



Family Information Handbook



Website: www.bellagrace.com.au



Family Handbook

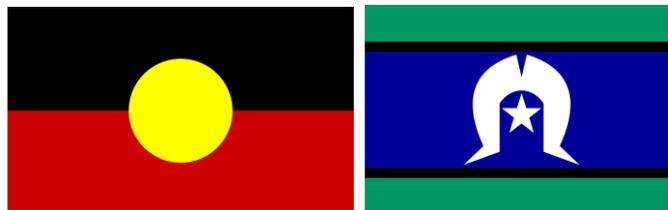
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At Bella Grace we acknowledge and reflect on the fact that we gather on custodial land of one of the oldest living cultures in the world.

We therefore pay our respects to the Gubbi Gubbi people and their Elders, past, present and emerging, for they hold the memories, traditions, culture and hopes of Aboriginal and Torres Strait Islander peoples across the nation.



A better understanding and respect for Aboriginal and Torres Strait Islander cultures develops an enriched appreciation of Australia's cultural heritage and can lead to reconciliation. This is essential to the maturity of Australia as a nation and fundamental to the development of an Australian identity.

(Source: <https://www.creativespirits.info/aboriginalculture/spirituality/welcome-to-country-acknowledgement-of-country#toc2>)



"Bella Grace Early Learning Centres were my inspiration as a mother wishing to provide a higher level of care for the children of our community". Amanda Southwell

Our Mission

To provide a higher level of education and care for the children in our community.

Our Philosophy

Our philosophy reflects a belief that children learn best when they feel valued, connected and secure. We nurture children through love and respect. We are committed to excellence and understand the need for a child centred approach that enables collaboration and partnership to provide an optimal care environment to ensure meeting the needs and interests of our children and families.

Our experienced and passionate educators are dedicated to facilitating the growth and well-being of our children through immersion in a stimulating, enriched learning program.



Our Vision

To provide opportunities that enable children to learn meaningfully through play.

To develop a supportive learning community that works in collaboration and partnership to promote children's optimal development in all areas.

To provide a rich play-based learning environment that stimulates imagination, creativity, investigation and a life-long love of learning.

To intentionally facilitate learning experiences that encourage and extend learning and development, curiosity and wonder.

To develop an awareness of environmentally sustainable practises and embed this into our practice.

To build an environment of appreciation for differences where each child and family is valued.

To holistically nurture and support children's growth and individual development at their own developmental pace.

Why Choose Bella Grace Early Learning Centre
for Your Child?

Our welcoming learning environment provides a comforting atmosphere of nurturing support that enables each child to successfully achieve their developmental milestones.

Children attending Bella Grace are encouraged to investigate, imagine and create whilst developing a sense of confidence and belonging within their environment.

Our passionate educators strive to ensure each child feels valued, connected and secure, delivering rich play-based opportunities that reflect holistic learning and development.

Our programs highlight the importance and value of play. Children need to learn in a way that is meaningful to them and which acknowledges their goals, talents and interests.

Through play, children develop social, emotional, cognitive and physical skills. Play helps a child to learn how to communicate, solve problems and be environmentally and socially connected.

Our programs facilitate excitement and inspiration through play-based learning experiences that immerse children in opportunities to develop curiosity & confidence, self-regulation & independence, be creative thinkers, and most of all develop a love of learning. Our programs provide experiences that encourage success with the learning outcomes encompassed in the National Early Years Learning Framework (EYLF) of Belonging, Being, Becoming.

Our goal is to work in collaboration and partnership with our families to promote children's optimal development in all areas.

In partnership we strive for better outcomes for all.

Information for Families

New Families

Enrolments

Enrolling your child is a smooth and easy process.

We have an open-door policy that enables you to arrange a tour with the service Director to walk through our well-resourced facilities. Confirming your enrolment, the \$60 enrolment fee is paid to formalise your child's placement. An enrolment pack is collected and returned once completed.

Before care commences, we arrange a mutually suitable time for you to meet with the Director, where they lead you through the orientation process and clarify any needs or questions you may have. The Director will ensure that your enrolment papers have all current details and that we have been given a copy of any required information. Your first childcare payment will be made on the Monday of your commencement week so that your account remains paid for the current week of care. Your fee payments will be processed every Monday through Debitsuccess.

If circumstances initiate you to decide to leave our service at any stage, we do require 2 weeks' notice of your intention to leave. Administration will provide a Leaving Notification Form. Additionally, for your information, if a child does not attend on his/her last day then full fees (no CCS) will be charged for any absence since the last day of attendance, in accordance with Government policy.

All our Centre policies for families are accessible on the foyer tablets and on the Bella Grace website.

Orientation

Orientation is a process designed to familiarise parents and children with their Centre, Educators and our policies. We are here to make your child's transition as smooth as possible and we will assist in any way possible to alleviate any anxiety you or your child may have.

Orientation for children may include a number of short visits to the child's room to allow the child to become familiar with teachers, surroundings, programs and other children. In partnership, families and Educators can determine readiness to start. Educators will use a range of strategies to assist in this process.

Priority of Access

A priority of access system applies to all Centre places.

This system determines the eligibility of access for funded places and is regulated by the Department of Families and Community Services.

1st priority - Children at risk of abuse or neglect.

2nd priority - Workforce participants where a single parent or both parents are employed or seeking work or studying/training for future employment.

3rd priority - Any other child.



Operation and Attendance

Hours of Operation

Bella Grace Early Learning Centres are open Monday to Friday from 6.30am to 6.00pm, 51 weeks per year. The Brightwater School Kindergarten is open 7.00am to 5.30pm, 51 weeks per year. To allow you to receive the full benefit of your CCS entitlement hours, the centre operates 11.5hr (6.30am-6.00pm); 10.5hr (7.00am-5.30pm) – BW Kindy only; 10 hr and 9hr sessions. If you receive 24 hours of CCS, please see your centre director. The centre closes for approximately one week during the Christmas/ New Year break each year (**no fees apply during this period**). Our centres are not open for operation on public holidays.

Attendance

Absences: Please notify your Director as soon as possible if your child is to be absent. Just a reminder that all absences still need to be confirmed on the QK Kiosk register upon your child's return.

Forty-Two Day Limit: Government policy states that CCS is paid by the FAO for 42 absent days per financial year after which time full fees are payable (including Public Holidays). Medical Certificates may be used to continue CCS after the 42-day limit is reached.

Public holidays: Normal fees apply for public holidays. **Make up days** may be permitted for public holidays, subject to room availability and must be used in the calendar year in which the public holiday occurred. Make up days must be confirmed by the Director or administrative staff only.

Reduction in days: Two weeks written notice is required if your child is departing from the centre permanently. Full fees are payable during the notice period if your child does not attend on their final day as the FAO will not contribute CCS for unattended notice periods. Two weeks' notice is also required if you wish to reduce the number of days your child attends.

Waiting List: When positions are unavailable, a child's name will be placed on the centre waiting list. Places are allocated in accordance with the Priority of Access Guidelines.

Closing Time and Late Fees

Our closing time is strictly 6pm (5.30pm for Brightwater School Kindergarten). A late fee of \$2 per minute per child will apply after closing time. Early arrival/departure from set session times may incur a \$5/15 minute fee.

Smoke Free Environment

Please respect our Smoke Free Policy. Legislation states that smoking is banned at all early childhood education and care facilities and for 5 metres beyond their boundaries.

Arrival and Departure of Children

Upon Arrival:

Please ensure children are accompanied by an adult and signed in on arrival, as this is a legal requirement. It is vital that children are signed onto our QK Kiosk in case of any emergency situation. Children are then escorted to their room and belongings packed away. Your child must be **presented to an Educator** who will complete the *Room Register* and take any information or messages. We suggest allowing enough time for your child to transition into play and settle. Our educators will provide appropriate support as necessary.

Upon Departure:

It is essential that the adult signing the child out at reception is a parent or authorised collection person. **Educators will only release children into the care of their own parents or the nominated authorised collection person on the enrolment form.** The collecting person must present themselves to the educators who will sign out the child on the room roll and pass on any information or messages. Persons unknown to centre staff will need to show photo identification and be verified as an authorised collection person.

Custody Arrangements: Unless a court order is produced detailing otherwise, it will be assumed that both the child's parents have rights and responsibilities for that child and will be entitled to receive information regarding the child's progress and general information about the program at Bella Grace.

Fees

Payment of Fees

Fees are charged on a weekly basis and deducted from your nominated account as per the Debitsuccess Service Agreement. Fees are processed each Monday morning and include the current week's fee. Fees are payable for all the days that your child is booked, including holidays, sick days and public holidays. Enrolment fees will be arranged accordingly. Unpaid fees may result in a child's place being terminated.

Holiday fees can apply after 2 consecutive weeks: The first 2 weeks are normal fees and thereafter you will receive a 25% discount.

Bank charges may be incurred if funds are unavailable from your account on the nominated day. Debitsuccess will also charge a fee if the payment is dishonoured. If at any time you are experiencing difficulty paying your fees, please contact us immediately as unpaid debts may be referred to our collection agency including overdue fees. Accounts may also incur a \$20 administration fee for each week your account remains unpaid.

Childcare Subsidy

Childcare Subsidy (CCS) is a Federal Government subsidy scheme designed to support the affordability of childcare. To check eligibility, you can contact the Family Assistance Office at Centrelink or via myGov.

The FAO will require that you estimate your family's income for the current financial year. Delays may occur if they do not have current information which may result in you having to pay the full fees. Depending on your family situation, CCS may be payable for either 24, 36, 72 or 100 hours of care. This is dependent on the hours of activity you submit. **If your CCS hours or percentage are cancelled for any reason, you will be required to pay full fees for the period until you have discussed it with Centrelink and your CCS has been reinstated.**

We can estimate your fee as soon as you know your percentage and eligible hours from the FAO. You can contact them on **136150** (or 13 1202 for the multilingual service). A translating and interpreting service is also available on 13 1450.

Kindergarten Funding & Rebate

In partnership with the Queensland Government through the Kindergarten Funding Scheme, Bella Grace provides additional support to Kindergarten families and enhances the delivery of Educational programs through such things as:

- employing qualified and experienced Early Childhood Teachers
- resourcing Kindergarten rooms with age appropriate equipment and play spaces designed to scaffold learning
- organising weekly classes such as music, dance and yoga

Additional funding is also available for families who hold a health-care card. If a HCC is presented to the centre, the cost of Kindergarten can be further reduced for up to 40 weeks.



Regulations and Standards

National Regulations

Bella Grace Centres adhere to the Education and Care Services National Law and Regulations. The regulations ensure standards are in place to provide appropriate educational facilities, safety requirements, environment, staffing and governing procedures for early childhood services within the industry.

The Australian Children's Education and Care Quality Authority (ACECQA) is responsible for monitoring the standard of care and education services throughout Australia through the implementation of the National Quality Improvement and Accreditation System.

The National Quality Standards and Quality Improvement

Bella Grace is focused on quality improvement to facilitate the highest quality of care throughout our services. We value a collaborative approach and actively seek input from staff and families to enhance our practice and facilities.

The Seven Quality Areas are continuously reflected upon in current policies and practices and are the guiding standards for the System.



QUALITY AREA 1
EDUCATIONAL PROGRAM
AND PRACTICE

QUALITY AREA 2
CHILDREN'S HEALTH
AND SAFETY

QUALITY AREA 3
PHYSICAL
ENVIRONMENT

QUALITY AREA 4
STAFFING
ARRANGEMENTS

QUALITY AREA 5
RELATIONSHIPS
WITH CHILDREN

QUALITY AREA 6
COLLABORATIVE
PARTNERSHIPS WITH
FAMILIES AND COMMUNITIES

QUALITY AREA 7
GOVERNANCE
AND LEADERSHIP

Programs

The National Curriculum Framework

Bella Grace Centres are committed to excellence, and strive for quality improvement continuously, in direct reflection of the National Quality Standards. Our fundamental belief values a child centred, play based curriculum, and drives the innovations in our experiences with the children.

Our vision for children's learning aligns and directly encompasses the aim of the Early Years Learning Framework (EYLF) where *'goals are set to extend and enrich children's learning from birth to five years and through the transition to school'*. p5

The National Framework (EYLF) guides curriculum planning where children's lives are characterised by **Belonging, Being** and **Becoming**.

Belonging

"Experiencing belonging- knowing where and with whom you belong - is integral to human existence and acknowledges children's interdependence with others and the basis of relationships in defining identities.

Belonging is central to being and becoming in that it shapes who children are and who they can become" EYLF p7

Being

"Childhood is a time to be, to seek and make meaning of the world Being recognises the significance of the here and now in children's lives. It is about the present and them knowing themselves, building & maintaining relationships with others, engaging with life's joys and complexities, and meeting challenges in everyday life.

The early years are not solely preparation for the future but also about the present" EYLF p7

Becoming

"Children's identities, knowledge, understandings, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. *Becoming* reflects this process of rapid and significant change that occurs in the early years as young children learn and grow. It emphasises learning to participate fully and actively in society" EYLF p7

TO FIND OUT MORE ABOUT THE EYLF: www.deewr.gov.au/earlychildhood

The Early Years Learning Framework (EYLF)

The EYLF employs five learning outcomes that give guidance and direction for curriculum planning and decision making. They are designed to capture the integrated and complex learning and development of all children across the birth to five age range. (EYLF p19)



The Queensland Kindergarten Learning Guidelines (QKLG)

Bella Grace Centres offer fully accredited Kindergarten Programs which encompass the Early Years Learning Framework (EYLF) of Belonging, Being and Becoming & the Queensland Kindergarten Learning Guidelines (QKLG). In our Kindergarten rooms both documents are used to guide curriculum decisions.



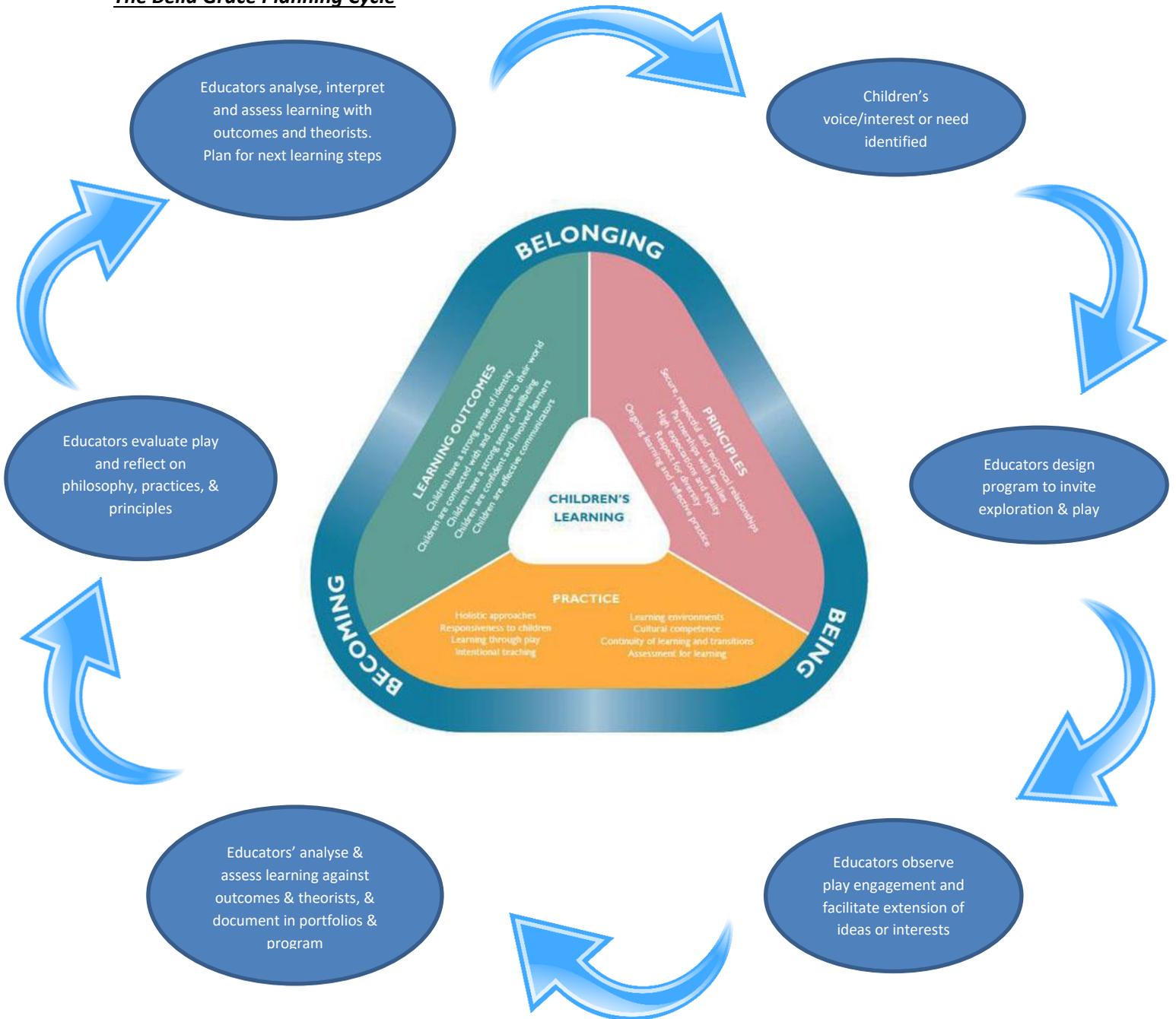
Elements of the Framework

The framework puts children’s learning at the core and comprises of three inter-related elements:



All three elements are fundamental to early childhood pedagogy and curriculum decision-making. Curriculum encompasses all the interactions, experiences, routines and events, planned and unplanned, that occur in an environment designed to foster children’s learning and development. (EYLF p9)

The Bella Grace Planning Cycle



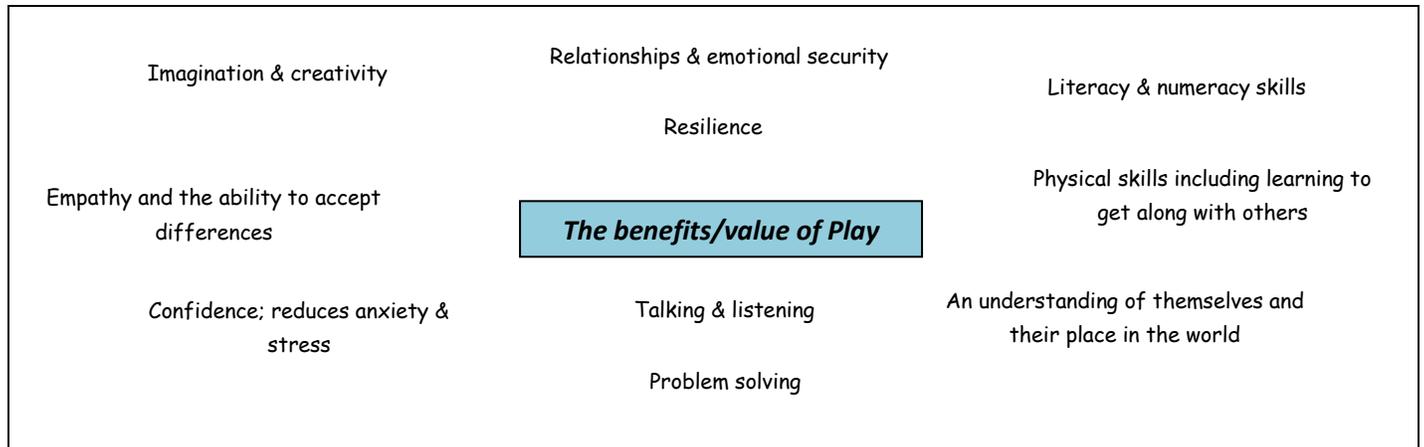
TO FIND OUT MORE ABOUT THE EYLF: www.deewr.gov.au/earlychildhood

What will you see in our Bella Grace Centres?

You will see children engaged in their most important work of all. PLAY!

Children need to learn in a way that is meaningful to them. Through play children develop social, emotional, cognitive (thinking) and physical skills. Play helps a child learn how to communicate, resolve conflicts and solve problems. Play helps children develop a broader range of skills and understandings.

Each week you will see a range of provocations, props and manipulatives for your child to engage in a wide range of types of play.



The daily routine at our Bella Grace Centres ensures that your child has the opportunity to be involved in a range of outdoor and indoor learning throughout the day, and most importantly fits in with the developmental needs for busy young minds and bodies. We promote and encourage rest and relaxation in a variety of ways to ensure children develop a healthy attitude towards their well-being.

The programs being derived from the needs and interests of our children and families, are then skilfully facilitated by educators into a range of rich play-based learning experiences that encourage and extend curiosity and wonder.

We believe that children should have varied opportunities to participate in experiences that: embody an appreciation of music and movement, develop understandings of bicultural & multicultural perspectives, become active members in embedding sustainable practices, and partake in physical activity that promotes healthy attitudes and integrates perceptual motor skills.



Staffing

Management Team

Bella Grace Centres are fortunate enough to have a team of dedicated educators that are committed to providing excellence in every aspect of your child's learning journey with us. Our leadership team are knowledgeable practitioners that support the implementation of current developmental research and practice to ensure that educators are delivering high quality, industry leading programs.

Our Educators

Our educators are passionate about providing your child with a nurturing environment where they can reach their highest potential. They are skilled early childhood professionals that seek to attain the highest standards of practise and are continually striving to improve teaching and learning. Our staff hold a breadth of knowledge and expertise and are suitably qualified to individualise learning for your child.

Continuity of care is of vital importance to us. We are focused on ensuring children feel valued, connected and secure, hence attention to staffing is made a priority to the provision of quality care. Staff ratios are in accordance to the Education and Care Services National Law and Regulations.

Our educators engage in a range of professional development and networking opportunities in order to enhance growth and development amongst our team. Collegiality and collaboration is a strength within our centres and sharing quality practise leads to inspirational and innovative learning programs.



Reporting to Parents

Our open-door policy allows families to witness their child's learning first hand. We provide copious opportunities for you to see your child's learning in action and gain an understanding of their learning progress. This will be evident through displayed weekly programs, Storypark posts, power-point displays, newsletters, visual displays, educator/family meetings and information sessions. Individual learning journeys are available at any stage via Storypark.

Our Provided Nutritious Meals

Children's early years are a critical time for physical and mental development as well as being the time when the eating habits of a lifetime are being formed.

Bella Grace Centres provide nutritious meals prepared onsite which are made from locally sourced produce. As members of the Food Foundations Australia we follow the Australian Dietary Guideline for Children. Weekly menus can be found in each room and within the foyer of your centre.

If your child's dietary needs are complex or cannot be met through the menu items provided, you may be required to supply the daily food for your child.

Nutritionist information:

It is recommended that children eat a variety of foods from across the food groups, and this should be looked not necessarily in a single meal, but at over the course of a day and more importantly, ensure they are getting those nutrients over the course of a week. The meal plans are based on whole foods, designed to ensure that all children are receiving a wide variety of nutrients for their lunch and the two snacks, which are eaten at the centre. The more variety in a child's diet, the greater range of nutrients they are receiving for their overall growth and development. It is well established that most Australian children do not meet the daily requirements for fruit and vegetables, so we have taken care to ensure that vegetables are incorporated into the menu as much as possible. In addition to vegetables and fruit, a variety of proteins, both animal and plant based, wholegrain carbohydrates and healthy fats have been incorporated into the menu. This ensures that the lunch meal served at the centre is nutritionally balanced and gives children the opportunity to enjoy a wide variety of food. (Kylie Pinwill)



The Australian Dietary Guidelines for Children:

1. To achieve and maintain a healthy weight child should be physically active and choose amounts of food and drink to meet energy needs
 2. Eat a wide variety of nutritious foods from the 5 food groups every day: Vegetable, Fruit, Grain, Protein, Dairy
 3. Limit intake of saturated fats, added salt and added sugar

- Encourage and support of breast feeding.
 - Children need appropriate food and physical activity to grow and develop normally.
 - Growth should be checked regularly.
 - Enjoy a wide variety of nutritious foods.
 - Eat plenty of breads, cereals, vegetables, legumes and fruit.
 - Low fat foods are not suitable for children under 2years.
 - Encourage water as a drink.
 - Eat only a moderate amount of sugar and foods containing sugar.
 - Choose low salt foods and limit saturated fats.
 - Eat foods containing calcium.
 - Eat foods containing iron.



What to Bring for your Child

0-2-year-old Rooms

Please supply for your baby;

- Labelled bottles with measured sterile water and formula powder packed separately. Labelled expressed breast milk must be supplied frozen and can be stored in the nursery freezer.
- Water bottle
- Comforter or pacifier (if your child requires). Please note that safe sleep policies refrain us from placing toys or pillows into cots with your child
- Chemist labelled nappy cream if required
- Sufficient weather appropriate changes of clothing suitable for sensory play (at least 2 sets)
- Broad brimmed or legionnaire style hat. (Caps do not provide sufficient sun smart coverage)
- Safe infant sleeping bag with fitted neck and arm holes (for children up to 12 months)

2-5-year-old Rooms

- Water bottle
- Rest time comforter (if your child requires)
- Rest time bed covers (fitted cot sheet size, small blanket, small pillow is optional)
- Pull ups (if required for rest time) and chemist labelled nappy cream if required
- Sufficient weather appropriate changes of clothing suitable for sensory play (at least 2 or more sets if your child is toilet training)
- Broad brimmed or legionnaire style hat (caps do not provide sufficient sun smart coverage)
- Appropriate footwear

Please ensure that EVERY item brought to the centre is clearly labelled with your child's name.

Please remember to remove any jewelry from your child unless an exemption has been arranged with management due to personal or cultural reasons.

*We recommend that you leave any **personal toys** at home.*

However, we do promote your child bringing any comforter that will aid in their sense of well-being throughout the day.

We also highly encourage children in our older rooms to use *show and tell items* as a way to build confidence, communication and encourage active learning. These items can also provide direct input into your child's program (eg. through photos, brochures, books, maps and artefacts).



Incursions

To support many of our programs, Bella Grace works in partnership with the community to provide many additional learning experiences to extend or enrich curriculum planning.

Visitors including students, community entertainers or learning facilitators are required to possess a current Blue Card confirming their ability to work with children and must sign in and out at the reception desk.

Inclusion Support

Our Bella Grace Centres take a collaborative approach to inclusive education and work in partnership with support agencies funded by the Federal Government and families to provide the highest possible outcomes for all our children. Together, the necessary processes will be put into place to make referrals or gather appropriate information to assess needs, seek support and develop Inclusion Support Plans. Please speak to your Director if you have any concerns about how we can accommodate any needs of your child.

Behaviour Management

Our Educators have high expectations for learning and behaviour within our centres. We implement a strength based approach to supporting the individual needs of our children and actively promote, and intentionally teach social skills, self-regulation and resilience within our programmes.

In cases where additional support is required, then a collaborative approach to formulating Individual Behaviour Management Plans are derived. Our skilled educators guide and support our children to become socially responsible members of a community that learn to mediate social challenges and develop skills that empower them to make appropriate choices and problem solve issues in a collective manner.

Health and Safety

Immunisations

As part of your enrolment process we ask that you provide a current copy of your child's immunisations record. Childcare Subsidy may be affected if children are not up to date with their immunisations in accordance with the Early Childhood Vaccine Schedule. You can check your child's status or schedule at any time on the National Childhood Immunisation Register.

Incidents and Injury

All Educators within Bella Grace Centres possess current First-Aid & CPR, Asthma & Anaphylaxis Management certificates and will attend to any injury in accordance with their training as part of care. Educators will record any such injury, illness or incident on an Incident Report for the families. Serious incidents or injuries will be referred to the Director to implement the appropriate emergency procedures and recorded accordingly.

Illnesses

Please notify your Director immediately if you suspect that your child has a contagious illness. Please refer to the Queensland Health Time Out Exclusion Chart to obtain information regarding the exclusion periods. Parents may be asked to present a Doctor's letter to confirm that a child is fit to return to care. Even if a Doctor's letter has been provided, the Nominated Supervisor or Responsible Person in Charge can decide on their response to an illness and whether a child may enter or remain at the centre based on the symptoms they present with and the child's ability to participate fully in the program. During the Covid-19 pandemic, a child may be required to complete a 48hr exclusion period unless they are symptom free AND produce a negative RAT/PCR test or have a doctor's clearance stating they are not contagious. Parents will be contacted immediately if an educator suspects that a child is unwell and they will be required to arrange collection of their child. All illnesses will be recorded on the centre's Illness Register in order to help monitor the effectiveness of the Centres' Health & Hygiene Policies.

Medication

Only medication prescribed by a Doctor will be given to children. Medication must have a current label showing the child's name, date, dosage and Doctor's details. For educators to administer children with their medication, a caregiver needs to complete the Medication Administration Form each day (for short-term illnesses). Medication will be stored appropriately in accordance with safety storage procedures. Children experiencing high temperatures of 38+ may be administered Paracetamol as per permission from direct phone contact (along with instruction to collect their child) or as signed on the paracetamol administration section on the enrolment form.

If a child requires a non-prescription cream to be applied externally (eg. nappy creams, insect repellent, alternative sunscreen), an Authority to Administer Cream form must be completed.

Health management plans will be devised in collaboration with families, doctors and directors for any children with specific health needs. Medical risk minimisation plans and action plans for conditions such as Asthma, Diabetes and Anaphylaxis need to be completed and revised every 12 months. All children with chronic conditions which require medication, must have their medication present when they attend care as per Medication Policy. In case of an Asthma attack or Anaphylactic reaction, all Educators are trained in management and administration of the required medication.

Sun Safety

Our centres are committed to following the Cancer Council recommendations for Sun Safety. Children are to wear sun safe clothes (tops must have sleeves) and broad brimmed hats when outside. If a child's clothing or hat is not suitable, a child may be required to wear an item from the centre spares or their play will be restricted to the shaded areas. Parents are to apply a 50+ sunscreen before or upon arrival at the centre. Our rooms have sunscreen for you to access if you need. Educators will reapply sunscreen later in the day if the UV is 3 or above. Babies under 12 months are kept out of direct sunlight as a matter of course, however if outdoors in an unshaded area, a small amount of sunscreen will be applied to exposed areas not covered by clothing or hats.

Code of Conduct for Families

A Code of Conduct establishes a standard of behavior to be followed and defines how individuals should behave towards each other.

Parents and carers of a child enrolled at a Bella Grace Centre are to follow our Code of Conduct for Families:

- Respect the rights, dignity and worth of every person, regardless of their abilities, gender, religion or cultural background
- Respect the decisions of the Service's staff and work with them to achieve a harmonious and co-operative partnership
- Encourage a safe and supportive service environment
- Always raise any issues or concerns in a calm, respectful and encouraging manner with Educators, the Nominated Supervisor or Management
- Refer to the Grievance and Complaint Policy and follow the appropriate steps if a concern needs to be raised



Our Policies

Bella Grace Policies are accessible on our website under Helpful Resources, Parent Lounge. The password to access the parent lounge is “parents”.

Workplace Health & Safety

Bella Grace maintains a strong active focus on health and safety in our Centres. We have comprehensive practices in place, have commissioned independent Childcare Centre Safety Audits, and perform our own regular risk management assessments to maintain our high standards in this area. We value your contribution to keeping our centre safe.

Centre Policies and Procedures

Bella Grace has a comprehensive set of Policies and Procedures that give guidance in all areas of our operations and expand on the information contained in this handbook. These are available for your perusal on the tablets in the foyer or on the Bella Grace website. Password for access to the Parent Lounge on the website is “parents”. Your input is valued in keeping the centre philosophy, vision, policies and procedures current and reflective of needs. Please feel free to offer any ideas or suggestions or talk to the Director or Educators. Please also take the time to review and provide feedback on our policies during the Policy Review process throughout the year.

Confidentiality and Privacy

All centre records are kept in a secure and confidential manner. Appropriate information regarding children is shared among educators and held confidentially by them. All records are archived and kept until after a child’s 25th birthday. Reports, observations and notes are secure on computers and electronic devices. Weekly programs and daily reflections & photographs of children’s engagement in learning are displayed within the rooms and on Storypark posts. Learning profiles are accessible to families via Storypark.

Grievance

At Bella Grace, we strive to maintain excellent communication with families and educators, however if you have a grievance about any of our practises please communicate these as soon as possible to your Director who will aim to resolve any issues in accordance with our *Grievance Policy*.

Communication

*At Bella Grace, we believe in fostering positive relationships with excellent communication.
Working in partnership enables us to provide quality care for children.*

We can facilitate this process in a number of ways:

- Providing as much information about your child on the *child profile* sheets helps us to get to know your child and may support transitions.
- Talking regularly with your child’s educators allows current successes to be celebrated.
- Contributing to the program empowers children’s sense of belonging, motivation and active learning.
- Providing educators with relevant messages on arrival and collecting messages on departure to support children’s wellbeing.
- Keeping up to date with notices in rooms including the program, routines, and daily information enables you to talk about current learning at home with your children.
- Providing us with any feedback provides opportunities for quality improvement.
- Keeping us updated with any change of details, circumstances or contacts helps us support you and your child.
(Change of details form are located at reception).

Management and Licensing

Management

The Nominee and General Manager of Bella Grace Early Learning Centres is **Amanda Southwell**.
Bella Grace Early Learning Centres: asouthwell@bellagrace.com.au
Phone: 0407 126 200

The Operations Manager for all our Centres: Steph Cobb: steph@bellagrace.com.au
Phone 0410 407 745

Chancellor Park

Director: Kristy Griffiths Phone: **5476 9777**
Email: chancellor@bellagrace.com.au
Administrator: Pam McGregor Phone: **5476 9777**
Email: cpadmin@bellagrace.com.au

Aroona

Director: Rachael Hellicar Phone: **5438 1414**
Email: aroonaa@bellagrace.com.au

Beerwah

Director: Kellie Edwards Phone: **5494 0833**
Email: beerwah@bellagrace.com.au

Brightwater

Director: Michelle Alback Phone: **5493 9797**
Email: brightwater@bellagrace.com.au

Brightwater School Kindergarten:

Director: Racquel Potter Phone: **5493 7275**
Email: bwkindy@bellagrace.com.au

Website: www.bellagrace.com.au

Like us on:



Licensing and Operating Legislation

Bella Grace Centres are licensed, assessed and rated by Early Childhood Education and Care under the Education and Care Services National Law (Qld) Act 2011. ECEC, PO Box 5489, Maroochydore QLD 4558 Phone: 5352 9910 Information service 1800 637 711.

Bella Grace is required to comply with the Education and Care Services National Law (Qld) Act 2011, the Education and Care Services National Regulations 2011 including the National Quality Framework.

Helpful Resources and Web Sites

Health and Community Services Information Line Phone: 3837 5986	Early Years Learning Framework https://www.dese.gov.au/national-quality-framework-early-childhood-education-and-care-0/earlyyearslearningframework
Queensland Kindergarten Learning Guidelines https://www.qcaa.qld.edu.au/kindergarten/qklg	Australian Children's Education & Care Quality Authority www.acecqa.gov.au
www.earlychildhoodaustralia.org.au	Family & Child Connect – <i>for support in tough times</i> 13 FAMILY (13 32 64) familychildconnect.org.au
North Coast Aboriginal Corporation for Community Health Ph: 5443 3599	Commonwealth Respite and Care link Centre ph. 5498 3315
Relationships Australia Ph: 1300 364 277	Family Relationship Centre Ph: 5452 9700
Community Centres- Beerwah ph: 5494 0505 Caloundra ph: 54914511 Maroochydore ph.: 5443 6696	Child Health Centres- Caloundra: ph 5436 8552 Maroochydore: ph 5459 6901 Caboolture: ph 5433 8300
Breast Feeding Helpline 1800 686 268 www.breastfeeding.asn.au	Pregnancy helpline 1300 139 313 www.pregnancysupport.com.au
Mental Health Service Access 24 hours Ph: 1300767155	Red Nose Ph: 1300 998 698 www.rednose.com.au
Immunisation Register: 1800 653 809: My Child Information Line: 13 3684 http://www.health.qld.gov.au/13health/	
Caloundra Child Safety Service Centre Ph: 5420 9090	Crisis Care Ph 1800 177 135 Ph: 07 3235 9999

<http://www.communities.qld.gov.au/childsafety/about-us/legislation/child-protection-act-1999>

<http://www.communities.qld.gov.au/childsafety/protecting-children/what-is-child-abuse>

<http://www.kidsmatter.edu.au/early-childhood>

<http://www.humanservices.gov.au/customer/services/>

Updated: February 2022