



# Uniting Education

Riverview Play Centre

Parent Handbook

(September 2021)

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### **1. Welcome to Riverview Play Centre**

The Uniting Church Queensland Synod is pleased to welcome you to Uniting Education Early Learning. The Uniting Church in Queensland has been serving families through childcare services, run by congregations and other church organisations such as Wesley Mission Queensland and UnitingCare since the opening of our first service, the Toowong Kindergarten and Child Care Centre, in 1964. From September 2021, all early learning services operated by the Uniting Church Queensland are consolidated within the Uniting Education Early Learning (UEEL) portfolio. UEEL embodies the Christian principles of love, forgiveness, respecting and serving others. We utilise a play-based learning programme and are committed to the values of equity, inclusiveness and care for the environment.

### **2. Mission Statement**

Riverview Play Centre provides flexible and quality care for your children in a supportive Christian environment.

### **3. Philosophy**

“But Jesus called them to Him and said, “Let the little children come to Me, and do not forbid them; for of such is the kingdom of God.” (Luke:18).

The Philosophy of the Riverview Play Centre arises out of the belief that we are agents of God’s care to all people. In particular, we must provide an environment in which children can be safe, protected, well cared for, and healthy.

We recognise and acknowledge the Wulgurukaba and Bindal traditional custodians of this land. We recognise that families are the principal influence in their child’s life and that all people’s cultural and social background is vital to an inclusive and supportive programme. We believe children learn through play and independent explorations by being informed and encouraged to develop personal beliefs. We encourage children to take an active role in caring for their environment and planning for a sustainable future.

We, as the staff, families and United Education Early Learning have a joint responsibility to use our knowledge and skills to help children learn and develop. We will implement the Early Years Learning Framework throughout the premises to meet the seven areas of the National Quality Framework and the five outcome areas. In this way, we will support the children as they build relationships with other children and adults.

Our staff is our greatest strength. Through their commitment to providing a fair and equitable Early Childhood Curriculum (Early Years Learning Framework), they can meet the children’s emotional and developmental needs. Our ongoing aim to extend staff knowledge and skills through further training will improve our duty of care and best practice.

We welcome the ongoing and systematic evaluation of the services we offer, and we will do our best to meet the changing needs of our community. We hope that all families will experience the universal love of God through association with our community.

#### **4. The role of the church**

In the late 1970s, members of the Uniting Church became aware of the need for quality childcare in our city. In response to this need, a steering committee was set up.

Mt Louisa Child Care Centre commenced operation in January 1980. In 1984 the Management Committee of Mt Louisa assumed the steering committee for a second centre at Kirwan – the Kirwan Uniting Church Childcare Centre.

In 1991 the Management Committees of Mt Louisa and Kirwan formed a steering Committee for an Occasional Care Centre in Kirwan – Riverview Play Centre.

#### **5. History**

Riverview Play Centre was completed in August 1992 as part of a joint Federal and State Government project. The Queensland Government provided the land, building and essential equipment, whilst the Federal Government, through the Department of Health and Family Services, provided Operational Funding to help with centre running costs.

Riverview Play Centre is sponsored by the Uniting Church and is a non-profit organisation. The centre is licensed by the Office for Early Childhood Education and Care. Riverview Play Centre is licensed for 38 children a day, five days a week, 50 weeks of the year, under the Education and Care Services Act 2013 and the Education and Care Services Regulation of 2013. Originally the centre was open from 8.30 a.m. to 3.30 p.m. To meet the needs of the community, the centre is now open 7.30 a.m.-5.30 p.m.

#### **6. Our centre**

We aim to provide regular and casual care for parents of children aged birth – five years. We feel this is most positively achieved with regularly booked sessions that can be planned to meet the needs of the children. However, “one-off” visits, casual two-hour visits, and emergency care can be arranged. Our centre embraces the Early Years Learning Framework curriculum.

#### **7. Groups**

The three groups are:

- Baby/Toddler Unit – six weeks to two years
- Junior Kindy – two years to three years
- Pre-prep – three years to five years

Moving a child is in joint consultation with parents, staff and vacancy availability.

### **8. Hours of business**

Riverview Play Centre is open Monday – Friday 7:30 a.m. to 5.30 p.m., with the centre being closed for two weeks over Christmas. We are open during school holidays, but we are closed for public holidays. In cyclones, floods etc., closure announcements will be on local radio and by SMS message.

### **9. Separation**

Often our centre is the first time a child has been separated from the family. An initial visit with a parent/guardian to explore the environment is welcomed. Parents are welcome to stay as long as the child needs and encouraged to ring the centre to check on their child throughout the day. Always make sure that staff are aware that you are leaving and taking your child home. Do not leave your child unattended in an empty room.

Always close gates and doors behind you. Always let us know if someone different is collecting your child. We must know who is collecting each child. There are updated information forms if you need to add a new contact.

### **10. Signing in and out**

It is a legal requirement for your child to be signed in and out. The arrival and departure time must be recorded and is automatic through the electronic system on the tablets. If someone other than the parent/guardian is to collect the child, you must inform the centre of the details. We require a mobile number and year of birth for the sign in and out system. In case of an emergency, the centre has to have all children recorded. The sign-in/out tablets are located at the reception desk. Sign in or out needs to be completed by a responsible person. Staff will take responsibility for your child after the child is handed over to a staff member. Please ask for the front door code on enrolment; this will be changed regularly.

### **11. Parking**

Parking at the centre is limited. Safety and consideration for others are essential. There are four spaces in front of the building and another in the lane beside pre-prep. One parking space is available on Bamford Lane directly in front of the centre but several within a short distance. Please do not park under the palm trees as you block cars in the car park. Please do not leave babies or children unattended in cars while other children are dropped at the centre; Riverview Play Centre is not liable for the consequences. Please do not stay in the car park chatting while other families are trying to park. This causes anxiety amongst parents.

## **12. What to bring**

### **a. Baby/toddler room**

Please bring in a bag with your child's name on it which contains at least two spare sets of clothes. Nappies are supplied to children under two.

Please provide your entire child's food and drink requirements. Morning or afternoon tea can be left on the rack at the kitchen window. Lunch should be nutritious and not include soft drinks, sweets, popcorn, potato chips or nuts. Parent/guardian to provide bottles and beverages other than cold water. Please bring a bag for dirty clothes, label all items with the child's name. Please name everything.

### **b. Junior Kindy**

A kindy bag, to be placed in a locker. If children are toilet training, please send them in underpants as you would at home but send lots of spare pants. A hat is required for outdoor play. If your child has soiled clothing, you will see a tag attached to your child's bag. Please retrieve your child's soiled item from the closed storage box in the bathroom. Please separate morning and afternoon tea and place it in baskets in the fridge, with lunch in a small lunch box, with everything named. Also, please provide your child with a water bottle. Would you please avoid bringing soft drinks, lollies, popcorn, chips, marshmallows, or nuts for your child's lunch? Would you mind naming everything too.

### **c. Pre-prep**

A kindy bag to be placed in a locker. Encourage your child to put shoes etc., in their bag. Spare clothes and a hat must always be sent. Please bring morning and afternoon tea, separate, and ensure your child's name on the container/packet. This can be placed in the basket provided in the fridge. Please provide a water bottle for your child. Lunch should be in a small lunch box, which is clearly marked. It should not include soft drinks, nuts, lollies, marshmallows or chips, and clothes should be suitable for active involvement and messy play. If your child has soiled items, you will see a tag attached to your child's bag. Please retrieve your child's soiled item from the closed storage box in the bathroom. Please name everything.

## **13. Hygiene, health and safety**

Sunscreen is a parent/guardian responsibility and should be applied before arrival. You may request staff to apply sunscreen, but you must sign a permission form. It's best to use a known product on your child's skin to avoid irritation.

## **14. Sickness and illness procedure**

In the event of your child being sick, we ask you to cancel for that time. You must contact the centre to avoid being charged for the whole session if your child becomes ill while at the centre; we will take the initial steps and contact you. If medication is required at the centre, instructions must be written and signed by a parent or guardian. All medicines are stored in a

locked box in the kitchen fridge or a locked cupboard in pre-prep. Please do not leave medication in your child's bag; hand it to a staff member.

It is Riverview Play Centre's policy to send home any child that has head lice or nits. The child may return after appropriate treatment and combing are complete. If your child has a green nose or is coughing up phlegm, please keep your child home, as that child is infectious. If your child has diarrhea or runny bowel motions, please keep your child at home. Families will be contacted after the second bowel motion. The child may attend 24hrs after the last loose bowel motion.

Nursery and junior kindy children are required to have their bottles/drinks. Riverview Play Centre staff follow WPH&S Standards. All staff have current First Aid, CPR, asthma and anaphylaxis training. Fire, lockdown and evacuation drills are conducted regularly. Staff fire training is performed once a year.

### **15. Accidents**

In case of a serious accident, the Director will immediately contact the parents/guardians. If the child's condition deteriorates or parents/guardians are uncontactable, then an ambulance will be called. If the parents have not arrived on the departure of the ambulance, the Director and Lead Educator will accompany the child to the hospital. All daily accidents are recorded in each group's incident report book. Staff will inform you if your child has had an incident and give you a form to sign.

### **16. Excursion policy**

At Easter and Christmas, two Uniting Church Childcare Centres arrange a special celebration suitable for young children.

The purpose of these celebrations is to show our affiliation with the church publicly and to help share the Christian reason for each season. The hope is that as many parents as possible will attend with their children. Sharing with other centres is also a positive experience. The celebration activities include singing, dancing and visual displays, which encourage child participation. The emphasis is on the children and families having fun. All children and babies are welcome.

The Pre-prep and Junior Kindy rooms are closed until 11.30 a.m. Children, who would normally attend the centre on the morning of the service, are able to go on the excursion after permission forms have been signed by a parent/guardian. Supervision of children will be in accordance with the Office for Early Childhood, Education and Care regulations.

Staff prepare our centre's contribution to the morning tea before the bus arrives. Parents and children gathering to go on the bus have an opportunity for building friendships. The bus and

morning tea is offered at no expense to families. All families are welcome to attend the celebrations. This is the Uniting Churches way of sharing the Christian spirit.

To summarise:

- The Christmas and Easter celebrations are a priority.
- All families are invited to attend.
- Pre-prep and Junior Kindy will reopen at 11.30 a.m.; the baby/toddler unit will operate as usual.

## **17. Staff**

Child to staff ratios are as follows:

Baby/Toddler – one: four. Max of eight with two staff

Junior Kindy – one: five. Max of 10 with two staff

Pre-Prep – one: eleven. Max of 20 with two staff

All room staff hold their First Aid Certificates, Blue Card and are qualified with a Diploma of Early Childhood Education. You will find their “All About Me” on each room’s door.

Lunch relief, support workers and casual staff are also within the centre working in all rooms with varying shifts. These staff hold their First Aid Certificates, Blue Card and are qualified with a Certificate III or Diploma of Early Childhood Education.

The ZIC / Educational Leader is based in the office and sometimes relieves educators of their programming time. They are a mentor and support each educator in the centre with their programming and general operation of the room. They hold their First Aid Certificate, Blue Card and are qualified with (at least) a Diploma of Early Childhood Education.

The Director is based in the office and supports educators in the rooms. They are the first point of contact in the centre for new families and handle the day to day operations and administrative tasks of running the centre. They hold their First Aid Certificate, Blue Card and are qualified with (at least) a Diploma of Early Childhood Education.

You will find all staff photos with their names and qualifications in the front foyer display area.

## **18. Students and volunteers**

The centre recognises the importance of offering volunteers and students the opportunity to gain experience in early childhood. “Who can be a volunteer?” Any person who is studying early childhood modules. Any student who is on placement. (RTO, Uni, TAFE) Any person who genuinely is interested in a career in early childhood. e.g. work experience students- members of the Uniting Church congregation who have suitability cards. Volunteers and students are never left unsupervised with children.

## 19. Parent involvement

Parents are always welcome at our centre to participate in the program or to discuss their child with the staff. Information from parents about their child is actively sought on a regular basis.

Suggestions from parents will be incorporated into the program whenever possible. Parents are encouraged to attend social events at the centre and are welcome to visit anytime. Parent's contributions to the centre through voluntary or material donations are always welcome.

Parents and guardians are invited to discuss the activities and experiences provided as part of our learning programs, as well as the outcomes achieved through our program. Please see the Director or your child's educator for more detailed information. We enjoy discussing your child's development and look forward to the interaction with families.

Please remember to close all gates and doors when attending our centre.

## 20. Program/routine

The day's routine is available in each room - this involves morning sessions, lunch and afternoon sessions.

Morning and afternoon tea times and regular toilet times keep the children comfortable. Sleep is as indicated by children, but generally, only the younger children sleep at Riverview. The outcomes and details of the program are available to all parents, and suggestions are welcomed. Please note the staff sign-in sheet in each room. This information tells you which staff are currently working with your child.

Our centre runs the Early Years Early Learning programme. This program encourages child initiated ideas and play-based activities with some intentional teaching. However, we also promote nature within our environment, as this also plays a part of the programme.

A full copy of our centre policies is available in the reception library for your perusal. Including our non-smoking policy and request not to smoke within five metres of our front door.

## 21. Attendance fees

Session times	Fee	Notes
Mornings (four hours – 7.30am – 11.30am/8.00am – 12.00pm)	\$46.00	Additional fees apply if attendance is longer than the set session times: 30 minutes \$7.50 60 minutes \$15.00 If you have been delayed,
Afternoon (four hours – 1.30pm – 5.30pm)	\$46.00	
Five hours (e.g. 6.30am – 12.30pm / 8.00am – 1.00pm)	\$56.00	

Six hours (e.g. 7.30am – 1.30pm/8.00am-2.00pm/9am – 3pm)	\$65.00	please call the Centre to advise us. Fees decrease once your Child Care Subsidy (CCS) is subtracted.
Six and a half hours	\$72.50	
Eight hours (8.00am – 4.00pm)	\$85.00	
Full day: 7.30am – 5.30pm	\$96.00	
Informed absence/cancellation/holding fee(holidays	\$20.00	

## 22. Cancellation fee

\$20 will apply if the Centre is notified before the child's session commences. If there is no notice of absence, then the time booked will be billed. Outside of school holidays, the holiday holding fee/cancellation/absence fee of \$20 applies for cancellations the day.

## 23. Payment procedure

All fees are due by the end of the following week of attendance. All cash payments receive a receipt; please keep the receipts to verify discrepancies. Parents are required to pay for booked sessions. If you contact the centre before the booked session time, the cancellation fee of \$20 will apply; however, if no contact is made for an absence, you will be charged for the booked session. We do not charge for public holidays.

Prior arrangements must be made with the Director for your child to stay on longer than booked session. A late fee of \$1 per minute is charged for each child who is collected after 5.30 p.m. If the child is not collected by 5.30 p.m., after we have tried to contact parents and emergency contact persons, we are required to alert the Office for Early Childhood, Education and Care. If the child is not collected by 6 p.m., the Department will organise a caseworker to collect the child and take responsibility for that child. An enrolment fee of \$20 per child is payable upon enrolment of your child into the centre. This fee is non-refundable and only applies to new or returning families. Fees can be paid by EFTPOS or direct debit. BSB 084-766, A/C 516503231, UCA Kirwan Riverview Play Centre.

## 24. Grievance procedures

Our mission is to walk alongside people in need, offering care and compassion and promoting choice, independence and community well-being. In this spirit, we are committed to working with you to resolve any issues.

If your concern is with an individual staff member, please speak with them first. Staff are here to support you and your child and will be open to discussing any feedback or concerns that you have. You may feel more comfortable speaking with the Director of the service, who will make a time to discuss your feedback or concerns.

If you are still not satisfied with the response you can speak to the service's Area Manager, who can be contacted through the Director. Alternatively, you can call Yolanda Borucki, who is the

Manager- Early Learning Operations, on 0455886358. Yolanda can also be reached by letter at 60 Bayliss Street Auchenflower QLD 4066 OR Email: [Early.Learning@ucaqld.com.au](mailto:Early.Learning@ucaqld.com.au)

An external agent such as the Queensland government's Department of Education, Early Childhood Education and Care can be reached on these details:

PO Box 15033

CITY EAST QLD 4002

Email: [ecec@qed.qld.gov.au](mailto:ecec@qed.qld.gov.au)

Phone: 13 QGOV (13 74 68)

## **25. Centre regulation information**

Riverview Play Centre is licensed under the Act and must comply with the Act and QLD Regulations. Information about activities, experiences, programs, numbers of staff members and children, staff member qualifications, philosophy, and a child's development is discussed on orientation, and further information can be found in our information booklet. All families have access to our policy folder and compliance logbook. These can be found in our reception bookcase. If you have any further concerns, please speak with the room staff, or you are welcome to discuss issues with the Director.

## **26. Miscellaneous**

**Birthday cakes** are always welcome and help your child feels special. Pattycakes or square cakes are the easiest to share, but all cakes are welcome.

**Dogs on-premises:** In the interest of safety, the Management Committee has decided that dogs should not come to the centre. Many children are uneasy around strange dogs, and any unfortunate incident will cause regret for all concerned. Pups for Show and Tell are acceptable, but this is for a short visit only.

**School holiday vacation care:** We are open over the school holidays, except for the two-week Christmas break. If you require care for your school-age children, please get in touch with the centre.

**Medications** need to be handed to staff. Please do not leave medicine in your child's bag. Permission for staff to administer medication requires the parent/guardian to sign the medication form.

**Fire drill, lockdown and evacuation drills** are conducted regularly. Evacuation plans are located in every room at the centre. **CENTRE CLOSURE-** If the centre must be closed due to natural or other disasters, the centre will close per the education department's decision to close schools. The Director shall notify the emergency closure portal, which will inform the authorities and notify the public of the centre closure.

The Director will contact all staff to inform them of the closure, and a notice will be placed on the centre's front door. Parents will be emailed of notice of closure.

The minimum criteria required before the centre can reopen adequate staff, electricity, water and a working phone service

**Parent code of practice:** Please be aware we have a hard copy of the parent code of practice available in our reception. Copies can be printed or emailed on request.

Once again, we would like to welcome you to Riverview Play Centre and hope that you have many years of association with our staff and other families.

### **Notes**

- Please bring in your child's immunisation book or a downloaded letter from the Medicare website.
- EFTPOS is available, and weekly payments are appreciated.
- FAO PH: 136150
- If you wish to claim a childcare subsidy, You will need to inform Centrelink of your family details on My Gov.
- You need to go onto the MY Gov website, go to Centrelink, Child Care, enrolments, and accept our enrollment schedule.
- Your CCS will be paid to Riverview, and you will need to pay the gap fee. Would you mind speaking to the Director if you have any queries