

FAMILY HANDBOOK

BEE HAPPY

Child Care Centre





At Bee Happy

We create a home-like and comfortable environment to allow the children to feel safe, secure and supported.

Our operating hours are 7:30am-6pm Monday to Friday. We create engaging and inviting environments which cater 36 children per day.

Bee Happy educators thrive to make genuine connections to children's emotional well-being, whilst building trusting relationships.

We value each individual child as an independent and capable learner.

We have strong correlation with the local schools in the area.



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01 Let's introduce our philosophy

- We believe that each child is a capable and competent learner.
- We believe that children have the right to express their feelings and emotions.
- We believe that every child learns at a different pace.
- We believe that genuine and positive relationships with children is essential for their learning.
- We believe the environment is the 'third teacher'.
- We believe that children learn best through play based experiences.
- We believe that strong partnerships with families support educators decisions in creating meaningful learning experiences.
- We believe a sense of community plays an important role in children's development.
- We believe an inclusive learning environment plays a vital role for children.
- We believe that high expectations for every child is important in early childhood learning.

02

Let us introduce ourselves

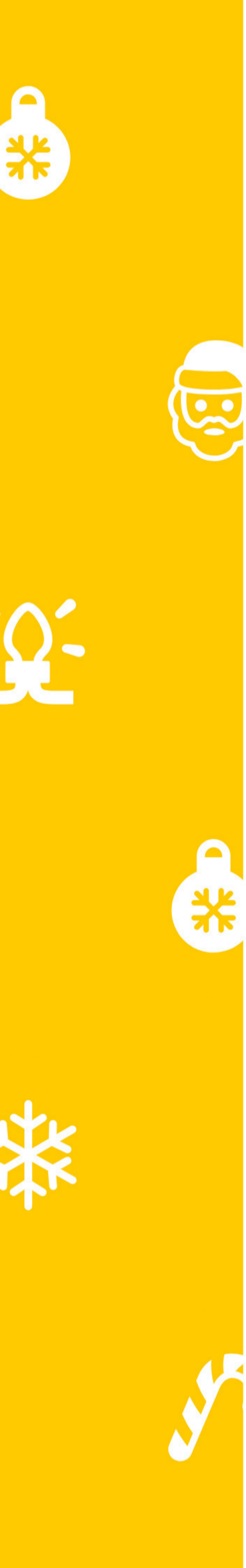


Welcome to Bee Happy Child Care Centre. We are a privately owned centre, licensed for 36 children from the age of 0 to 6 years, with operating hours from 7:30am – 6:00pm. The centre operates Monday – Friday, 52 weeks of the year and are closed on public holidays as well as one week for Christmas break.

03

What do we provide

- Passionate educators who truly value each child as an individual, who thrive to develop each child's strengths, interests and abilities.
- Customised menu to meet each child's dietary requirements.
- A unique "BEE" Program.
- Inviting learning resources and supplies for the children.
- Inclusive environments for each individual child's learning development.
- Leading School readiness program in the community.
- Sustainable environments for our future generation.



Getting Started at Bee Happy

Attached are some tips to assist you and your child in making a smooth transition.

Enrolment process

Before your child begins attending the service, you will be given an enrolment pack which needs to be completed and handed to the centre manager upon their orientation day.

Documents to bring:

- enrolment forms
- immunisation records
- birth certificate
- Asthma & Allergy action plan (provided by GP)
- nursery routine form for under 2 years of age
- 'All about me' form

Before the First Day

Leading up to your child's first day at Bee Happy, we recommend that you and your child attend an orientation session. This will provide your child with more comfort and allow them to familiarise themselves with our environments and educators.

Flexible routines

Try to be flexible with your child's routines.

Educators will try their best to ensure their home routines are met. Sometimes the children need to adjust to the new environments and people around them.

Orientation session

Spend time settling your child. Read a book, draw a picture, or stay and play for 1 hour. This allows your child to feel comfortable and have a sense of belonging before their start day.

Getting Prepared

Prepare everything the night before: milk bottles, water bottles, dummies, sun safe hat, spare clothes, nappy rash cream and any comfort toys needed. A family photo is also a great idea. To ensure your child's belongings do not get misplaced please name all items of clothing and bottles clearly.

Start Day

To assist your child in adapting to the new environment we do recommend a half day for a period of 1 week. This allows your child to build and maintain trusting relationships with the educators and their new peers.

Saying Goodbye

Whilst you may feel a little anxious we understand the separation anxiety, we want to assure you that your child/ren are in safe hands. We highly recommend to say goodbye to your child and once they are engaged to leave. Children will develop the trust with their educators and we assure you that we will keep you informed of their first day.

Tears

It is very common for children to have tears on their first few days of attendance. Once you have said goodbye we recommend that you leave as one more cuddle may be of comfort to you, it may make it harder for your child to settle. Although this may seem harsh it is the best way to ensure the educators will comfort and settle your child.

Communication With Families

Families come from a diverse range of backgrounds and skills. Our Centre Educators acknowledge the importance of the family and their values and beliefs. A partnership between your family and our team is vital for providing care that is meaningful and effective – culturally and educationally.

On enrolment, families will be invited to share information about their child so that Educators can gain insight into the child's background, interests and needs.

Decisions made jointly about care and curriculums will be documented and implemented.

On a daily basis, Educators will share meaningful information about your child's day with you, including sleeping, feeding and toileting patterns, through the online platform.

Settling in

We understand that you will be missing your child and we want you to know that they are in the best care and settling in may take up to 6 weeks. Feel free to share anything that can assist us to assist your child. We are always happy to help.

Parents Involvement

Parents are encouraged to be involved with the Centre in the following ways:

- Sharing information about your child with the Educators.
- Attending social and educational events at the Centre.
- Giving feedback to the Centre about the service.
- Provided through internal surveys and questionnaires.
- Providing feedback whenever policies and procedures are reviewed.

Arrivals/Departure Procedure

On arrival at the centre you are asked to do the following:

- Sign your child into the centre using the iPad located in the foyer
- Greet the educator in charge with your child
- Place your child belongings in their locker

Before you leave the centre you are asked to do the following:

- Sign your child out of the centre using the iPad
- Come into the room and greet your child
- Collect your child's belongings
- With your child, say goodbye to the educator in charge of the group

Food at the service

We kindly request that you do not bring any foods on to the premises. In return, we will be providing your child a birthday cake made by our chef to celebrate your child's birthday which they will then share with their peers.

Pick up policy

To ensure the safety of all children, no child will be released into the care of any persons not registered as authorised by the parent/guardian in their enrolment form.

If team members do not know the person collecting your child by appearance, the person must be able to produce some form of photo identification to prove that they are authorised to collect the child as per the enrolment form. If you are unable to collect your child and someone other than the authorised persons on the enrolment form will be collecting your child, we ask that you phone the service and send a written form with full details of the person who will be collecting your child. They will need to provide photo id upon arrival.

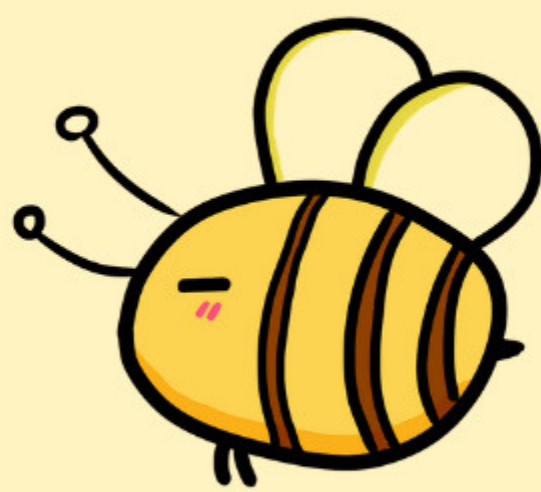
In the event that you will be late to collect your child we ask that you phone the service to notify the educators.

Additional fees will be charged for a child that remains in the centre after the centre closing time.

**Late collection fees:
\$5 per minute after operating hours.**

BEE HAPPY





LEARNING AND DEVELOPMENT

When children feel comfortable and encouraged in their surrounding environments they are able to build strong relationships and explore the learning opportunities that are on offer.

The Early Years Learning Framework is a National Early Learning Framework for children from birth to five years.

As the early years are a vital time for children to learn and develop, the framework has been developed to ensure your child receives a quality educational program.

Educators will use the framework in partnership with families to develop learning programs responsive to children's ideas, interests, strengths and abilities and recognise that children learn through their play.

The Early Years Learning Framework describes childhood as a time of belonging, being and becoming.

Belonging is the basis for living a fulfilling life. Children feel they belong because of the relationship they have with their family, community, culture and place.

Being is about living here and now. Childhood is a special time in life and children need time to just ‘be’ – time to play, try new things and have fun.

Becoming is about the learning and development that young children experience. Children start to form their sense of identity from an early age, which shapes the type of adult they will become

Through the Framework’s five learning goals educators will assist your child to develop:

- A strong sense of their identity
- Connections with their world
- A strong sense of wellbeing
- Confidence and involvement in their learning
- Effective communication skills

How we play and learn at Bee Happy

Play is something all children from all ages, families, cultures and countries engage in. Play is a two-way interaction in which we exchange social and emotional skills, increase our ability to problem solve, develop our communication skills and deepen our understanding of others.

No other aspect of life is more creative, more pleasurable or more beneficial to a child's wellbeing. Play allows children to master skills, conquer fears, practice adult roles and enhance their confidence and resilience to face current and future challenges. Encouraging children to be involved in unstructured, unencumbered play with others allows them to develop leadership skills, share, negotiate and find their own interests and passions in life.

It is a proven fact that play is integral to helping children to adjust to school. The ability of a child to manage their own emotions and behaviours and to make meaningful friendships is without doubt one of the most important prerequisites for school readiness, social interaction and academic success than any other single aspect.

At bee happy play is a fundamental part of our learning environment. Our loving educators will guide your child's development through our unique and stimulating indoor and outdoor spaces. At BEE HAPPY Educators are developing your child's skills for life.

Unique 'Bee' Program

"BEE" ME

At BEE HAPPY, we understand and accept that each child has a strong sense of identity. We promote children to have a strong sense of who they are and the connectedness to others.

"BEE" THRIVE

At BEE HAPPY, we offer a customised two-week menu plan that is designed for each individual dietary requirement while providing the right balance of foods that children need each day for optimal growth and development.

"BEE" VIBRANT

At BEE HAPPY, we work closely with other professionals and provide various of learning resources and equipments to support children to explore and develop their fine motor and gross motor skills.

" B E E " R E A D Y

At BEE HAPPY, we offer a daily school readiness program that embeds children's interest. Children have the access to technology which helps support their essential skills for school both academically and socially, to allow a smooth transition into school.

" B E E " T A L E N T

At BEE HAPPY, we offer various learning resources such as a music program to create a learning environment which enhances children's self-esteem, communication and confidence.

We encourage and assist children to explore their expressive and artistic side.

" B E E " C O N N E C T E D

At BEE HAPPY, we are inspired by the Reggio Emilia approach and we believe that the environment is the "Third Teacher" . We designed a sustainable learning environment to encourage our future generation to connect and contribute to their world.



Policies and Procedures



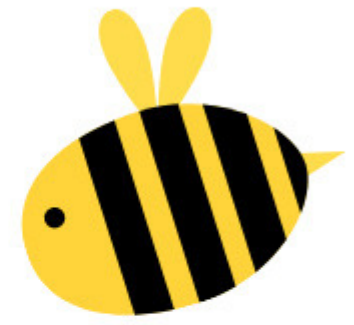
Accidents and Incidents

Our educators take a proactive approach to safety at our services and conduct thorough risk assessments of all play areas so that effective supervision strategies are in place and each child can feel safe and free to explore their environment.

At all times team members are present in the service that hold Senior First Aid qualifications including asthma and anaphylaxis training. Should an accident or sudden illness occur educators will immediately commence first aid and you will be contacted to collect your child or in emergency situations advised of the plan of action regarding further medical treatment. If, in an emergency, you or your authorised nominee cannot be contacted the Nominated Supervisor will provide the ambulance officers with information regarding your child and a team member known to the child will accompany them to the hospital and stay until you arrive. Full documentation of the incident will be made



Health and Hygiene



Children and educators are actively encouraged to practice good personal hygiene to minimise the instances of illness. We also believe that if your child is ill, the best place for them is to be at home where they can rest and recover faster.

If your child presents at the centre with signs of illness, the nominated supervisor may advise that they are not well enough to participate in the day's activities.

You will be asked to make alternative arrangements until they are well or the exclusion period has ended, and to seek medical advice (you may be asked to provide a medical clearance letter before your child can return). Although this can be inconvenient for parents, it is in the interests of all children and families at the centre to minimise the risk of infection.

Should your child become ill during the day, documentation and first aid will commence and you may be contacted to collect your child from the centre and seek further medical advice (please note that paracetamol is not regarded as a first response and can only be administered in emergency situations and with prior written parental consent). It is important that you read the centre's medication policy carefully to know when educators can administer medications.

A list of common infectious illnesses, their exclusion periods and policies and procedures related to illness and minimising the spread of infectious diseases are available in the foyer.

Confidentiality of Centre Records

We value your privacy. For more information on our Confidentiality of Centre Records policy, please ask the Centre Manager for more information.





EMERGENCY EVACUATION



Emergency evacuations as well as lockdown procedures are regularly practiced and the centre has individual plans for local emergencies including cyclone, flood and bushfire. Fire extinguishers are strategically located throughout the Centre. As part of our fire safety measures all children in attendance at the Centre are noted from the electronic sign in device in the event of a drill or evacuation.

This is why it is important to ensure that you sign your child 'IN' and "OUT' of the Centre each day.

Nutrition

We understand the important role we play in meeting the nutritional needs of children while in care. Children who attend a full day of long day care will be offered at least 50% of their recommended daily dietary intake while in care.

We also have a commitment to assist families who provide their children's meals to develop healthy food attitudes and habits.

Guidelines around healthy eating can be found in the foyer or by asking a friendly team member.

Infectious disease exclusion

As part of your enrolment process you will be asked to provide details of your child's immunisation status. In the event of an outbreak of an infectious disease it may be necessary to exclude any children who are not immunised for their health and wellbeing. State specific immunisation requirements are available on request.



Medication

If your child requires medication whilst in care, a medication record must be filled in and signed by a parent.

The medication must be in original packaging and accompanied by a prescription label/doctor's letter (for non prescription medication) which states who the medication is for and the dosage. Medication must be handed to a staff member and will be stored in a locked cupboard. Under no circumstances is any type of medication to be left in children's bags. Please refer to the Medication Policy for further information.



Cultural Diversity

As Australia is a culturally and linguistically diverse nation, we recognise the diversity of all cultures and provide opportunities for all children to develop an understanding of these cultures. Therefore, we aim to help foster in each child an awareness and acceptance of other cultures through integrating multiculturalism into our programs.

It is important to understand that cultural awareness is not tokenism, but is incorporated into our program on a daily basis. This can be achieved through providing and offering a range of books, music, cooking, activities, singing, clothing, play equipment and more.

Where possible, all parent information can be translated into required languages upon enrolment.



Sun Protection



Our centres take care to protect children and team members from direct exposure

to the sun. This is extremely important as children are very vulnerable to sunburn, which can increase their chances of skin cancer by almost 50%. This is one of the most common cancers in Australia and skin damage from sunburn can never be repaired. Our centres abide by all state regulations and the child care building code in regards to the amount of manufactured and natural shade available in the playgrounds. Shade structures are maintained and regular maintenance and safety checks are conducted as required, initiated by the Centre Manager.

We recommend that parents pack clothing for children that will protect them from the sun, including a hat, longer sleeved t-shirts instead of singlets and loose clothing which covers all of their body (i.e. no midriffs or bare backs).

Sunscreen will not be applied to any child without prior written permission from the parent as per the blanket permission form guidelines relating to the use of Foreign Substances. Sunscreen will be applied to children 20 minutes before going outside and regularly re-applied.

Literature on sun care is available at the centre and for more information on the centre's Sun Protection policy, please ask the Centre Manager

Child protection is everybody's business. Child care educators as caregivers must listen and acknowledge, verbalize and accept children's feelings.

It is essential to recognise and value the personal space of children, staff and families taking into consideration cultural differences.

All educators will be aware of the procedure to follow the child protection protocol.

Educators will listen to and support families who may be experiencing concerns relating to child protection. They may assist families to access agencies who can provide them with help in stressful times



CLOTHING



Please dress your child in play clothes that wash easily. In choosing what your child should wear to the centre, please consider the following:

Your child will be working with messy materials such as paint, glue, water and sand so must be able to stand a little wear and tear.

Clothing must provide some protection and be comfortable for both indoor and outdoor experiences.

Children will be climbing, running, jumping and swinging so they will need clothes that neither restrict their activity nor reduce their safety (e.g. slippery shoes, long skirts)

Children will need clothes which allow for growing independence i.e. pants that can come off easily for toileting.

Please name all clothing and footwear.

Sleep, Rest and Relaxation

All educators will abide by the safe sleeping practices for babies (birth to 24 months). To ensure that safe sleep practices are preformed the educators will not place a child to sleep with quilts or duvets. Pillows, soft toys or cot bumpers will not be used.

We ask the parents to provide light bedding, sleeping bags are an alternative. Please NOTE, all milk bottles will be provided to the children outside of the cot or bed before going to sleep. All children sleeping in a cot will be monitored every 15 minutes. All children sleeping on a bed will be monitored regularly with specific attention to breathing patterns.

Children will be encouraged to take a 30minute nap to rest their bodies. Once they have rested for 30 minutes and are not asleep, quiet activities will be provided for those children.



Priority of access

One of the main reasons the Australian Government funds child care is to meet the child care needs of Australian families. However, the demand for child care sometimes exceeds supply in some areas. When this occurs, it is important for services to allocate places to those families with the greatest need for child care support. To ensure that the centre adheres to the guidelines issued by the Australian Government, priority of access to child care will be given according to children falling in the following categories:

Priority 1: A child at risk of abuse or neglect
Priority 2: A child of a single parent or of parents who both satisfy, the work/training/study test under section 14 of the New Tax System (Family Assistance) Act 1999
Priority 3: Any other child
In relation to priority three, there are some circumstances in which a child who is already in a child care service may be requested to give up their place or change days at the service in order for the service to provide a place for a higher priority child, but only if the parent is notified of this policy upon enrolment AND the service gives parents 14 days' notice of the requirement for their child to give up their place or change days.

Within the main categories, priority is also given to children in:

- Families with low incomes
- Aboriginal and Torres Strait Islander families
- Parents or children with disabilities
- Families from non-English speaking background
- Single parent families
- Socially isolated families







Payment of fee

Room Fees: 0-2yrs \$157
2-3yrs \$152
3-5yrs \$146.5

FULL-TIME DISCOUNT

If you enrol five days in a week, you get \$10 off each week, this almost equals you getting one day free every 2 months which also covers the fee of the public holiday.

BOND PAYMENT

A \$500 bond will be charged to the family's account within 5 business days of the position being accepted. The bond fee is refundable if a month's notice is provided before ceasing care. If not, the bond will be forfeited.

WILL I BE CHARGED IF MY CHILD IS ABSENT?

All children's booked days, including public holidays and absent days must be paid to retain your booking. If you are planning holidays for more than 2 weeks we ask of you to kindly notify the centre manager. In order to keep your position, those days will have to be paid. If you do not wish to pay for a long period holiday, we ask that you give 4 weeks notice to terminate your position at Bee Happy. We are more than happy for you to re-enroll however, We do not hold or guarantee your position when you come back.

CAN I BOOK FOR AN EXTRA CARE DAY?

For children that are not attending the centre full time extra care days may be available when irregular vacancies occur from time to time. If you would like to be notified of any available extra days please provide your details to the Centre Manager. You are also able to call the day before or the day of and enquire as to whether there is a vacancy.

Note: These days arise on an ad hoc basis and it can be difficult to predict when a vacancy may occur during any given timeframe. The centre does not guarantee that extra days will be available. They are given only when appropriate and available

HOW ARE FEES PAID?

Our service charge fees fortnightly in arrears.

You will be issued with a statement which will include your charges, CCS information in a fortnight bases.

WHAT HAPPENS IF MY FEES ARE PAID LATE?

It is important that your fees are kept up to date. If your account goes into arrears for 14 days or more your child's place may be cancelled and we cannot guarantee there will be a vacancy when the account has been paid. An accounting fee of \$20 may be charged to all accounts in arrears. If you have a problem with payment of your fees please talk to the Director as soon as possible so alternative arrangements may be discussed.

HOW MUCH NOTICE FOR TERMINATION OF POSITION DO I NEED TO GIVE?

If you are withdrawing your child from the centre we require one month's written notification. This notification must be handed to the Centre Manager or email to the centre email.

AM I ENTITLED TO GOVERNMENT ASSISTANCE?

The Child Care Subsidy (CCS) is a payment made by the Australian Government to help families with the cost of quality child care and early education. This is paid directly to the service to reduce your weekly fees payable.

Three things will determine a family's level of Child Care Subsidy:

- A family's income will determine the percentage of subsidy they are eligible for.
- An activity test will determine how many hours of subsidized care families can access, up to a maximum of 100 per fortnight.
- The type of child care service will determine the hourly rate cap.

Three things will determine a family's level of Child Care Subsidy:

- The age of the child (must be 13 or under and not attending secondary school)
- The child meeting immunisation requirements
- The individual, or their partner, meeting the residency requirements.

You can read more about the Child Care Subsidy, and complete an online estimator here at

www.education.gov.au/ChildCarePackage

It is the responsibility of the parent to register for Child Care Subsidy, and this can be done by contacting Centrelink by phone on **136 150** or in person.

Once you have registered for the subsidy you then need to log into myGov, complete the following steps and supply us with your Centrelink reference number.

Step1:Sign in to your myGov account. If you don't have one, create one at **www.my.gov.au**

Setp2:Link myGov to Centrelink. You can do this under Services.

Setp3:Select Centrelink and complete the Child Care Subsidy Assessment.

Helpful Contacts and Resources

- Further Information and Community Services for Families:
 - My Child Hotline: 13 36 84
 - My Child Website: www.mychild.gov.au
 - Centre Link Families: 136 150
- Centrelink Indigenous Australians: 1800 136 380
- Australian Childhood Immunisation Registers: 1800 653 809
- www.acecqa.gov.au



Contact us

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Croydon Park.**

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