



Family Tree
Child Development Centre

Parent Introductory Handbook





Family Tree Mission Statement

Our business was founded around a passion for excellent quality early education and care, reflected through the services we offer to families with young children. This allows for children to make strong social, emotional and educational progress from an early age, while simultaneously enabling families the ability to pursue their own careers and lives outside of parenting.

The Family Tree team's passion for excellence in early childhood development is focused on maximizing each child's opportunity in this sensitive period between Birth and Age 5, providing strong foundations for lifelong learning.

Our continual goal is to create safe, welcoming, comfortable and inclusive environments for families, children and staff alike. We continue to achieve these goals through acknowledging the valued feedback and input of our internal and external communities who provide us with ways in which to change, improve and continually reassess practices and procedures.

Our educators are a team of outstanding, passionate and highly motivated individuals who continue to align themselves with our core values and beliefs. Their level of commitment to the children and families is not only reflected in their daily work but creates the high level of service that our centres provide. In addition to this, our team are passionate about the industry and are constantly learning and interacting within it.

All levels of staff, including management, operate in a manner which is highly respectful of one another and the environment in which they work. As a small business we respect our suppliers and acknowledge that what they provide allows for us to exist and run smoothly.

Our business is family owned and operated, with an exceptionally high level of communication maintained across both employees and families. We encourage feedback from all community members.

In order to benefit staff, families and children we choose to reinvest financially into new and exciting technologies, products and services in which we see the potential to better our community. We are constantly looking for ways to improve the overall service that we are providing and are not afraid to invest in this when we deem it of true benefit to you and your family.

What makes us different?

We are passionate as a team to better understand child development in the Early Years, to be open and transparent to our parents in our partnership to maximize each child's potential by providing strong foundations for learning, health, and behavior throughout their life.

A feeling of belonging. A feeling of warmth. A feeling of security. To us, these feelings are the most important aspect of providing early childhood development.

We are here to support you on your parenting journey and support your children to reach their full potential.

Our People

We take pride in bringing people into our team, that share a passion for children, families and the incredibly important sensitive period between birth and age 5. From our trainees to management, we are a team. A team that is aligned and therefore able to deliver results that feel right.

We acknowledge that everyone has something to offer and everyone is unique. We also feel it is incredibly important to encourage growth and strive to provide an environment where our people can do this whilst feeling supported.

This will ensure each child receives positive experiences and interactions with their caregivers.

Our Staff

We are confident our Educators will exceed your expectations. We all aim to achieve our centre philosophy. This is of the utmost importance to us. Our staff have been selected for their caring and compassionate nature as much as for their qualifications and experience. We will listen to you at all times and we welcome and value your input. Staffing levels are as per Education and Care Service National Regulations, if not above.

Our Owners

Vanessa and Tracey are sister in laws that are heavily involved with what the services provide and are continually implementing new things to improve and add value to families.

Our Area Manager

Responsible for overseeing delivery of the service we provide across all centres and supporting our Directors.

Our Centre Director

Responsible for the day to day operation of the centre and staff.
Our Educational Leader: Responsible for overseeing all aspects of the curriculum we provide.

Our Leading Educators

Qualified, trained and experienced in Early Childhood Education and Care.

Our Educators

Support the leading educators in providing care for children.
In some instances, staff are undergoing a traineeship.

Our Cook

The cook prepares balanced and nutritious meals for the children.

Students

We encourage volunteers and students from school to work within the centre to further their knowledge and experience in Early Childhood Education and Care.



Enrolment & Attendance

Enrolments are provided and accepted by the Centre Director. To secure your position, you must complete and return the following documents within the specified time frame discussed with the Centre Director at the time a placement is offered:

- **Child Enrolment Form**
- **Direct Debit Form**
- **All About Me Form**

In addition to this information, we are also required to sight and photocopy your child's birth certificate and current AIR immunisation history statement- Please see the Immunisation section on page 6 for further information on the acceptable formats of your child's immunisation status.

Parents are required to complete the enrolment process on commencement of care and the re-enrolment process at the end of each year, to guarantee a place for the following year, as well as ensuring that our documents are kept up to date and current. Please inform us immediately of any changes at any stage after completing your enrolment.

It is a legislative requirement that your child's attendance is registered for each session by signing in on arrival and signing out at departure from the centre. You are required to do this using the tablets located in the foyer. A personal pin number will be linked to your mobile number and will be set up with you during your orientation process.

Please telephone us if your child is unable to attend on any given day.

What to bring

It is a requirement of our centre that all children bring a wide brimmed hat for outdoor play and a water bottle **EVERY DAY** they attend.

Children are also required to wear tops/dresses with sleeves (singlets/ vests are not permitted for sun safety reasons). Children are welcome to wear shoes in the environment if they wish however this isn't a requirement whilst indoors.

0-2 years

A unopened tin of formula if required, an empty clean milk bottle per feed required, water cup, nappies, any comforters if required and changes of clothes.





2-3 years

An empty milk bottle if required, water bottle, nappies, any comforters if required and changes of clothes.

3-5 years

Sleep nappy if required, water bottle, any comforters if required and changes of clothes.

Please note if your child is over the age of 12 months and has transitioned to cows milk this will be provided by the centre. Milk alternatives are also provided by the centre. Please discuss this with the Centre Director if your child requires a milk alternate, please be aware that we are a nut free centre therefore we cannot provide almond milk as an alternative.

Absences

Absences due to illness and public holidays are charged at your normal daily rate. Holiday rates are offered at a 20% discount providing two (2) weeks advance notice is provided. This rate is offered for a maximum of 10 days per calendar year.

The following absences are allowed according to government regulations in relation to the childcare subsidy. Every child is entitled to 42 allowable absences per financial year, this means that you will pay your gap fee and Centrelink will pay your childcare contribution directly to us for absences associated with public holidays, sickness, family holidays, days off etc.

It is also a requirement that when children are absent, parents are responsible for confirming the absence upon their child's return to the centre. This can be done via a notification pop up on the sign in and out system and is something that must be completed in order for childcare subsidy to be paid for the absence.

Immunisations

The Western Australian Government has amended the Public Health Act 2016 (WA) and the School Education Act 1999 (WA) to introduce immunisation requirements for enrolment into childcare services in order to receive Child Care Subsidy. In order to receive CCS, you as the parent/guardian will be required to provide the immunisation status of your child to the centre. The required documentation can be accepted in the following formats:

- **An AIR Immunisation History Statement no more than two months old and shows an “up to date status”.**
- **An AIR Immunisation History Form no more than six months old, only if the child is on a catch-up schedule.**
- **A valid immunisation certificate issued or declared by the Chief Health Officer.**

Please note we cannot accept the purple book, it must be in one of the above formats. If you require any further information regarding requirements, please speak with an office team member.

Rest Time

Rest is an important part of a child's development and children are encouraged to rest each day. For 18 months - 5 year olds, rest time is after lunch. If a child does not rest then quiet play is made available. Children 0-18 months will follow their home sleep schedule.



What happens if my child is ill?

For the protection of other children and staff, please do not bring your child to the centre if he or she is sick (including severe colds). With some illnesses, you may be asked to keep your child at home until they are declared well and to bring in a doctors clearance certificate.

Medication is only administered with the permission of the parent/guardian who must sign a medication form and give it to a trained staff member along with the medication. Medication is checked by another staff member before being administered. Medication must be given to a staff member to be stored in a locked medication box. Please note antibiotics must be administered for a 24 hour period before returning to the centre and must be in the original container it was dispensed from the pharmacy in.

If you have any queries please contact the director - we adhere strictly to this policy for the safety of all the children at the Centre.

If your child becomes unwell whilst in our care, Parents/Guardians will be informed and asked to either take the child home or to seek medical attention. Your child will be made comfortable and separated from other children (with supervision) until the Parent/Guardian arrives.

If your child has a temperature, you will be informed and asked to collect your child. Paracetamol will not be given without written authority from a parent/guardian. All injury/illness occurrences at the centre will be recorded on an accident/illness report form.

If your child has been diagnosed with Anaphylaxis or a severe Allergy and they have been issued with a Medical Action Plan we require a colour copy of this plan to be provided upon enrolment along with all relevant medications before your child commences care. Please refer to our Medical Conditions Policy if your child has Anaphylaxis or a Allergy. Please do not leave any types of medication or creams in your child's bag.

Meals

Included in your fees are morning tea, lunch, afternoon tea and a late snack for children staying beyond 5pm.

Our menu is on a four week rotational roster and is changed seasonally to ensure the food continues to be interesting to the children and makes up 50% of children's recommended dietary intake. Our weekly menu is displayed outside the kitchen. We encourage you to speak to the cook or other staff regarding the menu, particularly if your child has any allergies or dietary requirements that we need to be made aware of. The menus are accessible for parents to view on our communication platform.

Dropping Off and Picking Up

The safety of your child is of the utmost importance to us. Consequently we will not permit your child to be taken from our care by anybody that is not listed on your child's enrolment form. It is the responsibility of the legal guardian to decide who brings or collects their child.

If you require someone else to collect your child we must be notified in writing. A phone call will only suffice in an emergency, and then only by authority of a qualified staff member and identification will be required. If staff have not received this instruction we will not release your child.

For your child's safety, please ensure that all children are left with a staff member on arrival. Also, please ensure a staff member is aware that your child is leaving the centre.

Government Childcare Subsidy

In order for your Child Care Subsidy information to be available to us there are a few steps you will need to take.

Have a Customer Reference Number (CRN)

For both the primary account holder (person who is linked to their child through Centrelink's system) and your child. Please note the CRN's are issued per person therefore your child's and your CRN number will not be the same.

Lodge a claim through Centrelink for Child Care Subsidy.

You will need to check your eligibility and do this directly through Centrelink.

Confirm your child's enrolment details with us through your Centrelink account.

This may appear as a task or can be found under the "Child Care Subsidy" section, if this does not appear in your menu screen this could mean that you have not yet lodged a claim, it is still pending approval or your enrolment details have not been finalised by our Service.

If you have any queries regarding this, please feel free to speak with an office team member or contact Centrelink on 13 61 50.

Please note we cannot predict your CCS entitlements therefore full fees will apply until we receive this information directly from Centrelink.

Fees

Direct Debit is our payment method for all accounts. You can choose to nominate for your fees to be debited from a bank account or credit card (please note additional charges do apply with a credit card). Our accounts are processed on a weekly basis and are deducted on a Friday. As per our centre policy we ask that all accounts are always a week in advance, your first payment will include 2 weeks of fees and then after this it will be a weekly payment.

Orientation

We believe orientation to be an important process where educators are able to learn important information about your child's needs and those of their family. The aim of this process is to make the transition from home to care as smooth as possible in order to maintain continuity between home and the Service. This helps the child adjust to the new setting. We strongly recommend a minimum of 3 orientations visits prior to your children starting, it is not encouraged to start your child without some form of an orientation. Please speak with the Centre Director if you require further information regarding this.

Toys

We do not encourage toys or other personal belongings being brought to the centre as it can be upsetting if they are lost or broken. We do encourage the use of comforters if needed to help your child settle however, we do ask they are labelled to ensure we can keep them safe.

Daily communication & curriculum

Our service uses a secure online platform for our daily communications and curriculum. This allows educators to share the quality of the program being delivered each day in every room of the service. Using this platform, educators can document each child's learning and development.

Observations, analysis of learning, planning, implementation, and evaluation of experiences, can all be documented and easily linked as part of an ongoing cycle. It also allows parents to see at a quick glance, all aspects of their child's day including sleep times, meals, toileting, sunscreen application and bottles. This is our preferred method of communication with our families and is used for centre updates, reminders, notices etc.

Additional activities

At Family Tree Child Development Centre, we have a planned calendar of events that is shared on our communication platform for families to view in advance. We celebrate a variety of different events throughout the year and encourage children and families to participate if they wish.

The service aims to arrange a variety of incursions over the course of the year stemming from the children's interests.

Our open door policy

Our centre is open for your inspection at all times, we are however mindful to cause minimal disruption to the children over the rest/sleep periods. We are here to listen. We welcome and value your input. Please feel free to talk to us at any time.

Issues of concern

If at any time practices or procedures at this centre fail to meet your expectations, we encourage you to take the following steps.

- **Discuss with the educator involved and/or the qualified educator in charge of the room.**
- **If you are not satisfied the issue has been resolved, please discuss with the Centre Director.**

Our aim is to ensure the service provides exceptional care at all times. Please contact us with all issues and we will address them immediately. We also value positive feedback and parent input. You will find below the contact details for our Child Care Licensing Governing Body.

Education and Care Regulatory Unit (ECRU)

Boorloo Campus
Level 7, 130 Stirling Street, Perth

Postal Address

Locked Bag 5000
Fremantle WA 6959

Phone Number

08 6277 3889





For more information visit
familytreecdc.com