



Cool Bananas

“A fun place to be”

Family Information

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Welcome

Welcome to Cool Bananas Early Learning Centre. Our service provides care for up to 31 children per day, aged from 0 to 6 years of age. There are 3 rooms at the centre across the building – Our 'Tiny Turtles' room is made up of our 0 to 2 year old children. Our 'Sparkling Starfish' room is made up of our 3 year old children and our 'Dazzling Dolphins' room is made up of our preschool children from ages 3 to 5 years. The centre is open from 7.00am to 6.00pm, 50 weeks of the year excluding public holidays.



All parents will be given the opportunity to contribute to the running of the centre by communication with our educators through our online portal as well as through parent feedback forms. Parent feedback and suggestions are important to us at Cool Bananas Early Learning Centre and we encourage your input. Parent involvement is encouraged, and all parents are welcome at the centre at any time.

Cool Bananas Early Learning Centre operates with the philosophy that children need to be treated with warmth and respect. The centre will promote learning and development for all ages and recognises that the skills and knowledge learnt in the child's early years are the foundations for the child's learning for later years. We believe that having an engaging environment and the availability of appropriate experiences at the right stages of development, are very important factors in helping to shape their development.

The children in the care of Cool Bananas Early Learning Centre will be provided with experiences that nurture their physical health and wellbeing, social competence, emotional maturity, communication skills and general knowledge. Our children's development of independence, decision making, problem solving and social skills through play are all paramount to our daily interactions, experiences and events.

We recognise that every day is an opportunity to learn something new through play, learning from others, discovery, exploration and adventures. Staff continually promote a fun, friendly, caring and welcoming environment for our children to foster positive self-esteem, self-worth and belonging. Children will be encouraged and coached in ways to discuss problems and to cope with frustrations as they continue to develop on who they are becoming. Staff encourage children to respect the rights of others and welcome differences with respect.

Staff encourage two-way communication between families and educators, as parent input is one of our most valuable resources to support the education and development of the children in our care.

Service Fees



Tiny Turtles
\$135 per day



Sparkling Starfish
\$130 per day



Dazzling Dolphins
\$130 per day

Fees will be payable for each day your child is booked to attend. To secure enrolment families are required to pay a \$50 enrolment fee (non-refundable) and bond. The bond amount is refunded provided the appropriate notice is given prior to your child's final day of attendance. **Please refer to Ceasing Enrolment on Page 4.**

All fees need to be paid two weeks in advance.

Fees must be paid, even if your child is absent for any reason including public holidays (in accordance with our Fees Policy). It is also very important that the centre be notified if your child will be absent.

Child Care Subsidy

The Government provides Child Care Subsidy for eligible families. Please contact the Family Assistance Office on 136150 or www.australia.gov.au/mychild for further details.

Payment of Fees

1. Payment by Bank Transfer

of Accounts will be emailed each Monday with the payment for that period reflected on your statement. Please refer to the bank details below for payment:

Account Name: Tiny Footsteps Pty Ltd	
BSB: 062 000	Account Number: 2035 1533
Reference: Please put your child's full name as the reference	

2. Late Fees

Cool Bananas Early Learning Centre is licensed to operate until 6.00pm, after which time children cannot remain in our care. Children collected after closing time will incur a late

fee of \$20 for the first ten minutes or part thereof and \$2.00 a minute thereafter. This payment is not eligible for any Child Care Benefit. Please ensure you contact the centre if you are going to be late.

3. Absences

Fees are due and payable for each day that the child is enrolled, regardless of whether the child attends or not. If your child is absent from the Centre for any reason, please call and let us know that your child will be away.

4. Non-Payment of Fees

Fees should be kept current at all times.

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

- Overdue Notice
- Letter of Termination
- Service to contact family 1 day prior to termination date as reminder that enrolment will be terminated the next day.

If your payment becomes 2 weeks or more in arrears and you have not contacted the centre to arrange payment of the fees, an overdue notice will be issued with a final due date of payment printed on it.

If no attempt is made to contact the service regarding payment by the final due date, a letter of termination will then be issued, showing the date of termination.

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

If no attempt is made to contact the service regarding payment of overdue fees on or before the termination date, the child's enrolment will then be made vacant. The centre will inform the parent by phone one day prior to termination date reminding parent of termination.

If payment is made after enrolment is cancelled it will not guarantee you a place at the centre. You will be placed onto the centre's waiting list in priority order.

Ceasing Enrolment

If you need to withdraw your child from the centre, four weeks written notice is required to the service director. In the event that no notice is provided then you will be charged 4 weeks fees. Your Bond will be forfeited also, if the appropriate notice is not provided and fees not paid.

Priority of Access

Children are placed in child care under regulations by priority. The education and care service will use the Priority of Access Guidelines to prioritise the waiting list and to allocate

available education and care places to families. The Priority of Access Guidelines followed by Long Day Care and Outside School Hours Care services are set by Family Assistance Law. These are:

- **Priority 1:** a child at risk of serious abuse or neglect.
- **Priority 2:** a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999'.
- **Priority 3:** any other child.

Within these three priority categories, precedence should also be given to children in:

- Aboriginal and Torres Strait Islander families.
- Families which include a person with a disability.
- Families on lower incomes.
- Families from culturally and linguistically diverse backgrounds.
- Socially isolated families.
- Single parent families.

General Information

Arrivals and Departures

On bringing your child into the centre, or taking them home, you **MUST** log them in or out on our online platform **OWNA** at the desk, which is on the iPad in the foyer. **This is a requirement of the Federal Funding body.** You must also inform a staff member that your child has arrived or is leaving.

If you wish someone other than the authorised adults to pick up your child, you must let us know and provide us with written permission, the adult's name and a copy of their driver's license. Please be aware that for your child's safety if at any stage someone who is unfamiliar to the staff, arrives at the Centre to collect your child, they will be asked to produce satisfactory identification.

Settling your Child into the Centre

As childcare professionals, we understand that parents find it difficult to leave their child. It is normal and expected for newly enrolled children (and parents) to become upset as it is an adjustment period for them. Here are some pointers that may help the transition run smoothly:

- We recommend an orientation visit to the centre with your child for a short time 1-2 weeks prior to starting. This way, you will show your child where they will be, and this will build up their confidence and knowledge on what their first day will be like.
- Walk your child, or hand them over to a familiar staff member in their room, then explain where you are going and that you will be back later to pick them up.
- When leaving, try and make a relaxed and unhurried separation. If your child senses or sees your distress, they believe there must be something wrong, and become quite upset themselves.

- We encourage all parents to ring the centre as many times during the day, the staff are more than happy to inform you how your child's day is going.

Prior to your child's first day of attendance we suggest for you to bring them in to the service for a minimum of 1 one hour orientation visit. We recommend that these visits are between 9.30am and 11.30am as this is the most ideal time for our staff to support your child to participate in room experiences. Additional orientation visits are recommended for children who may experience high levels of distress whilst being away from their families.

What to Bring

- Sheets (cot size fitted sheet and top sheet or blanket) for sleep/rest time.
- Water bottle (families to take home each day and clean/return).
- Bottles for milk if required.
- Dummies if required.
- Security toy if required (for example blankie or teddy).
- Two sets of spare clothes – just in case!
- Formula or breast milk if required.

Please label ALL of your child's belongings as it gets difficult to identify who owns what! **No medication is to be left in bags.** The children have access to the bags, so please hand any medications to a staff member.

It is a good idea to pack your child's bag with them and encourage them to carry it in and out of the service if they are capable. This assists them to develop an awareness of looking after their belongings. Bags should not be left at the centre overnight.

Clothing

We ask that children come to the centre dressed appropriately. No singlets or thongs are to be worn for your child's own safety. Depending on the weather, staff will change your child to suit the weather, so we ask that spare clothes are packed.

Meal times

All meals are served in a relaxed environment. The main meals provided by the Centre in conjunction with 'Munch and Move' are: morning tea, lunch, afternoon tea and late afternoon tea.

Breakfast (cereal) will be served to children who arrive before 7:30am.

No child will be forced to eat nor will they have any food withheld for any reason. Children will be encouraged to try all foods given to them, but individual tastes will be respected.

The Centre will cater for children who have special dietary considerations. Please advise us if your child has such needs.



No food at all should be brought in the children's bag. This is an important note to remember, as children with specific (and sometimes life threatening) food allergies may access these foods.

Rest Time

All children in our Turtles' room will be offered a rest as required – we will try and stick to your home routine as closely as possible! Children in our Starfish room are offered a rest in the middle of the day. Children in our Dolphins rooms are also offered a rest in the middle of the day, however all individual needs are catered for and this may mean that a child or their parent may opt for no sleep, rest time and quiet activities will be offered instead.

All children who sleep whilst in our care are to supply their own set of cot sized sheets (fitted sheet and top sheet). All bedding is to be marked clearly with the child's name and placed in the child's locker.

Nappies and Toilet Training

Nappies will be supplied by the Centre; the cost is incorporated into the daily fees for children in the 0-2 year range. If your child has turned two (2) and still requires nappies they need to be supplied from home. Staff will work in partnership with families who would like to begin toilet training. Please discuss this with your child's educators when you think they are showing signs of being ready.

Belongings

All items of clothing are to be marked with the child's name. We encourage the children to become independent and self-sufficient through our daily routines such as toileting, dressing, and putting on and off shoes and socks. It is nearly impossible for a child to go to the toilet alone if he/she has overalls, buttons, braces or too-tight shorts to contend with. Children should be dressed in comfortable clothes that are easily removed.

Each child should have a change of clothes clearly marked with his/her name. During the hot weather please provide clothing that is cool but prevents over exposure to the sun's harmful rays eg. clothing that covers the shoulders should be worn. A jumper or jacket should also be provided, as some days may become cool. Enclosed shoes and sandals are the required footwear. Cool Bananas Early Learning Centre requests that children do not wear thongs or clogs as they can cause them to slip while climbing.

A parka or jacket must be also be provided in the cold weather as well as a t-shirt or shirt as some days do become warmer than expected. No responsibility will be taken for lost clothing.

Toys and Valuables

Children are encouraged to not bring toys from home. Toys are often the cause of arguments and unfortunately they may become broken, lost or stolen. The centre is very well equipped, so children do not need to bring any toys from home.

Our educators will not be held responsible for any lost or stolen valuable jewellery and children should leave valuables at home.

Children may bring a “**security item**” which will be available to them as required.

Birthdays

Birthdays are an important day in a child’s life!

Unfortunately, due to children’s allergies and food safety requirements we cannot accept any foods brought from home. This means that homemade or bought cakes cannot be brought in for your child’s birthday.



Our Cool Bananas Early Learning Centre children can still have a birthday cake though! Our chef Mary will ensure to have a basic cake prepared for your child so they can celebrate with their class. This ensures our allergy listing is followed and helps ensure that all children have the opportunity to celebrate!

Our Curriculum

Daily Journal



Our daily journal allows our families and friends of the children at Cool Bananas Early Learning Centre to discover what the children have been exploring and engaged in throughout the day. Our daily journal will be distributed each afternoon by 3pm via our OWNA app. Upon enrolment, you will be set up with your own username and password, which will allow you log in access to view your child’s daily journal, routines and portfolios over the year! Our educators put an amazing effort into these documents and they are truly awesome to receive at the end of your day!

The daily journal provides opportunity for families to assist in the programming and planning for their child. Family participation is welcomed and encouraged. Your involvement and feedback is always appreciated. You may email back a comment, suggestions or speak to one of your child’s teachers about the experiences explored.

The daily journal provides our educators the opportunity to reflect on what has been successful throughout the day regarding what the children are interested in and allows them the opportunity to extend on these learning opportunities for every child, possibly turning a learning area into a mini project.

Individual Observation & Portfolios

Observations are a tool used by educators that contribute to the planning of an interesting and skills-based curriculum. This involves a staff member observing a child for a short time, between 5-15 minutes, recording their observations in a particular situation, and then planning future activities to benefit the development of that child. These observations help the staff when planning their daily activities, both indoor and outdoor, plus the structured group times each day.

A formal observation with photos is completed for each child every quarter along with a group observation, as well as two developmental milestone checklists. You will be able to access your child's portfolio entries via our app, OWNA. We will also print the portfolios and present them to you as a take home copy at the end of the year, complete with a selection of their beautiful artwork!

Goal Setting in Partnership with Families

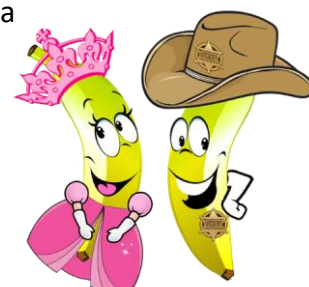
Mid-year, families are provided with the opportunity to meet with their child's room leader to discuss their progress and set future goals for their child. We encourage you to attend these meetings as we feel building strong partnerships with families is imperative to providing a high level of support for each child as they develop and grow. This is also a great time to see your child's annual portfolio to read what they have been up to and the new skills they have learnt whilst with us. Portfolios are given to every child at the end of the year to keep.

Positive Behaviour Guidance

Our educators guide children's behaviour in a positive manner through the use of a number of strategies.

These include:

- Thoughtful design and planning of our environment.
- Setting clear, age-appropriate expectations.
- Modelling positive behaviours and acknowledging children who display these behaviours.
- Encouraging children to use language to share their feelings.
- Assisting children to resolve conflict independently.
- Talking to children at their level and explaining the reasons why particular behaviours are unacceptable.



Early Intervention /Additional Needs

Our centre caters for children who are attending specialist programs: eg. a Speech Pathologist or Occupational Therapist or children who may have a diagnosed additional need. If this is the case for your child, please inform our staff so that appropriate attention can be given to meet the needs of your child.

At times our staff may be the first to detect a concern or you may develop a concern. Please feel confident to discuss any developmental concerns with our educators. We will work closely with you and your child to support you to access services that are available to you and to meet the needs that you and your child may have.

Health & Hygiene

Illness

Our service follows the National Health and Medical Research Council exclusions guidelines which means that children with communicable illnesses must be kept home from the centre. A poster with this information is displayed near our health and hygiene notice board toward the kitchen area of the service.

If your child is showing signs that they are ill please keep them home from care. Signs can include rashes, temperatures, an extremely runny nose, discharge in eyes, frequent coughing and vomiting or loose stools. If your child shows these symptoms whilst in our care we will call you to collect them. If your child has any of these symptoms but is not contagious, a note from the doctor stating they are fit for care is required.

Any child on **PANADOL or NUROFEN** **must NOT ATTEND for a minimum of 24 hours** from their last dosage, as your child is ill and could be contagious.

If your child comes to the Centre with medication and the staff feel he/she is too unwell to be in attendance you will be contacted and asked to take the child home. If parents are contacted about illness, we ask that they pick up their child from the Centre within the hour.

We do not have the staff or the facilities to care properly for a small child who needs extra care due to illness.

Medication

When you enrol your child, please ensure that you give due consideration to signing our permission form that allows us to administer one dose of Paracetamol or Nurofen if necessary. This eases your child's discomfort until you arrive to take him or her to your

Doctor. Paracetamol or Nurofen will be administered only in the case of fever as a last resort and with a senior staff member's approval.

Once medication is administered, you must collect your child within the hour, as they are unable to remain in care for the rest of the day. **Children are unable to attend for 24 hours after their last dose and when they return a, a Doctor's Clearance must be provided before the child is accepted into care. The Doctor's Clearance should state clearly that the child is fit to return to care and is no longer suffering from the illness/infection which lead to their exclusion.**

If your child is on any form of medication, please fill out a medication form that gives us permission to administer the medication.

Any child on **ANTIBIOTICS must NOT ATTEND for a minimum of 24 hours** after first commencing treatment with antibiotics, as your child is ill and could be contagious.

Prescribed medicines, which have a name, other than the child's on the label WILL NOT be administered by staff. Medications must be in the original bottle and appropriately labelled.

Immunisation

The Public Health Amendment (Vaccination of Children Attending Child Care Facilities) Act 2013 requires families to provide proof of a child's current and up to date immunisation status prior to commencement of care. Please ensure that you provide us with copies of your child's Medicare immunisation history statement – The 'blue book' is no longer acceptable evidence.

Younger children's immunisation records must be updated regularly at the Centre. If your child has had the next immunisation on the schedule, please inform the centre director and provide a copy of the updated Medicare immunisation history statement.

Children's Accidents

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

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

Sun Safety

As a Sun Smart Centre, Cool Bananas Early Learning Centre aims to promote the importance of sun protection, for both staff and children at the centre.

We ask that families provide their child with clothing that protects them from the sun. Heads, shoulders and backs must be covered. Your child may be changed into more appropriate clothing if we feel they are not protected from the sun. You are also required to provide a hat for your child to wear when outdoors. We do not provide centre branded hats as we find that children can more easily recognise their hat when it looks different to other children's hats.

We ask that you apply sun block to your child when they arrive. A pump bottle is provided at the sign in desk for you to use. Sun block will be applied at least 30 minutes before the children go outdoors in the afternoon to play. If you wish to provide your own brand of sunscreen, please speak with your child's educators.

Family Information

Families are encouraged to be involved in our program in a variety of ways. As working parents, it is often difficult to spend time with your child in the mornings, but there may be other times that you would like to share with your child at the Centre. You may wish to share a special skill, such as storytelling, playing a musical instrument or cooking with the children.

Your involvement in our program is important and your child would love seeing you here at the service! If you would like to spend some time at the Centre, please discuss this with your child's educators – we'd LOVE to have you join us!

Family Concerns or Queries

If you have any concerns or issues to share with us regarding any aspect of our service, please feel free to talk with your child's educators or the service director. We take all complaints seriously and have a very transparent dispute resolution process. We encourage you to share ideas, comments, suggestions, or issues so that together we can maintain our high standard of care for every child.

Formal details regarding contact details for complaints are located in our service foyer.

Cool B Newsletters

It is often difficult to spend time with all parents on a regular basis, so another form of communication with our families is via our newsletter, "**The Cool Bananas Early Learning Centre Messenger**", which helps keep you informed of any centre activities, dates to remember, birthdays, staff news, general information, room news etc! Newsletters will be emailed to families every quarter and aim to be informative and helpful, keeping you up to date on what's happening at Cool Bananas Early Learning Centre!

