

EXPLORE. DREAM. DISCOVER.



Parent/Guardian Practical Guidelines 2019





A warm welcome from our Team

We warmly welcome new families to our centre along with our continuing families. Starting childcare can be daunting and we strive to make your child's transition as comfortable and positive as possible. Our initial goal for all children at the beginning of their time here is for them to develop a sense of belonging and connection. This sense of belonging is essential if children are to be successful learners. Developing relationships with the educators and other children is probably going to be the most important thing that they do here. Children are individual and we work with patience to establish secure, respectful and reciprocal relationships with each child. We acknowledge and respect that this takes longer for some children.

Our team looks forward to working with you to make your child's time at our centre rewarding and enjoyable. If you have any questions, concerns or queries, please approach us at any time. We are really looking forward to getting to know you and your family. We pride ourselves on creating a family friendly, calm and relaxing place for your little one to grow, learn and play. Our educators are very experienced and will help you anyway we can. We are always just a phone call or email away.

We have attempted not to bombard you with too much information in this Parent/Guardian Practical Guide and just highlight what you need to know when you first start. **We request that all parents/guardians read our Communitfy Childcare Services Information Handbook. The information provided in this Handbook has more detailed information and complements the Communitfy Qld's Policies and Procedures.** If you did not receive the Communitfy Childcare Services Information Handbook please let us know and we will provide one either electronically or in hard copy.

Kind regards, The Communitfy Childcare Team

Contact details you might need

Communitfy Childcare
180 Jubilee Terrace, Bardon
07 3510 2711
jom@communitfy.org.au

Nominated supervisor/ Manager/Director

Jo Murphy
07 35102711
jom@communitfy.org.au

Communitfy Main office

Administration
07 3510 2701
Please use this number if you are ever unable to reach us.

Accounts

Janet
07 3510 2708
accounts@communitfy.org.au

Childcare Information Service

1800 637 711
www.mychild.gov.au

Bank account details

Communitfy
Queensland Inc.



Bardon Childcare Centre operations

We are a community based day care service seeking to respond to community needs. We run as a 'not for profit' service, which means that you can be assured that all of your fees are reinvested back into the centre.

Community Childcare is licensed as a 21 place centre providing positive learning environment for children aged from 15 months to school age. We are open from 7.30am to 5.30pm, Monday to Friday. The centre is open for forty-eight weeks per year, closing for approximately four weeks over the Christmas/New Year period, and on public holidays.

The Centre is licensed by, and must comply with the Education and Care Services National Regulation (2011). We follow the Early Years Learning Framework and are committed to continuing improvement and self-assessment under the National Quality Standards. We are proud to say that we exceed all licensing requirements in relation to staffing (qualifications and child to caregiver ratios).

Our centre is regulated by the Office of Early Childhood Education and Care, whose representative visits the centre on a regular basis. The contact details are:

Office of Early Childhood Education and Care

PO Box 15033 City East QLD 4002

Telephone: 1800 637 711

<http://education.qld.gov.au/earlychildhood>



Our team of early childhood specialists

Director

Jo Murphy
Diploma in Children's Services
(Monday – Friday)

Lead Educator

Amelia Kemble
Graduate Diploma of Education
(Teaching for the early years)
(Monday – Friday)

Educator

Lauren Carmichael
Certificate 111 in children's services (Studying)
(Monday – Friday)

Support Educator

Eva Oh
Diploma in Children's Services
(Monday – Friday)

Our educators

**All of our educators
highly experienced and
committed to the
provision of high quality
care and education**

At Community we believe in employing an experienced and qualified staff team. Our staff have formal approved qualifications that go above and beyond the minimum standards prescribed in the legislation. Our roster is designed to minimize disruptions to children as much as possible and the director is always on hand to assist you. Our roster is consistent and is displayed on the wall near the sign in area.

Our team works under the centre's teaching philosophy and policies and adopts the Early Childhood Australia Code of Ethics as their approach to their chosen field. Everyone on the team is experienced, holds blue card and are committed to ongoing learning and professional development.



Multi age grouping

Our centre offers a very unique program where children are in a mixed age group ranging from 15 months – 5 years. Careful monitoring of age ranges occurs to ensure that children's needs are met and that high level child: staff ratios are maintained. Our grouping philosophy allows the children to develop alongside children of various ages and stages (just like we do in everyday life) rather than grouping children according to specific ages. This environment nurtures the children's sense of empathy, respect and inclusion as they understand that everyone is unique and developing at their own rate. We are currently applying for our program to be kindergarten approved by the Queensland Government.

Statement of Practice - Key factors that influence our program

The connection between my body, mind and spirit

(Holistic development and wellbeing)

Interactions with the children help them to understand their own emotions and behaviour as we know that self-regulation is so important to wellbeing. Our centre views human development as holistic so we focus on activities that help the children build self-knowledge, such as daily yoga and meditation sessions.

My love for learning

(Discovery and inquiry based play)

Our learning is based upon the children's interests and skills. You will often hear our educators asking children 'what if?' Investigations, making discoveries and research are a big part of our day and encourage us to establish new ideas and challenge our thinking. We like to take risks in our learning and encourage the children to think outside of the box.

Respecting myself and my friends

(Connections to self and others)

We create peaceful spaces at our service and you will often hear conversations about injustice and fairness. We help the children in their efforts to solve problems. Respect is role modelled and is an important part of living in our community. Children develop friendships and relationships in a secure space.

Our program actively encourages families to be involved in our learning, in a way that suits them.

I can be creative and imagine that anything is possible

(Intelligence having fun)

We use 'loose parts' a lot in our play as we believe that open ended resources stimulate imagination and creativity. The children's ideas inspire our curriculum as they make conscious choices about their play. Educators and children co-construct their play, share decisions, make ideas and learn together.

I am part of a whole

(Global citizenship)

We are global citizens and have responsibilities to the planet to make our future sustainable and cause a minimal amount of harm to our world, people and the other living creatures who share it with us.

We plant, we educate, we recycle, we repurpose, we advocate, we respect



Our statement of philosophy (shortened version)

The rights and best interests of the children are paramount

We acknowledge the responsibility that we have as educators of young children in creating a safe and secure learning environment where children's wellbeing, health and safety are of primary concern.

With a growing emphasis on education in early childhood development we acknowledge that the importance of play and fun are integral to the development of young children, and the primary means through which children learn.

Children are successful, competent and capable learners

We have a commitment to the implementation of the Early Years Learning Framework within our program and adopt the principles, practices and learning outcomes that are embedded in the framework. Fundamental to our philosophy is a view of children's lives as characterised by belonging, being and becoming.

We believe in all children's capacities to succeed, regardless of diverse circumstances and abilities. We believe that children progress well when they, their families and educators hold high expectations for their achievement in learning. We take on a holistic approach to teaching and learning recognising the connectedness of mind, body and spirit.

Equity, inclusion and diversity underpin our program

The 'uniqueness' of each child and family is recognised and valued by our service. We are committed to inclusivity for all children regardless of abilities and background. All children and adults are encouraged to develop into positive, autonomous individuals with the opportunity to develop their talents, enjoy and cope with life and its challenges. We believe that diversity and differences should be celebrated and respected underpinning Community's social justice principles. We acknowledge the first Australians on whose land we live, work and play.

The role of families is respected, supported and acknowledged

We believe that a child's connection to their families is fundamentally the most important connect that a child has. We create a welcoming environment where all children and families are respected and actively encouraged to collaborate with educators about curriculum decisions in order to ensure that the learning experiences are meaningful.

We actively encourage parents to share their ideas, time, talents and skills in the service environment. We aim to create open, honest lines of communication with all families.

Children connect with and contribute to their community and the world they live in

We believe that children experience living and learning with others in a range of communities (family, childcare, local community, global). We understand the importance of creating an environment where children experience mutually enjoyable, respectful and caring relationships with people and the environment.

We understand the importance of children becoming socially responsible and respectful of the environment and assist the children to develop an awareness of the impact our activities as humans have on this world that we share with all creatures' great and small.

Best practice is expected in the provision of our service

Our educators are committed to ongoing training, professional development and reflective practices. We believe that we are co-learners with children, families and our community and value the continuity and evolution that early childhood education undertakes. We work towards creating a lively culture of professional inquiry and are supported by management in this endeavour.

We adopt the Early Childhood Australia Code of Conduct as a framework for our practices, a guide for our own professional behaviour and to inform our practices.



The Program

Communitify childcare aims to create a nurturing, caring environment for all children and their families. We aim to provide an environment conducive to play. Play is the way children make sense of their world, and is the natural way they learn. We follow the Early Years Learning framework and the Queensland Kindergarten Learning Guidelines each with 5 major learning outcomes for all of the children at our Centre

Early Years Learning Framework

- **Outcome 1: Children have a strong sense of identity**
- **Outcome 2: Children are connected with and contribute to their world**
- **Outcome 3: Children have a strong sense of wellbeing**
- **Outcome 4: Children are confident and involved learners**
- **Outcome 5: Children are effective communicators**

Queensland Kindergarten Learning Guidelines

- **Identity**
- **Connectedness**
- **Wellbeing**
- **Active learning**
- **Communicating**

The program and the environment are carefully arranged so that children have access to a range of resources that challenge to develop new skills or practise recently acquired ones. We believe that children are capable and competent learners and our program focuses on their strengths and interests. Our program is developed and negotiated by both the children, families and teachers, allowing the children to feel empowered in their own choices. While our routine is structured it is highly adaptable and flexible. We encourage parents and families to read our "Learning Journal" every day to find out what has been happening.

Our team of educators is committed to providing a high quality program that caters for the needs, interests and abilities of all children. In order to do this we make regular observations of children's skills and interests and consult with children's families. These observations allow staff to set individual goals, devise strategies to achieve these goals, keep track of each child's progress, and plan appropriate experiences for further learning and development. We are currently seeking to have our kindergarten program approved for 3-5 year olds. We have a qualified early childhood teacher (Amelia) on staff 5 days per week. Whilst Amelia will be leading this program for the older children our younger children will also have access to her expertise.

Parents are welcome and encouraged to ask for information, offer input and provide feedback about the daily routine and descriptions of activities and daily experiences that the centre provides, the philosophy of the centre about learning and child development outcomes, general goals and skills to be developed by the children and how we intend to meet the outcomes of our goals. Your input is vital in ensuring that we are meeting the needs of your child. Should you have any questions or suggestions about our program, we would love to know!

Each child at our centre has a Learning Portfolio that documents their journey through the year. Staff add observations, photographs and artwork to the portfolio and we ask that parents take the time to read through their child's portfolio and also contribute with photographs, anecdotes or anything else that is important in your child's life.



Our routine

Our daily routine is fluid and follows the rhythm of the day rather than a clock. This allows the children to know what to expect without rigid timekeeping. Our days differ depending on the children's needs and interests. Our routine is generally:

- Children begin to arrive at the centre. Selections of either indoor and outdoor play experiences are available
- Around 9.30am we have our first group session – we gather together to say good morning, plan our day and participate in a group yoga session
- Morning tea is after our morning session – a relaxing social time on the veranda
- Playtime continues – our children and teachers work together to create interest based activities and experiences
- Our second group session is usually as Sharing time / Group Time – we usually read a story or play a game together
- Lunch time is usually around 12.30pm – a relaxing social time – as we finish lunch we prepare ourselves for rest time
- Rest time – children are given the opportunity to rest and unwind. Children start with quiet reading on their beds. Once some of our sleepers nod off, quiet activities are available to children who do not sleep
- At 2.30 we pack away our beds, put on our sunscreen and head outside.
- Afternoon tea is usually between 3.00pm– 4pm

Settling in process - a happy start

Each child's experience of starting childcare is different and while some children eagerly join right in, other children need a little bit longer to adjust. You are encouraged to visit the Centre prior to commencing and you are welcome to participate and be involved in any aspect of the program during an orientation process. By spending time at the centre with your child, he/she will see that you are comfortable her and are interested in what happens at the centre.

Here are a few suggestions we hope will help make it easier to settle in your child:

- Start talking about childcare before you start. By allowing your child to be part of the preparation they will have some ownership of the experience. For example, buying a new lunch box together or packing the bag together are things that your child can do with you.
- Be positive about starting. If you are apprehensive about leaving your child, they will be apprehensive too. (Children tend to pick up on parent's feelings and often magnify them).
- Expect that your child may be sad or reluctant initially – this is normal. How you deal with it will make a difference.
- Let your child bring in something comforting from home such as a favourite stuffed animal, a photo or a security blanket, etc. Please note that we generally discourage toys.
- Always say goodbye so your child knows you are going.
- Establish a routine for dropping off your child so that they know what to expect.
- Leave quickly and smoothly once you have said goodbye. If you have forgotten something please ring us rather than returning to go through the separation process again. The actual 'goodbye' is going to be the hardest part of your child's day, so make it as quick as possible. If your child is anxious, the longer you stay the more the anxiety is going to grow. There is a good chance that you will not be able to talk your child through this process, so be really brave!
- Consider just one family member doing the drop off at a time. Then there are less people to say goodbye to.
- If you are having difficulty separating from your child, please let one of our staff know so that they can quickly comfort your child and allow you to go.
- Please rest assured that we will be honest and open with you at all times. If your child is not settling and continues to be distressed, we will call you.



What to bring each day

Most children bring their things to the centre in a small back packs or bag. Please ensure that your child's name is easily seen on their bag with a bag tag or similar. This helps your child and our staffs identify the bags more easily (in the instance where children have the similar bags). Please make sure that everything you bring is named

- A hat – please ensure that you have applied sunscreen to your child in the morning
- 2 sets of clothing (appropriate for the season)
- A healthy lunchbox filled with enough food for morning and afternoon teas and lunch – no nuts or eggs thanks
- A refillable drink bottle filled with water
- Disposable nappies (if required). Please name and place your child's nappies in the bathroom. If your child is showing an interest in the toilet, we ask that you use nappy pants as this assists with developing autonomy.
- Please don't bring
 - Toys
 - Medication, creams, sunscreen, lighters or other dangerous items left in bags
 - Plastic bags left in your child's bag
 - Glass or tin food containers

Please dress your child in comfortable clothing that is easily removed for toileting and suitable for running, climbing, painting and playing in materials such as sand, water etc. If you bring your child in shoes please make sure that the footwear is safe and comfortable shoes. We encourage bare foot play (weather permitting).

Make sure your child's clothing, bag, lunch box, etc. is "child friendly". While we always offer aprons to children when they are enjoying craft and messy play, aprons are not mandatory. Children have the ability to choose to wear one so please ensure that your child is wearing clothing that is easy to wash.

Make sure that all of your child's belonging are clearly labelled, so that staff can return all items to their correct owner. Lost property is located near the sign in area. Please check this regularly. Items not collected will be disposed of after a period of one month.

Meals - Please note that we are a 'nut free and egg free centre'.

Children should all have had a good nutritious breakfast before arriving. Children who attend the Centre must bring their own food and drinks. We encourage parents to send a variety of healthy food choices such as fresh fruits and vegetables, lean meats and cheeses, milk, yogurt, and whole grain breads and pastas. Junk food and treats are not recommended at the centre except on special occasions. If you wish, you may send in left overs from home, these will be reheated once and if not eaten, discarded immediately.

If your child has special dietary needs, please coordinate this with the Director.

Special celebrations

The Centre reflects the philosophy of multiculturalism and acknowledges the different cultural religious events celebrated in Australia by children attending the centre and the local community. The Centre aims to incorporate multicultural activities in their programs and staff will integrate these activities throughout the program. If at any time you are uncomfortable with your child participating, please let us know.

Birthdays are recognised for most children as being very special days. You are most welcome to bring in cupcake for your child to share with their friends, and also to come along and celebrate with your child if you wish. Please inform the staff if you prefer that their child does not participate in birthday celebrations for religious or dietary reasons.



Parent responsibilities

Arrival

On arrival, please wash your hands and your child's hands. This is the most effective way of minimizing cross infection. Each child must be brought into the centre and signed in by a responsible person. When you are dropping off your child, please ensure that the staffs know that you are leaving. Do not leave your child outside unattended as we may not know that you have left. Please do not attempt to drop your child off before 7.30am. **We are not able to allow anyone to enter the premises until 7.30am.** Please let staff know if there is any relevant information about your child that may impact on their day. For example, this may include details about family events, sleep patterns, etc.

Farewell time may be difficult or tricky and it is likely that your child will need support, please let the staff know. They are experienced and are more than happy to assist you.

Departure

On collecting the child, each child must be signed out. Please let the staff know that you are leaving, there may be some information about your child that needs to be shared with you. Check that you have collected all of your child's belonging.

It is important that the staff are informed, preferably in writing, if any person (other than those persons nominated on the enrolment form) is collecting your child. Names which appear on the enrolment form will be the only persons able to collect individual children.

Please ensure that you arrive to pick up your child by 5.20pm. This is to give you time to speak to staff about your child's day, pack up their belongings and be ready to leave by 5.30pm.

General safety at the entrance of the service

When entering or leaving the centre, please make sure that the child safety gates have been closed properly. Please discourage your child or older siblings from opening the gate themselves and swinging or hanging on the gate. Siblings need to be supervised by you during this drop off and pick up time. Also, under no circumstances allow any child to leave the centre without an adult present.

Authorised nominees / emergency contacts

At the time of enrolment, parents must provide us with the names of at least 2 persons (other than the parents) who will be authorised to pick up the child/children and act on your behalf in an emergency. It is the parents' responsibility to inform the Centre of any changes in the names of persons authorised. We will only release your child to authorised persons.

The person collecting the child must be able to produce proof of identity. Staff also have a duty of care to your child and in the event a parent or other person is under the influence of alcohol or drugs another authorized person will be contacted to collect your child.

When no one comes by 5.30pm

In the event a child is not collected by 5.30pm and parents and emergency contacts cannot be reached the police will be notified and the child will be in put into their care. The Office of Early Childhood Care and Education will also be notified at the first available time. This is extremely distressing for a child so we urge you to set up contingency plans in the event that you may be late. The Centre's hours of operation relate directly to the terms of the licence and insurance policies. Please note that if you do arrive later than 5.30pm you will be charged late fees (which are very costly). Please also be mindful that our staff have responsibilities outside of work hours and should not be expected to remain beyond the centre's operational hours. This can be extremely stressful for them.



Change of details

Please let the centre know as soon as possible if any details such as address, phone numbers, allergy or health care information or authorised persons change. These will need to be adjusted on the child's enrolment form and are vital in case of emergency situations. There are blank forms for you to fill out at the sign in area or alternatively please drop us an email with the changes.

Illness and infection control

This centre is committed to protecting the health of children and staff by minimising the risk of the spread of infections at our centre. By limiting the attendance of sick and unwell children we can reduce the risk of infecting other children and the impact that this has on other families.

Children should not be brought to the centre unless they are able to cope adequately with the normal daily routines and activities within the program. In the event that the staff feel that your child is unfairly exposing other children to illness or is too unwell to cope with the program, the parents or emergency contacts will be telephoned to collect the ill child. Collection needs to occur within the hour.

In case of minor ailments, parents are asked to use discretion about whether a child is fit to attend the centre, taking into consideration the individual child's well-being and that of the other children in attendance. If parents are notified to collect their child, we ask that they be collected within one hour of being informed that the child is not well. If children are showing any of the following signs, parents are well advised to keep them at home:

- Fever
- Vomiting
- Diarrhoea
- General Lethargy and unwellness
- Heavy continuous nasal discharge
- Severe or prolonged coughing
- Discharge from eyes
- Undiagnosed rashes

When in doubt, we ask that you give us a call to ascertain whether your child should attend. Our centre follows the guidelines for 'Staying Healthy Preventing Infection Diseases in Early Childhood Education and Care Services' published by the National Health and Medical Research Council. You can find this document at www.nhmrc.gov.au.

Absenteeism

If your child is absent, please contact us so that all children are accounted for and illnesses can be noted. It also assists the staff with planning the day.

Parent Involvement

We encourage you to be as involved with the centre as you wish to be. The team is always open to family suggestions, input and ideas. As a community based service, we encourage our parents to assist in a number of ways including, but not limited to:

- Policy development and input
- Programming ideas
- Sharing a skill or passion (cooking, reading, music)
- Sharing your professional knowledge with the children (dentist, vet, builder)
- Sharing your professional knowledge with the team (doctor – infection control)
- Assisting with minor fundraising activities
- Attending any parent evenings / social events
- Sharing your families cultural events and celebrations



Fees and charges / childcare government assistance programs

Daily Fees

Our centre charges a daily fee which is currently \$100 day.

The Service operates forty-eight weeks per year and the fee is set to allow the service to meet all operating expenses. Fees remain payable even when the child is absent through illness or for any other reason. Fees are payable on public holidays. The Centre may close on Staff training days (2 per year), you will not be charged for these days. . Fee increase will occur annually each July due to CPI increases for wages and general maintenance of the centre.

Booking / enrolment fee

The service requires a booking fee to be paid of \$100 for each family prior to initial enrolment. This fee is non-refundable. Should a family leave the centre and then re-enrol during the same calendar year, this fee will be waived upon their return. However if a family leaves the centre and returns in another calendar year (for example, with a younger child), the enrolment fee will need to be paid again.

Late fees for collection of children after 5.30pm

A late fee of \$40 per child for any period within 10 minutes late, and \$5.00 per child for any minute late after 10 minutes, will be charged for a parent who collects their child after the official closing time of the Service of 5.30pm. This covers the cost of 2 staff having to remain at the centre. **All parents are to arrive at the centre by 5.20pm.**

Parents will be informed when a late fee has been incurred and the amount added to the next week's fees. Late fees are not claimable through CCS. All parents are asked to abide by the centres opening and closing times. Late collections place stress on staff that have family commitments afterhours (which may include picking up their own children from care). If a family is consistently late their ongoing enrolment at the centre will be reviewed.

Payment of fees and Statements / Receipts

The method of payment for fees at our centre is through Debitsuccess. This will ensure families accounts remain within the centre fee policy guidelines and also maintains the security of your child's booking at our Centre.

Please ensure that you have been given Debitsuccess forms which will need to be completed and returned to our office prior to commencement. If you have any queries or need assistance completing these forms, please do not hesitate to contact me. The centre requires that fees are payable one week in advance. Each week fees will be deducted from your nominated account on Thursdays. Please contact Communitfy Finances for further details.

Late payment of fees

The Director has the authority to terminate an enrolment at the service where fees remain outstanding for two or more weeks and no agreement to pay is in place. Placements may also be terminated where an enrolled child is absent from the service for two weeks or more without prior notice given. Continual or habitual lateness in payment of fees can jeopardise the child's place at the service.

Childcare Subsidy (2018)

Upon enrolment of your child, you will be given information about applying for Child Care Subsidy (CCS) through the Family Assistance Office. The parent is then responsible for contacting the Family Assistance Office (phone 136150) and completing the appropriate forms whenever required by the Department. You need to be registered with the Family Assistance Office for the Childcare Subsidy, even if you are not claiming CCS. Families are advised to contact the Department of Human Services / Family Assistance Office for more information. Information is available at www.familyassist.gov.au.



Once you have applied for CCS you will need to provide the service with your Customer Reference Numbers. You will need to inform us of the CRN numbers that have been allocated to you and your child so that we can send your attendance records through. There will be a gap fee added to the percentage which will determine your total fee.

Absences (and claiming CCS)

Each child has access to CCS for up to 42 days per financial year without the need to provide any supporting documentation. Further absences will only be paid in specific circumstances and if necessary, where evidence is supplied to us. These additional absences may be for the following

- non-immunisation, where a child is excluded from childcare due to an outbreak of an infectious disease
- illness (with a medical certificate)
- parent rotating shifts or rostered day off
- period of local emergency
- Court Order, where a child is ordered to be in care of another person
- attendance at preschool
- Please let the centre know when your child is absent and the reason for the absence.

Changes to booking / cancellation

Please note that any changes or cancellations to bookings must be given in writing with 10 operational/ business days' notice. Please be aware that our centre closure over the Christmas period is not counted within this period as these are not considered normal operational hours.

Our commitment to quality practices

Compliance log book

We pride ourselves on providing a rich, high quality program. All childcare services are required to keep a log of our service compliance history in a book for parents to inspect. Our log book is currently blank as we have never received any compliance requests however it is available for you to view at any time in the parent information area.

National Quality Standards

Our centre uses the Early Years Learning Framework and the Queensland Kindergarten Learning Guidelines and is committed to the National Quality Standards. More information can be found at <http://www.acecqa.gov.au>. The EYLF and the QKLG is an approved government curriculum framework which describes the principles, practice and learning outcomes essential to support and enhance young children's learning from birth to five years of age, as well as their transition to school. The Framework has a strong emphasis on play-based learning as play is the best vehicle for young children's learning providing the most appropriate stimulus for brain development. The Framework also recognises the importance of communication and language (including early literacy and numeracy) and social and emotional development.

Quality Improvement Plan

We believe in continuing improvement and reflective evaluation. Our educators have developed and work with a QIP that allows for critical reflection of practices. Parents are welcome to view this at any time

Compliments Suggestions and Complaints

We invite your feedback on any aspect of Community Childcare's service. We welcome any compliments suggestions or complaints about the service we provide to you, with the view that this will assist us to improve our service.

Further information on this process is available in the Childcare Service Information Handbook and on our website www.communify.org.au

A final note

If you have any questions, please ask. We are here to help you and welcome any comments, questions or concerns you may have regarding your child's attendance at the centre.

We look forward to getting to know you and your family. We love that our centre is small and that we get to work with the same families for a number of years. We work to create a centre that is relaxed and welcoming to both children and their families.



NOTES
