

KINDY ZONE

MANOORA FAMILY HANDBOOK



INTRODUCTION

Welcome and thank you for choosing to enrol your child at Kindy Zone Early Learning Centre. At Kindy Zone we pride ourselves on offering quality early childhood education and care, for your greatest asset “your child”. We take pride in all the facilities we have built and aim to provide the highest quality care in a modern, safe, nurturing and stimulating environment.

This handbook provides specific information relating to our childcare services and has been designed as a handy reference for you throughout your children’s journey at Kindy Zone.

We look forward to welcoming your family to ours!



ACKNOWLEDGEMENT OF OUR COUNTRY

We acknowledge the Traditional Owners of the country throughout Australia and recognise their continuing connection to the land, water and culture. We pay our respects to their Elders past, present and emerging.



KINDY ZONE PHILOSOPHY

- We strive towards providing children, families and the community with an atmosphere that is warm, welcoming, nurturing and fun. A safe and supportive environment for children to be themselves and to develop to their full potential and a culture of life long learning.
- We believe in establishing secure, respectful, nurturing and caring reciprocal relationships with each child and to develop ongoing curriculum and learning experiences relevant to each child's individual needs and interests.
- We are committed to the safety and well being of all children and in particular those in our immediate care. Our Educators, Volunteers and Students will treat all children with dignity and respect, taking care to value all children's rights under the guidelines provided in the United Nations Convention on the Rights of Children.
- We acknowledge and value diversity, equity and inclusion. Respecting and including the many differing social and cultural backgrounds of each child and their families that they bring from the home environment. Including a greater understanding of Aboriginal and Torres Strait Islander ways of knowing and being.
- We acknowledge the importance of children, parents and educators as partners in a learning community that promotes the wellbeing, education and development of all children.



PHILOSOPHY CONTINUED

- We promote learning through play as an essential element of the learning experience through which children view, interpret and organise their environment.
- We strive to support children in the ways they connect with the natural environment to promote awareness of environmental and sustainable practices.
- We will encourage children to develop dispositions for learning such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and independence. These dispositions attribute to every child's long term goal of Belonging, Being and Becoming.
- We value and respect our Educators for their individual strengths and abilities that they bring to Kindy Zone.
- We also support and commit to their ongoing professional development, and opportunities to liaise with other early childhood professionals, allowing educators to continue to create the best environment for children to grow and develop.

Kindy Zone is 100% locally owned & operated!

KINDY ZONE



OPENING HOURS

6:00 AM - 6:00 PM Monday to Friday, all year.
We are only closed on public holidays.

CENTRE BUS SERVICE

The Bus Service for families of Kindy Zone is available upon request to families without any transportation. This service can be arranged by contacting your Centre Director.

KINDY ZONE SWIM SCHOOL

Kindy Zone's Swim School is an Austswim Gold Recognised Swim Centre and is offered to all Kindy Zone families for an additional fee with children above 36 months of age upon enrolment.

At our Kindy Zone Swim School, we love teaching children to swim and be safer in and around the water and have been doing so since 2013.

At Kindy Zone we have created a swim program that caters to our children and their safety around water. Our swimming levels work progressively through the foundational skills of swimming and allow for advancement into stroke development and competitive strokes, as well as starts, turns, finishes and more advanced survival strategies. Our four Swimming levels and focus are:-

- Mudskippers - Children at this level may be beginners or just need a little correction before getting moving through the water.
- Tricky Snappers - Children at this level have been able to consistently demonstrate the skills in Mudskippers.
- Barramundi - Children at this level are confident swimming more than 5m independently and are able to take their own breath and continue to swim.
- Trevallyn - Children at this level are comfortable swimming multiple laps unassisted. The main focus is stroke development and competitive strokes as well as starts, turns and finishes.

Kindy Zone Swim School holds a quarterly "Water Safety Week". During this week the focus is on safety in and around the water. Safe entries and exits, recovery of body position, what to do in a water emergency and survival strategies are explicitly taught and discussed at appropriate levels in the regular classes.



INCLUSIONS

Kindy Zone Early Learning provides all the daily essentials for your children at no extra cost, there include:-

1. Fruit and snacks for morning, afternoon and late afternoon tea
2. Nappies, tissues and baby wipes
3. Sunscreen
4. Special events
5. Kindy T-Shirt (Kindy Age Children)

WHAT TO BRING?

The following items should be packed inside your child's bag:

1. Back pack.
2. Water Bottle- Clearly labelled with your child's name.
3. Spare Clothes- Clearly labelled with your child's name.
4. A fitted Cot Sheet in a sheet bag.
5. Hat- Clearly labelled with you child's name.
6. Pillow or sleep comfortors are not necessary but welcomed if they will help settle your child.

Kindy Zone Early Learning also has T-Shirts and bucket hats available for purchase.

EDUCATOR TO CHILD RATIOS

Kindy Zone Early Learning Centre has five age groups of children. The following educator to child ratios apply for each class room as well as 1 Non-Contact Centre Director/Supervisor and at least 2 additional relief staff for staff lunch breaks and planned programming time.

Toddler Room	12 months - 2 years	1 Educator for every 4 Children
Junior Kindergarten	2 - 3 years	1 Educator for every 5 Children
Pre-Kindergarten	3 - 4 years	1 Educator for every 11 Children
Kindergarten	3 - 5 years	1 Educator for every 11 Children
School Age	5 - 12 years	1 Educator for every 15 Children



COMMUNICATION PLAN

This communication plan outlines opportunities for parents/guardians to share information about their child's health and development with the Educators at Kindy Zone.

The communication plan also gives parents/guardians the opportunity to share input and feedback on the centre activities.

Upon enrolment parents will be asked to complete a written document or talk to our Educators about your child's interests, likes and dislikes, and additional information regarding your child's development and behaviours eg. Toileting, sleep, food intake and medical needs.

Communication Frequency	Communication Type
On a daily basis	<ul style="list-style-type: none"> • Informal conversations will take place during drop off and pick up times. If you do not directly communicate with your child's educators, information can also be found on our smartphone App, Xplor. • Written notes, provided by your educators on your child will be recorded using the centres Daily Information sheets/boards. The Daily Information includes toileting, food intake, educational experience and rest details.
On a weekly basis	<ul style="list-style-type: none"> • Program planning information will be displayed in each class room. • Centre Menus will be on display outside the kitchen.
On a monthly basis	<ul style="list-style-type: none"> • A contribution by the educators to your child's individual portfolio (eg. Photos, collection of written observations, work samples). • A contribution by the parents to your child's portfolio is welcomed and encouraged.
On a six-monthly basis	<ul style="list-style-type: none"> • Educators can complete a progress report for your child upon parents request. • Parent's will be encouraged to contribute to the program giving information about your child's development.
On an annual basis	<ul style="list-style-type: none"> • Parent teacher meetings will take place using the information in your child's individual portfolio to discuss your child's transition statement.

EDUCATORS QUALIFICATIONS

All Educators at Kindy Zone Early Learning are employed in accordance with the current Education & Care National Regulations. Our Educators hold a current Blue Card, First Aid, Anaphylaxis and Asthma Training certificates.

Our Educators all hold or are studying courses in childcare, such as Certificate III in Childcare, Diploma in Early Childhood, Advanced Diploma in Early Childhood or a Bachelor of Education in Early Childhood.

Our Educators are actively encouraged to undertake ongoing training and in-service development to continually improve and update their skills. This enables Kindy Zone to keep improving the level of care provided to each and every child enrolled at the centre.

LEARNING CURRICULUM – EYLF & MTOP

Our dedicated Educators use the Early Years Learning Framework (EYLF) and My Time, Our Place (MTOP) Learning Frameworks to develop our learning curriculum. The Educators will work with you in order to get to know your child, by creating a positive learning curriculum that builds on your child's interests and abilities, and keeps you in touch with your child's daily progress whilst at the centre.

Five learning goals our educators will assist your child to develop are:-

- a strong sense of their identity
- connections with their world
- a strong sense of wellbeing
- confidence and involvement in their learning
- effective communication skills

NATIONAL QUALITY FRAMEWORK

The National Quality Framework is a government initiative which sets a National Quality Standard creating greater consistency for early childhood education and care services across Australia.

This initiative aims to improve educator-to-child ratios in services, increase skills and qualifications, have national regulations and a quality ratings system which will help you to make informed choices about the education and care you choose for your child. Our centre's aim is to exceed the National Quality Standard across all areas of our service. Each centre has a Quality Improvement Plan (QIP) in place to show what is currently happening in our centre to achieve this. The centre QIP addresses areas such as educational programs and practice, children's health and safety, physical environment, staffing arrangements, relationships with children and collaborative partnerships with families and communities. For more information about the National Quality Framework, please speak to your Centre Director or visit www.acecqa.gov.au.



EXTRA-CURRICULAR ACTIVITIES

We are proud of the extensive Incursion and Excursion based activities that we offer children of all ages. The learning objectives and benefits of the activities are consistent with our educational programs, with a focus on fun, involvement and inclusiveness.

EXCURSIONS

As part of our commitment to learning, we often conduct special excursions out of the centre, to follow up on interests and add to your child’s learning experiences. Prior to any excursions our educators complete a Risk Assessment of the proposed excursion Once the Risk Assessment has been approved by Kindy Zone Management, parents will be notified in writing of the date, time and destination of the excursion and arrangements are then made for the required supervision of children, along with transportation details. Before each excursion parents will be asked to complete a permission form and return it to the centre. Our excursions are generally for Kindy & School Aged Children. Examples of excursions include:-

- Movies
- Library Visits
- Local Park Visits
- Sugar World park
- Bush & Beach Kindy
- Cooking Classes at local Restaurants
- Gymnastic Centre
- Ten Pin Bowling
- Nature Play
- Aquarium

INCURSIONS

As part of our commitment to learning, we often conduct special excursions out of the centre, to follow up on interests and add to your child’s learning experiences. Prior to any excursions our educators complete a Risk Assessment of the proposed excursion. Once the Risk Assessment has been approved by Kindy Zone Management, parents will be notified in writing of the date, time and destination of the excursion arrangements are then made for the required supervision of children, along with transportation details. Before each excursion parents will be asked to complete a permission form and return it to the centre. Our excursions are generally for Kindy & School Aged Children. Examples of excursions include:-

- Dance Lessons
- Music Lessons
- Cultural Programs
- Emergency Services Visits
- Performance Shows
- Physical Education Lessons
- Centre Parties– Christmas, Easter etc
- Mother’s & Father Day Celebrations
- Photo Booths for Easter and Christmas
- Awareness Days

EVENTS & COMMUNITY INVOLVEMENT

At Kindy Zone Early Learning we pride ourselves on being an integral part of the local community. Our community involvement ranges from participating in local events such as the Cairns Show, Multi-Cultural Events, School Vocation Programs & School Fetes to Fundraisers & Awareness days held within our centre.



MEALS AND NUTRITION

Our nutrition and healthy eating policy outlines our practices for meeting children's nutritional requirements, and how this will be achieved. As families provide the majority of their child's food by way of lunch at this service our policy explains how families will be supported and encouraged to provide healthy food for their children. All morning and afternoon teas are provided by Kindy Zone at no extra cost, families just have to bring lunches for their children.

Our policy details how children will be provided with nutritious morning and afternoon tea choices and positive mealtime experiences from lunches provided by families. Our healthy eating policy is important part of our centre's operations as it assists staff and families to better understand what foods promote good balanced outcomes for children.

What happens if my child has special dietary needs?

Some children may have very specific food requirements due to allergies/food intolerances, their cultural background or other family preferences. We work with families to make sure each individual children's needs are met. In some instances, we may need to develop additional policies to promote a child's health and wellbeing e.g. in the case of a child having an allergic reaction to certain foods, the service will need to develop policies and procedures to protect the child.

How can my child be encouraged to gain an understanding of healthy food?

Child care staff play an important role in supporting children to develop a healthy and positive attitude towards good food choices. They do this through strategies and activities such as:-

1. Involving children in creating a healthy menu.
2. Encouraging younger children and toddlers to talk about 'healthy' and 'not so healthy' food choices early on.
3. Providing children with opportunities to eat food and engage in the mealtime routines of different cultures.
4. Talking with children about nutritious food during mealtimes. Staff should also model healthy eating practices for children.
5. Making sure mealtimes are pleasant occasions, where children and staff can socialise with each other.
6. Allowing children to exercise their independence and to make some choices during mealtimes.
7. Including healthy food toys in the 'home corner' at the service to encourage children's investigative play.



CLASSROOM STRUCTURES

TODDLERS: 12 MONTHS TO 2 YEARS OLD

Our Toddler Rooms are spacious and open allowing for adequate supervision for our busy learning toddlers. We have a varied range of stimulating age appropriate and child focused toys, books and furnishings to support and promote our toddlers emerging skills and development. The busy life of a toddler sees your child becoming more independent and increasingly interested in the world around them. Not only can they walk but they are now running, jumping and throwing balls. The outdoor play areas are well shaded and covered and are well equipped with appropriate nurturing safe child focused equipment and support each child's individual needs and development level.

JUNIOR KINDY: 2 TO 3 YEARS OLD

Our Junior Kindy rooms are equipped with a varied range of educational resources that provide our children endless opportunity to learn, grow and develop in a nurturing and safe environment. From two to three years your child's outlook on life will open up as they gain a greater sense of independence and begin to explore the world. As their level of understanding and communication improve so will their enjoyment of relationships with other children. Our rooms are designed with the safety and appropriate supervision of the children in mind. With an abundance of learning resources, toys, furnishing and equipment the group leaders easily lend themselves to support and nurture each and every child's individual developmental needs.

PRE KINDY: 3 TO 4 YEARS OLD

Our Pre-Kindy Rooms are designed to promote ease of movement and flow from the varied activities and experiences. Care is taken to provide an environment and resources that are conducive to the needs and independence of each child in the room. This age group begins to open up as they gain a greater sense of independence and development in their language skills. Their understanding and communication skills also begin to improve and so will their enjoyment of relationships with other children. To help stimulate their young minds and gross motor development this age group has access to larger outdoor equipment and play areas. Plenty of exercise helps establish a positive and healthy lifestyle. The outdoor play areas are well shaded and encourage active, imaginative, safe child initiated play and experiences. In all our rooms we program for each child individually. We do this by observing each child, noting their actions and abilities, their strengths and what challenges they are ready for. The activities we plan are developmentally appropriate and goals are set for children to achieve.



KINDERGARTEN: 4 TO 5 YEARS OLD

At Kindy Zone Early Learning our children participate in teacher initiated and child initiated activities that are based on each child's interests and developmental needs. Our Kindergarten Teachers use the Queensland Kindergarten Learning Guidelines (QKLG) to develop and monitor children's learning throughout the year. Our Queensland Kindergarten Approved Program provide experiences to support the development of each child and encourage the development of social and emotional skills by teaching cooperation, taking turns, sharing, problem solving and communicating in a positive manner. Our Kindergarten Program also encourages swimming lessons at our AUSTSWIM Accredited Swim School. Included are daily meals prepared by our chefs, dance classes, physical education lessons and centre excursions. All Kindergarten children will receive a 'I'm a Kindy Kid' T-Shirt. Our Kindergarten Rooms are equipped with the latest technology, such as iPads, laptops and our latest introduction the i-Sandbox. The i-Sandbox is a fully interactive educational tool that converts the child's imagination to real life experiences.

The QKLG provides specifically for children's learning across the year before starting school. It recognises that children bring with them diverse identities and backgrounds. It acknowledges that parents/carers are children's first teachers and values the vital role families play in children's lives and their ongoing learning. The term 'families' is used throughout the guidelines to recognise the range of people who take on parenting roles.

Queensland Kindergarten Learning Guideline Learning and Development Areas

Identity:

- Building a confident self identity
- Building a sense of security and trust
- Acting with independence and perseverance

Connectedness:-

- Showing respect for diversity
- Building positive relationships
- Showing respect for environments

Wellbeing:-

- Building a sense of autonomy
- Exploring ways to be healthy and safe
- Promote ways to promote physical wellbeing

Active Learning:-

- Building positive dispositions towards learning
- Showing confidence and involvement in learning
- Using technologies for learning and communication

Communicating:-

- Exploring and expanding learning
- Exploring literacy in personally meaningful ways
- Exploring numeracy in personally meaningful ways



KiNDY
savings

SCHOOL AGE: 5 TO 12 YEARS OLD (SCHOOLIES)

Kindy Zone Early Learning provides a fun and safe environment for School Aged Children. We offer Before School, After School and Vacation Care Programs for children aged between 5-12 years. Our school aged program strives to be unique by keeping your child motivated and stimulated in a safe and secure environment. Many of our School Age Children have continued their education with Kindy Zone after graduating to school. We love that we can continue to grow the relationships through our School Aged Program. The program has been designed with the children's learning needs in mind. Our Vacation Care Program consist of exciting excursions to Laser Tag, Local Parks, Jump Mania, Cinemas and much more. Our services for this age group consist of a free drop off and pick up service to and from local schools, Breakfast, morning and afternoon tea and a range of excursions for our Schoolies during the Vacation Care periods. All lunches and excursion fees are included during all vacation care programs.



ENROLMENT PROCESS

We'd love to secure your child a position at Kindy Zone Early Learning, a Centre Tour is a great way for you and your child to get a feel for the centre and to experience our early learning environment first hand. Once you have completed your tour, your Centre Director/Supervisor will then provide you with an enrolment pack with everything you need to know about the centre, including learning programs and your child's daily routine. We will provide you with a gap free quote for daily fees. At any time please feel free to ask questions, as we want you to be fully comfortable and content in knowing that you've made the right decision for your child and your family. If there are no vacancies at the centre of your choice, you are welcome to join our centre's waiting list. We review these lists daily and we will contact you as soon as a place becomes available.

ABSENCES

Each child is entitled to 42 absent days a year (July to June) under the Child Care Subsidy, if your child exceeds the 42 absent days a medical certificate is required. Fees are to be paid regardless of a child's absence.

CHANGE OF ENROLMENT DETAILS

If there is any change to the information recorded on the enrolment forms, concerning changes of address, telephone numbers, work details, immunisation updates, emergency contacts or who may collect your child, then a "Notification of Changes Form" needs to be completed. This can be obtained from your Centre Director/Supervisor.

WITHDRAWAL OF A CHILD

If you wish to withdraw a child from Kindy Zone Early Learning, you must provide two weeks notice in writing. All accounts must be finalised by this time as any outstanding accounts will be forward to debt collection agencies.

OUR FEE STRUCTURE

All fees include morning, lunch and afternoon tea for all ages. We offer 8hr, 9hr, 10hr and Full 12 hr Sessions daily. We also offer casual daily sessions if required. It is our policy that all families pay their fees one week in advance at all times. At all times, parents must then continue to pay the weekly fee in advance in order to maintain a credit balance equivalent to one week of fees. Payments can be made via Debit Success, Centrepay, Direct Debt, Etfpos or Cash. If you are planning holidays, a holiday application form is available from the office. This form must be filled out two weeks prior to your holiday absence to receive reduced fees. All children's booked days, including public holidays and absent days must be paid to retain your booking. Late fees are charged if children remain in the centre after our closing times at the rate of \$250 dollars for every 15 minutes after 6:00pm.



AM I ENTITLED TO GOVERNMENT FEE ASSISTANCE? (CCS)

Child Care Subsidy (CCS) is a payment made by the Commonwealth Government to help families with the cost of quality child care. A family's eligibility is subject to an income test, which is administered by the Department of Human Services (DHS).

It is the responsibility of the parent to register for the Child Care Subsidy, through their myGov account or by phoning Centrelink on 136 150.

With the introduction of the Government's Child Care Management System (CCMS), families will receive a CCS fee reduction only if they have registered with Centrelink, are eligible for CCS, have a formal enrolment at a childcare centre and the centre has received confirmation from the Government pertaining to the percentage of CCS the family is eligible for. If parents are not eligible for CCS, full childcare fees must be paid.

SETTLING INTO KINDY ZONE

It's natural that you and your child may be a little anxious to start childcare especially if they haven't been in care before. Our aim is to make the transition as smooth and as easy as possible. There are many things you can do to help before starting at our service, such as having play dates, providing home comforters and checking in with us as often as you like.

PLAY DATES

If possible, try to find time to spend with your child at the centre to get them familiar with the facility (both indoor & outdoor), other children and the room educators.

COMFORTERS

Children often like to bring comforters from home such as teddies, toys, dolls, blankets or special pillows.

CHECKING IN WITH US

Feel free to call or email at any time to check on how your child is going throughout their day.

SECURITY CODED DOORS

To ensure you have peace of mind while your children are attending Kindy Zone, the access doors from reception into the centre rooms have been fitted with the latest security coded locks. These doors are fitted with electronic locks with specific keypad access that require a 4 digit code which ensures that unauthorised persons cannot gain access into the centre. Your Centre Director/Supervisor will provide you with an access code on your child's first day.



ACCIDENTS AND INCIDENTS

Our Educators take a proactive approach to safety and conduct thorough risk assessments of all play areas so each child can feel safe and free to explore their environments. A Senior Qualified First Aid staff member is present at all times as well as nominated asthma and anaphylaxis supervisors. Should an accident or sudden illness occur educators will immediately commence first aid. You will be contacted to collect your child if need be. In emergency situations you will be advised of the plan of action regarding further medical treatment. During an emergency, if you or your authorised nominee cannot be contacted and an ambulance is required for your child, the Nominated Supervisor will provide the ambulance officers with information regarding your child and a team member known to the child will accompany them to the hospital and stay until you arrive. Full documentation of the incident will be made available to parents and the incident and all details will be provided to the Kindy Zone Early Learning office.

OFFICE OF EARLY CHILDHOOD EDUCATION AND CARE

The Office for Early Childhood Education and Care is responsible for regulating and licensing child care services in Queensland.

The Office for Early Childhood Education and Care is committed to providing Queensland children with the flying start to life they deserve. If you have any concerns or queries please contact the Local Office of Early Childhood Education and Care on the following telephone number: (07) 4037 3911.

IMMUNISATION

As part of your enrolment process you will be asked to provide details of your child's immunisation status. Kindy Zone's Immunisation Policy is 'No Jab, No Play'. If your child is not immunised their enrolment into our service can not be accepted.

MEDICATION

If your child requires medication while in care, a medication record must be filled in and signed by a parent or guardian. The medication must be in original packaging and accompanied by a prescription label or a doctor's letter which states who the medication is for and the required dosage. Medication must be handed to a staff member and will be stored in a locked cupboard. Under no circumstances is any type of medication to be left in children's bags. Please refer to our full Medication Policy for further information.



SUN SAFE POLICY

Our centre's policy is 'IF NO HAT, NO PLAY' when outdoors. Please remember to bring a hat every day. The best hats are those with wide brims that cover the ears and neck as well as the nose. We also have Kindy Zone wide brim hats available for purchase. Our centre ensures we follow the sun safe practices, all of our outdoor play areas have accessible sunscreen stations. Please ensure your child has suitable clothing for our expected weather conditions.



HEALTH AND HYGIENE

Children and Educators are actively encouraged to practice good personal hygiene to minimise the instances of illness. In the interest of all Educators and Children at the centre, A CHILD WITH A CONTAGIOUS ILLNESS MUST NOT ATTEND THE CENTRE. This policy needs to be adhered to strictly to prevent the spread of any illness. Our Kindy Zone's Head Lice Policy has been implemented to improve the health and hygiene practices of our centre. Children with head lice will be asked to be excluded from care until a suitable treatment is provided (please see our full centre policy for more information). Part of the daily routine is to teach the children hygiene practices such as washing hands and flushing toilets. Educators wash their hands at all times before and after wiping noses and changing nappies. When changing nappies, Educators wear disposable gloves and thoroughly clean the change area between changes with approved cleansing agents. New tissue paper is used for each and every nappy change.

EMERGENCY EVACUATION

Emergency evacuations as well as lockdown procedures are regularly practiced at least monthly. Fire extinguishers are strategically located throughout the centre. As part of our fire safety measures, all children in attendance are noted from the electronic sign-in device in the event of a drill or evacuation. This is why it is important to ensure that you sign your child 'IN' and 'OUT' of the centre each and every day.

MANDATORY REPORTING

It is a centre policy and mandated by law that all childcare personnel and operators are required to report child safety concerns to the child safety department where there is a suspicion that any child has suffered, is suffering, or is at unacceptable risk of suffering, significant harm caused by physical abuse or sexual abuse, and that there is not a parent willing and able to protect the child from harm.

CONFIDENTIALITY OF CENTRE RECORDS

We value your privacy and have a number of initiatives in place to ensure the protection of your personal data. For more information on our Confidentiality of Centre Records policy, please contact your centre director.

VOLUNTEER AND PARENT PARTICIPATION

Kindy Zone believes it is beneficial for Parents to observe their children interacting with other children and to participate in activities involving their child. We encourage Volunteers and Trainee Students to be involved in our Kindy Zone Centres. All Volunteers must hold a current Blue Card.



SEPARATION ANXIETY

This is a normal part of development. Children are leaving their trust environment (that being home) and are entering an unfamiliar environment where they have to build up a new trust.

Our Centre has a few tips that may help ease this:

- If you can visit the centre for a short period before your child starts, this shows your child that you trust the environment.
- Always say goodbye to your child, try not to sneak away as children often become distressed trying to find where you have gone.
- If you are feeling worried, ring the centre and speak with an Educator working with your child.

DAILY SIGNING IN AND OUT OF THE CENTRE

On arrival and departure into and out of our centre please ensure you are signing your child in & out from the digital Kiosk located in the front reception area. This is a government regulatory requirement. These records are used in case of emergencies and for the calculation of your Child Care Subsidy. If your child is away, ill or on holidays the corresponding days must be logged in by using the centre's digital Kiosk. To ensure the safety of all children, no child will be released into the care of any person or persons not registered as authorised by the parent/guardian on the child's enrolment form. Approved persons may be asked to provide photographic ID to verify their authorised instructions regarding the collection of your child from the centre.

AIR-CONDITIONING

All internal class rooms and sleep rooms are fully air conditioned to ensure comfortable learning environments for all children.

POLICIES AND PROCEDURES

Kindy Zone Early Learning has a number of policies and procedures pertaining to the care of your child. Our policies are located in the centre foyer and are available to review at any time. For more information on our centre policies please speak with your Centre Director.

CULTURAL DIVERSITY

Kindy Zone is culturally and linguistically diverse and we want to ensure all families experience a sense of belonging. To achieve this we provide opportunities for all children to develop an understanding of different cultures and help foster in each child an awareness and acceptance of these cultures by integrating multiculturalism into our programs. This can be achieved through providing and offering a range of books, music, cooking, activities, singing, clothing, play equipment and much more.

LOCALLY OWNED AND OPERATED

Kindy Zone is 100% locally owned and operated! We are a local family owned business and we love to support local businesses. We believe this is what makes our Kindy Zone Centres so special.

CENTRE MANAGEMENT

Approved Provider: Childs World Management Pty Ltd If you would like to contact the Director of Operations for Kindy Zone Early Learning Centres regarding a particular matter, to provide feedback or anything else, please email info@childsworld.com.au



PRIORITY OF ACCESS

The Australian Government funds child care to support working Australian families and to ensure all children have access to quality early childhood education and care. However, the demand for child care sometimes exceeds supply in some areas. When this occurs, it is important for services to allocate places to those families with the greatest need for child care support. To ensure our centre adheres to the guidelines issued by the Australian Government, priority of access to child care will be given according to children falling in the following categories:

Priority 1: A child at risk of abuse or neglect.

Priority 2: A child of a single parent or of parents who both satisfy the work/training/study test under section 14 of the New Tax System (Family Assistance) Act 1999.

Priority 3: Any other child.

In relation to priority three, there are some circumstances in which a child who is already in a child care service may be requested to give up their place or change days at the service in order for the service to provide a place for a higher priority child, but only if the parent is notified of this policy upon enrolment and the service gives parents 14 days' notice of the requirement for their child to give up their place or change days. Within the main categories, priority is also given to children in:

- Families with low incomes.
- Aboriginal and Torres Strait Islander families.
- Parents or children with disabilities.
- Families from non-English speaking backgrounds.
- Single parent families.
- Socially isolated families.



IMPORTANT CONTACTS

Department of Communities, Child Safety Disability services:-	(07) 4255 7200
Cairns Service Centre (Early Childhood):-	(07) 4037 3911
Cairns Regional Office:-	cairns.ecec@qed.qld.gov.au
Centrelink:-	136 150
Cairns Base Hospital:-	(07) 4226 0000
Cairns Private Hospital:-	(07) 4052 5200

Approved Provider: Childs World Management Pty Ltd

If you would like to contact the Director regarding a particular matter, to provide feedback or anything else,
please contact:- admin@kindyzone.com.au



KINDY ZONE MANOORA CONTACT DETAILS

 12-16 Reservoir Road, Manoora
QLD 4870

 (07) 4242 1111

 admin@kindyzone.com.au

 www.kindyzone.com.au

 Kindy Zone Facebook Page

 Kindy Zone Instagram Page

**“THANK YOU FOR CHOOSING
KINDY ZONE MANOORA TO CARE
FOR AND EDUCATE YOUR CHILD”**

