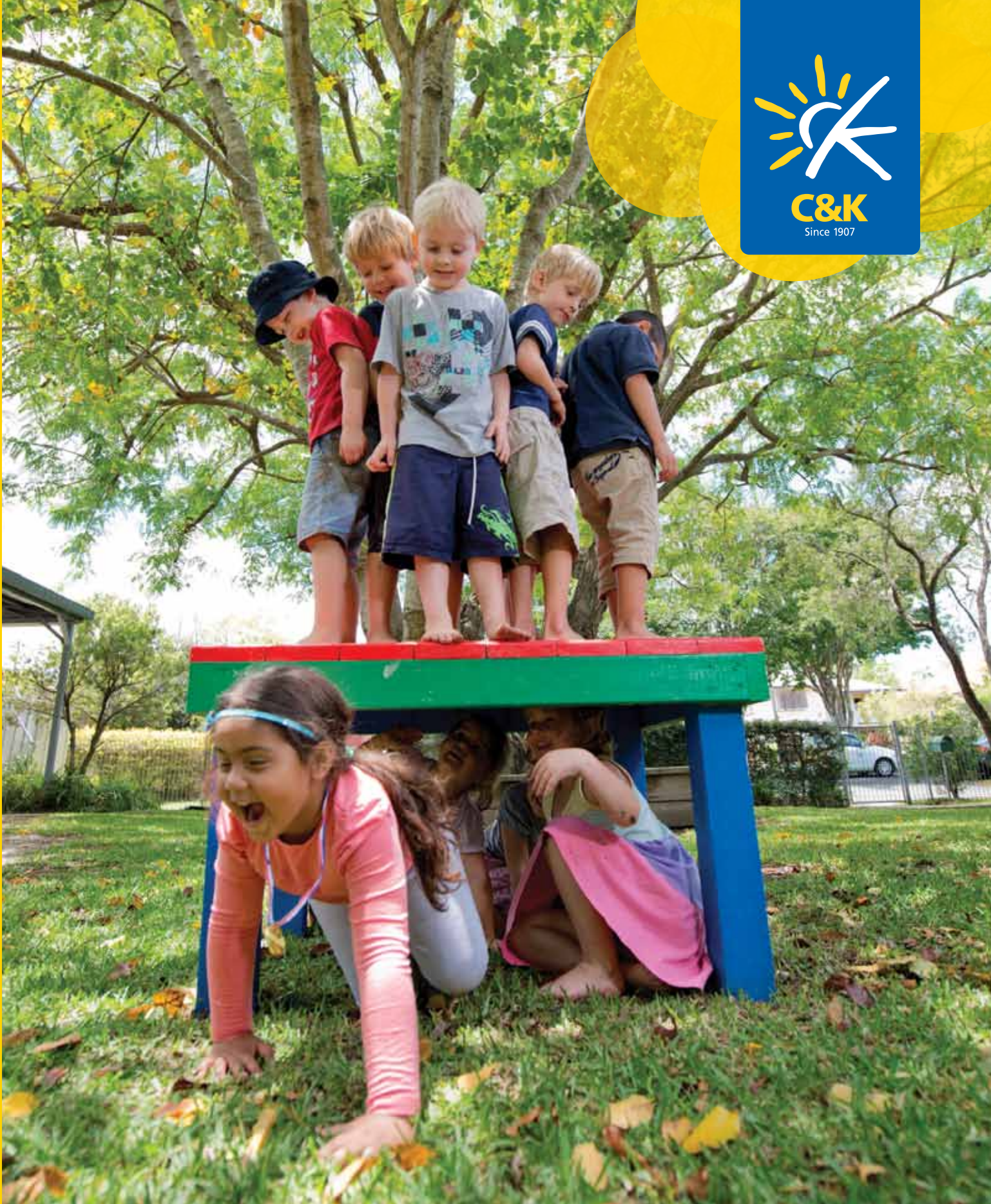




C&K
Since 1907



C&K Family Handbook

📎 Attach service guide here

Glossary

CCB	Childcare Benefit
CCR	Childcare Rebate
FDC	Family Day Care
IHC	In Home Care
NQF	National Quality Framework
NQS	National Quality Standards
OSHC	Outside School Hours Care
PAG	Parent Advisory Group
Parent / guardian	The parent (biological, as a consequence of adoption, a court order or some other reason) and / or court appointed individual / organisation who exercises parental responsibility
Parental responsibility	All duties, powers, responsibilities, and authority which, by law, parents have in relation to children

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C&K respectfully acknowledges the Traditional Custodians of the lands on which our services and offices are placed. C&K also pays respects to all Elders past and present.



Message from the CEO

C&K has been educating children for over 100 years and is proud to have been at the forefront of early childhood education and care in Australia since 1907.

Our well-recognised curriculum, C&K Building waterfalls teaching and learning guidelines, ensures we provide quality play-based education and care for your child's pre-schooling years. We provide an environment in which children can truly grow as individuals and be prepared for the next important steps in their lives.

Our commitment to providing quality early childhood education and care is reflected in the excellent results C&K has achieved in the government's new National Quality Framework with over 90% of our assessed services having achieved rating either Exceeding or Meeting the National Quality Standard.

We welcome your family to C&K and look forward to working with you during the next stage of your child's learning journey.



Michael Tizard

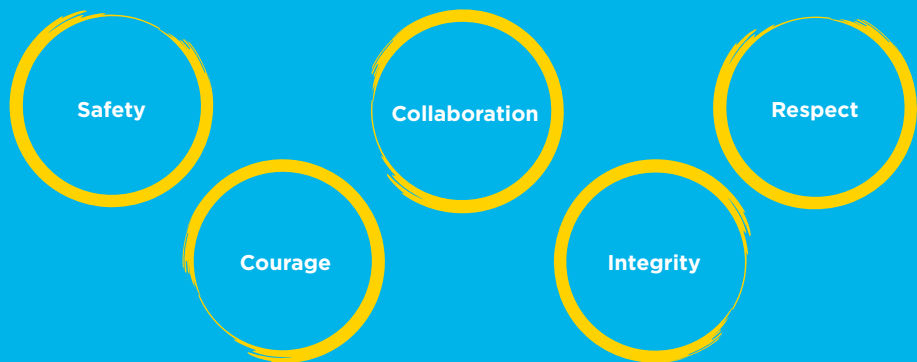
Chief Executive Officer



Our purpose

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

Our values



Our key strategic directions

1. Deliver and grow innovative services and programs that meet the diverse needs of children, families and communities
2. Honour Australia's first people and work towards reconciliation
3. Increased access, participation and programs for vulnerable and disadvantaged children and families
4. Lead, influence and advocate in early education and care
5. A capable, engaged, diverse workforce and high performance culture
6. A well-run, sustainable organisation

Where children come first

Section

1

**Enrolling
and starting
with your C&K
service**

Thank you for choosing to enrol your child in a C&K service. Your Director / Lead Coordinator 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 at the service, and for us to learn more about you, your child and your family. You will also receive an orientation pack with important information for you and your family.

To finalise the enrolment process please complete and return to your service the enrolment booklet and fee payment agreement, and pay the non-refundable enrolment fee.

Before your child starts

Take the opportunity to spend some time with us before your child starts. This may be a one-off visit, a number of visits over a few weeks, or participating in one of our afternoon 'Stay and Play' sessions. Meet your child's educators, explore our play areas, and observe the 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 first day. Please speak to your service about specific orientation activities.

In the lead up to your first day, take time to talk with your child about what their first day will be like; discuss the things they will bring with them to their service, the people that will be looking after them, the children they will play with and the experience they will engage in. Remind them 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 are here to support you as we 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.
- Call us at any time during the day to see how your child is doing 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
- 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

I like thinking.
- Rohan, 5

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

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 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 us - 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 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.
- Observe our 'no smoking' policy, which extends to all C&K services, including car parks.
- 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 your enter / exit rooms, buildings, and playgrounds.
- Keep pin codes for access private and confidential.
- Advise your service immediately if your or your emergency contacts details have changed.







Section
2

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



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

Quality educators

Qualified educators and staff work together in your service to provide your child with a high quality, play-based early education program. All of our staff and educators hold the appropriate qualifications and licences for their positions. We go above and beyond the national regulations by training all educators and staff in First Aid, CPR, 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. Your Director will strive to develop and maintain a staff roster that ensures your child is cared for by familiar educators who know and understand their needs. We also work to build a pool of regular relief educators for times when our educators are on holidays, or are unwell.



Natural environments

We believe that one of our most significant responsibilities is to help all children appreciate and protect nature, to see the beauty in the world, to learn to be problem solvers and creative thinkers. We will develop your child's respect and love for the natural world so that they will grow up with the desire, knowledge and skills necessary 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 fantastic and important journey and 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 aim to 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 any child requires further support in building their social and emotional skills they will work with them and include the family through this process.

Rest, relaxation and sleep

We know and understand that rest and relaxation is an important part of your child's day but that "resting" and "relaxing" occurs 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.



Excursions and visitors

From time to time your child might go out into the community on an excursion. Places like the local school, the 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. Puppet shows, drumming performances and cultural experiences are some of the events your child may participate in. We will always let you know about excursions or visitors 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 visitors. Please see our excursions and visitors procedures on the C&K website for further information.



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 considering such requests. Where students and volunteers are accepted to work in the 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, work under the guidance of qualified educators and are not left alone with children at any time. We will let you know when a student or volunteer is working in your child's service. Please see our student, volunteer and visitor procedure on the C&K website for further information.



Photography and social media

“It is easy to forget that the Internet is a public place where information can be seen by unintended viewers or used for unintended purposes” (Australian Institute of Family Studies). It is important to remember that images / recordings you email, text or posts on social media sites can and may be seen, and used, by hundreds of people. It can be very hard to ensure the security of those images / recordings once they are sent or posted. 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 take photos / recordings of your own child – if you wish to take photos / recordings of your child with another child or a group of children, please seek permission from the parents.
- Only email, text or post on social media sites images / recordings of your own child.



Multimedia and technology

You will see a variety of approaches to integrating multimedia and technology occurring in your service. Your service may use iPads, cameras, light boxes, listening posts or interactive LCD screens to extend and enrich children's play. Our educators will always be mindful of your child's online safety and security.

Bringing healthy meals

Your child needs healthy, nutritious food to give them the right energy to fuel their body and mind for lots of learning during their day. Please discuss your child's food requirements 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 nutrition and food safety procedure on the C&K website for further information.



Breast and bottle feeding

We welcome breast feeding at all of our services, and therefore provide comfortable and relaxed spaces for you and your child. 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 every day. If you have time, please apply sunscreen to your child before arriving. If not, you can use the sunscreen we have 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.



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.

Immunisation

We respect each family's decision regarding immunisation; we ask that you provide your child's immunisation status in their enrolment booklet. In the event that an outbreak of a vaccine-preventable disease occurs, and your child is unimmunised, or their immunisations are not up to date, they may be required to remain at home (with full fees still applicable) if this is the advice provided by the Public Health Unit. You can find the current recommended immunisation schedule at www.immunise.health.gov.au or call 1800 671 811.



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 pick them up. 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 our 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 <http://www.nhmrc.gov.au/>.

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. The child does not need to be sent home if head lice is detected
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

Injuries and incidents

In the event of any child-related incidents:

- 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 and 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.

Medical conditions

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 the enrolment booklet a comprehensive medical management plan from your child's medical practitioner, and engage in a conversation with your service, before your child starts, 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. 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 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 has been labelled by a pharmacist with your child's name, as well as the instructions and dosage for administration. Please see our medication procedure on our 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, contact details and photo identification details of any adults who will 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 pick up your child, you need to provide this person's details, including their photo identification number, in writing, to your service. This can be via email.

Any request to restrict a parent from accessing their child at the service, and / or receiving access to information from the service (such as via the parent portal) must be accompanied with relevant court orders, parenting plans, directive orders, or other official documentation. Court orders must be stamped with an official seal, and it is important you bring to your service the original documentation, and a certified copy. Please provide this documentation upon enrolment, or immediately after orders / plans have been issued. Your educators will respect and adhere to the stated requirements of the orders / plans. Please see our access, arrival and departure procedure on the C&K website for further information.





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 program at the service. 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 with us all of your ideas, thoughts and recommendations.

Parent advisory group

Your service has a parent advisory group (PAG) coordinated by your Director / Lead Coordinator. The PAG coordinates fundraising efforts for special projects, excursions and functions. We would love you to become a part of the PAG and encourage you to speak with your service for more information.



Communication

We believe that a strong partnership between families and educators is vital, and achieving this requires open, honest and respectful communication delivered in ways that meets your needs. Your service will communicate with you about experiences your child is engaging in, their growth and development, projects being undertaken, and opportunities for you to become involved in the life of the service. We also encourage you to share your ideas, provide feedback and connect with others in your service.

We will regularly talk with you about your child's progress. You can arrange a meeting with our educators at any time to talk about how your child is progressing or to share any concerns you may have.

Your service will share important information via a regular newsletter. As part of our commitment to sustainability, we prefer to correspond via email; however you may receive information in print form as well. If you have any ideas on how to improve your service's newsletter, or items you would like to contribute to it, please don't hesitate to share them.

Check out our noticeboards around the service for information about early childhood topics, our program, and family information nights and events. You will also find information about service operations and educators on display.

Feel free to call us at any time. If your call goes to voice mail we will return your call as soon as we can, which may be during a break, or before / after program times. If your call is urgent, please call your service's Business Operations Consultant (BOC) - you will find their details in the attached service guide.

The C&K website is a great source of information for families. At www.candk.asn.au you will find your service's own webpage, as well as information about all of our services, programs, policies, C&K events, parent information nights, and frequently asked questions.

Like our official Facebook page at www.facebook.com/candkqld and keep up to date with early childhood events around the state, good news stories, achievements of services and staff, and important notices, such as service closures in the case of extreme weather events.

To provide you with quick updates, such as if a service needs to close due to extreme weather, we may text you from time to time. We will only text you if you have provided us with your mobile number and given us permission to do so in the enrolment booklet. There is no cost to you to receive a text message from C&K.

Parent Portal

Your service may have a “parent 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 bookings, your account statements, upcoming activities, as well as service newsletters, learning stories, and photos. Your service will let you know during orientation if they have the portal, and the process for logging on.

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 PAG 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 / Lead Coordinator. You can also find more information in the feedback and complaints procedure on our website.

We also welcome your feedback at parentfeedback@candk.asn.au

Why I love C&K

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

I love trucks, kindy and the teachers. I love running fast down the hill.
- Tynan, 4

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

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

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

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







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 Studies 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 lifelong learner. Your C&K service is a place where your child will belong, engage, and contribute to a community of learners. Your child will experience many opportunities to explore, enquire, solve problems, develop friendships, imagine, use their creativity and extend their capabilities in all curriculum areas including language, literacy and numeracy.

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

Explore, interact and appreciate the world around them

Be an active participant in their own and others' learning

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

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

Explore media and a variety of technologies

Learn to think logically and deeply

Explore relationships and developing friendships

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

Represent their understanding and thinking in many ways

Actively negotiate and create their own play environments and projects

Be valued & respected

Learn about nutrition and wellbeing

Learn to appreciate the ideas and thoughts of others

Be supported to transition successfully to school

Engage in physical activity

Develop social skills



Section
5

Play based
learning



Children learn best through play. At C&K your child’s learning will be full of wonder and possibility.

We will share in your child’s investigations, passions and discoveries and actively engage, support and extend their thinking through play. Our educators use specific teaching strategies to expand on your child’s disposition for learning and their understandings in literacy, numeracy, and other areas of development. Educators are open to your child’s ideas, and will foster their social and emotional growth and provoke their curiosity. Our experienced educators will build on your child’s strengths and interests through their play, to grow their learning and support their development.

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.

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.



Portfolios (print or digital)

Your child's portfolio gathers examples of the experiences they are engaging in, their learning and growth, and their interests and achievements across a period of time. Your child's portfolio is just that - their portfolio; they can take this home for a few nights, over a weekend, or on a holiday. Contribute to this portfolio with your child and connect their life at the service with your life at home; share family photos, write about a special event or holiday, post in art work you've done at home together, or share lists of favourite books, nursery rhymes or songs.

Communicating our learning

When you come to pick your child up you might find a 'day book', a slide show or a special display in your child's room. It's important to us that we share the learning experiences your child has engaged in throughout their day; we encourage you to take some time to look at these displays, perhaps add your comments and ideas, and also to talk to your child's educators about their day.

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

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



Section 5





Section

6

Transitions



Moving to a new room in your long day care centre, or moving on from kindergarten to Prep is a big and important step, and we are here 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 at long day care

It is an exciting time when your child moves up to a new room at their long day care centre, but we understand this time can 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 implementing 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

You can help make the transition to a new room a positive and calm experience by:

- 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 successfully from kindergarten to school 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 transition statement provides 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.

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 school so your child knows what their new school looks like.
- Learn the names for break times such as Big Lunch or Second Break.
- Encourage them to eat and drink without help by supporting them to wrap and unwrap food and fill up their drink bottle.
- Share and discuss positive experiences from your schooling days.
- Ask for their help in naming their items and uniforms, so they know how to identify them if they get lost.
- Show them where you will pick them up each day, and 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 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****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 improvement. Our educators engage in an ongoing process of reflection, planning and review to ensure they can build on their 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 where we can improve.

Our commitment to continuous improvement and the provision of the highest standards of education and care is evident in the fantastic results our services are receiving in the National Quality Framework's assessment and rating 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:

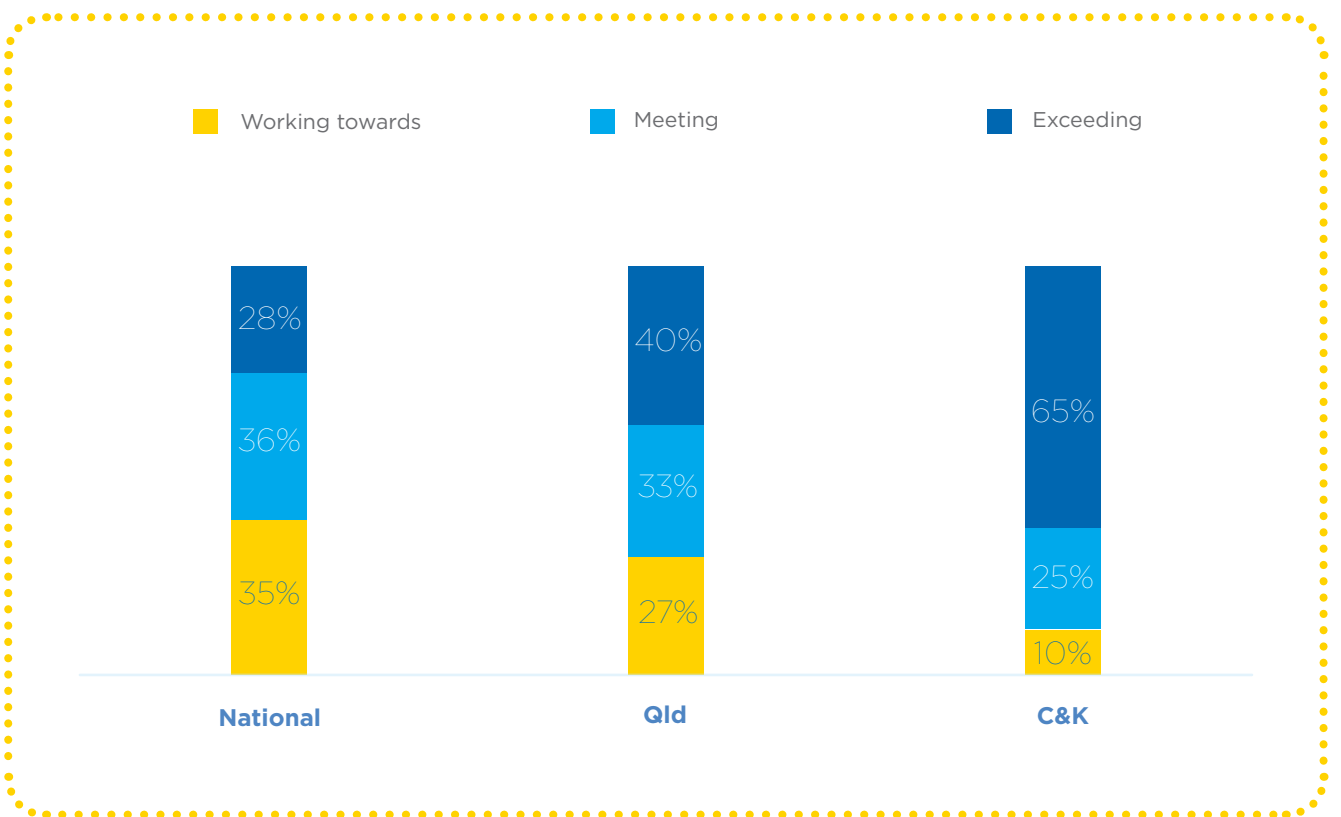
- A national legislative framework that consists of the Education and Care Services National Law and Education and Care Services National Regulations
- A National Quality Standard (NQS).
- An assessment and rating system.
- A regulatory authority in each state and territory who have responsibility for 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, 18 standards and 58 elements that make up 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, and www.mychild.gov.au.

For more information regarding the NQF see your service Director / Lead Coordinator or go to www.acecqa.gov.au



Correct as of 17 November 2014

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 policies on our website at www.candk.asn.au. C&K policies are developed and reviewed through a consultative process with input from families, educators, C&K's policy reference group and relevant agencies including government departments and health officials. We encourage families to contribute to policy review by email at policyfeedback@candk.asn.au or calling C&K on 3552 5333.

Child protection

Your child's safety and protection are our highest priority. All of our educators engage in annual child protection training and as an organisation we have implemented a policy whereby all our educators and staff are required to report suspected child abuse to the relevant authorities.

Why I love C&K

I like eating, I like lunch time.
- Joseph, 4

I like building houses with rocks.
- Asher, 4

I like painting at Kindy.
- Sapphira, 3

I like getting sticks, I play with them, I water plants and play with bricks.
- Eli, 4





**Section****8****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 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

“Reconciliation involves building mutually respectful relationships between Aboriginal and Torres Strait Islander people and other Australians that will allow us to work together to solve problems and generate success that is in everyone’s interests. Achieving reconciliation involves raising awareness and knowledge of Aboriginal and Torres Strait Islander people, their history and culture, and changing attitudes that are often based on myths and misunderstandings, and encouraging action where everyone plays their part in building a better relationship between us as fellow Australians” (Reconciliation Australia).

C&K supports and is committed to working with all individuals and organisations that share our goal and hope; “...a united Australia that respects this land of ours; values the Aboriginal and Torres Strait Islander heritage; and provides justice and equity for all” (Australian Declaration towards Reconciliation, 2000).

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 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 within C&K
- all educators having access to training in Aboriginal and Torres Strait Islander understandings
- 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.



Breast Feeding Australia:

www.breastfeeding.asn.au

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

www.acecqa.gov.au

Kidsafe Australia:

www.kidsafe.com.au

Nutrition Australia:

www.nutritionaustralia.org

Queensland health:

www.health.qld.gov.au

Anaphylaxis Australia:

www.allergyfacts.org.au

Grow Me Safely:

www.kidsafensw.org/growmesafely

Useful links

Raising Children Network:

www.raisingchildren.net.au

NAPCAN (Preventing child abuse)

www.napcan.org.au

Asthma Australia:

www.asthmafoundation.org.au

Immunisation Australia:

www.immunise.health.gov.au

Autism Australia:

www.autismspectrum.org.au

Diabetes Australia:

www.diabetesaustralia.com.au

Visit
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 book.

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.



Where children come first

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