



# FUTURE SUPER STARS

Early Learning Centre

Telephone: 03 9041 1881

Email: [sunshine@futuresuperstars.com.au](mailto:sunshine@futuresuperstars.com.au)

Fees: \$109.50 a day

\$497.50 a week

## Contents:

* Welcome to the Future Super Stars family	1
✓ Our Mission	1
✓ Our Vision	1
✓ Our Philosophy	1
* Our curriculum and program	3
✓ What is play-based learning?	3
✓ Implementation of programs and routines	3
✓ Individual child journeys	4
* Fees	
✓ Methods of payment	4
✓ Late payment of fees	4
✓ Child Care Subsidy	4
✓ Child Care Subsidy and Immunisations	4
✓ My gov accounts	5
✓ Days of Absence	5
• Allowable Absences	
• Additional Absence Days	
• Holidays	
✓ Public holidays	6
✓ Late pick-up fees	6
* Enrolling your child at Future Super Stars	
✓ Orientation	6
✓ What to bring	6
✓ What to wear	7
✓ Items not to bring	7
✓ Lost property	7
* Settling In	7
✓ Comfort items	7
✓ Treasures from home	7
✓ Birthday celebrations	7
✓ Special Cultural Celebrations	7
* Parent Responsibilities	
✓ Arrival and departure	8
✓ Person to collect a child	8
* Changes to your regular days	8
* Cancellation of care	8
* Health and Safety	
✓ Emergency contact	8
✓ Child Health	9
✓ Exclusion due to illness	9
✓ 'No Jab, No Play' Legislation	9
✓ Medication	9
✓ Emergency Paracetamol	10
✓ Medical Action Plans	10
✓ Accident/Incident	10
✓ Sun Protection	10
✓ Evacuation Procedures	11
* Governance issues	
✓ Confidentiality and Privacy	11
✓ Child protection	11
✓ Exclusion Policy	11
✓ Complaints and Grievances	11



## **Welcome**

At Future Super Stars ELC (Early Learning Centre) we would like to extend a warm welcoming to you and your family, as you are thinking about joining our family.

The first five years are an integral part of every child's life, with 80% of their brain development occurring during this time, making choosing the right childcare and early learning centre an extremely important decision you as parents will have to make.

We understand that today's busy and high-demanding society puts a lot of stress on parents to give their child the best of everything, that's why we strive in creating an environment that will encourage your child to develop holistically while being supported and guided by our educators.

## **Our Mission**

Our mission is to provide a loving, nurturing environment that will help your child become a confident, independent learner who has a strong sense of self-worth, enabling them to make positive life choices.

## **Our Vision**

Our vision is to:

- \* Create an aesthetically pleasing environment that is free-flowing, calming and positive.
- \* Encourage positivity, imagination, and emotional, intellectual and physical growth.

## **Future Super Stars Childcare and Early Learning Centre Philosophy**

At Future Super Stars ELC we strive to provide a high-quality service that meets the individual needs of each child through a Reggio Emilia inspired approach.

The Reggio Emilia Approach puts the natural development of children and the close relationship they share with their environment at the forefront of this philosophy. With a program that is based in the principles of respect, responsibility and community through exploration and discovery in an environment that is supportive, enriching and based on the children's interests.

We view each child as an individual who is strong, powerful, rich in potential, and is driven by a power of wanting to grow. This drive to grow makes children curious, wanting to question and explore all that surrounds them.

For this reason, we believe it is integral to nurture and guide children through their development, while inspiring them to continue to develop their potential holistically.

We believe in supporting each child through their learning by:

- \* Acknowledging and respecting their strong sense of identity.
- \* Helping them feel safe, secure and supported in order to reach their full potential.
- \* Developing confident self-identities and resilience.
- \* Recognising and respecting their strengths, interests and abilities.
- \* Allowing them to have control over the direction of their learning and interactions with their peers.

- \* Offering them endless opportunities to express themselves.
- \* Encouraging positive practices in their play, interactions with people around them, the environment, and towards everyone's efforts in what they do.
- \* Empowering them to become deep thinkers.
- \* Celebrating diversity, cultures and our beautiful country.

We believe that working collaboratively with families towards their child's learning and development plays a pivotal role in helping their child reach their full potential.

For this reason, we believe in:

- \* Building a relationship with families that include respect, trust, communication, consultation, information sharing and understanding.
- \* Creating a homely environment by incorporating families' interests, beliefs and values.
- \* Inviting families to participate in and contribute towards their child's learning and development.

Our aim at Future Super Stars Childcare and Early Learning Centre is to create a centre where families feel welcomed and children are learning continuously in an enjoyable and enriching environment.

*'The wider the range of possibilities we offer children, the more intense will be their motivations and the richer their experiences.'*

*Loris Malaguzzi*

## Our Curriculum and Program

Our belief is that children are capable beings, and we need to nurture and guide them in developing their knowledge and skills. Thus, our curriculum and program is designed around the interests of the children attending our centre and their developmental needs. By designing our curriculum and program around the children's interests and needs we are able to encourage more learning and interest through play-based learning.

Throughout this process our educators are ensuring that the Early Years Learning Framework is still a key component of our program, and that we are achieving the outcomes set out in the Early Years Learning Framework, which are:

1. Children have a strong sense of identity.
2. Children are connected with and contribute to their world.
3. Children have a strong sense of wellbeing.
4. Children are confident and involved learners.
5. Children are effective communicators.

Our educators are continuously reviewing and reflecting upon their program, as well as what your child requires to further develop them holistically.

### **What is Play-based Learning?**

Children learn best when they are allowed to play freely and learn at their pace, optimizing their ability to learn and retain their new knowledge and skills they have gained.

Play-based learning is where children have opportunities to play various activities and games. These activities are specifically chosen according to the children's interest and their developmental requirements, and will help them gain various knowledge and skills through their play.

Even though children are given the freedom to choose the activity or game they wish to be a part of, they still have rules and routine to follow. Such as the times we eat and may nap during the day, and how to play a game or activity.

During these 'play' experiences the teachers are 'playing' with the children. This 'playing' time gives the teacher the opportunity to extend their knowledge and skills of those children they are interacting with.

The advantages of play-based learning are:

- Providing opportunities to develop and improve fine and gross motor skills (i.e. holding a pencil correctly and writing, or catching a ball)
- Providing an environment in which children can practice their social skills
- Long periods of uninterrupted play helps build children's concentration and inner motivation to take responsibility for their own learning.

### **Implementation of programs and routines**

Our educators plan a diverse range of activities and experiences that focus on the physical, emotional, social, sensory and cognitive developmental areas of each child. These activities and experiences can be both structured and spontaneous, and are run indoors and outdoors, allowing the children to experience them in different environments.

Routines may vary according to the age group.

All meal times are progressive:

	Breakfast	Morning Tea	Lunch	Afternoon Tea
0 – 3 year olds	From 6.30am	9.00am	11.00am	2.30pm
3 – 5 year olds	From 6.30am	9.00am	11.00am	2.30pm

Nap times are as follows:

0 – 1 year olds(Nursery)	As per the routine supplied by parents
1 – 5 year olds (Toddlers to Kinders)	Once a day – 12pm. - progressive If your child does not nap anymore, they can engage in room experiences with an educator.

Group (meeting) times are a time where the whole age group will get together and read books, sing songs and discuss projects. These times may vary from each age group, and will need to be checked with each room leader.

### **Individual Child Portfolio**

When your child starts at our centre, a portfolio will be created for them. This portfolio will contain their routine and other important information about your child and family, as well as a developmental checklist.

These portfolios are a way for us to show families your child's journey through play, and how they develop over time they are a part of our centre's family.

They will include observations and records of their experiences as they grow and develop.

### **Fees**

#### **Method of payment**

It is a policy of the Centre that all fees are paid via direct debit (An Debitsuccess form is included in your pack) on either a weekly or fortnightly basis.

If an unforeseen event happens and you may be having difficulty paying your fees, please contact your Centre Director to discuss the matter as soon as possible.

#### **Late payment of fees**

For every day your account is in the arrears you will be charged an additional \$2 per day. The Centre Director has the authority to terminate an enrolment where fees remain outstanding for one week and no agreement to pay is in place.

Your child's placement may also be terminated where they are absent from the Centre for two weeks without prior written notice given and fees are in arrears.

Continual or habitual lateness in payment of fees may jeopardise your child's placement at the centre.

#### **Child Care Subsidy**

The Child Care Subsidy (CCS) is financial assistance provided by the Commonwealth Government to approved child care centres, family day care schemes, registered carers, outside of school hours programs and occasional care services. This subsidy is 'means tested' and managed by the Family Assistance Office (FAO). Parents should contact Centrelink to discuss their eligibility.

The CCS is then subtracted from full fees owing to leave a gap fee which is the amount families pay to the centre for childcare.

CCS entitlement will be taken from the date the Centre is notified by Centrelink.

Full fees are charged if you do not have a current assessment.

#### **Child Care Subsidy and Child Immunisations**

To receive the CCS your child must meet the immunization requirements or have an exemption from these requirements.

To meet the requirements, your child must be fully immunized according to the 'National Immunisation Program Schedule' or be on a catch-up vaccination schedule. We require written proof (a 'History Immunisation Statement') that the child is immunized appropriately for his/her age prior to commencement.

### **My Gov accounts**

Families are required to have a mygov.au account linked to Centrelink in order for them to confirm their child's place at our service and for the service to receive CCS for their child. Until families have confirmed their enrolment through their mygov account, they will be required to pay full fee.

### **Days of Absence**

#### *Allowable Absences*

CCS is paid for up to 42 absence days for each child per financial year. Absence days are referred to as 'Initial 42 days of absence' in the family assistance law.

Please note that each child receives a new quota of 42 absence days at the beginning of July

#### *Additional Absence Days*

Once initial absence days have been used CCS will also be payable for absences taken for the following reason where supporting documentation is supplied:

- Illness
- Rostered days off
- Rotating shift work
- Temporary closure of a school
- Periods of local emergency
- Shared cared arrangements due to a court order, parenting plan or parenting order
- Exceptional circumstances

#### *Holidays*

Each family is entitled between one and four weeks (booked days) at a discounted fee for holidays per calendar year (non-accumulative).

**Please note**, eligibility for the full 4 weeks discount is determined by your enrolment date. If your enrolment date is between:

- Jan-Feb = 4-week blocks
- Mar-May = 3-week blocks
- Jun-Aug = 2-week blocks
- Sep-Nov = 1-week block

This entitlement is permissible providing that:

1. A written notice is received two weeks prior to holidays being taken.
2. That all accounts are paid up to date including the holiday period.
3. You have been attending the service for a minimum of 1 month.
4. The leave is taken in week blocks. For example, I am entitled to 3 weeks holiday discount as I enrolled my child in April. We take a full week holiday in July and then another 2 weeks holiday in December.

Notification can be arranged by completing a Holiday Request Form available from the Centre Director.



### **Public Holidays**

It is our policy that fees are payable for the days that your child is booked into our Centre. If a public holiday falls on one of the days your child is booked in, fees are still payable even though the centre is not open.

Please refer to the Childcare Handbook at <https://www.education.gov.au/child-care-provider-handbook>

### **Late pick-up fees**

We request for all our families' co-operation in dropping off and picking up their child/ren within our operating hours, and that parents arrive at least 10 minutes prior to the Centre closing to ensure you have sufficient time to collect your child's belongings and exchange any daily communication.

If at any time you have an emergency and are going to be delayed, please contact the Centre to inform them. This will allow educators to reassure your child's concerns and make plans for their own commitments.

A late fee of \$20 for the first 10 minutes and \$1 per minute thereafter will apply if your child is left at the centre after closing time.

The late fee is not subject to Child Care Subsidy and is payable on collection or will be added to your next account.

Children who are left at the Centre 30 minutes after closing time will be taken to the nearest local police station if we have not received any communication from the parents.

## **Enrolling your child at a Future Super Stars ELC Centre**

### **Orientation**

It is our policy that all new children complete 2 orientations. The first one being 1 hour and the second being 2 hours, and to be completed before your child officially starts care at our Centre.

This orientation time allows the child to be introduced to the educators and have an opportunity to feel more comfortable. It allows parents to interact with their child, to show that they are coming to a place that is safe, and to interact with your child's educator.

These orientations are free but require for a parent to stay on the premises during this time.

### **What to bring**

Please may you provide the following for your child:

- A family photo
- At least one complete set of clothes to change, more if your child is toilet training
- Drink bottle for water only
- A comfort item if your child has one

If your child is still having a bottle, please also supply the following:

- If they are on formula to either bring:
  - A single measured container with a bottle containing the correct amount of cooled, boiled water or,
  - Bottles with pre-made formula.

Please ensure all clothes, bottles and comfort items are clearly labelled with your child's name.

### **What to wear**

Please dress your child in accordance with the climate, in non-restrictive clothing that is easily removed for toileting and suitable for running, climbing, painting and playing in areas with sand and water.

We recommend comfortable safe shoes to be worn that can be easily managed by your child to encourage their independence.

### **Items not to bring**

The following items are strictly prohibited to be left in children's bags:

- Plastic bags
- Medication
- Sharp objects
- Mobile phones
- Precious items
- Items made of glass
- Food of any kind

### **Lost property**

A container with lost property is placed in each room. It would be appreciated if parents check this container regularly. The items not collected after one month will be disposed of.

### **Settling In**

Settling in may be a difficult time, both for the child and parents. A few recommendations we have to help your child settle are:

- To ensure your child has their comfort item, if they have one.
- Always say 'good-bye' to your child, this helps develop feelings of trust that you will return to collect them.
- Speaking to your child's educators if you have any concerns or apprehensions, and for suggestions to help you and your child cope with this new transition.
- To feel free to call the Centre to see how your child is settling in.

### **Comfort Items**

Comfort items are things that help your child feel more relaxed and calm such as a blanket, dummy or teddy. These items help children feel little more at ease with this new change in their life.

Please ensure all comfort items are clearly labeled with your child's name.

### **Treasures from Home**

Please refrain from bringing toys and activities from home, except for comfort items, as we do not wish for any items to be broken or lost.

### **Birthday Celebrations**

If your child has a birthday coming up and you wish for them to celebrate it a care, we request that you fill in a Birthday Cake request form and we will arrange for the cake. This is to ensure that it is safe for all the children to eat in your child's room, due to some children having allergies to certain food.

### **Special Cultural Celebrations**

We value and respect all cultural diversity and differences at Future Super Stars ELC, and would love to teach all the children about your celebrations. If there is a Cultural

Celebration coming up please could you inform our staff, and maybe tell them a bit about the Celebration too, so that we could make it part of everyone's learning and environment too.

## **Parent Responsibilities**

### **Arrival and Departure**

On arrival and departure please ensure that an Educator is aware that your child has arrived or is leaving. It is also a requirement that your child is signed in and out.

Please also check if there are any notices on the notice board for all the parents.

### **Persons to Collect a Child**

Children may only be collected from the Centre by those people who have been nominated on their 'Enrolment Form' or by prior notice by the parent directly to the Nominated Supervisor or Director. If it is the first time the person is collecting your child, we will request identification from them to confirm who they are.

Please note it is a legal requirement that educators do not release a child to people who have not been authorized to collect a child.

The person collecting a child from the centre must be over 18 years.

Parents with custody orders must provide a copy to the Director. In the case of a non-custodial parent arriving to collect a child, the Director or Nominated Supervisor will contact the police and provide a copy of the order for the police to enforce. At no time will a child be allowed to leave with a parent/guardian in contravention of a custody/court order held at the Centre. However, in the event of a non-custodial parent gaining access to a child, the Centre cannot be held liable.

## **Changes to your regular days**

When a parent wishes to change, increase or reduce your child's days at the Centre, the parent needs to give two weeks written notice.

If you are wishing to change your days or increase your days, the Director will try their best to try and give you the days you have requested, but if the room is full to capacity then your request will be delayed until such a time that the request can be made.

If you wish to decrease your days, and your child does not attend the Centre during this the two-week notice period, your fees are still payable for this period.

## **Cancellation of Care**

If you wish to cancel your child's care at any point, we require two full weeks written notice. Please note if your child does not attend the last day/s of care then you will be charged full fee. If your child is withdrawn without notice, two weeks' full fees must be paid regardless.

If fees have been paid in excess of the 2-week notice period, then the balance will be refunded.

## **Health and Safety**

### **Emergency Contact**

Parents are required to supply the Centre with at least 2 other emergency contacts including their names, contact numbers and addresses. They are only contacted in cases of emergency where the parents are not available and must be able to collect your child.

## **Child Health**

If your child becomes unwell while at the Centre, the Centre Director or their delegate will contact you and request your child be taken home as soon as possible. Parents will be contacted if the child exhibits any of the following:

- A need for medical attention
- Educators suspect the child may be contagious
- The child is not participating in the daily routine and expresses a feeling of being unwell
- The child is running a temperature of 38° or above

## **Exclusion Due to Illness**

It is not possible to prevent the spread of all infections or viruses within a Centre, however some can be prevented.

We request that parents to keep their child home if they are showing any signs of illness until they are well enough to participate in the daily routine or at the discretion of the Director. This is for the health and wellbeing of all children, educators and families within our Centre community.

A child will not be able to attend the Centre for any period of time during which:

- The child is suffering from a disease or condition which is contagious through normal social contact
- A medical practitioner has recommended the child not attend childcare
- If a child requires paracetamol four hourly
- If a child has been unwell prior to arriving at the Centre, this includes a temperature of 38° or above, vomiting or an upset stomach.
- During the first 24 hours of receiving an antibiotic
- If a child has been hospitalized in the last 48 hours

Children who have had a contagious illness or an unspecified rash must produce a doctor's certificate stating the details of the illness and they are no longer contagious and fit to return.

## **'No Jab, No Play' Legislation**

If your child is not immunized, you are no longer eligible for family assistance unless you have an approved exemption.

We also hold the right to exclude your child from the Centre if a condition usually prevented by immunization occurs within the Centre.

## **Medication**

If your child requires medication the following procedure is to be followed:

- The parent/s must inform the Director or child's educator
- The parent/s must complete 'An Administration of Medication Form' which includes the name of the medication, expiry date, time it was last administered and when to be administered next, dosage and how to administer this dosage, and to be signed by the parent
- All medication is required to be:
  - Labelled with your child's name and instructions given by your doctor
  - To be in its original bottle
- This medication is to be given to the Director or your child's educator to be stored either in the Fridge or in a safe place

Please note:

- Medication will not be administered if:
  - The form is incomplete or not signed by a parent/guardian

- If a child becomes distressed about receiving the medication, parents will be notified of this
- If it is paracetamol (Panadol) or Nurofen as these may mask more serious issues
- If it is not clearly labeled

### **Emergency Paracetamol**

It is our Centre's policy that if your child is running a temperature above 38°, then with telephonic permission from either a parent or emergency contact we may administer only 1 dose of emergency paracetamol.

Parents will still be required to collect their child as soon as possible thereafter.

### **Medical Action Plans**

Children who have been declared to have asthma or any allergies by a medical doctor are required to have an action plan completed by their doctor. This plan will outline actions to be taken if a reaction occurs and what medication to use during these reactions. The director will also create a Medical Communication Plan with the parents, which outlines what may cause reactions and ways to prevent reaction, as well as any communication that may occur between educators and parents about the child and their medication.

These medications are required to be clearly labeled and at the Centre whenever your child is in attendance or it may be left here.

If your child has asthma, the medication may only be administered every 4 hours. If they require it more than this, they should be home as they are not well enough to be at care.

If the child has an attack (asthma or allergic), parents or emergency contacts will be notified immediately.

### **Accident/Incident**

In the event that an accident or incident occurs, first aid will be administered to the child. If the accident or incident occurs above the shoulders, then parents will be notified as soon as practical about the injury.

All accident/incidents will be recorded on an Accident/Incident report form and will require parents to sign upon the collection of their child.

If at any time you seek medical attention due to an incident incurred at the Centre, please notify the Director as we are obliged to notify the Department.

### **Sun Protection**

Future Super Stars ELC is registered as Sun Smart.

We promote sun safety and request all parents to follow the sun safety protection advice given by Sun Smart. This advice requires your child to follow the following during Sun Smart times:

- Wearing a broad brimmed hat, that shades their face and neck.
- Preferable wear short sleeved tops during this time, this means no tops with straps.
- Have water resistant sunscreen with a SPF30+ applied at home, and throughout the day at care
- May bring sunglasses for outside, but must be clearly labeled with their name
- Will not be permitted to play outside if the UV ray levels are a 7 or higher.
- If UV ray levels are between 4 and 6, then the child will be taught to play in shaded areas.

## **Evacuation Procedures**

Educators practice the Centre's 'Evacuation Procedure' with the children on a regular basis.

The educators and children evacuate the service and assemble in a designated area. The daily roll is marked to ensure all children have been identified as present. The group would wait until the building is deemed safe to enter or in case of a real evacuation, educators would ring families to notify them of the emergency.

## **Governance Issues**

### **Confidentiality and Privacy**

Future Super Stars ELC respects every family's right to privacy of their personal information. Our educators are required to follow policies and procedures to ensure that all personal information, is handled sensitively, securely and in accordance with the Privacy Act 1988.

### **Child Protection**

All forms of child abuse are an act that endangers a child's physical and emotional health or development. Should an educator have reason to suspect abuse of a child they will work with the Centre Director to determine the validity of the concern. If the situation identifies that abuse may be taking place, the Director is required by law to refer the situation to the appropriate authorities.

### **Exclusion Policy**

At all times, the rights and dignity of each child is respected. Educators will endeavor to offer positive guidance to children with behavioural problems. However, Future Super Stars ELC reserves the right to refuse or withdraw a child from care, temporarily or permanently, for the following reasons:

- Non-payment of account
- Inappropriate behavior on the part of a parent or representative
- Inappropriate behavior on part of a child
- Child with contagious or communicable disease
- Child who has not been immunized
- Child who is visibly unwell or has a temperature of or exceeding 38°
- If it has been less than 24 hours since a child has been vaccinated

### **Complaints and Grievances**

If you have any concerns whatsoever regarding the Centre or the actions of educators, please do not hesitate to contact the Room Leader or Director.

All emails to [sunshine@futuresuperstars.com.au](mailto:sunshine@futuresuperstars.com.au)