

# Shining Stars Family Day Care

1/55 Carawatha RD, Doncaster 3108

Mobile:0478113122

## Parent's Handbook

August 2019

*“The primary and most urgent requirement in any community is the promotion of education of children”*



### ***About this handbook***

This handbook is intended to provide information about the center, its facilities and introduction to policies and procedures. A full list of all center policies and procedures is available in the office.

### ***Operating hours***

Our office is open from 9:00 am until 5:00 pm, Monday through Friday.

### ***Address and contact details***

Shining Stars Family Day Care  
1/55 Carawatha RD, Doncaster 3108  
Mobile: 0478113122

### ***Philosophy***

Shining stars Family Day Care provides quality care for children aged from birth to 12 years of age in the homes of qualified Family Day Care Educators supported by a professional co-ordination and management unit. We believe that all children should be given the opportunity to grow in a safe and nurturing environment.

Of paramount importance is the best interests, development and welfare of the child and Shining Stars endeavors to ensure that this guiding principal is the foundation on which the Family Day Care Service is built.

With this guiding principal constantly in focus, Shining Stars Family Day Care strives to provide exceptional home-based education and care environments where children will be encouraged and assisted to grow and become confident in themselves and socially inclusive members of the community

Shining Stars Family Day Care supports inclusive practices. Children are recognized as individuals, regardless of their age, gender, ability, cultural background or experience.

Positive relationships between family and Family Day Care Educators are critical to the well-being of children. Diversity is valued and mutual respect is essential. This ensures and promotes non-judgmental and positive relationships in the Family Day Care environment. Shining Stars believes in the importance of input from families and forming collaborative partnerships with parents, always honoring their role as the child's first and primary educators.

Shining Stars Family Day Care is committed to providing a safe, secure, nurturing and stimulating environment for children, supporting each child to develop to his or her full potential, to satisfy enquiring minds, to support the wishes and directions of

parents/guardians and to forge a positive bond between the child and the Family Day Care Educator.

Our objective is not only to provide a happy safe place for children, but to encourage social skills and broaden their educational horizons.

We acknowledge and value child rearing practices and family and community relationship.

### ***Overview of educational & recreational Program***

At Shining Stars Family Day Care, we will provide a means for developing in the children, attitudes and spiritual qualities that will help to establish the foundation of the child's character.

The methodology of the educational program combines different activities, all focused on the principle goal of motivating the development of attitudes and intellectual/spiritual qualities. There is abundance of songs, games, stories and so on which directly reinforces the ideas of our objectives.

Appropriate tools on hand are used with supervision to encourage creativity; **numbers and letters** are taught with a fun and games concept. Games, stories, **song** and **dance** are utilized every day. We have a **story time** every day. **Educational videos**, appropriate for children are shown occasionally.

We supply all necessary equipment for infants such as seats, highchair, changing table and cot/bedding, bedding and changing mat. We will supply powder, diapers and wipes at extra charge. Older children will be supplied with their own sleeping mat, including mat cover and blanket. (Parents can provide their own sleeping mat, mat cover or blanket if they wish to)

We believe you will find Shining Stars Family Day Care a happy, safe and nurturing place for children of all ages. Each child will receive love, individual attention and lots of encouragement and self assurance in an atmosphere that is above all respectful of their needs.

Please feel free to ask about anything that may concern your child, and we will do our best to help you.

### ***Policies and procedures***

Our Day Care has a comprehensive and up-to-date Policies and Procedures Manual, outlining the health, safety, care and education practices to be followed throughout the centre. Our Policies have been developed through the compilation of many years of experience in the children services industry. It incorporates ACECQA regulations, NQF principles of quality care, DEECE and current research and up-to-date industry knowledge. Educators, families and the Parent Committee are encouraged to have constructive input into the policy development to ensure strategies are established to meet

the specific needs of the Day Care. Day Care policies and procedures cover areas including but not limited to:

- Communication
- Medical Condition Policy
- Educational and Recreational Program
- Child Protection, Health and Safety
- Management, Administration
- Staff Development
- Compliant policy and more

The Policies and Procedures Manual is placed in the Office and Day Care Facilities for parents to read and comment on at any time.

### ***Long Day Care program (LDC)***

#### **Nursery program**

Our nursery areas provide babies and toddlers with high quality care in home environments. We ensure our nursery provides a rich, comfortable and secure environment where your child will feel relaxed and happy to play and interact with educator and other children.

#### **Toddler program**

As babies develop, they move into our toddlers' program which caters specifically for the 2 -3 years age group. As children develop and move through the various age groups, the programs become more challenging and varied to cater for the emerging needs and interests of the group.

#### **Kindergarten program**

Our kindergarten Area specifically caters for children age 3-5 yrs who will be attending school in the following year or 2years. These areas provide high quality education programs within a curriculum framework that values the relationships between children, educators and families. We support learning through providing a range of meaningful, planned and spontaneous learning experiences that are developmentally and culturally appropriate and based on the skills and abilities of the individual and of the group. This area also provides activities like music lessons, virtues lessons, computer skills, educational DVD, and much more;

### ***Before and after school care (OSH)***

Our team of dedicated educators are committed to provide support to those parents who require assistance in before and after school care; qualified educators look after school age children outside school hours in a comfortable safe home environment; children can be dropped off in the morning, the educator drops the children to school and will pick them up after school. Children are encouraged to have breakfast, snack and fruits while in care; educators also assist children to attend their homework in the afternoon;

#### ***Educators***

We recognize educators as our greatest asset. We employ educators with a range of qualifications, skills and experiences. We make every effort to recruit and retain the best

possible early childhood educators to care for and educate your child. We have thorough recruitment procedures to ensure all educators have the appropriate skills and experience for the position they hold. Educators are provided with training opportunities throughout their employment to enhance their skills and keep up to date with current knowledge of Early Years Learning Framework. We carry out regular educator appraisals to gain an understanding of the skills, knowledge and attitude of individual staff members. We aim to support the professional development of each educator and create opportunities for them to develop their proficiency. Our team of educators and coordinators work in partnership with families to provide a service that meets the needs of the children, parents and the teaching team.

We respect the staff's initiative, innovation and attention to quality, as well as their commitment to the children and their families.

### **Working with children check & Police Check**

We carry out reference checks on all educators and coordinators employed at the Day Care to gain an understanding of the competence, reliability and attitude of the candidates. To comply with the Child Protection, a National Police Check and Working with Children check are done on all full, part-time and casual employees.

### **Admission and Enrollment**

Enrollment consists of a parent/provider interview & visits to the program and Day Care facilities, signed documents, and all necessary forms & permissions. Our phone line which handles all initial enquiries, waiting list queries, and enrolments is: 0412113122 . Once your child is enrolled into Shining Stars Family Day Care, administration issues will be handled by our office. The child will be only expected to attend the Day Care according to the Agreed Hours stipulated in the Enrolment Form. Should the needs arise to change the hours, parents are encouraged to contact the educator 2 weeks in advance as well as email to: [admin@shiningstarsfdc.com.au](mailto:admin@shiningstarsfdc.com.au)

Should the need for termination of contract arise, parents are also required to provide our educators and coordination unit, 2 weeks' notice OR 2 weeks childcare fees.

Our staffs have administration support to help take care of enrolments, billing, Child Care Subsidy, and accounts payable matters. Administration support is provided to help alleviate the pressure on our educators and coordinator which also means the Day Care staffs are largely free to focus on the care and education of children at the day care and is available to families.

### **Late Fee**

Parents are encouraged to pick up their children prior to the Day Care closes and/or according to their Agreed Hours. In case of late pick up, parents will be invoiced, and they are liable to the educator.

### ***Child Care Benefit Eligibility***

To receive the government Childcare benefit and support, please call Family Assistance Office on **136150** and ask for “**Assessment Notice for Child Care Benefit for Approved Care**” for your child

### ***Basic Rates***

Rates are currently as follows; these may be subject to change yearly. Parent will be notified prior to yearly review and updates.

**Educator's Fee** (every educator can determine their own rate, as long as they charge all the children the same, which varies from \$8.70-\$10.70per hour per day+ \$2 office rate.

**The nonstandard hour's** rate which is between 6pm -8am is more than basic rate.

**Casual rate** applies to the contract with casual hours.

**Public holiday** rate is higher than the basic rate.

### ***Fees for food and travelling***

Parents will be charged if the educators provide light breakfast, afternoon tea (Snack/veggies and fruits). There will be a charge involved, if the educator travels a distance more than 5 km to pick up or drop off the children from or to school. The above charges can be seized if the educator choose not to charge them.

### ***Meals and Snacks\****

Since food and nutrition are important components of a child's development, this program emphasizes fresh and natural foods such as fresh fruits and vegetables, homemade soups, and whole grain breads, etc.

Shining Stars Family Day Care will provide a well-balanced fruit, vegetable, and afternoon snack (extra charge applies). Weekly menus will be provided and displayed; If a child has a particular dietary need, substantiated by a medical evaluation, we must be informed and given a doctor's note. Children with food allergies will be accommodated with substitute foods and beverages.

Each child will be encouraged to try new foods and will enjoy the variety provided to them in each week's menu. Every meal is made to meet or exceed the Shining Stars guidelines for the Victoria Child Care Food Programs. Parents are required to provide their children meal as well.

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\* Ask the educators for the cost of meal. Parents are free to provide meals for their children.

## **Communication**

The purpose of these policies is to keep misunderstandings from happening. We hope it provides parents with a clear picture of the expectations we have for them and that they may have for us. If at any time a parent has a question concerning any policy or practice, we urge them to talk to us about it immediately. Communication between parents and us is the key to each child getting the best care possible – the care your child deserves!

### **Medical condition policy**

At Shining Stars Family Day Care, we make sure we obtain all necessary information about each child medical and health condition upon their enrolment.

We ensure there is customized risk minimization plan and management plan in place relating to the child specific health care needs. We make sure educators, coordinators and parents are fully trained and aware of the condition and its management procedure. At Shining Stars Family Day Care, we set out practices in relation to the management of medical conditions including asthma, diabetes and anaphylaxis<sup>†</sup>. We also have a communication system to ensure that educators, parents, volunteer and coordinator unit are informed about the management of the medical condition and can communicate any changes to the medical management plan and ensure that a copy of the policy and procedure is provided to the parents. We require the medical practitioner and parents to provide us with the most up to date plan and instruction every 3 months;

#### **The procedure:**

The child health needs are identified at the enrolment, including **child medical management plan**<sup>‡</sup>, **risk minimization plan**<sup>§</sup>;

Advice and train all staff, nominated supervisor, volunteers and students, of the individual health needs of the child;

Parents are asked to provide the service with any individualized health plans such as asthma management plan, diabetes management plan and anaphylaxis management plan;

Follow the plan in the event of an incident relating to the child health care needs;

The educators assess and minimize the risks to the child's health care need or medical condition;

Educators assess, develop and implement the preparation, handling and serving procedures of food (provided by parents) to best serve the child needs;

The coordinator also develops and implements strategies to minimize the risk; the strategies include but not limited to assessing the area, identify the risk, manage the risk (by elimination or protection), date, signature, parent's feedback, and review date;

Parents will be notified of any known health issues that cause a risk to a child.

If there are any health professionals working with the child, parents must provide their contact details to the scheme;

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<sup>†</sup> Regulation 90

<sup>‡</sup> Refer to medical management plan template

<sup>§</sup> Refer to risk minimization template

All staff must be trained in asthma management plan, anaphylaxis plan and First Aid. In case of having a child with diabetes management needs, the scheme will arrange a compulsory training in the management of diabetes (if applicable)

Write the child name in large red font and display it in the room,

Keep child epi pen, insulin or asthma puffer (if applicable) in a safe cabinet with clear label;

Introduce the child to all staff including students, volunteers, assistants, unit coordinator and nominated supervisor, show them the location of the child management plan/risk minimization plan and child's medication;

Do not allow the child to attend the service without medication prescribed by the medical practitioner;

All staff and students or volunteers will undertake induction and orientation before they commence work; they will be informed of the medical policy as well as medical management and risk minimization plan of the child;

### **Communication plan with parents, staff, students, supervisor, unit coordinator and volunteer**

**Daily:** parents are to report any changes to the medical condition of the child;

This communication is in the form of writing, filling the medical condition management plan template and it includes but not limited to: management plan and medications, dose, doctor's letter, risk minimization plan, diet requirement, date, signature (parents and educators), action taken (by service, if applicable),

The child's incidents/illness report/record must be written and dated and signed by both educators and parents/guardian. Child info will be communicated to all staff and volunteer or students via educators, upon their enrolment and commencement;

Only educators and qualified assistants are allowed to administer the medication;

### **Self-administration by children over preschool age:**

Our service doesn't permit self administration of medication by children under age 15; Medical Emergencies;

A copy of the medical condition policy and medical procedure will be provided to the parents or guardian

### **Administration of medications**

Medication may be administered under the following conditions:

~Consent \*\*: Written consent is required to administer any medication (by parents or authorized person).

~Prescription Medication may only be given upon written order of a physician stating that the provider may administer such medication and accompanied by written<sup>††</sup> instructions from the parent. All prescription medication must be in its original container and properly labeled and kept in fridge or appropriate storage as applicable

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\*\* Refer to medication form

†† Refer to medication form



~Non-Prescription Medication may be given on an infrequent, non-routine basis under written instructions from the parent. If a child develops symptoms which indicate a need for nonprescription medication while in care at the center, such medications may be given under phone instructions from the parent or authorized person for that day only.

~Topical ointments may be applied as needed for protection against the sun or diaper rash under written parental instructions.

In the event of a life-threatening medical emergency, staff members will call 000 and then the parents. If the parents cannot be reached, staff members will then call the person listed as the authorized person.

### ***Grievance and Concern policy***

We encourage all parents to discuss their concern with the coordinators or educators as soon as possible in the following fashion;

Speak with the educator;

Speak with the coordinator;

Make a time to speak to the operation manager;

If not resolved do not hesitate to contact the licensee/approved provider, Marjan Habibi on 0411447733

Should your concern still not be resolved then you may like to contact the department of Education and Early Childhood Development on 9265 2400; this department manages and drives continuous improvement in the delivery of care and education in Victoria. Within its responsibilities, the Department is focused on the provision of services to children.

Parents are also responsible for:

- Ensuring all details are up to date at all times on enrolment form<sup>‡‡</sup>;
- Signing each child in and out each day of attendance;
- Notifying the educator, of your child's absence;
- Notifying the coordination Unit and educator two weeks in advance, of termination or change of service;

The suggestion box is also available in the foyer at the day care as well as in the office, for parents to write down their concerns and leave them anonymously if they wish;

### ***Summary***

All children enrolled under Shining Stars Family Day Care are treated with love and respect and provided with the opportunity to engage in a wide variety of activities according to their abilities and interests. Our objective is to provide for your child a safe

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<sup>‡‡</sup> That includes health, court order, etc specified in enrollment form, or any other form and policy regarding the child well being

clean environment where he/she can learn and grow in a positive and loving atmosphere, a place in which each child will feel he/she is loved and valued for his/her individual uniqueness.

***Licensee/Approved Provider***

Shining Stars Family Day Care (Shining Stars fdc) is a family operation managed by Marjan Habibi. The operation is licensed by the Department of Early Education and Childhood Development. The director is Marjan Habibi; she is available 5 days a week at the office for parents' enquiries;