



Kingdom Kids Palmerston HANDBOOK



Vision

To be Christian communities, learning together to live life as God intended, offering hope to the world.

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SECTION 1 – Centre Information

Address

50 Waler Road
Marlow Lagoon NT 0830

Postal Address

PO Box 113
Palmerston NT 0831

Contact Numbers

Kingdom Kids mobile	0488 442 311
Kingdom Kids office	08 7922 5609
PCS office	08 7922 5600

Email

kingdomkids.pcs@ntschoools.net

Website

<http://www.pcs.nt.edu.au>

Operating Hours

School Office Hours	8.00am to 4.00pm
Early Learning Centre	7.00am to 6.00pm

Staff

School Principal	Mr Luke Willsmore
ELC Director	Mrs Wendy Knopp
Assistant Director	Miss Amy-Lee Kennaway
Room Leaders	Mrs Elizabeth Ezzy (ECT) Miss Tema Nakarawa

Approved Provider

NT Christian Schools CEO	Mrs Phoebe van Bentum	8920 4355
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Nominated Supervisor

School Principal	Mr Luke Willsmore	7922 5600
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Regulatory Authority

Quality Education and Care NT (QECNT)	(08) 8999 3561
Australian Children's Education & Care Quality Authority (ACEQA)	1300 422 327

SECTION 2 – Mission and Vision

1 Governance and Structure

Kingdom Kids Early Learning Centre Palmerston (Kingdom Kids Palmerston) is an approved Long Day Care service fully owned and operated by Palmerston Christian College, a school which caters for students from Transition to Year Eleven and is overseen by NT Christian Schools. Kingdom Kids Palmerston caters for children from 3 to 5 years of age. It comes under the structure of the College and therefore upholds its Vision, Mission Statements and Core Values, as outlined in the School Strategic Plan. A copy of the Policies and Procedures Manual for Kingdom Kids Palmerston is available from the Centre.

2 Philosophy

Kingdom Kids Palmerston is part of Palmerston Christian College; therefore, the overall vision and aims of the College underpin the philosophy and operations of the Early Learning Centre (ELC). We seek to provide an extension of the Christian environment of the home by the process of learning so that spiritual, academic and social growth is integrated.

We seek to base all living and learning experiences upon the truths of Scripture. Children are given the freedom to lead their own learning and develop individual understandings of who God is, as seen through and reflected in His glorious Creation. As educators, we believe we are appointed in this place by God and are called to nurture and guide the students in our care to seek truth in all things as they grow in understanding of themselves and their place within God's world.

God has created each child with individual interests, learning styles, abilities and insights. We acknowledge that each man, woman and child was created uniquely to reflect the glory of God in many different and beautiful ways. We realise that children often understand and accept God, His Kingdom and His Creation much more clearly and accurately than adults (Matthew 18:3). Children have an unhindered ability to perceive God's love, beauty and presence in their everyday lives through their interactions with nature and others within their learning environment.



We believe in a Christ-centred, child-led educational experience. Our program is responsive to the needs and interests of the children in our care, reflecting their ideas and choices in a flexible model. Educators ask questions, discover children's ideas, hypotheses and theories, and provide occasions for discovery and learning. As teachers, we consider ourselves partners in learning and delight in discovering and learning more of who God is with the children.

Our interactive learning environment is designed to create a sense of awe and wonder of Creation, allowing children to discover, create and grow with limitless learning possibilities available each day. Our time is not set by the clock, as children's own sense of time and rhythm are considered in planning and implementing activities and projects. Learning stories (or projects) may continue for days or weeks, being carefully guided by teachers to extend children in their learning, knowledge and understanding.

Parents and community members are valued, and given opportunities to not only view programming documents, but to mould and participate in these. Educators seek to forge strong partnerships with parents and others within the wider community, enriching children's learning experiences and providing teachers with expert knowledge within the learning environment. In this way, children are given the best possible opportunities to learn. Further, parent participation enables children to feel safe and secure in their learning environment.

*We believe that our ELC provides an environment in which children can experience a true sense of **belonging** as they are loved by God and are part of His family. We believe that in this environment, students will feel secure in **being** the person that God has designed them to be. We believe that in this environment, children are **becoming** people who seek and fulfil God's master plan, for their lives, all for God's glory.*

This Philosophy Statement provides the foundation for all activities, policies and procedures of the ELC. Wherever there is uncertainty as to the ELC's policy or procedure on any issue, we use these principles and philosophies to help resolve the issue. The written policies and procedures of the ELC have been developed and will be monitored and reviewed with these values in mind and in accordance with the National Quality Framework.

3 Program

Our ELC provides a program that is developmentally appropriate to the needs of all children attending our service. It is based on the Early Years Learning Framework (EYLF) and the Walker Learning Approach (WLA). Our program is designed to stimulate and provide for the individual development of each child's social, physical, emotional, spiritual and intellectual potential, including language skills and creativity.



Our caring educational team works together to create a joyful atmosphere and an environment which is responsive to the needs of each individual child and the group as a whole, reflecting the philosophy and goals of the ELC.

Staff members are provided with opportunities to further their knowledge of child development theories and practice by attending regular professional development and in-servicing. All staff members have access to various texts to assist them in developing a program that is interesting and varied for all children.

The program is balanced to provide for indoor/outdoor learning experiences, quiet/active times, individual/small group/large group times, times for group and individual interests, children with additional needs, being flexible enough to allow for spontaneity and the unexpected. Different cultural heritage and ethnic origins of the children attending the ELC will be reflected in the program.

Programs are displayed and parents/guardians are able to view and discuss any aspect of the program with staff. Parents/guardians are encouraged to have an input into the program especially in the areas relating to multicultural issues, music and storytelling. The extent to which parents wish to be involved will be respected, within reason.

Each child's learning and development is documented using an online resource called *Storypark*. Learning stories are emailed to parents and the program can also be used as a conduit for communication.

The Parent or Guardian can ask for information about the following:

- ✓ A general description of the activities and experiences given by the ELC
- ✓ The ELC's philosophy about learning and child development outcomes and how it is intended the outcomes will be achieved
- ✓ The goals about knowledge and skills to be developed through the activities and experiences.



4 Program Goals

Goals for the ELC

- To provide a quality environment where children and their families feel welcome.
- To meet the social, emotional, physical, spiritual and cognitive needs of our children in a positive, warm, safe and caring environment.
- To provide well-balanced educational and developmentally appropriate early childhood programs.

Goals for the Children

- To be respected as individuals and to feel welcome, safe and accepted each day.
- To have fun while learning via immersion in play-based programs.
- To have their needs met via access to a wide variety of developmentally appropriate activities and learning opportunities, caring staff and quality resources.
- To be free to express themselves creatively and enjoy their early childhood years.
- To build positive relationships with their carers and peers.
- To assist children in their development and readiness for Transition through the embedded play-based program.

Goals for Families

- To develop positive relationships with staff based on mutual trust, respect, understanding and open communication.
- To have the needs of their children met appropriately in a safe, warm, caring environment.
- To support the ELC's aims and philosophies and contribute to the environment in a positive way.

Goals for Staff

- To be part of a cohesive team committed to provision of quality early childhood care.
- To feel accepted, included and valued.
- To develop positive relationships with children, families and colleagues.
- To provide developmentally appropriate programs and experiences for all children in their care.
- To model positive health, safety and behaviour practices.
- To maintain and demonstrate a committed, professional attitude and approach to their role as a staff member.
- To be advocates for young children as part of the wider Palmerston Christian School community.
- To be actively involved in professional development.

SECTION 3 – General Information

1 Aims

Kingdom Kids Palmerston seeks to provide:

- a safe, nurturing environment where children can grow and develop through interactions with quality programs, resources and quality Christian caregivers and where their families feel welcome
- each child with opportunities to develop qualities of compassion, respect, tolerance, dignity, self-worth and confidence
- opportunities for children to learn, grow and develop in their own time through the use of play-based programs that are designed to enhance and support the developmental needs of each child
- a quality integrated Christian curriculum as part of The Early Years Learning Framework.

2 Palmerston Christian College Enrolments

Enrolment at Kingdom Kids Palmerston ensures priority enrolment into Palmerston Christian College (PCC). Please contact the school's office if you are interested in receiving enrolment information and a Prospectus. First round offers are made to Kingdom Kids students in July each year, for students who are age appropriate for Transition the following year.

Children wishing to be enrolled in Transition must turn five (5) by 30 June of the year they enrol in Transition.

3 Cancellations and Amendments to Placements

Two (2) weeks' notice, in writing, is required for any cancellations. Should the child not attend and you are claiming Child Care Subsidy, you must sign for days not attending. Failure to give appropriate notice may result in full fees being charged for these days/weeks.

If you would like to change the days that your child attends the ELC, please submit your request to the Director in writing giving two (2) weeks' notice. Any changes will be subject to availability and priority of access (as detailed in Section 3) will apply to any waiting lists. This ensures that the needs of families with work commitments will be addressed. Families in crisis also receive priority on waiting lists.

4 Childcare Subsidy

Childcare Subsidy (CCS) is available for eligible families and is means tested. To register for CCS contact Family Assistance Offices on:

136 150 (or 131 202 for multilingual services)
Mon – Fri 8.00 am – 8.00 pm

Family Assistance offices are situated at Centrelink offices, Medicare offices and ATO access and enquiry sites. The Administration Assistants can give you more information if required.

It is important that your contact details are current and up-to-date. Should you have a change of address, phone number, emergency contact or other change of details such as medication, please inform staff immediately.

5 Christian Curriculum

Kingdom Kids Palmerston is part of a Christian school and one of our aims is to bring children into a relationship with God. At Kingdom Kids Palmerston, children will listen to Bible stories, sing Christian songs, pray simple prayers and say grace before meals as a gentle introduction to Christianity and as a support for Christian families. Children are encouraged to participate in age-appropriate ways.

6 Enrolment and Booking Procedures

After your enrolment enquiry, you will be contacted to confirm your child's enrolment in the Centre. Upon confirmation of your enrolment, the Director will ensure all paperwork is completed and ask you to make payment of \$300.00 deposit via Hubworks.

Placement will only be confirmed after all paperwork and the deposit is finalised, and there is a place available for your child. The deposit will secure a place for up to 2 months. A cancelled enrolment will result in a forfeit of 50% of the deposit.



7 Fees

- Fees are charged fortnightly and need to be kept two weeks in advance. When wanting to roll a child's enrolment over into the new year, two week's fees must also be kept in advance to secure the child's position.
- Payment is over 48 weeks and an arrangement can be made for a reduced rate for a family holiday. A discount for up to two attendance weeks of holidays per year is offered at a 20% fee reduction. Refer to Section 3 – Holidays/Absences. Written notice of intent to take holidays and holiday dates is required two weeks in advance, to be eligible for the 20% fee reduction.
- Please see the Kingdom Kids Early Learning Centre Palmerston Fee Schedule for Fee Rates.
- Fees are payable for Public Holidays, but not during the 4-week Christmas break when the ELC is closed.
- If your child is away sick, full fees are charged as a place is still being held for your child.

8 Hours of Operation

- Monday to Friday: 7.00am to 6:00pm
- The ELC will be open throughout the year, except for Public Holidays and four weeks during the Christmas/New Year holidays.
- Kingdom Kids Palmerston is licensed to cater for up to 50 children per day. It is a requirement of the universal access program that children be enrolled for a minimum of 2 days per week.
 - ❖ Children can attend 5 days a week, or
 - ❖ Children can attend 3 days a week being: Monday/Tuesday/Wednesday, or
 - ❖ Children can attend 2 days a week being: Thursday/Friday.
- Parents have the choice of having their child attend for Pre-School hours (8.15am – 2.45pm) or Long Day Care hours (7am – 6pm).



9 Holidays / Absences

The ELC is closed for a four week period at Christmas at no charge to families. However, payment for the first 2 weeks after the Christmas holidays is required to keep your place into the New Year. Each family is also entitled to a further two attendance weeks (i.e., number of days regularly booked per week) of holidays, which will be charged at a 20% discounted rate. Absences outside of this period will be charged at the usual rate. Please notify the staff in writing of any planned absences as soon as possible.

10 Late Fees

A late pick-up fee will be charged at the rate of \$25.00 for the first 10 minutes or part thereof, followed by \$2.00 per minute thereafter. Such time will be recorded from the ELC clock. Please ensure that you contact ELC staff as soon as possible to notify of a late arrival. Additional fees will also apply if drop off or pick up is beyond the child's schedule. See the Fee Schedule for further details.

11 Licensing

Our ELC is approved under the Education and Care Services (National Uniform Legislation) Act 2011. We comply with all requirements and our policies and procedures are developed accordingly. A copy of the Child Care Act, Regulations and the National Quality Framework are available upon request. More information can be found at: <http://www.acecqa.gov.au>.

12 Lost Property

Any lost property is held in the lost property bin which is located on the lower shelf of the sign-in table. Parents are encouraged to check the lost property bin on a regular basis. Please note that once a month we will collect all items that have not been claimed and donate them to charity.

13 Parental Involvement

As an integral part of the Palmerston Christian College community, our ELC aims to bring together different ideas and experiences to benefit our children. We actively encourage parents to work as partners with the ELC by volunteering, contributing to making decisions, suggesting improvements and engaging in other opportunities. Please speak to ELC staff about ways you can be involved. An Ochre Card will be needed for regular involvement.

14 Parking Set Down and Pick Up Arrangements

We recognise parking at peak times can be in short supply and problematic for parents. To avoid congestion ELC parents who do not have school aged children are asked to collect their children between 2:30 and 2:45pm. If there are school aged children in the family, we request that you do not park directly in front of the centre but rather, if possible, use the pickup and go. Pick-up for all "pre-school hours children" enrolled in the ELC is no later than 2.45pm.

It is a requirement that no children are left in a parked car without an adult in the car with the child.



15 Payment of Fees

Parents pay fees by direct debit to *Hubdebit*, part of our Centre administration package *Hubworks*. Recurring payments are to be set up in consultation with the Director. Information about *Hubdebit* will be given at the time of enrolment and further information can be found by viewing this link <https://vimeo.com/106557485/6ad56bec2e>

Parents are reminded that there are to be no outstanding balances at the end of each calendar month. Fees must be two weeks in advance at all times, (also to hold your place over the Christmas Holidays). Where fees are not paid in full, the ELC reserves the right to suspend the child's place.

16 Priority of Access

The Australian Government has Priority Access Guidelines for allocating places as follows:

- Priority 1 a child at risk of serious abuse or neglect
- Priority 2 a child of a single parent who satisfies, or of parents who both satisfy, the work/training, study test under section 14 of *A New Tax System (Family Assistance) Act 1999*
- Priority 3 any other child

Priority should also be given to the following children within these main categories:

- Children of Aboriginal or Torres Strait Islander families
- Children in families that include a person with a disability
- Children of low-income families
- Children from families of culturally and linguistically diverse backgrounds
- Children in socially isolated families
- Children of single parents

17 Signing In/Signing Out and Arrival/Departure

Arrival

In accordance with legislation, it is required that a parent (or authorised person) must initial the Sign In on the ELC tablet each morning. You will need to enter your mobile number and unique PIN that you choose. An educator will sign a child in when necessary. An older sibling may deliver a child to the centre with written permission from the parent. The older sibling must deliver the child to the Director (or Responsible Person in the Director's absence), who will then sign the child in. When an older sibling delivers a child, the parent must sign the child out.

Departure

In accordance with our policy, it is required that a parent (*or the adult over the age of 18 authorised to collect their child*) must sign their child out on the ELC tablet at the end of your child's care session each day. You will need to enter your mobile number and unique PIN that you choose. If a person other than the authorised adult stated on the enrolment form is to collect the child, the Director must be notified. A copy of the person's photo ID will be kept in

the child's file. Please do not give your pin number to other people, staff may sign children out if needed, and people authorised to collect your child will be use their own mobile number and PIN number.

18 Staff

- Staff members are committed Christians, committed to and passionate about supporting and partnering with parents through the provision of quality early childhood care and education.
- Staff members hold or are working toward appropriate early childhood qualifications, current First Aid Certificates and training.
- Staff members have a current Working with Children clearance (Ochre Card) and current police check.
- Staff members seek to provide developmentally appropriate programs and experiences for all children in their care.
- Staff members maintain and demonstrate a committed professional attitude; participate in ongoing training, and model positive health, safety and behaviour practices.
- Regular staff meetings are held to ensure a team approach to, and consistency in, caring for the children in care.

19 Staffing

The ELC has three main staff who are responsible for the delivery of the Pre-school program during core hours. Other staff members are employed to cover before and after pre-school hours. There will be a minimum of two staff on duty at all times. The Director is based at the ELC during core hours. If the Director is not at the ELC, a staff member, who is a Certified Supervisor, will be designated to assist with the day-to-day running of the ELC. Staff hours of duty, meal breaks, and non-contact times are staggered to ensure appropriate adult/child ratios are maintained throughout the day. Information about staff names, qualifications, rosters, etc. is displayed on a notice board in the Parent Area.

20 Lunches

Children will need to bring a packed lunch to ELC each day, and a healthy snack of fruit or vegetable sticks etc (fresh or dried) for morning fruit time. The snack should be in a separate labelled container or bag. If attending Long Day Care hours, children will also need to bring



some afternoon tea. The ELC has two refrigerators in which the children can place their lunchboxes to keep food cold and fresh. We encourage healthy eating, so it is our policy is to discourage cakes, chocolates, biscuits and chips at the ELC. These should be saved for treats at home.

21 What to Bring to Kingdom Kids Palmerston – A Checklist

It is important for your child to be comfortably and appropriately dressed dependent on weather conditions and activities that they may participate in while at Kingdom Kids Palmerston. Please ensure that your child is able to put their undies/shorts on themselves after toileting.

You will need to provide the following items when bringing your child to the Centre. Please ensure that all items brought to the Centre are **clearly labelled with your child's full name**.

- Drink / water bottle – small, up to 600ml
- Hat (with broad brim)
- Sun safe clothing i.e. T-shirt with sleeves, not singlets
- Clothing that should **not** be worn at the Centre includes long skirts, necklaces, bangles, long hair ribbons, princess dress ups or super hero outfits
- Footwear - Shoes which are secured to their feet. Thongs without back straps are not safe
- A jacket may be packed at all times in case of weather change, or if children become too cool in the air-conditioning
- Please pack at least **one full change of spare clothing** (this includes underwear, shirts, pants, socks), even if your child is toilet trained. Accidents and messy play happen.
- Fleecy blanket and **small** cushion for rest time
- Soft toy for comfort, if applicable, for rest time use only. No other toys should be brought to the ELC.

A Kingdom Kids shirt (\$25) and hat (\$13) are available for purchase through the school's office.



SECTION 4 – Policies and Procedures

This section provides a brief overview of several key policies and procedures of which you need to be aware. If you wish to view full length policies and procedures, these are available within the Centre. Personal copies are available upon request.

1 Assessment Process

The National Quality Framework has been established and applies to Early Learning Centres. This system is also linked to the Child Care Subsidy scheme and ensures that childcare centres provide and maintain quality relationships between children, staff and families in an environment that nurtures, stimulates and guides the development of each child in care. This system has a set of National Quality Standards that all centres need to abide by and are assessed on.

2 Arrivals and Departure Policy

Children must be accompanied to and from the ELC each day by an adult (over 18 years of age for departure). It is a legal requirement that each child be signed in and out of the centre each day using the sign in iPad at the parent sign in table. All absences must be signed for upon return to the ELC. Persons (other than the parents) collecting children must be on the Authorised List and known to staff members. If the staff members do not know an authorised person they will ask them for photographic ID (e.g. Drivers licence) to ensure the safety of your child. Please ensure that you keep a close eye on children as you enter and leave the ELC – particularly around the car park vicinity. Parents are welcome to stay until they feel comfortable to leave the ELC, but please settle your children with appropriate staff members and leave the centre decisively. A quick and positive goodbye will allow your child to begin their settling process and enjoy their day.

3 Behaviour Management Policy

At Kingdom Kids Palmerston, we reflect the EYLF, the Walker Learning Approach and the Peacewise philosophy by taking a positive approach to guiding children's behaviour and understand that children can express themselves through their words and actions, and that their behaviour forms part of their overall development. Each young child is coming to terms with being part of a larger social group and they are learning social skills and behaviours as part of their everyday interactions. The following guidelines are used to outline our role as carers and educators when it comes to supporting the development of these skills.

Interactions between staff and children shall, at all times, be warm, positive and meet the needs of each individual. Positive reinforcement and role modelling is encouraged to guide behaviour and support children's social and emotional learning. Behaviours are guided in a gentle and supportive way to ensure that the needs of the group are maintained without encroaching on the needs of the individual child or children.

At no time are staff members (or visitors) permitted to speak or behave in an aggressive or threatening manner, nor are they permitted to handle a child in a rough or negative way.

Staff members are proactive in their approach to behaviours and deal with each situation as it arises and seek assistance where necessary. Programs are designed and implemented to support children's developing social skills and should include adequate and appropriate equipment and materials for children to engage in active, social play.

Parents are to be kept up to date with behavioural issues and the strategies in place to minimise or discourage negative behaviours. The Director will contact parents to advise of any concern and arrange open discussions and problem solving sessions to support all involved.

The following are strategies which may be used at our ELC to guide children displaying inappropriate behaviours such as hitting, kicking, pushing, spitting, biting, pinching, scratching or throwing things at people:

- quiet discussion between the staff member and child about what they did or said and how they could have handled the situation more positively (either at the time of the incident or shortly after when everyone is calm)
- discussions about consequences of actions and behaviours and their impact on others – at all times emphasising the positive rather than the negative
- for younger children – removal from the situation and redirection with a toy/activity
- one-on-one interactions – where staff can discuss and model appropriate behaviours
- staff will use social stories delivered via puppets or books to reinforce appropriate behaviour and values
- staff will interrupt inappropriate aggressive behaviour to protect all involved.
- parents are invited to partner with the ELC in finding a resolution to ongoing situations

4 Celebrations

We support and value the celebration of special events throughout the year. We celebrate birthdays, weddings, births and other social/cultural events such as Mother's Day, Father's Day, Grandparent's Day, NAIDOC Week, Prayer Week and Book Week. We also acknowledge Easter and Christmas as significant Christian events and celebrate them in a non-commercial way.

Parents are welcome to suggest other important events that could be celebrated as part of our curriculum.

5 Child Protection Policy

Kingdom Kids Palmerston is aware of its duty of care and responsibility for the welfare and well-being of students in its care, and recognises the need to protect children from inappropriate behaviour. A copy of the Kingdom Kids Child Protection and Risk Management Policy can be found in the Policies and Procedures folder in the ELC, or provided by the Director upon request.

6 Clothing

Please send your child to Kingdom Kids Palmerston dressed appropriately for weather conditions. We do ensure children wear smocks for messy play, but please understand that they do get paint, glue and other products on their clothes from time to time. Whilst this generally washes out easily, special or cherished clothing items should remain at home. Shoes or sandals are recommended and all children must bring a broad brimmed hat for outdoor play. In the interests of sun safety, children without hats will be expected to play in the shade, which may limit their play choices at outdoor time. A minimum of t-shirt length sleeves is required for adequate sun protection.

Please ensure that all clothing is labelled with your child's name.

Kingdom Kids t-shirts and hats are available for purchase from the school's front office:

T-shirt \$25.00

Hat \$13.00

We ask that parents **do not** bring their child wearing "super hero" type costumes (e.g. Batman capes and mask) or princess outfits as we find this can accelerate children's behaviour in a negative way.

7 Code of Conduct Procedure

At Kingdom Kids Palmerston parents and guardians are encouraged to be in partnership with the ELC to ensure the best possible outcomes for all children. Effective family-centre partnerships are based on mutual trust and respect, and shared responsibility for the education and care of young children at our ELC. As we work together in partnership of the all-round development of your children, our hope is that they will thrive spiritually, socially, emotionally, culturally and physically. In the aims, the staff and parents are seen as a team, bringing students into a significant relationship with Christ and with themselves, their local community and their environment.

In an effort to develop and maintain high quality working relationships with the staff of the ELC, parents are asked to honour:

A Commitment to the ELC by:

- supporting the ELC's ethos, policies and practices

- working positively in partnership with the ELC
- maintaining an attitude of mutual respect and courtesy in supporting the values of the ELC
- abiding by the ELC's restrictions on smoking and consumption of alcohol on ELC grounds or at ELC events.

A Commitment to Children, Parents and Families by:

- respecting the diversity of children and family units in which they live
- respecting the privacy of students and their families by maintaining confidentiality in relation to student issues which may occur when visiting the ELC
- maintaining an attitude of mutual respect and courtesy in communication
- avoiding physical contact with children that may cause the child to be uncomfortable or perceived as inappropriate
- avoiding conflict of interest
- abiding by laws and policies which promote the well-being of children, families and the community.

A Commitment to Staff by:

- endeavouring to operate within an atmosphere of trust, mutual respect, courtesy and Christian community
- communicating openly in a spirit of cooperation and trust; making appointments, where possible
- informing staff of any changing family situations that may impact upon your child's learning
- speaking privately to your child's educator or the Director if you have an issue regarding the operation of the ELC
- having your child prepared and equipped for learning.

8 Communication Policy

There are regular notices emailed home as well as items of interest on noticeboards in the parent information area. Cubby holes should be checked regularly for notes/notices. A parent communication book is available at the sign in table for day-to-day messages. Please take the time to speak to the staff caring for your child, but be aware that staff members on duty are actively supervising children so if you need to talk to them at length you will need to arrange a time when they can be available. Please contact the Director if you have any concerns or queries about the staff, our Centre, or its policies and procedures.

9 Emergency Procedures

The personal safety and security of children, staff and visitors is of prime importance. Emergency procedures, drills and evacuations are carried out on a regular basis to ensure that staff and children are aware of, and understand, such evacuation and emergency procedures. Parents or volunteers who are on site during such a drill are required to participate fully. Exits are clearly marked and evacuation procedures are displayed on the wall of the classroom. We also practise Lockdown procedures where all staff and children retreat to one room and stay out

of sight until the 'emergency' is over. These practices are always talked through with the children to avoid alarm.

10 Excursion/Incursion Policy

To support the programs and enhance learning, we may arrange for a variety of shows, performances and displays to visit our ELC throughout the year. At times, the educators may decide to use the facilities of the School e.g. a visit to the Library, assembly or another class. Parents will be asked to sign a permission form for such times upon enrolment/beginning of the year. On such occasions a notification of the planned event will be via notices in the Centre and email.

10 Food Allergy Policy

Kingdom Kids is an allergy aware ELC and from time to time we are made aware of food allergies or dietary requirements present amongst children enrolled in our ELC. As awareness of these issues arises, we will endeavour to ensure that all steps are taken to enhance the health and safety of all children in our care.

Families are encouraged to inform staff and/or management about any such requirements or special needs and to discuss this with us at any time.

Some families like to bring birthday cupcakes on their child's birthday. If for any reason you do not want your child to eat these cupcakes we suggest you provide some treats that can be kept in the freezer specially for your child.

11 Grievance Policy

If you have any concerns, complaints or suggestions, please contact the Director to make a time for an appropriate discussion. We appreciate your input and will do our best to rectify any concerns you may have about the Centre, program, staff or children. Alternatively, you may wish to complete a Grievance/Complaint Form. Please notify us as soon as possible of any problems you may be encountering, so that we can work with you to achieve a mutual resolution in a prompt manner. The Principal is available to discuss issues if you have concerns that the Director cannot resolve. You may also contact the Regulatory Authority on 89993561 or email on qualityecnt@det.nt.gov.au.

12 Health and Wellbeing Policy

Kingdom Kids Palmerston seeks to support the general health and wellbeing of all children who attend the Centre. We actively promote and model healthy eating and hygiene practices. Staff members incorporate nutritional education, health and wellbeing information into their programs.

Food

Parents are encouraged to send healthy food in their child's lunchbox and include a variety of foods. Children are encouraged to make healthy choices from their lunchboxes and try a variety

of foods. Staff members also support health care practices and actively discuss dental care with the children as part of their program

Sickness or Accident

Staff members at the ELC maintain up to date first aid qualifications and have extensive knowledge of child illnesses and symptoms. For the safety and well-being of all, and in line with School Policy, we are unable to accept your child if he/she is ill.

What will Staff do if your Child Develops Symptoms while at the Centre?

As soon as a staff member becomes aware that your child is unwell, they will contact you.

As staff members do not have the facilities to take care of sick children adequately for any length of time, and infection can move swiftly through a group, we will ask you or an emergency contact to come **immediately**.

If we are unable to contact the parent or emergency person, an Ambulance or medical attention will be sought, if necessary, without parental consent.

Please see NT Health Time Out Information Sheet – displayed in the Centre, for a list of common childhood illnesses which may cause your child to be excluded from Childcare.

Please contact the staff by texting the ELC mobile - 0488 442 311 if your child will not be attending due to ill health.

COVID 19 remains a threat to our society. If your child is suffering from a constant running nose or has a temperature of 37.5 the staff will ask you to collect your child and keep them at home until such time as they are well again. Covid 19 bulletins from NT Health and/or NT Education will be forwarded to families through the Hubworks. If you are travelling out of the NT with your child at any time please advise the staff at the ELC.

Medicines

All required medication will be administered by Centre staff. Legal requirements for administering medication are such that the instructions provided should be written on the medication container by the pharmacist at the medical practitioner's direction. Staff cannot administer medication without these instructions: verbal instructions and handwritten notes will not suffice. The instructions on the medication container need to indicate the child's name and the specific times at which medication is to be administered, as well as the quantity of medication to be administered.

Written permission must accompany any medication, and our ELC Medication forms (long or short term) must be completed giving staff approval to administer any medication.

Hygiene

For the ongoing and general health and wellbeing of the children, high standards of general hygiene are maintained. Staff will wash their hands prior to handling food. They also ensure that the children wash their hands thoroughly before handling and eating food. Staff members also wear gloves and follow the same procedure after giving first aid, after toileting a child and after contact with, or cleaning of, body fluids. There is no sharing of eating utensils or bedding. Tissues

are provided by the ELC for children and staff to use. Liquid soap and hand driers are in each bathroom and children are educated about appropriate hand washing techniques.

Staff members employ universal precautions when dealing with blood or bodily fluid spills. This requires the use of gloves, appropriate cleaning materials and disposal of all soiled items. All cleaning products used are specifically suited for use in the childcare environment and where possible are non-toxic. Cleaning cloths are colour coded for their specific uses and the ELC is cleaned daily by a cleaning service. Spot cleaning is carried out by the ELC staff to ensure the environment is appropriately maintained. Bathrooms are continually checked throughout the day and activity rooms are maintained in a neat, tidy manner.

General

Children are reminded to use good health practices – such as sneezing and coughing into their elbow, not sharing food or utensils, using a tissue from our tissue station when necessary and washing hands thoroughly after blowing noses, before eating, after using the bathroom and after outdoor and indoor play.

These types of self-help skills are an integral part of each child's development so please assist us by reminding children and supporting these healthy practices at home.

Northern Territory Health Department brochures and fact sheets are available at the ELC for parents to access up to date information on a range of health issues.

13 Immunisation Policy

Our ELC fully supports the child immunisation program and encourages all families to participate. To improve immunisation rates, the Government has linked payment of Child Care Subsidy to immunisation status. To receive this subsidy, children must have age appropriate immunisation, be on a catch up schedule or have an exemption. The Family Assistance Office administers these requirements. The ELC also keeps records of each child's current immunisation status – please provide a copy and keep us updated.

14 Inclusion Policy

Our ELC is a non-discriminatory environment where the rights of each individual are respected. We welcome all families and their children into our community and will do our best to provide for their wide-ranging needs. We support the concept of 'inclusion' for children who may have additional needs and we have developed links with a range of support networks that assist with the implementation of appropriate programs and resources.

15 Meals

It is expected that parents provide a healthy packed lunch and drink bottle filled with water to meet their child's daily requirements. Children also have access to water throughout the day via the cold water from our fridge. Time is set aside in the daily program for morning fruit time, lunch

and afternoon tea. We support healthy eating practices and encourage parents to send a nutritious lunch.

Please do not send items such as chocolate, chocolate flavoured items or lollies. Chips can be packed as a sometimes food. These items may be returned home with a reminder note that they are not to be brought to Kingdom Kids Palmerston for consumption.

We love to celebrate birthdays and special occasions and on these days you are welcome to send along something to share with your child's friends, or come in for the celebration. Cupcakes are preferred. If you do not want your child to eat cupcakes please advise staff and perhaps provide a treat that could be stored at the ELC for these occasions.

16 Medical Conditions Policy

At enrolment we require parents to disclose any medical conditions of their child, including a medical management plan from the child's doctor. Staff and parents will collaborate in creating a medical conditions risk minimisation plan and communication plan in order to provide the best medical care for the child.

17 No Smoking Policy

We have a strict 'No Smoking' policy which covers all areas of the School and Kingdom Kids Palmerston.

18 Open Door Policy

We operate an OPEN DOOR POLICY. This means that parents and family are most welcome into the Centre at ANY TIME. Parent participation sends strong, positive messages to your child that you support them and are a part of their childcare environment. There are many ways that parents can be involved such as sharing a hobby or interest, talking about your job, joining in during cooking/craft activities or parent helpers in the classroom. We appreciate that time is of a premium for all parents, but we warmly welcome any form of involvement you may be able to offer. Please talk with the staff and we will make a time for you to share with the children. An Ochre Card will be required for any participation in the ELC.

19 Privacy and Confidentiality Policy

All information held at the ELC remains private and is stored appropriately in accordance with the Kingdom Kids Palmerston Privacy and Confidentiality Policy. Whilst we actively encourage and support parent participation and involvement in the ELC, details of staff, children and their families remain confidential. Parents or visitors are asked to maintain a high level of confidentiality in their interactions and discussions. We are not at liberty to give out phone numbers or other personal details.

20 Record Keeping Requirements

Kingdom Kids Palmerston must keep information relating to the child in care:



- Child's name, address, sex, birth date
- Parent or Guardian details
- Emergency contact details
- Details of authorised persons
- Day and time of booking
- Health details
- Special requirements relating to culture or religion
- Requirements arising from any disabilities
- The child's primary spoken language
- Details of any Parenting Court orders
- Name, address and contact details of child's doctor or hospital
- Instructions from parent/guardian relating to medication
- Permission given from parents/guardian for emergency care
- Particulars of any incidents or accidents while at the ELC
- Particulars of any treatment given while at the ELC

21 Rest Time

Kingdom Kids Palmerston has a rest period each afternoon. All children are expected to rest/sleep and they will be given their own mattress that we provide and wash regularly. A cot blanket and small cushion provided by the parents are optional for use on each day of attendance. For initial settling periods, a small comforter such as a soft toy or 'blanky' may be used. Please advise staff if you do not want your child to sleep or if you want a limited sleep time.



22 Special Toys/Belongings

It is strongly recommended that you do not allow your child to bring toys or precious belongings to the Centre. Staff cannot be responsible for such items and they often tend to cause disruptions among the children. One small, cuddly item may be brought for rest time only. We have a little saying at the ELC that helps children understand this rule:

“Items from home stay at home,
Items from school stay at school”

23 Students/Volunteers

From time to time, there will be students or volunteers from schools or universities working or completing practicums under staff supervision. It is important for students to gain practical hands-on experience and we support their needs in conjunction with the relevant training institutions. Students are fully supervised at all times. All volunteers and long-term visitors are required to have a current Working With Children Card (Ochre Card).

24 Sun Protection Policy

Staff model and encourage children and families to use “sun safe” practices, such as playing in shaded areas, applying sunscreen and wearing wide brimmed hats when outside.

We support healthy sun safe practices. Programs are structured to ensure that children are not in the playground during the hottest part of the day.

Sunscreen is applied to all children before lunch so they have the protection during afternoon play.

Staff will reapply sunscreen before going outside in the afternoon. If your child is unable to use the sunscreen provided by the ELC, please bring a labelled container of appropriate sunscreen to be left at the ELC for reapplication.

25 Toileting

Children must be toilet trained before commencing at the ELC. While staff understand that all children have accidents, it is an expectation that all children will be competent with their toileting skills. This included being able to dress themselves after going to the toilet. All children must have at least one change of clothes in case of toileting accidents.

26 Workplace Health and Safety

Kingdom Kids Palmerston is committed to maintaining a safe environment for children, staff and visitors. Checks of the building, playground and equipment are carried out regularly by ELC and Maintenance staff to ensure any problems are detected and rectified quickly.