

# Family Handbook



Cheeky Clouds Early Learning Centre

# Our Vision Towards Reconciliation

Cheeky Clouds Corio would like to acknowledge the Wadawurrung Peoples of the Kulin Nation who are the Traditional Custodians of this land. We pay our respect to Elders, past, present, and emerging.

Cheeky Clouds is committed to reconciliation and our vision to build respectful relationships between our community and Aboriginal and Torres Strait Islander peoples. We respect and acknowledge the unique connection and knowledge that Aboriginal and Torres Strait Islander peoples have with the Land on which we live, learn, play and work.

We seek to deepen our awareness of and respect for Aboriginal and Torres Strait Islander peoples and their cultures through embedding practices into our curriculum that promote an understanding of inclusiveness and the diversity of First Nations peoples, leading to the development of mutual respect, trust, and support for reconciliation.

We are dedicated to ensuring Aboriginal and Torres Strait Islander peoples are actively recognised for being Australia's First Nations peoples and we are committed to gaining a deeper understanding of Aboriginal and Torres Strait Islander peoples' ways of knowing and learning.





hello! hello!  
HI

## WELCOME

To Cheeky Clouds Early Learning Corio, we hope this handbook provides families with all the necessary information about our education and care service to ensure your family has a happy transition into care.

We believe that the foundation for lifelong learning begins with early childhood, at the heart of our practices are our relationships with not only our children but their families. We see our children as unique individuals that are actively involved in all aspects and decision-making within our service. We value and respect our families as being at the forefront of children's education, we therefore encourage parents to be actively involved in their children's education, this includes sharing important information, being involved in celebrations and events, and sharing their ideas and talents to ensure the best possible education and care is being provided for all children.

We aim to provide continuity from home to education and care by creating spaces that give a sense of belonging and security while also immersing children in stimulating environments to awaken their natural desires to learn.

‘IT TAKES A  
VILLAGE TO  
RAISE A CHILD’

## GENERAL INFORMATION

Cheeky Clouds Early Learning was established in 2018 and is licensed for 69 children per day.

Age Groups:

6 weeks – 2 years

2 years – 3 years

Integrated 3 & 4 year old Kindergarten

Hours of Operation

6:30am to 6:30pm

Monday to Friday

Cheeky Clouds Early Learning is open for 51 weeks of the year, we are closed over public holidays and between Christmas day and New Years.

Contact details

Address

3-5 Purnell Road, Corio, Victoria 3214

Phone:

(03) 5275 4445

Email:

Corio@cheelycloudselc.com.au

Website:

[www.cheekyclouds.com](http://www.cheekyclouds.com)

Facebook:

Cheeky Clouds Early Learning

Instagram:

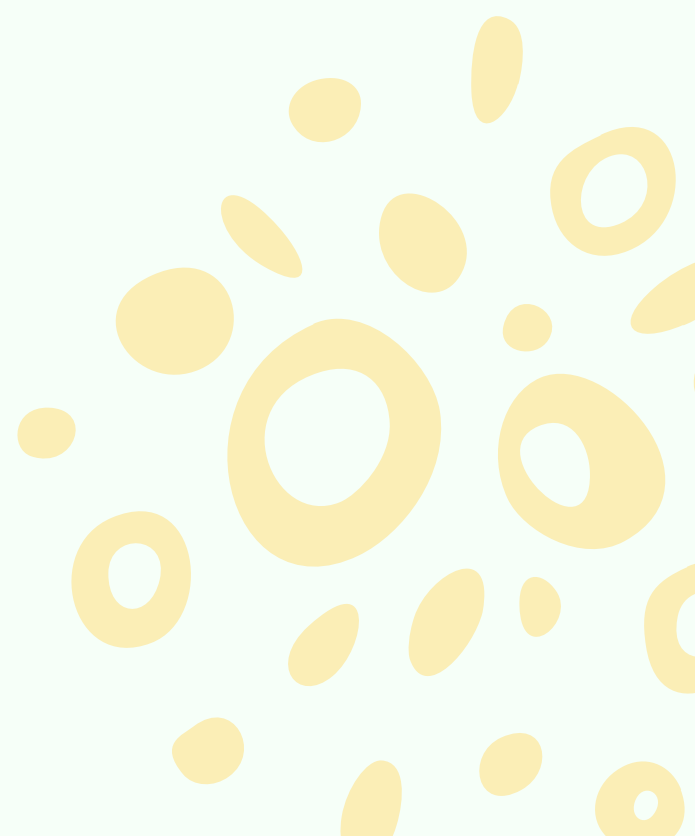
Cheekyclouds\_elc

Nominated Supervisor:

Julie McNaughton

Approved Provider:

Waqas Anwar



# Our

# Philosophy

## Vision

To immerse children in an environment that poses no limits, to promote the confidence and courage to believe in themselves.

## Mission

We are committed to creating an environment that values the individualism of each child, to slow down and be present, and to embrace every moment spent and experienced with children.

## Philosophy

We believe the foundation to lifelong learning begins with early childhood education and that all children and families have the right to equity in education, support, and community involvement. We believe and respect that each child is a unique individual and should be viewed and treated as such. We are committed to creating inclusive learning environments that advocate for the individual needs of children and their families, including gaining a greater understanding of Aboriginal and Torres Strait Islander values, ways of being and history to educate future generations to work towards reconciliation.

The curriculum at Cheeky Clouds is underpinned by an emphasis on empowering children's uniqueness and varying learning modes. Our curriculums are developed using a holistic approach that embraces and values the children as co constructors in their learning and development, children are seen and heard, and their ideas are made visible through our inquiry-based project learning. We aim to create environments that foster children's natural curiosities, and to provide consistency and reliability through our curriculum rituals.

# Our

# Core

# Values

## *Mindfulness*

Being mindful of each other, children, and families, provides the foundation to succeeding in life. We are mindful that not every day is the same, every day brings something new and the opportunity to create changes, no matter how big or small.

## *Respect*

Our educators strive to respect and honour all children, families, and places. Through respectful relationships we show consideration for others, this promotes self-esteem, wellbeing, and self-worth.

## *Reliability*

By providing children with consistency and reliability, we are providing an environment for children to feel safe and flourish. Our educators promote trust, emotional security, and secure attachments by providing children with consistency and reliability.

## *Kindness*

With kindness and understanding people feel understood, respected, and heard. Within our service we are aware that through kindness we can strengthen bonds and develop more awareness for the children of our future.

## *Empowerment*

Empowerment is at the core of our curriculum; our educators empower children to believe in themselves and others to make anything possible and achieve their goals. Within our service children are empowered to make choice, have their voice heard, and be independent.

## *Patience*

The power of patience let's children know that they are seen that they are heard, and that they are valued.

# Important Information

## PAYMENT OF FEES

Cheeky Clouds provides a range of session times to support our families in maximising their Child Care Subsidy. Fee's are charged one week in advance and are payable on a weekly or fortnightly basis. Direct debit options can be set up via the Xplor booking app or alternatively can be paid via Eftpos at the service.

6 Hour session 8:00am to 2:00pm \$100  
6 Hour session 9:00am to 3:00pm \$100  
8 Hour session 8:00am to 5:00pm \$115  
8 Hour session 9:00am to 5:00pm \$115  
10 Hour session \$125  
Full Day session 6:30am to 6:30pm \$135

## OUTSTANDING FEES

Any families with accounts in arrears will receive an email reminder requesting that the balance be paid in full or a request is made to the nominated supervisor to create a payment plan. If accounts remain in arrears then the child's position at the service may be suspended until such time that payment is made. Any families that fail to pay outstanding debts will be referred to our third party collection agency Ecollect, accounts will then also incur additional fee's and charges.

## LATE COLLECTION OF CHILDREN

A late fee of \$15 per child for every 10 minutes or part thereof and will be added to your next account. The late fee is strictly adhered to, as two staff members are required to remain at the program until all children are collected. If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child/children within an hour of the Service closing, then we will contact the Police or other authorities to take responsibility of your child.

## WITHDRAWAL OF A CHILD & REDUCTION OF DAYS

We require 2 weeks written notice to withdraw and/or reduce enrolment days for your child/ren from any permanent booking. Please see the Nominated Supervisor to obtain the required form to complete. Children are not able to attract CCS for any days after the last day your child physically attends our Service

## CHILD CARE SUBSIDY - CCS

Child Care Subsidy offers assistance to families to help with the cost of child care aged 0-13 years. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- Combined annual family income
- Activity test – the activity level of both parents
- Service type – type of child care service and whether the child attends school

Families who wish to receive Child Care Subsidy as reduced fees must apply through the myGov website. This includes completing the Child Care Subsidy activity test. Child Care Subsidy is paid directly to our Service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by our Service and the subsidy amount received. This is called the 'gap fee'.

On enrolment we will need the Customer Reference Number (CRN) of the person linked with the child, along with the child's CRN so we can confirm the attendance and ensure that you are receiving the appropriate subsidy.





## ABSENCES

We encourage families to notify the Service as soon as possible if your child will be absent for any day or session you have booked. It is recommended that absences are notified to the Service by email or through our app Xplor Home. Child Care Subsidy will be paid for any absence from an approved child care service your child attends for up to 42 days per child per financial year. Public holidays will be counted as an absence if your child would normally have attended the Service on that weekday, and fees have been charged for that day for your child.

## ENROLMENT INFORMATION

Prior to commencing at our Service, you will be required to complete all enrolment documentation through our online platform Xplor. You will be required to provide your child's birth certificate and immunisation statement when completing your child's enrolment.

Please understand that it is essential we have up-to-date information in case of an emergency. It is important that you notify the Centre manager of any changes to enrolment information including:

- \* Address
- \* Health
- \* Telephone/mobile numbers
- \* Contact details
- \* Family changes
- \* Emergency contact information details

## ORIENTATION

Before commencing your child/ren's first day, each child will attend a one hour orientation session, this provides children with an opportunity to get to know their educators and feel comfortable in their new learning environment. During this time children and families are encouraged to share any important information with your child's educators that may help the transition to care be a smooth and enjoyable experience. Any enrolment or booking finalisations will also be completed during this time. If you feel your child may require additional orientation sessions please speak to the Centre Manager.

## ARRIVAL AND DEPARTURE OF SERVICE

Our service is required by legislation to maintain attendance records for children at all times. This record may also be used in the event of an emergency situation at the Service.

On arrival at the service you are required to:

1. Sign your child in using Xplor home on the Ipad located at our front reception desk.
2. Take your child into their room and pass on any important information to your child's educators.

When you collect your child, we ask that you:

1. Collect your child from their room and speak to the educators about their day
2. Collect your child's belongings
3. Sign your child out of the service using Xplor

## WHAT TO BRING

We request that children come prepared each day with a bag and the following items:

- Changes of clothing (Please ensure these are weather appropriate)
- Comforter or comfort item if required
- Bottles, formula, breast milk (if required)



# Nutrition and Meals

## NUTRITION AND MEALS

Our Service promotes healthy eating habits and provides nutritious food for your child each day. We follow the Australian Dietary Guidelines to ensure our meals are prepared to meet the dietary requirements for all children. Our menu is carefully planned and approved by Nutrition Australia and is prepared by a qualified cook.

A weekly menu is displayed in our foyer for families to view, we encourage children and their families to provide any feedback or suggestions regarding the meals that are being provided.

A daily menu along with any modifications that have been made is also displayed within our foyer outside of the kitchen.

## DIETARY REQUIREMENTS AND ALLERGIES

If your child has an allergy, intolerance or any dietary requirements relating to cultural preferences it is important that you communicate this with the Centre Manager as soon as possible. Our qualified cook will provide alternate meals for children with any special dietary requirements.

**Please note that we do not allow any foods to be brought into our service.**

## BREAST FEEDING

We are a breastfeeding friendly service. Mothers who are breastfeeding are welcome to attend the Service during the day to feed their child. Families that are breastfeeding and would like to supply breast milk should speak to the Centre Manager to be aware of our policies on storing and serving breast milk.

## FORMULA AND BOTTLE PREPARATION

Families that are formula feeding should also consult our Centre Manager to be aware on how we need the formula prepared and stored. Regular communication is encouraged to ensure your infant's needs are met as they grow.

## INTRODUCTION OF SOLID FOODS TO INFANTS

It is important that families keep us updated on the introduction of foods to their infants. We will support families by only introducing foods upon families request.





# Children's Health

## IMMUNISATION

Our service follows a 'no jab, no play policy'. Before children can commence care families must provide the service a copy of their child's Immunisation History Statement from the Australian Immunisation Register (AIR) . In cases where children are unable to be immunised for medical reasons families will need to provide a Medical Exemption Form prior to children's enrolment. For families to continue to receive Child Care Subsidy children are to remain up to date with their immunisations, families will also need to ensure that they are continuing to provide the service with a updated copy of their child's immunisation History Statement for children to continue to attend.

For further information please refer to <https://www.health.vic.gov.au/site-4/publications/parent-brochure-starting-childcare-or-kindergarten-immunisation-information-for>

## ASTHMA & ANAPHYLAXIS

If your child is at risk of Anaphylaxis or Asthma you will be required to provide a copy of your child's action plan before commencing care and then every 12 months or as updated by your child's doctor, you must also ensure that your child's medication listed on the plan is supplied for all days of attendance . Our Centre manager and educators will support your family in ensuring that a risk minimisation plan is created to ensure the health and safety of your child while in care.

**Please do not place any medication in your child's bag**

## MEDICATION

If your child requires medication whilst at our Service, you must complete an Administration of Medication Record to give your consent for an educator to administer prescribed medication to your child. Medication must be given directly to an educator for appropriate safe storage.

Educators can only administer medication that is:

- o prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)
- o in its original packaging and have the original label clearly showing your child's name
- o before the expiry/use by date.

Upon collection of your child at the end of the day, you or an authorised person will be requested to sign the Administration of Medication Form.

## UNWELL CHILDREN

Excluding unwell children from our service ensures that we minimise the risk of our children, educators and families becoming unwell. If you suspect that your child may be ill or may have an infectious disease we ask that you please keep them at home and see your doctor where required.

If children become ill while at care we will contact the child's parents/guardians, in the event that these cannot be contacted or will be unable to collect the child within 30 minutes of contact we may be required to then contact the emergency contacts listed on the child's enrolment. Children sent home ill from Cheeky Clouds will be excluded from the service for 24 hours or until well again, in some circumstances a doctors clearance may be required for a child to return to care.

Your child should not attend the Service if they have had paracetamol within 24 hours for a temperature. Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. If your child has been vomiting or had diarrhoea, they will be excluded for 48 hours.

## INFECTIOUS DISEASE

If a child is suspected to have or is confirmed to have an infectious disease they must be excluded from the service for the relevant period of time stated by The National Health and Medical Research Council until a family provides a written clearance from a doctor stating that the child is clear from any infectious diseases.

It is imperative that families notify our service immediately if their child is diagnosed with an infectious disease. An infectious disease inclusion list is available from the Centre Manager that outlines the time periods of exclusion.

## INCIDENTS AND INJURIES

While we aim to minimise the risk of incidents and injuries, along your child's learning journey you may find that there are times where your child injures themselves. Parents will be notified of any serious injuries or incidents that result in injury from the shoulders and above via phone call. Minor injuries such as scrapes or bumps will be communicated at the end of the day upon collection of your child. All injuries will also be recorded using our Kindyhub program which provides families with an incident/injury report to confirm and acknowledge that they have been notified of any incidents. In some cases you may be required to come and collect your child early, in these instances the Centre Manager will contact you to discuss the incident further.

## SUN SAFETY

We work in compliance with the National SunSmart Early Childhood Program to ensure children's health and safety is maintained at all times. We use a combination of sun protection measures whenever the UV Index Levels reach 3 and above. We monitor the UV index levels daily and schedule outdoor activities when levels are safe. Our outdoor environment provides shade for play experiences and we conduct regular risk assessments to ensure the play space and equipment is safe for children. Cheeky Clouds will supply your child with a broad brimmed hat and sunscreen.

## HEALTH AND HYGIENE

Cheeky Clouds educators and management diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of tissues.

Our educators teach and model correct hand washing techniques to children and regularly clean and disinfect high touch objects throughout the service to reduce the spread of infection.

Our service is also regularly cleaned by cleaning professionals and throughout the day by our educators, we also have systems in place to maintain the upkeep and good condition of the service as a whole.





# Safety in our service

## EMERGENCY AND EVACUATION PROCEDURES

Our Service conducts risk assessments regularly and develops emergency management plans for a range of possible hazards. Throughout the year we follow our policies and procedures to carry out emergency and evacuation drills. These may occur at any given time throughout the day and week to ensure all children know what to do in case of an emergency. Emergency and evacuation drills are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire (bush fire), lock down or flood. Under regulations, we are required to practice emergency and evacuation drills every three months.

Educators are trained to use the fire extinguishers that are in the Service. An emergency evacuation plan and lock down procedure are displayed in every room and exit locations are clearly indicated.

## WORKPLACE HEALTH AND SAFETY

We are committed in providing an environment that is safe and healthy for every employee, volunteer, child, family and visitor. We have made every reasonable effort to minimise the risk of serious injury and request all persons to our Service to adhere to our policies regarding Workplace Health and Safety.

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general work health and safety issues, please contact the Centre Manager immediately.

## POLICIES AND PROCEDURES

You will find a copy of our Service policies and procedures on our Kindyhub platform and website. We expect our educators and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and National Regulations. Educators cannot make exceptions for individuals unless the Centre Manager do so on account of serious and/or unusual circumstances.

## MANDATORY REPORTING

Cheeky Clouds ensures the health and safety of all children in our care by adopting a zero tolerance approach to child abuse. Our educators undertake regular training to ensure our service understands their mandatory responsibilities. In the event that Cheeky Clouds has reasonable grounds to believe that a child is being subjected to physical, emotional, or sexual abuse or any form of neglect we are required by law to inform Child Protection Victoria, and Victoria Police.

# Community Involvement

## PARENT INVOLVEMENT

We welcome and encourage the involvement of all parents/families at our Service. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities and knowledge. There are many ways for your family to be involved. We understand that our busy lives can't always afford the time, however any contribution no matter how big or small is much appreciated. Here are just a few ideas.

- \* Hobbies/Special talent
- \* Feedback on your child's curriculum and development
- \* Special event days
- \* Incursion/excursion helpers
- \* Sharing the traditions, and celebrations of your home culture
- \* Attending information nights, and contributing to parent surveys

## EXCURSIONS AND INCURSIONS

At Cheeky Clouds the wider community plays a large role in our educational programs, children are involved in regular walks around our community and the Kindergarten children are involved in Bush Kinder at the You Yangs Regional Park. We also offer a regular Happy Feet Fitness program incursion in addition to other opportunities for children to be active participants in their community depending on the children's interests and curriculums. Our incursions and excursions are all included in your fee cost, some of our regular excursions include:

- \* Werribee open range zoo
- \* Bunnings
- \* Corio Library
- \* GAWS
- \* Narana
- \* Wide Smiles Dental Program

## CELEBRATION DAYS

Cheeky Clouds celebrates a diverse range of community and cultural events. Parents are informed of upcoming events at the beginning of each month, if you wish for your child not to participate in any of our centre events please speak to the Centre Manager.





# FURTHER RESOURCES FOR FAMILIES

Child Care Subsidy

<https://www.servicesaustralia.gov.au/child-care-subsidy>

Australian Children's Education & Care Quality Authority:

<https://www.acecqa.gov.au/>

SunSmart

<https://www.sunsmart.com.au/advice-for/parents-carers>

Asthma Australia:

<https://asthma.org.au/>

Parenting Support line:

[https://www.betterhealth.vic.gov.au/  
health/serviceprofiles/parentline-service](https://www.betterhealth.vic.gov.au/health/serviceprofiles/parentline-service)

Best Start, Best Life. Kindergarten Information:

[https://www.vic.gov.au/give-your-  
child-the-best-start-in-life](https://www.vic.gov.au/give-your-child-the-best-start-in-life)

Starting Blocks, information for families on  
early childhood services:

<https://www.startingblocks.gov.au/>

National Immunisation Register:

[https://www.servicesaustralia.gov.au/  
australian-immunisation-register](https://www.servicesaustralia.gov.au/australian-immunisation-register)

Department of Education and Training:

<https://www.vic.gov.au/education-information-parents>

