



Family Handbook



CIRCULAR HEAD CHILDREN'S SERVICES INC

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The background features a black field with several white handprints of varying sizes. A bright yellow wavy line, resembling a horizon or water surface, separates the black upper section from a solid red lower section. The text is centered and uses a clean, sans-serif font.

ACKNOWLEDGEMENT OF COUNTRY

We acknowledge and pay respect
to the traditional caretakers of
the land and sea that surrounds
us.

We also pay respect and
acknowledge Elder past, present
and emerging.

We welcome all our friends who
come here to learn and play with
us

Welcome

We are delighted to welcome you and your family to our service. At Stars Early Learning, we are strongly committed to providing high-quality education and care for all children.

In 2022, Circular Head Children's Services purchased the house located in front of our existing centre, with the vision of transforming it into our new Before School Care, After School Care and Vacation Care venue. This exciting development allowed us to expand our services and bring them together as one.

With this growth, our Manager and Board of Management made the decision to rebrand our service from January 2025 and this is how Stars Early Learning was born. Our name reflects our belief that our dedicated educators help nurture and grow the stars of the future ★

Our Classrooms

We have four learning environments, each thoughtfully designed to support children at different stages of their development:

- Dreamers: 0-2 years
- Creators: 2-3 years
- Builders: 3-5 years
- Explorers: 4-12 years

These groupings are used as a guide only, as every child develops at their own pace. Transitions between rooms are carefully planned and supported by both educators and families. Throughout the day, children also have opportunities to visit siblings and peers, with combined care offered in the Creators classroom during early mornings and late afternoons.

Our Learning Environments

All classrooms have direct access to their own dedicated outdoor playground space and have been thoughtfully designed to feel warm, inviting and homelike. Each room includes an adjoining bathroom, while both the Dreamers and Creators rooms feature dedicated sleep spaces to support children's comfort, rest and daily routines.

Our environments are designed to provide children with spaces where they feel safe, secure and connected, while encouraging exploration, play, learning and independence.

★ We are proud to be rated Meeting the National Quality Standard, with an Exceeding rating in Quality Area 2 - Children's Health and Safety.

Operating Hours & Licensing

Stars Early Learning is licensed for 94 children per day, supporting children from birth to 12 years.

- Long Day Care: 58 places | 6:45am – 6:00pm
- OSHC: 36 places | Before School, After School & Vacation Care
- Before School Care: 6:45am – 8:30am
- After School Care: 2:45pm – 6:00pm
- Vacation Care: 6:45am – 6:00pm

Session Types

We offer a range of session options to support the varying needs of our families.

Long Day Care

- Full Day: 6:45am – 6:00pm
- Short Day: 9:00am – 3:00pm

Outside School Hours Care

- Before School Care: 6:45am – 8:30am
- After School Care: 2:45pm – 6:00pm
- Vacation Care: 6:45am – 6:00pm

Children may attend on a full-time, part-time or casual basis, depending on availability.

Casual bookings are subject to availability and are placed on our daily waiting list. Bookings are offered in order of enquiry, taking into consideration room capacity and staffing requirements.

Our service is closed on public holidays. Families will be provided with advance notice through our newsletters and service signage – please note that no fees are charged for public holidays.

Family Involvement

We warmly welcome families to visit, participate and become involved in their child's learning and experiences at Stars Early Learning.

To help us maintain a safe environment for all children, all visitors are required to:

- Sign in upon arrival
- Present a current Working with Vulnerable People (WWVP) Card

Please visit the office when you arrive so our team can assist you and provide any information you may need.

Communication & Respect

Open and respectful communication with families is an important part of our service. We encourage families to speak with educators during drop-off and pick-up to share questions, updates, information or concerns about their child. Families are also welcome to contact the office at any time. We value every child as a unique individual and are committed to ensuring that all children are treated with dignity, respect, kindness and understanding. We work in partnership with families to support each child's wellbeing, learning and development.

Our Team

At Stars Early Learning, we have a dedicated team of educators who are committed to building strong, trusting relationships with children and their families.

Our educators continually develop their knowledge and skills through professional development, including training, seminars, workshops and courses.

Our team includes educators with Certificate III, Diploma and Bachelor qualifications in Early Childhood Education and Care. Our trainee educators are supported and guided by experienced colleagues throughout their training.

Our educators maintain current first aid, CPR, child protection and other relevant training to help ensure the safety, wellbeing and protection of all children in our care.



Our Board

Stars Early Learning is governed by a volunteer Board of Management, which is responsible for overseeing the service and making decisions on behalf of its members.

The Board's responsibilities include:

- Strategic planning
- Legal and financial accountability
- Advocacy
- Governance and oversight



The Service Manager is responsible to the Board for the day-to-day operation of the service, including:

- Providing accurate reports and identifying areas for future action
- Implementing, reviewing and contributing to the development of policies
- Supporting communication between families, staff and the Board
- Staffing and workforce management

The Board meets monthly, with the Annual General Meeting (AGM) held each October.

Starting Early Childhood Education and Care



Starting at an Early Education and Care service may be an exciting time for children and their families, although it can also be emotional or anxious time. Your child may take some time to settle into the new environment, our dedicated team of educators will work with your child and you to help make this transition a positive one.

Orientation

Upon enrolment you will be offered an orientation session followed by some settling in sessions. During the orientation session our administration staff will walk you through the enrolment pack and explain the enrolment steps, they will then take you to your child's room and introduce both your child and you to our educators. Our educators will then show you around the room environment and get to know both your child and you. You will also have the opportunity to ask any questions you might have; no question is a silly question.

Settling in

Our administration team will then organise some settling in sessions that work for both our service and you. We can do 2 or 3 hour sessions, you are welcome to stay with your child during this time or leave them it is totally up to you and what will work well for your child.

Tips to help your child settle include:

- »Take advantage of our orientation and settling in sessions prior to your child's first day. Meet our educators and get a feel for the room.
- »Stay with your child and play for a little while on their first day, or first few days, to help engage them in play.
- »Bring a comforter or favourite cuddle toy, or a family photo to help your child feel safe.
- »Always say goodbye, rather than sneaking away. This helps to develop trust.
- »Follow a regular routine each time you arrive to the service. Your child will become familiar with the routine.
- »Maintain relationships with our educators. If your child sees you connecting with their educator, they will also feel more connected.
- »Feel free to call anytime to check in and see how your child is settling.

Meals

Our centre is a lunchbox service, and families are required to provide a lunch box packed with food for morning tea, lunch and afternoon tea.

We encourage families to pack a variety of nutritious foods and recommend “over-packing” your child’s lunch box, as children may eat more while in care than they do at home.

Certain foods are known to pose an increased choking risk for young children. For this reason, we ask that popcorn, nuts, raw carrot and celery sticks are not provided for children under three years of age.

If packing grapes in your child’s lunch box, please ensure they are cut lengthways to reduce the risk of choking.

Each child’s lunch box is stored in the fridge to ensure that food is kept at a safe temperature. Please note that lunch boxes in the Explorers Room are kept in children’s bags and are not stored in the fridge.

Breakfast

We know mornings can be busy! If your child hasn’t had breakfast before arriving, you’re very welcome to bring along cereal or bread for toast for them to enjoy at the service.

If you’d like your child to have breakfast here, we kindly ask that you arrive before 9:00am so they have plenty of time to sit, eat and enjoy a relaxed start to their day.

Morning & Afternoon Tea

Children can bring a variety of foods in their lunch boxes for morning and afternoon tea, such as fruit, sandwiches, cheese, crackers, toast, homemade slices or muffins.

Lunch

We encourage families to provide a nutritious and well-balanced lunch. Our kitchen facilities allow us to safely reheat or prepare hot foods such as leftovers and toasted sandwiches etc.

After School Care

Children attending After School Care are provided with a nutritious afternoon snack by our educators when they arrive. If your child is still hungry after snack time, they are welcome to enjoy food from their lunch box.

What to bring

What to Bring.

To help your child feel comfortable and prepared for their day, please pack:

- Water bottle
- Nutritious packed morning tea, lunch and afternoon tea
- Wide-brimmed, sun-safe hat
- A few changes of seasonally appropriate clothing – we recommend a few extra sets for children who are toilet training
- A special comfort item, such as a blanket or teddy, if your child has one they are attached to
- Nappies and wipes if your child is not yet toilet trained

Please remember to clearly label your child's belongings with their name.

Nursery & Toddler

In addition to the items listed above, children in our Nursery & Toddler rooms may also need:

- Bottles and formula, please provide the appropriate amount needed to prepare bottles
- Nappies and wipes
- Breastfeeding, a quiet and private space is available for families who wish to breastfeed
- A special comfort item, such as a blanket or teddy, to support your child's settling and rest

Items to leave at home

We encourage families to keep toys and other personal items at home, with the exception of a special comforter, such as a teddy, blanket or similar item that supports your child's comfort and settling.

For the safety and wellbeing of all children, please do not leave the following items in your child's bag, Medications, Sharp objects, Plastic bags, Mobile phones, Valuable or breakable items.

Lost Property

Our educators will do their best to keep track of your child's belongings. To help us, we kindly ask families to clearly label all items with your child's name.

If something becomes misplaced, please check the lost property area in your child's room or speak with your child's educator, who will be happy to help.

What to wear

Your child's day may involve plenty of physical activity, exploration, creativity and lots of fun! We encourage children to wear comfortable, practical clothing that allows them to move freely, is easy to manage when toileting, is suitable for the weather and can handle a little mess.

We recommend comfortable, closed-in, non-slip shoes that are easy for children to put on and take off. This supports safe physical activity while also encouraging children to develop their independence.

Family Responsibilities



By enrolling your child at Stars Early Learning, families agree to follow the policies and procedures that guide our service. Our Policy Manual is available in the office for families to access and review at any time. If you would like to view a specific policy or have any questions about our policies and procedures, please speak with our office team and we are happy to email a copy to you.

Arrival and departure

It is a legislative requirement that families sign their child in on arrival and out at departure using the digital kiosks located in the office.

When arriving each day, you are welcome to take your child into their room. An educator will greet you and help with unpacking your child's belongings. Each room has its own routine for where lunch boxes and drink bottles are stored.

For your child's safety, please ensure you hand your child directly to an educator before leaving. Children must never be left unattended in a room, playground or in the office.

When departing, please follow your room's departure routine, collect your child's belongings and let an educator know that you are leaving before signing your child out at the kiosk.



Authorised persons to collect

To ensure the safety of your child, authorised persons will be required to enter their own details into our digital kiosks at drop-off and collection times. It is vitally important that you advise our centre of the people who are authorised to collect your child and that you keep these details up to date. Your child will only be allowed to leave our centre with authorised persons identified by you on the enrolment form or through prior notice from you.

Upon enrolment, our service asks that you please provide a photo ID for each authorised contact. These will be used by educators to help easily identify people coming to collect your child.

Our educators will check the authorised person's details, and anyone not known to our educators who arrives to collect a child will be asked to provide photo identification. If an unexpected person arrives at our centre to collect your child, you will be immediately contacted to confirm whether you have authorised this person to collect your child.

Persons collecting your child must be over 18 years of age, unless they are the child's parent. Children are not permitted to be released to older siblings unless they are over 18 years of age and documented as an authorised person.

Where custody orders are in place that affect your child, you must provide current court documentation to the service so that these arrangements can be followed. In the event of a non-custodial parent arriving to collect your child, our Centre Manager will contact the police and then notify you of the incident. Our team will follow the court instructions to the best of our ability. However, our centre will not be held liable in the event of a non-custodial person gaining access to a child.

Late Collection

We appreciate families helping us adhere to our licensed opening and closing times. Please allow enough time before closing to collect your child, their belongings and speak with educators if needed.

If you are going to be late, please phone the centre as soon as possible. This helps us reassure your child and make the necessary arrangements.

A late fee of \$5.00 per 5-minute block, per child, for the first 10 minutes will apply, increasing to \$5.00 per minute thereafter. This fee applies even if the centre has been notified.

If your child has not been collected and we have been unable to contact you, we will contact the authorised persons listed on your child's enrolment form. If your child remains uncollected after 30 minutes, the police will be notified.

Fees



Fee Schedule

Day Session 6:45am-6:00pm **\$136**
Short Day Session 9:00am-3:00pm **\$88**
Weekly * **\$130**
BSC Session 6:45am-8:30am **\$26**
ASC Session 2:45pm-6:00pm **\$44**
Explorers Day Session 8:00am-6:00pm **\$94**

*The weekly fee is discounted for those families who require five full days of care.

Method of Payment

Fees can be paid via EFTPOS or bank transfer.

Statements are available to view or discuss at the office during our office hours of 9:00am-5:00pm.

Fee Responsibilities

Statements are emailed fortnightly on the last Friday of the fortnight and are due and payable by the following Sunday. The due date is also clearly shown at the bottom of each statement.

Families wishing to pay fees on a monthly basis must arrange this with our Administration Team or Centre Manager. Fees are payable for the full booked session, regardless of how long your child attends during that session.

Our fees are reviewed annually in June by the Centre Manager and Board of Management, taking into consideration changes to the Child Care Subsidy (CCS).

Stars Early Learning is closed on public holidays and over the Christmas and New Year period, and families are not charged for these closures.

If fees are not paid on time, a reminder will be issued after one week, with a further reminder after two weeks if the account remains outstanding. Care will be suspended after three weeks overdue and cancelled after four weeks if payment has not been received.

If you are experiencing financial hardship or having difficulty keeping up with your fees, please speak with our Administration Team. We are happy to discuss your circumstances and work with you where possible.

Child Care Subsidy (CCS)

The Child Care Subsidy (CCS) is available to eligible families and helps reduce the cost of childcare. The amount of CCS you receive is based on factors including your estimated annual family income, level of approved activity and type of childcare.

To receive CCS, families must create or update their Centrelink family account before their child's first day of care. If this is not completed, full fees will be payable until CCS is applied.

To ensure you receive your entitled CCS, please remember to sign your child in and out each day using our digital kiosks and confirm any absent days when your child returns to care.

Children are entitled to 42 allowable absence days per financial year. Additional absences may be covered in certain circumstances, with exceptions outlined by the Family Assistance Office.

Please note that late collection fees are not eligible for CCS and will be charged at the full amount.

CCS and Immunisation

To receive the Child Care Subsidy (CCS), your child must be up to date with their immunisations in accordance with the National Immunisation Program Schedule. Families are required to provide Stars Early Learning with a copy of their child's Australian Immunisation Register (AIR) Immunisation History Statement to confirm their immunisation status.

If your child is not up to date with their immunisations and does not meet the relevant exemption requirements, CCS may not be payable and full childcare fees will apply.

Absences

Absences at the Start or End of an Enrolment

In some circumstances, families may receive CCS for absences within the first or last 7 days of an enrolment, including before a child's first attendance or after their final attendance.

CCS may apply where:

- Our service has changed ownership.
- Your child attends another service under the same provider while their usual service is closed.
- A family tragedy has occurred.
- An enrolment has been ceased incorrectly.

Allowable Absences

Families can receive CCS for up to 42 allowable absence days per child, per financial year, for sessions their child would normally attend. These can be used for any reason and evidence is not required.

If your child is booked into more than one session on the same day, such as Before School Care and After School Care, being absent from one of these sessions will count as one absence day.

Bookings

Waiting List

Our service is licensed for 94 children from birth to 12 years, including 58 places in Long Day Care and 36 places in Outside School Hours Care.

If our service is full, families will be invited to complete a waiting list form. Each room has its own waiting list, with families placed in order based on the date their completed form is returned to the centre.

When a position becomes available, families will be offered care based on the days requested on their waiting list form and the date the form was received.



Changes to bookings and cancellations

For any changes to your permanent bookings, a minimum of two weeks' written notice is required. Full fees will apply to all booked days if the required notice is not provided.

If you need an additional casual day outside your usual bookings, please speak with our Administration Team. If we are unable to accommodate the request, your child can be placed on the waiting list. Casual days are offered based on the date of enquiry and room availability.

We offer a Cancellation Fee (CF) for cancellations made before 4:00pm on the day before care. The CF is 50% of your usual out-of-pocket fee.

Cancellations made after 4:00pm the day before care or on the day of care will be charged as a Full Cancellation (FC) at your usual out-of-pocket fee.

Cancellation fees apply to both casual and permanent bookings. Families are required to confirm absences on the digital kiosk on their child's next day of attendance.

Re-Enrolment

Towards the end of each year, families will be asked to re-enrol for the following year. Families will receive a bookings form to confirm that their child will be continuing at Stars Early Learning and to indicate their preferred days of care.

To help us plan for the new year, bookings forms must be returned by the requested date. Forms received after this date may mean that your child is not guaranteed their preferred days.

If your child will not be returning the following year, please let us know in writing and provide their last day of attendance.

Children who are not returning to permanent care but require casual care during January, such as children preparing to start Kindergarten, will need to complete a bookings form and will be placed on the waiting list. Priority will be given to families requiring ongoing care for the year.

Health and Safety



Infant Feeding

Breastfeeding is supported within our centre, we have a comfortable space for you to pop in and feed or express at any time during the day.

Alternatively, families can bring clearly labelled bottles of expressed breastmilk for their children.

Families can provide formula for their children in a few ways:

- » Premeasured, dry formula powder in a sealed and labelled container, along with a bottle of premeasured, cooled boiled water. Our educators will mix and prepare the bottles at the required time.
- » A tin of formula and empty bottles that our educators can prepare as required.

Toilet Training

Learning to use the toilet is an exciting milestone in your child's development. When your child is ready, they will begin to recognise the feeling that they need to use the toilet and learn to 'hold on' until they reach the appropriate place.

Toilet training is supported in a positive, encouraging and supportive environment, helping to build your child's confidence, self-esteem and independence.

It is important that your child has consistent experiences and routines at home and in care. Please share your toilet training strategies with your child's educators and let them know the signs or cues your child uses at home to let you know they need to use the toilet.

Quiet time and sleep

Your child will be offered the opportunity to have quiet time and sleep throughout the day. Individual sleep routines will be accommodated where possible, and your child's daily sleep activity will be communicated with you through communication books for children in our Dreamers and Creators rooms.

Our older children who do not sleep are offered quiet activities after lunch.

Safe sleeping practices will be followed for all babies sleeping in cots. Individual calming and soothing techniques can be discussed with your child's educator.

Our service provides individual stretcher beds, cots, clean linen and blankets for each child.

Emergencies

It is important that you provide our centre with the contact details of at least two people who can be contacted to collect your child in the event of an emergency or illness if we are unable to reach you. These people can be the same as those listed as your child's authorised collection persons.

Our educators are trained in emergency evacuation procedures, and evacuation drills are practised each term to help familiarise children with what to do in an emergency.

In the event of a real emergency evacuation, families will be notified as soon as possible.

Sun Protection

Our centre promotes sun-safe behaviours and follows guidelines recommended by SunSmart in each state and territory.

When the UV Index is 3 or above, sun protection is required. Throughout the day, our educators will re-apply children's sunscreen, or encourage older children to re-apply, at least 20 minutes prior to sun exposure.

During the warmer months, when the UV is high, we recommend children wear long-sleeved, light-coloured tops when playing outside.

Incidents

If your child is involved in a minor incident, educators will comfort them, provide first aid as appropriate and complete an incident form. You will be notified and asked to read and sign the form when you collect your child.

If your child experiences an injury to their head or face, you will be notified if the injury is significant or requires additional monitoring or first aid. If your child is unable to be consoled, you will also be contacted immediately.

For a more serious incident or injury requiring treatment beyond minor first aid, educators will call an ambulance and then contact you. An incident report will be completed for you to read and sign when you arrive.

If medical officers determine that your child needs to attend hospital, they will be transported by ambulance. If you or another authorised person has not arrived at the centre, your child's educator or Centre Manager will accompany them and remain with them at the hospital.

Serious incidents must be reported by our service to the Regulatory Authority. If your child receives medical attention following an incident at our centre, please notify the Centre Manager, as we are required to report this within 24 hours.

Illness and Exclusion

As an important measure in infection control, children who are unwell must be kept at home and families are required to notify the Centre of their illness. If your child becomes unwell while at the Centre, you will be contacted and required to arrange collection. If you cannot be contacted, an authorised person will be contacted.

Children must not attend if they require medication to manage illness or symptoms before care, such as Panadol, Nurofen or cough medicine. If medication is required for your child to be well enough to attend, they must remain at home.

Regular or prescribed medications, including antibiotics and asthma medication, may be administered in accordance with our Medication Policy.

Medication

Medication may be administered on the advice of a medical professional. Any medication that you request to be administered to your child, either prescribed or over the counter, must be specifically for your child. Only medication with a clearly legible dispensing label will be administered and must contain the following details:

- » your child's name
- » the name of the medication
- » the dosage and dosage instructions
- » the doctor or pharmacist's name
- » the date issued
- » expiry date (Within expiry date)

A medication authorisation form must be completed and signed by you, or the person delivering your child to the centre including the previous time and date of dose and then signed on collection of your child. The information you provide on the medication authorisation form must match that of the dispensing label. Please hand the medication over to an educator on arrival each morning for correct and safe storage. Medication is not to be left in your child's bag.

Emergency paracetamol

An important part of our enrolment form is your authorisation for educators to administer a single dose of children's liquid paracetamol if your child develops a temperature.

If your child develops a temperature of 38°C or higher during the day, educators will take appropriate steps to help reduce their temperature. If these measures are unsuccessful, you will be contacted and asked to collect your child.

Before you arrive, educators will seek your verbal permission, with a witness present, to administer one dose of children's liquid paracetamol, following the dosage directions on the label.

Hygiene Practices

Our centre follows thorough daily cleaning procedures to help maintain a healthy environment.

Handwashing is one of the most effective ways to minimise the spread of infection. Educators, children, families and visitors are encouraged to wash their hands regularly, including on arrival and departure.

Hand sanitiser is available in the foyer for families and visitors to use.



Medical Conditions

(Asthma/Allergy/Anaphylaxis)

If your child has an ongoing medical or health condition, it is your responsibility to let us know at enrolment or as soon as the condition is diagnosed.

Our Administration Team will provide you with the relevant medical conditions policy and assist you to complete a risk minimisation and communication plan. This information will be shared with educators caring for your child.

For diagnosed conditions such as asthma, allergies, anaphylaxis or diabetes, families must provide the appropriate medical management/action plan before their child starts care, or as soon as the condition is diagnosed.

Any required emergency medication, such as Epi-Pens, Ventolin or antihistamines, must be available at the centre at all times your child is in care. Families can leave medication at the centre or bring it with their child for each session. All medication must be in its original packaging, clearly labelled with your child's name, and within its expiry date.

You will be notified of any symptoms or changes in your child's health. Educators will follow your child's medical management plan and, where required, call an ambulance. If symptoms are sudden or time is critical, an ambulance will be called before contacting you.

If hospital treatment is required and you or another authorised person are not present, the centre manager or your child's educator will accompany your child in the ambulance and remain with them at hospital.



Programming

Our centre's practices, policies and procedures align with the requirements of the National Quality Framework (NQF). We work to meet the requirements of the Education and Care Services National Law and Regulations, approved learning frameworks and the National Quality Standard (NQS).

Stars Early Learning is currently rated Meeting the National Quality Standard.

Early Years Learning Framework

The Early Years Learning Framework (EYLF) guides educators and teachers in providing play-based learning experiences that support children's learning, development and wellbeing from birth to 5 years, including their transition to school. The EYLF was updated in 2023 to reflect current research, knowledge and best practice.

The vision of the EYLF is:

"All children engage in learning that promotes confident and creative individuals and successful lifelong learners. All children are active and informed members of their communities with knowledge of Aboriginal and Torres Strait Islander perspectives."

— EYLF V2.0

The EYLF recognises that children's learning and development are shaped by their belonging, being and becoming. Children develop their identities and understanding of the world through relationships with their families, communities, cultures and environments. Families are recognised as children's first and most influential educators.

Educators use the EYLF principles, practices and learning outcomes to guide their planning, documentation and reflection. The five learning outcomes are:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators



My Time, Our Place

My Time, Our Place (MTO) is the approved learning framework for school-aged children and young people in Outside School Hours Care. It supports educators to provide meaningful play and leisure experiences that promote children's learning, development and wellbeing.

MTO recognises that children and young people's lives are shaped by belonging, being and becoming. From birth, children are connected to family, community, culture and place. Through these relationships and their everyday experiences, children develop their interests, identities and understanding of the world.

The vision for children and young people's play and leisure is:

"All children and young people engage in learning through play and leisure that promotes creative and confident individuals and successful lifelong learners. All children and young people are active and informed members of their communities, with knowledge of Aboriginal and Torres Strait Islander perspectives."

— MTO V2.0, 2022

MTO promotes high expectations for all children and young people and guides educators in planning and supporting meaningful experiences in school age care. The five learning outcomes are:

- Children and young people have a strong sense of identity
- Children and young people are connected with and contribute to their world
- Children and young people have a strong sense of wellbeing
- Children and young people are confident and involved learners
- Children and young people are effective communicators

Program

Our educators oversee educational programs each week, based on observations, information shared by families and the interests of the children. Educators set individual goals for each child, as well as group goals for each room, with clear steps for achieving these goals.

Programs and goals are regularly reviewed and evaluated. Each room displays its current program in a prominent place. Please speak with your child's educators if you are unable to locate it.

We love family participation in our programs! Perhaps you play an instrument, have gardening knowledge or have a special skill, interest or recipe to share. We welcome your ideas, feedback and involvement at any time. Please chat with your child's educators if you would like to contribute or discuss any questions, concerns or ideas about your child.

Portfolios

Each long daycare child has a paper-based portfolio that includes examples of their artwork, photos and learning stories collected throughout the year.

Portfolios are available for families to view at any time. Please speak with your child's educators to find out where your child's portfolio is located.

At the end of each year, your child's portfolio will be sent home for you to keep.

Governance

Privacy

Our service is committed to protecting the privacy of children and families and complying with Australian privacy laws. We respect your right to privacy and have procedures in place to ensure personal information is collected, stored and used appropriately and securely as part of our service operations.

Grievances

Our Centre Manager and educators value open and respectful communication and aim to build trusting relationships with all families. We encourage you to raise any questions, concerns or grievances with us so we can work together towards a positive outcome.

We recommend speaking with your child's educator or Centre Manager, depending on the nature of the concern. If the matter cannot be resolved, it can be escalated to management for further review.

Child Protection

The safety and wellbeing of every child is our priority. Our educators have a legal responsibility to protect children from harm and are mandatory reporters. If we have concerns about a child's safety or wellbeing, we may contact the Strong Families, Safe Kids Advice and Referral Line and follow the required child protection procedures. All information is handled with care, respect and confidentiality.

Policies

At Stars we have a range of policies and procedures that help guide the safe and smooth operation of our service. These are reviewed regularly to ensure they remain up to date.

A Policy Index Booklet is available in the office, and full copies of our policies can be provided by email upon request.

Termination of Enrolment

Termination of enrolment may be enforced under the following conditions:

- » Inappropriate, abusive or threatening behaviour from a parent, family member, or their associate, towards children, educators, families or other visitors at the centre
- » Ongoing physically or verbally aggressive behaviour by a child where other children and educators are at risk
- » Continual lateness or non-payment of fees
- » For any other reason in our absolute discretion

Any such termination of enrolment may be effective immediately without notice. The centre is not required to give reasons. A refund of fees will be forwarded to the parents where the account is in credit.

Extra things to know

Behaviour Guidance

We support children to learn, grow and develop kind, respectful and cooperative behaviours. Educators give children opportunities to manage their emotions and behaviours, building confidence and self-esteem along the way.

Our Behaviour Guidance Policy is followed across the whole service, helping us provide a consistent, positive and supportive approach for every child.



Lost and Found

Please remember to label your child's clothing and belongings to help us keep track of them. Unnamed items are placed in the lost property area in each room.

As lost property can build up quickly, unclaimed items are regularly donated to charity. If you're missing something, please check with your child's educators.

Transition to the next group

Children move to the next room when they are ready and a position is available. When educators feel your child is ready, we'll chat with you and work together to plan their transition.

Your child will have visits to their new room at different times of the day, supported by familiar educators to help them feel comfortable and confident.

Birthdays

Birthdays are very important in a child's life and we like to make them as enjoyable as possible. So that the children may celebrate their birthday with friends, a cake or cupcakes may be included with the afternoon refreshment break. Please remember we are a nut aware facility and for this reason, we ask that you purchase your cake or cupcakes from Woolworths, IGA or Coles that clearly labels the ingredients on the package to ensure the safety of all of our children at the centre. Any cakes/food brought in for celebratory purposes must be given to the staff in your child's room. Please have a chat with your child's educators a few days before your child's birthday so we can give your exact number of children in attendance for the day.