



 **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 respect  
to all Elders - past, present and emerging.

# Honoring Aboriginal and Torres Strait Islander perspectives

The Crèche and Kindergarten Association (C&K) is committed to 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 together, in the true spirit of reconciliation

In 2016, C&K had its first Reconciliation Action Plan (RAP) endorsed by Reconciliation Australia. We are committed to implementing a realistic and foundational set of actions for our RAP to build our organisational knowledge over three tiers, 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. It is through consultation with our communities, involving elders and significant others in conversations that is creating partnerships to promote the importance of culture, connection to land and true Australian history.

C&K acknowledges the stories, of the oldest living culture on the planet and carefully work with an anti bias curriculum to promote fairness, empowerment and respect through our educators embedding Aboriginal and Torres Strait Islander perspectives throughout what we do.



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# Message from the CEO

## Welcome to the C&K community

We're thrilled you have chosen us to educate and care for your child, they will enjoy the C&K experience, as over a million children have done since 1907.

Fostering a love of learning and encouraging children to be curious is at the heart of our philosophy. In the first five years, children learn more quickly than at any other stage of their life. Our highly qualified and caring educators will guide your child on their learning journey through our internationally recognised teaching guidelines 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 the first port of call for any questions you may have along the way. C&K has more than 360 services – kindergartens and childcares - around Queensland and one feature that is common to all, is the sense of community.

We share lots of great tips, stories and information relating to early childhood learning on our C&K social networks.

We invite you to join us at: [Twitter: @candkqld](#) | [Facebook](#) | [Instagram](#).

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



**Jane Bourne**

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, and to find out where everything is located and for us to learn more about you, your child and your family.



### Before your child starts

When possible 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 to 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 what they will bring with them, 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 you both as you start this new journey together.

These tips will 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 become upset with a few tears. Reassure them that you will be returning later that day, and feel confident knowing our experienced and caring 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 to see how your child is going.

### 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)



### When you arrive:

- Wash your and your child's hands
- Sign your child in
- 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 when you sign-in. 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?
- To help your child settle in you may like to read a book, push them on the swing or another activity you enjoy together
- Say goodbye

### When collecting your child:

- 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 or Storypark account
- 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 your child's bag and all recycled materials 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 medication
- Smoking is banned at early childhood education and care services and for 5 metres beyond their boundaries
- Follow health and safety instructions displayed throughout the centre.
- 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

- If applicable at your service guardians are required to have their own iCheck-In PIN for the collection of children. Do not share this PIN, keep it confidential at all times. You may be liable for any consequences of unauthorised use
- Advise your service immediately if you or your emergency contact's details have changed



## 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

# 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.**

## The Service Leadership Team

The Nominated Supervisor (usually the service Director) is responsible for the overall operations of the service, including the education program, staff management, and compliance with regulations and C&K policies and procedures.

The Educational Leader provides curriculum direction and guidance to all educators at your child's service. For more details regarding this role, please approach the Educational Leader at your service or visit [www.acecqa.gov.au/resources/educational-leadership](http://www.acecqa.gov.au/resources/educational-leadership).

At C&K Childcare services, a Birth to Three Champion will work with the Nominated Supervisor and Educational Leader to guide and support educators implement C&K's Birth to Three Approach.

Educators with appropriate experience and qualifications are identified as Designated Supervisors (or sometimes called 'Responsible Persons'). These educators can be placed 'in charge' when the Nominated Supervisor / Director is not at the service.

## 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. 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/policies](http://www.candk.asn.au/policies). 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 3513 2597.



## Natural environments

We believe 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 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 to create a safe, supportive environment for learning. Our educators will engage your child in experiences which model positive language and social behavior. We will 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 in the process. Please see our guiding children's behaviour procedure on the C&K website for further information.

## Rest, relaxation and sleep

We understand that rest and relaxation is an important part of your child's day and the way each child 'rests' and 'relaxes' can be different. 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](#)

## Fees

[Please see our fee policy.](#)



## 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 or recordings on social media by the C&K marketing and communications team. If you have any concerns, or want to change your permissions, please speak to your Director.

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





### Students and volunteers

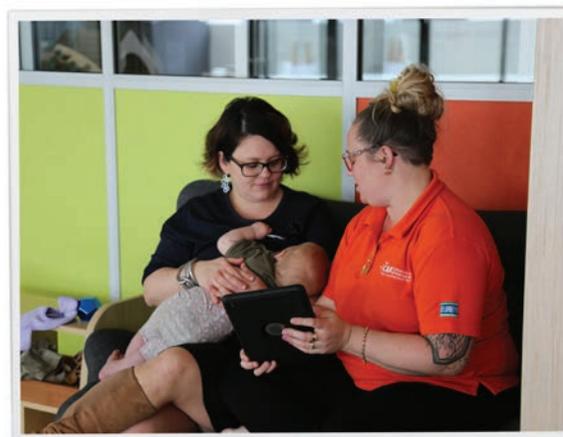
We are often asked if a student, or a volunteer, can work with us in our services. We always consider the needs of the children, service and community when reviewing such requests. Where students and volunteers are accepted to work in a service, we ensure they hold the required licences, and engage them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

### 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 used, supporting your child to be safe online.



### Breast and bottle feeding

Breastfeeding is welcome at all of our services, and we 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.



### 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.](#)



### A sun safe environment

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

Please see our [sun safety procedure](#).

### 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 lots of children are playing and learning together there is an increased chance of children getting sick. For this reason we follow thorough, best practice procedures to ensure a clean, hygienic environment is maintained for you and your child. Please support this by always washing yours 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 advised 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 the Child Care Subsidy (CCS) will affect you if your child is not immunised or if their immunisations are not up to date. For more information, 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. 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 our 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.

The table below details 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).

Please see our [infectious illness and exclusion procedure](#).

## 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 record will be completed in preparation for you to review and sign at the end of your child's day. A copy can be provided 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

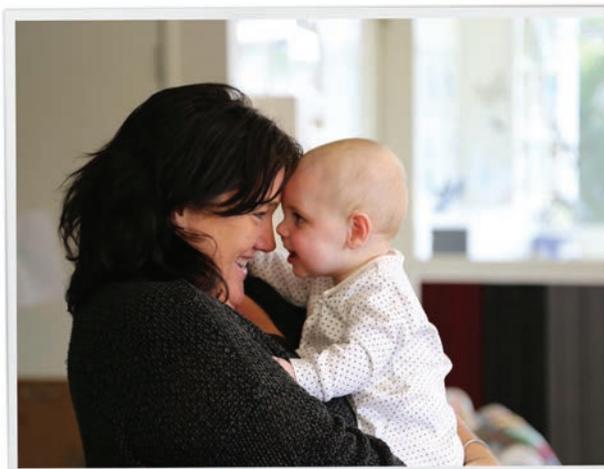
If your child has a medical condition, such as anaphylaxis, asthma, diabetes or epilepsy, we ask that you detail their condition in their Enrolment Booklet. We also ask that you attach a comprehensive current medical management plan from your child's authorised (signed and dated) medical practitioner.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

Medical management plan templates are available on the C&K website.

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.](#)



## 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.](#)

## Collection and access

We are committed to your child's safety at all times. When you enrol your child we ask 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.

[Please see our access, arrival and departure procedure.](#)

# Section 3

## Our program

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.

The curriculum is being renewed and improved in 2019, so C&K can continue to provide the best educational outcomes for your child.

## 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, if your child is playing in the sandpit, 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.

## Communicating children's learning

We know how important it is to understand what your child is learning, and the experiences they are engaging in. Educators will reflect on



and interpret children's learning experiences adding their professional knowledge for your child and the whole group.

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

You will see a range of different displays and records of your child's learning throughout your service.

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.

### Why I love C&K

I love playing with Owen, I love the kindy 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



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

Build personal and **emotional** resilience, independence and self-confidence

Learn early **literacy** and **numeracy** skills

Be an **active participant** in their own and others' learning

**Explore, interact** and **appreciate** the world around them

**Build** an understanding and respect for their own and others' social and **cultural heritage**

Learn to **appreciate** and **understand** children with a disability

**Learn** to share their knowledge and ideas with others through **engagement and enjoyment** in the learning process

Build increased control of their **physical skills**, and learn about personal health and hygiene

**Explore** media and a **variety** of technologies

Learn to think **logically** and **deeply**

**Explore relationships** and develop **friendships**

Learn about **nutrition** and **wellbeing**

Actively **negotiate** and create their own play environments and projects

Represent their **understanding** and **thinking** in many ways

Learn to **appreciate** the ideas and thoughts of **others**

Be supported to **transition** successfully to school

Develop **social** skills

Be **valued & respected**

# Section 4

## 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.

## Access for all

C&K educators work closely with families, specialists and agencies to support access and participation for all children. It is important for us to know what is unique to your child to feel welcome, safe and able to participate. Prior to enrolment, sharing information at orientation and visiting for play-dates becomes a valuable process for educators to prepare their environments and access training if needed. Fully understanding the needs for your child becomes a positive experience as they transition into a new service.

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 external support needs. It is important that families share any prior health or specialist information with their child's educators i.e, reports or support plans from pediatricians, Early Childhood Development Programs (ECDPs), NDIS plans, allied health therapists etc. This is bound by confidentiality conditions and is securely attached to your child's files.

C&K takes pride in providing a commitment to the best possible support for your child through reflection and the critique of their thinking and practice to further provide learning opportunities for all children.



# 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 be shared with your chosen school.

### 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
- 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).

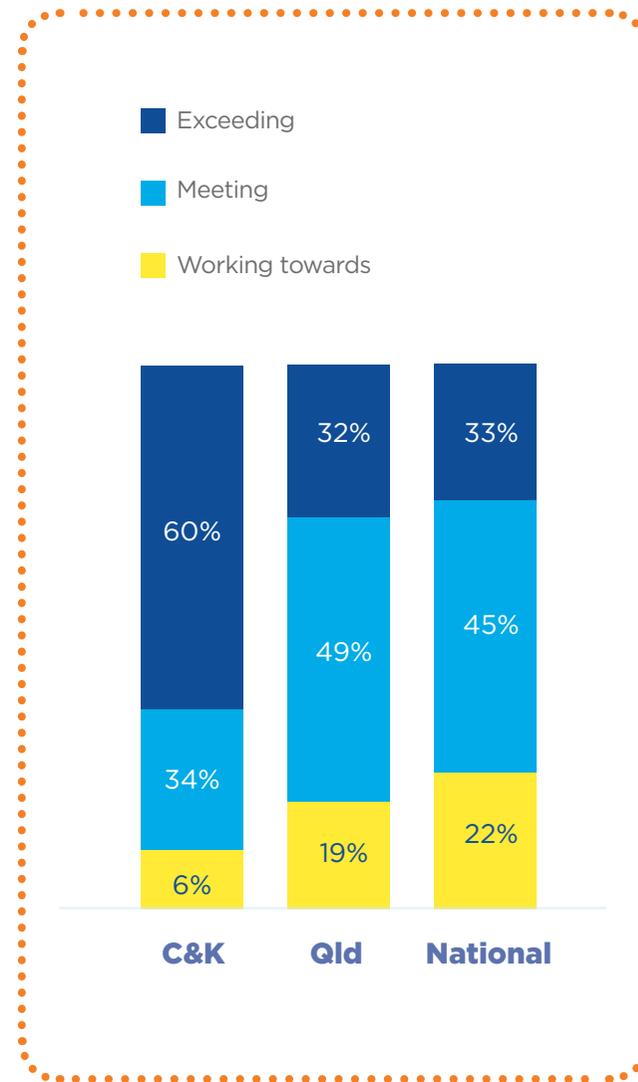
Services are assessed and rated against seven quality areas, of the NQS. The standards cover children’s development and education as well as relationships with families, educator qualifications, and the service environment.

Our services consistently exceed the state and national averages when it comes to being assessed under the NQF. As the graph

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)

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



Correct as at September 2018

# Section 7

## Staying connected

Come and join us on your 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. We encourage you to get involved in the day-to-day life of the service and projects with your child. We will communicate regularly through Storypark, 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.

We invite you to join our online community, share your photos, and hear about upcoming events and news from the wider C&K family on:



[/CandKQld](https://www.facebook.com/CandKQld)



[/CandK.au](https://www.instagram.com/CandK.au)



[@CandKQld](https://twitter.com/CandKQld)



[/candkau](https://www.pinterest.com/candkau)



## Feedback

We always welcome feedback from parents 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.

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 from** on the C&K website.

## 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

I love trucks, kindy and the teachers. I love running fast down the hill.  
- Tynan,

I like taking turns on the swings with Kate.  
- Chelsea, 4

I love playing up here in the bush.  
- Evie, 4



## 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.



**The Creche and Kindergarten Association Limited**

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



*Where children come first*

