



*Family*

*Handbook*

1800 944 954

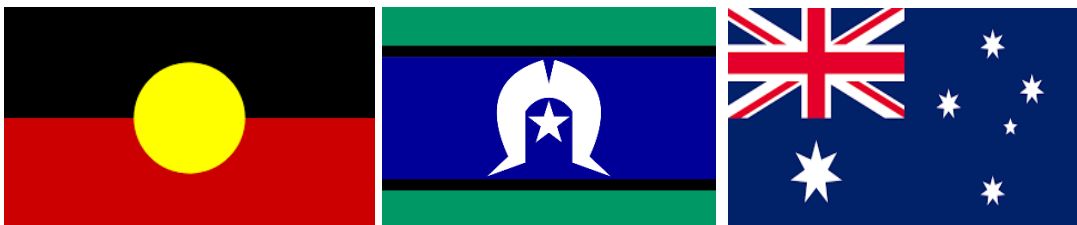
*A home away  
from home...*

# Acknowledgement



We acknowledge and pay respects to the Traditional Custodians of the lands on which we are located, and the continuing connection to land, sea, and Community.

We pay our respect to Elders, past and present.





# Welcome

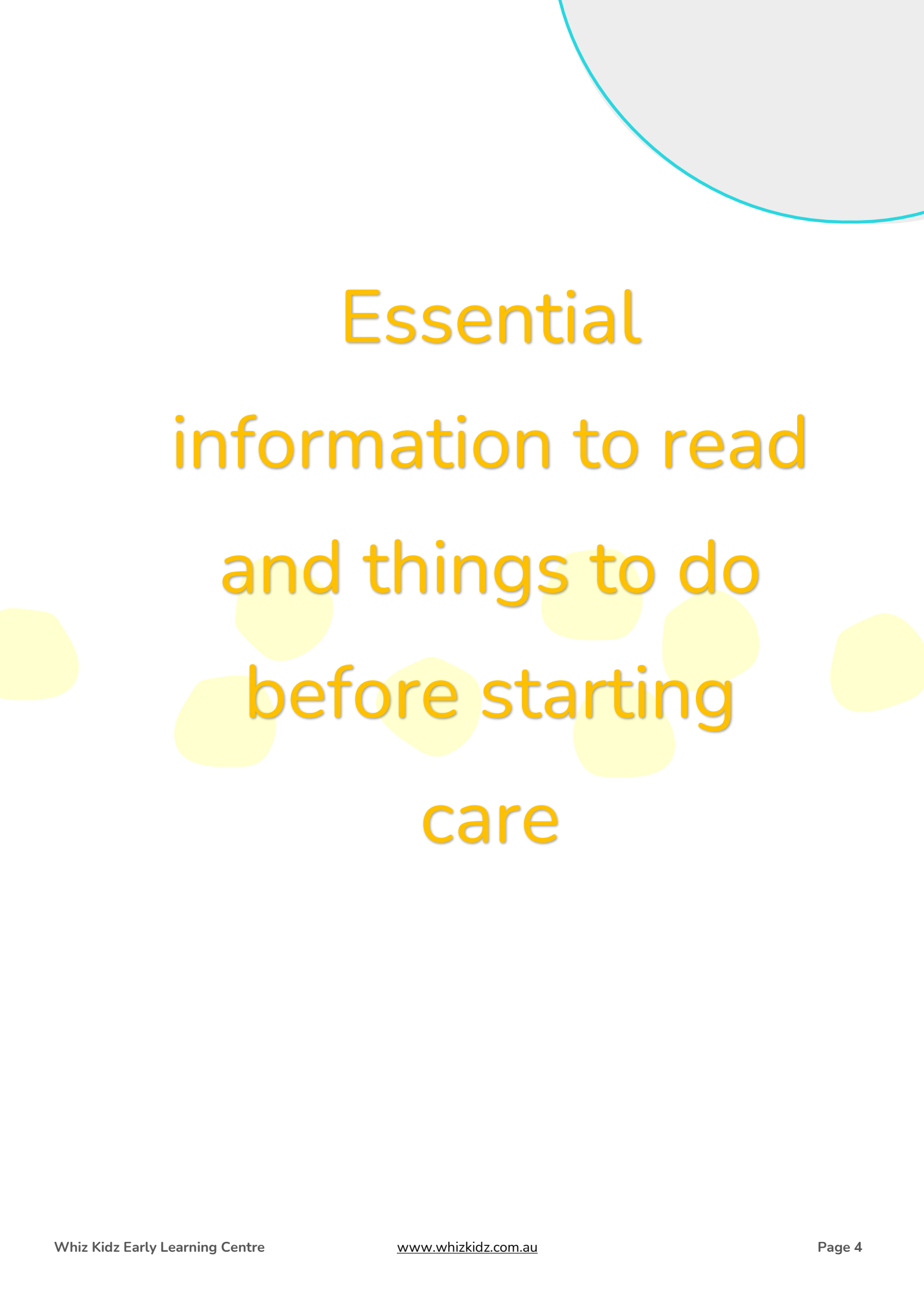
Whiz Kidz would like to welcome you to our service.

This handbook will provide you with valuable information you need to know about our service to ensure the best possible start.

It is yours so you can refer to it throughout your time with us.

As part of our continuous improvement, if you have any feedback, please contact

**1800 944 954**



Essential  
information to read  
and things to do  
before starting  
care

# Fees & Charges

Whiz Kidz Enrolment Fee is \$100.00. The fee is payable upon enrolment and is Non-Refundable if in the event you do not proceed with enrolment.

**If you wish to change days or give notice of dropping days or leaving you are required to give 4weeks notice.**

**Fees for public holidays are payable if the day is a usual day of attendance.**

Fees are payable for all booked days, including absent days, i.e., sick days, public holidays, family holidays and any other days my/our child is absent must be paid for. Please note the FAO will only allocate 42 allowable absences per calendar year before the Child Care Subsidy is revoked.

Children must attend their first and last official enrolled days as determined by Whiz Kidz. Failure to attend these days will result in **FULL** childcare fees being charged.

Information about Child Care Subsidy is available from Centrelink website or by calling the Family Assistance Office. Please find some helpful links below:

- Family Assistance Office Phone Number 13 61 50
- **Your family income estimate for family assistance payments -**  
<https://www.servicesaustralia.gov.au/child-care-subsidy>
- **Traveling Outside Australia – How will this affect your CCS -**  
<https://www.servicesaustralia.gov.au/travel-outside-australia-rules-for-child-care-subsidy?context=41186>

## **Late Fee**

A late fee will be charged if your child is NOT collected from the Centre on time. The late fee is charged at \$50.00 for any part of the first 15 minutes and \$2.00 per minute thereafter. The late fee will be added to your fee invoice.

## **Outstanding Fees**

When fees are not paid, your child may lose his / her place. The place will be declared vacant and may be filled by another child. Your child will not be able to return to the Centre until all unpaid accounts are finalised. Please speak to a director if you are having difficulties in paying your childcare fees. If you are facing financial hardship please contact Centrelink regarding Additional Childcare subsidy, or discuss with the Director.

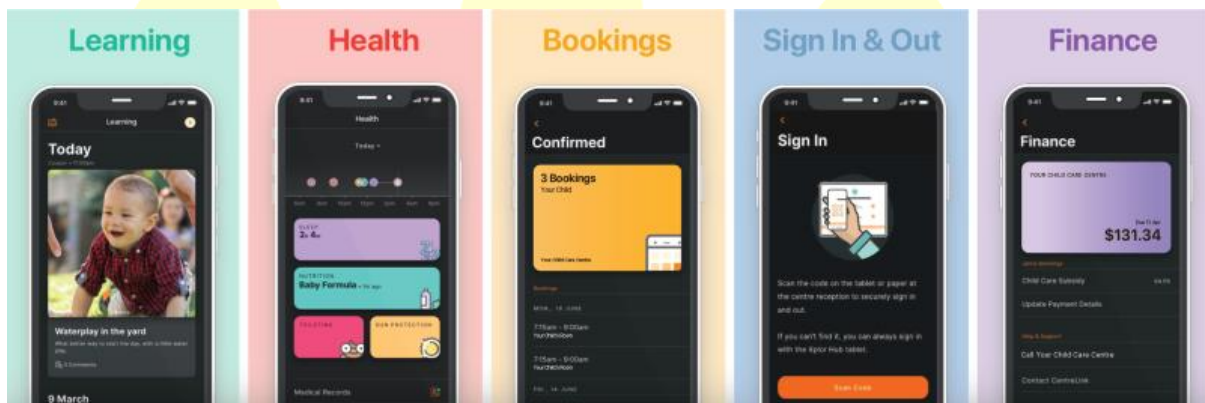
# Xplor App

You will need to download the XPLOR HOME app to your smart phone and set up your account.



The home app is used for;

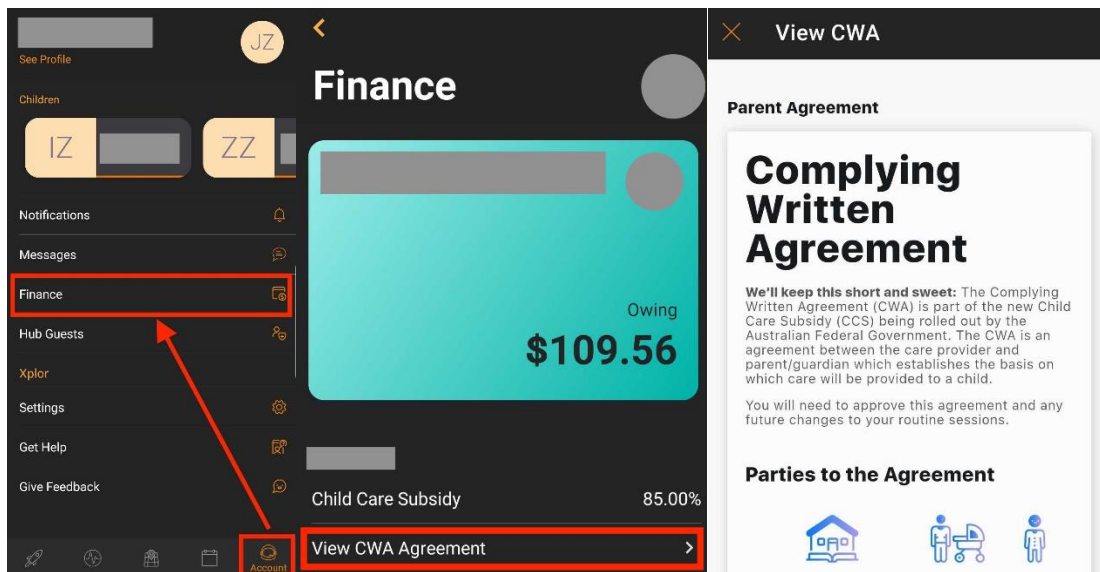
- **digital sign in** and out system via the app and our iPad in the foyer.
- daily communication such as eating, toileting, sleeping, along with photos and learning that occurs.
- billing and enrolment information.
- You can notify absent days, request additional days, and notify of late drop offs.



# Confirming Your Childs Enrolment

We need one parent in each family to confirm their child's enrolment using the following steps. This parent will be the primary contact and the parent that is linked to the Child Care Subsidy.

1. Open the Home App. Click "Account" then "Finance"
2. Click on "View CWA Agreement". If you do not see this button, please reach out to your administrator.
3. The CWA should appear. Click "I Agree". If you dispute the session days or fees, please reach out to your administrator.
4. After the CWA is signed, give the system some time for the CCS enrolment to appear in MyGov. The steps to confirm the enrolment can be found here: <https://www.servicesaustralia.gov.au/individuals/online-help/centrelink/confirm-your-childs-enrolment-details-child-care-subsidy>



# Direct Debit Details

When completing your child's online enrolment form you will be asked to provide your preferred method of payment for your fees to be deducted each fortnight as per Whiz Kidz' Billing Calendar. The billing calendar is provided in the confirmation email of your child's enrolment.

We require direct debit details to be available prior to your child commencing their first day of care and it is a parent / carer's responsibility to ensure sufficient funds are available prior to Whiz Kidz scheduled direct debit date.

When setting up your Direct Debit details, it is strongly encouraged that you carefully read through the terms and conditions fine print of Xplor Debit Success to ensure you have a thorough understanding of their protocols. Any additional fees, or penalties incurred are absorbed by Xplor Debit Success and not Whiz Kidz.

## Updating Direct Debit

Primary carer to login via <http://home.myxplor.com> using their email and password. Click "Forgot Password" if you are having issues with logging in;

1. Select "Finance" in the left side menu
2. Select "Auto Debit Setup"
3. You can choose to enter your credit card details or your bank details
4. Read through the billing agreement, then select 'Agree'. If you have any concerns about this, please reach out to your service
5. Once you have saved your banking details successfully, the administrator can set up the family's preferred billing schedule, or the schedule required by the service.

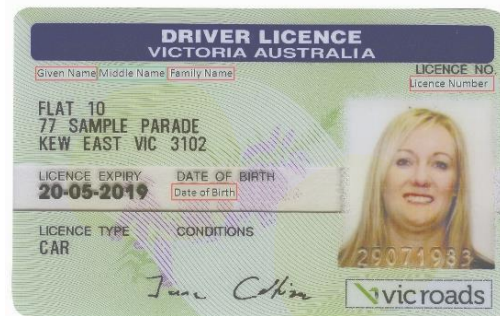
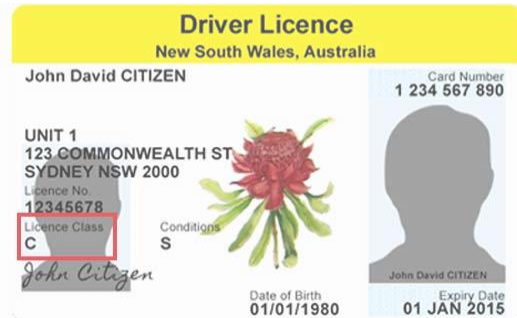
The screenshot displays the 'home.' website interface. At the top, there is a search bar and a user profile for 'Samwell Carmi'. The left sidebar menu includes 'Dashboard', 'Observations', 'Documentation', 'Planning', 'Children', and 'Finance'. The main content area is titled 'Finance' and has two tabs: 'Statement' and 'Auto Debit Setup'. The 'Auto Debit Setup' form is active, featuring radio buttons for 'Credit Card Details' (selected) and 'Bank Details'. The form includes input fields for 'Enter Card Number', 'Exp Date' (with 'Month' and 'Year' sub-fields), 'CVV', and 'Name on Card'. A 'Billing Agreement' checkbox is present and unchecked. A blue 'Submit' button is at the bottom of the form.



# ID & Emergency Contacts

You must provide;

- ID for all parents/guardians.
- ID for all authorised nominees (people authorised in the child's enrolment form as emergency contacts).
- We use these IDs in the case an educator has not met a parent and/or authorised nominee before allowing the child to be sent home. Child safety is paramount, and we will not allow a child to be sent home to someone not authorised. In some cases, we will call the parents/guardian to confirm the collection.
- You can add additional emergency contacts, if necessary, at any time by providing their contact details and ID.
- Email to: [enrolments@whizkidz.com.au](mailto:enrolments@whizkidz.com.au)



# First Day/Week

Starting care can be daunting, but it does not have to be. Your child is safe with us, and the educators will provide updates through Xplor throughout the day.

Families are welcome to call the service to check in.

We recommend starting with shorter days in the beginning so they can adjust at their own pace. This just depends on each individual child as to how they cope.



# Allergies/Medical Conditions

Please let us know **PRIOR TO ORIENTATION** if your child has an allergy, intolerance, or medical condition so we can update our records here.

If this is the case, you will be required to submit appropriate documentation to support this, including any/all:

- Action plans (allergy, anaphylaxis, asthma, diabetes, epilepsy)
- A medical risk minimisation plan (document provided by Whiz Kidz) is required for ALL medical conditions (asthma, allergies, food intolerances, eczema providing cream etc.)
- Any letters from the doctor etc., if additional to action plans (supporting documentation)
- Agree as part of your enrolment that your child's photo will be on display stating their allergy.

**ascia ACTION PLAN FOR Anaphylaxis**  
www.allergy.org.au

This plan is for use with adrenaline (epinephrine) autoinjectors.

**SIGNS OF MILD TO MODERATE ALLERGIC REACTION**

- Swelling of the face, lips, eyes
- Itching mouth
- Hives or welts
- Abdominal pain, vomiting, diarrhoea
- Signs of anaphylaxis (see above)

**ACTION FOR MILD TO MODERATE ALLERGIC REACTION**

- For insect allergy: "Rinse out sting if stung"
- For tick allergy: "Remove tick using tick remover tool"
- For tick allergy: "Wash tick remover tool in 70% alcohol and let it dry off"
- Use with person and call for help
- Give adrenaline autoinjector
- Give other medications if prescribed
- Phone family emergency contact

**MINI to moderate allergic reactions (such as hives or swelling) may not always occur before anaphylaxis**

**WATCH FOR ANY ONE OF THE FOLLOWING SIGNS OF ANAPHYLAXIS (SEVERE ALLERGIC REACTION)**

- Difficulty breathing
- Swelling of tongue
- Swelling/tightness in throat
- Hoarse voice
- Phonational hoarseness or wheeze
- Wheezing or persistent cough
- Pale and floppy (young children)

**ACTION FOR ANAPHYLAXIS**

- 1 Lay person flat - do NOT allow them to stand or walk
- 2 Give adrenaline autoinjector (if available)
- 3 Give adrenaline autoinjector (if available)
- 4 Give other medications if prescribed
- 5 Transfer person to hospital for at least 4 hours of observation
- 6 If in doubt give adrenaline autoinjector

**ALWAYS give adrenaline autoinjector FIRST, and then other asthma reliever (SABA) if someone who has asthma and is having a severe asthma attack or someone who has SEVERE ASTHMA DIFFICULTY breathing who is unable to get to hospital or if there are no other options.**

**ALWAYS give adrenaline autoinjector FIRST, and then other asthma reliever (SABA) if someone who has asthma and is having a severe asthma attack or someone who has SEVERE ASTHMA DIFFICULTY breathing who is unable to get to hospital or if there are no other options.**

**ascia ACTION PLAN FOR Allergic Reactions**  
www.allergy.org.au

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**Medical Conditions Risk Minimisation Plan**  
This Plan is to be completed by the Nominated Supervisor or nominee on the basis of information from the Child's medical practitioner provided by the parent/carer.

**WHIZ KIDZ EARLY LEARNING CENTRE & PRESCHOOL** Phone:  or tap here to enter text.

**Child's name:**  or tap here to enter text.

**Date of birth:**  or tap here to enter text. **Attendance:**  or tap here to enter text.

**Action Plan provided by parent/carer:** YES  NO

**Other health conditions:**  or tap here to enter text.

**Description:**  or tap here to enter text.

**Parent/carer information (1):**  or tap here to enter text. **Parent/carer information (2):**  or tap here to enter text.

**Name:**  or tap here to enter text. **Address:**  or tap here to enter text.

**Home phone:**  or tap here to enter text. **Work phone:**  or tap here to enter text.

**Mobile:**  or tap here to enter text. **Address:**  or tap here to enter text.

**Other allergies/asthma:**  or tap here to enter text. (if parent/carer not available)

**Medical practitioner name and contact number:**  or tap here to enter text.

**Emergency use to be:**  or tap here to enter text. **provided at:**  or tap here to enter text.

**Medical Practitioner:**  or tap here to enter text.

The following Medical Conditions Management Plan has been developed with my knowledge and input and will be reviewed at least annually with the parent and service.

I agree to these arrangements, including the display of an AAMI picture, full name, medical condition and location, and brief description of allergen/intolerance on display in the classroom, kitchen and any other area accessible to staff, all visitors and students.

**Signature of parent/carer:**  or tap here to enter text. **Date:**  or tap here to enter text.

**Signature of Nominated Supervisor:**  or tap here to enter text. **Date:**  or tap here to enter text.

**Medical Conditions Risk Minimisation Plan**  
This Plan is to be completed by the Nominated Supervisor or nominee on the basis of information from the Child's medical practitioner provided by the parent/carer.

**Examples of Risks, Situations, Concepts to consider when completing the Risk Minimisation Plan**

- Who are the children and what are their triggers (do information provided on their Action Anaphylaxis/ Allergy Action Plan)?
- What are the potential sources of exposure to their triggers?
- Where will the external source of exposure to their triggers occur?
- Are all staff (including relief staff, visitors, volunteers) aware of which children have a medical condition?
- Does the following policy reflect health related history?
- Is there age appropriate education for children in the service and are children actively encouraged to seek help if they feel unwell?
- Do you have information available at the service for parent/carer(s)?
- What are the lines of communication in the children's service?
- What is the process for enrolment at the service, including the collection of medical information and Action Plans for medical conditions?
- Who is responsible for the medication policy, Action Plans and Risk Minimisation plans?
- Does the child have an Action Plan and where is it kept?
- Do all service staff know how to interpret and implement Action Plans in an emergency?
- Do all children with asthma attend with their Medication (Asthma reliever inhaler and a spacer)? In children's files risk is recommended for children unable to use a spacer correctly, consider that risk use in children under 5 years old, Asthaxamine, Epi-pen
- Where are the Emergency Kits kept with these items?
- Do all staff and visitors to the service know where Emergency Kits are kept?
- Who is responsible for the contents of Emergency Kits? Is backup reliever medication expiry dates, replacement and first aid kit as needed, checked medication dates monthly checked in the kits recommended by service?
- Do you have one member of staff on duty at all times who has current and approved Emergency Asthma/Anaphylaxis Management training?
- Who else needs training in the use of emergency first aid equipment?
- Do you have a medical Emergency Kit for emergencies?
- What happens if a child's medication and spacer are not brought to the service?
- Does the child have any other health conditions?
- Do plants around the service attract bees, wasps or ants?
- Have you considered planting a low-allergen garden?
- If there are containers where food and drink consumption and disposal is occurring (including food and drink consumed by all staff and visitors)
- Could traces of food allergens be present on staff materials used by the children? (e.g. egg cartons, cereal boxes, milk cartons)
- Do you have any products that have a strong odour, or do you plan to renovate or paint the centre when children are present?
- Do your staff use heavy perfumes or spray aerosol deodorants while at work?
- Are you in a building/room area where controlled burning may occur?
- What special activities do you have planned for your children who have allergies or triggers?

**ASTHMA ACTION PLAN**  
This is an ASTHMA ACTION PLAN. It is for use with your child.

**NAME:**  **BESTER CONTACT NUMBER:**  **ANAPHYLAXIS CONTACT NUMBER:**

**WHEN WELL:**  or tap here to enter text.

**WHEN NOT WELL:**  or tap here to enter text.

**IF SYMPTOMS GET WORSE:**  or tap here to enter text.

**DANGER SIGNS:**  or tap here to enter text.

**DIAL 000 FOR AMBULANCE:**  or tap here to enter text.

# Getting to know you

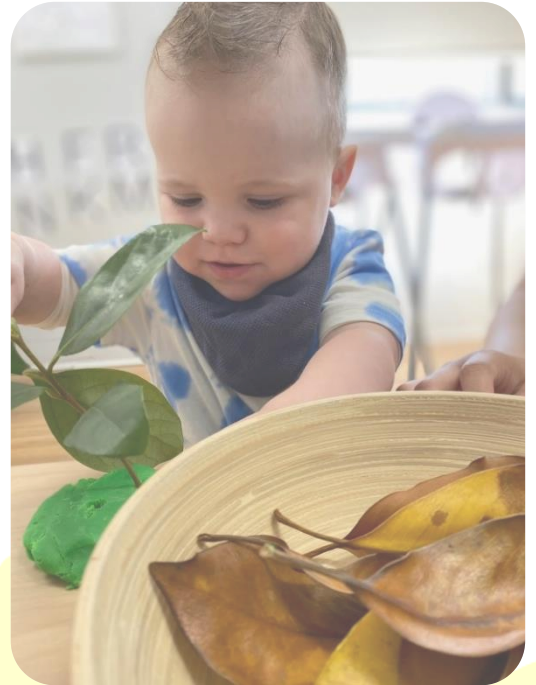
Upon confirming your child's enrolment, along with this handbook you will receive an attachment - "All About Me and My Routine".

We kindly ask you complete this after completing your enrolment form and send it back to the administrative team. This is useful for our educators to have prior to your child's orientation to enable them to get to know a little bit about your child and help them plan experiences and know their routine prior.

At your orientation, you will receive a parent pack. This will include:

- Centre Information Sheet
- PIN / Door code access
- Staffing for the room your child is in
- Room Routine Sheet

*If you have not received yours prior to your child's first day, please ask one of your friendly educators.*




# Immunisation

Upon enrolment you MUST have a current immunisation statement as we follow the No Jab, No Play policy in both NSW and VIC. If your child is not immunised, they cannot attend our service.

It must be the green statement printed from your Medicare Account – accessible online or via the Medicare App (see below). We do not accept the blue book or anything other than the below statement.

If your child has an immunisation updated at any point you must provide this. We keep a register and will follow up with you if we have not received it.

  
 Australian Government  
 Department of Human Services  
**medicare**

### Immunisation history statement

**As at:** 22 August 2018  
**For:** BERNARD O LONG  
**Date of birth:** 16 January 2016  
**Immunisation status:** up to date









Schedule	Date given	Immunisation	Brand name given
2 months	16 Mar 2016	Diphtheria Tetanus Pertussis Hib Hepatitis B Polio Pneumococcal Rotavirus	Infanrix Hexa Prevenar 13 Rotarix
4 months	16 May 2016	Diphtheria Tetanus Pertussis Hib Hepatitis B Polio Pneumococcal Rotavirus	Infanrix Hexa Prevenar 13 Rotarix
6 months	16 Jul 2016	Diphtheria Tetanus Pertussis Hib Hepatitis B Polio Pneumococcal	Infanrix Hexa Prevenar 13
12 months	16 Jan 2017	Measles Mumps Rubella Hib Meningococcal C	MMR II Menitorix
18 months	16 Jul 2017	Diphtheria Tetanus Pertussis Measles Mumps Rubella Varicella	Infanrix Priorix-Tetra
Other	01 Apr 2018	Influenza	Influvac Tetra

Next immunisation/s due	Date Due
Diphtheria Tetanus Pertussis	16 Jan 2020
Polio	16 Jan 2020

**Notice/s**

# Illness

We follow strict guidelines when dealing with illness at Whiz Kidz. Use the following chart to help you make decisions when your child may be sick. You can also refer to our 'Injury, Accident, Incident, illness' Policy and 'Dealing with Infectious Disease' Policy for more information.

KEEP ME HOME IF...							
<b>I have cold/flu like symptoms</b>	<b>I have a fever</b>	<b>I am vomiting</b>	<b>I have Diarrhoea</b>	<b>I have a rash</b>	<b>I have head lice</b>	<b>I have an eye infection</b>	<b>I have been in hospital</b>
							
Coughing, runny nose, sneezing, lethargic, not themselves.	Temperature of 37.5 and above.	Within the last 24 hour period. Must be clear of symptoms for 24 hours - e.g. If you vomited today, you cannot come to care tomorrow.	Within the last 24 hour period. Must be clear of symptoms for 24 hours - e.g. If you have diarrhoea today, you cannot come to care tomorrow.	Body rash, and/or itching along with a fever.	Itchy head, live lice or nits (eggs).	Redness, itching, watery, pus, gunky eye, one or both eyes.	Visit to the hospital and/or emergency apartment of the hospital for any number of reasons.
I CAN RETURN TO WHIZ KIDZ WHEN...							
A negative COVID test to be provided – if symptoms persist, a medical clearance to be provided.	Free of fever for 24 hours (without the assistance of paracetamol), and seeming more themselves. A doctors clearance to be provided	Free of vomiting for 24 hours, and seeming more themselves. A doctors clearance to be provided	Free of Diarrhoea for 24 hours, and seeming more themselves. A doctors clearance to be provided	Free of rash for 24 hours, or rash subsiding AND a doctors clearance to be provided	A treatment must be applied and the child can return the next day.	Free of puffiness/swelling/leaking for 24 hours, or at least subsiding AND a doctors clearance to be provided	Medical clearance from hospital/doctor to say they are fit for care.
<p>In most cases a medical clearance is required. The service reserves the right to decide if a child is well enough to attend care. If antibiotics are administered in any case, your child must have taken the antibiotics for a full 24 hours before returning to care. Please refer to Staying Healthy in Child Care 5<sup>th</sup> Edition for more information on exclusion periods (Pag 17-19).</p>							

# What to pack

## (What to Bring to care daily)

Please pack in your child's bag the following daily. If they come for consecutive days, please ensure your child's bag is replenished daily.

- **Drink Bottle** with only water (NO Juice, cordial, flavoured milk, or soft drinks please.)
- **VIC - A Hat** (It must be a wide brimmed hat or one with the neck cover).  
NSW- A hat is supplied by the centre upon enrolment.
- **Spare Changes of clothes;** including underwear, long and short sleeve shirts, shorts/skirts, pants, socks - and spare shoes (especially for children who are toilet training)
- **NSW:** A set of **Cot size sheets** for your child's rest time – these fit both cots' mattresses and our mats for children. Please provide them in a drawstring bag, fabric bag or pillowcase. **NO PLASTIC BAGS.** They will return home at the end of your child's day care week for you to wash for the next week. If your child attends Monday and Tuesday, then bedding is sent back home on Tuesday.  
VIC – Cot sheets are supplied by the centre.
- **Any comforters** that will aid with your child's sleep or settling in process – this can be a dummy, special blanket, or toys they like to have. We do not allow dummy clips or chains.

## What to pack for Whiz Kidz

### All items to be labelled



Bag  
(with name tag or name written)

NSW



Cot Sized Sheet Set  
(Fitted & Flat)  
*Must be In a pillow case or bag*



Drink bottle



Jumper



2 x spare outfits (at least)  
Including warm & cool clothing



Spare undies and lots of pants/shorts (if toileting/toilet training)



Any comforters  
(dummy or cuddly)

VIC



Drink bottle



Jumper



2 x spare outfits (at least)  
Including warm & cool clothing



Spare undies and lots of pants/shorts (if toileting/toilet training)



Any comforters  
(dummy or cuddly)



Hat

# Lost Property

Please check the lost property basket in the foyer. Anything that is uncollected will be donated.

# Photos

We would love to see each family bring in a small album of family photos or even just one individual photo of your family, when your child begins their year.

These help to create a sense of BEING to children when settling into the start of a new year, starting their whiz Kidz journey, and for some moving into a new room. Children can find comfort flipping the pages of their own family album. This could have photos of mummy, daddy, any siblings, pets, grandparents, cousins...anyone and anything!

Pick up an album from Kmart for \$2 and fill it with as many photos as you like - it could even be a fun activity to do with your child.



# Our Values

We believe that every child is unique and deserves the right to express themselves to achieve their potential.

We understand the importance of play-based learning, intentional teaching and the environment being the third teacher.

Quality childcare is about helping children achieve their potential and prepare them for the future years.

We value inclusion

Happy kids are healthy kids, and we provide all children with the means to express their individuality through the medium they understand best, play!

Children must be provided with a safe, secure, and comfortable environment for them to develop the self-confidence needed for optimal fun and learning.

Educators are supported with ongoing training through their journey to support children and their families

We value fruitful partnership with families and the community.

We want children to transition off to school being happy, confident, and involved learners ensuring they have the fundamental skills to cope beyond Whiz Kidz.

# Our Philosophy

*Our organisations' philosophy has been inspired based on several crucial theoretical influences, along with each of the individual educator's personal philosophies to create a nurturing, child lead and holistic approach to our services.*

## **Our Vision**

Our vision is to provide a stimulating environment where children can grow and develop using their five senses and imagination. We want to be a positive influence in children's lives and contribute to their journey through early childhood.



## **Our Aim**

Is to allow children to harness their inherent sense of wonderment and awe, to help them to discover the world around them and achieve their full potential in an exciting play-based environment. At Whiz Kidz, happy kids are healthy kids mentally and we provide all our children with the means to express their individuality through the medium they understand best, play!

## **Our Mission**

At Whiz Kidz, we believe that every child is unique and deserves the right to express themselves fully to achieve their potential. We believe in the importance of play-based learning, intentional teaching and the environment being the third teacher. Quality childcare is about helping your children achieve their potential and prepare them for the future years. We want to ensure children transition off to school being happy, confident, and involved learners ensuring they have the fundamental skills to cope with primary school and the world beyond Whiz Kidz.

## Children

We see children as unique and capable individuals, who come to Whiz Kidz with interests, talents, skills, and ideas. It is our duty to value, respect and appreciate this uniqueness. Pikler has heavily influenced our approach which is based on kindness and respect for children, through taking the time to build a trusting relationship. Alongside the RIE Method, which is allowing the child to be their 'authentic self' and move about freely through their daily life feeling secure, competent, autonomous, and connected to their environment.

We feel children have a right to be active participants in their own learning and must be empowered to express ideas. We will protect and cherish the innocence of children and thus provide a safe and secure environment. As we unpack the Early Years Learning Framework (EYLF) Version 2, we will work alongside your child to actively promote children's learning through engaging experiences and meaningful interactions.



## Family

We acknowledge that family is the most important and influential aspect in the lives of young children and the significance of these relationships cannot be underestimated, as influenced by Bowlby's attachment theory. We aim to ensure we involve parents and families into all aspects of the curriculum. We strive to develop positive, mutually respectful relationships with each family member, as we work in partnership to achieve the best possible outcomes for all. We believe that working in partnerships with families is central to ensuring continuity and progression in a child's learning, development, and future success. Further to this we understand the important of creating a 'Circle of Security' between family, child, and educator.

## Educators

For the Educators In any early childhood setting, teamwork and effective communication are essential requirements for positive outcomes across all aspects of the Services' functioning, for 'together everyone achieves more". Inspired in part by the Reggio Emilia approach children are seen as researchers in their own learning. We will value and build on children's strengths, skills, and knowledge to ensure their motivation and engagement in learning. We aim to create an environment of trust and respect, where we work towards achieving a shared goal. Continued education is a critical aspect of staff's professional development. It is through evaluation and assessment, which occurs when we critically reflect on our actions, that we can identify areas which may be considered a skill and those which may need further development. We recognise Educators/Staff as Whiz Kidz's most precious resource and aim to provide them with a satisfying and safe working environment. We appreciate the experience and skills of all Educators and employees, and their dedication as an integral element of the success of Whiz Kidz.

## Learning

In Early Childhood Education the curriculum is not the focus, the children are. We feel that a meaningful and emergent curriculum using EYLF V2 is most beneficial to children's learning across all developmental domains. A curriculum in which children are active participants and collaborators allows for a more individualistic and meaningful involvement by the children. We believe children are unique individuals who develop at their own rate, and thus by providing enriching, meaningful and realistic opportunities children will explore, create, discover, and imagine. We allow children to be independent and learn alongside them; while allowing them to make mistakes and learn themselves from this in a positive environment, much like Maria Montessori. Our programs reflect planned and spontaneous experiences designed to support children's development in all domains. Through the EYLF V2, the program will see Educators use intentional teaching, (it is deliberate, purposeful, and thoughtful). Educators who engage in intentional teaching recognise that learning occurs in social contexts and that interactions and conversations are vitally important for learning.



## Inclusion

Our inclusive practices are evident with ongoing support to all children and families who enter our doors. This inclusivity extends beyond simple diversity's and broadly allows us to embrace everyone and provide support where needed. Through respect, acknowledgement, appreciation, and acceptance of diversity within our Community, Whiz Kidz will embrace, celebrate, and share traditions and cultures throughout our program, along with inclusive behaviours. Behaviourism is a key theory used for educators because it suggests that teachers can directly influence how their students behave. It also helps teachers understand that a student's home environment and lifestyle can be impacting their behaviour, helping them see it objectively and work to assist with improvement.

## Environment

The environment is often seen as the 'third teacher' (Reggio Emilia theory). Children have an inherent connection to the natural world and we understand that children often develop their ideas and understandings of the world around them using the information presented to them by the significant adults in their lives. As we are some of these significant adults, we have a responsibility to present a positive approach to the environment. Learning environments are welcoming spaces when they reflect and enrich the lives and identities of children and families participating in the setting and respond to their interests and needs. Whiz Kidz will cater for different capacities and learning styles and invite children and families to contribute ideas, interests, and questions (EYLF V2).



## Community

We strive to be seen as a Service of Excellence within our community, a Service which values community involvement in all aspects of our program. A Service where community resources are utilised effectively, to enhance the growth and development of individual children, families, and Educators/Staff.

# Our Policies & Procedures

We recommend that you take the time to read the services policies and procedures, which are put into place to ensure we operate effectively and to the best of our ability. If you have any questions, please do not hesitate to talk to the Director.

We have included a few highlights from the policies and procedures we follow, in this section. These are what we feel are the most urgent and important, and that relate directly to families. For the full details, refer to the policies, which can be requested at any time, please ask a staff member.

## Quality Assurance

Our Centre participates in the National Quality Standard. Quality in Child Care is defined by this standard, and a framework provided to measure this quality. We are committed to continuing improvement in all aspects of our service. Your comments and feedback are welcomed and help us in this process. Our Quality Improvement process is available to families for viewing at any time. Your feedback is valuable to us to ensure we are continually improving with our principles and practices.

## Parent Involvement

*It is important to have a strong link between families, staff, and management.*

- Benefits of parent involvement and family participation is important for many reasons. It helps the service and sends a strong message to your child that you support them as part of their early learning journey.
- Helps develop strong relationships between families, educators, and management.
- Show your children you are comfortable within our Centre
- Gives you an understanding of your child's day and the operation of our service.

## Family Interviews

Families are most welcome to discuss their child's progress or concern, with your child's Educator and/or Director. To arrange an interview please contact the Director to set a mutually convenient time.

## Communication

We provide a high level of communication to our families. To be sustainable we try our best to be a 'Paper Free' Centre when it comes to communicating. Newsletters will be emailed and posted on the Home App. We also do Electronic Programming and feature all of it on the Home app, so be sure to install the App on your smart phone or device or access it through your computer's internet browser. We actively encourage families to provide feedback, feedback is an effective tool in improving quality care. You can do this simply by commenting on any of your child's Xplor profile.

Our aim is to address any concerns immediately with the emphasis being placed on resolving issues in a professional manner. If you have any questions relating to your child, please feel free to speak to the Director.

## Child Protection

All Whiz Kidz educators are required to complete a recognised training course in Child Protection with regular annual refresher training.

- *NSW : Mandatory Child Protection*
- *VIC : Protecting Children: Mandatory Reporting and Other Obligations*

All Whiz Kidz Educators are mandatory reporters (meaning) they are required to report suspected child abuse and or neglect and or serious risk of harm to the relevant governing bodies.

## Arrival and Departure

1. Children will be signed in on arrival via the XPLOR Home App by the delivering adult (18 yrs. or over – unless in the case that a parent themselves is under 18 years of age).
2. Children will be signed out via the XPLOR Home App at time of departure by an authorised adult (18 yrs. or over - unless in the case that a parent themselves is under 18 years of age).
3. Children will be brought into the Centre by a responsible adult (18 yrs. or over). Children can be collected from the service only by an authorised person i.e., Authorised persons = parents, guardians, Grandparents, other family members or close friends who have been named in the child's enrolment as an authorised nominee.

It is a legal requirement that you sign your child in and out each time they attend, and that absences are marked. If your child is absent, you can mark them absent in the Home App, or alternatively contact the service to let them know your child is not attending.

Please inform your child's educator about any information when arriving that day, if you think it may assist them to develop a better understanding of your child, for example, eating and sleeping activities, were they unsettled overnight, have they not eaten etc.

## Access to Children

Please note that unless any court orders are in place and a copy of those orders have been given to the Centre (original sighted or certified copy). Staff are legally unable to prevent either of the child's natural parent's from collecting a child / child from care, unless there is an order in place that has been received by the service.

## Celebrations

We encourage families and children to share special celebrations with the Centre e.g., birthdays, birth of a sibling, special occasion. Services will celebrate children's birthdays, taking into consideration healthy eating guidelines. No lolly bags are accepted.

## Food

Food is not to be brought to the service.

Whiz Kidz provide all food for your child whilst in our care. Our centre cooks prepare all meals fresh on site daily. Our Menu is a seasonal rotation cycle and is developed according to the Australian Healthy food guidelines and in accordance with the Victorian achievement program which is a government initiative program to encourage healthy body development in education environments. Our menus are approved regularly to ensure we meet guidelines.

We just ask that you provide any formula for your baby if needed and a drink bottle with only water.

## Allergy awareness

We are a **NUT FREE Zone** as we have several children with Allergies. We cater for all children and are very accommodating for children with Allergies as we believe they need to feel inclusive with Mealtimes and not isolated. Our menu is Nut Free and Egg Free.

## Nappies and Toilet Training

Whiz Kidz provides all nappies. When your child is ready for toilet training, we will communicate with you and together we will develop a plan to implement to ensure it is a pleasant time for all involved. At Whiz Kidz we recognise that every child develops at different stages. Toilet Training is such a personal matter, and it is important that your child has a clear understanding of the process required so their confidence is not hindered. Toilet Training is a huge milestone in a child's life to achieve so patience, consistency and support are the best skills to provide for your child.



### **Daily Routine**

Our Routines are very flexible based on the weather and the children's needs & interests. The routines are room specific, and we cater to children's individual needs. Each room has their own routine which is provided to families at the beginning of the year.

### **Breastfeeding**

We respect every mother's choice to breastfed, and we welcome it within the service.



### **Clothing and Footwear**

During the day, your child will be participating in many different experiences, and it is important they are dressed appropriately. Please remember to provide a spare set of clothes for your child. Children's clothing should be sun appropriate. We DO NOT recommend thongs. We are a Sun Smart service and we do not allow singlets or shoestring style dresses (shoulders must be covered).

### **Sun Safety**

Whiz Kidz are registered SunSmart services. We are committed to ensuring all children are protected from the harshness of the sun. Sunscreen is available in each room and families are encouraged to apply to your child upon arrival. Staff will apply sunscreen and ensure that all children have suitable hats on before going outside.

### **Child related Accidents, Illness, and Incidents**

Whiz Kidz is committed to providing a safe and healthy environment for all children in our care. Any child related accident, illness and incidents that may occur at the Centre are recorded on Accident/Illness forms. If your child has been involved in an accident, incident or has become unwell you will be informed by phone. A record of the accident, illness or incident will be documented via Xplor, and you will be asked to read and sign this upon collection of your child.

If you cannot be contacted and your child needs medical attention/treatment, we will take the necessary steps by either contacting the person identified as your emergency contact or calling an ambulance. Any medical expenses incurred will be the responsibility of the parents/guardians.

## **Excursions**

We will conduct excursions spontaneously throughout the year. These will be planned, and families will be notified with a permission slip and risk assessment at the time of the excursion. Parents are encouraged to join our excursions where possible.

## **Incursions**

Depending on the children's interest, Whiz Kidz may get Incursions throughout the year. Sometimes there may be a cost to pass on, and they are usually at an average cost of \$10-15 charged to the parent/guardian. If you do not wish for your child to participate, please notify the staff prior to the event. Permission is required for these events also.

## **Evacuation Procedures**

An emergency procedure is displayed in every room. The Centre will conduct fire drills monthly so the children are familiar with the process. We conduct these drills with the aim for the children to ensure a quick and safe evacuation in the event of a real emergency. If you are present at the time of the event, you are legally required to participate. On the days that we conduct a drill, we will post it up on Xplor to inform you.

## **Curriculum**

At Whiz Kidz we implement the Early Years Learning Framework (EYLF V2) and Principles and Practice.

All children are observed daily individually and as a group. Documentation will be made available via Xplor daily along with written observations and additional documentation throughout the year to supplement this. We program accordingly to meet and further your child's needs. We then also add into our program Intentional Teaching experiences, Child Initiated Experiences, Parent Input Experiences and Community Events. All the observation and reflection documents will be done via our electronic program Xplor.

## **Xplor**

Xplor is an online program that aims to provide parents with immediate information about their child's day. It is secure and private and used on smart devices or accessed via email. Its aim is to capture moments of learning experiences and allows the educators to observe and communicate our observation to parents instantly. It also allows our educators to develop and maintain positive and constructive relationships with parents, staff, and families. Parents can invite additional family members worldwide to view their child's Xplor posts as well.


# Continuous Improvement

As mentioned previously, Whiz Kidz participates in the National Quality Framework (NQF) developed and governed by Australian Children's Education & Care Quality Authority (ACECQA). The NQF introduces quality standards to improve children's education and care services across Australia.

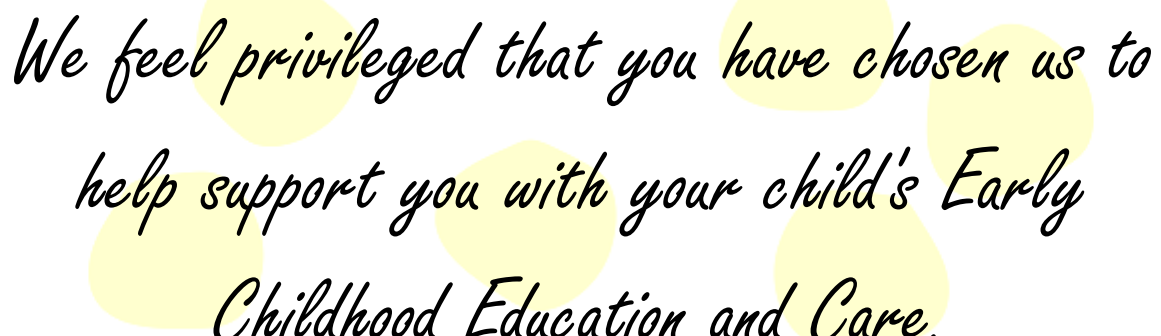
The NQF contains the National Quality Standards (NQS), which houses the Seven quality areas. This helps to ensure your child is given the best possible start in life. These seven areas are assessed, and the Centre is given a rating – this process occurs every 3 years approximately and is completed by ACECQA.

Whiz Kidz uses a Self-Assessment Working Document (SAWD) – *Previously a Quality Improvement Plan (QIP)*. The SAWD is a document that needs to be implemented within the service and is a living document. This gives the educators, children, and families an idea of current strengths and areas of improvement.

We will often ask for your input through questions and surveys to incorporate this into our continuous improvements.



*We look forward to welcoming you and your  
child into our Whiz Kidz Family.*



*We feel privileged that you have chosen us to  
help support you with your child's Early  
Childhood Education and Care.*