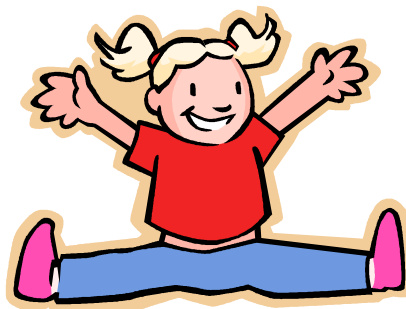


# **JUMPSTART 4 KIDS**

## **Parent Handbook**

**PROVIDER NO 407 317 524S**



**94 Harold Street Blacktown**

**Enquiries:**

**Phone 9671 5411**

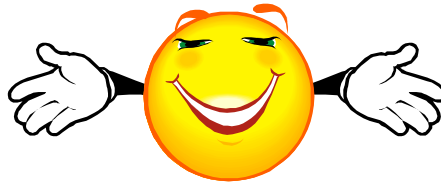
**Fax: 9671 5422**

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**[www.jumpstarteducation.com.au](http://www.jumpstarteducation.com.au)**

**Email: [kids@jumpstarteducation.com.au](mailto:kids@jumpstarteducation.com.au)**

**Welcome**



***Welcome to Jumpstart 4 Kids.***

*At Jumpstart 4 Kids we value the trust that you have placed in us to care for your most treasured gift, that of your child. Providing quality care in a safe and nurturing environment is paramount to us as we support and guide your child's development and learning during their early years. We look forward to sharing the following time with you and developing a close relationship with your child and your family.*

***Jumpstart 4 Kids Philosophy***

*At JumpStart 4 Kids we believe that our children are our future. At JumpStart 4 Kids we believe that:*

- *Each child is unique and shares a wealth of abilities and talents.*
- *Children come from a diverse range of backgrounds moulding their values through family staff and the wider community.*
- *Families play a valuable role in all that is done at JumpStart 4 Kids and are encouraged to participate through parent meetings, membership of the parent committee, suggestions in the suggestion box or through direct contact with staff or management.*
- *Children need the best stimulating learning opportunities presented in a variety of ways centring on their interest. (Emergent Curriculum).*
- *Educationally sound programs will allow students to enter compulsory schooling with confidence and a strong desire for active learning.*
- *Children need structured play, free play, exploration learning and group participation to help them develop as respectful and accepting individuals. The value of play is important.*
- *Children at JumpStart 4 Kids will achieve a JumpStart in life as they develop independence, constructive problem solving, positive self esteem, and a heightened self worth.*



## ***General Information:***

Jumpstart 4 Kids operates from **7:00am to 6:00 pm** Monday to Friday.

Jumpstart 4 Kids operates 50 weeks per year.

On enrolment parents are asked to nominate their days and hours of use.

### ***Fees – General***

AGE	Daily Rate	PAYMENT
0- 2 years	<b>\$73.00</b>	Cash / EFTPOS Direct Debit & Cheque only
2 years & over	<b>\$63.00</b>	Cash / EFTPOS Direct Debit & Cheque only

A security deposit of two (2) weeks fees will be required on enrolment. This will be used as your last week's fees or refunded, provided that two (2) weeks notice is given when you wish to withdraw your child. There is also a non-refundable \$55.00 Enrolment Administration fee that includes a hat and T-shirt.

Fees will be payable for the full 50 weeks per year, except where prearranged with the centre Director. All fees need to stay two weeks in advance. If you are having difficulties paying your fees, please do not hesitate to see the Director.

### ***Payment of Fees***

#### ***1. Payment by cheque***

Please place your cheque in an envelop and clearly write your child's name, date, amount and sign the front of the envelop. Please ensure that the envelop is placed in the fee box.

Cheque are to be made payable to Jumpstart Education Pty Ltd.

#### ***2. Payment by Cash***

Cash payments need to be in the exact amount, as change will not be issued. If the amount tendered is greater than the fee, the change will be credited towards the next week's fees. Please ensure that your child's name, date, amount and signature appears on the front of the envelop. Please ensure that the envelop is placed in the fee box.

#### ***3. Payments by Direct Debit***

To make payments by direct debit please inform Maree or John first. The BSB number is 012429, the account number is 493370308, and the account name is Jumpstart Education Pty Ltd. Your child's name needs to be included in the reference line so that your payment is credited to your account.

#### ***4. Receipts***

Receipts are not issued for individual payment and monthly statements are provided at the end of each month, placed in the .boxes in the foyer.

#### ***5. Late collection Fee***

The centre closes at 6pm each night. Parents who arrive late will incur a fee of \$25.00 for the first minute and \$2.00 for every minute after for each child. If you know you are going

to be unable to reach the centre by 6pm, please call and notify the staff so they can reassure your baby/child of the situation and make any necessary arrangements.

We value our staff and know they need to leave the centre promptly each night, sometimes relying on public transport.

We suggest to families you plan to arrive at the centre no later than 5:45pm; this allows time to collect your child and also for the staff to finalise checklists and secure the centre prior to the end of their shift at 6pm.

## **6. Absences**

If your child is absent due to sickness or family commitments, fees must still be paid to the centre. Parents are to phone and advise staff if their child will not be attending the centre. **by 9.30 am** It is important to let us know if your child is sick, so we can identify if we have a notifiable illness and inform other families.

## **7. Holding deposits**

A holding deposit equivalent to 2 weeks fees payable upon acceptance of a position. This will be credited towards your last 2 weeks fees, provided a minimum of 2 weeks written notice or cancellation is given. If at any time your circumstances change, i.e. your days increase / decrease or your child Care Benefit Percentage changes, then the necessary changes will be made to your Holding Deposit, and you will be notified of this.

## **8. Non payment of Fees**

Fees should be kept up to date at all times. Parents should pay each week as it begins.

If family fees become in arrears at any time, the centre will follow the procedures outlined below:

- a) Overdue Notice
- b) Letter of Termination
- c) Director to contact Parent 1 day prior to termination date as a reminder that enrolment will be terminated the next day.

A late fee of \$20 per week will be applied to outstanding fees. If your payments becomes 2 weeks or more in arrears and you have not contacted the Centre Director in arranging payments of the fees an overdue notice will be issued with a final date of payment printed on it.

If you still have not made an attempt to contact the Director in regards to payment by the final due date a letter of termination will then be issued, showing the date of termination.

When the termination date appears on the letter it means that your child cannot attend the centre on or after that date, and your child's position has become vacant. The centre can enroll another child in the vacant position from the date of termination on wards.

If the parent has made no attempt to contact the Director about payment of overdue fees on or before the termination date, the child's enrolment will then be made vacant. The Director

will inform the parent by phone one day prior to the termination date reminding the parent of the termination.

If your child's enrolment is cancelled and you then make payments it will not guarantee you a place at the centre. You will then be placed onto the centre's waiting list in priority order.

### ***Child Care Benefit (CCB)***



The Government provides Child Care Benefit (fee relief) for child care services. Now your child is starting Child Care you need to make sure you register for Child Care Benefits. The telephone number for the Family Assistance Office is 13 61 50.

Calculating your daily fee is done by a formula set by the Family Assistance Office. The FAO will advise you by letter what percentage you will receive off child care fees. Please note that CCB is only payable from your child's first attendance to their last day of attendance.

Until the centre is notified in writing by Centre link then the child will be charged full fees. The centre is unable to assess your entitlements until it receives formal notification from centrelink.

### ***Child Care Rebate***

Families should contact their tax agent or the Australian Tax Office for details of the 50% Child care Tax Rebate. The centre will issue quarterly receipt statements for this purpose.

### ***Notice to withdraw or reduce days of attendance***

The centre requires two weeks written notice from families should they wish to withdraw their child or reduce the days of attendance.

### ***Priority of Access***

Children are placed in child care under regulation by priority. In summary these priorities, in order are:

***Priority One:***

A child at risk

***Priority Two:***

A child of a single parent who satisfies, or have parents who both satisfy, the work / training / study test.

***Priority Three:***

Any other child.

***Public holidays***



The centre will be closed on all public holidays and these must be paid for, if it is your child's regular day of attendance:

- Australia Day (January)
- Good Friday
- Easter Monday
- Anzac Day (25<sup>th</sup> April)
- Queen's Birthday (June)
- Labour Day (October)

***Information changes***

It is important that you tell the Centre Director if you change any of the following:

- your address
- contact phone numbers
- emergency contact persons
- authorised persons to collect your child
- details of your baby or child's medical conditions



This information will need to be placed in writing and provided to the Director as soon as possible to ensure the continuing health and safety of your child.

## *Children's Information*



### *Sign in and out of children*

Children must be signed in and out of the centre each day, together with arrival and departure times by a responsible adult. The person bringing your child or collecting your child must be over 18 years of age and listed on your child's file. **THIS IS YOUR RESPONSIBILITY.** Staff will only allow persons authorised on your enrolment form to collect your baby/child.

Jumpstart 4 Kids provides quality care and educationally sound programs for children 0-6 years. Our centre is purpose built to accommodate the needs and developmental stages of your child.

- Our 0 - 2's have soft areas and spaces; toys to discover; relaxing music and calming stories from caring staff to stimulate their inquiring minds. Soothing voices and nurturing care are provided in a secure environment.
- Our 2 - 3's can investigate, explore, question and discover their world with dedicated and patient staff. Asking questions, developing language and social skills whilst playing with others is actively encouraged and supported by caring staff.
- Our 4 - 5'/6s are now really interested in learning. A book is the key to discoveries and adventures and they now can identify an array of letters, numbers and sounds. Words and meanings allow children to express their feelings, thoughts and ideas. Having fun with numbers by manipulating concrete material makes learning fun as they prepare for their transition to school. Our students feel confident and have formed valuable friendships as they begin their new adventures.

Jumpstart 4 Kids unique design provides children and staff with  
inviting and secure spaces, both indoors and outdoors,  
where learning actively takes place.

### *Welcome to Families*

Jumpstart 4 Kids recognises the significance of developing active and working relationships with children and their families. Staff are open and willing to assist you and your child with your needs at any time to ensure that you feel secure in our service to you. Parents are welcome at Jumpstart 4 Kids at any time, and can be involved for a few minutes or hours. Your help will always be appreciated.

## ***Enrolling your child***

Enrolments are offered according to the Priority of Access Guidelines set by the Department of Community Services. When you enrol your baby or child you will be given an Enrolment pack from Jumpstart 4 Kids which will contain a number of forms and information.

You will be asked to return the completed forms, pay a two week bond and administration fee. At Jumpstart 4 Kids the opportunity to start building a relationship with you and your child is very important, especially when you are starting Child Care. Our Orientation visits allow children and parents the opportunity to ask as many questions as required. By helping us understand your concerns, you'll be helping us help you and your baby/child. We know it is important for families to feel secure and confident in the decision they have made - and it's important for us too!

## ***Orientation visits***

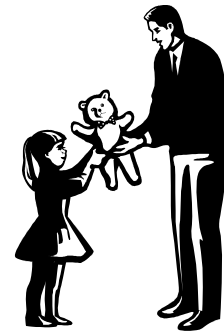
We encourage all parents to visit the centre at least once - twice is preferred - for orientation visits. The visit:

- lasts about 1 hour
- gives parents a chance to meet the room staff
- provides an opportunity to discuss important details about their baby and child
- allows babies and children to explore their new environment with their parent for support
- allows staff to start to establish a relationship with the baby and child
- allows parents the opportunity to see how children are playing happily, and how staff actively support play and learning
- shows how our daily routines naturally flow through the day

## ***Tips to help settle into care***

Starting child care is a new experience for families and children.

Like all new experiences in life, they can be exciting, but often leave us a little worried and anxious. Most babies and children need between 4 to 6 weeks to settle into their new surroundings. So we hope these helpful tips might just make this transition a little less stressful:



- every baby, child and family are individual - so lots of patience is needed
- attend at least one, hopefully two orientation visits with your baby
- organise your child's bag the night before
- for the first three weeks, keep days as short as possible
- don't leave home in a rush - make sure you and your child arrive relaxed and happy
- talk with staff on arrival and write information specific for your baby onto their Daily Routine page.
- always say good bye - tell them you will be back in the afternoon
- ask the staff about anything - no matter how small it might seem
- call us as many times as you like - we know how reassuring this is
- be positive when talking about day care
- when you arrive in the afternoon give your baby and child a big cuddle and ask them about their day
- encourage your baby and child to wave good-bye to their carers and say we'll see you tomorrow
- on your journey home, talk about what you did today, about their day and what's going to happen when they get home

At Jumpstart 4 kids we actively encourage families to discuss with us any concerns that they may have, so please speak with us, call us, make an appointment, so you don't go home and worry.

### ***What to do each day***

- on arrival sign your baby/child in immediately
- say hello to at least one staff member.
- write their routine into the Daily Routine Folder (babies only)
- put bottle in the bottle fridge, food in the food fridge in the correct time containers
- hand any medication, nappy creams to a staff member and fill in appropriate forms
- put fruit in basket
- Ensure that you have enough nappies, wet ones etc. **Additional Nappies will be charge at \$1.00 per nappy. Check that your child's nappy is not soiled. If so, change.**
- check for notices on the Foyer white board from staff
- leave a notice with staff in the appropriate room, if required
- return completed survey or other forms
- play with your baby/toddler before you say good-bye
- ring us during the day if there is anything you are unsure about or would like to know how your baby/child's day is going
- arrive at the centre no later than 15 minutes before our close time
- say hello to your baby/child
- talk to the staff about their day
- collect bottles, dummies, favourite cuddly toy, clothing
- check the lost property basket
- sign your baby out
- say good bye and have a nice evening at home with your baby/toddler

**NOTE: If on arrival your child has a soiled nappy, parents are required to change their child in preparation for the days care. All children must attend the commencement of the day clean.**

### ***What to bring in your baby/child's bag each day:***

- changes of clothing, dummies
- bottles with formula made up, food
- nappies., wet ones **Centre nappies if required will be charged at \$1.00 per nappy**
- one special cuddly toy
- cot size fitted sheet set and blanket
- piece of fruit to share with friends
- a healthy lunch: fruit vegetables , sandwiches with healthy fillings

Remember, no medications, creams or food to be left in your baby/child's bag - they are all hazards - choking, poisoning and anaphylactic shock are all real threats to baby and children's safety.

### ***Daily routine***

The daily routines (or flow of the day) vary significantly depending on the ages of the babies and children in each room, the weather and seasons, even the dynamics of individual groups of children.

At various times throughout the day activities will include:

- indoor play
- outdoor play
- art and craft activities
- music activities
- language and story times
- meal and snack times
- nappy changing and toileting
- sleep and quiet times

Daily routines for our babies and toddlers are of course individual. Their feeding and sleeping schedules and times to play will be recorded on the daily feedback sheets available for your collection at the end of the day - check with the staff in your child's room. You will find more specific details of the daily routine in each room.

### ***Educational programs***

At Jumpstart 4 Kids activities and routines allow babies and children to participate at their own developmental level and enhance their acquisition of new skills by providing a range of opportunities. Through repetition, practice and reinforcing existing skills children are challenged through active participation to acquire new skills through exciting play.

Learning experiences are planned after observations of children, communication with families and evaluation of the child's participation in the indoor and outdoor environment. Children are encouraged to develop and experience new skills and to learn from their peers. Developing relationships with others is an important social skill for children as they develop empathy, concern and understanding for others.

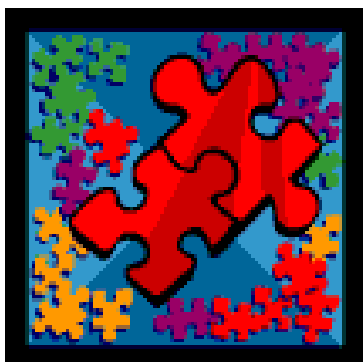
Each learning experience, based on play, is to support the child's development in the following areas:

### ***Social Development***

- playing together cooperatively, displaying appropriate turn taking and respecting others point of view
- growth of self esteem and self awareness
- accepting limits for appropriate behaviours and interactions
- self confidence
- developing self help skills



### ***Intellectual Development***



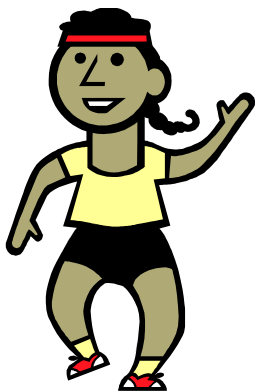
- thought processes to classify similarities and differences by matching , sorting ,and sequencing
- to relate events in time in sequential order
- to promote an awareness of space ( behind, next, to ,in front of)
- problem solving and decision making to apply reason, predict, ask and answer questions

### ***Language Development***

- the ability to communicate with and understand others by extending receptive and expressive language skills
- participating in group time activities
- story telling
- recognition of the components of language and print
- foster reading and writing skills



### ***Physical Development***



- develop and extend gross motor (large muscles) skills - jumping, running, climbing, catching, throwing, music, movement and balance
- develop and extend fine motor (small muscles) skills –writing, drawing, cutting, dressing, threading, painting

### ***Emotional Development***

- understanding their own strengths and talents
- understanding their own feelings
- early development of peer relationships
- understanding of responsibilities



### ***Educational programs***

At Jumpstart 4 Kids we acknowledge that children learn through their interactions with the physical and social environments relevant to them. Children also vary greatly in their needs and wants according to their stage of development. Our programs seek to support your child to develop to their full potential by understanding the environment around them and how to interact positively with others.

Our weekly program incorporates educational objectives, consideration for the individual child's strengths and interests within the contexts of a group and covers all areas of the child's development; fine motor, gross motor, cognitive, social, emotional and language.

We encourage the children to be independent by being responsible for their own actions, cooperating with peers and staff and making their own choices between activities offered. Each child will be treated as equal participants of our society. Therefore, children will be taught to respect differences in cultures, using books, music, songs, cooking activities, craft, multicultural dolls, multicultural jigsaws, etc.

Children with special needs face a greater challenge in learning and social environments. The program will provide opportunities for children with special needs to be involved in a mainstream program, as well as obtain the advantages of an individualised program.

### ***Events and celebrations***

Different cultures and families celebrate a variety of events. At Jumpstart 4 Kids we believe that it is important to be respectful of different cultures and promote and awareness and appreciation of events and celebrations. To assist with this throughout the year we celebrate and hold a number of events.

#### ***Children's birthdays***

Birthdays are important milestones for families and children. We also recognise their importance in the development of peer relationships, self concept and the opportunities for socialisation.

We encourage parents to bring in a simple cake and/or sweet biscuits. You are also welcome to come and celebrate with your child. A large rectangular cake, patty cakes, or packets of your child's favourite biscuits, are generally the easiest to divide evenly. A reminder we are a nut free centre - so please keep that in mind when selecting ingredients.

#### ***Easter and Christmas celebrations***

Jumpstart 4 Kids appreciates children's lives should be fun and as such, we like to join in these celebrations.

### ***Excursions and visitors to the centre***

Excursions provide an extension to our learning programs for our preschoolers. Visits to a museum, art gallery, local library, local school, local shops, and walks around our neighbourhood may be organised by the centre. Families will be required to sign a permission note and staff will provide details of the cost, the purpose and program for the excursion.

The centre will also organise visitors such as musicians, storytellers, animal displays. Room Leaders and Director will discuss which visitors are appropriate to each age group. There may be a small cost to each family and this will be advised.

### ***Other events and celebrations throughout the year***

Each year the staff will acknowledge and celebrate other significant cultural, contemporary and historical events. These vary from year to year and we are always keen to have families make suggestions. These events may include Mini Olympics, Art Galleries, Wattle Day, Anzac Day, or Australia Day.

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

At Jumpstart 4 Kids our Policies cover topics such as:

- Programs for Children
- Child Protection and Ethics
- Child Health & Safety
- Hygiene and Cleaning
- Emergencies & Hazards
- Food & Nutrition
- Centre Operations
- Human Resources

The following Jumpstart 4 Kids policies and procedures cover the most commonly needed information for families' reference.

### ***Emergency procedures***

- we will have a fire/evacuation drill at Jumpstart 4 Kids four times each year
- staff will display a notice on the days these drills are practiced
- staff also evacuate the building whenever the alarm sounds, even in the event of it being known it is a false alarm. We need to show consistency and role model the importance of alarms to children
- there are smoke detectors in all rooms, hallways and the kitchen
- in the event of an emergency parents will be notified by a staff member as soon as practical

### ***Children's Accidents***

For cuts, grazes, bee stings, bumps etc a member of staff that holds a Senior First Aid Certificate will treat your child at the centre. These accidents are recoded in our accident register detailing the incident and action taken. In these minor accidents, parents are informed when they collect their child and the parent will be required to sign a copy of an accident report.

In case of any injury, deemed as serious or of concern and the child requires medical attention the centre will follow the procedure in the Centre Policy register.



### ***Health and hygiene policy***

Minimizing cross infection and the spread of germs in our centre can be achieved by families supporting good hand washing procedures with their children. This can be actively achieved by parents promoting routines such as ensuring that you:

- change your baby/toddler's nappy - including washing their hands and yours when you have finished
- take your older child to the toilet and wash their hands and yours when you have finished

This one simple procedure reduces the risk of cross infection significantly and reinforces to babies and children the normality of nappy change and toileting from all adults.

We appreciate your support in keeping Jumpstart 4 Kids a healthy and safe environment for all babies, toddlers and children.

### ***Sickness policy***

- sick children must not attend the centre in order to minimise cross infection
- children who become sick during the day will be required to be collected from the centre and taken home
- in the case of known infectious disease a notice will be displayed in the centre
- details of infectious diseases and the relevant Period of Exclusion are displayed on the foyer notice board
- there may be situation where Jumpstart 4 Kids staff and management may feel a baby or child is contagious or too ill to attend the centre and families may be asked to obtain a Doctor's Clearance Letter before their baby or child may return to the centre

### *Immunisation policy*

- parents enrolling children in the centre must provide approved evidence of immunisation
- if no evidence is shown, then the child is taken not to be immunised against any of the vaccine preventable diseases
- non-immunised children will be excluded from the centre for the duration of the outbreak according to the NSW Department of Health
- parents are required to keep their child's immunisation up to date and supply details to the centre.

### *Medication policy*

- only medication in it's original container, with child's name, dosages and times and has been prescribed by a doctor will be administered
- parents are required to complete all details on the medication permission form
- parents **MUST NEVER LEAVE MEDICATION IN THEIR CHILD'S BAG - HAND IT TO A PERMANENT STAFF MEMBER**

### *Nut free centre*

Our centre is a nut free zone - please send only fruit to share each day - other foods must not be brought into the centre in children's bags.

- families are required to strictly adhere to our Anaphylaxis Policy
- we may have children who would experience a severe (and potentially fatal) reaction to nuts
- please do not send any food other than fruit to share to the centre
- please do not allow children or other family members to leave food in children's kindy bags

### *Sun protection policy*



- a hat with a broad brim and protection for shoulders is most suitable and must be clearly named.
- protective clothing should also be worn. Singlets and sleeveless shirts and dresses are not recommended
- the centre will supply and use SPF30 sunscreen to exposed areas of the skin all year round. Parents are required to apply sunscreen when they arrive with their child in the morning (during Spring, Summer and Autumn months).

### ***Guiding and supporting children's development and behaviour***

- guiding children's behaviour will be constructive and non-threatening in all cases. Physical force or punishment will not be used at any time
- children with unsuitable behaviour for a particular situation will be directed to another activity to divert their attention from their behaviour and encouraged to verbalise their feelings
- consistent, clear rules are well established in the centre. These rules will be explained and well known to the children (appropriate to the ages of children)
- children will be encouraged to resolve their own conflicts through role-modelling and support by staff - our goal is to help empower children to become responsible for and to better manage their own actions

### ***Rest and sleep policy***



- as we cater for children from 7am to 6pm we have a rest period. Each room has a period of time after lunch for rest and sleep. This is a relaxing time when children are given an opportunity to rest
- staff play a range of music and create a quiet, relaxing atmosphere for rest time
- after a period of time, children who are not asleep are able to do a quiet activity such as reading and drawing
- all children are required to supply a set of fitted cot sheets and light blanket everyday

### ***A Final Note to Parents***

At Jump start 4 Kids we acknowledge the importance of you, the parent/s. We warmly invite parents to become involved in our programs in a variety of ways. As working parents it is often difficult to spend time with your child in the mornings, but there may be other times or opportunities when you might like to share a special skill, such as story telling, playing a musical instruments or craft etc. If you would like to spend time in the centre at any time please contact the Director to arrange a suitable time.

***Fundraising activities*** are planned throughout the year and provide parents with an opportunity to support the purchase of new equipment for the benefit of your child.

At Jumpstart 4 kids we look forward to working with families and building strong and long term friendships as we actively nurture children throughout their developmental milestones.