



# **Boondall Early Childhood Centre**

## **PARENTS INFORMATION BOOKLET**

*Updated June 2025*

## *Boondall Early Childhood Centre*

73 Zillmere Road, Boondall, 4034

Dear Parents,

We would like to welcome your family to our Centre and hope that we will share a long and happy association together during this, the most significant period in your child's life.

We are pleased that you have chosen us to be an important part of your child's growth and development, as we believe that the adults of tomorrow deserve every opportunity, we can give them today. Our wish is that we will work together in partnership with you and your child to ensure their education and wellbeing is our mutual goal.

Our aim is to extend and complement the care you give in your home by providing **professional and caring attention for your child** in an environment that is stimulating, creative, loving, supportive, challenging and most importantly, safe.

Our programs are based on the nationally implemented Early Years Learning Framework and are developmentally focused to meet the needs of each individual child and build on their interest, strengths and emerging abilities. To ensure your child enjoys his/her time at our centre and participates in activities that will enhance his/her development, the children are grouped according to age and stage of development.

Please take the time to read this booklet, as the information will help you and your child settle more quickly and easily by answering some of the questions you have. If at any time you have any questions, concerns or suggestions, please feel free to discuss them with us. Sharing of feedback and comments will help us all to better understand and plan for your child's individual needs and requirements.

Once again welcome to our centre and we sincerely hope that we will become a **home away from home** for your child.

Thank you,

Lisa Mills

Centre Director / Nominated Supervisor

## **Information for Parents / Guardians**

It is our policy when a child first receives child care at our service that parents / guardians receive certain aspects of centre information. This includes the requirements relating to activities, experiences and programs, staff members qualifications, and staff to child ratio information in accordance with the Education and Care Services National Regulations 2011 and the Education and Care Services National Law (Queensland) Act 2011.

### ***Families are encouraged to request information from your child's carers relating to the following:***

- Your child's enrolment at the service including the activities and experiences provided by the service.
- Information about the content and operation of the educational program so far as it relates to your child.
- The service philosophy about learning and child development outcomes and how it is intended the outcomes will be achieved.
- The learning outcomes relating to knowledge and skills to be developed through activities and experiences.

### ***Please note the following important information:***

- This is an approved service and is licensed under the Education and Care Services National Law (Queensland) Act 2011.
- The Approved Provider for this service is Jubarlee Enterprises Pty Ltd ATF The Longden Family Trust and Feng Holdings Pty Ltd ATF The Feng Family Trust. **Approved Provider Number: PR-00007776**
- This service complies with the Education and Care Services National Regulations 2011 and the Education and Care Services National Law (Queensland) Act 2011.
- The Nominated Supervisor for this service is Lisa Mills.
- We will ensure parents/ guardians receive information regarding the age group in which your child is to receive care – this is outlined in the rooms within the centre and the information package pertaining to each age group.
- The telephone number for the office for Early Childhood Education and Care is
- Nundah office  
PO Box 57  
NUNDAH QLD 4012  
Phone: (07) 3634 0532  
Email: [MNRNundah.ECRA@qed.qld.gov.au](mailto:MNRNundah.ECRA@qed.qld.gov.au)
- North Lakes Office  
Address: Level 3, 10 The Corso North Lakes Qld 4509  
Phone no: 07 5433 6106  
Office e-mail: [MNRNorthlakes.ECRA@qed.qld.gov.au](mailto:MNRNorthlakes.ECRA@qed.qld.gov.au)
- This service will ensure that all families receive information about the name, position and qualifications of your children's carers – this is also displayed in the front entry area under the heading "Information About staff".
- Notices about current staff are displayed in the centre.
- General information can be found in the centre handbook which is located in the reception area.

## Boondall Early Childhood Centre Philosophy

### Our Curriculum and Practice

We value a play-based emergent curriculum where educators use an ongoing reflective planning cycle and recognise children as capable, confident learners. We encourage children to explore, discover, create, and imagine through play, stories, games, and songs—individually and as a group.

We recognise the importance of each child's active participation in leading their own learning, constructing their own understanding, and contributing to the learning of others. Children's voices are central to our curriculum; we listen to their ideas, questions, and perspectives, empowering them to make choices and influence

### Our Beliefs:

Children will be nurtured in a safe, healthy and fun environment where they can play, laugh and grow.

### Our Values:

Relationships are the foundation on which we build. We work in partnership with our team, our children and their families and wider community.



### Our Commitment to Children's Safety:

We are committed to providing a safe, secure, and nurturing environment where every child's wellbeing is protected. Our educators uphold the highest standards of child safety through vigilant supervision, ongoing training, and a strong culture of awareness and accountability. We believe that every child has the right to feel safe, valued, and respected at all times.



### Our Commitment to Equity, Inclusion, and Wellbeing

Equity, inclusion, and diversity are embedded in our practice. Every child is given the opportunity to succeed, and their unique circumstances, cultural backgrounds, and abilities are respected and celebrated.

We prioritise children's social and emotional wellbeing, fostering resilience, empathy, and confidence through nurturing relationships and supportive environments.



### Our Responsibility to the Environment

We know we all play a valuable role in caring for our environment through sustainable choices and the respectful and thoughtful use of resources. We encourage children to become environmentally responsible citizens who care for their world today and for the future.



### Our Commitment to Families and Community

We foster a warm and welcoming place for our community. We respect the cultures, languages, and traditions of our families and recognise that families are children's first and most influential teachers. Together, we share the responsibility for guiding and supporting children's learning and development.

We are proud to acknowledge the Turrbal peoples as the Traditional Owners of the lands, waters, and community in which we live and learn. We respect and honour the richness and diversity of Aboriginal and Torres Strait Islander cultures and embed these perspectives meaningfully throughout our practices.

We encourage children to develop empathy, respect, and a sense of belonging not only within our centre but as active, caring participants in the wider community and world.



### Our Team and Professional Growth

We recognise and respect our diverse team and work collaboratively to provide the best outcomes for children, families, and our community. We create opportunities for sustainable employment and professional development.

Our educators engage in ongoing reflection, collaboration, and professional learning to ensure we provide high-quality education and care that reflects

## Centre Management

The Boondall Early Childhood Centre is privately owned, managed and operated by Jubarlee Enterprises Pty Ltd ATF The Longden Family Trust and Feng Holdings Pty Ltd ATF the Feng Family Trust. Boondall Early Childhood Centre is operated in accordance with the interests and needs of the families within the community.

## Centre Hours

Our Centre is open Monday to Friday from 6.30 am until 6:00 pm and all programs operate for 52 weeks of the year – including school holidays. We are closed only on gazette public holidays.

## Registration and Enrolment

After you complete an Enrolment Form your child's details will be entered into our QikKids system. The information supplied on the enrolment form is strictly confidential and should always be kept up to date. We must emphasise that should any of your details change (e.g., Address, phone numbers, authority to collect children, etc.) you should inform the Centre Director immediately.

On commencement of enrolment, a payment of your first pay cycle worth of fees must be paid in advance. (Pay cycle is: weekly = 1 week in advance, fortnightly = 2 weeks in advance etc.).

Payment can be made via **Eftpos, Direct debit or Direct Deposit**

**We are a cash free centre.**

## Schedule of Fees

Please see Hours of operation notice.

### **Child Care Subsidy**

Child Care Subsidy (CCS) is currently available from the Australian Government to help families with the cost of childcare. Under this scheme, the Government subsidises approved childcare centres so that families who are eligible pay reduced childcare fees. Child Care Subsidy is a means-tested subsidy paid directly to the Service as a fee reduction. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- Combined Family Income
- Activity Test for both parents
- Service Type

Transitioning to Child Care Subsidy requires families to provide information and confirm current details by using your Centrelink online account through [myGov](https://myGov). Here you will be asked to provide your combined family income estimate for the financial year, hours of recognised activity including work, training, study and volunteering and the type of child care your family uses.

In order to claim your child care subsidy, you will need to provide the centre with your customer reference number and date of birth. These details are submitted electronically through to Centrelink. Centrelink will then calculate your entitlement and send this information through to the centre. All Australian residents whose children meet immunisation requirements are eligible.

### **Absences**

If you are receiving CCS from the Government, you will be allowed to take 42 days absences from the Centre in a financial year. An absence is when you are absent on holidays, choosing to keep your child home for a day off or general absences. After you have used these 42 days, Centrelink will cease to pay your CCS and you will be charged full fees.

Absence due to sickness is an exception to this – this is an Allowable absence, provided a medical certificate is supplied. These absences DO NOT count towards the 42 days of absences. You can keep track of your absent days on the bottom right-hand side of the accounts.

Please also note that it is your responsibility to sign your child in and out each day. Where a child has not been signed in or out – they may be marked as absent and as such this will count towards the 42 days allowable absences.

### **Payment of Fees**

Fees are payable **one pay cycle in advance** (a pay cycle is: weekly = 1 week in advance, fortnightly = 2 weeks in advance etc.) which includes payment for all booked days not attended or taken as sick days and all booked days that fall on public holidays. In other words, all booked days, no matter the absence have fees attached.

A pay cycle in advance plus one week is payable on your child's first day of attendance (please see above for clarification on pay cycle). One week's fee is retained as a refundable security deposit and the other as payment for the first pay cycle of attendance. Payment thereafter is due as per the agreed cycle. At all times, your account must be in advance.

We strongly encourage all families to pay their fees via Ezi-Debit. Families can nominate when they would like their fees debited from their account. (Please see attached Ezi-Debit Form). We do also have Eftpos, Credit Card and Direct Deposit facilities.

Unfortunately, any account which is not kept in line with the Centre Credit Policy of being in advance, will incur a late payment fee of \$30. If the account remains outstanding after 2 weeks, your child's placements will be suspended.

### **Priority of Access**

The Commonwealth Government requires that priority of access be given to families with the greatest need for childcare support.

In accordance with the Commonwealth Government guidelines, families with recognised work or work-related

commitments, families in crisis and children at risk of abuse or neglect receive priority of access to our Centre.

### **Late Fees**

If your child is not collected from the Centre by closing time (6.00pm), a late fee will apply. **The late fee applied will be charged at the cost of 2 staff overtime wages, based on the time they are required to stay back after 6.00pm.**

**Please note: we are NOT licensed to have children on the premises before 6.30am or after 6.00pm**

If your child has not been collected by 6.00pm and we are unable to get in contact with you or any of the authorized contacts, the police will be advised and they will collect the child from the Centre.

**Please phone the Centre to advise us if you are going to be late.**

### **Termination of Enrolment**

If you wish to withdraw your child from the Centre, we require that you give two weeks' notice of your intention to do so in writing by email to [director@boondallchildcarecentre.com.au](mailto:director@boondallchildcarecentre.com.au). Two week's full fees are payable should no notice be given, and if you are absent for the notice period, full fee will be charged back to your child's last attended day. Centrelink do not fund CCS on last day absences (taken back to last day of attendance).

All outstanding fees must be paid in full before withdrawing from the Centre. One week's notice is also required should you wish to change the days that your child attends.

In the event of ongoing late payment of fees, the Centre reserves the right to terminate an enrolment. The Centre also reserves the right to terminate an enrolment where a child has been absent for 2 weeks or more without notice.

### **Arrival and Departure**

To safeguard their safety, all children must be brought to the centre and collected from the Centre by a responsible adult. This adult must **sign the child in and out on each day of attendance** and notify the appropriate staff member that the child has arrived or is being collected to be taken home.

Only authorised persons who have prior **written consent** from the parents/guardian will be allowed to take the child from the Centre.

If your child is upset when you leave, chances are that before long he/she will have settled. If you are in the least concerned, please phone us so that you can be reassured and enjoy your day. You are free to call as often as you wish, we value making sure you feel confident your child is happy and secure at our centre.

Should your child continue to be upset, we will phone and advise you, we value having an open communication line with you. Always say goodbye to your child before leaving and reassure them that you are always coming back. Please do not sneak away as this can cause stress and anxiety in your child. Please understand sometimes your child may cry and becomes upset, sometimes this happens, we are here to support both you and your child to help them to become confident and feel secure.

Try not to be anxious, as children are quick to sense feelings of guilt and frequently take advantage of those feelings. Again, we are here to support you and your child in this separation, and we will always be honest and open with you.

For parents with children in care for the first time, it is important to work together with our staff to reduce the stress of separation, adjusting to new adults and being part of a group of children can be hard. Our staff will offer every support to you and your child and you are most welcome to phone us at any time you are concerned about your child.

Parents may notice some changes in their child's behavior during this period of adjustment e.g., your child may become more demanding of your time at home, may regress with toileting, may wet the bed, appetite may change, may tire more easily and become "clingy". This behavior will quickly pass if handled correctly.

By communicating positive feelings about being at the Centre, talking about the educators by name, to your child and not displaying feelings of guilt about leaving your child in someone else's care, all this should help to start your child feeling comfortable and confident at the centre.

### **Orientation**

For many children, attending childcare may be their first experience of separation from their parents. Most children do experience some anxiety when leaving their parents for the first time, so it is important that we work together with families to enable a smooth adjustment.

We encourage parents to bring their child to the centre prior to their commencement for a short period. This will enable your child to familiarize themselves with the environment and to meet our educators. We welcome parents to visit the centre with their child as many times as they feel comfortable. This gives us an opportunity to make sure you know the processes of the centre, what you need to do, where you need to go and to ask any questions so we can support your little one's transition to the centre.

### **Clothing and other belongings**

Children should wear appropriate and practical clothing, including footwear, to provide safety and comfort during play and other activities. Play clothes should be easily laundered and footwear should be comfortable. Thongs are not preferred as they can be dangerous when children are climbing, running or jumping.

All children require a hat for outdoor play (**Remember: No Hat, No Outdoor Play**) and sunscreen (SPF 50+) especially during the hot summer months. Single tops, strappy tops/dresses are not acceptable as they do not provide enough sun protection. T-shirts and shirts/dresses that cover the child's shoulders are more appropriate for play at the centre.

If your child is undergoing the transition from nappies, lots of spare training pants (5 per day) and spare clothes are required in case of accidents. 2 spare sets of clothes for all children are a good idea in case of an unexpected accident.

Sufficient toys and equipment are provided at the Centre for the children's use. It would be appreciated if their own possessions – toys, books, etc., (with the exception of a security item such as a blanket or soft toy) are not brought to the Centre. The Centre will not accept any responsibility for breakage or loss of these items.

Please ensure that all items brought to the Centre (hats, shoes, clothing, drink containers, sheets, etc.) are **clearly labeled** with your child's name for easy identification, as we cannot be held responsible for lost items and it makes it exceptionally difficult to find belongings when there is no identification on them.

A locker is provided for each child in his/her room. Upon arrival, please place all your child's belongings in it and at the end of each day, please ensure all their belongings are collected.

### **Food and Nutrition**

Good nutrition is an important part of our daily program. We request that lollies, sweet biscuits, soft drinks, cordial, candy bars and gum are not sent with your child to the Centre.

We do encourage healthy eating habits at the centre; therefore, we encourage families to send along nutritious food for their child to have whilst at the centre.

We have a 6-week rotating menu that is supplied to all children that attend the centre, this includes Morning Tea, Lunch and Afternoon Tea. We are a No Nut centre due to children with anaphylactic allergies to them, which means that our menu doesn't have nuts in our foods.

If your child requires a special diet, please ensure that the Director and the Educators of your child's group are aware of any special requirements.

**Birthdays** are a special time for children. To help celebrate your child's birthday (or any other special occasion) you

are welcome to bring along a cake. A simple sponge or fruitcake is best. This will be shared with the other children in their group.

### **What to Bring to the Centre**

- ✓ Back Pack or Bag (which can fit into a cube locker)
- ✓ Bucket/ Wide-Brimmed Hat
- ✓ Change of Clothes (Five extra pairs of pants/shorts and underwear for those toilet-training)
- ✓ Bottle (if your child requires them during the day) Formula, Breast or Cow's Milk for Bottle
- ✓ Milk, breastmilk or formula
- ✓ Water Bottle (this should be taken home daily and washed)
- ✓ Bed Sheets for Rest Time (Cot-Sized)
- ✓ Closed-In Shoes
- ✓ Sleeping Bags (for Nursery, Junior Toddlers and Toddlers Rooms)
- ✓ Medication if needed (please notify a staff member of this and they will assist you)
  - Please Note: Prescription & Pain Relief Medication is required to have a pharmacy label on it provided by the chemist. If pain relief medication is required to be given Families will be asked to come and collect or a doctor's note will be required for reason needed

**Please note:** All items should be clearly named or labeled with your child's name. All bed linen should be taken home each Friday, or the last day that your child attends for the week for washing.

### **Health, Hygiene and Safety**

As contagious childhood diseases can quickly be transmitted from one child to another, we request that should your child be vomiting, have diarrhea, conjunctivitis, a heavy cold or any other infectious disease (measles, mumps, chicken pox, etc.) they stay at home until fully recovered. Children must not attend the Centre during the appropriate isolation period. Your doctor or our director will be able to inform you of the necessary isolation period. It is the parent's responsibility to comply with our Centre's Health Policies regarding infectious and contagious illnesses.

You should notify the Director of any such illness as soon as possible for your own benefit and for the benefit of others at the Centre. It will be at the discretion of the Nominated Supervisor to refuse to admit any child should she feel the child is not well enough to attend the Centre. As we do not have facilities to isolate and supervise sick children, any child who becomes sick during the day will be removed from the group and the parent or emergency contact person contacted to come and collect the child. It is therefore very important to advise the Nominated Supervisor of any changes of address or contact numbers.

Parents are asked to ensure that all recommended Immunizations are up to date at the time of enrolment at the Centre. A copy of your child's Immunisations will be required with your enrolment. To receive Child Care Benefit, immunizations are required to be kept up to date or a valid reason for exemption provided by your Doctor to the



Health Insurance Commission.

Should your child need to take any prescribed medicine during the day, a Medication Authority Form will need to be completed and handed to your child's Group Educator together with your doctor's note. All medication should be clearly labeled with your child's name, date of birth, dosage, and frequency and given to your child's Group Educator upon arrival at the Centre.

Medication without a pharmacy label and the information above, will NOT be administered to your child. All medication will be stored in the kitchen or in the refrigerator in the locked medication box. Please do not leave any medication in your child's bag. Please refer to the Health and Medication Policies for further information. To maintain a high standard of hygiene at our Centre we:

- Use separate sheets, beds, cups, plates, cutlery, etc. for your child.
- Regularly disinfect all equipment, tables, benches, etc.
- Rotate toys and resources and clean these regularly
- Clean nappy change areas, hand basins, water troughs, toilet areas, etc. throughout the day.
- Encourage and assist children to wash their hands before and after eating and also after using the toilet.

Although accidents or other emergencies rarely occur, it is our policy to inform the child's parent of any incident or injury that occurred on the premises affecting their child and any medical treatment undertaken. All senior staff at the Centre have certificates to administer first aid. However, should further treatment become necessary, the Nominated Supervisor will immediately organize emergency treatment, parents will be informed as soon as practicable.

By helping us to observe good health, hygiene and safety standards, you will be protecting your child and the other children at the Centre.

### **Other Points to Remember**

Because your child is now a member of a group, the following situations may arise:

- Coughs and colds may be more frequent, but remember your child is also building up immunity because of this contact.
- Difficulties may arise when children are reluctant to or have not learned to share with others. This is a natural learning process for the children. Through interactions with their peers, socially acceptable behaviors such as sharing, communicating etc. will develop.
- Negative behaviors may be expressed in different ways depending on your child's age and stage of development. Some children may hit or bite if they cannot express how they feel or are unable to communicate what they want. This can be distressing for the child, the child hit or bitten and the parents. Staff is trained to manage and work through these situations and to develop strategies to prevent negative behavior.
- Unfortunately, head lice infestation can occur in early childhood and school settings and parents are advised to check their child's hair regularly.

### **Staffing and Programs**

The staff at our Centre fosters an atmosphere of **loving care**. This is important to young children who need to know they are with someone who truly enjoys their company. Our staff has been employed because of their academic qualifications, experience and special skills, but above all their genuine fondness for and commitment to providing quality care and education for the children.

Our Service is staffed to the requirements and recommended staff levels of the Education and Care Regulations and National Law Act 2011. Each group has a Lead Educator who has appropriate early childhood qualifications and an Educator who assists them.

Our staff roster is implemented to ensure continuity of care for the children and to minimize disruption to the programs. The staff roster is displayed in the centre for families to view.

The Educators, in consultation with our Education Team Leader, formulate appropriate child centred programs based on the needs and interests of the individual children in their group. These programs are prepared by the Educators in conjunction with the children in the group, based on the various developmental needs and interests of the children in the group. A program is planned for each child's interest and to foster the development of certain abilities, attitudes and skills.

Our staff develop programs based on the Early Years Learning Framework. This is a nationally implemented curriculum aimed at enriching children's learning across all areas of childhood development.

It is our aim that we assist each child to develop the ability to:

- \* Feel valued and to feel a sense of belonging
- \* Feel confident and adequate
- \* Be independent
- \* Use his or her body skillfully
- \* Communicate well with others
- \* Learn to co-operate as part of a group, to share and take turns
- \* Control feelings of hostility and aggression
- \* Express oneself through speech, movement, music and art
- \* Observe, explore, question, reason and solve problems
- \* Share ideas and opinions
- \* Be eager for new experiences

The Educators role is to provide appropriate activities / experiences for the children, to select and extend areas of interest and to provide encouragement. It is the process of learning that is important and not the "product". Your child may be working on a difficult puzzle, learning to share and take turns in a game or a multitude of other experiences of equal importance. **Play experiences** include painting, pasting, play dough, puzzles, blocks, construction equipment, reading, story-telling, music/dance and outdoor activities.

Program and learning documentation are displayed in each of the rooms and information pertaining to your child's development is always available for you to discuss and view.

An essential part of Centre's program is sleep/rest time. Children are not required to sleep. However, those who do not sleep are encouraged to take part in quiet activities enabling those children who require sleep to do so.

All our staff members are encouraged to attend in-service training and other courses relating to the care and education of young children to further develop their knowledge and skills in caring for children. Regular staff meetings are also held to discuss the children's progress, program development, upcoming events, activities, etc.

A list of all our staff and their qualifications is displayed in the reception area and throughout the centre.

### **Non- Exclusion Policy**

The Centre provides non-discriminatory access regardless of ethnic background and special needs. We value and respect individual differences and cultural diversity, and regard children of all religious and cultural backgrounds with equality, respect and consideration. Parents of all cultures and beliefs are encouraged to enrol their children at the Centre and to become involved in the activities at the Centre.

Considerable emphasis is placed on promoting an environment that supports and fosters multicultural awareness at the Centre. It is important that each child's individual cultural needs are supported while educating others.

The dignity and rights of each child is respected at all times and staff endeavor to offer positive guidance to children with behavioral problems. We encourage all parents to bring their culture and beliefs to the centre, to help us know more about them, and to help us understand and support these.

### **Parent Involvement**

We have an "open door" policy for parents at our Centre. Parent involvement is extremely important and the Centre

encourages parents and family members to become involved in our daily activities. By volunteering some of your time, you will better understand what we do and how your child spends engages and gets involved in their day.

Parents may become involved by:

- \* Visiting the Centre and joining in the programs.
- \* Sharing any special skills hobbies or interests that they may have.
- \* Providing input and feedback into the programs.
- \* Reading the notice boards, newsletters, signs and emails.
- \* Sharing your child's experiences with craft, story-telling, music, etc.
- \* Viewing the program and discussing the displays, watching your child play in a group or helping with a puzzle etc.
- \* Supporting fund raising activities and social events
- \* Discussing any problems or concerns with our staff

Parents are also encouraged to advise the Nominated Supervisor or Educators of any changes in the family or home situation (e.g., divorce, separation of parents, special events such as a new baby, death of a close relative such as grandparents, moving house etc.). Significant change in behavior may arise as a result of this, notification from a parent of these changes will be greatly appreciated, and will assist our staff in helping a child through this difficult period.

### **Immunization**

Due to the number of children in our care at any one time, we support the prescribed Immunization Schedule. Upon enrolment, we need to obtain a copy of your child's Immunization status and will need to be provided with updates every 6 months (or when the next immunization has occurred).

The centre has information on Immunization available if you would like to access it, please see the Director.

### **Excursions, Escorted Trips and Incursions**

From time to time, we will be extending the children's experiences by arranging excursions outside the Centre and or incursions within the centre. The Centre will ensure that at no time will a child be taken out of the Centre without first obtaining your specific written consent.

Prior to every excursion, full written details will be given to each participating child's family. Appropriate adult/child ratios will be adhered to, to ensure adequate supervision of the group. Sufficient qualified staff will remain at the Centre to supervise any children who are unable to attend the excursion.

### **Fire and Evacuation Drills**

Fire and evacuation procedures are listed in each playroom for your information and reference.

To ensure the children's safety, the Centre will have a fire drill at least once a month. All staff and volunteers at the Centre are given instructions on the safe evacuation of the Centre in the case of fire or other emergency and in the use of fire safety equipment.

These fire drills will be held at random times and if you are present at the time of a drill, you will be required to participate. It is extremely important that you **sign your child in and out on each day of attendance** as these records are used during fire drills to check all children have been evacuated.

### **Participation of Students and Volunteers**

From time to time, we may be asked to participate in the training of students from the local colleges and schools. These students attend our Centre as part of their practical training or as part of work experience programs. They will be under the supervision of a qualified Educator at all times, and at no time will they be left alone with the children unsupervised.

There are also occasions when members of the local community such as the fire brigade, police and ambulance are invited to our Centre and may become involved in our program.

### **Recycling of Trash and Treasure**

Remember children love to create using many different materials, so please help by bringing along your old recyclable materials including:

- Small boxes, egg cartons, plastic and metal bottle tops.
- Ice cream and yogurt containers.
- Materials and carpet samples.
- Paper, cotton reels, wool etc.

### **Lost Property**

For any Lost property please speak to your Child's educators or speak to Lisa

### **Parking**

Parking is provided in the car park at the side of the building. As limited parking bays are available, cars are not to be left all day. Always lock your car when leaving it unattended and do not leave valuables where they can be seen. When entering or leaving the car park please drive slowly and be wary of children who may occasionally do their own thing while with their parents in the car park.

***Please do not leave children unattended in the car at any time.***

### **Grievance Procedure**

At the Boondall Early Childhood Centre, quality care for families and children is our highest priority. If, however, problems do arise, the following resolution framework is available for all families with a desire to resolve issues constructively and meaningfully. The following steps in this process can be used as a guide.

- Families are invited to discuss issues with their Leader Educator or Nominated Supervisor.
- If matters cannot be resolved satisfactorily, the family should request an appointment with the Approved Provider.
- In the event the Approved provider is unable to satisfactorily resolve concerns, the Department of Education, Training and Employment Early Childhood Education and Care (ph.: 1800 637 711) may be able to provide some level of support.

## **SUSTAINABILITY**

The Educators will ensure the environment is safe, clean and well-maintained. Children's awareness of the environment will be promoted through daily practices, resources and interactions. Sustainable practices will be encouraged within our service. Educators, children and families will be encouraged to become advocates for a sustainable future.

Educators will make sustainable practices a part of the daily routine. These include:

- Recycling
- Gardening
- Energy conservation
- Water conservation

- Sustainable equipment purchases

Families can help by sending their child's food in a reusable container instead of zip lock bags, foil or cling wrap. Purchase food that is not wrapped individually. Families could also help by donating any recyclable objects that we can turn into treasured art work.

### **PHYSICAL ACTIVITY**

Physical activity is vital for a child's development and lays the foundation for a healthy and active life. We foster the development of good physical activity habits early in life and encourage families to engage in regular physical activity.

We offer a wide choice of play-based, physically active learning experiences that link to children's interests, abilities, identity and prior knowledge. Physical activity is made up of both structured (i.e., intentionally taught) physical activity and unstructured, spontaneous activity. In addition, as active role models, educators can encourage children to participate in physical activity.

The benefits of being active for young children include:

- promoting healthy growth and development
- helping to achieve and maintain a healthy weight
- building strong bones and muscles
- improving cardiovascular fitness
- improving balance, coordination and strength
- maintaining and developing flexibility
- improving posture
- assisting with the development of gross motor and fine motor skills
- providing the opportunity to develop fundamental movement skills
- helping to establish connections between different parts of the brain
- improving concentration and thinking skills
- improving confidence and self-esteem
- relieving stress and promoting relaxation
- providing opportunities to develop social skills and make friends
- Improving sleep

We hope the information contained in this booklet is useful and informative. More specific information is available in the Centre's Policy Handbooks, please ask about our policies. The Centre's policies have been designed in the best interests of your child's development, happiness and wellbeing.

**Quality care** is of the greatest importance to us and we constantly strive to provide optimal care and facilities for the children. Quality childcare means meeting the total needs of your child - social, emotional, physical and intellectual. For the children we provide satisfying and rewarding experiences while their parents are able to pursue other tasks, secure in the knowledge that their children are cared for in a stable, warm and caring environment.

It is vital that parents and staff work together in close harmony for the benefit of the children. After all you are the primary carer of your child, we are here to work in partnership with you. If you have any concerns about a staff member or any other aspect which you feel may affect your child's welfare, please see the Nominated Supervisor to arrange a mutually suitable time to discuss these matters.

The Boondall Early Childhood Centre is an Approved Service under the Education and Care Services National Regulations and Education and Care Services National Law (Queensland) Act 2017. As such we are required to comply with this Law and Regulation including requirements about activities, experiences and programs, the numbers of staff members and children and staff's qualifications.

For your reference and information, a copy of the Education and Care Services Regulations and Law is available at reception.

Also kept in the office for your reference and information is the Centre's Compliance History Log Book. This log book contains information about any formal compliance notices issued to the Centre for contraventions of the Education and Care Services Act and Regulations 2018.

Our childcare service is monitored by the Office of Early Childhood Education & Care. Their address and contact telephone number are as follows.

**Nundah office**

**PO Box 57**

**NUNDAH QLD 4012**

**Phone: (07) 3634 0532**

**Email: [MNRNundah.ECRA@qed.qld.gov.au](mailto:MNRNundah.ECRA@qed.qld.gov.au)**

**North Lakes Office**

**Address: Level 3, 10 The Corso North Lakes Qld 4509**

**Phone no: 07 5433 6106**

**Office e-mail: [MNRNorthlakes.ECRA@qed.qld.gov.au](mailto:MNRNorthlakes.ECRA@qed.qld.gov.au)**

