, families and the local community work together to provide high quality programs for children and family support services.

Forbes Children's Centre was opened by the Honourable Jay Weatherill, Minister for Early Childhood Development, on the 1st December 2010 as part of the initiative and offers programs and services for children and families in partnership with the Department of Education and Child Development, Inner Southern Community Health; Child Youth and Women's Health Service; Disability SA; SA Health; Families SA, community groups and other organisations and agencies identified through discussions with the local families and community.

Our Centre is an architecturally designed purpose built facility on the grounds of the Forbes Primary School. Harcourt Gardens Preschool (a previously established DECD Preschool) relocated to the new premises in October 2010.

The community/parent managed, not-for-profit long day care program has a waitlist for enrolments so please make enquiries as soon as possible. There is an administration fee of \$20 to have your name added to this list. (See Waiting List policy for further information). There is a priority of access for long day care and the preschool.

## Governance

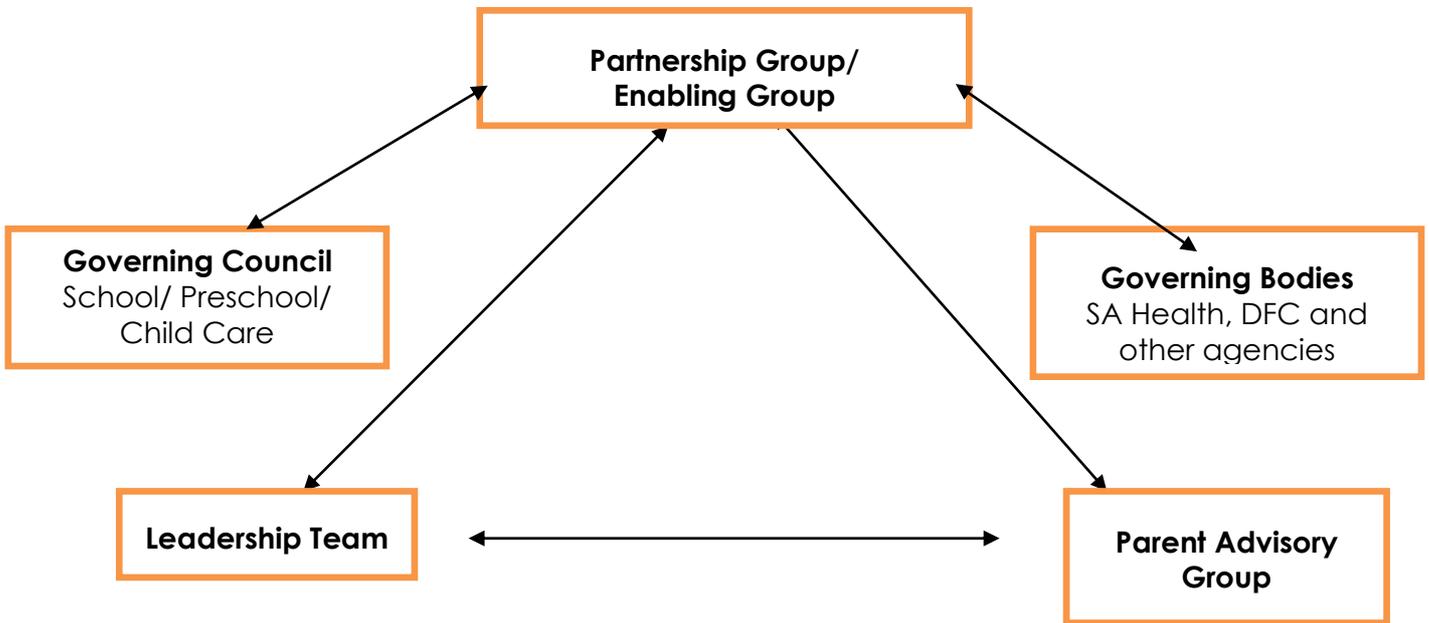
Children's Centres governance arrangements support collaborative decision making at the state, regional and local levels and promote integrated education, health and wellbeing services for young children and their families in their community.

Effective governance will contribute to

- Strong and supported children and families
- Equity & social inclusion
- Strong communities
- Closing the Gap for Aboriginal children

*Outcomes Framework for Children's Centres*

## Local Governance Arrangements



## Statement of Principles

The statement of principles outlines the values and beliefs that are important to children, families, educators, staff and management which guide everything that happens at the service.

## CHILDREN

We believe each child is unique, has great potential, is competent, capable and an active participant in the organisation of their identity, ability and sense of autonomy. We aim to:

- Advocate in the best interest of each individual child.
- Provide safe, secure and trusting relationships through primary caregiving that fosters wellbeing and active involvement in the learning environment.
- Support the health of every child and their family through the provision of services, programs and educational opportunities.

## FAMILIES

We believe in a partnership approach where families are considered every child's first educator and the diversity of each family including culture, family structure, lifestyle, language, beliefs and kinship systems is valued. We aim to:

- Engage in a partnership by listening to, supporting and learning from families in order to acknowledge and build upon their strengths, competencies and abilities in their role to nurture children.
- Create opportunities for family involvement and participation in the Centre.
- Maintain confidentiality and respect the right of the family to privacy.

## COMMUNITY

We believe in building community capacity to enhance health and wellbeing outcomes for children and families. We aim to:

- Gain knowledge about our community using varied data collection methods in order to provide relevant access or pathways to a wide range of high quality services, programs, events and experiences that support families in their parenting journey.
- Build relationships with and between families to develop a sense of belonging and connectedness to the Centre and community.
- Facilitate opportunities for parents and families to share their strengths, skills and talents within the Centre and community.
- Create partnerships with families and community, empowering them to engage with decision making processes within the Centre.
- Be an active community service and information hub for families by promoting, networking or partnering with other agencies and services within the community.
- Provide an environment in the Centre that reflects and respects our community.

## COLLEAGUES

We believe in collaborative partnerships with colleagues to generate a Centre culture of continual reflection and renewal of high quality practices in care, learning, health, community and social services. We aim to:

- Share knowledge, build on strengths, be solution orientated and reflective in our everyday practices.
- Provide opportunities for professional development that foster shared understandings and continuous development of best practices.
- Be open and honest in our communication and have regular opportunities to be involved in shared decision making.
- Work collaboratively in order to provide holistic seamless services for families and children from birth to eight years of age.

## CURRICULUM

We believe curriculum development is a continually evolving reflective process based on current research and the voices of children and families in our community. We aim to:

- Acknowledge the quality of relationships between children and educators as fundamental to the quality of the learning environment.
- Provide a play based curriculum and honour play as both a process and context for learning.
- Provide opportunities for each individual child to develop holistically through intentional teaching and spontaneous learning experiences.
- Use contemporary theorists and a Reggio Philosophy to shape our understanding, practices and curriculum.
- Develop shared planning and assessment practices that engage families in their child's learning journey.
- Provide a curriculum that is inclusive and believe in all children's ability to succeed.

## National Quality Framework

In 2009 the Council of Australian Government (COAG) agreed on a partnership to establish a National Quality Framework for Early Childhood Education and Care.

As a site we have developed a quality improvement plan (QIP) in consultation with the staff and families to drive reflective practice and continuous improvement across the site. This covers all 7 National Quality Standards including:

1. Educational Program and Practice
2. Children's Health and Safety
3. Physical Environment
4. Staffing Arrangements
5. Relationships with Children
6. Collaborative Partnerships with Families and Communities
7. Leaderships and Service Management

### Forbes Children's Centre- Quality Improvement Plan

#### Literacy, Numeracy and STEM Outcomes

Quality Area 5

#### DECD Partnership

Continuing to contribute to our local partnership group to develop a common curriculum around Literacy, Numeracy and STEM.

#### Children's Wellbeing

Quality Area 1

#### Play Spaces

Working with Robyn Dolby to implement Play Spaces, a method used to aid families and children at arrival and collection times.

#### Staff Wellbeing

Quality Area 4

#### Training to Support Staff Psychological Health

Working with the DECD Employee Assistance Program to strengthen staff wellbeing to ensure staff retention and better support the complex needs of families and children that attend our Centre.

#### Community Services

Quality Area 4

#### Inclusion of Families when Planning Community Programs

Responding to feedback in our annual survey by reaching out to families for ideas regarding new community groups and programs. Building on events from 2017 by offering more once-off events addressing the needs and concerns of our families.

### Our Regulatory Authority is:

Education and Early Childhood Services Registration and Standards Board of South Australia

**Website:** [www.decd.sa.gov/childrenservices/](http://www.decd.sa.gov/childrenservices/)  
**Email:** [nationalqualityframework@sa.gov.au](mailto:nationalqualityframework@sa.gov.au)  
**Phone:** 1800 882 413 (toll free)

The regulatory authority's primary responsibility is to:

- Administer the National Quality Framework
- Assess approved education and care services against the National Quality Standard and National Regulations, and to determine the ratings of those services
- Retrieve and investigate complaints
- Support and promote continuous improvement in education and care services, in collaboration with ACECQA
- Undertake information collection, reviewing and reporting

With the National Quality Framework we are required to have a nominated supervisor on all times during the day. This person is in charge of the day to day operations of the service. You will see a photo on the administration counter displaying who is the nominated supervisor for the day.

The National Quality Framework also stipulates the Centre has an Educational Leader. Educational Leaders of the site are experienced educators who are pivotal in leading the development of strong pedagogical beliefs and a curriculum that is reflective, spontaneous, child initiated and teacher initiated. At Forbes Children's Centre our Educational Leaders are:

- Roslyn Usher
- Nat Lewandowski
- Kim Cook
- Erina Hamilton
- Cara Annetts
- Liz Olman
- Carly Barwick

## Services

### Long Day Care

Long day care is available Monday to Friday for children from birth until the child begins school. Children are able to attend either half or full day sessions. Whilst we develop and maintain relationships between children and staff in age specific rooms, we also aim to provide many opportunities for children to interact with older and younger children. The long day care and preschool educator's team work closely to ensure continuity where children access both programs.

There are three rooms: The Nest (0-2 ½ years), The Reeds (2 ½ -4 years) and The River (4 years -school age). We offer an integrated childcare and preschool program.

### Hours of operation

The long day care program operates between 7:00am and 6:00pm. Parents are required to arrive at least 10 minutes prior to pick up to allow staff to share information about their child's day. All children and parents need to leave the Centre no later than 6.00pm in the evening as this is when the Centre's licence for Long Day Care finishes.

Available sessions are below:

<b>Preschool:</b>	<b>Monday and Tuesday</b>	<b>8:00am – 4:00pm</b>
	<b>Thursday and Friday</b>	<b>8:00am – 4:00pm</b>
<b>Long Day Care:</b>	<b>Monday to Friday - Full day</b>	<b>7:00am – 6:00pm</b>
	<b>- Morning (Nest only)</b>	<b>7:00am – 12:15pm</b>
	<b>- Afternoon (Nest only)</b>	<b>12:45pm – 6:00pm</b>

## Preschool

A DECD funded preschool program operates at our Centre that is staffed by registered teachers. As a DECD funded preschool we also have access to additional support services and training to ensure the highest quality of early childhood education for your child.

### Single intake of Preschool from 2013

Since 2013, all South Australian DECD kindergartens are required to implement a single intake. If your child's fourth birthday is on or before 30<sup>th</sup> April, they are eligible to start preschool at the beginning of that year. If your child's birthday is on or after the 1<sup>st</sup> May, they are eligible to start preschool the following year. Children who identify with an Aboriginal culture are able to attend 4 sessions of preschool from the time they turn three.

## Orientation

Your child is unique and special in their own way. We understand that each child will respond differently to being in a new place. It is important that you visit our Centre to spend some time meeting the staff and playing with your child before their first day. This induction time will allow you and your child to become familiar with their new surroundings and discuss your child's unique qualities.

We ask that all children have two visits at the Centre before starting their sessions. There is no charge for visits.

## Fees

Forbes Children's Centre is not-for-profit. Fees are charged in order to cover the running costs of the long day care program and support the operation of the preschool program. This means that all money received is used to provide the best care and education for all children.

Fees are set by the parent management group (Governing Council) and are reviewed regularly to ensure the Centre operates with a high quality rating under National Quality Standards and remains viable.

**The Centre is closed on public holidays and there are four Preschool closure days per year. Public Holidays are charged at 75% of the total fee for Long Day Care sessions and 100% of the fee for Preschool sessions. Preschool closure days and sick leave are charged at the full fee. We are also closed for two (2) weeks at the end of the year. No charges apply to the two week closure.**

Families enrolling in the long day care program are encouraged to apply for financial support from the Commonwealth Government in the form of Child Care Benefit (CCB). Families need to contact the Family Assistance Office (FAO) on 136 150, to discuss their individual entitlements and CCB assessment. The FAO will determine the CCB percentage and eligible hours applicable to each family. This will be determined by the family's annual gross income.

Please provide a copy of your notice of assessment letter (CCB) to us at enrolment.

## Payment of Accounts

Fees for child care will be payable from the first day of care. Accounts will be issued weekly. We accept phone payments by credit care, cheque, cash or EFTPOS.

Accounts are required to be paid weekly, unless arrangements are made in consultation with the Director, Assistant Director or Administration.

## Child Care Bond

A Child Care Bond is charged to families when their child/ren begins care at the Centre. The bond consists of two (2) weeks payment in advance. The full bond is required before commencement of care. The bond may be used to pay for the final two weeks of care when notice of cancellation is received in writing. Failure to provide two (2) weeks notice of cancellation of care will forfeit the bond refund.

The bond assists in the financial management of the Centre to allow bills to be generated one (1) week in arrears. It assists to minimise costs associated with outstanding accounts when families leave the Centre.

As a bond is not required for Preschool, when children cease Child Care and are only accessing Preschool sessions the bond will be refunded. The Bond will be credited towards your account.

## Outstanding accounts- Plan of Action

If families are having difficulty paying their account they can meet with the Director or Assistant Director to discuss an alternative plan of action.

All accounts are issued on Tuesdays each week via email or parent pockets and are due for payment by Friday of the same week.

## One Week Overdue

An authorised staff member will place an overdue sticker on the account asking for payment.

## Two Weeks Overdue

An authorised staff member will attach a formal letter to the account or phone warning that if payment is not received during the current week Child Care will be cancelled for the following week. Families will be expected to meet with the Director, Assistant Director or Administration to negotiate and document a plan for payment.

## Debt Collection

If no payment is made or there is no attempt to negotiate a payment plan with an authorised staff member, the outstanding debt will be placed in the hands of the Debt Collectors Division. Debt Collection charges will be added to the fee which you will be liable for. The Centre will retain and file formal correspondence.

## Allowable Absences

Each child has 42 days where Child Care Benefit is paid if the child does not attend child care. These days cover sick leave and holidays. Each child receives new entitlements at the beginning of the financial year.

If your child is sick, please ensure that you obtain a medical certificate from your GP and give this to us to ensure that you still receive your CCB. Once you exceed 42 days of absence, your CCB and CCR is no longer paid and you will need to pay the full fee for Child Care sessions.

Public holidays count as allowable absences.

## Centre Closure

The Centre will be closed for a 2 week period at Christmas time. These dates will be advised when available. No charges will occur during this time or the loss of allowable absences

## Cancellation of Care

A minimum of **14 days written notice**, or payment in lieu of, is required when cancelling your care. Full fees will be charged if your child does not attend in the last two weeks. Please note Child Care Benefit is not available for these two weeks if the child does not attend.

## Late /early fee

**A fee of \$15.00 per 15 minutes or part thereof will be charged for each child dropped off early or collected late.** Late fees also apply to half day sessions for all bookings (childcare and preschool). These fees are put in place to cover the cost of staff working overtime.

## Long Day Care Fees:

### Nest

\$64 per half day (morning or afternoon session)

\$98 per full day (full day session)

### Reeds/River

\$95 per full day (full day session)

## Preschool Fees

Children who are eligible for preschool are able to attend 2 full days of preschool sessions (three hours and 45 minutes per session). For children who are accessing a full day (8:00 – 4:00pm) or lunch care (11:45-12:15) this is classified as a Child Care session and this is put through the childcare benefit system as per our fee policy. We ask all new families accessing the Preschool to contact the Family Assistance Office and have your Child Care Rebate (CCR) sent to the Centre. Should you choose not to get the CCR payments sent to the Centre you will only be entitled to morning or afternoon sessions.

**Preschool Full Day (8:00am – 4:00pm)** \$11.75

**Absences, public holidays and Preschool closure days are charged at 100% rate due to fees being based on sessions per term.**

## Emergency Contact

Emergency contact names must be included on the child's enrolment form (local contacts are preferable). Parents/guardians will be given a new enrolment form annually to update this information. A notification of changes form can be accessed from the parent information hub. If your child is not collected by 6:00pm, educators will call the listed emergency contacts. Failing this, Crisis Care will be contacted.

## Custody and Access & Absence of a Court Order

Where a Court Order has been issued regarding custody and access to a child, this must be sighted and noted by the Director at the time of enrolment or issue (if it occurs later). Staff will be informed of all Court Orders and a copy will be stored on-site confidentially.

If a Court Order has not been obtained and family circumstances are such that one parent/guardian requests that another does not collect or have contact with their child, the Centre will inform the parent/guardian that their request is not legal and the Centre has no legal right to withhold the child from parent/guardian(s) without a Court Order.

## Nutrition

The Centre aims to develop positive eating habits and provide a wide variety of nutritious, safe and culturally appropriate foods to meet children's daily requirements while in care.

The Australian Dietary Guidelines with its recommended daily intake suggestion forms the basis of the menu plan. Our Centre displays a monthly menu designed for children who attend long day care which provides up to 50% of a child's daily nutrition needs.

**Children should not bring food from home** unless special arrangements have been made with the team leader of the room prior. This is to ensure that the nutritional guidelines and policy are adhered too. It also ensures that all children with allergies and cultural preferences are supported. Should your child have food allergies or due to cultural or religious reasons cannot have certain foods, you will be required to fill in a health care plan or special diet form. Please ask the director for this.

### Health and sickness policy

The Centre does not have the facilities or the staff to care for sick children; therefore children who are unwell or have infections or contagious illnesses cannot be catered for. We ask that you do not bring your sick child into the Centre during the infectious and contagious period. The Centre's staff team is responsible for advocating for the wellbeing of all children. If your child requires medical treatment or an ambulance, you are liable for any expenses incurred in the treatment of your child. Please be aware that if your child's immunisations are not up to date, your Child Care Benefit (CCB) will cease.

#### Immunisation Schedule

Age	Disease immunised against
<b>Birth</b>	Hepatitis B
<b>2 months</b>	Diphtheria Tetanus Pertussis Polio Hib Hepatitis B Pneumococcal Rotavirus
<b>4 months</b>	Diphtheria Tetanus Pertussis Polio Hib Hepatitis B Pneumococcal Rotavirus
<b>6 months</b>	Diphtheria Tetanus Pertussis Polio Hib Hepatitis B (or at 12 months) Pneumococcal Rotavirus
<b>12 months</b>	Measles Mumps Rubella Hib Hepatitis B (or at 6 months) Meningococcal C )

<b>18 months</b>	Varicella Pneumococcal
<b>4 years</b>	Diphtheria Tetanus Pertussis Polio Measles Mumps Rubella

### Medication policy

If your child has a medical condition, you are required to provide a Health Care Plan completed in consultation with your child's Doctor. If your child requires medication, please discuss the details with one of our qualified staff, as we must follow DECD policy. All medication must be supplied in its original container with the child's name and dosage appearing on the prescription medication label. All medication **MUST** be accompanied by a Medication Authority signed by a medical practitioner. Parents must also administer the first 24 hours of a prescribed medication e.g. antibiotics. Please see staff to discuss further information and refer to our Policy Folder or the DECD website.

No paracetamol will be administered by staff to manage a temperature.

If a child is unwell and is not collected within 1 hour of their parents being notified by an educator, an extra fee of \$15 per 15 minutes will be charged to cover the cost of a staff member providing 1:1 care for an unwell child.

### Curriculum

Our Centre bases its curriculum on the Early Years Learning Framework (EYLF), the most recent national curriculum for children from birth to five years of age. This curriculum document acknowledges the quality of relationships between children and educators as fundamental to the quality of learning that occurs within early childhood learning environments. When children have supportive relationships they more readily explore their learning environments and engage in experiences that support their development. Our curriculum development process also recognizes children as capable learners. Their ideas, interests and observations are of paramount importance in developing learning experiences (both planned and spontaneous). The Early Years Learning Framework supports children in developing the following outcomes:

**Outcome 1:** Children have a strong sense of identity.

**Outcome 2:** Children are connected with and contribute to their world.

**Outcome 3:** Children have a strong sense of wellbeing.

**Outcome 4:** Children are confident and involved learners.

**Outcome 5:** Children are effective communicators.

### Behaviour Guidance

Children face many challenges throughout their lives. Learning acceptable behaviours and being able to regulate their own behaviours in different social and emotional environments or when interacting with their peers or adults are two of those challenges. The staff team has sound knowledge and understanding of children's social, emotional and cognitive development and support appropriate and effective practices. Our practice reflects the commitment of staff in establishing behaviour guidance strategies, with children and families, which ensure that children are treated with respect and empathy whilst providing clear guidance and support to address underlying needs that are motivating the behaviours that require further guidance. Please ask a staff member if you wish to see the Behaviour Management Policy.

## Parent Involvement

Forbes Children's Centre encourages parents to actively participate in the care and education of their children. Sharing information about your child is very important in helping us provide responsive care and learning opportunities. Parents are very welcome to participate in a variety of ways which may include: sharing some of your special talents with the children (such as cooking, playing a musical instrument, sewing), reading books/story telling, volunteering time for working bees, or just spending time with your child in their learning environment.

You are also very welcome to join the parent management group (Governing Council). This is a great way to have some input into the governance of the care and education programs. The meetings are an important part of the Centre's operating process and includes developing policies, purchasing resources and improving and developing our learning environments. If you would like to be involved please speak to a staff member.

## Grievance procedure for parents

Children experience quality care and education when staff work in partnership with parents. We support families with diverse expectations and priorities in the care of their children and therefore communication between staff and parents is very important. A copy of our grievance procedure can be found in the Parent Information Hub.

## Transitions

Forbes Children's Centre staff members will discuss any changes to your child's care and education and especially before transitioning between rooms. In preparation for your child's move to another room in the Centre, your child will be provided with many opportunities to visit and become familiar with their new room and to form relationships and secure attachments.

Schools often offer transition programs for children when starting school. You will need to contact the school that your child will be attending for more information. Please share this information with the preschool staff as they will have discussions with your child that will support their transition. Our preschool staff also work closely with the staff at Forbes Primary School and often accompany children to support the transition from preschool to Forbes Primary School.

## Students and Volunteers

At our Centre we have volunteers and students who participate at our site to gain valuable hands on experience and training. All volunteers and students have undertaken a criminal history screening through The Department of Communities and Social Inclusion and are supervised at all times while with children. All students and volunteers wear badges so they are clearly identified at the Centre.

If you require any further information our policy folder is available in the Parent Information Hub or alternatively you can discuss this with a staff member. We look forward in sharing in the journey with you and your family.

**“Learning and teaching should not stand on opposite banks and just watch the river flow by; instead, they should embark together on a journey down the water. Through an active, reciprocal exchange, teaching can strengthen learning how to learn.”**

*Loris Malaguzzi, Founder of the Reggio-Emilia approach*