

## Welcome to our Centre - Tugulawa Early Education

Welcome to Tugulawa Early Education. We look forward to getting to know you and your child throughout their early learning journey and trust you will enjoy your experience with us.

Our Family Handbook has been designed to inform you about all aspects of life as a part of our Centre Community, including our organisational structure, operational functions and service delivery including our Centre Philosophy, Educational Programs and Curriculum Design.

If you are unsure about any aspect of the Centre's service and operations please speak with either the Co-Directors or another one of the Centre's friendly and professional staff members.

## Acknowledgement of Country

We acknowledge the Turrbal and Jagara (Yagara/Yuggera) peoples as the traditional and ongoing custodians of the Land on which Tugulawa stands today, a place where Aboriginal and non-Aboriginal children play, learn and grow together.

We pay our respects to Aboriginal and Torres Strait Islander Elders past and present and we believe that, guided by these Elders, the future of Australia rests in the hands of the children we care for.

## Centre Information

<b>Centre Hours</b>	7:15am – 5.45pm
<b>Centre Address</b>	Tugulawa Early Education 235 Oxford Street Bulimba QLD 4171
<b>Telephone/Fax</b>	(07) 3399 8971
<b>E-mail</b>	<a href="mailto:info@tugulawa.com.au">info@tugulawa.com.au</a>
<b>Webpage</b>	<a href="http://www.tugulawa.com.au">www.tugulawa.com.au</a>
<b>Facebook</b>	<a href="http://www.Facebook.com/Tugulawa">www.Facebook.com/Tugulawa</a>
<b>Centre Closure</b>	The Centre is closed for public holidays, approximately 3 weeks over the Christmas period, and possibly 1-2 staff training days throughout the year.
<b>Management Committee Meetings</b>	The Tugulawa Management Committee (TMC), meet once a month on dates and times decided by the incumbent TMC. Meetings generally last 2 hours.
<b>ABN</b>	97 328 599 688
<b>Service Approval</b>	SE-00000037
<b>Provider Approval</b>	PR-00000108
<b>Nominated Supervisors &amp; Co- Directors</b>	<b>Lauren Alexander</b> Advanced Diploma in Community Sector Management Associate Degree in Education Studies (Early Childhood) Food Safety Supervisor  <b>Karen Broomfield</b> Bachelor of Teaching (Early Childhood) Graduate Diploma in Education (Education Management) Full Registration with Qld College of Teachers Food Safety Supervisor
<b>License Capacity</b>	59 Children per day

## **History of Tugulawa Early Education**

Tugulawa Early Education, formerly known as Bulimba Child Care Centre, was originally established in 1942 to meet the needs of families within the area who were having difficulties raising their families while their husbands and fathers were fighting in World War 2.

Mrs. Thelma O'Connell, a nurse from England, was asked to help another mother who had recently given birth to triplets and who also had three other boys at home. Thelma approached Dr. Bostock who was the Crèche and Kindergarten Association director, to enquire if other children could attend sessions at the Centre which was situated in Queen Street in the City. Dr Bostock thought the journey would be too far for the children to travel, and suggested that Mrs. O'Connell establish a Child Care Centre in Bulimba. Thelma then approached the minister of the Church of England, the Reverend Miles Phillip, who agreed to rent the Church hall for a weekly charge of £5.00. As more children attended the rent was doubled. This was more than they could afford, so they moved to Centre to a backyard while they searched for a larger and more permanent dwelling. Land was acquired next to the Bulimba Library and an old army hut was purchased from Hornibrook. The Centre continued to expand.

In 1945, a Chinese migrant camp was established at Apollo Road (where the army base currently exists, and which was previously occupied by the American army). One day when passing the Child Care Centre, the Chinese gentlemen noticed a sign which read "WEE WING". They enquired about the sign which in Chinese means everlasting. The men asked what they did there, to which they were informed "We mind babies." The next question they asked was, "You have money?" to which the reply was that everything was free and funds were non-existent. A few months later the gentlemen arrived at the Centre with the money that they raised from gambling nights. Thelma was given £437.00 which was a large sum for the time.

In 1961, a Kindy and Pre-School was established on land behind the Child Care Centre. The Child Care Centre closed temporarily in December 1979 due to a conflict with the Crèche & Kindergarten Association. A new Committee was formed with Warwick Harvey as President; Monica Saffioti was employed as Director, Berenice Kunde and Win Watson as assistants and Erin Jarrett as the Nurse.

After many years of service to the community, and tireless efforts by the Committee and Staff, funds were granted by the Commonwealth Government in 1988. The current land was obtained from the Department of Education. In 1990 Bulimba Child Care Centre moved from the old army hut to our current building, with the official opening of the building occurring on the 25th of March, 1991.

One year after the opening of the new Centre, extra land was acquired from the Department of Education. The playground was extended and the top level of the playground was added. The Nursery was extended in 2001 with the "sleep room" and sandpit built. In 2004 the staff room was transformed into a commercial kitchen. Since then all the bathrooms have been renovated, the front fence replaced, a new staffroom and meeting room developed, the interior and exterior of the building repainted, and the foyer and office area updated. Over the Christmas closure in 2012-2013 the playground was extended by 3m in width and the whole space was rebuilt to reflect the design of Prue Walsh, Australia's leading playground designer.

In 2014/15, renovations were completed to allow for improved acoustics within the classroom environment, remodelling of classroom play spaces using sustainable and innovative materials giving the centre a more natural feel and installation of air-conditioning throughout the Centre ensuring children, families and staff are kept cool throughout the hotter months.

At the beginning of 2015 the centre changed its name from Bulimba Child Care Centre to Tugulawa Early Education as voted on by our Centre Community.

## **What is Community Early Education?**

Tugulawa Early Education is a not for profit, community based child care centre that provides a long day care service for children ranging in age from six months to five years.

As a community child care centre, opportunities are available for all members of our community to be involved in the decision making process and maintenance of Tugulawa. The input of parents and families is encouraged and is a vital and integral part of Tugulawa's operation and ongoing success.

## What is a 'Not for Profit?'

The difference between profit-driven and 'not for profit' organisations is that profits made by public corporations/organisations are usually distributed to shareholders. Profits made by community or 'not for profit' organisations are referred to as surplus and are directed back into the organisations operating budget.

At Tugulawa, we value careful fiscal management and aim to make a small surplus in each budget. This will determine the success of our organisation in the long term, and gives us the freedom to ensure we are in a position to continue to undertake capitol works and make improvements which benefit the children, our families and our team.

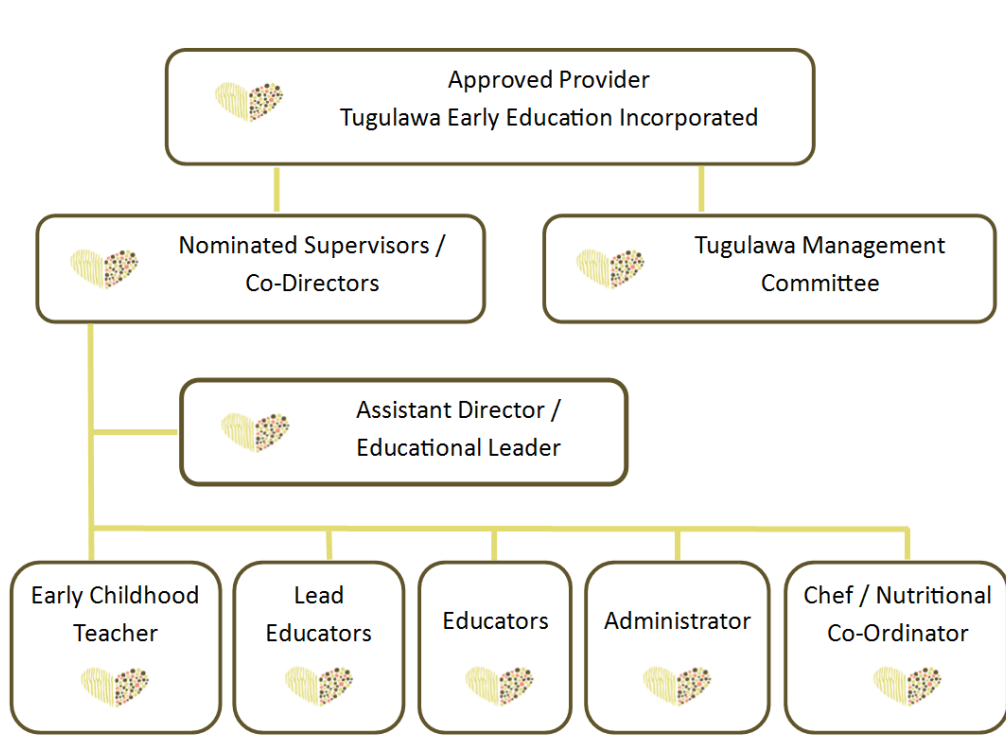
## Our Constitution and Management Structure

Tugulawa Early Education is an incorporated association and has registered its rules, otherwise known as the constitution, with the Queensland Government Office of Fair Trading. The Tugulawa Management Committee (TMC) is ultimately responsible for the operation of the association. The TMC is elected at the Annual General Meeting which is held in February each year.

The TMC is responsible for managing the affairs of the association (i.e. Tugulawa Early Education Incorporated) according to the Associations Incorporation Act 1981 and Associations Incorporation Regulation 1999. The TMC is also required to ensure the Association complies with any other relevant laws. Meetings and financial records are available for your perusal at any time.

There are usually up to fifteen parent members on the TMC and the Centre has approximately twenty five staff. Together, the Management Committee and the Tugulawa Team provide a long day care service for approximately one hundred children.


### Tugulawa Early Education Incorporated Organisational Structure




## Our Vision and Philosophy

The Tugulawa vision and philosophy are documented on the following pages. These documents have been developed through consultation with our staff team, Tugulawa Management Committee, families and children. Our Philosophy was most recently reviewed and updated in 2019.

# OUR VISION



Inspiring our community  
of lifelong learners  
by creating an  
exceptional experience  
that fuels the heart.



*Tugulawa Early Education  
Family Handbook*

*Developed: 2007. Recreated Nov 2014, Updated March 15, October 15, October 16, October 17, September 18, Jul 19, Dec 19, Jun 20, Oct 20,*

# OUR PHILOSOPHY

At the Heart – We believe the heart loves, cares and nurtures. It symbolises the connectedness of all that Tugulawa encompasses; for the child, their families, our team, their education, the environment and the communities to which we all belong.

THERE ARE SIX INDIVIDUAL PIECES AT THE HEART OF TUGULAWA, TIGHTLY INTERWOVEN TO FORM THE WHOLE.

## *The Child*

Children at Tugulawa feel valued, respected, cared for, safe and cherished. Tugulawa is a place for children to be their true self; to speak and be truly heard; a place that recognises childhood as an essential life chapter. It is our goal to instil a love of learning, an imperative lifelong skill and as such, children are at the very heart of everything we do.

## *Celebrating Our Families*

We welcome our families as educators, as colleagues, as partners, as contributors and as collaborators. By embracing the expertise and diversity of families, we create reciprocal and valuable relationships essential for positive outcomes for all.

## *Community and Connections*

We are privileged to acknowledge and show deep respect to our ancestry – both the traditional and ongoing custodians and our historical legacy. We create an atmosphere that cultivates and values a sense of belonging and connectedness. We lay the foundation for children to become active contributors to all of their communities.

## *Team Tugulawa*

Our team strives to provide the best possible education and care; one that nourishes mind, body and spirit. Our team is committed to the core value of deep reflection and continuous learning; to be the best they can be. The ultimate outcome being a cohesive, nurturing and collaborative space where children, their families, the team and our communities can flourish.

## *An Optimal Education*

Experienced and talented educators are committed to providing an emergent, purposeful and holistic learning environment that support and trusts the interests, strengths, agency and ideas of children using contemporary practice and relative theories. Play and learning are intertwined. Play is not a luxury, it is a must; it is the way children make meaning of their world, their ever-present learning.

## *A Rich Environment*

Ours is a space that is inclusive and just, playful and creative. Our environment stimulates opportunities, decisions and interactions. It encourages exploration, research, discovery, imagination and investigation. The environment is designed to promote risk navigation, self-regulation and the development of resilience. It allows for ownership and respect and supports both failures and successes.

## **Regulatory Authority (ACECQA) and Governance**

The Australian Children's Education and Care Authority is responsible for the implementation of the National Quality Framework for Early Education and Care Centres and was established to ensure a more consistent approach for service delivery occurred across Australia.

The Department of Education and Training is responsible for monitoring, compliance and rating and assessment of Early Education services across Australia in accordance with the National Quality Framework with regards to monitoring the National Quality standards of each Centre.

Our Centre maintains a record of any compliance matters that have been raised by the Department of Education, Training and Employment - Early Childhood Education and Care (ECEC). This record is located in the office for families to review.

The contact details are as follows: **Department of Education – Early Childhood, Education and Care**

Phone: 07 3028 8063

Web site: [www.deta.qld.gov.au/earlychildhood](http://www.deta.qld.gov.au/earlychildhood)

**Australians Children Education and Care Quality Authority - ACECQA** - <http://www.acecqa.gov.au/>

## **National Quality Framework**

### ***The National Quality Framework for Early Childhood Education and Care***

The National Quality Framework for Early Childhood Education and Care ensures children receive a high standard of consistent education and care. The National Quality Framework is a national system for the regulation and quality assessment of child care and early learning services.

The National Quality Framework (NQF) applies to long day care, family day care, preschool and kindergarten, and outside schools hours care services.

The Framework includes a:

- National legislative framework that creates a uniform national approach to the regulation and quality assessment of education and child care services in Australia;
- National Quality Standard (NQS) that set a national benchmark for the quality of education and care services;
- National Quality Rating and Assessment process that rates services against the National Quality Standard;
- The Australian Children's Education and Care Quality Authority (ACECQA) is the national body that oversees and implements the National Quality Framework, with Regulatory Authorities in each state and territory.

It is the aim of Tugulawa Early Education to continuously exceed the National Quality Standard (NQS). We work collaboratively with our families to receive feedback and input into the operational and educational areas of our Centre to continually improve our service delivery.

Tugulawa Early Education was rated exceeding the National Quality Standard on our last assessment visit in 2015.

***Staff Team who Support the Education and Care of Children***

Tugulawa Early Education employs a large number of professional educators, teachers, ancillary staff, a nutritional co-ordinator and management.

To ensure the highest quality of education and care for the children in our care, all of our educators meet minimum qualification standards with the majority of educator's also studying/holding qualifications of a higher level. All staff are provided with opportunities to attend regular paid professional developmental training to broaden their knowledge and continue their professional growth.

Our aim is to create an environment that is rich in experience, knowledge, expertise by employing educators who are innovative, inclusive and strive to always implement the best practice approaches that are authentic and meaningful to the children.

**Nominated Supervisors/Centre Directors**

We operate a Co-Director model at Tugulawa Early Education to ensure we can fully support Tugulawa and set exceeding standards of education and care. With two experienced Directors comes a wealth of knowledge and experience that helps to provide the overarching governance and operational vision for the Centre.

Our Co-Directors lead our team and are responsible for the day to day running of the centre, including compliance with laws and legislation, pedagogy, policies and procedures, staffing and human resources. They are responsible for monitoring standards and providing operational support and direction for the Tugulawa Management Committee (TMC).

Qualifications required: Diploma in Children's Services (Early Childhood); or 4 year qualification in Early Childhood or Child Care related studies from a higher education institution (for example, Bachelor or higher qualification from university).

**Assistant Director/Educational Leader**

Tugulawa Early Education employees a non-contact educational leader/Assistant director to ensure all educators are supported to strive for high quality exceeding service. The Educational Leader's primary role is to guide and support pedagogical practice within the service, ensuring that the delivery of curriculum and planning is consistent with the requirements of the National Quality Framework, The Early Childhood Australia Code of Ethics, and Tugulawa's own philosophy , policies and procedures.

Qualifications required: Diploma in Children's Services (Early Childhood), Strong understanding of the EYLF, QKLG, NQF and theoretical perspectives in Early Childhood.

**Lead Educators**

A Lead Educator is responsible for the education and care of a specific group of children of an education and care service. They are responsible for the class group in their charge and provide senior leadership and mentorship within the Tugulawa environment.

Qualifications required: Approved Diploma in Children's Services; or an approved 2 year qualification in early childhood or child care studies from a higher education institution.

**Educators**

An Educator is responsible for the education and care of a specific group of children of an education and care service. They are responsible for supporting the class group and the Lead Educator in charge, to provide the education and care of children within the Centre environment.

Qualifications required: Certificate III in Children's Services; or one year qualification in early childhood or child care studies from a higher education institution.

**Centre Chef and Nutrition Coordinator**

The Nutrition Co-ordinator/Qualified Chef, is responsible for the provision of meals and all aspects of nutrition throughout the Centre.

Our Centre Chef is also a qualified Food Safety Supervisor and plans the nutritious menu in conjunction with the food safety standards governed by Nutrition Australia.

## **Administrator**

Our Administrator is responsible for all the financial and operational administration of the Centre and works in conjunction with the Nominated Supervisors/Co-Directors and TMC, particularly the Centre's Treasurer.

## **Additional Qualifications**

Under the Commission for Children and Young People Act 2000, people working in and involved with children's services are required to have a Working with Children Check (Blue Card).

The Blue Card Services agency is responsible for processing criminal history checks for certain categories of child-related employment to approved persons working with children. All staff and TMC members possess a current Blue Card or Blue Card Exemption for child related employment/volunteers.

## **Class Groups at Tugulawa**

<b>Room</b>	<b>Age Group</b>
Koalas	6mths - 2yrs
Platypus	15mths - 3yrs
Kookaburras	2 - 3yrs
Possums	2.5 - 4yrs
Wombats - Kindergarten	4 - 5yrs

## **Centre Inclusions – What We Offer Inclusive of the Fees Charged**

Inclusive of the daily fees charged at our Centre we will provide the following inclusions:

- Disposable nappies/pull ups and wipes for Koala, Platypus, Kookaburra and Possum rooms;
- A Healthy and Nutritious Morning Tea, Lunch (including milk), Afternoon Tea, and a late snack, prepared by a qualified Chef on premises, in accordance with Nutrition Australia;
- Visiting shows and events held throughout the year at no extra cost;
- Sunscreen for all children attending the Centre.

## **Transitioning into our Centre - What you will need to know**

### **General Information**

Transitioning a child into care can be an emotional time for both the child and their family. The Educators at Tugulawa Early Education are well-equipped to assist your child settle into care as quickly and easily as possible.

To assist in this process, we encourage families to visit Tugulawa and introduce your child to the Educators, other children and the Centre's environment. A good time to do this is at your orientation meeting.

Understanding your child's needs and providing an environment that accommodates this is important in your child's transition from home to care. Your child's educators will play a large part in this adjustment and we ask you to communicate your child's needs and requirements so that we are best prepared to welcome your child to care.

Please speak to our Nominated Supervisors/Co-Directors, or Educators if you would like further assistance or have any concerns about settling your child into our Centre.



## **What to Bring**

Each day your child attends the Centre, we ask that you provide the following in a named bag:

- Cot sized sheets (fitted and flat/sleeping bag) in a small drawstring bag or pillowcase;
- A blanket during the cooler months;
- 2 x sets of spare clothes/underwear;
- A hat with a wide brim;
- A drink bottle filled with water only;
- Breast milk or unmade formula/bottles, if required;
- If required, a cuddle toy/dummy/soother for rest time.

Please ensure that all of your child's belongings are named. Whilst we encourage children to bring a cuddle toy or soother to use at rest time, we request that toys not be bought into the Centre. This is to save them getting lost or damaged.

## **On Arrival at the Centre**

*Children and families can arrive from 7:15am.*

- Sign your child "in" on the "Sign In/Out kiosks," located in the foyer;
- Wash your child's hands, or use the hand sanitiser provided in the foyer;
- Apply sunscreen to your child if they have not had sunscreen applied before leaving home;
- Put your child's belongings away;
- Place your child's bed sheets in designated spot in room;
- Place your child's bag in the classroom locker or hook;
- Place your child's water bottle and shoes in the baskets provided in the playground common area;
- When necessary, complete an *Administration of Medication Form*, hand it directly to your child's Educator and liaise with your child's Educator about ensuring the medication is stored correctly in one of our locked medication storage boxes;
- Farewell your child before leaving;
- If you need assistance with separation, please ask one of our experienced educators for support.

## **Departure from the Centre**

- Talk with Educator's about your child's day;
- Collect your child's belongings;
- Sign your child "out" on the "Sign In/Out kiosks";
- Wash your child's hands, or use the hand sanitiser provided in the foyer before leaving the Centre.

## **Centre Flexible Routine**

Daily routines vary between rooms, however this is the general (flexible) routine that the Centre follows.

7.15am - 9.30am	Multi age learning experiences in Outdoor play space
9.30am - 10.00am	Morning Tea;
10.00am - 11.30am	Individual classroom learning experiences – (both indoors and outdoors)
11.30am - 12.00pm	Lunch;
12.00pm - 2.00pm	Rest or Relaxation Period;
2.30pm – 3.00pm	Afternoon Tea;
3.00pm - 5.45pm	Multi age learning experiences in Outdoor play space

For more information about your child's (flexible) routine, please discuss this with your child's Educators or look in the Parent Information Areas your child's classroom.

### **Learning Frameworks used to Support our Centre Philosophy**

At Tugulawa Early Education, our Educators use the following frameworks, in conjunction with the Centre Philosophy to support and underpin their play based learning program to ensure holistic outcomes for all. These frameworks are used in synergy with our Program to guide learning, practice and principles to ensure quality outcomes for young children in our care.

These Frameworks are:

- Early Years Learning Framework (EYLF);
- Queensland Kindergarten Learning Guidelines (QKLG);
- National Quality Standard (NQS);
- National Quality Framework (NQF).

To promote the concept of *Belonging, Being and Becoming*, we encourage the children's interest and emerging ideas and support them to construct their own identities and understanding of the world. The framework puts children's learning at the core and comprises principles, practices and outcomes which are fundamental to early childhood pedagogy and curriculum decision making.

### **Emergent Curriculum**

An emergent curriculum is constantly evolving in response to children's changing needs and interests, parental and community interests and concerns, and teachers' priorities. Each of these key elements shapes the direction for future learning.

Planning an emergent curriculum requires close observation and knowledge of a child or group of children to find what is currently sparking their curiosity. Once the interest has been identified, the educators find different ways for the children to explore the topic. Facilitated by their teacher, children explore their topic or area of interest in depth and in various ways to maximise their learning outcomes, and to suit individual children's learning styles.

The emergent curriculum is play based, child-directed, can include both individual and group components and includes intentional teaching.

The openness and exploratory nature of this type of curriculum requires a lot of creativity and flexibility from educators, but is more exciting for the children and maximises learning outcomes. The responsive nature of an emergent curriculum requires educators to have a deep knowledge of, and connection with the children in their care, in order to plan for their abilities, needs and interests.

### **Learning through Play**

Play is something in which humans of all ages from diverse cultures engage. It is the vehicle for learning and this is reinforced at all levels in the early childhood frameworks (the National Quality Framework, the Early Years Learning Framework and the Queensland Kindergarten Learning Guidelines) not only here in Australia but in many countries around the world. Our philosophy declares that play and learning are intertwined. Play is not a luxury, it is a must; it is the way children make meaning of their world, their ever-present learning.

Article 31 of the United Nations Convention on the Rights of the Child states;

*"That every child has the right to rest and leisure, to engage in play and recreational activities appropriate to the age of the child and to participate freely in cultural life and the arts. That member governments shall respect and promote the right of the child to participate fully in cultural and artistic life and shall encourage the provision of appropriate and equal opportunities for cultural, artistic, recreational and leisure activity."*

The benefits of play include:

- Building self-confidence and self-esteem;
- Building problem solving skills;
- Building social relationships;
- Developing social etiquette, such as learning to cooperate, negotiate, take turns and follow rules;
- Encouraging children to think, plan and be patient;
- Helping children to make sense of the world around them;
- Encourages imagination and creativity;

- Building fine and gross motor skills;
- Developing language skills as children interact with others;
- Developing the foundations of early literacy and numeracy;
- Giving children an environment in which they can control and organise;
- Developing strong bonds between adults and children;
- Being the best foundation for success in school.

The benefits of play are clear, and the educators at Tugulawa Early Education are dedicated to ensuring a safe, secure environment which encourages and supports children to learn through play. In 2017 Tugulawa Early Education published its own statement of Intent outlining the importance and place that children’s play holds.

**The Early Years Learning Framework (EYLF)**

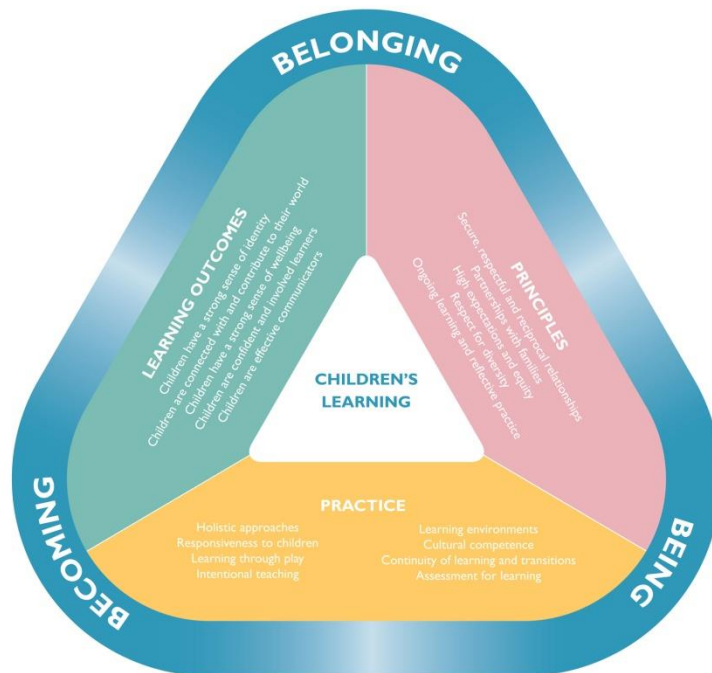
In 2010, the Council of Australian Governments developed Australia’s first national Early Years Learning Framework. This document has the aim of ensuring young children have rich and high quality programs in their early childhood settings. The Framework is a guide for educators to scaffold and support children in their care to learn and develop through play-based opportunities. The EYLF promotes working in partnership with families to develop learning programs which are responsive to children’s ideas, interests, strengths and abilities.

The Framework describes childhood as a time of belonging, being and becoming.

- Belonging is the basis for living a fulfilling life. Children feel they belong because of the relationships they have with their family, community, culture and place;
- Being is about living here and now. Childhood is a special time in life and children need time to just ‘be’ - time to play, try new things and have fun;
- Becoming is about the learning and development that young children experience. Children start to form their sense of identity from an early age, which shapes the type of adult they will become.

The Framework includes five learning outcomes which educators use as a basis for their curriculum development. These are:

- A strong sense of their identity;
- Connections with the world;
- A strong sense of wellbeing;
- Confidence and involvement in their learning;
- Effective communication skills.



The educators at Tugulawa Early Education use the Early Years Learning Framework to assist them with their programming and documenting.

## **Queensland Kindergarten Learning Guidelines (QKLG)**

The Queensland Kindergarten Learning Guideline (QKLG) has been developed to align with the Early Years Learning Framework. THE QKLG promote that children should experience learning that is engaging and builds success for life and is specifically designed for the Kindergarten year.

The QKLG is based on five learning and development areas. These include:

- Children have a strong sense of identity;
- Children are connected with and contribute to their world;
- Children have a strong sense of wellbeing;
- Children are confident and involved learners;
- Children are effective communicators.

Tugulawa Early Education implements a government approved Kindergarten program, for children due to start school the following year, The Kindergarten program is taught by a qualified Early Childhood Teacher. Our Early Childhood Teacher will use these guidelines as a basis for curriculum development and implementation.

## **Working in Partnership with Families**

### **Family Involvement and Participation**

Parents are important teachers and play the major role in their child's learning journey. It is when there is close co-operation and participation between parents and staff of the Centre, that the needs of your child will be fully and adequately met.

The staff are always willing to discuss any concern, ideas or suggestions that you may have regarding your child. We hope that you will take advantage of the many forms of information we provide to help you navigate young children and their education.

Parents are welcome in the Centre at all times and we encourage parent participation which may occur in a variety of ways. We appreciate that time is at a premium for all parents, but any support that you can give the centre, benefits your child.

This may take the form of:

- Serving on the Tugulawa Management Committee;
- Offering suggestions, participating in fund-raising, providing practical help and participating in centre events;
- Sharing your creative talents such as other languages, sewing, cooking, interesting hobbies or musical talents, handicrafts, gardening etc. with the children;
- Centre gardening and composting;
- Library Support;
- Excursion helpers;
- Assist in fundraising and social events;
- Participating in our Policy Review Committee;
- Bringing recyclables and loose parts from home like paper, collage materials and plastic bags;
- Participating in our annual parent survey.

### ***The Importance of Communication***

Communication between the Centre, the children and their families is extremely important to us, and is a crucial to the success of our centre community. Communication between Tugulawa Early Education and your family occurs in a variety of ways, with the Centre staff recognising and understanding the importance of keeping the lines of communication open and clear.

We encourage you to engage with our communication methods and use these as a way to support your child's feeling of belonging to Tugulawa, and bridge the gap between home and the centre.

### ***How we communicate Important Information to Centre Families***

#### **Digital Documentation Platform - Storypark**

Storypark provides a secure, private online space which allows us to communicate with our families. This platform houses both information about your child's learning and development, and centre communication. The online, real time nature of Storypark allows you to stay involved and engage in your child's learning journey at Tugulawa. We highly value collaborative partnerships with families and Storypark provides us with a wonderful platform to keep in touch.

Your enrolment pack will include much more information about Storypark, including set up information.

#### **Floor Books**

Our educators and teachers use a range of documentation methods to keep families up to date with events happening in our centre and to communicate children's learning. Educators use Floorbooks within the classroom and outdoor play space that document and make children's learning. The idea of Floorbooks is that they are to be done 'with and by the children' and not 'for them'. The information contained in these books show the progression of inquiry, learning and development and form a very valuable part of documenting learning at Tugulawa.

#### **Point-in-Time Assessments and Kindergarten Transition Reports**

At Tugulawa Early Education we feel that it is extremely important to keep our families informed of their children's progress throughout the year. One way in which we do this, is to ensure a cycle of planning and assessment is occurring by undertaking quarterly Point-in-time assessments. Educators and Teachers spend time gathering observations and evidence which they use to set goals and assess learning against existing goals.

This assessment allows you to see how your child is progressing against the learning outcomes of the Early Years Learning Framework, or, for Kindergarten children, the learning and development areas of the Queensland Kindergarten Learning Guidelines. It show cases your child's strengths and learning opportunities or goals for further extension. This process is tailored to each individual child and parent feedback and input is encouraged.

At the end of the year, our Early Childhood Teacher will complete a Transition Statement for each Kindergarten child. These are useful documents to provide to your child's Prep Teacher prior to your child beginning school. This document provides a snapshot of where your child is at, and will help your child's new teacher ease them into their new class.

#### **Food/Rest Time Information**

Tugulawa Early Education recognises the importance of a smooth transition between the Centre and home. For this reason, every room documents each child's food and rest information for the day.

For younger children, this also includes information about bottles and a separate chart for nappies/toileting information.

This information is kept in both the classroom and uploaded to Storypark each day for you to access.

#### **Notice Boards in the Foyer**

This is where we display important information that families need to know about how the Centre functions and operates. This information is required to be available for families to review, under the National Law and Regulations and the National Quality Framework.

We provide information on:

- The Weekly Menu;
- The Weekly Roster;
- Staff names and qualifications;
- Service Approval information;
- Approved Provider Information;
- Nominated supervisors Information
- Responsible Person in charge Information;
- Information about the Centre's WPHS Officer;
- Information about the Centre' Fire Warden;
- Information about the Centre's Educational Leader;
- The Centre's Fire and Evacuation Routes;
- Evacuation Procedure;
- Emergency Lockdown Procedure;
- Parent Complaint, Grievance and Feedback Procedure;
- Kitchen Rating;
- Anaphylaxis Information - about any children attending the Centre who are Anaphylactic;
- Information about whether we have been rated and assessed - National Quality Framework Prescribed Provisional rating;

### **Formal and Informal Discussions**

Educators will engage in regular informal discussions with you about your child's day and encourage you to share your thoughts, ideas and feedback. On top of the communication which occurs through our documentation process (classroom diaries, Storypark and Point-in-time assessments/transition statements).

Short verbal discussions upon drop off and collection of children are a great time to find out more about how your child's day has been however as our educators are working directly with other children at this time, our families are encouraged to arrange an appointment at a time suitable for both the Educator/Teacher and Parent/Guardian to discuss more formal/lengthy matters.

### **Parent Feedback and Input**

As a community Centre we encourage parents to work collaboratively with us and provide regular feedback or input into the Centre and the Educational Programs. We use this information to continuously improve our service delivery to ensure we provide optimum education and care. If you have any feedback or input you would like to make, please feel free to talk with the Nominated Supervisors/Co-Directors.

Each year the Centre emails out a Parent Survey to gather feedback and ideas for the overall Centre Operations. This gives us more precise information of the types of things you would like to see improved upon, included or changed.

Centre Management uses this information as a self-assessment tool to include identified improvements into the Centre Quality Improvement Plan and into our overall Organisational Strategy.

## **Inclusive Practice and Support**

### **A Place for Everyone**

Tugulawa Early Education are committed to ensuring that all adults and children are treated equitably and with respect, regardless of their background, ethnicity, culture, language, beliefs, gender, age, socio-economic status, level of ability, additional needs, family structure or lifestyle. We will always aim to promote inclusive practices and encourage participation of all children at the Centre.

We acknowledge Aboriginal and Torres Strait people as the traditional and ongoing custodians of the land. We aim to embed genuine and meaningful indigenous cultural aspects into daily life at our centre. We aim to provide opportunities for children of all ages to explore and develop their own cultural competence and to connect with Australia's first people.

For more information, please refer to our *Inclusion Policy*.

### ***Birthdays and Celebrations***

We recognise that celebrating birthdays and special occasions is important to children and we welcome families to bring a birthday cake or treat for your child to share with their peer group. A *Food Brought into the Centre Form* must be completed for any food item being brought in by families. This allows us to follow our documented processes in regard to supporting children with known allergens/intolerances. We encourage families of children with known allergens to provide an alternative treat for special occasions.

Our staff team can offer many suggestions as to the best options to be shared at celebrations. Please also remember that our Centre is 'nut free,' which includes tree nuts (almonds including recipes with almond meal, brazil nuts, cashews, hazelnuts, macadamias, walnuts and pine nuts), and ground nuts like peanuts.

For more information, please refer to the *Nutrition, Food, and Beverages and Dietary Requirements Policy*.

### ***Students and Volunteers***

Tugulawa Early Education encourages participation from local schools and Registered Training Organisations with direct supervised involvement of students in our programmed activities.

Volunteers are also occasionally present at the Centre and are closely supervised at all times.

For more information, please refer to the *Student and Volunteer Policy*.

### ***Children's Entertainment and Excursions***

The Centre organises approximately 4 visiting shows and experiences a year to visit and contribute to the Educational Program. This cost of these events is covered in your fees.

If the performance is being held on a day that your child/children do not attend the Centre, please feel free to bring them along and join your child/children to watch the performance. The dates and times of these events can be found on the Centre Calendar of Events and will also be communicated to parents via e-mail, storypark, and/or posters around the Centre.

Our children may, from time to time, go on excursions so that they can engage with the local community and expand on their learning experiences. All excursions are carefully planned and conducted in accordance with the Regulatory requirements including undertaking the necessary risk assessments and in accordance with all Tugulawa Early Education policies.

For more information, please refer to the *Excursion Policy* and the *Visitors Policy*

### ***Digital and Social Media***

All internet and DVD usage at the Centre is based on educational extension from an inspired, emerging, or interest based learning experience that has occurred in a classroom. Educators then access learning tools such as the internet or an educational DVD to support, underpin and extend on their Educational Programs and Curriculum to support the children's learning opportunity.

To support our curriculum, older children may engage in using software or computer based activities to enhance their learning. These experiences are closely monitored by our educators and time limits enforced to ensure a well-rounded curriculum.

Photographs/film are taken of children daily, to be used for a variety of purposes, such as documenting the events of your child's day, for use in the children's individual documentation, for special occasions, for record keeping, and to be used for advertising and displays within the Centre, on our website or social media page.

Tugulawa Early Education respects and upholds all parents/guardians wishes with regards to consent for the use of photographs and requires that signed permission be given as to whether your child is allowed to participate in photographs, videos, website updates, social media updates or newsletters. This permission is sought as part of our Enrolment Form, and will be respected.

For more information about our use of digital media, please refer to our *Digital and Social Media Usage Policy*.

## ***Delivery and Collection of Children***

Upon enrolment, parents are required to complete an Enrolment Form which provides written details of person's (18+) authorised and not authorised to collect your child. Responsible person authorised to collect children, other than parents or guardians, must show proof of identity before signing out and taking your child from Tugulawa Early Education.

The Centre will release a child to authorised persons only and will check photo identification or other official identification as part of the procedure.

For more information about delivery and collection of children, please refer to our *Delivery and Collection of Children Policy*

## ***Restricted Access (Court orders and parenting plans)***

There is a section on our Enrolment Form which requests information about any custody issues in relation to the child. It is very important that the Centre is kept informed of any changes to custody arrangements so that your child is only released to authorised adults.

The Centre is required to have a copy of any legal documentation (e.g. Court Access Order, Custody Arrangements, etc.) to ensure that the Centre only releases the child to the appropriate parent for collection.

If at any stage the Centre is unsure about the arrangements in place for a child, the Nominated supervisors/Co-Directors will ask the adult to wait until the parent authorised to collect the child is contacted.

If your situation changes, please let us know immediately in writing.

For more information on the delivery and collection of children, please refer to the *Delivery and Collection of Children Policy*.

## ***Babysitting***

Tugulawa Early Education requests that parents do not ask our staff to babysit. Our staff work up to 40 hours a week with children and need their time off. The Centre asks that you respect our staff as Professional Educators and private babysitting blurs this line. Some staff have reported feeling "under pressure" to babysit at times and this is not conducive to a healthy, professional relationship. We thank you for your cooperation in this matter.

## ***Parent Grievance, Complaint and Feedback Process***

The partnership between families and educators is crucial to ensure the high quality care and education of children. Communication between all parties helps to strengthen these partnerships. All parent grievances or concerns will be taken seriously, and every effort will be made to resolve any concerns in a timely manner.

If you have a concern, please discuss this with your child's lead educator, or alternatively the Centre's Nominated Supervisors/Co-Directors if you need further support or resolution.

For more formal concerns, please address these in writing to the Centre Nominated supervisors/Co-Directors so that they have an opportunity to thoroughly investigate and resolve.

- Karen Broomfield Nominated supervisors/Co-Director - [karenbroomfield@tugulawa.com.au](mailto:karenbroomfield@tugulawa.com.au)
- Lauren Alexander Nominated supervisors/Co-Director - [laurenalexander@tugulawa.com.au](mailto:laurenalexander@tugulawa.com.au)

All complaints will be kept confidential and treated in a respectful and professional manner. In return, we ask that parents afford the Centre the same opportunity and respect by maintaining confidentiality about the matter whilst we thoroughly investigate and resolve.

For further information, please refer to our *Parent Complaints, Grievances and Feedback Policy*.

For further enquiries the licensing body for the Centre is the Department of Education, Training and Employment; Early Childhood, Education and Care.

The contact details are as follows: Department of Education - Early Childhood, Education and Care - Metro South/Mt Gravatt, Level 2, Block A, 643 Kessels Road, Upper Mt Gravatt Qld 4122  
Phone: (07) 3028 8063 Web site: [www.deta.qld.gov.au/earlychildhood](http://www.deta.qld.gov.au/earlychildhood)

*Tugulawa Early Education  
Family Handbook*

*Developed: 2007. Recreated Nov 2014, Updated March 15, October 15, October 16, October 17, September 18, Jul 19, Dec 19, Jun 20, Oct 20,*



In order to support our aim to continuously exceed the National Quality Standard (NQS), Tugulawa Early Education has developed; in conjunction with educators and families, a broad range of policies and procedures. These policies address an extensive range of topics and provide educators and families with the information and support to ensure that our children receive the highest quality education and care.

These policies have been created based on best practice requirements listed under the National Law and Regulations 2011, the standards required under the National Quality Framework, as well as information sourced from recognised authorities (including government departments and health officials) and in conjunction with input and feedback from staff members and families.

A copy of our policies and procedures manual can be found in the foyer and we encourage you to speak to one of our Co-Directors or Educators should you wish to receive more information regarding our Centre policies and procedures.

Parents will be advised when our Centre policies and procedures are reviewed. This process is undertaken on a regular basis by the Co-Directors in consultation with all employee's families and community stakeholders. We give our families a 14 day notice period of any changes made to policies and procedures via our notice board or Storypark. All policy and procedural changes have been ratified by the Co-Directors, in conjunction with best practice recommendations and parent/staff feedback collated as part of the review.

Below you will find a list of commonly asked about policies and procedures and Tugulawa Early Education's position on these. For more information, please speak to one of the Nominated Supervisors/Co-Directors.

### **Illness, Infectious Diseases and Unwell Children**

Tugulawa Early Education is committed to minimising the risk of infectious diseases within the Centre.

As a provider of group care for multiple young children, children who are unwell, infectious or contagious, are not permitted under our policy to attend the Centre until they are given the all clear or they are fit and healthy (with no related symptoms).

If you send your child to the Centre and they show signs of being unwell and/or we reasonably suspect they may be presenting with symptoms that are consistent with an infectious illness, we will contact you and request the child is taken home or collected.

We understand that parents have work, study and family commitments, however, prompt collection by yourself or an authorised person must be assured, to help minimise the risk of impacting others in the Centre.

For more information regarding this, please refer to our *Infectious Diseases Policy*.

### **Immunisation**

The Tugulawa Management Committee (TMC) support the Queensland Government's commitment to immunisation as a key health priority, and recognise the vulnerability of the very young children who are in our care. Therefore, we are unable to accept the attendance of children whose immunisation status is considered not up to date, or, whose immunisation status is unknown or where proof is not provided.

Tugulawa Early Education requires parents to provide an updated immunisation history statement, obtained from the Australian Childhood Immunisation Register (ACIR) after the child passes the 2, 4, 6, 12, 18 months and 4 years vaccination milestones.

Families will have 4 weeks to provide approved documents supporting a child's immunisation status after a request is made by Tugulawa. Requests will be made in writing and will ensure that families are aware of the consequences for the child's continuing enrolment and attendance, should the family fail to provide this, or if the child's immunisation status is not up to date.

If the family does not provide an immunisation history statement by the requested time, Tugulawa Early Education may:

- cancel enrolment of children whose immunisation status is not up to date (providing a two week notice period of cancellation of enrolment), or
- refuse attendance of children until proof of up to date immunisation status is provided (families will be liable for payment of fees during this time).

This does not apply to children who:

- have a medical contraindication to some or all scheduled vaccines, and/or
- are on a recognised vaccination catch-up schedule

Please refer to our *Immunisation Policy* for further details regarding the immunisation of children at Tugulawa.

### **Hygiene Practices**

It is imperative that strict hygiene practices are adhered to at all times within the Centre environment. This is to ensure a safe and healthy place for our children, our educators and our centre families.

Our Educators will teach and support the children to have age appropriate hygiene standards and this will work to prevent and reduce the spread of infectious diseases through thorough cleaning and disinfecting procedures.

Our stringent hygiene practices are outlined in the *Infectious Diseases Policy* and the *Cleaning and Disinfecting Policy*.

### **Child-related Accidents, Incidents, Injuries or Trauma**

Whilst all precautions are taken to minimise the risk of accidents and injuries occurring, unfortunately this is unavoidable.

Tugulawa Early Education employees are extremely committed to the safety of the children and ensure that supervision, providing a safe child environment and risk assessment and management are always central to all planning and decision making.

In order to support our commitment to safety and to minimise the occurrence and severity of child-related accidents and injuries, Tugulawa Early Education have created policies and implemented procedures which guide the decision making of employees and families.

The main policies surrounding minimising the occurrence and severity of child-related accidents and injuries are:

- Incident, Injury, Trauma & Illness Policy;
- Maintenance of Toys, Equipment and Building Facilities Policy;
- Risk Management and Assessment Policy;
- Providing a Safe Child Environment Policy;
- Supervision Policy;
- Clothing and Footwear Policy;
- Administration of First Aid Policy;
- Water Safety Policy;
- Sun Protection Policy;
- Emergency Management Policy.

If your child is injured whilst at Tugulawa Early Education, Educators will attend to the medical needs of the child first. If the injury or accident is minor, we will complete an *Incident, Injury, Trauma and Illness Record* and advise parents of the injury, upon collection of their child. As a courtesy, parents may be advised by telephone of an injury prior to collection.

If an injury occurs which is deemed a serious incident, accident or injury, parents will be contacted immediately and then the accident will be reported to the Department of Education and Training within 24 hours of the accident or injury occurring as per our regulatory requirements.

We will call an ambulance in an emergency situation and then advise the family immediately about what has occurred. A child will never be placed in an ambulance without an Educator or parent present with them.

For more information regarding this, please refer to our *Incident, Injury, Trauma and Illness Management Policy*

### **Administration of Medication**

Should your child require medication prescribed e.g. antibiotics, creams, lotions, eye drops, or non-prescribed medications such as herbal or naturopathic remedies, parents are required to complete a *Medication Form* and directly hand to your child's Educator.

Medication provided must comply with following guidelines:

- Medication must be in its original packaging and will only be administered from the original container;
- Medication has its original label that is clearly readable;
- Child's name must be clearly on the pharmacists' label for prescribed medications and for non-prescribed medications, either a pharmacist label or manufacturers label;
- Any instructions attached to the medication or related to the use of the medication must be provided;
- Any written instructions provided by the child's registered medical practitioner must be provided;
- Any person delivering a child to the Centre must give the Medication, along with the completed *Medication Form*, directly to an Educator for appropriate storage upon arrival;
- Medication must not be left in the child's bag or locker.

Tugulawa Early Education cannot give children medication unless it meets the guidelines above.

#### Administration of Paracetamol.

To safeguard against the overuse of paracetamol and minimise the risk of masking the underlying symptoms that lead to high temperatures (fevers) and contagious illness, Tugulawa Early Education has a firm policy regarding the administration of paracetamol.

Should a child develop a temperature of 38 degrees or more whilst at Tugulawa, family will be contacted to collect the child and 1 dose of Paracetamol can be administered to help reduce the fever/temperature. Paracetamol only treats the temperature/fever, it does not treat the illness.

Very rarely, and at the discretion of the Nominated Supervisors/Co-Directors and in consultation with families, educators may administer 1 dose of paracetamol as authorised in writing by the parent/guardian on the Administration of Medication Form. The parent/guardian must state the reason for administering this type of medication on the form. In most situations, the authorisation of paracetamol will only occur in the event that the child requires pain relief at the request of the child's doctor or a medical professional and will never be approved to treat symptoms of a contagious illness.

*Medication Forms* can be found on the front counter at the office and in the communal area out in the outdoor playground where the drink bottles and shoes are kept.

Should you require assistance or have any queries with this procedure, please discuss with one of our Co-Directors or Educators.

For more information regarding this, please refer to our *Administration of Medication Policy*.

#### **Nutrition, Food, Beverages and Dietary Requirements**

At Tugulawa Early Education we will ensure that children are provided with nutritious food that is adequate in quantity and that each child's individual dietary requirements, growth and development needs and any specific cultural, religious or health requirements are considered.

All information regarding special dietary requirements must be noted on the enrolment form and kept up to date. All requests for changes to this will need to be put in writing to allow us to ensure clarity around these requirements.

Our Centre Menu is on display in every classroom, in the office foyer and on Storypark. This way you can see what your child will be enjoying at the Centre during mealtimes and make sure not to double up at dinner time!

For more information regarding this, please refer to the *Nutrition, Food, Beverages and Dietary Requirements Policy*.

#### **Infant Feeding**

Both expressed breast milk and formula are welcome options for feeding young babies at our Centre and is the choice of the parent. We have extensive procedures around the storage and handling of breast milk and formula.

Mothers are always welcome and supported to breastfeed at Tugulawa Early Education.

If you are providing the Centre with these products, please liaise with your child's Educators.

For more information regarding this, please refer to the *Nutrition, Food, Beverages and Dietary Requirements Policy*.

## **Sun Safety**

Tugulawa is committed to promoting sun protection strategies for children, families, staff and visitors to minimise the harmful effects of over exposure to UV radiation and ensuring that curriculum planning and intentional teaching will promote an awareness of sun protection and sun safe strategies as part of the everyday routine.

In order to assist Tugulawa with our sun safe practices we ask that parents/guardians provide a named, wide brimmed hat for their child's use at the Centre, dress your child in appropriate clothes (avoiding clothing which exposes the shoulders), and apply sunscreen to your child prior to dropping them off at Tugulawa in the morning. If you forget, we have several sunscreen stations around the Centre for you to access sunscreen to apply to your child. For Hygiene purposes we do not supply spare hats.

Our Educators will ensure that sunscreen is re-applied to children (after receiving approval from parents to do so upon enrolment) prior to going outside again during the course of the day.

We will also ensure that children who do not have hats are engaged in activities that are provided in shaded areas of the playground. During the hot, summer months our Educators will minimise the time spent outdoors during peak UV periods.

For more information about our sun safe commitment, please refer to the *Sun Protection Policy*.

## **Clothing and Footwear**

Please dress your child in suitable play clothes that wash easily.

When choosing clothes for your child to wear, please consider the following:

- Your child is growing in independence and therefore it is ideal for them to wear clothing that they can take off and put back on by themselves;
- Your child will be engaged in messy play at times and using materials such as paint, glue, sand, water and other 'messy play' products;
- Your child will be active in their play and will spend time running, climbing, jumping and swinging;
- Your child will spend time both in and outdoors throughout the day;
- Please label all of your children's clothing and footwear.

For more information, please refer to the *Clothing and Footwear Policy*.

## **Smoke Free Environment**

Tugulawa Early Education promotes a professional and ethical responsibility to minimise the risk of children inhaling any residual smoke. Smoking is not permitted on or within 5 metres of the premises.

To minimise the risk of children inhaling residual smoke, Tugulawa Early Education employees are required to wear another shirt over the uniform whilst smoking outside the workplace. Before returning to the workplace and before working with the children, they are also required to wash their hands.

For more information, please refer to the *Smoke Free Environment Policy*.

## **Emergency Management (Emergency Evacuations, Lockdown Procedures, Drills)**

Emergency management is the discipline of preventing and dealing with risks. It involves preparing for emergencies before they occur, responding to emergencies, as well as supporting and rebuilding after the emergency has occurred.

Tugulawa has a detailed policy which outlines information relating to all types of emergencies. The Nominated supervisors/Co-Directors and staff are aware of these procedures and equipped to handle situations should the need arise.

We undertake quarterly fire evacuation drills and complete the required documentation in order to be prepared for an emergency evacuation. This documentation is checked on inspection by the Queensland Fire and Emergency Service.

Our classrooms have Emergency Evacuation Plans on display which detail the location of all emergency exits. Parents are asked to familiarise themselves with these plans, to ensure that everyone is aware where to exit the building during an emergency evacuation or drill.

As part of our fire safety measures, the Centre must have accurate records of all children currently in attendance at the Centre. This is why it is so important to ensure that you sign in and sign out using the electronic kiosks in our foyer upon drop off and collection of your child.

In the event of technical issues, hard copy sign in/sign out sheets will replace the electronic kiosks.

For more information, please refer *Emergency Management and Evacuation Policy*

### **Our Positive Behaviour Guidance Approach**

Positive behaviour guidance is about helping young children to learn and understand how to regulate their behaviour and how their actions can impact others in their learning environment.

Children face many challenges throughout their lives. Learning acceptable behaviours and being able to self-regulate their own behaviours in different social and emotional environments, or when interacting with their peers or adults, form the basis of guiding positive behaviour outcomes.

Our positive behaviour guidance approach is designed to ensure the best possible outcomes for children through positive behaviour guidance practices. Positive behaviour guidance informs and influences the direction of staff interactions with children, and ensures that children are treated with compassion, dignity, respect and kindness, and in turn that children exhibit and convey compassion and kindness to others.

Our policies and procedures describe how staff at Tugulawa Early Education will guide children's behaviour in a consistent and positive way, incorporates family input and gives consideration to such factors as the child's age, their individual needs and the learning environment.

We encourage parents/guardians and staff to work collaboratively and your involvement and input is strongly encouraged. The Centre respects every individual family's cultural opinions on behaviour guidance, and staff members are aware of these and work with you in an appropriate manner to encourage consistency between home and the Centre.

For more information, please refer to the *Positive Behaviour Guidance Support Policy*.

### **Rest, Relaxation and Safe Sleep Practices**

Tugulawa Early Education takes seriously our commitment to children's needs for sleep, rest and comfort, and ensure that these needs are well supported and catered for.

We follow current health and safety advice from authorities around safe sleeping, rest and relaxation and have developed our policy and procedures using the guidelines set out by Red Nose (formerly SIDS & Kids). Advice to Early Childhood Education and Care services from ACECQA, states that services should not endorse practices requested by families if they differ with Red Nose recommendations, and, should exceptional circumstances be present, it is expected that written support of the baby's medical practitioner would be sought.

Please be aware of the following items taken from our *Rest, Relaxation and Safe Sleep Practices Policy*.

- Babies and toddlers are never placed in cots or on beds with bottles.
- Cots are made up to comply with Red Nose Safe Sleeping Guidelines. This includes having no loose bedding available to the child. Bedding must be tucked in and secure. Bed linens will be firmly tucked under the mattress to reduce the risk of a child covering their face. No doonas, duvets, pillows or cot bumpers will be placed in cots.
- Babies are placed on their back to sleep when first being settled (unless a medical practitioner has authorised an alternative resting practice due to a medical condition).
- Soft surfaces (such as doonas, pillows, soft toys, cot bumper and lambs wools) are never to be present in the cot with an unattended baby;
- Dummies are not to be replaced if they fall out of a baby's mouth during sleep. Dummies are never to be attached to the baby (such as through dummy chains or ribbons).

For more information, please refer to the *Rest, Relaxation and Safe Sleep Practices Policy*.

### **Child Protection**

All Educators and staff at our Centre take seriously their responsibility to protect children from any type of abuse, and are aware of their roles and responsibilities regarding child protection. While we understand there are legislative obligations we must follow, we believe it is also our responsibility as educators to ensure the safety and wellbeing of all children, and to provide the children at our Centre with the opportunity to develop to their full potential free from any form of harm and abuse.

The Child Protection Policy outlines Tugulawa Early Education's commitment to the protection of young children. It defines the responsibilities and obligations of the Centre staff in protecting the safety and wellbeing of the young children in our care. It also enables staff to identify the indicators of a child who may be in need of protection.

Tugulawa Early Education is committed to providing an environment that fosters health, development, spirituality, self-respect and dignity, that is free from violence and exploitation. Under the *Child Protection Act 1999*, children and young people have a right to be protected from harm or the risk of harm.

All educators and volunteers at Tugulawa Early Education have both mandatory reporting requirements and a duty of care to report if they have reasonable grounds to suspect a child is at risk of experiencing harm and have current concerns about the safety, welfare or wellbeing of a child.

Tugulawa Early Education uses an external training organisation to provide all Educators with annual Child Protection Training.

For more information, please refer to the *Child Protection Policy*

### **Workplace Health and Safety**

Tugulawa Early Education is committed to providing a safe and secure environment at all times. Our *Workplace, Health and Safety Policy* is dedicated to achieving these aims and documents our procedure for ensuring a safe environment.

Tugulawa Early Education ensures that:

- All people who attend the premises of the Centre, including employees, children, parents/guardians, students, volunteers, contractors and visitors, are provided with a safe and healthy environment;
- All reasonable steps are taken by the Approved Provider (TMC President), Nominated supervisors/Co-Directors as the employer of staff, to ensure the health, safety and wellbeing of employees at the Centre.

We are committed to complying with the *Work Health and Safety Act 2011*, *Work Health and Safety Regulation 2011* and relevant *Codes of Practice* and other requirements to eliminate work-related injury and illness.

In order to achieve this commitment, Tugulawa Early Education has established a clear and concise approach to ensure hazards are identified and risks assessed and controlled. This system aims to ensure continued improvement of overall management of health and safety at Tugulawa Early Education.

We also have a team member who is the nominated Workplace Health and Safety Officer who works with the Nominated supervisors/Co-Directors to monitor and control all WPHS matters at the Centre.

For more information, please refer to the *Workplace Health and Safety Policy*

### **Acceptance and Refusal of Authorisation**

Tugulawa Early Education will ensure that we only act in accordance with correct authorisation as described in the *Education and Care Services National Regulations, 2011*.

Our Centre requires authorisation for actions such as administration of medications, collection of children, excursions and providing access to personal records. The *Acceptance and Refusal of Authorisation Policy* outlines what constitutes a correct authorisation and what does not and may therefore result in a refusal.

This policy outlines procedures to be followed when:

- Obtaining written authorisation from a parent/guardian or person authorised and named in the enrolment form;

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- Refusing written authorisation from a parent/guardian or person authorised and named in the enrolment record.

Please ensure that you complete the section of the Enrolment Form regarding Authorised Persons as only those documented on the form will be able to collect your child from the centre, and be used as an emergency contact. Photo ID must be presented should an authorised person be collecting your child. We are unable to allow a child to leave the premises with anyone who does not show photo ID or is not on the Authorised Persons list.

We request that you advise us should someone unfamiliar to us be picking up or dropping off your child. This allows us to support your child, as well as get to know your new authorised person and to support them as they negotiate the pick up/drop off routine.

For more information, please refer to the *Acceptance and Refusal of Authorisation Policy*

### **Managing Medical Conditions**

Tugulawa Early Education is an inclusive community that aims to support and provide a safe environment for all children in our care. Our Centre is committed to a planned approach to the management of medical conditions to ensure the safety and well-being of everyone.

We ensure our educators and staff are equipped with the knowledge and skills to manage situations and to ensure all members of our learning community receive the highest level of care ensuring their needs are considered at all times.

This policy will provide guidelines for Tugulawa Early Education to ensure that:

- Clear procedures exist to support the health, wellbeing and inclusion of all children enrolled at the Centre;
- Practices support the enrolment of children and families with specific health care requirements.

The *Managing Medical Conditions Policy* was developed for managing medical conditions that includes the below practices to be followed:

- The management of medical conditions;
- When parents are required to provide a medical management plan if an enrolled child has a specific health need, allergy or relevant medical condition.

Staff members and volunteers must be informed about the practices to be followed if a child enrolled at the Centre has a specific health care need, allergy or other relevant medical condition.

For more information, please refer to the *Managing Medical Conditions Policy*

### **Determining Responsible Person**

The *Determining Responsible Person Policy* details that a responsible person must be physically present at the Centre at all times and the details of the responsible person at any time must be clearly displayed for educators, staff and families.

A responsible person is defined in the Education and Care Services National Law Act 2013 as a:

- Nominated supervisors of the Centre;
- Person who has been placed in day to day charge of the Centre.

The process for determining the responsible person will be clear to all educators and staff and followed at all times. Details of the person responsible are documented and displayed, for all users of the Centre, on the Centre Information Noticeboard.

For more information, please refer to the *Determining Responsible Person Policy*

### **Governance and Management**

The *Governance and Management of the Service Policy* has been established to ensure that Tugulawa Early Education understands the legal responsibilities associated with operating a child care service and maintains appropriate governance arrangements that reflect the legal status and authority to hold a provider and service approval.

Tugulawa Early Education recognises the importance of having a framework of rules, relationships, systems and processes within, and by which authority is exercised and controlled within the Centre, by the Approved Provider, Management Committee (MC) and Centre Management (Co-Directors/Nominated supervisors).

To ensure our service has good governance we will ensure:

- To conduct our affairs legally, ethically and with integrity always;
- To identify centre risks and legal obligations and manage these through Centre Policies, Procedures and Processes;
- To ensure that systems are in place within the centre for fair and transparent governance.

The Centre has many more policies and procedures that govern our Centre with relation to standards, compliance and best practice approaches.

For more information, please refer to the *Governance and Management of the Service Policy*

## **Fee Payments, Child Care Subsidy and Priority of Access Guidelines**

### **General Information**

At Tugulawa Early Education we aim to provide a high quality early education and care for children and need to ensure we are financially viable at all times. Prompt payment of fees allows us to plan with certainty.

We have a commitment to ensuring our fees are affordable and comparable to the marketplace within our community and that our families have access to information about any government subsidies that are available to help offset the fees charged. We will advocate with government stakeholders, for all children's rights to access early education and care regardless of their family's financial situation.

Our *Fee Payment Policy* is an outline of the payment of fees and charges implemented at Tugulawa Early Education along with the procedure for Child Care Subsidy (CCS) to offset fee reductions.

Tugulawa Early Education will ensure that we only act in accordance with correct authorisation as described in the *Education and Care Services National Regulations, 2011*.

For more information, please refer to the *Fee Payment Policy*.

### **Fees Charged**

As a Not for Profit organisation, we are required to cover the day to day operating costs of the Child Care Centre and the long term maintenance and upgrade of the building facilities. These costs are covered through the collection of fees and through parental involvement in fundraising and centre events.

The TMC reviews fees on an annual basis, taking into consideration the Centre's profitability, operational expenses, CPI figures, and industry wide changes that affect it e.g. staff award changes.

The Management Committee reserves the right to make additional fee increases in the event of unusual events such as an increase to staff's award rates.

At the end of every calendar year, all fees are required to be brought to a zero balance and any credit balance will be carried over into the New Year. Families not fully paid up will not be guaranteed a place at the Centre in the New Year.

### **Enrolment Fee**

Upon enrolment, a \$60 enrolment fee is charged per child beginning at the centre. This payment is due within 7 days of a place being accepted.

### **Bond (Security Deposit)**

Upon enrolment a bond/security deposit is payable, securing your child's booking at the centre. The bond/security deposit is calculated as 2 weeks full fees per child.

Upon notification of your child leaving the centre, your bond/security will be debited to your fee account which will offset your outstanding fees.



## **Payment of Fees**

Tugulawa prepares invoice/statements for each family on a fortnightly basis. All accounts must be paid in full by the Friday prior to the coming week. Fees are charged two weeks in advance in line with the Child Care Subsidy cycle.

Fees are paid by direct debit via Childcare Easypay. There is no cost to families to use this service where families nominate a bank account. Fees do apply for credit card payments. The administration staff will supply you with the necessary paperwork for Childcare Easypay. Fees will be debited fortnightly, on dates specified by Tugulawa Early Education.

Should they be required, our bank account details are as follows:

- Account Name - Tugulawa Early Education Incorporated
- BSB Number - 064 103
- Account Number - 10060473

For all fee payment and account enquires please see Linda Wilson our Administrator [info@tugulawa.com.au](mailto:info@tugulawa.com.au)

## **Late Fees – For late pick up**

A late fee of \$15 per quarter hour will be imposed for any child not collected by 5.45pm. This fee has to be charged to cover the associated costs of staff working overtime and outside their normal "contracted" hours.

If you are running late, please call us at the centre before 5.30pm so we can make staffing arrangements and reassure your child. This charge will be added to your account and will show on your invoice/statements next billing cycle.

## **Absences from the Centre**

Because your child occupies a permanent booking at the Centre, fees are payable for all booked days including absences, whatever the reason. This ensures that a place is always reserved for your child and that fees overall can be kept to a minimum.

Each child is entitled to 42 days of Approved Absences per financial year (includes Public Holidays) where the Child Care Subsidy is still applied. To receive Child Care Subsidy during Approved Absences, Department guidelines require that all absences are signed by the parent on the attendance sheet. Once 42 Approved Absences have been used in a financial year, any other absences are not entitled to receive the Child Care Subsidy and full fees will be incurred.

Each child is also entitled to an unlimited number of Acceptable Absences where the Child Care Subsidy is still applied. A child is entitled to an Acceptable Absence when a medical certificate is provided for absence due to illness or absence due to parents participating in shift work.

For further information regarding the application of the Child Care Subsidy to an absence, please see Linda our Administrator in the office.

## **Holidays**

If you go on holidays, full fees will still be charged. For holidays that are planned in advance the centre appreciates and encourages notice of absence for staffing and catering purposes.

## **Public Holidays**

The Centre closes on public holidays. Permanently booked days that fall on gazetted public holidays are charged at the full rate and full childcare assistance (CCS) is applicable.

Please remember all of our staff are permanent employees and like most of our parents, have to be paid for Public Holidays.

## **Christmas Closure**

The Centre closes for approximately three weeks over Christmas and New Year. This period usually commences during the week before Christmas and the Centre re-opens again during the second to third week of January.

Parents are notified early in the year of the exact dates so families can plan ahead. No fees are charged for this period.

### ***Make-Up Days***

Tugulawa does not offer makeup days should your child's normally booked day fall on a public holiday.

### ***Alteration to your Child's Current Booking***

Should you need to make a change to your child's current booking please do so in writing to the Co-Directors. All families must give two weeks' notice of this change to a booking so our administration staff can arrange for this vacancy to be filled.

### ***Requesting an Additional Day***

If you require an extra (permanent) day and one is not available, we will place your child's name on our internal waitlist. This will go by sequential order and be dated the day you requested the day.

### ***Cessation of Care (Leaving the Centre)***

In the event of a family needing to terminate their care at the Centre, the family is required to give two weeks' notice in writing or the family will forfeit their bond (paid on enrolment) in lieu of the two weeks stated notice.

All outstanding fees must be paid before the child's final day of attendance at the Centre

### ***Changes of Details***

Any changes of address, telephone numbers (home or work), emergency contacts, persons authorised to collect your child and immunisation details must be notified to the office as a matter of urgency. This is to ensure that we can contact you promptly in the event of an accident, illness or any other situation affecting your child's attendance at our Centre.

It is the parent's responsibility to ensure that Tugulawa is notified of any change in your family's circumstances and the onset of any long-term illness in your child.

### ***Re-Enrolment Process***

Towards the end of each year, re-enrolment packs will be issued to each family which will outline the fees for the upcoming year, the re-enrolment process and any other relevant details. The re-enrolment form included in the pack must be returned for each child and details whether or not you wish them to continue their enrolment in the upcoming year. These forms allow families to request their ideal days and the Nominated supervisors/Co-Directors will make every effort to meet your family's wishes. Unfortunately, due to the Centre being at maximum capacity, this is not always achievable.

Tugulawa Early Education has set a Priority of Access procedure to support a fair and equitable process for positions being offered when there is a number of families who are on the waitlist for a limited number of vacant places. The procedure has been developed based on the Australian Governments recommendations and the guidelines developed by the Tugulawa Management Committee.

Once the Nominated supervisors/Co-Directors have allocated all of the places for the New Year, you will be formally advised in writing of the days your child/ren will attend, what group they are in and which educators will teach the group.

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

Throughout the year, or upon re-enrolment for the following year, families may wish to change or increase their booking pattern. To ensure that this is done in a fair and equitable way, the following procedure has been developed based on the Australian Governments recommendations and guidelines developed by the Tugulawa Management Committee.

Where current families are applying for a limited number of vacancies, they will be offered a position in the following order:

**First Priority:** Child/ren who are at risk of serious abuse or neglect.

**Second Priority:** Working Families: Child/ren of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

**Third Priority:** Any other child

Within these categories, priority will be given to families who meet the following subcategories (in no particular order):

- Children and Families who identify as Aboriginal or Torres Strait Islander;

*Tugulawa Early Education  
Family Handbook*

*Developed: 2007. Recreated Nov 2014, Updated March 15, October 15, October 16, October 17, September 18, Jul 19, Dec 19, Jun 20, Oct 20,*

- Children whose family includes a disabled person;
- Culturally and Linguistically Diverse (CALD) Children and Families;
- Children of Staff Members. This priority will be used for places on the staff members working days only.

Where families fall into the exact same category, and cannot be separated by following the above process, the position will be given to the family who joined the waitlist first.

Once the guidelines above have been followed, siblings of children currently attending Tugulawa will be prioritized for positions prior to offering places to external families on the waitlist.

In extenuating circumstances, Tugulawa Early Education reserves the right to terminate or modify the enrolment of a child who falls into the Third Priority in order to offer a position to a child from the First or Second Priority. In this instance, a minimum of 14 days' notice would be provided.

The Co-Directors will make every possible attempt to ensure all families are happy with the days allocated and that each and every family is treated in a fair and equitable way.

### **Child Care Fee Assistance**

The Australian Government may provide financial assistance towards the cost of your child care fees. This is called Child Care Subsidy (CCS). More information about this can be found by going to <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>.

Please contact the Australian Government: Department of Human Services (136 150), for more information about this service.

If you are accessing these services, please ensure that you have fully completed the enrolment form, including:

- Your Customer Reference Number (CRN), issued to you by the Department of Human Services;
- Your Child's Customer Reference Number (CRN), issued to you by the Department of Human Services;
- Your date of birth (as the CRN holder);
- Your child's date of birth.

### **Final Thoughts**

We are excited you have chosen our special community to be part of your child's early learning journey. We are committed to truly becoming the 'place of the heart' and hope to be able to support your child and your family as you navigate your child's early years.

If you have any queries, please speak to the Co-Directors who will be able to answer any questions you may have. Tugulawa Early Education is committed to continuous improvement and welcomes your feedback and encourages families to raise any queries or concerns.

We look forward to getting to know your child and your family.

