



Family Handbook



Stars Early Learning

CIRCULAR HEAD CHILDREN'S SERVICES INC

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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/After School Care and Vacation Care venue. This exciting development has allowed us to bring our services 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 grow the stars of the future.

Our Classrooms

We have four learning environments tailored to support children at each stage 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, every child develops at their own pace. Transitions between rooms are carefully planned and supported by both educators and families. Across the day, children also have opportunities to visit siblings and peers, with combined care offered in the Creators classroom during mornings and afternoons.

Our Learning Environments

All classrooms have direct access to outdoor spaces and have been thoughtfully designed to feel warm, inviting and home-like. Each room includes an adjoining bathroom, and both the Dreamers and Creators rooms feature dedicated sleep spaces to support children's comfort and routines.

Operating Hours & Licencing

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

Our service includes:

- Long Day Care – Licensed for 58 children
- Outside School Hours Care (OSHC) – Licensed for 36 children

Opening Hours

- Long Day Care: 6:45am – 6:00pm
- Before School Care: 6:45am – 8:30am
- After School Care: 2:45pm – 6:00pm
- Vacation Care: 6:45am – 6:00pm (during school holidays)

All OSHC sessions are located in our Explorers Room.

We are closed on public holidays, with notice provided through our newsletters and displayed signage.

Session Types

We offer flexible session options to support families' needs:

Long Day Care

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

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. Casual bookings are dependent on availability and will be placed on our daily waiting list and offered in order of enquiry and room capacity.

Family Involvement

We warmly welcome families to visit and participate in our programs at any time.

All visitors must:

- Sign in upon arrival
- Present a Working with Vulnerable People Check

Please visit the office when you arrive so we can assist you.

Communication & Respect

We encourage families to share any questions, updates or concerns with educators during drop-off or pick-up. We value every child as an individual and ensure that all children are treated with dignity and respect.

Our Team

Here at Stars Early Learning, we have a strong team of dedicated educators. All our educators are committed to establishing relationships with children and their families. Our educators attend trainings, seminars, workshops, courses and undertake professional development sessions to help their knowledge skills within the Early Childhood Sector.



Our educators hold a Certificate III in Early Childhood Education and Care, Diploma in Early Childhood Education and Care or Bachelor of Early Childhood. Our trainee educators are guided by their fellow colleagues to help support them through their training. Each year our educators update their CPR and every 3 years complete their full first aid.

Our Board

Stars Early Learning is managed by a volunteer board. The board is responsible for the service and acts on behalf of all members when making decisions on how the service will operate. The function of the board is to,

- »Strategic planning
- »Legal accountability
- »Financial accountability
- »Advocacy



The service Manager is responsible to the Board for:

- »Day to day operations of the service
- »Providing accurate reports, raising concerns and identifying areas for future action
- »Implementing policies and participating in their review and development
- »Acting as a conduit between families, staff and board members
- »Staffing

Our board meets monthly with the AGM held in October each year.

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 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 2 or 3 hour sessions as well as an AM session for our settling in 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, children are required to bring along a lunch box packed for Morning tea, Lunch and Afternoon tea. Lunchboxes should provide a variety of foods; children often eat more in care than they may at home we recommend "over packing".

As a move well eat well supported service, we discourage families sending along 'sometimes' foods to care.

Certain foods are know to have increased risk of choking in young children and therefore we request that you do not provide popcorn, nuts, raw carrot and celery sticks for children under three years of age. If packing grapes in your child's lunch box, please ensure that they are cut length ways to avoid them becoming a choking hazard.

Each child's lunch box is stored in the fridge to ensure that the food is kept at a safe temperature.

Breakfast

If your child has not eaten breakfast, you are welcome to bring along cereal or bread to toast. We like to encourage children to arrive before 9am if you would like them to have breakfast here at the service.

Morning and Afternoon Tea

Children can bring along fruit, a sandwich, cheese, biscuits, toast or homemade slices, muffins etc.

Lunch

A nutritious packed lunch is encouraged to provide a well-balanced diet. We have kitchen facilities for reheating and cooking hot lunches such as left-overs, toasted sandwiches etc.

After School Care

Educators will provide children with a nutritious afternoon snack upon arrival to after school care, children are welcome to eat from their lunch boxes if they are still hungry after snack time.

What to bring



All children

- »Water bottle
- »A nutritious packed morning tea, lunch and afternoon tea
- »Wide brimmed hat
- »A complete change of seasonal appropriate clothes (a few sets if learning to use the toilet)
- »A special comforter (blanket or teddy for example, that your child may be attached to)
- »Nappies and wipes (if your child is not toilet trained)

Nursery & Toddler

- »Water bottle
- »Bottles and the appropriate amount of formula to make up bottles. (A quiet and private area is available for breast feeding)
- »Nappies and wipes
- »A nutritious packed morning tea, lunch and afternoon tea
- »Wide brimmed hat
- »A complete change of seasonal appropriate clothes (a few sets if learning to use the toilet)
- »A special comforter (blanket or teddy for example, that your child may be attached to)

Items to leave at home

Except for a special comforter teddy or blanket, or similar, we recommend keeping other toys at home. Children are welcome to bring along items such as nature finds, photographs or books.

For the safety and wellbeing of all children, other items must not be left in children's bags include medications, sharp objects, plastic bags, mobile phone or valuable or breakable items. We will not be held liable for lost or damaged items brought into the centre.

Lost Property

Our educators will do their best to keep track of all children's belongings. We ask that you please clearly label every item with your child's name. Where items are become misplaced, please check with your child's educators and check the lost property box in the office.

What to wear

Your child's day may involve physical activity, exploration, a little messy at times and lots of serious fun! Please dress your child in unrestrictive clothing, which is easily removed for toileting, is appropriate for the climate and items that can get messy!

We recommend children wear comfortable, closed-in, non-slip shoes that can be easily be removed to assist in physical activity and also independence.

Family Responsibilities



By enrolling at our centre, you agree to abide by our policies and procedures as outlined in this handbook and in Stars Early Learning policy manual available in the foyer.

Arrival and departure

It is a legislative requirement that you record your child's attendance by signing in on arrival and out at departure to our service using digital kiosks located in the office.

On arrival each day, you can take your child into their room. An educator will greet you and help with unpacking your child's bag, each room will have a different routine with where to pop lunchboxes and drink bottles. Please ensure that you leave your child with an educator and never drop them off in a room unattended or in the office of the centre.

When departing with your child, ensure you follow the departure procedure, inclusive of collecting your belongings and please inform an educator of your departure.



Authorised persons to collect

To ensure the safety of your child, authorised persons will be required to enter their own details in our digital kiosks at drop off and collection times. It is vitally important that you advise our centre of people who are authorised to collect your child from our centre, and that you keep these details up to date. Your child will only be allowed to leave our centre with authorised persons as identified by you on the enrolment form or by prior notice from you. Upon enrolment our service asks you to please send through a photo of each authorised contact, we will then upload these onto program for educators to be able to identify the authorised contact.

Our educators will check the authorised persons details and any person not known by our educators arriving to collect children will be asked to produce photo identification. If an unexpected person arrives at our centre to collect your child, you will be immediately notified to confirm if you have authorised this.

Persons collecting your child must be over 18 unless they are the parent. Children are not allowed to be released to older siblings, unless they are over 18 years old and documented as authorised persons.

Where custody orders are in place that affect the child, you must provide current court papers to have this enforced at our centre. In the case 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 educators will follow the court instructions to the best of their ability. However, our centre will not be held liable in the event of a noncustodial person gaining access to a child.

Late Collection

We appreciate your assistance in complying with our centre's opening and closing times. We are not licensed to operate outside of these hours. We ask that you arrive at the centre with enough time, prior to closing time, to collect your child and their belongings and exchange information, to allow the educators to close the centre as per our licensed operating times.

As a courtesy, it is expected that if you are late in collecting your child, after closing time, you will phone the centre to advise of this. This allows educators to alleviate any anxiety in your child and allows educators to make their own plans.

If your child is not collected by closing time, a late fee of \$5.00 per 5-minute block per child for the first 10 minutes with the late fee increasing to \$5.00 per minute thereafter will be applied to your account, even if the centre was notified of the lateness. If your child is not collected by closing time, and our centre has not been notified by you, our educators will phone you. If you are uncontactable at this time, our educators will call authorised persons as detailed on the enrolment form. If after 30 minutes, your child is still not collected, our educators will notify the police.

Fees



Fee Schedule

- Day Session 6:45am-6:00pm **\$126**
- Short Day Session 9:00am-3:00pm **\$86**
- Weekly * **\$580**
- BSC Session 6:45am-8:30am **\$24**
- ASC Session 2:45pm-6:00pm **\$42**
- Explorers Day Session 8:00am-6:00pm **\$88**

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

Method of Payment

Your fees are payable via either Direct Debit (DD) or Eftpos (EFT). Statements are always available to view/check at the office during the hours of 9:00am-5:00pm.

Fee Responsibilities

Statements are sent out via email fortnightly on the last Friday of the fortnight and are due and payable by the following Friday. If families wish to pay fees on a monthly basis, it is a requirement that the family arrange this with the Administration Staff or Centre Manager. Fees are payable for the whole session, whether or not your child is in attendance for one hour of that session or the whole session time. Our fees are reviewed in June each year by our Centre Manager and Board of Management in line with CCS adjustments.

Our service is closed on public holidays and over the Christmas and New Year period, we do not charge families for these closures.

If you happen to not pay the required fees on time, a reminder email will be issued after one week and then again, after two weeks if the fees are still outstanding. Care will be suspended if fees are 3 weeks overdue and care will be cancelled if no payment is received after 4 weeks.

If at any time you experience financial hardship, or you have trouble maintaining your fees please speak with our administration staff.

Child Care Subsidy (CCS)



The Child Care Subsidy (CCS) is available for eligible families. This is a single payment system made directly to childcare services, which supplements the fees paid by families. The percentage of CCS you will receive is calculated according to your estimated annual family income, level of approved activity and type of childcare.

To receive the CCS, you must create or update your family account with Centrelink (Department of Human Services) online prior to your child's first day of care. If you do not do this, you will pay full fees for your child's care. To receive your entitled CCS, you must sign your child in and out of the centre each day at our digital kiosks and confirm any absent days upon return.

Children are entitled to 42 absent days per financial year. The Family Assistance Office outlines exceptions to the 42 allowable absences in a financial year, if your child requires more absent days. Any fees applied to your account due to late collection of your child are not subject to CCS

Absences

Absences at the start or end of an enrolment

There are some circumstances where families can get CCS if an absence occurs in the first or last 7 days attending our service:

- » before a child's first attendance at your service (inclusive of their first day), or
- » after their last physical attendance at your service (inclusive of their last day).

These circumstances are:

- » the service has changed ownership
- » the child's usual service is closed, and the child attends a different service under the same provider
- » a family tragedy has occurred
- » the enrolment ceased incorrectly

Allowable absences

Families can get CCS when their child is absent from a session of care, they would normally attend for up to 42 days per child, per financial year.

Families can use their absence days for any reason. They don't need to provide evidence.

In shared care arrangements, the allowable absences count is allocated to the child, not to each individual parent.

If a child is enrolled in more than one session of care on the same day (such as before and after school care) and is absent for one of those sessions, it is counted as one absence day.

CCS and Immunisation

In order to receive CCS your child must be up to date with their immunisations according to the National Immunisation Schedule Program. You must provide our service with a copy of your child's A/R Immunisation Record.

Bookings



Waiting List

Our service is licenced for 94 children from birth to 12 years, our long daycare is licenced for 58 children and Outside School Hours Care is licenced for 36 children. If our services are full families will be asked to fill out a waiting list form.

Each room has their own individual waiting list, and children are placed onto the waiting list based upon date of the form being returned to the centre. Where a position becomes available families will be offered care based upon days selected on the form and date of the form being returned to the centre.



Re-Enrolment

Towards the end of each year families are asked to re-enrol for the following year. We will provide families with a 'bookings form' to confirm their child will be continuing to be enrolled for the new year and their preferred days. If a family does not return a bookings form by the required date, there is a chance that their child not getting their preferred days.

For children not returning to care for the following year will be asked to inform in writing their child's last day of attendance for the year. For children not returning to permanent care for the following year but requiring casual care for January before school starts (eg children heading to kinder) will be asked to fill out a bookings form and will be placed on the waiting list. Priority will be given to families requiring care for the whole year.

Changes to bookings and cancellations

For any changes in permanent bookings, a minimum of two weeks' written notice is required. Full fees will be charged for all booked days if you fail to provide timely notice of withdrawal.

If you happen to require a casual day that is outside of your normal booked days please talk to administration staff, your child will be placed onto the waiting list if we don't have any cancellation in the diary. Positions for casual days are based upon date of enquiry and room availability.

Our service offers a cancellation fee (CF), if a cancellation is made prior to 4pm before the day of care we will apply a cancellation fee which is half of your normal out of pocket fee.

Cancellation on the day or after 4pm will be charged as a full cancel (FC) which is your normal out of pocket fee.

Cancellation fees apply to both casual and permanent bookings.

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

It is a real milestone in your child's development when they learn to use the toilet. When they are ready for this important step, they begin to recognise the feeling that they need to use the toilet - and they can 'hold on' until they are in the appropriate place.

Developing this skill in a supportive and positive environment promotes positive self-esteem and is an important aspect of the development of your child's self-help skills.

It is important for your child to have similar experiences and routines at home and in care; please share your toilet training strategies with educators and let them know what signs your child uses at home to tell you that 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 routines will be accommodated where possible, and your child's daily sleep activity will be communicated with you via communication books.

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

Safe sleeping practices will be followed for all babies 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 may be contacted to collect your child in the event of an emergency or illness, in which you are uncontactable. These people can be the same as the authorised persons.

Our educators have been trained in emergency evacuation procedures. From time to time, evacuation drills will be practised to familiarise the children with emergency practices. In the event of a real emergency evacuation, you will be notified as soon as possible.

Sun Protection

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

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 to be wearing long sleeve light coloured tops when outside.

Incidents

In the event your child is involved in a minor incident, educators will comfort them, administer first aid as appropriate, and complete an incident form. You will be notified of the incident and asked to read and sign the incident form on collection of your child.

If the incident involves injury to your child's head or face or if your child is unable to be consoled, you will be notified immediately. In the event an incident of a more serious nature occurs, which is beyond minor first aid, educators will call an ambulance and then notify you. Educators will complete an incident report which you will be asked to read and sign upon your arrival at the centre. Where the attending medical officers deem it necessary, they will transport your child to a hospital for treatment. If you, or another authorised person, has not arrived at the centre by this time, your child's educator or Centre Manager will travel in the ambulance with your child and remain with them at the hospital.

Any serious incident must be reported by our centre to our Regulatory Authority. If you seek medical attention following an incident at our centre, please notify the Centre Manager, as we are obliged to report this occurrence within a 24-hour period.



Illness and Exclusion

As an important step in the control of infection, we ask that if your child is unwell, that you keep them at home and inform the centre of their condition. If your child becomes ill while at our centre, you will be contacted and requested to collect them. If you are uncontactable, an authorised person will be contacted. This is to ensure your child receives the care they need and to minimise the risk of infection to others. If your child is absent, you will be required to confirm their absence/s on the digital kiosk on the next day of attendance at the centre.

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 inclusion in our enrolment form is your authorisation to the administration of a single dose of children's liquid paracetamol where your child develops a temperature. In the event your child develops an elevated temperature, 38°C or higher, throughout the course of the day, our educators will take measures to try to reduce the temperature. However, if these measures are unsuccessful at bringing down the temperature, you will be notified and requested to collect your child. At this time, our educators will seek your verbal permission with a witness to administer one dose of children's liquid paracetamol following the directions on the label prior to you collecting your child.

Hygiene Practices

Our centre follows thorough cleaning procedures on a daily basis. Handwashing is one of the most effective methods in minimising the spread of infection. Educators, children, families and visitors are encouraged to wash their hands throughout the day, and at arrival and departure times. Hand sanitiser is available in the foyer for your use.

Medical Conditions

(Asthma/Allergy/Anaphylaxis)



If your child has an ongoing medical or health condition it is your responsibility to disclose this on enrolment, or as soon as the condition becomes diagnosed.

Our administration team will issue you with a copy of our medical conditions procedure (and asthma, anaphylaxis/allergy or diabetes procedures if applicable) and assist you to complete a risk minimisation and communication plan which is communicated to all educators who care for your child. If your child has a diagnosed medical or health condition such as Asthma, Allergies or Anaphylaxis that you supply an action plan to the centre before your child starts care or as soon as the condition is diagnosed.

You will be notified of any symptoms or change in your child's health. Educators will follow your child's medical management plan to treat symptoms in your child, including calling an ambulance as required. Where the onset of symptoms is sudden, or where time is critical, an ambulance will be called prior to you being contacted. If attending medical officers advise hospital treatment, our Centre Manager or your child's educator will travel in the ambulance with your child and remain with them in hospital, if you or another authorised person are not present.



Programming

Our centre practices, policies and procedures align with legislative requirements as outlined in the National Quality Framework. This means that every effort is made to comply with the Education and Care Services National Law and the Education and Care Services National Regulation, the approved learning frameworks and the National Quality Standards.

Early Years Learning Framework

The Early Years Learning Framework (EYLF) guides early childhood educators, early childhood teachers and approved providers to inform educational programs and practices that emphasise play-based learning and extend and enrich children's learning and wellbeing from birth to 5 years and through the transition to school. The EYLF was reviewed and updated and released in early 2023 to ensure the framework reflects contemporary developments in practice and knowledge while supporting educators to promote the learning, development and wellbeing of each child.

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, p.6)

Fundamental to the EYLF is a view of children's lives as characterised by belonging, being and becoming. From before birth children are connected to family, community, culture and place. Their earliest development and learning takes place through these relationships, particularly within families, who are children's first and most influential educators. As children participate in everyday life, they develop interests and construct their own identities and understandings of the world.

The EYLF is made up of learning outcomes, principles and practices which educators use in their documentation of children's learning and in their reflection and planning.

- » 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 is the learning framework for school aged children. Fundamental to the framework is the view of children and young people's lives as characterised by belonging, being and becoming. From birth children are connected to family, community, culture and place. Their earliest development and learning take place through these relationships, particularly within families, who are children's first and most influential educators. As children and young people participate in everyday life, they develop interests and construct their own identities and understandings of the world.

A vision for children and young people's play and leisure is provided in the MTOP Framework:

"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." (MTOP, 2022, p. 6).

My Time, Our Place conveys high expectations for all children and young people's play and leisure experiences in school age care settings. There are 5 learning outcomes,

- » 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 plan educational programs on a weekly basis. The program is planned around the information the educators obtain from observations, information from parents and guardians and interests from children. Educators set individual objectives for each child who they are focusing on for the term. Group goals are also set for each room with clear objectives on how to achieve this goal.

Educators regularly evaluate all programs and goals. Each room clearly displays the program in a prominent place within the room environment, please chat with your child's educators if you are unable to locate the program. We love parent participation in our programs! Perhaps you can play the guitar, have gardening knowledge or a recipe to share? We love hearing your feedback and ideas - please approach our educators at any time if you have something to share, or you'd like to discuss issues/concerns about your child.

Portfolios

Our service uses email to send photos and observations of your child's learning and development directly to you. Each child also has a paper-based portfolio which has examples of artworks, photos and learning stories throughout the year. Portfolios are accessible to families at any time, please chat with your child's educators as to where this is located. Portfolios are sent home at the end of each year.

Governance

Privacy

Our service is committed to complying with the Australian Government Privacy Laws for the fair handling of personal information. Our service respect families' right to privacy of their personal information and our staff will follow strict procedures to protect information collected, stored and used as part of the business operation.

Grievances

Our Centre Manager and educators hope to create a trusting relationship with you in which we all feel comfortable sharing questions or concerns. Misunderstandings can occur when issues are not communicated effectively. If you have a grievance, we recommend addressing your child's educator first, or your Centre Manager, depending on the nature of the grievance. If a mutually acceptable outcome has not been reached, your grievance can be escalated to our management.

Child Protection

Our educators have a duty of care, a legal and ethical obligation, to act in the best interest of children and to protect them from risk of harm or neglect. If our Centre Manager or educators come to suspect a child may be at risk of harm or neglect, they will follow strict legislative procedures to support the child and to report their concern to the relevant regulatory authority responsible for child safety.

Policies

Stars Early Learning have a variety of policies and procedures which assists and guide the overall operation of our service, our policies and procedures are review yearly. A copy of policies can be provided to you via email, we also have a policy index booklet located in the office outlining all our policies.

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 encourage children to engage on cooperative and pro-social behaviour. We give children the opportunity to self-regulate their behaviours during play to develop their confidence and self-esteem. Educators follow a 'Behaviour Guidance Policy' that extends across the whole service giving consistency of expectations in all rooms. We use a positive approach to guiding children's behaviour to help them develop a respect for others, property and respect for self.



Lost and Found

Unnamed children's clothing and items from home are placed into the lost property in the office. As these items accumulate rapidly, we regularly donate these items to charity. Please let your child/ren's educators know if you are missing any items.

Transition to the next group

Children will move to the next age group when they are physically, emotionally ready and a position is available. If our educators believe that your child/ren is ready to make the transition to the next room, we will have a chat with you and organise transition visits with familiar educators during a variety of times throughout the day.

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.