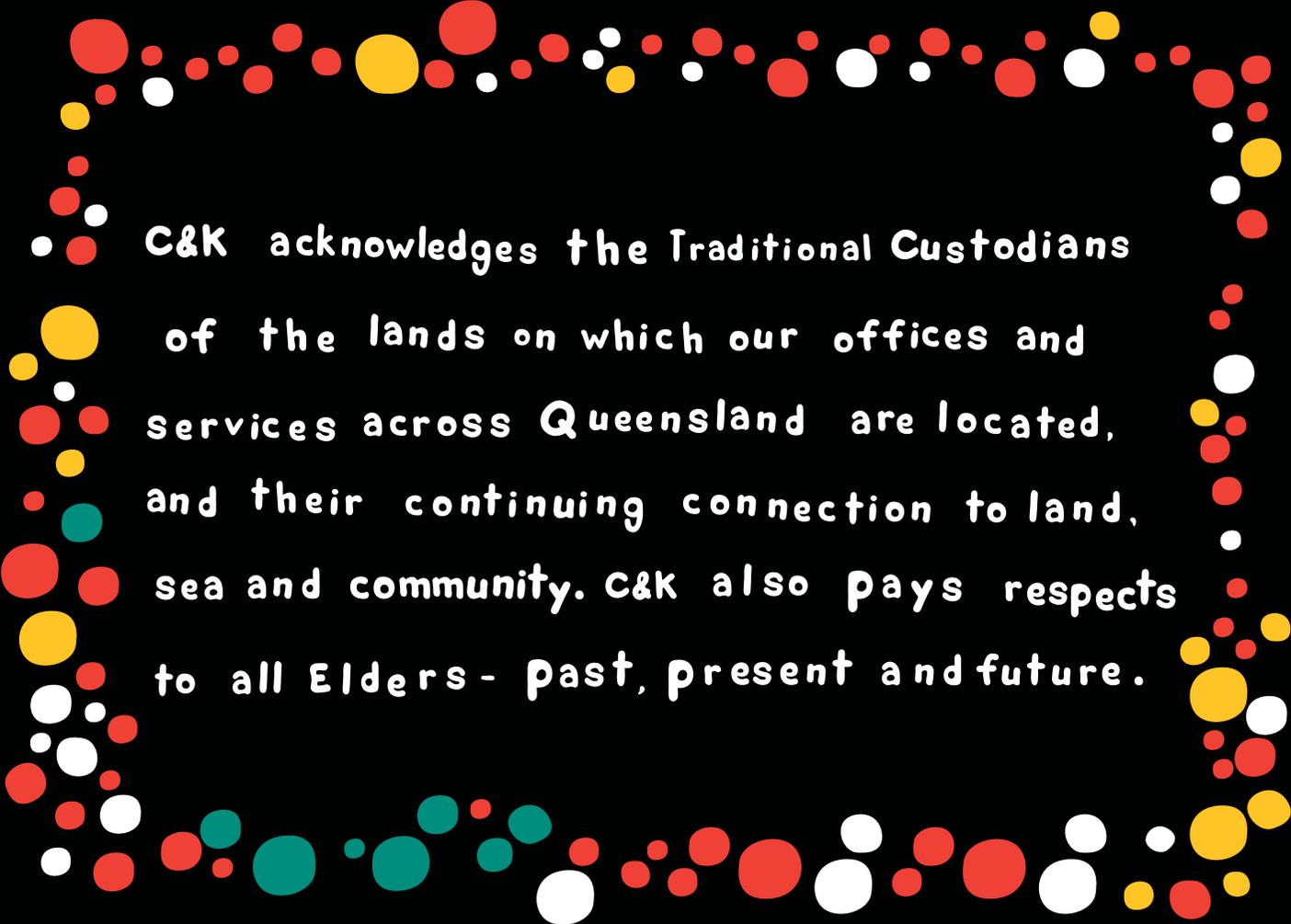




 **C&K** Childcare &  
Kindergarten  
Early Learning since 1907

**C&K Family Handbook**



C&K acknowledges the Traditional Custodians of the lands on which our offices and services across Queensland are located, and their continuing connection to land, sea and community. C&K also pays respects to all Elders - past, present and future.



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# Message from the CEO

## Welcome to the C&K community

We have been educating and caring for children across Queensland for 110 years and we're proud of our reputation as leaders in the early childhood sector.

We're happy you have chosen us for your child's early learning, so they can now enjoy the C&K experience, like a million children before them. In the first five years, children learn more quickly than at any other stage of their life and we look forward to guiding your child on this learning journey. We know in these early years that seeds are planted for a lifetime. At the heart of the C&K philosophy is encouraging children to be curious and to love learning. Our highly qualified educators will do this through our internationally- recognised teaching guidelines - Building waterfalls - which are unique to C&K.

This Family Handbook will give you an insight into the kinds of experiences your child will have at C&K and what to expect in the year ahead. Of course, your Director remains a first port of call for any questions you may have along the way. C&K has more than 360 services - kindergartens and childcare - around Queensland and one feature that is common to all, is the sense of community.

We welcome your family to the C&K community and look forward to working with you in this exciting and important stage of your child's learning journey.



**Michael Tizard**

Chief Executive Officer



## Our purpose

To guide children's learning journey, and maximise their life outcomes

## Our values



## Our vision statement

Another 100 years of excellence in early education & care

## Our key strategic directions

### 1. Education & Care Excellence

- C&K leads early education and care with innovation, advocacy and quality practice for all children.

### 2. Service Excellence

- C&K listens to children, families and partners and seeks to understand their needs.
- C&K strengthens, grows and diversifies to meet the needs of children, families and partners.
- C&K is an efficient not-for-profit organisation investing in children and communities.

### 3. Professional Excellence

- C&K nurtures a highly skilled and agile workforce that reflects our values.

# Section 1

## Enrolling and starting with your C&K service

Thank you for choosing to enrol your child at a C&K service. Your Director will organise orientation activities so you and your child can become familiar with your service. This is a great opportunity for you to ask lots of questions, to find out where everything is located at the service, and for us to learn more about you, your child and your family.

## Before your child starts

Take the opportunity to spend some time with us before your child starts. This may be one visit or a number of visits over a few weeks. Meet your child's educator / s, explore play areas and observe the C&K program in action. This will support both you and your child on this new journey and will help you both feel more confident on your child's first day. Please speak to your service about specific orientation activities.

In the lead up to your child's first day, take time to talk with them about what their first day will be like; discuss the things they will bring with them to their service, the people who will be looking after them, the children they will play with and the experiences they will engage in. Remind your child of what they saw when they visited the service; the locker for their bag, the toilets, and the play areas.

## The first day

You and your child may be a bit nervous about the first day, and this is completely normal. Your child's educators will be on hand to support your child and you as you start this new journey together.

Here are a few tips to help make the first day as smooth as possible:

- All children are different; some will bound off and join other children as soon as they arrive, and others will require a bit more time to feel comfortable, so give yourselves plenty of time to settle in on that first day
- Your child may cry and get a bit upset. Reassure them that you will be returning later that day, and feel confident knowing our experienced educators will make your child feel safe, secure and comfortable
- Make sure your child knows where their belongings are – let them see where their bag is, and that their food is in the fridge (if applicable)
- Call at any time during the day to see how your child is going and how they are settling in

### What to bring

Every day please bring a bag with all items labelled containing:

- spare clothing (learning can get messy sometimes)
- sheet or cot sheet
- wide brimmed/ legionnaires hat
- nutritional food for the day (if applicable)
- water bottle
- enough bottles and nappies for the day (if applicable)



## Why I love C&K

I love going to here cause I love the sandpit.  
- Daniel, 4

I like planting.  
- Asher, 4

In the Wonder Garden I like all the trees. I love drawing and playing games.  
- Ben, 4

I like thinking.  
- Rohan, 5

I like the teachers reading stories.  
- Tom, 4

I like when it's morning tea.  
- Lexie, 4

### When you arrive:

- Wash your and your child's hands
- Sign your child in on the sign-in sheet
- Put your child's bag in their locker, or on the hook provided
- Put your child's food in the fridge (if applicable), if your child's food is in an insulated container, please remove food from the container before placing it in the fridge so the food remains at a safe temperature
- If you haven't applied sunscreen at home, apply sunscreen and record this on the sign-in sheet. We will encourage your child to play in the shade for the first 20 minutes
- Share any news or important information with educators - did your child have a bad night's sleep, are there signs of teething, did they bump their head this morning, are family or friends coming to stay tonight?
- Say goodbye

### When you leave:

- Sign your child out
- Talk with educators about your child's day and read through the communication book, teaching and learning journal or look through your child's portfolio
- Collect your child's belongings
- Wash your and your child's hands

### Helping maintain a safe, healthy environment for all

To support our commitment to the happiness, health and safety of all children, educators and visitors, we ask that you assist us with the following:

- Ensure that your child's bag and all recycled materials that you gift to the service (such as cardboard boxes, toys, egg cartons) are checked for items that could potentially harm a child such as plastic bags, batteries, sharp items and medications
- Smoking is banned at early childhood education and care services and for 5 metres beyond their boundaries
- Do not leave any children unattended in your vehicle or the car park when dropping off and collecting your child/ren
- Use extreme caution when entering and exiting C&K car parks
- Close all gates and doors as you enter / exit rooms, buildings, and playgrounds, only open the centre gate for your own child.
- Security is very important to C&K and for the protection of children, guardians are required to have their own iCheck-In PIN for the collection of children. Do not share this PIN and keep it confidential at all times, you may be liable for any consequences of its unauthorised use.
- Advise your service immediately if you or your emergency contact's details have changed

# Section 2

**A place where your child is happy, healthy and safe**

**Our highest priority is to ensure your C&K service is a place where you and your child feel happy, healthy and safe. We will achieve this through the use of positive behaviour guidance strategies, the employment of high quality educators, the provision of natural play spaces and by maintaining high standards and hygiene.**

## Quality educators

Qualified educators and staff work together at your service to provide your child with a high quality, play-based early education program. For our children, relationships are key to children's wellbeing and learning and our C&K Birth to Three approach focusses on the relationship between your child and a consistent educator.

All of our educators hold or are studying towards appropriate qualifications and licences for their positions. C&K goes above and beyond the national regulations by training all educators in First Aid, CPR and asthma and anaphylaxis management so you can feel assured they will be ready to take action in the event of an injury or medical emergency. We also have a pool of regular relief educators for times when our educators are out of the service for professional learning opportunities, holidays or should they be unwell.

## Policies ensuring your child's wellbeing

C&K educators follow well-researched, thorough policies, procedures and guidelines to ensure that your child's experiences at the service are ones that promote and enhance their safety and wellbeing. C&K policies and associated documents address a broad range of issues and we encourage you to view key policies on our website at [www.candk.asn.au](http://www.candk.asn.au). C&K policies are developed and reviewed through a consultative process with input from families,

educators and relevant agencies including government departments and health officials. We encourage families to contribute to policy review by email at [policyfeedback@candk.asn.au](mailto:policyfeedback@candk.asn.au) or calling C&K on 3552 5333

## Natural environments

C&K believes that one of our most significant responsibilities is to help all children appreciate and protect nature, to see the beauty in the world, and to learn to be problem solvers and creative thinkers. We aim to develop your child's respect and love for the natural world so that they grow up with the desire, knowledge and skills to promote action for sustainability.



At C&K your child will learn and play in natural spaces filled with natural materials. Your child will recycle, garden, learn about their community and may even be involved in caring for chickens, guinea pigs or other animals. We hope you will join us on this important and

exciting journey and we encourage you to share with us what your family does to connect with, and respect our natural environment.

## Positive behaviour guidance

Just like most skills, behaviour is learned and developed in social situations. Our specially designed early childhood programs and resources enable our educators to guide and promote your child's social and emotional wellbeing. Our educators will build a relationship with your child and family in order to create a safe, supportive environment for learning. Our educators will engage your child in experiences which model positive language and social behaviour, and offer them the opportunity to develop a positive self-image, and understanding of others. If educators feel your child requires further support in building their social and emotional skills, they will work with them and include your family through this process.



### Rest, relaxation and sleep

We understand that rest and relaxation is an important part of your child's day, and 'resting' and 'relaxing' occur differently for each child. We will offer your child opportunities to relax and rest throughout the day, in ways that meet their individual needs. This might include a sleep in a bed or cot, a break with a comfortable cushion to dream on, or a rest on a rug outside in the shade reading a book. Red Nose safe sleeping guidelines are consistently implemented at our centres. Please see our sleep, rest and relaxation procedure on the C&K website for further information.

### Fees

Please see our Fee Policy on the C&K website for further information

### Excursions and visitors

From time to time your child might go out into the community on an excursion. Places such as the local school, library or the museum are spaces where children can have new and different experiences outside their everyday learning. Your service will inform you if an excursion is a regular part of the program. Visitors may also be invited to share experiences and activities with your child. Artistic or musical performances and cultural experiences are some of the events your child may participate in. We will always let you know about excursions

or visitors to the service in advance, as you are most welcome to join in the fun with us, and we encourage you to share ideas and possibilities for new adventures or suggestions for visitors.

[Please see our excursions and visitors procedures on the C&K website for further information.](#)



### Photography and social media

"While it is important to recognise the very real dangers associated with social media use, it is equally important to identify and leverage the benefits by taking a more holistic approach." (Australian Institute of Family Studies).

It is important to remember that images / recordings you email, text or post on social media sites can and may be seen, and used, by many people. We need to treat these recordings carefully.

To promote the safety, and respect the beliefs of all children and families, when you are at your service, or a service event, please only email, text or post on social media sites images / recordings of your own child.

With your consent, your child's images, audio & video recordings may be used to share the children's experiences, learning and educational program.

You will have given, or withheld, your permission for C&K to use your child's images / recordings on social media for marketing and communications, but if you have any concerns, or want to change this, please speak to your Director.





### Students and volunteers

We are often asked if a student, or a volunteer, can work with us in our services. We always consider the needs of the children, service and community when reviewing such requests. Where students and volunteers are accepted to work in a service, we ensure they hold the required licences, and engage them in an orientation process to ensure they understand their responsibilities and obligations.

All students and volunteers are supervised and work under the guidance of qualified educators at all times. We will advise you in advance should a student or volunteer be working in your child's service.

[Please see our student, volunteer and external contractor procedure on the C&K website for further information.](#)

### Multimedia and technology

You will see a variety of approaches to integrating multimedia and technology occurring in your service. We may use iPads, cameras, light boxes, listening posts or interactive LCD screens to extend and enrich your child's play. Our educators will be there when technology is being used, supporting your child to be safe online.



### Bringing healthy meals

Your child needs healthy, nutritious food to give them the right energy to fuel their body and mind for learning. Please discuss your child's food requirements/allergies with us when you enrol, including any cultural or religious needs. To ensure food is stored at a safe temperature, please place any food that requires refrigeration in the fridge when you arrive. If your child's food is in an insulated container, please remove their food from the container before placing it in the

fridge so it remains at a safe temperature.

[Please see our food and beverage procedure on the C&K website for further information.](#)

### Breast and bottle feeding

We welcome breastfeeding at all of our services, and aim to provide comfortable and relaxed spaces for this to occur. When bringing any type of milk to the service, please label all bottles with your child's name, store them immediately upon arrival in the refrigerator and sign them in on the bottle register.





### A sun safe environment

Sun safety is important to us and we ask that your child comes to the service with a legionnaire style, or broad brimmed hat each day. If you have time, please apply sunscreen to your child before arriving at the service. Educators will re-apply sunscreen throughout the day. We encourage the wearing of sun safe clothing and sunglasses.

Please see our sun safety procedure on the C&K website for further information.

### Why I love C&K

Cause I like playing  
with the waffle  
blocks  
- Aidan, 3

I love home  
corner, I cook.  
- Lucia, 4

You can go  
on your belly  
on the swing.  
- Eliza, 5

### Hygiene practices

When there are lots of children playing and learning together there is an increased chance of children getting sick. For this reason we follow thorough, best practice procedures to ensure that a clean, hygienic environment is maintained for you and your child. Please support us with this by always washing your and your child's hands when you arrive at, and leave the service, following the pictorial procedures displayed near all hand washing sinks.



### Immunisation

We respect each family's decision regarding immunisation and do not exclude children on the basis of their immunisation status. Services follow strict procedures relating to infection control and exclude children and educators who are diagnosed with an infectious illness.

In the event of a confirmed case of a vaccine preventable disease, and your child is not immunised, or their immunisations are not up to date, they may be required to remain at home (full fees applicable) if this is the advice provided by the Public Health Unit.

We ask you to indicate your child's immunisation status in their enrolment booklet and provide evidence (Australian Childhood Immunisation Register Record or letter from recognised General Practitioner or immunisation nurse) of your child's immunisation to the service.

Under Australian Government legislation your eligibility to access Child Care Benefit (CCB) or the Child Care Rebate (CCR) may be affected if your child is not immunised or if their immunisations are not up to date. For more information, please visit:

- [www.humanservices.gov.au](http://www.humanservices.gov.au)
- [www.immunise.health.gov.au](http://www.immunise.health.gov.au)

## Child protection

Safe, protective and healthy environments are fundamental to every child, giving them the opportunity to learn and grow to their full potential. C&K's commitment to the care and protection of children emphasises the importance of early intervention, prevention and advocacy. C&K educators advocate for, and protect children's safety and wellbeing in a variety of ways, including reporting suspected cases of child abuse. From 1 July 2017, all C&K educators are required by law to report child protection concerns to the relevant authority. If you would like to know more about C&K's

commitment to child protection, please ask your service Director or visit the C&K website to view our key child protection policies.

## Illness and infectious diseases

When children are playing and coming into contact with one another regularly, illnesses and infectious diseases can occur and spread. If your child is unwell, educators will contact you to come and collect them. To ensure your child gets the rest they need to recover, we ask that when your child is unwell they stay at home until they are better.

Please see our [infectious illness and exclusion procedure on the C&K website for further information](#).

You will find a table below detailing some common childhood illnesses and the exclusion periods recommended by the National Health and Medical Research Council that your service will follow. You can find the full publication this table is taken from in *Staying healthy in childcare*, 5th edition at [www.nhmrc.gov.au](http://www.nhmrc.gov.au).

## Injuries and incidents

In the event of any child related incident:

- We will contact you for all significant incidents, and you may be asked to collect your child. Educators will continue to monitor and care for your child until he/she is collected.
- A detailed incident report will be completed in preparation for you to review and sign at the end of your child's day. A copy of the report will be provided to you if requested.
- Where your child requires medical treatment beyond immediate First Aid, and we are unable to contact you, we will ensure your child is cared for and comforted. We will contact your emergency contact(s), or call an ambulance. It is very important to make sure your list of emergency contact(s) is up to date at all times.

Common illnesses	Exclusion periods
Diarrhoea	Until 24 hours after the last loose bowel motion
Hand, foot and mouth disease	Until all blisters have dried
Head lice	Not excluded if effective treatment begins before the next day at the service
Influenza and influenza-like illnesses	Until child is well
Chicken pox	Until all blisters have dried
Vomiting	Until 24 hours after vomiting has stopped
Fever (38°C or above)	Until fever has stopped for at least 24 hours
Conjunctivitis	Until the discharge from the eyes has stopped
Roseola	Exclusion is not necessary, however, the child should stay at home until they are feeling well
Human parvovirus B19 (slap cheek)	Exclusion is not necessary, however, the child should stay at home until they are feeling well
Impetigo (school sores)	Until appropriate antibiotic treatment has started Any sores on exposed skin should be covered with a watertight dressing
Pertussis (whooping cough)	Until 5 days after starting appropriate antibiotic treatment, or for 21 days from the onset of coughing
Gastroenteritis - Exclusion	As advised by Queensland Health, a single case (no other cases within three days at a service) of gastroenteritis (children and adults) should be excluded from a service until at least 24 hrs after the symptoms have ceased. Two or more cases may indicate transmission within a service, therefore until the cause is identified the exclusion period should be for 48 hrs after symptoms cease.

### Medical conditions / disability

If your child has a medical condition, such as anaphylaxis, asthma, diabetes or epilepsy, we ask that you detail their condition in their Enrolment Booklet. We also ask that you attach to this booklet a comprehensive current medical management plan from your child's medical practitioner. Before your child starts, engage in a conversation with your service about your child's needs to ensure they can care for your child appropriately and assist with the management of their condition. The commencement of your child's enrolment may need to be delayed so that our educators and staff can engage in specialised training to ensure they are capable and confident in meeting the needs of your child's particular medical condition.

If your child has an NDIS plan you would like to share with the service, please do.

If you would like some of your child's therapy delivered within the service, please talk with the Director about how this can happen in an inclusive way.

[Please see our medical conditions procedure on the C&K website for further information.](#)



### Medication

Your child may need medication during the times they are at their service, even though they are well enough to attend. If this circumstance arises, please let your child's educators know when you arrive, and they will show you where the medication is to be stored, the procedure they will follow to administer it to your child, and the form you need to complete and sign. It is important that the medication is prescribed by a doctor, in date, labelled by a pharmacist with your child's name, as well as the instructions and dosage for administration.

[Please see our medication procedure on the C&K website for further information.](#)

### Collection and access

We are committed to ensuring your child's safety at all times, and when you enrol your child we ask that you provide the name and contact details of any adults who will drop off

and collect your child. If an adult arrives to collect your child and educators do not know who they are, they will be asked for photo identification. This allows educators to confirm, against the Enrolment Booklet, that this person is someone you have nominated to pick up your child. If you need someone, who is not listed in the Enrolment Booklet, to drop off and pick up your child, you need to provide to us a written record of this person's details.

If there are any court orders, parenting plans, directive orders, or other official documentation relating to your child, you must provide a copy to the service upon enrolment or as soon as the documents are issued. Court orders must be stamped with an official seal. Having copies of the documents will allow your educator/s to respect and adhere to the requirements of the orders, including access to your child and receiving information about your child from the service.



# Section 3

## Staying connected

Come and join us on our learning journey! We have an 'open door' policy which means you can visit us whenever you like.

We welcome and encourage you to be a part of our programs. Share your ideas, talents and skills, ask questions, sign up for the parent roster and help us set and achieve a wide range of goals.

We also hope you will join us at the various events we hold, or participate in, throughout the year. This is a great way to meet other families and build a sense of community and belonging.

Your service, and C&K, may at different times throughout the year seek your feedback and input on a range of topics, including our program, processes, and approach to communication. We strongly encourage and welcome you to contribute and share your ideas, thoughts and recommendations.

### Communication

C&K believes timely and informative communications are vital for families and help develop a strong relationship with your child's service and with C&K as an organisation. Your service will communicate with you on a regular basis about your child's experiences and their progress. You will also be encouraged to get involved in the day to day life of the service and projects with your child. We will also communicate to parents regularly through the iParent Portal and via SMS and social media. There will be some handy tips and information for you and your child on the front page of the Portal each time you log in. If you don't have access to the internet, please talk to your service about receiving communications in print form. The C&K website and social media pages are a great source of information for families. At [www.candk.asn.au](http://www.candk.asn.au) you will find your service's own webpage and a range of information about C&K and its programs and policies.

Join in the conversation, share your photos, and hear about upcoming events and news from the wider C&K family on:



We encourage you to also read display boards at your service on a regular basis, where you will find details about daily activities at your service and information about children's

learning and development. We welcome feedback from parents at ALL times and you are encouraged to arrange a meeting with our educators at any time to talk about your child's progress and share any concerns you may have. If you contact your service by phone and it goes to voice mail, be assured we will get back to you as soon as possible. If the matter is urgent please call the Children's Services Manager for your service - you will find their details in the attached Service Guide and the Service Profile displayed at your service.



### Community Advisory Group

Your service has a Community Advisory Group (CAG) coordinated by your Director. The CAG coordinates fundraising efforts for special projects, excursions and functions. We would love you to become a part of the CAG and encourage you to speak with your service for more information.

### iParent Portal

All childcare and kindergarten services have iParent Portal available for you to access. This allows you to log on to a secure website where you can access information about your child's booking, payment features, account statements, upcoming activities, as well as service newsletters. If you do not receive an invitation to join iParent Portal, please contact your service Director.

### Why I love C&K



### What do you think?

We want to hear your thoughts and ideas – share them with us by having a chat, sending us an email or letter, attending a CAG meeting, or completing one of our surveys.

If there are any specific topics you wish to discuss, please speak first with your child's educators or the Director. Please see our feedback & complaints procedure on the C&K website for more information.

We welcome your feedback by [email \(feedback@candk.asn.au\)](mailto:feedback@candk.asn.au) or by completing the feedback form on the C&K website.



# Section 4

## Our program

Evidence shows children learn best through play-based learning. At C&K your child will be provided with quality education and care experiences which are guided by C&K's curriculum framework, Building waterfalls. Our curriculum is accredited by the Queensland Curriculum and Assessment Authority, and acknowledges the overarching principles and practices of the Early Years Learning Framework.

A C&K educational program will honour every child's right to play, build on their existing learning from home, and provide foundations to be a successful life-long learner. Your C&K service is a place where your child will belong, engage, and contribute to a community of learners. Educators are open to your child's ideas, and will foster their social and emotional growth and provoke their curiosity.

Your child will experience many opportunities to explore, inquire, solve problems, develop friendships, imagine, use their creativity and extend their capabilities in all curriculum areas including language, literacy, numeracy, science and the arts.

## What does play-based learning look like?

Learning and enrichment of play will happen in ways that are meaningful and relevant to your child. For example, your child may be playing in the sandpit and their educator will encourage them to draw maps in the sand and label them, or measure the water levels in the dam they have built. In this example the educator is purposely supporting your child's interest to explore opportunities for literacy and numeracy development. You might also see educators supporting your child and others to set up a shop where the children can transfer their real life knowledge to their play and extend on their learning. This may include developing labels and signs, making money / credit cards, researching what is required for a shop, negotiating roles played by friends and solving problems.

Our educators will encourage your child to explore and investigate a range of materials, and express their thinking, and emerging understandings in a variety of ways. We will support their curiosity and creativity and encourage them to investigate and solve problems. We will help them to capture their learning and share their thinking.

## Access for All

C&K educators embrace children's social, cultural and linguistic diversity (including learning styles, abilities, disabilities, gender, family circumstances and geographic location). Adapted from the Early Years Learning Framework (2009) p. 45.

C&K educators work closely with families, specialists and agencies to support access and participation for all children. Each C&K region has a dedicated Wellbeing and Inclusion Advisor to support children/families and educators. This may include visiting the service and providing face to face support, accessing and applying for specialised inclusion funding for the service, specialised equipment or other required support needs. It is important that families share any prior health or specialist information with their child's educators for example, reports or support plans from Paediatricians, Early Childhood Development Programs (ECDPs), allied health therapists etc.

### Why I love C&K

I love playing with Owen, I love the kindly and I like the teachers.  
- Emily, 3

I love playing with the trucks on the hill, and going in the wonder garden to play.  
- Conor, 4

I love playing in the bushes, we just sit down and count the stones.  
- Ashlyn, 4

I like making a big house with bricks.  
- Zoe, 4

## Documenting the program

We know how important it is to understand what your child is learning, and the experiences they are engaging in. Your child's learning journey will be captured in their portfolio in a variety of ways, and you will also see a range of different displays and records of your child's learning throughout your service.

## Communicating children's learning

Children's learning, growth, their interest and achievements across a year will be gathered and shared through print and electronic formats, such as Storypark, project books our collaborative journals, portfolios and displays.

Educators regularly share, reflect and interpret children's learning experiences adding their professional knowledge to create the program for your child and the whole group.

We encourage you to take some time to look at the program and add your comments. Contributing to this connects the child's life at the service to your life at home.



Through play in a C&K service your child will:



# Section 5

## Transitions

Moving to a new room in your childcare service, or moving on from kindergarten to Prep is a big and important step, and our staff will be there to support and assist you and your child with these transitions. Our skilled educators will collaborate with you on this journey and use a range of strategies to provide a smooth, comfortable transition for your child as they progress on their learning journey.

## Transitioning between rooms in Childcare services

Educators work to support and develop deep and trusting relationships with your child. Having predictable relationships with their key educator, creates a consistent reliable, secure base for your child.

It is an exciting time when your child moves up to a new room at their service, but we understand this time may also cause some anxiety for both you and your child.

We will talk to you about the transition before it occurs, and our experienced educators will support you and your child during this time and work to make the transition as smooth as possible. Your child will visit their new room a number of times before making an official move, and they will have an opportunity to meet their new educators, the other children in the room, and gain an understanding of the room routines. Your child's current and new educators will work together during this time, sharing important information and implement a transition plan tailored to your child's needs.

### What you can do to make the transition to a new room a positive and calm experience

- Talking positively about the transition with your child
- Letting them know that they will still see their old educators and friends in the playground and at mixed group times

- Spending some time with your child in the new room – find where their belongings will be stored, meet the new children, look through the day book and displays, and play with and investigate the new toys and resources
- Taking some time to meet with, and talk to your child's new educators

### Transitioning to school

We will help your child to transition from kindergarten to Prep and encourage your involvement in this process. Your child will have a Transition Statement prepared by their educators, with input from you and your child. This statement provides a snapshot of your child's learning across their kindergarten year. The statement contains valuable information for you and your child's Prep teacher; it explains what sort of learner your child is, their strengths and interests, and ensures your child's school knows how to support your child from the moment they arrive. We strongly encourage you to share your child's Transition Statement with your chosen school. With your consent your child's Transition Statement can

### What you can do to make the transition to school a positive and calm experience

There are lots of ways to help make the move to school a smooth one. Here are just a few tried and tested ideas:

- Talk regularly with your child about the

experiences they might engage in, the friends they will make, and the interesting things they will learn

- Encourage them to put on and do up their own shoes, and carry their own bag
- Walk past the new school so that your child knows what it looks like
- Learn the names for break times such as Big Lunch or Second Break
- Encourage eating and drinking without help by supporting your child to wrap and unwrap food and fill up their drink bottle
- Share and discuss positive experiences from your own school days
- Ask for their help in naming items and uniforms, so they know how to identify them if they get lost
- Show where you will pick your child up each day, and explain what to do if you are late
- Talk about staying safe at school, as there may not be child proof gates
- Attend the school's Open Day and meet your child's teacher
- Find the Prep classrooms, bag lockers, play areas, toilets, lunch spaces and drink bubblers together
- Participate in the school's 'Under 8's Week' activities if they are open to the community
- Keep an eye out on our website and the C&K Facebook page for information about our 'Transition to School' parent forums
- Reassure your child that if they are unsure of anything, to ask an adult



# Section 6

## Our commitment to quality

To enable us to consistently provide high quality early childhood education and care programs that cater to the needs of different families in unique communities, we are committed to continuous review and improvement. Our educators engage in an ongoing process of reflection, planning and review to ensure they can build on their own strengths, and work on areas that need further focus. We strive to involve children, families and the community in this process and encourage and welcome your thoughts, recommendations and feedback on what we are doing well, and areas where we can improve.

Our commitment to continuous improvement and the provision of the highest standards of education and care are evident in the excellent results our services are receiving in the National Quality Framework assessment and ratings process that all early childhood services across Australia participate in.

## National Quality Framework

The National Quality Framework (NQF) encourages services to provide a high quality and consistent standard of early childhood education and care across Australia.

The NQF includes:

- A national legislative framework that consists of the Education and Care Services National Law and Education and Care Services National Regulations
- A National Quality Standard (NQS)
- An assessment and ratings system
- A regulatory authority in each state and territory which has responsibility for the approval, monitoring and quality assessment of services
- A national body responsible for providing oversight of the new system and ensuring consistency of approach - the Australian Children's Education and Care Quality Authority (ACECQA).

Services are assessed and rated against seven quality areas, of the NQS. The standards cover children's development and education as well as relationships with families, educator qualifications, and the service environment.

Our services consistently exceed the state and national averages when it comes to being assessed under the NQF. As the graph below indicates, many more C&K services are receiving a rating of 'exceeding the national quality standards' in comparison to the state and national averages.

If your service has been assessed under the NQF you will find their rating displayed at the service, as well as on their website page at [www.candk.asn.au](http://www.candk.asn.au), and [www.mychild.gov.au](http://www.mychild.gov.au).

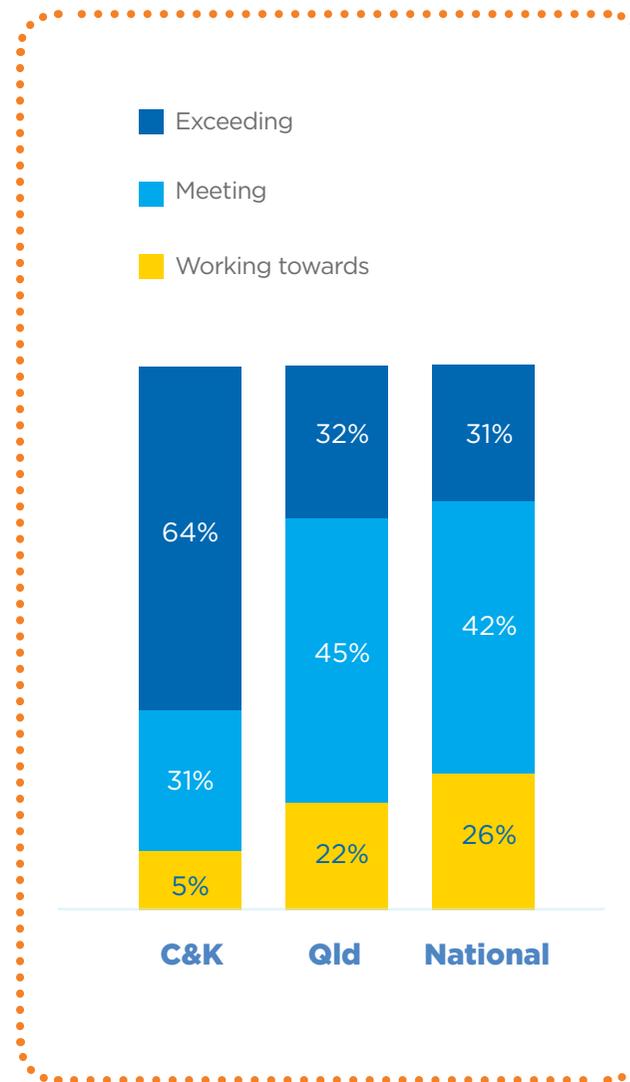
For more information regarding the NQF see your service Director or go to [www.acecqa.gov.au](http://www.acecqa.gov.au)

### Why I love C&K

I like exploring  
in the playground  
- Kate

The lizards  
are great  
- Lara

My mummy  
takes me there.  
I like to play in the  
sandpit  
- Mariquita 4



Correct as at August 2017 | Due to rounding , individual values may not add to 100%

# Section 7

## Embracing diversity

C&K embraces and celebrates the diversity that exists within and between our communities. By respecting diversity, children are supported to create positive relationships and a strong sense of identity. Inclusive early childhood programs acknowledge that all children have different life experiences, and such programs support children to value and celebrate similarities and differences. We invite and welcome you to share your culture, background and life experiences with us. You will find that your service will engage in a variety of celebrations throughout the year that value people and cultures from all backgrounds and we encourage you to share and take part in these celebrations.

## Reconciliation

C&K understands and acknowledges the responsibility it has to promote and use education to support individuals, families and communities to build and develop their knowledge of Australia's past, their rights and responsibilities in the present, and how they can form meaningful partnerships with communities that will assist the nation to move forward in the true spirit of reconciliation.

In consultation and partnership with Aboriginal and Torres Strait Islander and non-Indigenous educators, C&K will work towards:

- Ensuring all children engage in culturally - inclusive and safe early childhood education and care experiences
- Recognising the place of Aboriginal and Torres Strait Islander cultures within the broader C&K culture
- All educators considering Aboriginal and Torres Strait Islander perspectives and contacts
- All educators having access to Aboriginal and Torres Strait Islander cultural awareness training
- Increasing Aboriginal and Torres Strait Islander employment and career prospects across C&K
- Embedding Aboriginal and Torres Strait Islander cultural perspectives in C&K's teaching curriculum

C&K has a history of commitment to reconciliation with more than a century of working in the early childhood education and care sector. As an organisation, we are proud of moments in our history which have contributed to reconciliation and we are committed to working with all individuals and organisations that share our reconciliation goals.

In 2016, C&K had its first Reconciliation Action Plan (RAP) endorsed by Reconciliation Australia, and we are committed to implementing a realistic and foundational set of actions for our RAP to build over two years to build our organisational knowledge and provide a basis for increased commitment in future years. The aim is to build stronger relationships, increased mutual respect and sustainable opportunities for Aboriginal and Torres Strait Islander Peoples.





## Useful organisations

**Australian Breastfeeding Association**

**Australian Children's Education and Care Quality Authority**

**Kidsafe Australia**

**Nutrition Australia**

**Queensland Health**

**Anaphylaxis Australia**

**Grow Me Safely**

**The Office for Early Childhood Education and Care**

**Department of Human Services**

**Raising Children Network**

**NAPCAN (Preventing child abuse)**

**Asthma Australia**

**Immunisation Australia**

**Autism Australia**

**Diabetes Australia**

**Education and Care Services Regulations**

**Staying Healthy - Preventing infectious diseases in early childhood education and care services**

**Epilepsy Australia**

**National Physical Activity Guidelines**

Visit  
[www.candk.asn.au](http://www.candk.asn.au)

Thank you to all the children, families and educators from our services for contributing their words and images to the creation of this booklet.

## C&K Parental Code of Conduct

C&K is committed to engaging with the families of children enrolled at its services in accordance with its values of respect, integrity, safety, collaboration and courage.

C&K encourages families to actively participate in its education and care programs and aims to engage in constructive and co-operative working relationships with families. C&K is also committed to protecting the safety and wellbeing of the children in its care, their families, staff members, volunteers and all other invitees or visitors to a C&K service. To achieve these aims, it is expected that all parents, guardians and family members of children enrolled in a C&K service will conduct themselves in a manner which is in accordance with C&K's values.

### Application

This Code applies to all parents, carers, guardians and family members of children enrolled in a C&K service and to any of their invitees or guests (including Emergency Contacts nominated to the service from time to time). The Code must be observed in all conduct and interaction with C&K, including attending a C&K service, interacting with children, their families, staff members and volunteers, and at any function or event held by or on behalf of C&K.

### Conduct

In all matters associated with C&K, parents/guardians must, at all times act in accordance with the C&K values and:

1. Comply with the law and C&K's Policies and Procedures (as amended from time to time);
2. Comply with the C&K values when interacting with children and their families, C&K staff members and volunteers. Aggressive, bullying or intimidating behaviour will not be accepted;
3. Be respectful of cultural diversity and refrain from harassing, discriminating against or vilifying children, their families, C&K staff members and volunteers on the basis of gender, race, ethnicity, sexuality, religion, age, disability, beliefs or opinions, or background;

4. Be respectful of the privacy of children, their families, C&K staff members and volunteers and refrain from taking photographs at C&K services without the prior written consent of C&K;
5. Comply with the reasonable directions given by C&K staff members to foster a safe and welcoming environment within C&K services;
6. Raise any concerns in accordance with C&K's grievance and complaint management procedure;
7. Use C&K's facilities and property and services in an appropriate manner;
8. Refrain from smoking at C&K services and events;
9. Not be adversely affected by alcohol or other substances (with the exception of medically prescribed drugs) when attending C&K services or events; and
10. Ensure that all family members and Emergency Contacts associated with a child's enrolment are made aware of this Code and ensure their compliance with this Code.

### Consequences of Non-Compliance

**Not complying with this Code may have serious consequences.** C&K will endeavour to resolve any matter involving this Code by facilitating discussion between the parties. If the non-compliance is of serious nature or if, in the opinion of C&K, there is a risk of future non-compliance, C&K may take any action it considers appropriate in the circumstances. This may include cancelling a child's enrolment at a C&K service.

This Code may change at any time without prior notice. When any changes are made an updated version of the Code will be posted to C&K's website.

This Code was approved on 10 November 2014.



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**Where children come first**