



# The Family Tree

EARLY LEARNING CENTRE | OUT OF SCHOOL HOURS CARE

A 173 Gazbler Road, Aubin Grove WA 6164 W [familytreewa.com](http://familytreewa.com)

E [admin@thefamilytreewa.com](mailto:admin@thefamilytreewa.com) P 9415 1350



## contents

Our Philosophy	3
Welcome	4
Opening Hours	4
Attendance	5
What to Bring	5
Absences	6
Immunisations	6
Rest Time	6
Illnesses	7
Meals	7
Dropping off & Picking up	8
Our Staff	8
Government Childcare Benefit	9
Fees	9
Orientation	9
Toys	10
Additional activities	10
Our Open door Policy	11
Issues of Concern	11



We aim to provide the highest level of care and education for your children in a warm, caring and safe environment.

Our passionate family of staff work diligently to create an atmosphere where your children are excited about learning and having fun in a home away from home.

This purpose built centre is specifically designed to help your child develop in all areas and equip them with the necessary tools to deal with life.

Our programs reflect the full appreciation of Australia's multicultural society, enhancing children's awareness of and respect for both, cultural differences and similarities.

We believe the early years are foundation years and offer child care that is above and beyond the norm.



We hope you will be happy with your child's stay here. We look forward to getting to know you and your child over the coming months. The Family Tree Early Learning Centre is a family owned and managed business.

We have divided the children into age groups. Our Nursery room 0 - 18 months, our toddlers rooms are 1.5 - 2.5 years and 2.5 - 3 years, pre kindy 3-4 year olds and kindy 3-5 year olds.

This handbook contains information to assist you in evaluating the standard of care we aim to provide for your child. Please consider this information carefully. If you would like to discuss anything please do not hesitate to speak to Vanessa or Tracey. Our door is always open and we encourage you to speak to us with any concerns you may have regarding your child/ren and or their care.



The Family Tree is open between 7am and 6pm, Monday to Friday, excluding public holidays. The Centre will be closing at 2pm on 24th December until the first working day after the New Year. You will not be charged for this period (including the public holidays)

If you think you may be late to pick up your child, please contact us and let us know (your child could become distressed).

A late fee of \$2 per minute, as outlined in our policies, will be charged if you arrive to collect your child/ren after closing time.

Address : 173 Gaebler Road, Aubin Grove WA 6164

Email : [admin@thefamilytreewa.com](mailto:admin@thefamilytreewa.com)

Telephone: 9415 1350



## enrolment & attendance

Enrolments are provided and accepted by the Directors. Please inform us immediately of any changes at any stage after completing your enrollment forms.

Parents are required to enroll on commencement of care and also 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.

It is a legislative requirement that your child is registered by signing in on arrival and signing out at departure from the centre. You are required to write the time of arrival and departure on our sign in/out sheets and sign alongside each of these times.

Please telephone us if your child is unable to attend on any given day also, please advise the Director in advance of any impending holidays.



## 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 shoes and tops/dresses with a sleeve (singlets/vests are not permitted, for sun safety reasons).

0 - 2 years: Formula, bottles, water cup, nappies, changes of clothes.

2 - 3 years: Nappies as required, water bottle and changes of clothes.

3 - 5 years: Sleep nappy if required, water bottle and a change of clothes.



## absences due to illness, holidays etc.

Absences due to illness are charged at the 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 two (2) weeks per year.

The following absences are allowed according to government regulations applying to the childcare benefits: 42 days per year for absences due to public holidays, sickness, family holidays, days off etc.

It is also a requirement that when children are absent due to sickness, parents are responsible for putting a note in the attendance register accordingly. This is something that must be completed in order for Childcare benefit to be paid for the absence.



## immunisations

You do not have to be immunised to attend childcare, however please be aware that Children who are not immunised will be excluded from care if an infectious disease presents in the centre. In order to receive CCB your child needs to be immunised or a conscious objection must be completed in conjunction with a medical practitioner. Please ensure the centre has your child's current immunization records.



## rest time

All Children will be 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.



## 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 staff member to be stored in a locked medication box.

If you have any queries about this policy 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 the Parent/Guardian will be informed and asked to collect your child. Paracetamol will not be given without parent written authority. Parents need to supply all medication for their child. All injury/illness occurrences at the centre will be recorded on an accident/illness report form.



## 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.



## Dropping off and Picking up

The safety of your child is of the upmost 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 enrollment 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.



## our staff

We are confident our Educators will exceed your expectations. We all aim to achieve our centre philosophy. This is of the upmost 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 Child Care Regulations. Our staff consist of;

Our Directors: Are responsible for the day to day operation of the centre and staff.

Leading Educators: Are qualified, trained and experienced in childcare.

Educators: Support the leading educators in providing care for children. In some instances, staff are studying part time towards becoming qualified.

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 childcare.



## Government Childcare benefit

All families need to register and provide us with a customer reference number in order for us to enroll your child/ children. You may be eligible to receive child care benefit (CCB) to subsidise your payment of fees . To apply phone the Family assistance office on 13 61 50.

If you are not eligible to claim CCB but you pay tax you may be eligible for the 50% tax rebate. You will still need to register to be able to claim this either 3 monthly or annually



## fees

All fees must be paid on the due date and must always be one week in advance.

Fees can only be direct debit from a nominated bank account, an authorization will need to be signed. In the event your child does not attend for a day that has been booked, the full fee must still be made. In order to provide sufficient notice to other parents two full weeks' notice is required upon termination of childcare. These fees need to be paid by the parent.



## orientation

It may take several weeks for your child to settle in. Babies and children can take time to bond with new carers and become comfortable in their new environment, we recommend you have visit together before your Childs first day, so that both you and your child are comfortable, happy and all your questions can be answered.



## 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; however, special blankets and soft toys may be brought to help your child settle in. Kindy children may, on occasion be asked or would like to, bring in an item for news.



## additional activities

At The Family Tree, we have special events and incursions for your children to enjoy, for example; special persons morning tea, constable care, happy feet and a variety of visitors with educational programmes.

We also have Junior Goals which is a soccer program, taught by Soccer Rob. Rob uses many props and lots of hands on activities to teach the children basic soccer skills, the cost of this is paid by The Family Tree.



## our open door policy

Our centre is open for your inspection at all times.

We will listen to you at all times.

We welcome and value your input.

Please feel free to talk to us at any time.



## issues of concerns

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 staff involved and/or the qualified staff in charge of the room
- If you are not satisfied the issue has been resolved, please discuss with one of our Directors

Our Aim is to ensure the best quality care and service at all times. Please contact us with all issues and we will address them immediately. We also value positive feedback and parent input.

Please note the contact details for Child Care licensing.

Department of Local Government and Communities, Education and Care Regulatory Unit, Level 1, 111 Wellington Street, East Perth WA 6004 Phn: (08) 6551 8333.