



# Family Information Handbook

**Please note that due to Covid-19 our policies and practices are constantly under review. Some information throughout this booklet will be modified according as the pandemic changes.**

**145 Woronora Road  
Engadine 2233**

## Welcome

Welcome to Bullfrog Children's Centre. We look forward to working with you to provide high quality early childhood education and care. At Bullfrog's we believe that all children have the right to the highest quality of care and education.

Bullfrog Children's Centre is privately owned and operated by Kimberly and Cameron Wheatley. Kimberly is an Early Childhood Teacher, Special Educator, wife and mother of four boys.

We are currently licensed for up to 33 children per day, from 7am to 6pm.

We are an Approved Provider administered by the Australian Children's Education and Care Quality Authority (ACECQA).

### Our Philosophy

We believe in acknowledging the original custodians of the land on which Bullfrog Children's Centre is located. We pay respect to the Dharawal people and all Aboriginal and Torres Strait Islander people of our nation.

We believe in valuing and respecting the multiple cultural, spiritual and personal backgrounds within our community. We are inspired by the connections, experience and knowledge in which they share. We believe that through open engagement, sharing of ideas and developing trusted relationships we can enrich children's lives.

We believe that every child should experience a sense of belonging to their environment and the people who are part of it. We strive for every child to feel they are being part of their own world as it is today. A child's identity, their knowledge and understandings are valued as a big part of who they are becoming.

### Our Environment

We strive for an environment that is calm, nurturing, warm, supportive and inclusive. We believe that the environment is an imperative teaching tool. Promoting curiosity in our natural environment encourages all children to be involved in their future. We believe that a sustainable future which equips our children with resources and knowledge of both natural and man-made environments is paramount. Environments that foster children to hold a sense of security and belonging will promote engagement, creativity and learning which underpins each individual's wellbeing.

### Our Children

We believe that children are our future. Their acquisition for learning is our daily foundation. We believe that children have the right for their needs to be met and strengths to be celebrated. We understand that each child's development and identity is unique and we strive for a space that is inclusive to all.

### Our Team

We believe that consistent learning, professional development and critical reflection is essential to professional growth and stronger outcomes for children and educators. Working collaboratively as a team, encouraging each other, sustaining support and respectful relationships is imperative for service cohesion, which makes an enjoyable space for all.

We believe that educators and management who have equal voice and adaptability can contribute, investigate together, share ideas and sustain a strong effective and efficient management structure.

### Our Practices

We believe in interest-based learning in an environment which encourages children to be self-thinkers and obtain a strong sense of identity and wellbeing. Encouraging and embracing a play centred environment facilitates children to be active in their own learning. We strive to empower children, by using their thoughts, ideas and strengths to develop events within our curriculum. We value the implementation of the Early Years Learning Framework and the way in which it guides our practice.

## Service contact Details

**Phone:** 02 8521 6005  
**Email:**  
General inquiries- [admin@bullfrogcc.com.au](mailto:admin@bullfrogcc.com.au)  
Accounts- [accounts@bullfrogcc.com.au](mailto:accounts@bullfrogcc.com.au)  
Owner- [kimberly@bullfrogcc.com.au](mailto:kimberly@bullfrogcc.com.au)

## Hours

7.00 – 6.00 Monday to Friday.  
We are closed on all public holidays and for 3 weeks over Christmas.

## Fees

Our daily fees are:  
Tadpole Room - \$114  
Frogpond Room – under 3 years \$104, over 3 years \$94.00 (ratios determines fees).  
There is a once off enrolment fee of \$80 which includes your child's sun safe hat and your access to our real time communication portal Kinderloop for the duration of your child's stay with us.  
A \$250 bond is payable for the first child and \$200 for siblings, fully refundable on cessation of care once all fees are paid.

## Staffing

**Owners:** Cameron and Kimberly Wheatley  
**Approved Provider:** Cameron Wheatley

**Director / Nominated Supervisor:**  
Kimberly Wheatley  
Bachelor Education Special Education  
Batchelor Teaching Early Childhood

**Educational Leader/Educator** Chantelle Maloney  
Batchelor Education Primary  
Batchelor Education Early Childhood  
Part time

**Educators:**  
**Early Childhood Teachers**  
Chantelle Maloney – Monday, Tuesday  
Kimberly Wheatley – Monday - Friday

**Diploma in Early Childhood Education and Care:**  
Caitlin – Monday to Friday  
Beth – Monday to Friday  
Cass – Monday to Friday

**Certificate III in Early Childhood Education and Care:**  
Maz – Monday, Wednesday, Friday  
Ivy – Monday, Tuesday, Thursday, Friday  
Melanie – Tuesday, Wednesday, Thursday, Friday

**Trainee Certificate III in Early Childhood Education and Care:**  
Tina – Monday to Friday  
Beth – Monday and Tuesday

## Ratios

### **Tadpole room – 8 children, approximately 6 month to 2.5 years**

Our tadpole room operates with a 1 educator to 4 children. We employ two fully trained educators. We also have an extra educator to assist during the day with increasing ratio to meet specific child routines and have constancy for break and programming relief.

### **Frogpond Room – 25 children, approximately 2 to 6 years**

Our Frogpond room operates with two ratios. 1 educator to 5 children for children under 3, and 1 educator to 10 children for children 3 and over. We employ 4 fully trained educators each day. We also have extra educator to assist during the day to increasing ratio to meet specific child's needs and have constancy for break and programming relief.

## Australian Children's Education and Care Quality Authority (ACECQA)

ACECQA is the government authority monitoring and enforcing our practices:

Governed by both the:

- o Education and Care Services National Law Act 2010
- o Education and Care Services Regulations 2011

Measured by:

- o National Quality Framework

### **The National Quality Framework (NQF)**

NQF comprises of 7 Quality areas. Please find a brief list below of the new Quality areas as of January 2018:

1. Educational program and practice - implementation of the Early Learning Years Framework (EYLF).
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Governance and Leadership.

Further information can be found at <http://www.acecqa.gov.au/home/>

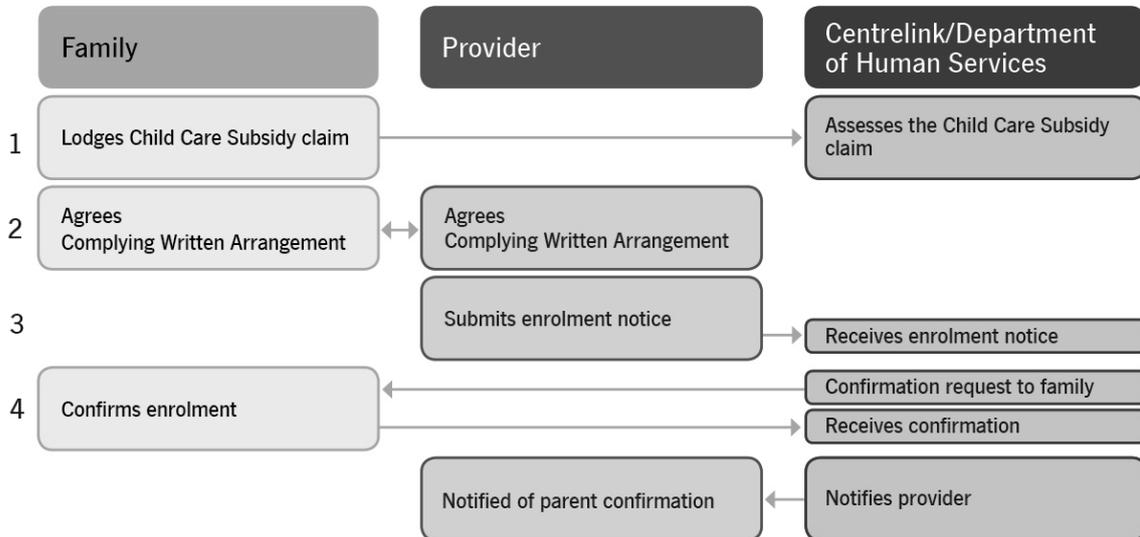
## Assessment and Rating

In August 2019 we underwent our assessment and rating. We are proud to report that we received meeting in all seven quality areas. We are due for review at the end of 2021.

## Child Care Subsidy

We are registered to administer your Child Care Subsidy. Families are required to organise their Subsidy through MyGov. For more information please go to <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Below details are the steps required to ensure that your subsidy is claimed correctly. If you have any questions please discuss these with Kimberly or you can call Centrelink about Child Care Subsidy and other family payments on 136 150, from Monday to Friday, 8am-8pm.



Summary of the four main steps to enrol a child with a child care provider when claiming the Child Care Subsidy from Centrelink

## Our groups

Room	Group	Approximate Age
Tadpole	Tadpoles	0 to 2 years
Frogpond	Froglets	up to 3 years
	Dragonflies	3 – 6 years

Each group participates in free play and structured experiences in both individual and small group contexts. Each room has a routine that guides our day. Flexibility is implemented to ensure that children can continue learning opportunities.

## Our Program

The early childhood years are the foundation for a child's future. We believe there are many influences and situations in which children learn. In our environment, we strive to provide a calm, nurturing, warm, supportive and inclusive place for all children and families to learn, grow and connect.

At Bullfrog Children's Centre we believe in interest-based learning. Through the interests of each child, our Educators will provide a developmentally appropriate play and investigative program that caters to the individual needs of each child.

Each child has an individual program that encompasses group and individual learnings goals.

### Early Years Learning Framework (EYLF).

The Early Years Learning Framework (EYLF) describes the principles, practice and outcomes essential for supporting and enhancing young children's learning from birth to five years of age, as well as supporting transitioning to school. The EYLF has a strong emphasis on play-based learning and recognises the importance of communication and language (including early literacy and numeracy) and social and emotional development. <http://www.acecqa.gov.au/early-childhood-in-australia/learning-frameworks>.

The five learning outcomes are:

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

There are 8 aspects of learning that are interwoven and interrelated:

- Physical
- Social
- Emotional
- Personal
- Spiritual
- Creative
- Cognitive
- Linguistic

Our educators observe, plan and reflect all learning outcomes and aspects of daily life. Collaboratively our educators plan and provide learning opportunities daily.

### **Kinderloop**

Each child will have an individualised online journal that displays your child's observations, program, learning outcomes and reflections, through a parent log in system.

All content is created in a private Kinderloop profile for Bullfrog's, owned by us, and each family is invited to have access to their child's Kinderloop via the app, free of charge. More information can be found at [www.kinderloop.com](http://www.kinderloop.com).

Families are able to allocate family members to have access, but these family members also need to be on child enrolment forms.

### **School Preparation Program**

Children need to feel valued and have positive self-worth from a young age. Additionally, independence and self-help are encouraged from the day of enrolment, where readiness for life skills are embedded even with our youngest of children.

Our educators will provide a school preparation program to all children the year prior to going to school. This program will include shop excursions, crossing practice, school visits, writing and posture experiences and continued advanced self-help skills.

More detailed information is provided at our annual school information night and on Kinderloop throughout the year.

### **Extra Curriculum (just to list a few)**

- STEPS – free vision screening for all children
- Community excursions- We visit the Engadine Library, Rural fire station, the local shops, conduct road safety and shop excursions, catch the bus to the Woolworths discovery tour and more!
- Connect Program with Engadine West Public School- Buddy reading each week, Easter hat parade, infants athletics carnival, carols under the cola, school library and sport program etc.
- Christmas and Graduation Concert.
- Incursions- Emergency services visits, Healthy Harold, cultural incursions
- Grandparents week, Mother's day and Father's day events, Pj week, disco week, children's week, crazy hair day and more!
- FOTEK kindy photos

### Orientation

Our orientation dates are a time for you to bring your child to play and familiarise them with the environment. It is a good idea to let them use the toilets, meet our educators, play and become familiar with their space. Should you be unable to make our annual orientation dates or are enrolling at a different time to these, alternative arrangements can be made.

### Settling into Bullfrogs

It is of the utmost importance that you feel comfortable and happy with your choice of care. 'A happy parent is a happy child'.

When it comes to settling your child, these tips can help:

- ensure ample time to get ready and get to kindy – avoid the rush
- try to get to kindy 10 minutes early and calmly unpack, spending 5 minutes playing at an activity with your child. It is important to not stay too long.
- when you are ready to go, say goodbye, give one cuddle and '**kiss and go**'.
- for the first few weeks we recommend, if possible, that you arrange to pick up your child by 3.30pm. This is so your child has less exposure to other parents dropping off and picking up their child, which can make some children upset. We understand that you may have work commitments and this may not be possible.

**NOTE:** Please do not be offended if we ask you to leave in the morning if your child is having difficulty separating. We understand that it's difficult to see your child upset, but it's in their best interest that you leave quickly. Children need to feel secure and learn separation in order to be independent.

**PLEASE CALL AT ANYTIME OF THE DAY TO SEE HOW THEY ARE GOING.**

### Family involvement

We value all family involvement. Once your child has settled at Bullfrogs and you feel that coming and going with no tears is feasible, please feel free to spend time at the centre with your child. If you have an expertise that you would like to share please let us know.

### Communication

A two-way open line of communication is essential in providing quality care to your child.

Ways we can all share information:

- In person
- By phone
- Via email
- Kinderloop- We strongly advise family communication via Kinderloop. You will notice when posting that these posts remain blue. These blue family posts are only visible to your linked family members and educators. Our educators can then use this information as a means to program, make strong connections with children and families, help your child share family experiences with their peers, and know the changing routines/ sleep/ toileting.

### ALL ITEMS MUST BE LABELLED. THIS IS EXTREMELY IMPORTANT WHEN IT COMES TO CONSUMABLES AND TO AVOID LOSS OF CONTAINERS AND CLOTHING.

We strongly recommend purchasing vinyl stickers as they are durable and rarely become unstuck. There are many online stores that can provide them.

#### Please remember to provide the following things for your child while at Kindy:

##### Both rooms

- A sun safe hat to be sent each day and kept in your child's bag. For the definition of a sunsafe hat please go to <https://www.sunsmart.com.au/protect-your-skin/slap-on-a-hat>. A Bullfrog hat will be provided but may be two big to start with.
- 2 spare sets of clothing including pants, shirts, jumper, socks etc. Please keep in mind that the weather can be unpredictable so please ensure adequate clothing is packed.
- All food, please provide in separate a morning tea, lunch and afternoon tea boxes. Breakfast and/or late afternoon tea snack can also be provided if needed.

##### Tadpole Room Specific

- Comforters as required (dummy, *snuggle/ soft toy if required for those children over 12 months*)
- Wraps and sleeping bags as needed
- Bottles and formula/ breast milk (formula must be dispensed into segregated formula containers with the correct formula per bottle). Please provide enough bottles required for the day.
- Bottle, sipper cup or alike for water

##### Frogpond Room Specific

- Several spare undies and extra sets of clothes are essential if your child is toilet training.
- Sheet set for rest time if applicable (specific sets are to be purchased from Bullfrogs for health and safety purposes). These are \$40.
- Comforter for sleep and rest is needed.

Remember we like to have fun, play and sometimes get a bit messy. Please keep in mind that your child will be participating in painting and art/crafts and, even with our aprons on, we can still make a mess.

We promote and encourage healthy eating so please ensure your child has a healthy nutritional lunchbox i.e. fruit, yoghurt, and sandwich. Please note that no chocolate or junk food is allowed at Kindy.

### Bullfrog's is a **NUT and WHOLE EGG AWARE CENTRE**

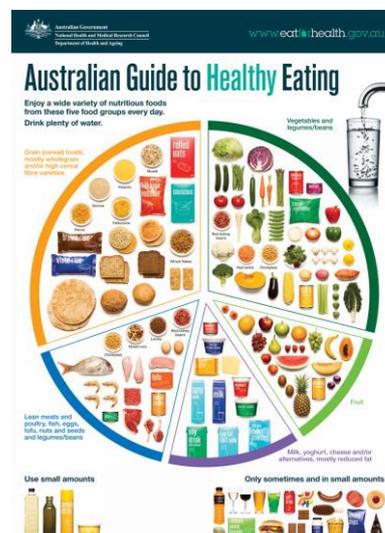
We have enrolled children who have allergies and life threatening conditions, therefore please observe this rule at all times.

Please **DO NOT** send food containing nuts or whole egg.

#### **Healthy eating – also please see the fact sheets provided on orientation**

Please ensure that your child is supplied healthy food in their lunch box. We encourage foods from the five food groups:

- ✓ fruit
- ✓ breads, cereals, rice, pasta, noodles
- ✓ dairy products - milk, yogurt, cheese
- ✓ vegetables and legumes
- ✓ lean meat, fish, poultry, eggs



### General Centre Rules

Safety is our priority. Please note the following safety rules:

- Children are never to leave the centre without an authorised person on your child's enrolment form. They must also be over 18 years.
- Siblings are not to be provided with your sign in/out access code.
- Please wear shoes when accessing and visiting the site. Children will be allowed to take off their shoes during most outdoor play activities and rest time.
- Please shut both the gates behind you, and only have one gate open at a time
- Never leave children alone in the car without adult supervision,
- Older siblings are restricted from using our centre play equipment for the safety of all enrolled children and themselves
- Older siblings enrolled at Engadine West PS are not permitted to wait at the centre or in the carpark for you to arrive.
- Our car park is for Kindy drop off/ pick up only. Please, park on the street if you are dropping off and picking up from Engadine West Public School or you need to go to the shops on drop off or pick up.

### Enrolment Details

Your enrolment information can change from time to time. This may include emergency contacts, address, phone numbers, medical information etc. It is the parent / carer's responsibility to ensure all details are accurate at all times. To check your child's enrolment, please log on to xplor.

### Immunisation

We are required by law to have updated immunisation history statement records. If your child has had their scheduled or other immunisations, an updated copy must be provided to the centre. The department will cease all CCS payments if families fail to have their child immunised within three months of their due date.

### Behaviour Guidance

Our behaviour guidance is based on encouraging children to be self-thinkers and respectful of others. Educators will supervise and interact with children at all times while giving positive praise to encourage acceptable caring and respectful behaviour. As a strategy to promote positive behaviour, children will be provided with activities that are stimulating, interesting and appropriate to their needs.

### Birthdays

Celebrating birthdays is a very exciting time for all children. We enjoy this celebration, but please only send **store bought pre-made cupcakes or fruit ice blocks**. If your child is anaphylactic or has other dietary requirements you will be required to provide your own cupcakes that can be placed in our freezer ready for birthday occasions. Lollies and other sweets are not permitted.

### Health and Sickness

For the wellbeing of all children and educators we will be strict in implementing our illness policy. If your child has had a **temperature, has been vomiting and/or had diarrhoea within 24 hours of their enrolled day, they are not permitted to attend care. Any sickness requires a covid negative test result or doctors letter to return to care.**

**NOTE - SHOULD YOUR CHILD NEED PANADOL FOR ANY REASON TO START THEIR DAY AT KINDY PLEASE DO NOT SEND THEM.**

Please also note that it is up to the discretion of educators to ask for collection of a child that appears sick. Should educators feel that your child is unwell and is placing other children and educators at risk, you will be asked to collect your child.

### High temperature

Should your child have a temperature, they are required to be absent from care. Your child's temperature needs to be within normal range for a minimum of 24 hours before they can return to care. A high temperature is now classified at 37.5°C or above.

## **Frogpond Sleepers**

Children who sleep on our stretcher beds will need to bring their sheets, in their labelled sheet bag to be placed in the sleep basket. Specific sheet sets are required for health and safety to completely fit our stretcher beds and not touch others or the floor. They are available to purchase for \$40.00. When your child transition's from a cot to a bed, you will be required to purchase a set of sheets.

## **Clothing**

Sensible clothing is essential. Below are things to consider when helping your child get dressed in the morning:

- All children will be encouraged to use climbing equipment – skirts and thongs are not recommended and children will not be allowed to climb in thongs.
- Art and craft activities will be readily available and encouraged – going out clothes are not recommended.
- Sun safety – We are a **sun smart** centre. Sun screen will be reapplied throughout the day, but families are to apply at drop off each day. Covered shoulders and ¾ clothing is required as per our policy. Singlet tops are not to be worn.

## **Sun Safety**

All children will be provided with a Cancer Council approved hat on enrolment. This hat is to be left in your child's bag and only taken out for washing. Should your child's hat go missing, a fee of \$17 will be charged to your account for replacement cost.

Dressing your child in a sun safe way is imperative and families are required to apply sun screen on arrival. Staff will reapply sun screen at regular intervals throughout the day, determined by our sun safe policy.

## **Toys**

All toys from home that are not comforters are to remain at home or in the car. Additionally, if your child takes home any of our Kindy toys please return them to Kindy on your child's next attending day.

## **Grievances**

Grievances are taken very seriously. Any grievances need to be in writing to [admin@bullfrogcc.com.au](mailto:admin@bullfrogcc.com.au) or via our website [Family Page \(bullfrogcc.com\)](http://Family Page (bullfrogcc.com)). Complaints will be addressed appropriately and in a timely fashion.

## **Feedback/Suggestions**

We value our families and thrive to continually improve practices by listening to feedback, reflecting and implementing. Our educators do a fantastic job every day and thrive off suggestions and feedback. You can tell them personally or email the centre and we'll be sure to pass it on!

## **Confidentiality**

Please note that what goes on in the centre stays in the centre. All management, educators, and families are to adhere to our confidentiality policy. Access to a child record is only permitted by authorised persons. Please contact staff or management if you have any concerns or wish to access your child's records.

## **Fees**

Fees are to be paid 2 weeks in advance. Fees are processed with direct debit through xpay and our software xplor. Families will be provided with necessary paperwork and will be aware of fees and charges. Please note that consistent fees in arrears may result in termination of your child's placement. Should you be having difficulty paying your fees please contact Kimberly to discuss options.

## **Late Collection Fee**

Due to licensing, council and insurance restrictions we are only permitted to care for children between 7.00am – 6.00pm. Please note that we have a late fee of \$20.00 for the first 10 minutes, or part thereof, and \$2.00 for every minute after that. Please note that there are no warnings and a late fee will be automatically charged when signing out after 5.30. A maximum of 3 offences per calendar year will be tolerated and on the fourth, termination of placement will be enforced.

## **Cancelation of care**

At such time that you need to cancel care and leave Bullfrogs, two weeks' notice is required all year round, except from the 1<sup>st</sup> November to the 31<sup>st</sup> January four weeks is required.

In accordance with CCS rules, children must attend on their last enrolled day or full fees is payable, back dated till the last day of physical attendance.

### **Parent's role when entering and departing from the centre**

Please remember the following when entering and departing from the centre. As adults we should role model safety. Please:

- Wash yours and your child's hands with hand sanitizer before touching anything
- Buzz at the gate to gain access
- Hold your child's hand when entering and departing the centre.
- Ensure that your child does not leave your side.
- Regularly remind your child of road safety.
- Use the crossing to cross the road, showing your child stop, look, listen, and walk.
- Be aware that other children are accessing the site. Take care when entering and leaving the car park. Please ensure that you always enter and leave the car park forward facing. Driving out of the carpark you must exit in a left turn direction.

### **ALWAYS SIGN YOUR CHILD IN AND OUT**

**If you do not sign in or out daily, we cannot claim Child Care Subsidy!!**

This will be electronic and must be completed in order for us to claim.

*We look forward to getting to know your family and striving to provide the best possible Bullfrog experience for your precious child. If you have any further questions, please don't hesitate to contact our team!*