



Sunny Faces Early Learning Centre

Parent Handbook



Parent Handbook

Welcome!

Dear Families,

Welcome to Sunny Faces Early Learning Centre.

We appreciate that the selection of a child care centre can be a very difficult decision and we are delighted that you have chosen to enrol with us. We understand that the early years are very important for your child's development and we aim to provide every child with the best educational experience in a warm, stimulating and enjoyable environment.

Our dedicated staff are here to provide you with high quality care every day by focusing on each family and child as an individual and by working in partnership with families we are able to ensure that every child receives the best possible care and educational experience.

Sunny Faces Early Learning Centre is owned, managed and staffed by a wonderful team of early childhood professionals, many of whom are parents themselves. We all share a passion and vision of providing children with excellence in both education and wonderful childhood experiences. Everything we do is to benefit the children in our care because the children are the core of everything we do.

Our educators know the best learning takes place in a learning space that children feel safe, secure, confident and loved. Our capable team bring to the centre a wide range of experience, training and culture. In keeping with our commitment to high quality early education, our team includes Bachelor qualified early education teachers, along with Diploma and Certificate 3 qualified carers and teaching partners.

We actively encourage and promote ongoing training for all of our team to ensure up to date knowledge and enhancement of skills. Our Educators are offered regular opportunities for professional learning and development. All of our educators undergo Working with Young Children Checks through the Commission for Children and Young People and hold both current First Aid and CPR certificates which are updated on a regular basis.

Please know that you are welcome in the centre at any time and staff are always available to discuss any of your concerns or needs should they arise.

This Parent Handbook contains information that will help every family become more familiar with the centre policies and procedures. If you would like more information please refer to the full Centre Policy folder in the foyer or see your centre Director. If you have any questions or queries regarding the centre or its day to day running practices please speak with the Director or a Sunny Faces Early Learning Centre Management representative.

We look forward to seeing you around the centre soon.

Kind Regards,

Sunny Faces Early Learning Centre

Learning Spaces

Our centre is open from 6.30am – 6.30pm, 52 weeks a year, except for public holidays. Sunny Faces Early Learning Centre we offer care for children from 0 – 12yrs. Our play spaces within the centre are:

Nursery – 0-2yrs

Junior Toddlers – 15mths – 2.5yrs

Senior Toddlers – 2yrs-3yrs

Pre-Kindy – 3yrs- 4yrs

Kindergarten- 4yrs-5yrs

Fees

All meals, nappies, wipes, sunscreen and sheets are included in the below fees. Our service takes the stress out of child care and provides your child with everything that is required daily. Parents are encouraged to provide a drink bottle, spare clothes and a school bag.

0-2yrs - \$65

2-5yrs - \$60

5-12yrs - \$63

Child Care Benefit (CCB) is a payment to help eligible families who use approved and registered child care, such as Sunny Faces Early Centre. CCB payments help eligible families reduce their weekly payments. CCB together with the Child Care Rebate can also help make child care more affordable for Sunny Faces Early Learning Centre families. To find out more information about CCB or the Child Care Rebate and if you are eligible, please contact the Family Assistance Office on 13 61 50.

Centre Philosophy

At Sunny Faces Early Learning Centre our children are the core to everything we do; Sunny Faces Early Learning Centre is committed to working in partnerships with families. Families are the most important part of a child's life and we feel if we can meet each families individualised needs we can provide an ideal learning environment for your child in centre and at home. Early learning is the foundation for future success in life. The first five years are the most important part of children's growth. At Sunny Faces Early Learning Centre children engage in a wide variety of activities within a flexible daily routine to ensure that every part of their day is not just fun, but acts as a 'teachable moment'. In each room educators develop a program that will build on each child's interests and abilities. Our curriculum is based on the Early Years Learning Framework. The framework has a strong emphasis on play-based learning, and recognises the importance of communication and language (including early literacy and numeracy) and social and emotional development. By implementing the Early Year's Learning Framework in their programming, your child's educators are helping your child to develop:

- a strong sense of identity.
- connections with their world.
- a strong sense of wellbeing.
- confidence and involvement in their learning
- effective communication skills.

Centre Goals

Children

- Provide experiences and opportunities for children to develop a healthy self-concept and self-esteem
- Children are allowed to develop at their own pace
- Children are provided with age appropriate experiences and opportunities
- An environment is provided that caters for the children's needs to experience warm and positive interactions in a safe surrounding
- Promote individual, small group and whole group experiences throughout the day
- Provide children positive, clear and consistent behaviour management expectations
- Promote healthy eating habits and nutrition awareness
- Provide children with a program that incorporates and reflects diversity, equity, strengths and needs which will enhance the development of every child
- The program includes planned experiences that allows children to model, imitate, observe, experience, discover, experiment and contemplate
- The program provided includes a balance of planned and unplanned experiences. Children are encouraged to initiate their own activities and share their ideas for play

Families

- To make parents feel welcome by providing an open door policy to all families
- Work in partnership with parents
- Promote and aim for open communication to encourage families to share their ideas, values and expectations for their children and the centre
- Encourage parents to share their culture, language and home experiences with the centre
- The centre respects each families cultural background and promotes understanding of their differing beliefs or attitudes
- To provide parents with support, current child related resources and information
- Encourage families to be involved in decision making processes in the centre and allow for them to participate in the daily routine, excursions, special events, parent meetings etc
- Families are consulted with regarding relevant issues and policies
- We encourage families to attend family meetings and individual child information sessions throughout the year

Community

- The centre values and utilises the diverse talents, knowledge and experiences of the community that can be used by children and families of the centre
- The centre promotes networking with other people and services within the community
- The centre will act as social advocates for the children by helping the broader community understand the importance of early childhood

Staff

- To provide quality care at all times
- Staff members work together in achieving common and centre goals
- The centre encourages staff to attend in-service training and external workshops and professional development courses
- Staff praise, role model and reinforce appropriate behaviour
- Provide enriching experiences and encourage and promote learning and development through ongoing observations and evaluations
- Staff are involved in evaluations and decision making of the centre to help ensure the centre is a high quality service

Absences

As a matter of courtesy we ask that if your child will be away for the day you contact the centre in the morning to let the centre know. This allows the centre to prepare for the correct amount of children in the day.

Each child is entitled to receive CCB for an initial 42 days of absences in a financial year, which can be used for any reason without proof of circumstances (this includes Public Holidays). Once the initial 42 absence days have been exhausted additional absences may be claimed in certain circumstances.

Where the count of absences exceeds 42 days and either the reason for the absence is not one of the specific additional absence reasons or if evidence has not been obtained (as required), the session should still be recorded as an absence, but not an additional absence. Absences over 42 days that are not classified as an additional absence will be charged at the full daily fee for the day (the fee will not be reduced by any ccb benefit).

All absences from the centre on booked days will be charged as normal and need to be paid as per the Fee Policy.

In an event that a child is absent from the centre without notice for more than 2 weeks their position at the centre will be cancelled. Every effort will be made to contact families prior to taking this action. Any outstanding amounts on the account will be forwarded to the family for immediate payment.

Accident and Emergency

Sunny Faces Early Learning Centre will plan for and respond appropriately to accidents and emergencies. We recognise the importance of minimising accidents where possible and in providing training for staff on the correct procedures for emergencies.

Whilst we aim to prevent any accident or emergency by providing a safe environment situations may arise that require urgent attention. The following is implemented by the centres:

- Taking precautions to reduce the incidence of accident and injury
- Recognising potential accidents that can occur and responding to them efficiently and effectively
- Displaying current Emergency Evacuation Procedures, First Aid and CPR information in the centre
- Having emergency contact details available at all times in the centre
- Informing the child's parent/ legal guardian of an emergency as soon as possible
- Removing other children immediately from the area of an accident or emergency to reduce the other children being concerned and/or frightened

- Where possible an appropriate person will accompany an injured child to the hospital and stay with them until a parent/ legal guardian or authorised person arrives
- Reports will be written on the Illness, Incident or Injury Report (whichever is applicable) including the details of the incident and the action taken.
- Follow up and evaluation of the incident occurs to ensure the incident will not reoccur, if preventable.
- Quarterly evacuation drills are performed involving children, staff and centre visitors

National Quality Standard Rating

You can view the centres National Quality Standard status in the foyer at all times. We believe that continually reflecting and improving on our centre practices improves the quality of the centre and ensures a successful result. Family participation is a key element of the National Quality Framework Standard audit process and we ask all families to become involved where possible.

Arrival and Departure

It is a requirement that all children are signed in and out of the centre on arrival and departure. Only an authorised person may drop off or collect the child. When doing this the authorised person must complete the sign in and out sheet with the time, their full name and a signature. Please be advised that only persons aged 18 years and over may be authorised persons.

Failure to complete the appropriate sign in and out requirements may result in full fees being charged for the day.

Behaviour Management

Behaviour Management is approached by:

- ✓ Applying appropriate measures
- ✓ Using consistency and compassion
- ✓ Respecting the dignity and uniqueness of every child

Refer to the Behaviour Management policy for more information.

Should a child in the centre require further behaviour management planning a meeting will be organised between centre staff and the child's parents to create a plan that will support both the centre and the family and ensure consistency of care.

If the behaviour management planning is unsuccessful the centre Director and/ or Management may, with the permission of the child's parent/ legal guardian, involve a support worker from outside the centre to help the family and centre to respond to and appropriately manage the behaviour.

Birthdays

We invite and welcome families to attend the centre to celebrate children's birthdays. Parents are welcome to send a birthday cake and party hats. Please understand that we ask parents to not send lolly bags, chocolates etc to ensure the centre always adheres to the Nutrition Policy.

Biting

Biting is very common and is sometimes unavoidable when children are being cared for in groups.

We aim to reduce the instances of biting by correct supervision and appropriate curriculum planning which stimulates children.

Biting is considered to be a normal behaviour of children under 3. However, if the behaviour is severe, excessive or ongoing, or occurs in older children further advice may be sought from outside professionals.

Biting is considered a behavioural issue and the Behaviour Management procedure is followed when required.

Clothing

Sunny Faces Early Learning Centre suggests that children are dressed appropriately for a day in child care. We need to ensure that children are:

- Sun protected
- Comfortable
- Culturally appropriate

Please be aware that children are frequently involved in hands on and 'messy' experiences at the centre. Therefore, please ensure your child's clothes are appropriate for these experiences.

It is requested children:

- Have a hat to wear in the outdoor environment
- Wear shoes with good tread and completely covered toes
- Have their hair tied back if it is below shoulder length
- Wear Sun Smart appropriate clothing that covers shoulders and back

- Limit jewellery to simple, secure and none scratch pieces
- Keep nails blunt and well maintained
- Wear pants and tops that are appropriate and not short or midriff revealing
- Bring at least 1 spare change of clothes every day
- Be dressed appropriately for weather conditions (jumpers during winter etc)
- If toilet training bring at least 4 spare pairs of underwear and pants
- If toilet training the clothes are easy to remove (no buttons, overalls etc)
- Wear clothing that they are comfortable in and that is loose so the child can move freely

Please ensure that all pieces of clothing are appropriately labelled to reduce the risk of them being lost.

Court and Protection Orders

If there is a court order or protection order in place regarding the child a certified copy must be given to the Director upon enrolment or whenever the order becomes effective. A court or protection order overrides any previous information regarding authorised persons on the enrolment form.

Emergency Evacuations

A current version of the Centre Evacuation Procedure is displayed in all rooms, the foyer, the kitchen and in any other main room of the building. With the Centre Evacuation Procedure is a detailed centre map outlining the evacuation route and all exits, as well as any fire blankets and/ or extinguishers.

Emergency Evacuation drills are carried out and documented quarterly to ensure children and staff are prepared for any emergency. Emergency Evacuation evaluations are completed to ensure all training required has been implemented and to ensure the effectiveness of the evacuation.

Family Communication and Participation

Sunny Faces Early Learning Centre have formal interviews times with parents twice a year and families will be notified of the available time slots through newsletters and notes. Alternative interview and formal discussion times can be arranged through your child's Educators or the centre Director.

We recognise that communication between children, staff, families and the community is vital to the effectiveness of the program and every child's development at the centre. Therefore we encourage the active participation of all parties and we encourage input and ideas for the centre.

Throughout the year activities are programmed where families are formally invited to come in and spend some time with their children and staff of the centre. For families that are unable to attend these events photos are displayed in the centre.

We encourage and welcome all families to help out or participate in any way. Ideas for participation at the centre include:

- Sharing traditions and cultures
- Sharing languages
- Cooking
- Art and Craft
- Music
- Sharing a hobby

Fees

Fees are required to be paid up to date by 10am every Friday morning. Any special payment requirements need to be discussed with the Director prior to the first day of attendance.

Any absences from the centre on booked days will be charged as normal (except when Holidays have been applied for as required, see 'Holidays').

Sunny Faces Early Learning Centre accepts, Direct Debit or Eftpos for payment. Please note that whilst we prefer not to accept cash exceptions can be made if required.

Hand Washing

One of the most important strategies for preventing the spread of infectious diseases and germs is effective hand washing. Staff and children are required to effectively wash their hands frequently throughout the day. Families and visitors to the centre are asked to wash their hands on arrival and departure and as required during their visit.

It is most important that hands are washed as required. Some infectious people show no signs of illness so frequent hand washing can be prevention against the unknown.

Holidays

Every child in the centre is permitted 4 weeks of holidays every year. Approved holidays will receive a 50% discount of the normal fee.

The centre requires a minimum of 2 weeks written notice of the intention for holidays to be taken. Forms are available in the foyer of the centre.

All fees are required to be paid prior to the holiday being taken. If fees are in arrears when the child commences holidays the holiday approval will be cancelled.

Immunisation

The most effective method of preventing certain infections is immunisation. Immunisation protects the person who has been immunised, children who are too young to be vaccinated, and other people who have been vaccinated but did not respond to the vaccine.

It is the parent/ legal guardian's responsibility to keep their child's immunisation records up to date at the centre. The centre will send out update reminders throughout the year to help parents/ legal guardians in remembering to update their child's information.

Infectious Outbreak

When a centre is notified of a case of illness or condition that is deemed to be infectious, parents will be notified by signs and information sheets around the centre. If the case is serious parents will be contacted and notified verbally. Privacy laws and Sunny Faces Early Learning Centre policies prevent any centre from supplying families with the information of children who are, or may be infected.

In the event of an outbreak of a vaccine preventable disease unimmunised children will be required to remain at home for the duration of the outbreak. This is for the child's own protection against being infected.

Late Fee

Late fees will be incurred by parents who pick their child up after the centre closes. Fees will be charged as follows:

- \$20 for the first 15 minutes, or part thereof
- \$2 per minute after the first 15 minutes

This amount is payable with the next weeks fees.

We do understand that there are occasionally exceptional circumstances and delays are unavoidable. Please try to notify the centre of any possible delays as early as possible.

Medical Exclusions

Children and staff will not be permitted to the centre if they have symptoms of illness. This includes:

- If they have a fever and have not been assessed and cleared by a Doctor to attend the centre
- If they have signs and symptoms including lethargy, drowsiness, unusual irritability, sever or prolonged coughing or wheezing or difficulty breathing
- If they are unable to participate in normal activities due to illness
- If they require care which may compromise the supervision and care of the other children in the centre
- If they are clearly over tired, unusually upset or agitated
- If they require the attention of a doctor
- If they present any signs of illness prescribed with an exclusion period in 'Staying Healthy in Childcare'

Please be aware that at Sunny Faces Early Learning Centre Head Lice is considered an infectious disease.

Medication

On request prescription medication can be administered to a child whilst in care. Parents/ Legal Guardians are required to fill out the appropriate Medication Permission Form when arriving at the centre. The form must be completed entirely and correctly. Medication is to be delivered directly to a staff member, upon completion of the Medication Permission Form, so the medication can be stored correctly and staff members can ensure the medication form has been completed as required.

If a child requires medication for an illness or for issues that may arise quickly and require medication (Asthma, anaphylactic reaction) then parents must fill out an allergy strategies form and action plans from family doctor. This gives permission for staff members to administer the medication if any reactions occur within the centre.

Staff will give medication as per directions given on the label only.

Whilst every effort is made to follow the instructions given for your child's medication, please be aware that circumstances may arise that delay or prevent the administration of medication. Should this occur you shall be contacted.

Nut Free Zone

Due to the high risk of anaphylaxis caused by nuts Sunny Faces Early Learning Centre is a Nut Free Zone.

All families are asked to ensure that at no time their child or a family member brings nuts onto centre premises. We ask parents/ legal guardians to please make themselves aware of products that contain nuts and not send them to the centre. These include:

- Peanut Butter
- Nutella
- Food/ muesli bars containing nuts

If parents are unsure about a food we encourage them to please speak with a staff member prior to sending the food to the centre.

Nutrition

At Sunny Faces Early Learning Centre we provide a full nutritional menu for our children. The menu works on a Seasonal basis and does change at the time of a season change. All menus follow nutritional Guidelines set out by Nutrition Australia. Children who attend late in the afternoon will need to bring a light later afternoon tea. Children are required to bring at least 1 drink every day. Water will also be available from the centre throughout the day for every child.

Children will often be involved in preparing their own meals as part of the program.

Meal times will be promoted as a positive social interaction time. Teaching staff will aim to sit with children during meal time to allow natural discussions to evolve.

Please be aware that we promote and encourage breastfeeding at the centre. We are willing and able to prepare and feed breast milk to your child and invite mothers to come in and feed if required.

Orientation

Families will be given an orientation prior to, or on the first day of care. Staff will spend time with the child starting care and their family to help prepare for care at the centre and show them what they will need to do on the first day.

After completion of orientation the Family Orientation paperwork will be completed to reflect on the orientation process and ensure all areas were covered effectively.

Our Curriculum

Early learning is the foundation for future success in life. The first five years are the most important part of children's growth. At Sunny Faces Early Learning Centre children engage in a wide variety of activities within a flexible daily routine to ensure that every part of their day is not just fun, but acts as a 'teachable moment'. In each room educators develop a program that will build on each child's interests and abilities. Our curriculum is based on the Early Years Learning Framework. The framework has a strong emphasis on play-based learning, and recognises the importance of communication and language (including early literacy and numeracy) and social and emotional development. By implementing the Early Year's Learning Framework in their programming, your child's educators are helping your child to develop:

- a strong sense of identity.
- connections with their world.
- a strong sense of wellbeing.
- confidence and involvement in their learning
- effective communication skills.

The program is developed by the Lead Educator or replacement, for the room in consultation with the Director, families and other staff members. Every program covers a broad range of activities and experiences with the aim of giving children an opportunity to create their own learning experiences where possible and appropriate.

Parent Grievances

At Sunny Faces Early Learning Centre when dealing with grievances we ensure:

- Procedural fairness and justice
- We follow the Code of Ethics and Conduct
- We provide a centre service free from discrimination and harassment
- We have planned avenues for further investigation

All centres have a duty of care to ensure all persons are provided with a high level of equity and fairness in relation to grievances and complaints management.

All complaints or concerns made at the centre will be taken very seriously and recorded in the correct manner.

Complaints raised regarding centre issues will undergo an investigation, evaluation and resolution stage.

Parents wishing to raise issues or discuss difficulties should use the following as a guide. All staff are available to discuss issues with you and are able to assist you to deal openly with any conflict that may arise. All discussions are confidential and in no way will affect the care of any child.

- If the problem regards the room in general please speak with your room Group Leader or the Director
- If the problem involves a child at the centre please speak with your centre Director
- Issues regarding staff, health and safety, the program or the general centre should be reported to the Centre Director or Management representative.
- Complaints regarding Regulations or serious incidents we welcome you to contact the Department of Communities on 1800 637 711

In the centre foyer there is an escalation list for your concerns for you to refer to if required.

Photos/ Cameras

Please be advised that due to privacy and confidentiality in the centre we do not allow parents and families to take photos in the centre of any children other than their own, unless permission has been given from other families. Please see your centre Director for more information.

Priority of Access

The Government have a specific Priority of Access policy that this centre adheres to. They set out the following three levels of priority, which child care services must follow when placing children at a centre:

Priority 1- a child at risk of serious abuse or neglect

Priority 2- a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under section 14 of the *A New Tax System (Family Assistance) Act 1999*

Priority 3- any other child.

There are some circumstances in which a child who is already receiving care at the centre may be required to leave for the centre to be able to place a child with a higher priority. If this centre has no vacant places and is providing child care for a child who is a Priority 3 under the Priority of Access Guidelines, we may ask that child to leave the child care centre to enable us to provide a place for a higher priority child. If this occurs the family will be given 14 days notice for the child to leave the child care centre or change their days of attendance.

Privacy and Confidentiality

Personal and sensitive information regarding individuals and families is kept confidential.

It is a requirement that all child and family files are kept in a secure locked area at all times.

Information provided to the centre is made available to the following people without prior consent from the family:

- Licensee and/or Nominee
- Director and/or Administrator
- Relevant centre staff
- Parent/ legal guardian
- Relevant authorised officers

The centre will not give information regarding any family to any persons other than those listed above without prior consent of the parent/ legal guardian.

Rest and Sleep Times

Effective rest and sleep strategies are important factors in ensuring a child feels secure and safe in a child care environment.

At Sunny Faces Early Learning Centre all children are required to rest for a minimum of 45 minutes for all children in the centre. Therefore all children at the centre are encouraged to rest or sleep every day.

We define rest as a period of inactivity, solitude, calmness or tranquillity.

Children who are transitioning to school in the following year will still be required to rest for a minimum of 45 minutes, if required more quiet activities will be provided during this time.

We will follow staffing regulations specified during a centres licensed Rest Period. During this time children under the age of 2 will maintain their staffing ratios, whilst older rooms

may reduce to 1 staff member in the room, with another staff member floating in the centre and available if required.

During the centre's licensed Rest Period the Director will be on premises at all times.

Room Transition

Children will move room to room according to both their age and developmental level. This will also be dependent on the vacancies within the next room. If children reach a stage where they are old enough to transition to the next room and there are no vacancies the centre will ensure there is a program running in their current room that is appropriate for every child's development needs.

To make the transition into the next room as smooth and positive as possible the centre will:

- Orientate children moving into the next room through regular visits
- Discuss with families whether they are happy for the move to occur
- Give families a minimum of 2 weeks written notice of the intended move
- Give families a tour of the child's new room
- Move developmental records and other information into the new room and perform a handover with the child's new teacher

Should a parent refuse to move their child, or want to wait for their child to be moved this will be discussed and an appropriately and mutually satisfying decision will be reached.

Children who are transitioning may spend trial days in their new room in the lead up to their official transition date.

Staff

All centre staff have the necessary training, or study plan, and experience required by the Department of Communities to meet licensing standards.

The Director and staff are available during centre hours for informal conversations and consultations. If a formal interview is required or requested this can be organised at a time suitable for families and staff. As required by the Department of Communities a minimum of 2 staff are on premises in the centre at all times and a Senior First Aid qualified staff member is always present.

Sun Protection

Children are required to wear an appropriate hat each day for outdoor play, regardless of the weather conditions. For hats to be considered appropriate for care they must adhere to the Cancer Council and SunSmart guidelines

Sunny Faces Early Learning Centre adheres to a 'No Hat, No Play' policy. Therefore, any child who does not have an appropriate hat shall not be permitted to play outdoors in the sun.

All children must have sunscreen applied each morning prior to attending the centre to ensure application 20 minutes before outdoor play. Sunny Faces Early Learning Centre uses a broad spectrum, water resistant sunscreen with SPF30+. Sunscreen is reapplied at times throughout the day as required. Children who have allergies or sensitive skin types will need to provide an appropriate sunscreen suitable for their own use which is clearly labelled with the child's name.

Children are required to wear clothing that is appropriate to the weather. To maximise sun protection it is advised that clothing covers the shoulders, back and midriff as a minimum. Clothing should be made from loose non-transparent material that is preferably classified as sun protecting. Children whose clothing does not provide adequate protection from the sun will be redirected to shaded areas of the playground during outdoor play, even though the areas will have sunscreen applied.

Children are encouraged to bring and wear UV protection sunglasses that adhere to Australian standard 1067 to protect their eyes from sun damage. Please inform your child's teacher on arrival if you have brought sunglasses for the day to ensure appropriate storage during indoor play.

Children under 12 months of age will not be exposed to direct sunlight whilst in care. This will be achieved through the use of appropriate hat and clothing, liberal application of sunscreen, use of appropriate shade structures and natural shade and appropriate planning for outdoor times.

Supervision

All indoor and outdoor environments will be supervised whilst maintaining the correct staff/child ratios as outlined by the Child Care Regulations 2003. Active interaction with children and families is expected at all times and when staff are engaged in activities they will try to ensure they can still position themselves to provide suitable supervision of the area.

Smaller staff/child ratio group sizes may be necessary during the day depending on child and programming requirements. Some activities during the day may see rooms merge for play or social meal times.

At low occupancy times, first thing in the morning and late in the afternoon some groups will merge for family grouping.

Termination

A minimum of 2 weeks written notice must be given to end a child's booking at the centre. Full payment of the child's account must be made when giving notice to ensure a smooth transition.

Toileting

Staff will ensure children are given adequate opportunities to use the toilet throughout the day and be understanding and compassionate about accidents if they occur.

If a family would like any help or information regarding toilet training this is available from the centre Director. Individual toileting plans can be made for specific children if required to help support the child, family and centre through this time.

Toys

We request that children do not bring toys from home to the centre. We do understand that children may have 'comforter' toys or toys for 'show and tell' and we ask that you discuss these with your child's teacher prior to leaving the item at the centre. The centre cannot accept any responsibility for loss or damage of any toys brought in from home.

Visitors to the Centre

Visitors may attend the centre at various times. All visitors to the centre will be required to sign the Visitor Register on arrival. Any visitor who does not currently hold a Suitability/ Blue Card will be escorted through the centre at all times.