

Joondalup family centre



Children's Services Information Handbook

25 Jolstra Crescent, Joondalup WA 6027

Phone: (08) 9300 3036

Email: admin@joondalupfamilycentre.com.au

Website: www.joondalupfamilycentre.com.au

ABN 92 058 339 683

Office Hours

Monday to Friday 9am – 1pm

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Government of **Western Australia**
Department for **Communities**

→ Building Strong, Vibrant Communities

Welcome

Welcome to Joondalup Family Centre Inc. We hope your time with us will be a positive and happy experience for both you and your family. This booklet contains all the relevant information you may require regarding the children's services we offer.

Our centre is a not-for-profit community-based service run by a Management Committee consisting of community members and local professionals. Meetings are held the first Wednesday of every month at 7pm and new members are very welcome. Please contact the Board Secretary at committee@joondalupfamilycentre.com.au for more information on joining the Committee.

Centre Philosophy

Our Centre Vision is "to reconnect people and build a dynamic, cohesive community that grows together." All the programs and services facilitated or supported by the Joondalup Family Centre work together to achieve this vision.

At the Joondalup Family Centre, we believe that every child is an individual and should be cared for and educated in a positive, nurturing manner. We work to support families in their parenting and encourage them to be active participants in our service.

For the Parent

We promote parental confidence through the provision of quality care and play-based educational programs. We will develop a sense of trust and partnership between parents, children, educators and administrative staff through open communication, honesty and respect. The centre will promote and develop a consistency between the centre practices and home by offering support and information on child rearing practices.

For the Child

Each child will be provided with a safe and hygienic environment that is stimulating and challenging, allowing them to explore and achieve. Our play-based educational programs assist each child to develop at their own rate enhancing their confidence, curiosity and imagination. Our programs encourage independence and strengthen each child's self-esteem, allowing them to reach their full potential both emotionally and physically.

Our programs reflect Australia's multi-cultural society, enhancing the children's awareness and respect of cultural differences and similarities.

The children will be cared for and educated by qualified staff, who are dedicated, knowledgeable and supportive of each child's individual needs.

For the Staff

Staff will work collaboratively, sharing their knowledge with one another and the community. They will be involved in decision-making and respected for their individual qualities and experience. Staff will be committed to extending their skills and abilities through ongoing professional development. Communication between management, the committee and community members will be open and positive. Management will endeavour to ensure continuity amongst the staff by being supportive and acknowledging the staff's contribution to the service.

Community

The Centre will integrate into existing support networks and take an active interest in other community groups. Programs and projects include the Supporting Parents and Carers Initiative, Intergenerational Connections Project, Community Conversations and the Joondalup Neighbourhood Garden.

Our Staff

All our educators have either a Bachelor of Education (Early Childhood), Diploma or Certificate III in Children's Services.

At all times we have at least one staff member on duty with a First Aid Certificate, Anaphylaxis Training and Emergency Asthma Training.

Our staff regularly attends in-services and workshops to keep their knowledge and skills up to date.

All staff, including casual relief staff, have a current Working with Children Check and National Police Clearance.

Centre Management staff:

Maree Jones – Program and Services Manager

Pre-Kindy staff:

Lead Educator – Sarah Sansom

Education Assistant – Angela Wingfield

Playgroup staff:

Coordinator - Tammy Lobiundo

Our Programs

Playgroup

Hours of operation:

Tuesday – Thursday 9.00am - 11.00am

Age: 6 months – 4 years old

Cost: \$10.00

Playgroup was developed as a stepping-stone from playgroup to pre-kindy and provides a variety of developmentally appropriate activities for the age group. There is a strong emphasis on parent / child interaction. Our Playgroup sessions provide an opportunity for dads, mums, grandparents and carers to meet other local families in a relaxed and playful setting.

Playgroup is for children from 6 months -4 years old, although younger siblings are welcome to attend free of charge.

Our Playgroup is planned and coordinated by a facilitator. Sessions are structured with a degree of flexibility to suit the individual needs of each child in the group. With a focus on creativity and imagination, Playgroup provides a fun-filled environment for the children to learn and explore.

What do you need to bring?

- a hat for outdoor play
- a healthy snack
- a water bottle

Parents/Carer's/guardians are asked to assist the Playgroup facilitator with cleaning up activities and the outdoor area as required. It's important that the children are involved in this too. Role modelling is a great way for children to learn. Parents are also asked to supervise their own children.

Pre-Kindy Information

Hours of operation:

Monday 9.00am – 12.00pm

Tuesday – Thursday 9.00am - 1.00pm

Age: 2.5 – 4 years old

Our pre-kindly program offers a developmental program where children are encouraged to learn through play. It is an informal setting with some structured routines i.e.: mat session, activity time, free play, music time, outside play and story time.

The program familiarises young children with the routines of a formal program in a relaxed and nurturing environment. Our curriculum is based on the Early Learning Framework. Through educational experiences children develop in all domains including physical, social, emotional and intellectual. The program assists children with their self-help skills, confidence and the transition into formal education.

Each class group has a maximum total of 20 children who must be 2.5 years old, in accordance with the licensing requirements set out by the Department of Communities – Education and Care Regulatory Unit.

We operate the same school terms as the Education Department, excluding Term 4 when we finish one week earlier.

We have designed our routine to allow time in the morning (9:00-9:25) for families to share anything that might affect their child's day e.g. they didn't sleep well, someone different is collecting them. You can also chat with us at the end of the session.

Our staff will sign your child in upon arrival, and out after pick-up at the end of the day. Staff will not allow a child to be collected from the centre by a person unless they are listed on the enrolment form.

If there are court orders regarding custody, a copy must be provided to the centre for the orders to be enforced. If a situation arises where a non-custodial parent/guardian attempts to collect a child, the Supervising Officer or Manager will contact the custodial parent and inform them as well as the police.

All staff interact with your child in a positive, equitable and respectful manner. We understand that at this age children are still learning what is appropriate behaviour and how to manage emotions. Some of the ways we help support them is

- Every child is given positive guidance directed towards acceptable behaviour with praise freely given.
- As part of the curriculum we support child to identify their emotions and ways to manage them
- Within our routine we provide opportunities for relaxation and mindfulness.
- If we have any concerns regarding your child's behaviour we will get in contact with you. Together we will develop a plan to support your child.

What do you need to bring?

Labelling clothing, bags, hats and shoes will help us identify each child's belongings easily. Below is a list of what to bring:

- **A bag for their belongings** – this is a great introduction to teaching your child how to pack their bag and zip it up.
- **A hat for outdoor play** – A wide-brimmed hat is best for sun protection.
- **Water Bottle** – our staff will fill this up throughout the day if required.
- **Sunscreen applied** – Please apply sunscreen before your child's pre-kindy session. It will be reapplied if needed during the day.
- **2 spare changes of clothes** – play can get messy
- **Morning Tea and Lunch** – please pack these separately to make meal-times easier. Again, it's a great time to teach your child how to open their containers. We promote healthy food choices as outlined in the daily recommended dietary intake for children here: <https://www.ecrh.edu.au/docs/default-source/resources/ipsp/promoting-healthy-eating-in-education-and-care-services.pdf?sfvrsn=12>
- **Pull-ups/Nappies** - If your child isn't fully trained, please provide enough pull-ups or nappies for the day.

We have T-Shirts available for purchase from the office. Short sleeve shirts are \$5.00 and long sleeve shirts are \$10.00.

Settling Your Child

Prior to starting please talk to your child about coming to Pre-Kindy. Be positive as your child may pick up any anxiety that you might have.

Our doors open at 9am. There is an arrival routine (attached) for your child to participate in to develop their independence. Teaching staff will introduce themselves and help you and your child complete the routine. We encourage parents to stay for the first 10-15 minutes of the session so you can see what the children will be doing and talking about and to settle them into an activity before saying goodbye. Once your child is settled, say goodbye. Some children may not settle at the beginning, this is a common behaviour, and nothing to be concerned about. If you are having trouble leaving your child please speak to our teaching staff. To assist with them settling, you may like to bring something comforting from home such as a favourite stuffed animal, a photo or a security blanket, etc.

Storypark

The Pre-kindy program uses a software called Storypark to communicate with you. Through this platform we:

- Send out information and reminders
- Share information on children's individual learning
- Share the curriculum
- Share the daily reflections of the children's learning after each session.

On enrolment, you will be invited to create a login and asked that you complete the **All About Me** to enable staff to plan an experience to welcome your child.

We complete a daily reflection in Storypark in which you can see the experiences offered through the session. We will also record individual and group stories of experiences your child has participated in via Storypark.

Medications

Any medication to be given to the children must be handed to staff at the commencement of the program. Medication must be in the original bottle or packet with the guidelines for administration clearly visible. An **Authorisation of Medication Form** must be completed by the parent / guardian and staff will administer the medication according to the authorisation form. Do not leave any medication in your child's bag.

Illness

If your child becomes ill or injured during a session, we will contact you, or an authorised contact, to come and collect your child. In the case of an emergency, the Supervising Officer has the authority to call an ambulance and the cost will be the responsibility of the parent / guardian.

We pride ourselves on keeping high standards of hygiene and our staff will educate the children on personal hygiene such as covering our mouth when we sneeze, catching our coughs and washing our hands.

End of the Day

At the end of the session one of the teaching staff will provide families with a quick overview of the children's day. We will then call children one by one to come out to their families.

Important Information

Clothing

Children should wear sun-smart clothing i.e. no singlets. Please provide a hat for your child to wear all year round. Hats must provide adequate protection to the face and neck such as a legionnaires hat or wide brimmed hat. It is your responsibility to ensure your child has sunscreen applied before attending the centre. Staff will re-apply it as necessary during the day.

Please provide gumboots and rain coats during winter so we can continue our outdoor learning.

Birthdays

We love to celebrate your child's special day. If you would like to send in a cake or special healthy treat, please do so. Individual items are great such as cupcakes etc and a list of the ingredients is required to assist staff with ensuring no child with an allergy is given the wrong food. Please remember the treats must be NUT FREE.

Fees

Joondalup Family Centre aims to provide quality education and care at affordable rates. Fee levels will be set by Management and the Management Committee and will be reviewed each year. Our fees will be clearly displayed on the website and in promotional material. Our full policy can be viewed on our website.

- Term Invoice will be issued prior to the commencement of the School Term.
- Fees for Pre-Kindergarten and Playgroup are to be paid within 14 days of the invoice being issued. If you are experiencing financial stress, please contact us to discuss a payment plan. EFTPOS payments can be paid during office hours on Monday to Friday 9am – 1pm.
- When making online payments, please provide the following reference: Child's surname & initial, session day.
- Credit card payments will incur fees.
- Fees will still need to be paid for children who are absent for holidays, and sickness. Parents need to notify the service of any absences.
- We have a NO REFUND POLICY. Refunds are only issued in extenuating circumstances and will be considered at the discretion of the Management Committee.

Allergy Aware

We are an “**Allergy Aware**” service and ask all parents not to bring any food into the Centre that contains nuts or nut products.

In the case of a child being enrolled who is at risk of anaphylaxis of other foods e.g. fish, we will notify families.

Parents of children who suffer severe allergies and require medication must supply a current Action Plan that **clearly** indicates child details, a current photograph of the child, and appropriate steps of action to be taken, and signed and dated by the child's Doctor. Parents are required to complete the medication authority form for any medication brought into the service. It is also the responsibility of the parents to ensure medication has not expired.

Child's Health

Please DO NOT send your child to the Joondalup Family Centre if he/she is unwell. Many illnesses are highly contagious and easily spread amongst children under 6 years of age.

We follow the Exclusion Guidelines set out by Staying Healthy (5th Edition)

<https://www.nhmrc.gov.au/sites/default/files/documents/reports/clinical%20guidelines/ch55-staying-healthy.pdf>

Joondalup Family Centre reserves the right to exclude a child from care if they are showing signs or symptoms of illness and request a Doctor's Certificate to confirm your child is free from illness. A child with a temperature of 38 degrees or above must also be excluded.

Please ensure your Emergency Contact details are kept up to date.

Photographs

Photographs form an integral part of our program development. If you do not want photos of your child taken, please advise their educator.

Parent Grievance

In order to offer the best possible care for your child and to keep communication lines open, please do not hesitate to speak with your child's educator if you have any grievances. If no

satisfaction has been reached, then please speak with the Programs and Services Manager or email manager@joondalupfamilycentre.com.au.

The Joondalup Family Centre Pre-kindy program is governed by regulations from the Department of Communities, Education and Care Regulatory Unit. Information about the regulations can be obtained as below:

Department for Communities, Education and Care Regulatory Unit
Level 1, 111 Wellington St
EAST PERTH WA, 6004
Ph: (08) 6551 8333
Website: www.communities.wa.gov.au

Venue Hire

Our centre has rooms available for hire on the weekends for Children's Parties and includes access to the kitchen facilities and playground. Access to the toy shed is also available at an additional cost. We offer excellent rates for the hire of the centre

Centre Policies

Joondalup Family Centre has a range of policies available online relating to our Children's Services programs. These are developed by staff and the Management Committee. Parents enrolled in the Pre-kindy service are consulted on any changes to policies applicable to this service. To view the full policies please visit www.joondalupfamilycentre.com.au.

Policies are reviewed and updated at least annually.

On-site Speech Therapist

We are fortunate to have Viva Speech Pathology located in our Centre. For convenience, Inge and her team can provide screening and assessments while your child is attending their Kindy session. They are also available to make appointments Monday – Friday. Up to 5 sessions can be covered by Medicare with a doctor's referral.

Speech Therapists liaise with Kindy Educators to provide child-specific speech therapy, which means that your child will be receiving any additional assistance as soon as possible for the best outcome.

Contact Us

If your child is unwell or unable to attend a session, please notify us here:

- Playgroup – playgroup@joondalupfamilycentre.com.au
- Pre-kindy – kindergarten@joondalupfamilycentre.com.au or via Storypark
- Office: admin@joondalupfamilycentre.com.au or call (08) 93003036.

General enquiries can be done in the same manner.