



*Technology Preschool*

*'Growing your child's potential'*

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# PARENT HANDBOOK

## Welcome

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*Congratulations!* You have chosen a centre, which is dedicated to the care and wellbeing of your child. Our aim is to supply quality child care that is as supportive as your child would receive at home, and we therefore wish to make the transition, for both you and your child, as natural as possible.

We at Grow ELC are proud to offer your child the best quality of care in a warm and secure environment. We offer full educational programs, including School Readiness Program, and care for children between 0–6 years of age.

Please ask any of our educators to view our policies and procedures in more detail; they are available in the centre at all times.

**Our Philosophy is as follows:**

**Each child should be treated equally and with respect.**

**Each child is, and should be treated as a unique individual.**

**Each child should be nurtured in love and an understanding environment.**

**Each child learns through play.**

**Each child reserve the right to an education.**

There are many ways in which you may help the settling in process. If possible, try to find time to spend with your child at the centre. We suggest that you and your child visit the centre for a play and to meet the staff on as many occasions as is practicable for you. This is our orientation process which we encourage families to take part of. As a child, having a parent close by makes you feel quite brave and it allows you to take small steps away from home rather than one giant one.

Spending time with your child also gives you, the parent, a chance to build up trust in the staff and to have an understanding of your child's day and the people he or she will be encountering.

Providing photos of significant family members for your child's wall in their playroom may keep links with home for your child throughout the day.

Children often like to bring comforters from home such as teddies, blankets or special pillows. Being able to empathise with your child will help you provide appropriate support. Liaise with staff and decide with them the best way to begin leaving your child in their care.

Always say goodbye to your child before you go and make certain that the educator/ teacher who is responsible for your child 'knows' that you are leaving.

Feel free to phone the centre or call in at any time. We trust that these few tips may help you and your child to have smooth transition into the centre.

Again, welcome to Grow Early Learning Centre, "Centre of Education and Caring".

Regards,

*Staff & Management*

Grow Early Learning Centre

## **Our Philosophy**

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At Grow ELC we aim to provide a warm and friendly atmosphere within a caring and stimulating environment in which all children can feel safe and secure.

Each child is a valued individual with unique interests and strengths and we give children the freedom to choose activities they are most interested in. Educators and teachers will guide children to make positive choices about their learning and development.

Developmental play enables children to learn through concrete “hands-on” experiences such as doing, experimenting, predicting, achieving and making.

Our program aims to stimulate and develop each child’s social, physical, emotional, cognitive, language and creative potential, through the learning outcomes, principles and practices of the Early Years Learning Framework.

We believe all children, families and staff has a right to be treated with fairness and equity, have the same opportunities for participation and are accepted as valued members of the community. Relationships are important to a child’s health, wellbeing and development.

## **Children’s Experience**

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### **A variety of perspectives about child learning**

Through current theories, professional knowledge and understanding of child learning and developmental practices we aim to enrich each child’s experiences so that they develop a sense of self-achievement.

Through implementation of the Early Years Learning Framework we build on children’s interests and knowledge as individuals within the group and wider community.

We encourage their self-autonomy and promote a positive attitude to encourage high self-worth, as we believe if a child is confident they will have the ability to do anything they set their minds to, now and into the future. This encourages lifelong strong emotional intelligence that gives children the ability to cope with life’s challenges.

### **The Importance of the early childhood years**

Children under 6 years old are constantly learning. Most of a child’s learning actually takes place during these years. All of the experiences a child has in this time contribute to the kind of people they will eventually become, hence the importance of the 3 Bs– Belonging, Being, and Becoming. Learning and development takes place through the medium of the child exploring (their) environment. The most common term for this learning is called “play”, where they discover answers to their problems or curiosity by having hands on experiences with educators and teachers scaffolding and challenging their thinking and skills.

## Hours of Operation

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Our Centre is open daily from 7.00am – 6.00pm, excluding Public Holidays and weekends. (*Due to insurance and licensing reason children are not to be left by parents before 7am, and in case of an incident, Public Liability does not cover any accidents/ injury before 7am and after 6pm*).

## Fees

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A **Booking fee of \$100.00 and Bond of \$400** is required and must be paid prior to securing your child's spot and/or be on the waitlist at Grow Early Learning Centre.

An 'Extracurricular/Resources' Levy must be paid each year your child is enrolled at Grow ELC. This covers any incursions, events or resources the centre has to pay for as extracurricular added to our early childhood education (e.g. Living Eggs, Kindifarm, DJ for disco, Christmas entertainment and Activathon, just to name a few). This levy will replace all fundraising within the centre.

**Please refer to the table below for our Extracurricular/Resources Levy:**

Age group	Annual Levy	If enrolled May–Oct	If enrolled Nov–Dec
0–2 years	\$120 per year	\$70	\$10 per month
2–5 years	\$180 per year	\$100	\$15 per month
School leavers	\$180 per year, plus an additional \$50 payable in June	\$100, plus an additional \$50 payable in June	\$15 per month, plus an additional \$15 per month

Enrolment at the centre will constitute an acceptance of the fees, policies and conditions as set out, including any variations that may occur during the year.

**Our childcare fees are still charged in the following instances:**

- When a Public Holiday falls on a weekday
- If your child is absent through illness or for any other reason
- When your child is absent on holidays.

## Payment

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Fees are to be paid as follows:

- On commencement (with Bond and Booking Fee already paid), and two weeks in advance\*.
- Accounts are to be 2 weeks' in advance at all times\*. Therefore, fees are debited weekly for the 2 weeks' ahead of time.
- A Direct Debit Request form which outlines our service agreement with St George PayWay is to be completed and signed by families.
- Payments are to be made via **direct debit only** through either a **bank account or credit card** nominated by you.
- Payments are debited on Wednesday of every week.

If fees are not maintained in advance, your child's position may be re-allocated.

Grow ELC will issue reminder letters to parents when fees fall into arrears. **Suspension or termination of enrolment will result if fees fall into arrears, whereby payments on your account are missed by two (2) consecutive weeks, and an agreement is not in place and followed through with.**

Please inform the director of the centre if your financial situation changes at any time.

Repayment agreements can be negotiated with the Centre Director.

## **Late Payment Fee / Administration Fee**

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A **Late Payment Fee of \$15.00** will be applied to your childcare fee account for every week your account is not in advance of 2 weeks or if your direct debit/credit transaction declines or returns. This charge will be applied weekly until the account is in advance. A **\$5.00 administration fee** will be charged to your account every time you request one of the office staff to review/track your account and we find there are no errors according to our records.

## **Late pick up Fees**

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Parents are asked to pick their children up before 6.00pm or a late fee will be charged. A penalty rate of **\$30 for the first 10 minutes, then \$2 for every minute thereafter** will be charged if a child is collected after the official closing time of the centre. After the first 3 occurrences in a calendar year, the penalty will increase to **\$50 for the first 10 minutes, then \$4 for every minute thereafter**. This is to cover the overtime for the two staff members who are required to stay behind.

## **Attendance**

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Your child is to attend on the days booked only, unless you have prior arrangement with the Director (for additional/casual days). Fees are to be paid for the days your child is booked, or attends the centre, including Public Holidays or times when your child is absent due to illness or other commitments.

## **Orientation**

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This Parent Handbook is given to you so that you can familiarise yourself with what is expected of you, what to bring with your child and to know what the centre offers academically, socially, emotionally, physically and cognitively to best meet the needs and develop each child to their optimum.

Management and staff will answer questions and queries directed to them and staff will give you a thorough tour of the centre both indoors and outdoors.

We would love for you to visit our centre. Please drop in or phone to arrange a time with the Director. We do encourage your child to have orientation visits before starting their attendance with us. A family member is required to stay with him/ her at the centre during orientation. We usually recommend doing 1- 3 orientation visit(s) and for about 20 minutes to 1 hour each time. The best time to do your orientation visits are between 9.30am to 11.30am.

## **Portfolios**

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A portfolio of each child's progress: including work samples, photos and written observations, checklists, summaries is completed during the time of your child's attendance. These are done by educators and teachers on digital format where you will be provided with a login and password by the centre Director to have access to your child's portfolio viewing at any time convenient for you.

## **Separation anxiety**

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Orientation days are encouraged prior your child starting at Grow ELC.

To some degree, most babies and toddlers will show true anxiety and upset at the prospect of being separated from their parent/ primary carer.

Although painful to both parents and babies, separation anxiety is a normal part of development.

Separation anxiety for babies is at its highest level between the ages of 8–10 months old. For some babies, it can start as early as 6 months of age and can last to the age of 18 months.

### ***How should I prepare my child for separation?***

Give your child the opportunity to gradually get used to the idea of childcare. Perhaps come into the centre before your child's first day for a short visit. This will allow your child to get used to the staff and new surroundings.

On your child's first day, prepare to stay for approximately 15minutes. This will give staff time to engage your child in play prior to you leaving.

On the first few days, staff recommend that you organise to pick up your child earlier than you normally intend to. By doing this, staff is able to gauge how your child is going and if they are going to remain settled. Depending on how your child reacts to their first day, staff may recommend a period of shorter days to assist your child in the transition. This is a normal process that is used throughout all childcare centres.

Fill out a routine form for your child in the Rosella room so that the educators and teachers can follow as close to your child's home routine as possible to allow faster settling period. For older children, communicate to the educators and teachers some things that will help settle you child, e.g. a special word, on how to put your child to sleep, etc

*Always say goodbye.* Kiss and hug your child and tell them you will be back to pick them up. It is recommended that you don't prolong your goodbyes. Resist the urge to sneak out the door. Always make sure your child knows you are going and will be back later.

Feel free to call the staff throughout the day and be available to come and collect your child early if need be. If you are unable to be available, arrange for someone that can come and collect your child.

The staff at Grow ELC accepts that each child is special and requires individual care. We are happy to communicate ideas with you and to provide love and care when assisting your child through this transition. Please do not hesitate to voice your concerns or comments to our staff at any time.

## **Bond & Change of Enrolment Day**

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Please note that we need at least **4 weeks' notice** if you wish to change your child's days of enrolment or to withdraw your child. Four (4) weeks payment must be made in lieu of notice. *The 2 weeks' advance payment and the bond held in trust is for this purpose.*

Notwithstanding the above, we reserve the right to, at any time; allocate part or all of your \$400 bond to satisfy any outstanding fees or for any other purpose.

## Child Care Subsidy

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From 2 July 2018, the new Child Care Subsidy (CCS) will begin. **Child Care Subsidy (CCS) will replace both Child Care Benefit (CCB) and Child Care Rebate (CCR).** CCS is paid directly to the service, and passed onto you in the form of a Fee Reduction; therefore, you will be required to pay a Weekly Gap Fee (full fees less your entitled subsidy).

In order to receive CCS, you must complete a **Child Care Subsidy Assessment online via MyGov.** As part of this assessment you'll be asked to provide information such as:

- **Your combined family income** – this will determine the percentage of subsidy you will be eligible for
- **The activity level of parents** – this will determine the number of hours you will be eligible to receive subsidy for
- **The type of child care service** – this will determine your hourly rate cap

**It is the parent's responsibility to obtain an assessment from Centrelink.** If your assessment is not active from the start of your child's enrolment, you will not receive CCS and thus, **full fees are payable until your assessment is active.**

To ensure the accuracy of subsidy payments and to avoid paying back any CCS at the end of the financial year, **it is also the parent's responsibility to provide as accurate of an income estimate as possible, and to advise Centrelink of any changes in family income.**

## 42 Initial Absences

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**Each child is allocated 42 Initial Absences each financial year.** You will no longer be eligible to receive CCS for absent days past these 42 Initial Absences; and thus, full fees will be payable for those absent days. However, in particular circumstances and with sufficient documentation, you may receive an Additional Absence day where CCS will still be applied. The most common grounds for an Additional Absence day is illness of the child, parent or sibling, and must be evidenced by a Medical Certificate. For a full list of the circumstances which you may receive Additional Absence days for, please refer to our Absentees Policy.

## Signing In and Out

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Children must be signed in on arrival, and out on pick up, at the Centre each day. In case of an emergency, we need to be sure who is in the centre. This is the parents/guardians' responsibility, so please ensure it is done. This is also a condition of receiving Child Care Subsidy (CCS). Failure to sign in/out (and/or in the correct row allocated to your child) will result in a **\$5.00 penalty for each occurrence** and an **additional \$5 for each week missing entries are not fixed.**

After the first 5 occurrences in a calendar year, a subsequent \$10.00 will be charged for each occurrence. This is our services' legal requirement by the Department of Employment Education and Work Place Relations (DEEWR).

## Withdrawing, changing or adding days

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Please note the following charges relating to changing your child's attendance schedule. Dropping days within three (3) months of adding new days will incur a **\$100 administration fee**. If wishing to drop days as well as add days, at least **four (4) weeks' notice** must be provided for dropping days **before** you are able to pick up additional days.

For new enrolments: Withdrawing within the first three (3) months of attendance will forfeit 50% of your bond.

## Collection of Children

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On enrolment, you will be required to provide us with the names and phone numbers of persons authorised to either drop off or pick up your child. We request that you notify us immediately of any changes to this authorisation.

If a child is to be collected by any adult other than those listed on the enrolment form, the parents' written permission must be provided *before* the child is collected. When this is not possible, the parent must at least provide the full name and description of the person to collect the child via email or SMS to the Centre Director's mobile. The person collecting the child should be able to produce ID on request.

It should be noted that children will not be released into the care of persons under the age of 18 years or if the adult may be deemed intoxicated.

Also, please let a member of staff know when you are leaving the centre with your child.

As a reminder, it is law that children under the age of 7 when travelling by a motor vehicle must be seated in an approved Australian standard child restraint car seat or a booster. The child may not sit in the front passenger seat either until the age of 12.

As staff have a duty of care for the children, you may be asked to remain at the service until a child restraint seat or booster is fitted for the child and the staff may report to the police as this is law.

## Medication

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If a child requires medication, the medication form must be filled out and signed by the parent/care-giver and handed to a staff member with medication in its original bottle. The bottle must be clearly labelled with a dispensing label from the pharmacy indicating the child's full name, the actual medicine name (matching the bottle), the dosage, and date on it. Medication should never be left in the child's bag or locker as this creates a danger for other children.

Any medications, including over the counter medications will not be administered without a Doctor's authorisation or pharmacy disposal label, except for Paracetamol from the centre, and this is only when the child has a temperature of 38.5°C or over (as per the agreement on your enrolment form).

## Illness

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We strictly abide by the *NSW Department of Health and National Health and Medical Research (NHMRC)* policy on infectious diseases and exclusion guidelines. Your child should not attend the centre if he/she has any of the illnesses outlined in these guidelines. A doctor's certificate, stating that your child is clear to return to childcare, is needed for your child to return to the Centre.

If your child is going to be absent, please notify the centre as soon as possible, explaining the reason for their absence. This allows staff to be on alert for signs of any similar illness in other children at the centre.

Any staff member who becomes sick will be excluded from the centre in the same manner.

Staff will ask you to take your child home if it is felt that he/she is unwell or has a temperature of 38.5°C or over. Parents should be prepared to be called at work to arrange collection of a sick child and arrange for the child to be cared for at home, either by themselves or persons delegated on the enrolment form as an emergency contact.

We request for a clearance letter from the doctor, if the child is returning the following day or the child has been diagnosed with a contagious illness. We may clarify with your doctor of your child's illness and clearance.

In the event of an outbreak of a *vaccine preventable disease* the centre director will notify the Health Department and parents. The NSW Health Department will exclude non-immunised children for the duration of the outbreak.

## What to Bring

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### *On enrolment*

Please remember to bring the child's Immunisation History Statement (from Medicare) and birth certificate – *this is a government requirement*.

An immunisation record is required unless immunisation has not been done due to medical or religious reasons. *A certificate to this effect is required if the record is not provided*.

We believe that young children learn through play and they will be encouraged to explore a wide range of materials and activities, including some messy activities. It is important that parents provide clothes for children that allow them to feel comfortable move freely and can stand a little dirt.

Belts, braces and overalls are discouraged as children cannot be independent in dressing with such items.

Sneakers, sandals or shoes with non-slip soles are safest for pre-school activities. *Thongs and slip on shoes are dangerous and are NOT acceptable footwear for childcare*.

Grow ELC endorses a "No Hat – Play in the Shade" policy. Please ask the centre director to look at the SunSmart policy if you have any further concerns.

In relation to the SunSmart Policy, we ask children to wear tops that have sleeves, covering their shoulders.

Please send a full *change of clothes* appropriate to the season each day including underwear and socks. Even if your child does not have accidents, other situations may arise where a change of clothing may be necessary, such as messy finger-paint or water activities.

Remember to provide clothes according to the season such as shorts, T-shirts in summer and jumpers / pants in the winter.

## Daily Requirements:

### 0–2yrs

- Minimum 2 changes of clothes.
- Enough nappies and wipes to cover length of stay (minimum 4 nappies).
- A piece of fruit each day (for the fruit basket)
- Bottles and formula/ breast milk (plastic bottles)
- If required, nappy rash creams, teething gel etc.
- Comforter (e.g. Dummy, teddy, toy or blanket).

### 2–6yrs

- Change of clothing (more than one)
- A piece of fruit (for the fruit basket)
- Nappies and wipes if required
- A favourite teddy or comforter if needed

**Sunscreen:** *Parents are asked to apply sunscreen in the morning.* Staff will reapply sunscreen after rest time (before going outside).

Please ensure that every item is **clearly labelled**, as we are not responsible for things that are misplaced or go missing, however, we will do our best to ensure this doesn't happen.

Bringing of **toys** from home is discouraged. Not only can they cause conflict, there is no guarantee which prevents breakage or ensures safety. No responsibility will be taken for toys brought from home by the Centre.

## Meals

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Hot meals are provided daily by the centre. Meals include morning tea, lunch, afternoon tea and late snack. Meals are catered to special diets, for instance due to religion or allergies.

Parents are asked to bring in a piece of fruit each day for morning/afternoon tea.

Water and cups are offered throughout the day.

At Grow ELC, we have a Healthy Eating Policy where we promote healthy eating and drinking.

## Breastfeeding

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Breastfeeding is welcomed and encouraged at our service. We have a designated area for breastfeeding for mothers who wish to breastfeed their child whilst in our car. Breast milk is said to be best for babies due to the following benefits:

- Provides all your baby's nutritional needs for the first six months
- Protects your baby from infections
- Is more easily digested compared with other milks
- Skin-to-skin contact during breastfeeds promotes bonding
- Lower risk of becoming overweight or diabetic later in life
- Higher IQ scores and better jaw development

**Source:** Healthy Kids. (2017). *Breastfeeding*. Available online at: <https://www.healthykids.nsw.gov.au/parents-carers/nutrition/breastfeeding.aspx>.

## **Rest Time**

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All children are encouraged to rest during the day, but no children are forced to sleep if they do not wish to, quiet activities are available for children who do not want to sleep.

This is a good time for children to learn how to wind down. The centre will play soft music at rest time to help the children to relax.

All children are left to sleep but will be gently woken if the parent requests a certain time.

Please let us know if there are any special sleeping arrangements for your child that we should know about.

## **Entertainment**

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From time to time, the centre will organise entertainment during the year. Some of these shows will not be on your child's day of attendance but you are very welcome to come along for the duration of the show, accompanied by a Parent/Guardian/Carer.

## **Toilet Training**

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Staff aim to follow the parents' lead regarding toilet training for the toddlers. No child will be pressured to use the toilet. Toddlers who seem ready are encouraged to use the toilet. Since it is important that there is consistency in expectations for successful toilet training, staff and parents should discuss the child's progress and work together.

## **Positive Behaviour Management**

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Children are encouraged to develop those social skills which will allow them to resolve conflicts and get their needs met without the use of aggressive or destructive behaviours.

When disciplinary situations occur, which require adult intervention, staff aim to provide the child with clear explanations as to why a particular behaviour is unacceptable. Staff will try to help find alternative acceptable behaviours. On these occasions, appropriate behaviour management strategies will be used.

Positive reinforcement, redirection and distraction are all techniques which staff will use to encourage desirable behaviours in children. If problems still exist, your child may be asked to think about their actions in a quiet area (time out).

***If your child's misbehaviour is consistent and affects the safety or well-being of other children and/ or adult, parents/ guardians may be asked to collect their/your child and child may be suspended for a period of time.***

## **Birthdays**

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Each child is special to us. To help us celebrate your child's birthday, you may wish to provide a birthday cake (NOTE: No NUTS) for your child to celebrate their special day with their friends. Or alternatively, we can make a birthday cake for your child for the cost of \$5.00. (We are a nut free centre. Please be aware of this when buying or making your cake).

Please feel free to come and celebrate with us. If you are unable to attend, staff are more than willing to take photos if a camera is supplied.

We welcome your child's birthday at the centre. Please talk to us on what you would like to do.

## **Centre Newsletter**

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Our Centre newsletter is sent home regularly, via email and through child's digital portfolio file. This provides parents with important information about the Centre's events and happenings. Parents are also invited to contribute items of interest.

## The Program

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At Grow ELC, we aim at providing a homelike atmosphere within a caring and stimulating environment for each child. Staff aims to build a trusting and secure environment with both the parents and the children.

Grow ELC has trained and qualified educators and teachers who are experienced in the developmental needs of children from 0–6 years. They will plan activities and routines to meet the needs of your child and keep records on your child's development. Developmental summaries and observations are completed and posted on your child's digital portfolio, which you can view at your own time. You are entitled to ask your child's focus teacher for an appointment if you wish to discuss any aspect of your child's progress or care.

The room has a planned program displayed for parents to view and discuss with the educators and teachers if they wish. The program offers the children experiences that are appropriate to the child's individual needs and stages of development, as it is based on observations of the children or teacher's intention.

A Daily Learning Story / Journey is posted onto your child's digital portfolio (ChildCarers) everyday. This is a record of the day for parents to read about and to use as a tool to converse with their child about the child's day and experiences at Grow ELC.

Play, both indoor and outdoor play, is the greatest avenue for learning. Young children must see, touch, taste and hear if they are to learn. Children will play to discover and master experiences. Discovery is an active process for them, even discovery about liking and not liking things and people, or about managing feelings.

Children are offered a range of activities which include pre-reading and writing activities, dramatic play, blocks, puzzles, games, books, craft activities, sand and water play and climbing equipment.

*While educators and teachers will respect children's choices, fears, likes and dislikes, your child will be encouraged to participate in all of the activities that are offered to enrich your child's experiences and learning.*

Although protective clothing is provided for messy activities, your child will get dirty from time to time. This is normal for children learning about the world in which they live.

Our program takes into consideration the multi-cultural nature of our community, is non-sexist and endeavours to breakdown the traditional stereotype while reflecting and promoting care, respect and support.

Educators and teachers will aim to keep you well informed about your child's day. This will usually happen in an informal way, verbally or through the use of Day Book. We understand that there may be certain times when you wish to discuss your child's developmental progress in more detail. On these occasions, we offer Parent-Teacher interviews and Parent Information sessions throughout the year. Alternatively, parents may wish to make an appointment, convenient to both the teacher and yourself, to discuss your child's progress and/ or concerns you may have about your child.

## Parent Role

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Parents are a very important part of Grow ELC for it is your Centre as well as the child's.

Parents are encouraged to become involved in the Centre, since this is the best way of becoming familiar with the program and staff. Through your involvement, your child will develop a sense of continuity between home and the Centre, which will facilitate their adjustment to the Centre.

Try to leave enough time each day for a daily "check in" with staff. This will enable you to report any significant changes or events happening at home that may affect your child's day. Likewise, the staff will report to you regarding your child's day at the Centre.

Parents are also invited to spend time at the Centre with their child at any given time, following our "open door" policy. There may be times where educators and teachers may suggest that it is best not to have parents present, this is the case when it is disruptive to your child or the children's learning with parents' / grandparents' presence. We ask families to please respect this suggestion.

You may have a special skill or interest which you may like to share with us e.g. cooking, playing a musical instrument etc.

You may care to assist us by reading a story, helping at lunchtime, joining us for craft or just talking to the children.

You may like to share some aspect of your family background or culture with the centre by lending items for display, sharing your native language, or providing books and stories from your native country.

Donations of old clothes (for dressing up) including hats, bags and shoes are most welcome. Also, empty kitchen cartons and material (for construction and pasting), sieves, plastic bowls, old saucepans etc. are great for sand, water and home based play.

The centre will endeavour to cater to parent interests through guest speakers, films, discussions (parent meetings) and displays on a variety of topics. If you have any items/subjects that you have an interest in, please convey this to staff members.

Parents are reminded to update their child's registration details such as change of address, phone number, emergency contacts or guardianship of the child, and allergies. By going to [www.hubello.com.au](http://www.hubello.com.au) and enter your 'username' and 'password'. Once a username is allocated to you upon enrolment of your child it will be your responsibility to ensure this is kept up to date at all times. *This is your legal responsibility to ensure all details you provide us are accurate and up to date, we take no liability if the information we have from you is not accurate or up to date.*

Parents / Families are encouraged to participate in or assist the centre in other events, when appropriate where it does not disrupt our learning environment.

## **Confidentiality**

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Access to all documents required by government legislation to operate and maintain a service is limited to the director only.

Staff will have limited access only when necessary to provide any essential information for the care of your child. This is at the director's discretion and or with the consultation of the parent as required.

Child observation records are the responsibility of centre staff and are not available for public viewing.

## **Any Comments?**

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**Your input into the centre is important to us.** Please feel free to discuss with the director of the centre any problems, complaints or suggestions you may have regarding the staff, programs or other matters. We are here for you and your child. We invite you to spend time with us during the day to help understand what we provide for your child.

You may like to consult with staff if you wish to do something special with the children e.g. Cultural activities, teaching a special song/dance, etc. so staff can take into account when programming.

We appreciate your comments and suggestions in managing better changes. We welcome parents participating whenever possible.

We encourage families to read our centre policies and our Quality Improvement Plans (QIP) and to make any comments on sheet provided in the foyer/ hallway / QIP wall / notice board.

**Information about the centre is available on notice board or by asking us any questions.**

**You can also make an anonymous comment by writing on a comment slip and placing it in the suggestion box.**

**Please read this handbook in conjunction with our enrolment form.**