



Family Handbook





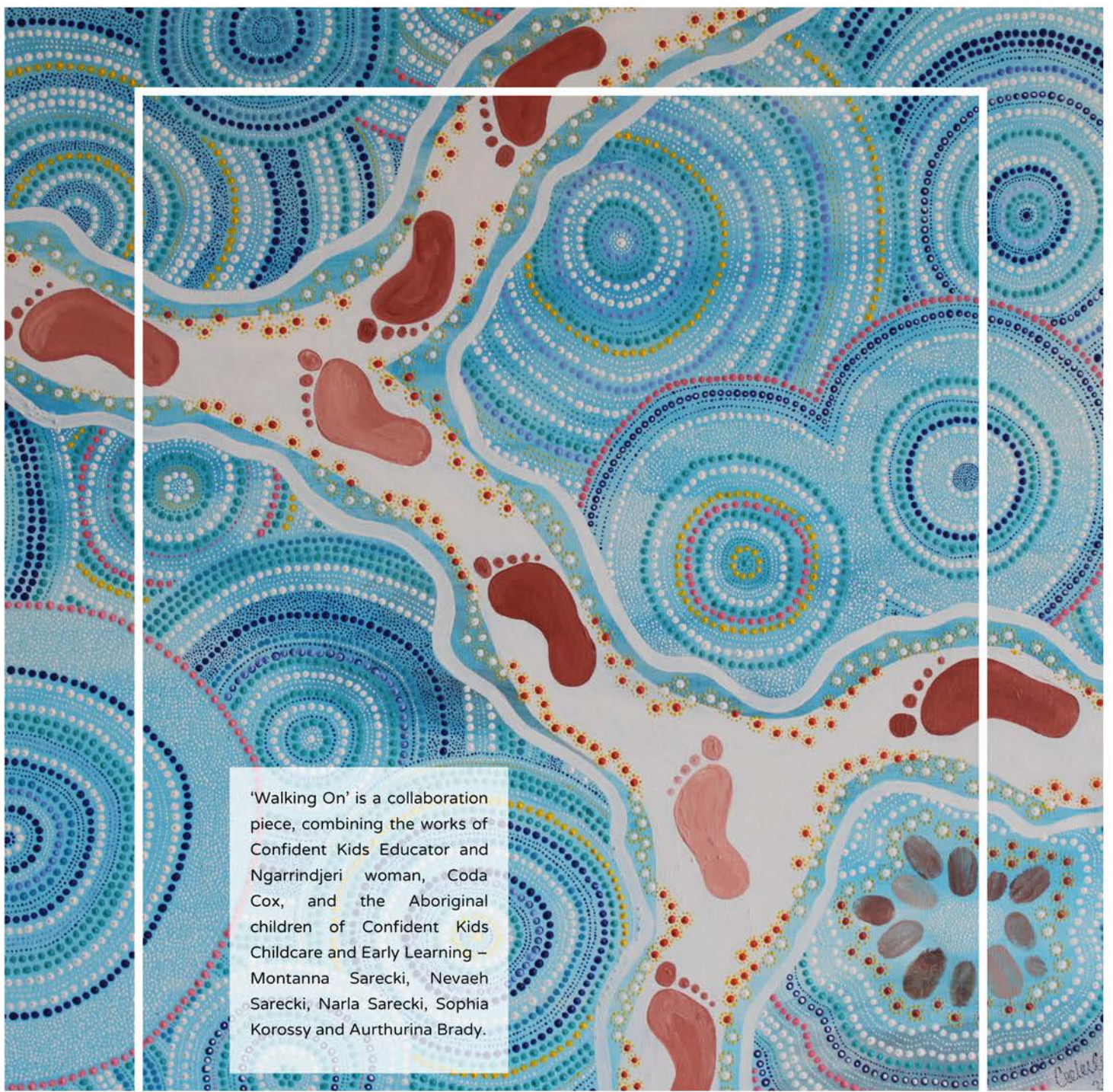
**"Bright
futures
begin with
confident
kids"**

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We Acknowledge

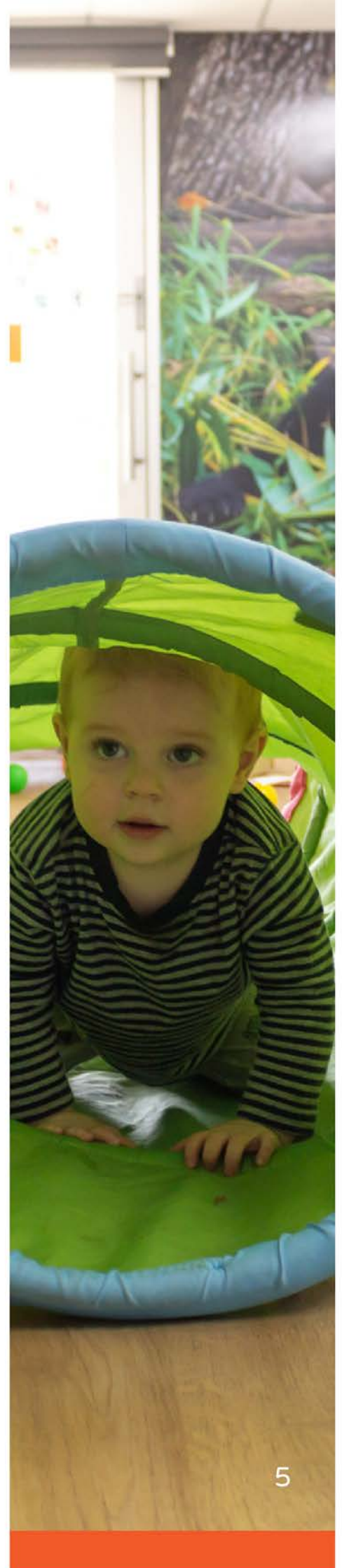
Confident Kids is on Kurna land and we acknowledge and recognise Aboriginal and Torres Strait Islanders as the first Nations people of Australia and that they are the traditional owners and custodians of the land and waterways throughout our country.



'Walking On' is a collaboration piece, combining the works of Confident Kids Educator and Ngarrindjeri woman, Coda Cox, and the Aboriginal children of Confident Kids Childcare and Early Learning – Montanna Sarecki, Nevaeh Sarecki, Narla Sarecki, Sophia Korossy and Aurthurina Brady.

Our Core Values

- 1 Kindness**
In a world where you can be anything, be kind.
- 2 Integrity**
Uphold standards and deliver on promises.
- 3 Diversity**
Respect the values, beliefs and uniqueness of each individual.
- 4 Service**
Develop positive relationships that make differences in our community's lives.



Our Philosophy

At Confident Kids, we believe that by offering a high-quality, safe, hygienic, nurturing, innovative and educational early learning service we can create a fun, caring and stimulating environment that supports all children on their learning journey.

Founding principles

- Communication is the key to maintaining strong connections between home and child care.
- We value our educator's individual & collective strengths and continuously upskill staff to maintain high standards of education & care.
- As a Reggio Emilia inspired service, our philosophy is that the learning environment is the third teacher.
- Equality, inclusion and diversity underpin our beliefs for a strong, supportive community.
- We are committed to the principles, practices and outcomes of The Early Years Learning Framework.
- We enlist outside help from professionals such as Speech Pathologists, Occupational Therapists, Nurses, Dental Hygienists and Nutritionists.

Together we grow...

Parents and families are the child's first (and most important) teacher. We love that each child comes to our centre with a different set of experiences, knowledge, interests and needs.

Teachers, educators and students welcomed into the Confident Kids team are warm, caring, responsible individuals who want to support children to become confident and capable learners. The best professional practice is expected from our team members in the provision of guiding open-ended discovery, problem solving, and providing homelike care within our Centre.

We aim to support families during these stressful, and sometimes emotional (but rewarding) early years with encouragement, inspiration, education and understanding to ensure that all children are well on their way to a happy, healthy, confident future.

Welcome to Confident Kids,
the next part of your child's learning journey!





Centre Info

Assessment and Rating

Confident Kids Child Care and Early Learning is registered with ACECQA, the National Quality Improvement and Assessment system by the Children's Education and Care Quality Authority. This authority sets the benchmark for all early learning services in Australia across 7 quality areas that determine important outcomes to children.

Centre Policies and Quality Improvement Plan

Centre policies are constantly updated and accessible through our Storypark app. Our Quality Improvement Plan (QIP) is a working document that identifies the service's goals for quality improvement and details some strategies for achieving these goals. It helps our team members stay focused on the improvements and on implementing the strategies needed to achieve the goals. Our QIP is constantly changing and available on request.

Centre Operating Hours

6:30am - 6:30pm Monday to Friday
52 weeks per year
(Excluding Public Holidays and Christmas)



Our Team

Our Educators

Our educators are employed based on their caring passionate nature as well as their qualifications, experience and skills. All senior staff are qualified with either teaching degrees or a Diploma and all assistant staff have a Certificate III qualification, or they are studying towards various childcare certificates.

All staff employed by Confident Kids Child Care and Early Learning have a DCSI (child related police clearance), Child Safe Environment certificate and a current First Aid certificate.

Our Management

Our Director, Assistant Director, Qualified Teachers and Educational Leader work together using experience and knowledge with young children and legislative requirements to lead and develop team members, facilitate training opportunities and implement policies and procedures in accordance with recommendations from reputable authorities.

Child Care students

Students may be present at various times throughout the year to further their study and gain experience. Students are interviewed prior to commencement and must meet the same security clearance and medical training requirements as all other educators.





Parent participation

We appreciate, encourage and value parent participation in our centre. It gives us a chance to expand the skills, knowledge and understanding of our early learners. Some ways you can participate is by bringing a skill to show (ie. cooking, dancing, singing, gardening, etc), joining in our celebrations (ie. Harmony Day, Diwali, Mother's Day, Book Week, etc), and even dropping off recycled materials for the children to use in their art and craft!

You are welcome to drop in and visit throughout the day to see your child or speak to an educator. You do not need to call ahead, unless you would like a private meeting with an educator and we need to arrange a cover.

Family Resources

We have a growing and ever-changing Parent library, where you can borrow and/or donate books to support health and wellbeing, family and relationships, parenting and in general good-read novels. You can also view more information on children's safety and development via our website at: <https://confidentkids.com.au/resources.php>

Communication

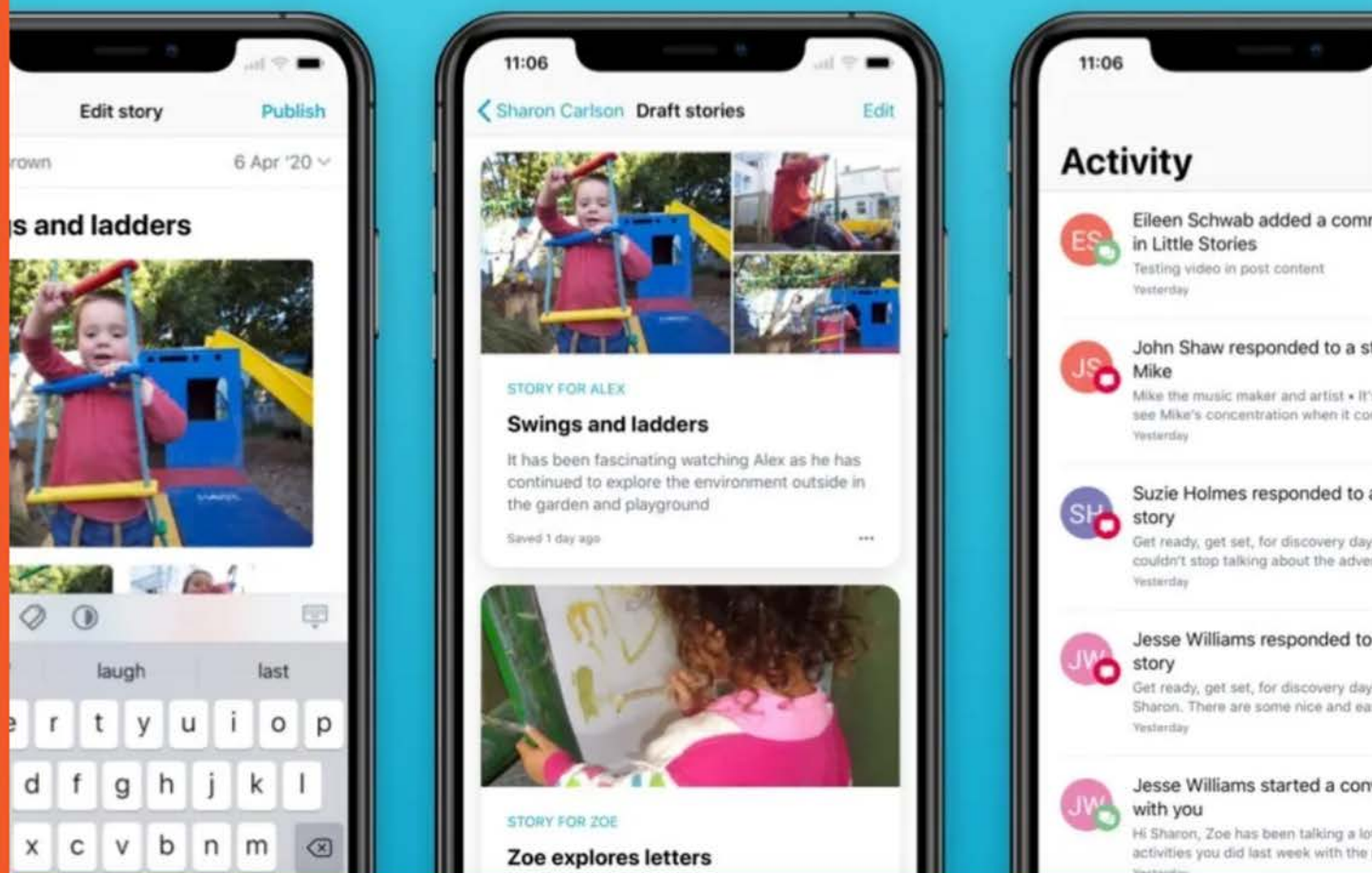
We understand the importance of communication between childcare and home for your child's wellbeing and development, as well as the desire for you to keep in touch with your child's day. Here are some ways we endeavour to stay connected with you:

- Verbal - during pickup and dropoff
- Smartphone App - Storypark
- Phone
- Email
- Private meeting
- Facebook

Storypark App

Storypark is a family communication and engagement smartphone app, which helps us keep you updated throughout the day. We use this app to record your child's daily routine (ie. meals, bottles, sleep, etc), share daily updates on the activities your child participated in, general reminders or notes, and to celebrate individual developmental achievements.

Families can also use the app for accounts and billing information, to make your billings and bookings process simpler and easier!



Fees

Payment of Fees

All fees are required to be paid via direct debit. Fees are payable fortnightly in advance.

Bond

We do not ask for a bond, however we do charge a \$50 enrolment fee and require the first two weeks of fees paid on enrolment.

Children's Bookings

Casual bookings can be made at any time, providing our educator to child ratios are met on any given day. Adjustments to permanent bookings (changes to days, frequency or discontinuing the care) must be finalised two weeks in advance to allow for rostering requirements, staff annual leave and continuity of educators across the centre. At times, managers may be able to make changes at short notice, but only if they can meet the requirements mentioned above.

Public Holidays

Our centre is closed on public holidays. Child Care fees are charged with a 50% discount on all public holidays that occur Monday through to Friday.

Holiday Fee Discount

A 25% discount can be applied to all families with regular bookings that are temporarily absent from the centre for the sole purpose of a holiday.

The following eligibility requirements must be met;

- 2 weeks' notice of a family's intention to take a holiday is provided
- Holiday is for 1 week or more
- Account balance is up to date
- 3 weeks is the maximum discount time allowed per financial year

Government assistance with payment of fees (CCS)

The Child Care Subsidy (CCS) will be paid directly to the centre to assist with the cost of childcare.

Three things will determine a family's level of Child Care Subsidy:

- A family's annual adjusted taxable income will determine the percentage of subsidy they are eligible for
- An activity test will determine how many hours of subsidised care families can access, up to a maximum of 100 hours per fortnight, and
- The type of childcare service will determine the hourly rate cap.

The Child Care Subsidy is only paid for a maximum of 42 absent days per year but extra days may be applied for with a Doctors Certificate for either the child or carer.

For more information please visit your MyGov app or visit Australian Government Services Australia.

Late Fees

Our centre is not licensed or insured to have children on the premises after hours. This is a breach in the Education and Care Regulations. A late fee of \$1 per minute will apply where children are not picked up prior to closing time. If parent/guardians or emergency numbers cannot be contacted and it has reached 7pm, staff are required to call the Director, police and crisis care to determine the best outcome for your child.

Difficulties with payment of Fees

If you are experiencing financial hardship which affects your ability to pay your child care fees please talk to your Centre Director. Additional support may be available from Centrelink.



What's Included?

We provide all the essentials for your child, including:

- 5 meals (Breakfast, Morning Tea, Lunch, Afternoon Tea and a Late Snack)
- Nappies and wipes
- Sheets for cots and beds
- Personalised cotton bag to bundle linen
- Red-nose approved sleeping bags (for children under 12 months)
- Confident Kids bucket hat & sunscreen for outdoor play
- Milk for bottles (except formula)
- Early Years Learning Framework curriculum and associated activities
- Incursions including language and dance lessons, reptile show, animal petting farm, Aboriginal educational show and end-of-year festivities
- Excursions (for Pre-school aged children only) including Adelaide Zoo, Botanic Gardens, Museum and school preparation excursion.

The items you'll need to pack are:

- A spare change of clothes (weather appropriate)
- Bottles and formula
- Any comforters (ie. dummy, toy "lovey", etc)

DO NOT leave any medication in your child's bag, as they hang at children's level and can be hazardous. PLEASE LABEL ALL ITEMS.

Documentation

We strive to make children's learning visible through an active attitude of listening and documenting in a variety of ways, to give value to the important work they do every day. Our learning journeys, projects and evidence of learning is visible throughout each centre; displayed in our rooms, brought home by your child, or through conversation with our educators at drop-off or pick-up.

Digitally, we share daily room updates and monthly individual observations via our Storypark App, so you and your family can keep up-to-date with current learning interests and goals.



Curriculum

Our curriculum is Reggio Emilia-inspired which means that it is co-constructed with our children and follows group and individual interests and developmental needs. We always endeavour to build on children's prior knowledge, and provoke new ideas and learning using inquiry and play-based methods.

We follow the nationally approved Australian Early Years Learning Framework (EYLF) which sets out practices to support children's learning from birth to five years. We are committed to the following outcomes for every child:

- 1. Children have a strong sense of identity.**
- 2. Children are connected with and contribute to their world.**
- 3. Children have a strong sense of wellbeing.**
- 4. Children are confident and involved learners.**
- 5. Children are effective communicators.**

Every child is supported to achieve these outcomes through planned play-based experiences that are set out in each room's weekly program and can be viewed in your child's room or via the Storypark app. We are also advocates for 'unstructured play' and provide provocations for children to form their own thoughts and ideas. This is all supported by our centre Educational Leader who consistently evaluates, reflects and up-skills educators to offer the best educational experiences to every child.



Mindful Learning

Each term we explore different aspects of the world around us with age-appropriate inquiry and play-based activities, focusing on sustainability, community helpers, lifecycles and staying active. We organise centre incursions & excursions to excite and engage our children in thinking about their wider community.

Our themes of exploration are:

- All About Me
- Community Helpers
- Lifecycles & Sustainability
- Healthy Eating & Active Lifestyles



Preschool Program

Our contemporary Preschool approach gives you the comfort that your child receives the full benefits of our daily Preschool Program, whilst you are supported with the longer care hours, and nutritional meals that we provide.

Our Preschool Program is delivered by a Registered Teacher that is trained in delivering holistic programs supported by a combination of input from educators' observations, children's interests, family input, educators' reflections, local school reception teachers, Confident Kids preschool literacy & numeracy goals, and Confident Kids Mindful Learning Curriculum, to ensure your children are confident and ready to start their school journey!

We also deliver a reading program to children enrolled in our Preschool Program; each term your child will be given a copy of a book and encouraged to bring it home and read with their loved ones to build on the literacy skills they are learning.



Settling In

Prior to your child starting, there are a few things we can do to ensure their start to child care is enjoyable and positive: We want them to feel safe and secure in this environment, so building a strong relationship with their educators and peers is a main priority. This can be done through orientation visits in the lead up to your child starting - we recommend at least two visits where they can explore the environment and get to know their educators, with the comfort of you being with them. This also gives you an opportunity to ask your child's educators any questions and also complete an 'All About Me' form so we can refer to it and meet all of your child's needs.


First Day

On their first day you will need to sign in and out for the first time, please ask at reception so we can take you through the process for the first time. An educator will show you to your child's room where they can hang their bag and re-introduce your child to their educator. You can sit with them while they eat breakfast or help them start an activity and wait until they are engaged before you leave. Say your goodbyes and reassure them that you will be back to pick them up. We do not recommend that you leave when they are distracted or 'sneak off', as they can become more upset and future drop-offs can become harder. An educator will always be there to help comfort them and reassure them that you will return - we will also send you a Storypark story to show you how their first day went.

Primary Caregiving

Children settle in at their own pace. When your child begins at our centre, all our caring team members immediately begin working on making them feel happy and safe in their new environment. With years of experience we believe in allowing children to choose which educator they feel most at ease with within the first days/weeks of care with us. As your child becomes more confident in our environment, they will naturally begin bonding with all their regular caregivers, and the role of the primary caregiver will become secondary.



A smiling man with short dark hair is sitting on a light-colored carpeted floor. He is wearing a blue long-sleeved shirt and is looking down at a baby. The baby is wearing a white onesie with a colorful floral pattern and is sitting on the floor. There are several colorful toys on the floor, including a green ring, a blue ring, and a yellow ring. In the background, there is a wooden play structure with a target on the wall and a brown leather chair. A semi-transparent white box with text is overlaid on the image.

Before your child's first day, remind them that they are starting child care soon so they can make new friends, learn, and have fun while you are at work. Make it fun; you could take them shopping for a new bag, get your child to help you organise and label bag/clothes, get your child to help you pack their bag and lay out their clothes the night before.

Cultural Festivals + Events

Cultural festivals and events are a favourite among children and team members, as they are special learning moments for all that participate. We release our Events Calendar at the beginning of each year, with our January-March Newsletter. We love to enrich our children with diverse experiences, so we encourage input from families about events or festivals we can celebrate that are special to their family and culture.

You can view our events calendar via the Storypark app.

Music Classes

Every week we have a Music Teacher visit the centre to deliver an educational music experience where the children will learn the concepts of beat, rhythm, tempo, pitch and dynamics in a play-based environment to explore Auslan Key Sign Language, multi-cultural languages, Kodally (Sol Fa) singing method and spatial awareness, supporting their cognitive learning, fine and gross motor skills along with visual and auditory processing.



Incursions + Excursions

Dental Check-ups

Twice yearly we organise dental visits to the centre to review our children's growing teeth. This is a great opportunity to introduce children to Dentists looking into their mouths in a safe, familiar environment, promoting healthy teeth and providing follow up appointments where necessary. This is a fun, engaging experience which often leads to many laughs.

Magic Show

Bumbles the Clown is our favourite magician who visits our centre a couple of times a year. We first started the tradition as we celebrated our first birthday at Croydon Park, and he has become a quick favourite across all centres. Magic with Bumbles opens doors into dreams of a world without limitations, a world that can ignite a new way of thinking, a way of thinking that can form a passion and lead into our future inventors and entrepreneurs.

Animals Anonymous

Each year we organise a visit from wildlife demonstrators who bring a diverse range of (friendly) Australian wildlife. This hands-on experience is for children of all ages to experience fluffy, scaly, and feathery animals in a safe environment.

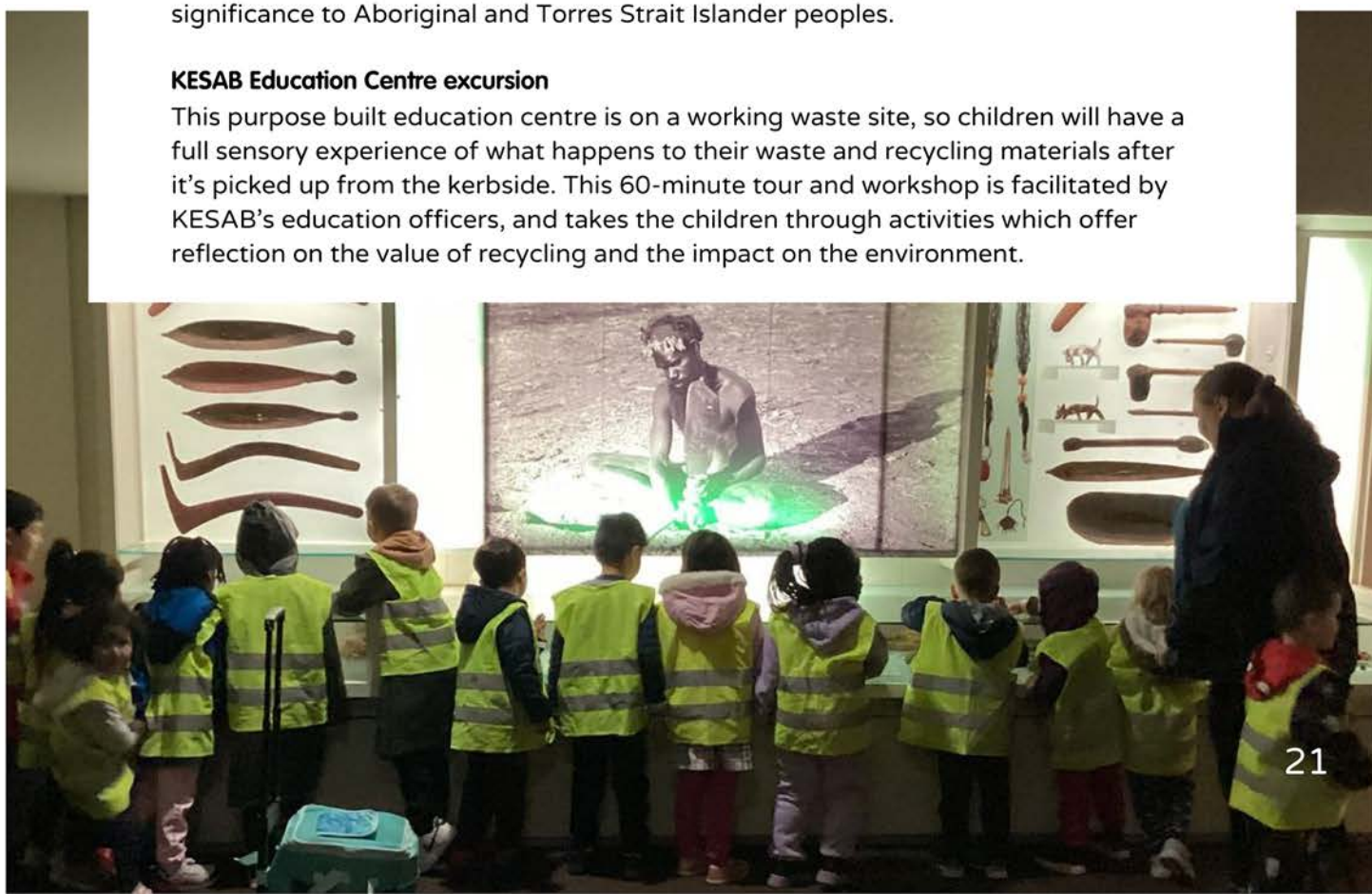
South Australia Museum

The Young Explorers program is designed for early learners and is a culturally-rich adventure for our Preschoolers. With a guided and interactive tour of the museum, our children have the opportunity to learn about science and the natural and cultural world around them.

One of our favourite galleries to explore is the Australian Aboriginal Cultures Gallery, which contains 30,000 artefacts, artworks and ceremonial materials of great significance to Aboriginal and Torres Strait Islander peoples.

KESAB Education Centre excursion

This purpose built education centre is on a working waste site, so children will have a full sensory experience of what happens to their waste and recycling materials after it's picked up from the kerbside. This 60-minute tour and workshop is facilitated by KESAB's education officers, and takes the children through activities which offer reflection on the value of recycling and the impact on the environment.



General Info

Nappies/Toilet Training

Educators follow a nappy changing schedule, to ensure nappies are checked and changed regularly throughout the day. When children begin to show signs of readiness to toilet train, it's time for families and educators to start a conversation and working towards a fun, relaxing transition to becoming independent in toileting habits.

Children are encouraged to pull pants up and down, wiping from front to back, flushing the toilet, washing hands with soap, drying hands on one piece of paper, and in the preschool/pre kindy rooms lock doors for privacy when they are confident to do so.

Sunscreen

We follow the UV index and weather conditions very closely, and apply 50+ SPF sunscreen to children before they go outside and reapply regularly during the months of September-April, when the UV index is above 3. All children are provided their own sunsmart hat which is kept at the centre and worn outdoors.

We encourage families to dress their children following the sunsmart guidelines, including sleeved t-shirts, and loose clothing that covers their body (ie. no midriffs, singlets, etc). If your child requires a specific sunscreen, please provide this with a medical label and advise staff.

Health + Safety

Duty of Care

Educators in the centre have a 'Duty of Care' to each child in our centre. Therefore, if an educator believes the person collecting your child from the centre is unable to do so in a safe manner, (which may be due to suspected alcohol or drug intoxication, medically unfit, etc), they are obliged to notify children's services and police and prevent the child from leaving with the person concerned.

Arrival and Departure - security

- Parents/guardians must sign in and out each day on the iPads provided at reception.
- Please ensure you and your child go to an educator in the morning and evening to indicate their arrival, departure and to communicate any information

If your child is picked up by a person who is not on your pickup list, you must notify the centre with the person's details and ask them to ring the door bell and show their ID at reception. (they are not to walk in using door and iPad codes)

Emergency Procedures

Emergency evacuations, lockdowns and first-aid response procedures are regularly practiced at the centre to ensure that educators and children are prepared in the event of an emergency. Evacuation plans, fire extinguishers, first aid kits and safety measures are strategically located throughout the centre. As part of the evacuation procedure, all children in attendance are accounted for via the electronic app, therefore it is important to ensure your child is signed 'IN' and 'OUT' of the centre via the iPads each day.

Confident Kids aims to safeguard and promote children's health and safety, minimise risks and protect children from harm, injury, and infection. Please read the full centre policy through the Storypark app or parent library.

- Families will receive a security code to access the keypad at the front door when the enrolment process has been finalised. Codes are changed regularly and must be kept safe and confidential.
- Your child will only be released to you or your nominated person(s) on your child's Storypark profile. In case of an emergency please phone us immediately.
- Child Care Regulation prevents us from allowing children to be released to anyone under 16 years of age.
- Strict hygienic procedures are practiced and taught throughout the centre for both Educators and Children
- Equipment and resources are hygienically cleaned and replenished or replaced regularly
- All rooms are well ventilated, and temperature controlled. The centre ceiling has been designed to optimise acoustics to ensure a comfortable noise level.
- Professional cleaners attend the centre every night for detailed cleaning.
- Confident Kids Child Care and Early Learning is a non-smoking environment.

Accidents + Illness

Our service takes a proactive approach to safety and conducts risk-assessments often to ensure children are safe. In the instance that an accident occurs, then educators will immediately commence first aid and the primary caregiver will be notified within a reasonable time, or required to collect the child. An incident report will be filled out with all relevant information and made available to you on Storypark. In the instance that an accident requires further medical treatment (ie. doctor, hospital, etc), then we are required to report this within 24 hours or when practicable to the relevant education authorities and complete a risk-assessment on the incident.

Medical Conditions

If your child has a medical condition (ie. asthma, allergies, eczema, anaphylaxis, diabetes) a Health Care Action Plan is required.

These forms can be collected from reception and taken to your Doctor or Specialist for completion and returned prior to their first day. These Action Plans are only valid for 12 months, and regularly audited by management to ensure details and medication is up to date.

Medication

If your child requires oral or topical medication whilst in our care, then a medical form is required to be completed by your doctor or pharmacist. A medication consent form must be filled out via the Storypark app, and must be sighted and signed by an educator at drop off.

The centre CANNOT administer any medication without this form completed and signed. This includes nappy rash creams (ie sudocream), Epi-Pens, Claratyne, Panadol, Eczema cream, teething gel, etc.

Sickness, Infectious Diseases, COVID-19

- If your child is unwell, and they require medication such as Panadol or Nurofen we ask that you do not bring your child to the centre, as this may mask symptoms.
- We need to take every precaution to not spread a possible case of COVID-19 or any other type of infectious disease. Please phone the centre if your child will be away sick and advise of symptoms.
- If your child becomes ill whilst at the centre with something we believe is infectious, they will be isolated from the other children and cared for by the Director or Assistant Director in their room or the front office and we will endeavour to contact you or a nominated person to collect your child immediately.
- If your child reaches a fever of 38 degrees celsius or above whilst in our care, a phone call will be made to parent/guardian to collect your child.
- We ask that children with infectious disease are kept home until a medical certificate is provided stating that the child is well enough to return and does not pose a health risk to other attendees.
- Our centre will display a notice on the front door notifying families, staff and visitors of any current infectious disease and the number of cases.

If your child is sent home sick, you are required to follow exclusion periods for specific diseases and infectious conditions. Information on exclusion periods can be found [here](#) or on our Community Board in the reception.

Nutrition

We have a qualified chef who develops our seasonal menus that rotate on a 6-week cycle each season, taking into consideration all children's cultural, allergy and nutritional requirements. All meals are prepared fresh daily at the centre by our chef. Our balanced menus are delicious and enticing, using a wide range of seasonal vegetables and fruits with a focus on meals with low GI-complex carbohydrates, low added sugar and unsaturated fats. Purified water is always available to children throughout the day.

Our meals are served daily at approximately these times:

7am to 8am - Breakfast

9:30am - Morning tea

11:30am - Lunch

2:30pm - Afternoon tea

4:30pm - Late snack

Our weekly menu is on display in the reception, and we encourage families to provide recipe suggestions to expand our recipe collection.

The centre does not give any hard-raw vegetables or fruits to children such as apple and carrot.

We are a nut-free and egg-free centre.

We ask that parents DO NOT bring any food into the centre. A detail of what your child has eaten throughout the day is available on your Storypark app. Information on nutrition and specific eating habits are available on request.



Our Commitments

Reconciliation

Confident Kids acknowledge the traditional owners of Country throughout Australia and their continuing connection to land and community. We pay our respects to them and their cultures, and to the Elders past, present and emerging. Confident Kids is committed to contributing to reducing the gap in living standards between Aboriginal and Torres Strait Islander and non-Aboriginal and Torres Strait Islander Australians by developing a Reconciliation Action Plan.

Sustainability

We are passionate about protecting the environment for future generations through our sustainability, recycling, propagation and conservation practices. Each centre has a vegetable garden, water and energy-saving provisions, and a recycling system. Educators and children are encouraged to work together to learn and promote sustainable practices, and we are always seeking solutions to further reduce our footprint on the environment.



Feedback + Management

Feedback and Grievance Policy Process

Step 1: Informal Level (Approach any team member)

- If you have a comment or complaint about our team member or service we provide please talk to your child's team leader and/or team member you feel comfortable with.
- If they are unable to help you or if you are dissatisfied with the outcome, they will refer you to the Director

Step 2: Informal Level (Director)

- Bring your concern to the Director verbally or via email
- The Director will attempt to clarify the issue and to resolve the situation.

Step 3: Formal Level (Approved Provider)

- If you are still dissatisfied with the outcome or you feel more comfortable speaking to someone else, please contact the Approved Provider Olivia Greiner via email at olivia@confidentkids.com.au

Step 4: Formal Level (Regulatory Authority)

- If you are still dissatisfied with the outcome, the Director will ask if you wish to make a Formal Complaint to the Australian Children's Education & Care Authority (ACECQA).
- You can do this by completing a notification form on the NQA IT System accessible on the home page at: <http://www.acecqa.gov.au/>

Ethical decision-making

Our service will make decisions which are consistent with our policies and procedures which work in conjunction with the national education and care laws and regulations, our approved learning framework (EYLF), The Convention on the Rights of the Child, and the ethical standards.

Governance

Management are responsible for guiding the direction of the service, ensuring that its goals and objectives are met in line with the philosophy, and all legal and regulatory requirements governing the operation of the service.

All team members are encouraged to proactively solve complaints by understanding, acknowledging complaints from family, other team members, or the wider community, investigate the concern or pass the concern onto the Team Leader or management team, and follow up with the person making the complaint.

Parent Committee

At the start of each year we ask parents to nominate themselves to be part of the Parent Committee - meeting twice yearly to discuss important matters relating to the centre, as well as offer opinions, advice and requests for further improvement. If you would like to be involved in the Parent Committee please speak to the Director or Assistant Director.

Maintenance of Records

The service will adhere to record keeping requirements and storage of confidential records outlined in the National Regulations. The service has a responsibility to keep sufficient records about staff, families and children in order to operate dependably and lawfully. The service will safeguard the interests of the children and their families and the staff, using procedures to ensure appropriate privacy and confidentiality practice is upheld.



resources

Education Standards Board

Phone: 1800 882 413
www.esb.sa.gov.au

Starting Blocks

First step to Early Childhood
Education and Care
www.startingblocks.gov.au

Safe Sleeping

www.rednose.org.au

Children's Safety

www.kidsafe.com.au

Children's E-Safety

www.esmart.org.au

Napcan (Prevent child abuse and neglect)

www.napcan.org.au

SA Health

www.sahealth.sa.gov.au

Poisons Number: 131 126

contact us

Confident Kids Child Care and Early Learning

www.confidentkids.com.au

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Holden Hill

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Phone: (08) 7077 6000

holdenhill@confidentkids.com.au

Approved Provider

Olivia Greiner

olivia@confidentkids.com.au