

1st Impressions Early Learning Centre

Handbook 2022

CENTRE DETAILS

179-181 Main North Road

Nailsworth SA 5083

Ph: 0466 633 203

E: admin@1stimpressionelc.net

W:

<https://www.1stimpressionelc.sa.edu.au/>

Hour of operation:

6:30 AM to 6:30PM

Monday to Saturday



We offer:

- ✓ Excellent educational program based on the Early Years Learning Framework
- ✓ Transition to school program
- ✓ 5 Meals (also catering for specific dietary requirements*)
- ✓ Qualified and experienced early childhood professionals include teacher with registration in TRB
- ✓ Bilingual language program
- ✓ Music instrument program
- ✓ Secure, safe and nurturing environment

1st Impressions Early Learning Centre is privately owned and operated. Our Nailsworth centre opened in 2019.

At 1st Impressions Early Learning Centre, we aspire to be one large, happy multicultural family. 1st Impressions learning centre provide programs that support children (0-5y years old) to become a successful learners, confident and creative individuals and active and informed citizens.

We're passionate about providing children with a strong foundation for life through diverse, holistic learning opportunities delivered with professionalism and care.

Our Centre will provide programs that include multi-languages, multi-environment and sustainability, music and movement, art and craft and an introduction to academics.

We value the individuality of all people involved with our centre and respect, welcome and encourage their involvement, feedback and support. We aim to provide you with a nurturing environment that is innovative, safe and extremely clean so you and your child enjoy walking through our doors and so that you are comfortable to allow your child to explore.

We aim to have as much fun as possible with your children so that we may all laugh together and learn through playing together; children need the opportunity to be children.

This Handbook outlines some important information about the Centre. We encourage you to read over the information and invite you to ask questions about any matters you may be unsure of. We hope that you enjoy your time with us and we look forward to working in partnership with your family.





1st Impressions Early Learning Centre

CONTENTS

Our Philosophy.....	3
Our Policies.....	4
Educational Program and Practice.....	4-5
First few weeks – Setting in.....	5-6
What to bring.....	6
Lost Belongings.....	6
The Daily Routine.....	6
Meals.....	7
Family Assistance- New Child Care Subsidy (CCS)	7
Notice to withdraw policy, fees and Cessation of Care	8
Enrolment Fee, Bond, payment of fees and gap-free days.....	8
Attendance, Absences, casual bookings, make-up day and swapping of days.....	9
Communication.....	9-10
Complaints and Feedback.....	9-10
Illness and Infection control.....	10
Immunisation.....	10
Medication.....	11
Sun Safety.....	11
Accidents.....	11
Clothing.....	12
Rest and Sleep.....	12
Centre Security and 24-hour surveillance.....	12-13
Arrivals and Departures.....	13
Late pick up after 6:30pm.....	13
Court orders.....	13
Workplace Health and Safety Feedback.....	13

1st Impressions Early Learning Centre

Our Philosophy

At 1st Impressions Early Learning Centre, we believe that children are curious, creative, capable, and competent learners. Educators strive to work in close partnerships with families to provide high quality care and education for children within a warm, welcoming and safe environment that feels like their second home. We highly respect and value diversity, thus we promote and encourage multiculturalism, which is evident with our staff members, educational program and in our classroom settings. Your children are offered a strong educational program with a multi-faceted and holistic approach that encompasses various areas of learning and development.

Equality, Children's Rights and Relationship with Children

We believe that everyone has the right to fairness and equal access to opportunities. All children should be assured of being loved and cared for while they are enjoying an educational environment. In our centre, all children are respected in the choices and opinions they express every day.

Environment and Educational Program

We believe children learn through interacting with their physical and social environments; with equal opportunities to engage with natural and processed materials. Our educational program is led by children's interests, skills, and agency. It is further enriched by providing a variety of experiences and challenges in the areas of arts, music and movement, literacy, numeracy, health, science and technology and physical, socio-emotional and language development. We are guided by the Early Years Learning Framework, the National Quality Framework and the National Quality Standards.

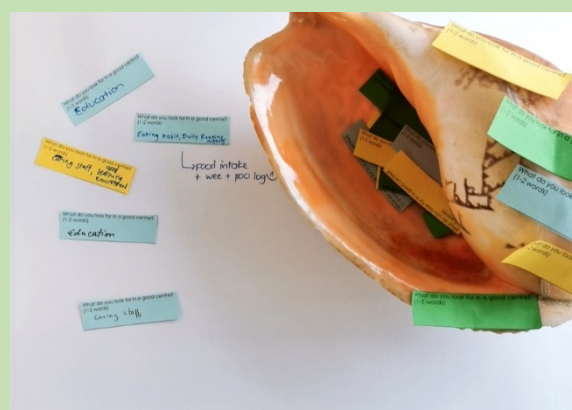
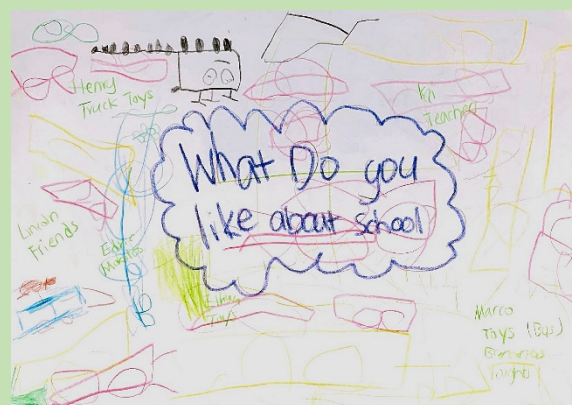
Early Childhood Educators

We believe educators are researchers and that learning is a life-long journey. As role models, it is expected that we walk in each day with a positive attitude - ready to teach and ready to learn. Educators are supported through their professional development utilising approved early childhood qualifications and opportunities for professional development. We value and encourage educators with special skills and strong educational backgrounds, even those from different fields, which we can incorporate in our childcare services.

Families and Community

We believe families and educators should have a close and positive relationship. A child's family is their first and most influential teachers. Educators should always communicate with families and be accessible for their child's needs. We need to collaborate with families to make well-informed curriculum decisions to ensure children's learning experiences are meaningful. We believe in building and maintaining meaningful and trusting relationships with families. We respect each individual families' beliefs, cultures and values. We welcome and value parents' contribution into our curriculum and day to day routines.

In collaboration with
children and parents.



1st Impressions Early Learning Centre

Our policies

All policies and procedures are available and located in a folder in the foyer labelled policies and procedures. We encourage families to access and request any policies as required and welcome any comments or feedback.

Educational Program and Practice

1st Impressions Early Learning Centre is committed to employing highly qualified educators, and experienced bachelor qualified early childhood teachers to implement daily programming. Our early learning environments are used to support children to develop and enhance their skills in different aspects. The indoor and outdoor setting of the centre has been designed with a purpose and provides children with ample meaningful learning activities.

Through play, exploration, inquiry, investigation and discussion, children emerge and develop their authentic selves and build up their thinking and communication skills. Children strengthen their physical, cognitive, social and emotional skills through various programs that educators and teachers designed.

Our programs are designed to help children to become successful learners, confident and creative individuals, and active and informed citizens.

As the Centre has a primary focus on providing high-quality education, we embrace and integrate technology into our curriculum. Our literacy, numeracy and language programs are enhanced by utilising modern teaching aids such as Osmo kits which will help enrich and extend the curriculum.



Our bilingual language program offer more than an opportunity to learn a different language. Experts believe learning another language can help improve overall literacy and understanding the diversity of cultures. It is a great way to prepare our children to live successfully in the twenty-first century.

Our music programs offer our children opportunities to express themselves uniquely and creatively. The programs support children to further develop their coordination, creativity, memory, and improve children's musical reading abilities.

Fundamental to the Framework is a view of children's lives as characterised by Belonging, Being and Becoming. As children participate in everyday life, they develop interests and construct their own identities and understandings of the world.

The Early Years Learning Framework consists of five learning outcomes:

Learning outcome 1: Children have a strong sense of identity.

Learning outcome 2: Children are connected with and contribute to their world.

Learning outcome 3: Children have a strong sense of wellbeing.



1st Impressions Early Learning Centre

Learning outcome 4: Children are confident and involved learners.

Learning outcome 5: Children are effective communicators.

For more information, please visit: <https://www.education.gov.au/early-years-learning-framework>

First Few weeks – settling in

The first few weeks are often the most difficult, however the aim is to support both the child and family. It is important to give it time, understanding and patience. Your child will eventually become more familiar with their new environment and will also begin to develop new and meaningful relationships with their educators and peers. As our Philosophy states, we want their care environment to feel as though it were their second home. To achieve this, we work in close partnership with your family to ensure we can provide your child the best possible early education and care experience. Orientation days and a family support plan are offered to families to ensure smooth transition to the service.

Some useful tips are:

- ✓ Parents encouraged to participate in the orientation session, where you can bring your child into learning room and help them settle in their new environment and get to know their educators and peers. Once your child observes you are comfortable in the new setting, it won't be long before they settle in too!
- ✓ Gradually build up the length of time your child spends in the first few weeks they start.
- ✓ Use of home language for the first 4 weeks in the centre to help them settle but later on encourage them and help them with speaking in English to be able to communicate easily with peers and educators
- ✓ Bringing in a special comfort toy, blanket or item that your child is familiar with. We also ask that families bring in or email a family photo we can add to the room/family album.
- ✓ Complete the Child Profile Information (during enrolment) and inform Educators about your child. The more we know the better we can cater to their individual needs.
- ✓ Establish a good drop off and pick up routine, including 'goodbye' routine at each drop off. Educators will support families in developing an effective goodbye routine to ensure your child settles well each day.
- ✓ Have regular talks with your child about childcare. Let them know you are happy and confident that they will have a good time and be well cared for. Always reassure them that when you leave, you (or another family member) will be back later to pick them up.

1st Impressions Early Learning Centre

✓ Make time to have regular talks with your child's Educators and never hesitate to ask questions or share your concerns. We are here to support your child and family.



✓ Speak with other families about the service. We encourage families to get to know each other and build relationships.

✓ Discuss any concerns about your child's progress and development with Educators. We are more than happy to assist you with professional advice and have access to a wide range of useful resources.

What to bring

- ✓ At least 2 change of clothing (additional spares for children who are toilet training)
- ✓ Any medication required. With chemist label and doctor statement/prescription/authorisation.
- ✓ Adequate number of bottles (formula dispenser with premeasured formula if applicable) - 1st Impressions ELC provides fresh cow's milk
- ✓ Any comforters or dummies if necessary (dummies to be provided in airtight sealed container)
- ✓ All items labelled clearly with child's full name

Lost belongings

At times, belongings can be misplaced, lost or taken home by another family unintentionally. Advise your child's Educators and we will assist in locating the lost belongings. It is more likely for items to be returned to the centre if they are clearly labelled. We kindly advise that we do not encourage educators to leave their care duties with children to search for lost or misplaced items, however we do have strategies in place to find items and return them as soon as they are found. 1st Impressions ELC does not reimburse or replace lost or misplaced items and we strongly advise families to not bring valuable or expensive items, toys or clothing to the centre.

The Daily routine

1st Impressions ELC is open from 6:30 am to 6:30pm, Mondays – Saturdays, excluding public holidays. Our daily routine is flexible and guided by general routines such as meals and rest times. We encourage families to complete their child's individual routine and cultural form to help assist educators in providing a routine that is consistent with home. Daily activities (planned and spontaneous) consist of group times, story times, music and dance, physical development, language and literacy, numeracy, sensory and creative experiences to support children's' holistic development. Our daily routines may change depending on weather conditions, seasons, or children's routines which we consider all of the children's best interest.



1st Impressions Early Learning Centre

Meals

We provide your child with healthy and nutritious meals to feed their growing mind and body. Our experienced chef creates your child's balanced, well thought out daily meals in our safe and modern kitchen to aid your child's development. We provide 5 meals a day which are posted in the walls of our room dining areas for parents and families to see. Our centre recipes are also generally updated every 3 months and we also welcome home recipe suggestions from families which we can incorporate to promote diversity and multiculturalism.

Family Assistance Child Care Subsidy

Child Care Subsidy (CCS) may assist to reduce the cost of your total childcare fees. To receive benefits, you must register with Centrelink and be assessed for the Child Care Subsidy. Families will then be issued with a unique Customer Reference Number (CRN) for both yourself and your child. CCS can only be applied if CRN's are provided to the centre and families have completed their assessment through MyGov.



The Child Care Subsidy can assist with you out of pocket expenses for approved childcare. There are three factors that will determine a family's level of Child Care Subsidy. These are, assessment of combined family income, activity level of both parents (work, training, study or volunteer work) and type of childcare service.

The Child Care Subsidy is paid directly to service providers to be passed on to families as a fee reduction. Families pay the gap fee to make up the difference between the daily fee charged and the subsidy amount.

Families can access the Child Care Subsidy calculator. Visit <https://www.childcaresubsidycalculator.com.au/> for an estimate.

For further information:

<https://www.humanservices.gov.au/individuals/services/centrelink/childcare-subsidy>

If you would like additional information about Family Assistance, please contact 13 61 50. It is the parents' responsibility upon enrolment to inform 1st Impressions ELC of the CRNs of both child and the parent. Full fees are payable otherwise.

1st Impressions Early Learning Centre

Notice to withdraw policy, fees and Cessation of Care

Families must provide two (2) weeks written notice of intention to withdraw their child from 1st Impressions and rectify any overdue fees prior to the last day of your child’s attendance. 2 weeks written notice is also required to reduce your child’s current enrolment days. Full fees will be charged if the child does not attend the service during the two (2) weeks’ notice period as per the rules of “Cessation of Care”. For further information regarding Cessation of care, please contact: Family Assistance Office on 13 61 50.

Enrolment Fee, Bond, payment of fees and gap-free days

To enrol your child at 1st Impressions ELC there is a small once-off fee of \$50.00. This is payable upon receiving enrolment offer from the centre of days available for your child and submitting an enrolment form online. This fee is non-refundable.

We have 3 payment options available for families:

Payment method options:

Payment Method:	Payment terms:	Surcharge:
<ul style="list-style-type: none"> Direct Debit 	Every 2 weeks before commencing session of care	<ul style="list-style-type: none"> \$0.88 transaction fee for saving/checking account 2.35% for Credit Cards (Visa/Mastercard)
<ul style="list-style-type: none"> Bank transfer (with 2 weeks bond fee) 	Every 2 weeks after commencing session of care	No fee
<ul style="list-style-type: none"> EFT (with 2 weeks bond fee) 	Every 2 weeks after commencing session of care	1.5% bank surcharge

Please note that after 2 weeks of late payment, there is a \$15 charging fee per week thereafter.

We hold a bond equivalent to two (2) weeks of your attendance fees if you prefer to pay 2 weeks after commencement of care. Your bond will be adjusted to reflect any changes in your child’s attendance pattern. The bond is capped at \$1000 per family. We recognise family circumstances vary and will make fair and reasonable adjustments to the bond should a family require it. This bond will remain a separate bonds account and be credited to your child’s fees at the end of enrolment or will be credited to your nominated bank account.



We bill you on a fortnightly basis and provide statements for your records. You



1st Impressions Early Learning Centre

must pay your fortnightly and within 7 days upon receipt of statement. You can pay via credit card or bank transfer. We prefer bank transfer as it keeps our costs down. We will provide you with the form of bank details.

Bank Details

<i>Westpac Bank</i>	<i>1st Impressions ELC</i>
<i>BSB</i>	<i>034-111</i>
<i>Account number</i>	<i>497684</i>
<i>Description/ Reference no.</i>	<i>Child's name</i>

Fees that are in arrears for more than two (2) weeks may be subject to a Late fee of \$15 per week until the fees are up to date unless an agreed payment schedule is approved and maintained.

If you are experiencing financial difficulties to meet your payments, please contact the Child Care Centre Director to negotiate a payment plan.

Attendance, Absences, Casual Bookings, Make-up days and swapping of days.

All days that a child is permanently booked and enrolled in care are payable regardless of sick, public holidays or holidays. The Centre is unable to 'hold' days for any reasons as per Priority of Access Policy. Each family may avail of a 2-week holiday per calendar year. Parents/families must provide a 4-week notice in writing for such leave. All other days are permanently booked in our system and parents are entitled to pay any gap.

Family assistance allows 42 absences per financial year including public holiday closures, sick and holidays, between 1 July – 30 June. Families are also entitled to receive the CCS for 'additional absences' once your initial 42 absence days have been used. There is no limit on these days however families must provide sufficient documentation to support the absence and provide it to the Centre.

Make up days and swapping days are not permitted as the service is at full capacity for the majority of the year and cannot accommodate for 'make up' days or swapping of days. A minimum of two (2) weeks' notice in writing is required before any changes to bookings can be made and is subject to availability (please inform centre through email: admin@1stimpressionelc.net).

We do accept casual bookings from non-existing families as long as complete details, CRN and immunisation records of the child are provided (please speak to administration for casual booking fees). Casual bookings from existing/active families are also permitted which requires a minimum 2-week notice in writing and may be subject to availability. Cancellation of a casual booking without 2-week notice will be considered an out-of-pocket payment.

1st Impressions Early Learning Centre

Communication

The Centre and Educators may use various forms to communicate with families on a regular basis. We have adapted a communication software called Xplor which is easily downloadable from the internet and which the parents are guided on how to use upon enrolment. Other forms of communication include face to face (upon drop-off or pick-up), phone call, email and centre newsletters.

Educators will inform families promptly and sensitively of any out-of-the-ordinary incident affecting their child. Educators will share with children's families some of the specific interactions they had with the children during the day. Information on children's eating and sleeping patterns, health condition, nappy changes or toileting, and daily activities at the Centre will be easily accessible to families through the Xplor system. When families and Educators make a joint decision that affect children's progress, interest and experience, a record will be kept in the appropriate form.

Please feel free at any time, in person or e-mail to discuss your child's progress, relationships, interest and experiences.

Complaints/feedback

If you ever have any concerns or complaints regarding any aspects of our service, please discuss this as soon as possible with the Nominated Supervisor or Approved Providers.

Sally Zhou (Approved Providers)

Ph: 0407 275 572

Email: directors@1stimpressionelc.net

We will promptly investigate all serious matters brought to our attention and our goal is to resolve all concerns in a timely manner and with a positive outcome. Parents and families will be informed and kept up to date with any actions taken.

If you do not feel satisfied with our process and the outcome, you can email the Education Standards Board educationstandardsboard@sa.gov.au or phone 1800 882 413 (toll free).

We also encourage families to make suggestions and provide feedback. Feedback forms and surveys are made available throughout the year, which we encourage all families to access and share feedback, so we can continue to improve the service we provide.

Illness and Infection control

1st Impressions follows the Staying Healthy in Child Care 5th edition guidelines in relation to illnesses and infection control. We recommend that children who display the following symptoms are kept home until well:



1st Impressions Early Learning Centre

- Temperature/fever of 38 degrees or higher;
- Refuses to eat and or lethargic;
- Has vomited and or had diarrhea;
- Has a confirmed infectious illness/disease;
- Crying and distressed and requires one-on-one care



If children develop at least one or more of the symptoms above, a parent may be called to collect their child and a doctor's clearance letter obtained prior to returning to childcare. The clearance letter from a doctor must state that the child is clear of the illness and fit to return to the centre.

1st Impressions follows the exclusion periods as recommended by the Department of Health and Staying Healthy in Child Care 5th Edition. Please see our Infectious Illness and disease policy for more information.

Immunisation

1st Impressions ELC Immunisation Policy requires all children enrolled in our service are fully immunized against infectious diseases. If your child is exempt, documentation confirming the exemption must be provided to be enrolled. However, children who are exempt from immunisation must adhere to the services exclusion period should there be any confirmed cases or a break out of an infectious disease at the service.

It's important that children are immunised because it helps to protect them and others from preventable diseases. Vaccination is a simple, safe and effective way of providing immunisation against disease.

Parents who do not fully immunise their children will no longer be eligible for family assistance payments with exceptions for children with medical conditions or natural immunity for certain diseases and those on a recognized catch up schedule.

It is important that your child's immunisation statement/ history from Medicare is provided to 1st Impressions ELC upon enrolment and updated after each scheduled immunisation. Failure to immunise on time may affect your Child Care Subsidy entitlements.

Medication

Medication may be required to be administered while your child is in care only when accompanied by a prescription or authorisation. Parents must authorise prescribed medications and complete a Medication Consent form. Only one authorisation is required for each type of medication. A new form must be completed for each new medication. Please note that self-administration of medication is not allowed in the centre.

For prescription medication, parents must ensure:

1st Impressions Early Learning Centre

- The medication is specifically prescribed to the child, with child's name and dosage (e.g. chemist label)
- The medication is handed directly to a staff member to be stored in a locked container.
- Medication that is an over-the-counter drug including Homeopathic, Naturopathic, must be accompanied with a letter or authorisation from a medical practitioner stating the child's name, the dose required and the period for which this dose is required. To ensure best practice this also recommended for nappy rash and creams for eczema etc.

For medication that is required long term (i.e. Asthma puffer) a Management Plan must be completed by a General Practitioner and provided to the Centre and updated at least once per year.

Important! Never leave any medication in your child's bag. It is a safety risk to children.

Sun Safety

Our Centre policy is "No hat, play in the shade". 1st Impressions ELC encourages all educators, children and families to practice sun safety. The service provides sunscreen available at the front foyer and in each room and encourages families to apply this upon arrival at the centre. Educators will reapply throughout the day. Please see our Sun Safety Policy for further information. You can also visit our 1st Impressions website to view the SunSmart widget to see the daily UV rating.

Accidents

At times, accidents may occur. As per centre policy, we only make phone calls to parents/families for serious accidents from the neck above. Please try not to panic if the Centre contacts you as we simply just want to ensure parents are kept informed about their children. In case of serious accident or illness occurring at the Centre, the director, certified supervisor or relevant staff will contact parents immediately and follow the services policy in relation to serious incidents.

As a matter of extreme importance, parents must ensure that the Centre has up-to-date emergency contact numbers. Depending on the injury/incident, an accident form report will be completed, outlining the accident, and signed by staff who observed and administered first aid, as well as any witnesses. All these steps are accessible in the Xplor system. The Director, relevant staff and parent's signatures will also be required. Parents are then provided with a copy of the report. For minor falls, bumps or scrapes, an accident form is not required, and parents will be informed upon pick up.

Clothing

It is recommended that children attend the Centre in comfortable and inexpensive clothing. We highly encourage the use of our ELC uniform which can be purchased upon enrolment. The centre uniform helps promotes children's sense of belonging and boosts their self-identity. The children need to be able to move around comfortably during their day and should be unimpaired by clothing. It can also be extremely difficult for children when toileting if they are struggling with many buttons, belt buckles and other similar type of clothing.





1st Impressions Early Learning Centre

Children regularly engage in a variety of 'messy play' both indoors and outdoors. Whilst we use shirt smocks for children, there will be times when clothing may be stained or soiled from items such as paint, clay, playdough, sand, water and mud. Please ensure you pack an adequate amount of spare clothing in case your child needs to be changed. Any soiled/dirty clothing will be placed in a bag and hung in the allocated hooks in each room for collection at the end of the day. All items of clothing should be clearly labelled with your child's name.

Adequate footwear should be worn and easy for children to take off and put on. Thongs or open sandals are not permitted for safety reasons.

Rest and sleep

Rest time routines vary accordingly to children's individual needs and age/stage of development. We provide children with opportunities for relaxation and sleep and ensure that it is a comfortable experience for children. We have cots available and mattress depending on age and stage of the child. Children under 3 years old are encouraged to sleep and children above 3 years old are encouraged to rest (may also be subject to parent's requests).

Children are welcome to bring a security item such as a pillow, blanket or soft toy. Please note that soft toys and pillows are not encouraged for ages 0-2 years, according to SIDS guidelines. Educators follow SIDS guidelines and there is information about safe sleeping available for families in the Sensory Room and SIDS website, <http://www.sidsandkids.org/safe-sleeping/>.

We encourage parents to discuss the rest needs of your child to ensure that their sleep and rest at the centre is a relaxing and pleasant experience. In addition, you are welcome to view our Sleep, Rest, Relaxation and Clothing policy.

Centre Security and 24-hour video surveillance

1st Impressions ELC has an Open-Door Policy and welcomes families and visitors anytime. We have strict policies in place regarding access and 1st Impressions ELC staff have the right to refuse and deny entry for the protection, safety and wellbeing of children, staff and other families.

1st Impressions ELC has a security chip system. Each family and staff member have their own security chip provided upon enrolment. It is important that families keep it private and not allow anyone use it into the service that they do not recognise.

In addition, for added safety and security, our centre has a 24-hour video surveillance for outdoor area. For the privacy of all families and children who attend our service, only management and/or staff may review this footage.

All Centre visitors must sign in the Visitor Register form.

Please feel free to speak with staff or management if you have any concerns regarding safety and security at the centre.

Arrival and Departures

Parents must sign their child in on arrival and signed out on departure using **the Xplor system**. Failure to sign in or out may also affect attendance records and CCS entitlements.



1st Impressions Early Learning Centre

At times where parents require another person to collect their child, parent authorisation with full name and relationship to child must be provided to the centre. If someone arrives to collect your child from the centre and staff have not met or do not recognise the person, they will be asked to present photo identification, so staff can clarify the individual's identity before releasing the child into their care. In addition, any person required to drop off or collect a child must be at least 18 years of age.

Late pick up after 6:30pm

Late pick up after 6:30pm incurs a late pick up fee of \$15 per hour to cover the cost of educators staying back after Centre opening hours. Parents are required to contact the Centre to advise staff if they are running late. It is advisable that parents contact an approved person on the enrolment form to arrange pick up of your child on your behalf. Late pick up fees are charged via EFTPOS or bank transfer in the next billing.

Court Orders

Parents must notify the Centre if there are any court orders affecting residency of their children and a copy is required for the Centre. Without a court order, we cannot prevent a parent collecting your child.

Workplace Health and Safety Feedback

The safety of families, children and staff are of highest priority. We welcome all feedback regarding the safety of our Centre. If you see something that concerns you regarding safety at the centre, safe work practices, including the safety of building equipment or general WH&S, please contact the Director.



Australian Children's
Education & Care
Quality Authority™

<https://www.acecqa.gov.au/>