



# Parent Handbook

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# Welcome to Suncoast Little Learners

Suncoast Little Learners provides a wonderful first pre-school experience for children and a critical link to a confident transition into Prep. Children's interests and natural curiosity for the world are used as springboards to learning, as staff interact with children individually. Nurturing the spiritual, social, physical, emotional, cognitive and creative development of children is of paramount importance in the early years.

We are blessed that our Centre is capably led by caring Christian teachers and staff who are mature, experienced and committed to the profession of early childhood education. Recognised as our most valuable asset, they create a warm and nurturing environment where children feel secure and loved.

Our teachers create engaging educational programs developed to align with the Early Years Framework (EYLF) and foster learning in a play-based environment. The individualised approach allows each child to be supported to meet developmental milestones through a range of planned and spontaneous indoor and outdoor activities. Staff actively assist children in becoming independent, self-confident and inquisitive learners.

## Details

Street Address	Corner Kiel Mountain & Schubert Roads, Woombye Qld 4559
Postal Address	Suncoast Little Learners PO Box 5254, SUNSHINE COAST MC QLD 4560
Telephone	(07) 5451 3648
Email	info@suncoastcc.qld.edu.au (General) kcullen@suncoastcc.qld.edu.au (Director)
Website	<a href="http://www.suncoastlittlelearners.com.au">www.suncoastlittlelearners.com.au</a>
Licence Number (Qld)	21145
Childcare Benefit Approval Number	1_5W21F0

## Hours of Operation

Suncoast Little Learners hours	6:45am – 5:45pm (Pre-Kindergarten) 7:45am – 3:15pm (Kindergarten) 6:45am – 5:45pm (Kindy Plus)
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Suncoast Little Learners closes for all public holidays:

Australia Day	Sunshine Coast Show Day
Anzac Day	*Queen's Birthday
Christmas Day	Boxing Day
Good Friday	Easter Monday
Labour Day	

# Staffing

Director	<b>Mrs Krystle Cullen</b>
Kindergarten Teachers	<b>Mrs Jamie Fourie</b> <b>Mrs Velma Warricker</b>
Group Leaders	<b>Miss Kelly Blank</b> <b>Mrs Amber Dempsey</b> <b>Miss Jill Menteith</b>
Assistants	<b>Mrs Julie Furler</b> <b>Mrs Simone Rowland</b> <b>Mrs Kelda Teunon</b>

## Assistants in Training

We are very pleased to welcome to Suncoast Little Learners, several trainee students who are each completing a school-based traineeship and positioned in Little Learners one day per week. During the course of their Year 11 and 12 studies, they will complete their Certificate III in Early Childhood Education & Care.

## License

Suncoast Little Learners is a long day care provider open for 11 hours per day and is licensed for a maximum of 44 children each day from the age of 2.5 years.

The childcare industry is governed by the Education and Care Services National Law Act 2010 ('National Law') and the Education and Care Services National Regulations 2011 ('National Regulations').

In 2012, Suncoast Little Learners was first assessed and rated under the National Quality Framework and was rated as 'Meeting National Quality Standard' or 'Exceeding National Quality Standard' in each of the 7 Quality Areas. Please refer to Appendix 2 (p 26) for more information.

## Child Care Subsidy

From 2 July 2018, there will be a New Child Care Package. The Child Care Subsidy (CCS) will replace the existing child care fee payments known as Childcare Benefit (CCB) and the Child Care Rebate (CCR). It will be paid directly to services.

### How can I find out how much my new CCS rate and eligible hours are?

The first place to start is to register for the new Child Care Subsidy (CCS) - this process needs to take place before the government can inform you of your eligible hours per fortnight and your CCS rate. Outlined below is the online registration process for families accessing Childcare for the first time

### Here's what you need to do:

#### 1. Create a Centrelink online account (if you don't have one already)

You can do this at <https://www.humanservices.gov.au/individuals/online-help/centrelink/register-centrelink-online-account>

You will need your CRN, your child's CRN and your last payment amount from Centrelink. (If you don't have a CRN you will need to telephone Centrelink on 136 150 or visit a Centrelink office.)

## **2. Create a MyGov account online (if you don't have one already)**

You can do this at <https://my.gov.au/LoginServices/main/login?execution=e1s1>

## **3. FOR FAMILIES ENROLLING IN CHILDCARE SERVICES FOR THE FIRST TIME - Apply for the Child Care Subsidy via MyGov.**

When logged into your MyGov account, you see Centrelink listed under "Your services" - click on "Centrelink".

You will then see a blue box at the bottom of the screen which says "Complete your Child Care Subsidy assessment" – click on this box. You will then see a page which says: "Your assessment for Child Care Subsidy has been started."

To complete:

1/ Family income assessment

2/ Activity test

You can complete both of these items in the one sitting, or you can complete them one at a time. We recommend you do them both at the same time if possible, to avoid the risk of forgetting to get back to this process at another time.

3/ Confirm enrolment

Once your early learning service/centre has notified Centrelink of your child's impending enrolment, you will receive a notification through MyGov which should accurately reflect the attendance details you have agreed to at their centre for your child.

You must confirm that this information is correct via the prompts in MyGov before subsidies will be paid on your behalf to the early learning service.

**OR**

## **4. FOR FAMILIES ALREADY RECEIVING Child Care Subsidy (CCS)**

Log into your MyGov account and you should be presented with an online Enrolment Summary. This will display a summary of recent enrolments for your child at your chosen early learning service/centre. You will need to action the unconfirmed enrolment by hitting the review button.

# Introduction

## Vision

Our values and beliefs: Faith, Hope, Love & Adventure

And now these three remain: faith, hope and love. But the greatest of these is love. (1 Corinthians 13:13)

## Mission Statement

Suncoast Little Learners exists to provide high quality Christ-centered care and education that promotes life-long learning whilst supporting the role of parents and families.

At Little Learners we believe:

- That all children can reach their full potential through a caring and encouraging environment that nurtures a sense of identity and wellbeing.
- Play is often the most valuable context for children's learning.
- Operate in the moment engaging life's joys and complexities.
- That every child has the right to explore and interact with nature and the natural environment.
- In creating a supportive educational program where children are motivated through active exploration and play fostering confident, involved learners.
- To involve the centre in the community by taking an interest in other groups and inviting others to share in the programme.
- In providing an environment where children develop an inquisitive approach to learning.
- Parents, families and community form an integral part of our childhood curriculum.
- Our programs cater to each child's interests, needs and strengths.
- Relationships are fundamental in developing children's confidence and learning.
- Each child has special God-given talents and abilities, and for staff to foster the development of these talents.
- Children are problem-solvers and are able to seek answers to their questions.
- Physical environments need to be safe, attractive and favourable to learning.
- Children bring to the indoor and outdoor learning settings a wealth of prior knowledge that can be shared, reflected and built upon.
- All children have the right to learn regardless of culture, socio-economic status or disability.
- A safe environment for all children allows them to take responsibility for their own health and physical wellbeing.

## Suncoast Little Learners Philosophy

Suncoast Little Learners prides itself upon sound Christian ethos that is demonstrated by our commitment to providing a loving, nurturing and caring environment for all children, their families and our staff. We strive to build a Christian faith learning community in which children gain an understanding and appreciation of God, his character and his creation.

Our philosophy guides our pedagogy and teaching decisions embracing a play-based approach to inspire a child's natural curiosity to learn. We acknowledge that children are full of curiosity about themselves, their environment and the world they live in. We advocate for children to question and reflect on their own ideas as well as those around them and to take risks where they become in a sense, the catalyst of their own curriculum. By allowing the children to 'be children', they explore and learn about their world and themselves through play which is intentionally organised to promote further thinking and analysis.

Early Childhood Education forms a foundation for the development of skills needed for life-long learning. We believe families are the most significant influence in a child's life, therefore it is our goal to work in close collaboration with each family to help each child develop to their fullest potential. At our Early Learning service, we believe in a both quality Christian and Educational curriculum, which can prepare children for their lives ahead with a sense of belonging, well-being, self-esteem and love for others. This is achieved with reflection and a commitment to improvement on all levels, using the principles and learning outcomes of the Early Years Learning Framework, Queensland Kindergarten Guidelines and My Time Our Place framework.

Developing strong bonds with children and ensuring meaningful interactions are paramount for learning to occur among young children. Inclusive practises are important at Little Learners and at Before & After School Care. Educators ensure that all children are provided with

experiences that promote trust and mutual respect. The service has a full commitment to children with additional needs and ensures that all families and children are not discriminated against and enrolments are equitable and fair.

Little Learners acknowledges and recognises the traditional custodians of the land as part of the cultural heritage of all Australians. It is our aim to ensure our practices recognise the unique cultures of all peoples and for the children to learn how to become valued members and contributors of their world.

## Learning Approach

Suncoast Little Learners is inspired by The Walker Learning Approach, an Australian designed teaching and learning approach (pedagogy) that authentically personalises learning and is developmentally and culturally appropriate. Learning is real, relevant and meaningful for all children regardless of their age, culture, family context, socioeconomic background or geographical position. It places the child at the centre and utilises developmental psychology and biology alongside cultural and environmental influences as its pedagogical platform and the basis for practical application across the Australian setting. The WLA is incorporated in a systems-based model for the education of the whole child (birth to 12 years) through theories of practice, parent education, empowerment and inclusion, teaching and learning at school, and establishing and sustaining links and networks between family and community.

The key principles that guides WLA practice are that:

1. All teaching is intentional.
2. Not all children are ready to learn the same thing at the same time in the same way.
3. Children's interests are used not for the interest alone, but as a catalyst for engagement.
4. Children's interest, culture and context are respected and used as a springboard to facilitate further understandings and skill development in all areas of learning including literacy, numeracy, the sciences, the arts, language, cognition, social, psychological and emotional development.
5. Child development is used as a basis for guiding practices as well as the principles of culture, community and family.
6. Learning is personalised and uses the children's interests alongside additional exposure and concepts and experiences for children to explore their world, concepts, skills and environment.
7. The process of learning and skill acquisition is valued - not just, or always the focus of the end product.
8. Intrinsic (not extrinsic) motivation is valued and embedded in practice.
9. The adult / child relationship is highly valued and the relationship itself is a scaffold in the learning alongside the child.
10. Relationship with child, family and community are integral components of the approach.
11. The WLA does not require topics or themes but does include opportunities for teachers to include specific concepts.
12. Child development is used as a basis for guiding practice.
13. Relationships are developed and deepened through a range of key practices including Focus Children.
14. Learning is real, relevant and meaningful and is contextual to the child, family and community.

At Suncoast Little Learners we follow the Queensland Kindergarten Learning Guideline which is based on the national approved learning framework: Belonging, Being and Becoming – The Early Years Learning Framework for Australia (EYLF) - set within a Christian context.

Our key learning outcomes are aligned to the National Early Years Learning Framework which can be viewed online: [http://docs.education.gov.au/system/files/doc/other/belonging\\_being\\_and\\_becoming\\_the\\_early\\_years\\_learning\\_framework\\_for\\_australia.pdf](http://docs.education.gov.au/system/files/doc/other/belonging_being_and_becoming_the_early_years_learning_framework_for_australia.pdf)

Suncoast Little Learners embraces the EYLF's vision that "all children experience learning that is engaging and builds success for life".

Please refer to our website to read the complete philosophy visit [www.suncoastlitlelearners.com.au](http://www.suncoastlitlelearners.com.au).

## Learning Portfolios

Each child has their own individual portfolio to record their learning journey and development. Parents/guardians are encouraged to view their child's portfolio at any time. Records include individual child's development needs, interests, experiences and participation in the education program. Please ask the Educator where to locate your child's portfolio is kept. The Early Years Learning Framework acknowledges that "Children's learning is ongoing and each child will progress towards the outcomes in different and equally meaningful ways".

## Excursions/Visitors

The program will also be enhanced through the children's excursions and visiting shows, and will include Grandparents' Day and some Junior Primary Events. All excursions will be notified by letter in advance at least two weeks prior to the day. Information and details provided will include destination, purpose, departure, arrival and travel times, adult child ratios, method of transport, details of activities and any other specific requirements.



## College Campus Visits

Visits to the Suncoast College Campus will be conducted as scheduled in the program. Kindergarten classes will visit the library, Prep playground, oval, Arts Room, Computer Lab, bush and outdoor chapel according to our class timetable.

## Fees and Finances

### Fees

Fees are billed for the year with the exception of holiday periods, until two weeks' notice to withdraw is given in writing. This includes any day's absences. Children attending the Kindergarten program will be billed for only 40 weeks per year.

Fees are to be paid fortnightly in advance via Ezidebit set up at the time of commencement.

Full fees are payable for absences due to family holidays, illness and also for days when Suncoast Little Learners is closed for statutory holidays.

Fee increases occur at the end of Term 2 each year, in line with the CCB increase.

- Kindergarten - \$78
- Kindy Plus - \$83
- Pre-Kindy - \$78

### Child Care Subsidy (CCS)

Suncoast Little Learners is a registered long-day care and hence, families are eligible to claim the Child Care Subsidy (CCS). We recommend that you inform Centrelink or access your MyGov account to release the CCS funding directly to Little Learners and this will be deducted automatically from your fees.

### Health Care Card Funding

Health Care Card Funding is available for Parents/Guardians who hold a Health Care Card and attend the Kindergarten Program. Please see the Enrolment Officer, Janelle Appo for more information.

### Late Fees

If children are collected after closing time, late fees may be charged at the rate of \$1 per minute to cover the payment of overtime to staff.

It is important that parents phone Suncoast Little Learners if they are going to be late. If this has not happened, the emergency contact persons indicated by parents will be asked to collect the child/ren. In the event that neither parents nor emergency contact persons can be reached by 6:30pm, the local police department will be informed.

### T-Shirt, Sunhat and Sunscreen Levy

Each family will be charged a \$36 Hat, T-shirt and Sunscreen levy per calendar year. Children will be issued with a named hat that is kept at Suncoast Little Learners.

### Reading Eggs

Children enrolled in the Kindergarten program will require access to Reading Eggs. Other children are welcome to access this program also. This is an excellent early literacy program that your child will be able to access at Little Learners and also at home. You can access this program for \$26 throughout the year.. The program will be charged to your fees in Term 1.

# Enrolment

## Priority of Access

For parents to receive Child Care Assistance, Suncoast Little Learners must allot placements according to the Priority of Access guidelines which are set by the Government as listed below:

1. Children at serious risk of abuse or neglect.
2. Children or parents with a continuing disability or incapacity.
3. Families where parents satisfy the Government's work, training, study test (including seeking work).
4. Parents at home with more than one child below school age and single parents at home.

In addition, Suncoast Little Learners gives priority of placement as follows:

1. Children of Suncoast Christian College staff .
2. Children currently enrolled in Little Learners and continuing for the following year.
3. Existing Suncoast Christian College families.

Although every effort is made to allocate to parents the days requested, priority must be given to those parents whose work commitment cannot be changed. It may be necessary therefore to ask parents from other priorities to change days.

## Christian Education

Our emphasis on a Christ-centred ethos and curriculum creates a Christian education of high moral and academic value for children.

## Enrolment at Suncoast Christian College

Placement at Suncoast Little Learners does not guarantee enrolment into Suncoast Christian College. Families wishing to enrol their children into Suncoast Christian College should make a separate Application for Enrolment with the College. Enrolment policies and procedures for Suncoast Christian College are outlined in the College Prospectus.

## Attendance



## Open Door Policy

Suncoast Little Learners has an open door policy, welcoming parents of enrolled children to visit at any time. Families are welcome to visit at any time of the day, although we do encourage families to visit outside of rest times as this can be upsetting to young children when they are tired.

If you have any skills, interests or knowledge that you would be willing to share with us, we would be pleased to hear from you.

We encourage visiting parents to be actively involved with their child. If siblings visit Little Learners they will be required to abide by the Little Learners rules and help to pack up any equipment that they use. Please be considerate when arriving during group times, as this can be unsettling for the children.

## Arriving at Suncoast Little Learners

When you arrive, your child should do the following:

1. Place their bag in their provided locker space.
2. Place 'Show and Teach' items (named) in the container provided.
3. Place lunchbox in refrigerator.
4. Place drink bottle in box provided.
5. Apply personal sunscreen (and inform staff member).
6. Remove shoes and place on shoe rack.
7. Wash their hands.
8. Leave sheet bag in locker.

Encouraging and reminding your child to do their jobs promotes independence and assists them in preparing for the next stage of schooling. Parents are to sign the in/out sheet in the morning and afternoon. If at any time you arrange for someone else to collect your child, please send a written note in the morning.

## Absences

If your child is absent or is going to be absent, please contact Suncoast Little Learners either by telephone, email or with a note to the Kindergarten Teacher/Group Leader. Please note full fees are to be paid for all absences.

## What To Bring and What To Wear

- Backpack (named with identifiable tag).
- A named lunch box that your child can open by themselves with morning tea and lunch
- Please note that lunchboxes must not be insulated, as these affect the proper functioning of the refrigerator. We request a litter free lunch box and therefore encourage the purchase of a sectioned lunchbox that allows segregation of foods. Please unwrap pre-packed foods prior to sending in.
- A spare change of clothes including underwear (named and in a zip lock bag).
- Please note: Midriff, crop or singlet tops and cap sleeves are not sun safe because they do not provide enough sun protection. Children should wear sun safe clothing that covers as much of the skin (especially the shoulders, back and stomach) as possible.
- A named water bottle.
- Cot sized sheet (named) in a large drawstring bag. Sheets should be taken home weekly and washed ready to return.
- Sleep toy if required.
- Small light blanket for winter.
- 1 box of tissues.
- Library bag (Suncoast library/homework bag) – purchased from uniform shop.p.

Children will be issued with a personal hat that is kept at Suncoast Little Learners.

## Uniform

A uniform is required at Suncoast Little Learners. The children will receive a Little Learners t-shirt (provided in year levy) and this has to be worn to Kindergarten every day. Additional t-shirts cost \$15 each.

## Shoes

Children will often have bare feet for activities, as this is encouraged for development. If for any reason you wish your child to keep their shoes on, please inform the staff and every effort will be made to cooperate. Children are not to wear thongs. All shoes must have a back strap. Footwear that is easy for child to put on themselves is required. Slip on sandals/shoes are the most convenient for ease of removal. Sports shoes are recommended on Wednesday for PE and also for Bush Kindy according to the program.

## Marking Clothing

All belongings are to be clearly marked with the child's name. Printed cotton name tags sewn or ironed onto clothing are highly recommended. Please name EVERYTHING including shoes and containers.

# General Information

## Parent Communication

Suncoast Little Learners aims to provide as many outlets as possible for family/service communication. These include:

- Face to face
- Newsletter which will be emailed home to families
- Daily Communication Floor Books
- A notice board displaying upcoming events and notices
- Regular informal meetings with parents and the opportunity to plan formal meetings if necessary
- A Suggestions Box where parents can anonymously (or give their names if desired) make suggestions to improve the service
- Short surveys regarding the service's philosophy and how you feel you child/ren feel about the service

Please be aware that mornings and afternoons are busy periods for teachers and face-to-face communications are limited. We recommend that you make an appointment if you require an extended time.

## Sleep & Rest Policy

The program must incorporate a balance of activities for children including opportunities for rest and relaxation.

Rest time provides:

- An opportunity for the child to sleep/unwind
- A time to help the child learn to relax



Establishing patterns of rest and relaxation, like good eating habits, are benefits which a child can carry into later life. If your child falls asleep, we will not wake them unless you specify you would like them to sleep only a short time.

Please read our Sleep, Rest and Relaxation Policy here: <http://suncoastcc.qld.edu.au/publications/>

## Role of Parents & Guardians

We actively encourage parents to become involved with their child's education. Mothers, fathers and guardians are welcome to come into Suncoast Little Learners at any time to observe. As well as observing, parents often bring with them special skills such as cooking, carpentry, gardening, music, storytelling and so on, and these become a valuable part of the program. The Kindergarten Teacher/Group Leader will also have particular areas of the curriculum in which they ask the parents to participate.

We value your participation and involvement in any of the following ways:

- Sharing skills, ideas and interests in the education program.
- Spending time reading stories and playing with your child.
- Participating in special activities, excursions and celebrations.
- Assisting the staff with educational programs.

## Volunteers/Students

Occasionally, there will be new faces in Suncoast Little Learners when volunteers and students visit to gain experience in the education field. These new faces will also include relief staff who will sometimes be present at Suncoast Little Learners.

Suitability Blue Cards will be required by all volunteers. These visitors will be under the supervision of regular staff members at all times. Any parent helper or volunteer will be required to officially register in the Visitor sign-in book. Your temporary visitor's pass then must be openly displayed on your person.

## Show and Teach

Children are encouraged to bring items of special interest to 'teach' something to the class (e.g. things they have made, creatures found, science items). A roster will be developed for students' 'Show and Teach' times. Children are not permitted to bring toys to Suncoast Little Learners as they could become lost or broken. Items, other than those for Show and Teach, must remain in the child's locker and be taken home at the end of the day. Sleep toys should also remain in the child's locker until required.

## Birthdays

If your child has a birthday during the school year, you are welcome to send a cake or cupcakes to share the celebration with your child's group. Please ensure all cakes are nut-free and provide a list of ingredients to your child's teacher.



## Photographs

Suncoast Little Learners' staff will take regular photographs as a pictorial record of the educational programs and of children's participation in them. These photographs will be displayed at various times for parents to view and also used in children's observational portfolios, eNews, Little Learners Parents Closed Facebook Group and College website.

## How to prepare your child for care

Children react to new experiences in many different ways. Here are a few suggestions that may help to promote your child's positive feelings toward attending Kindergarten.

1. Talk about starting at Suncoast Little Learners as a sign of your child getting bigger; a reward for growing up.
2. Encourage evidence of independence so your child feels proud about doing things for themselves.
3. Provide appropriate opportunities for your child to speak to other adults so that confidence and self-expression are developed.
4. Be positive and excited about this new stage in your child's life because children sense these emotions and will develop these feelings also. Remember, this is just one of the many stages in your child's life – your positive and joyful expressions will assist them into developing into positive, joyful people.
5. Talk to your child about simple scenarios so that they have some strategies already – e.g. what do you do when you need to go to the toilet? Who could help you?
6. Stay at Suncoast Little Learners until you and your child feel comfortable with the separation. Do not feel that you are expected to leave and when you do want to go, talk to staff members so that your child can be supported if necessary.
7. Regular and clear communication between you and your child's educators is essential.

## A child's thoughts on starting Kindergarten

1. Please plan the beginning of the day so that I don't have to be rushed there or I may become confused, worried or irritable.
2. Please don't push me inside the door and run. It makes me feel unhappy, as if you want to get rid of me. Come and look with me at all the interesting things I can do.
3. Please don't slip away without saying good-bye, or I will be afraid that you may leave me for good. When you leave, tell me when you will be back and try hard to be on time, or I will worry.
4. Sometimes I spend a long time making something and I am proud of it. If you call it rubbish, half of it seems wasted. But if you show you value it too, even to say I have been working hard on it makes me feel happy and successful and ready to tackle more difficult things.
5. Please come and visit me at Kindergarten and I will feel proud to say to my friends, "That's my Mummy and Daddy," and know that you really care about what I am doing.
6. Please don't discuss me when I am in earshot. I don't miss much and I worry about what I hear. My teachers will be happy to find somewhere out of earshot to talk to you.
7. When you come for me, please don't ask the teacher if I've been good. I try to be, but sometimes things go wrong and the teacher and I have worked it out and I don't want to be reminded of my mistakes.
8. What makes me feel good is if you show that you are really pleased with me, and are ready to look if I have something to show you, as the process of making it was very important and this object is the result.
9. But most of all, just love me!

## Food

### Anaphylaxis Policy (Encouraging a Nut-free Environment)

Suncoast Little Learners endeavours to provide a peanut-free environment, we would ask all parents to be considerate of those with food allergies. Suncoast Little Learners is committed to providing a safe and healthy environment for all children and especially the well-being of children at risk of anaphylaxis (a severe reaction to an allergen).

As part of our strategy at Suncoast Little Learners we remove as many products and food items as possible that contain peanuts. Complete removal is difficult due to manufacturing and processing schedules. Discourage your children from bringing food or packaged products that contain peanuts. Always discourage your child from sharing their food.



## Allergies

If your child has food allergies, please provide frozen treats to be kept at Little Learners for cooking days or special birthday celebrations. Please discuss with your child's Teacher or Group Leader.

## Healthy choices start at a young age

Personal food must be provided daily and should include a healthy, balanced selection minimising packaged food. We request a litter free lunch box and therefore encourage the purchase of a sectioned lunchbox that allows segregation of foods.

Healthy Morning & Afternoon Tea suggestions:

- Thinly cut carrot wheels or sticks
- Celery sections
- Capsicum slices
- Fruit of all kind – in easy to eat segments
- Cherry tomatoes
- Lettuce
- Cabana & cheese
- Cheese & biscuits
- Dates, sultanas, grated carrot, raisins, sliced banana, chopped prunes
- Yoghurt tubs
- Homemade healthy muffins using vegetables or fruit- for example, sultanas, carrot, banana, pumpkin or zucchini
- Homemade healthy muesli bars
- Cheese with sprouts, apple slices, sultanas
- Fresh fruit, stewed fruit in natural juice, dried fruit, muesli, yoghurt, pieces of cheese, fruit bread, rice cakes, pikelets and wholegrain crackers all make nutritious snacks.

## Food ideas for lunches

- Wholemeal bread with any of the below will provide a nutritious and filling meal:
- Vegemite with lettuce, celery, apple
- Chopped egg with lettuce, celery, parsley, mixed with salad
- Onion, grated carrot, raisins, bean sprouts, chopped raw spinach, grated cheese, chicken

- Meat or chicken with salad
- Grated cheese with - lettuce, sprouts, tomato
- Different breads for extra interest – rye breads, baguettes, seeded rolls, pita bread pockets, flat bread, focaccia, rice cakes or corn thins or Turkish bread
- ‘Triples’ can be made with three slices of bread and two friendly fillings
- ‘Pockets of Treats’ - half-pita bread filled with low fat cheese and crisp raw vegetables
- ‘Mini Pizzas’ - half-muffin or bread roll topped with pizza goodies and cheese, melted, then cooled and wrapped
- Rice salad with shredded lean meat or chicken
- Potato salad with a variety of chopped raw vegetables
- Cheese sliced or grated with salad dressing. For variety - dates, crushed pineapple and cottage cheese. For variety mix with: cucumber, tomatoes, chopped fruit (e.g. dried apricots)
- Baked beans - plain or mashed with chopped onion and a small amount of chilli sauce or raisins
- Tuna with salad dressing: add chopped celery, apple slices or raisins
- Dips such as hummus, tzatziki or beetroot, along with pita or crackers and vegetable sticks for dipping
- Potato salad, chickpea salad, quinoa salad, Greek salad or tabbouli
- Leftover pizza or rice and noodle dishes that can be eaten cold.

*Always read labels to check sugar content and preservatives.*

## Communication

Constant communication takes place between parents and staff through day to day interaction and daily communication floor books.

## Sharing Home Life

Events in the family life such as major illnesses, visits of grandparents and relatives, accident or death of relatives or pets may be a cause of major concern or excitement for children and markedly affect their behaviour. It is important for the home and Suncoast Little Learners to share this information and we would appreciate parents informing teachers of any unusual happening of this nature for the benefit and well-being of the student.

## Meeting with Educators

Staff on duty are responsible for the safety and well-being of the children in their charge. Therefore they are not available for lengthy consultations while overseeing their children. If you wish to speak at length, please advise the Kindergarten Teacher/Group Leader who will arrange supervision for the children and a quiet place for you to talk at a mutually convenient time.

Processes for dealing with any concerns of parents, staff members or educators

The procedures for addressing concerns are as follows:

1. Parents to discuss their concerns with the Kindergarten Teacher/Group Leader.
2. Parents can make an appointment indicating the topic they wish to discuss.





- If the concern is about your child's progress or room activities, you should see the Kindergarten Teacher/Group Leader or Little Learners Director.
- If the concerns are regarding fees, you should see the Kindergarten teacher/Group Leader who may direct you to the Business Office.
- For other matters, including staff issues, you should see the Kindergarten Teacher/Group Leader.

Suncoast Little Learners' staff reserve the right NOT to hold an interview with a parent or guardian who is emotionally distressed. At all times during the interview respect for one another is to be shown or the interview will be terminated by staff. Suncoast Little Learners also reserves the right to have another staff member, who has some knowledge of the incident or who is involved in the subject of discussion, present at the interview.

*Any concerns can also be discussed with Office for Early Childhood Education and Care on 5459 8610.*

## Hygiene

### Hygiene

To minimise cross infection at Suncoast Little Learners, several procedures are followed. All children are required to wash their hands on arrival, after toileting and before meals. Staff members wear disposable gloves when attending a sick child or changing soiled clothing. Toys and equipment are disinfected regularly.

Please read our Health, Hygiene & Safe Food Policy here: <http://suncoastcc.qld.edu.au/publications/>

### Toilet Training

It is preferable that children enrolled in Suncoast Little Learners are toilet trained. Children who are not yet toilet trained are encouraged to wear nappies or pull-ups. Staff will assist in the guidance of toilet training whenever possible but the following guidelines will need to be addressed if a child is not ready or does not fully understand the process.

- Sufficient clothes need to be provided
- The use of pull-ups are encouraged
- Children who continually soil their clothes with bowel movements will be encouraged to try at a later date. This will be discussed with families by the Group Leader/Nominated Supervisor.
- Children who continually soil their clothes and also proceed to make a mess in the bathroom are obviously not ready for toilet training. The health and safety of other children needs to be considered and the child will need to have sufficient pull-ups or nappies to continue attendance.
- Staff are to remove the excess faeces from clothing but are not to wash out the clothes.



## Head Lice

Please do not send children to Little Learners if they have head lice or head lice eggs without treatment. Head lice must be treated and students are not to return until the day after treatment has occurred. All lice and eggs must be removed to prevent a recurrence; this is most effectively done by an adult under a bright light, using fingernails to remove the eggs from the shaft of the hair.

Head lice is an issue that requires a proactive approach and all families are encouraged to check their children daily, treat quickly and notify us in the case of an outbreak. Communication with Suncoast Little Learners is very important so the appropriate action of alerting others to check their own children can be carried out.

## Impetigo (School Sores)

Impetigo is a skin infection caused by the Staphylococcus or Streptococcus bacteria. It is also known as 'school sores', because it commonly affects school-age children. The condition is characterised by collections of small, crusting blisters that usually form on the face or limbs. Impetigo looks unsightly, but it isn't dangerous and doesn't cause any lasting damage to the skin. However, it is highly contagious. A child with a case of impetigo should be kept home from Suncoast Little Learners until the sores are fully healed. The child may return earlier if appropriate treatment has begun and the exposed sores are fully covered with a waterproof dressing. Impetigo is more common during the warmer months.

## Health

### Illness

In the event of a child becoming ill we will notify you so that your child may be taken home as soon as possible. Please notify us once if your child has been exposed to any communicable diseases (e.g. German measles) so that we can notify other parents. No child can attend Suncoast Little Learners until vomiting and diarrhoea has ceased for 24 hours. If antibiotics have been prescribed, children need to be on these for 24 hours before returning.

Policies are developed based on the recommendations of the Staying Healthy in Childcare publication distributed by The National Health and Medical Research Council (NHMRC). View online at: [https://www.nhmrc.gov.au/\\_files\\_nhmrc/publications/attachments/ch55\\_staying\\_healthy\\_5th\\_edition\\_updated\\_140616.pdf](https://www.nhmrc.gov.au/_files_nhmrc/publications/attachments/ch55_staying_healthy_5th_edition_updated_140616.pdf)

## Contagious Conditions/Diseases

Suncoast Little Learners appreciates parents'/guardians' value of a safe and healthy environment for students and ask parents/guardians to withdraw their child from Suncoast Little Learners immediately when it is known they have a contagious condition. These conditions include: conjunctivitis, chicken pox, cough and cold viruses, diarrhoea, German measles, measles, mumps, nausea, ringworm, school sores and whooping cough. Please ensure that you do not send your child back prematurely; they should have made a full recovery before returning. If a child has a temperature (38°C or above), they are to be kept home or, if in doubt, the family doctor is to be contacted. (Please see the National Health & Medical Research Council guidelines for exclusion periods.)

## Immunisation

Parents must supply a record of their child's immunisation upon enrolment. Children must be fully immunised or have exemption documentation to claim child care assistance. Children who are not immunised can be enrolled at Suncoast Little Learners but parents must read the Health Booklet for Parents to acknowledge the exclusion times for non-immunised children in case of an outbreak of measles etc.

Further information and immunisation resources are available from the Immunise Australia Program website at [www.immunise.health.gov.au](http://www.immunise.health.gov.au) or by contacting the info line on 1800 671 811. You should contact your State or Territory health department for further information on the program specific to your State or Territory: Contact Number Queensland (07) 3234 1500.

Full details can be found in our Immunisation and Disease Prevention Policy. Read it here [www.suncoastcc.qld.edu.au/publications/](http://www.suncoastcc.qld.edu.au/publications/)

# Medical Information

All children must have up to date medical information lodged at Suncoast Little Learners. Please let the Kindergarten Teacher/Group Leader know if any new situations arise as the year progresses so that records can be kept up-to-date at all times. Current telephone contact numbers and emergency contacts are vitally important.

## Medication Policy

Under the Health (Drug & Poisons) Regulation 1996 Suncoast Little Learner's staff, in the role of carers, are not permitted to administer Schedule 2 – S2, Schedule 3 – S3, Schedule 4 – S4 and Schedule 8 – S8 medications unless the medications are in their original packaging, with the pharmacy label attached and accompanied by a Doctor's letter or completed Medication Request Form. We do not encourage the administration of medication to children. The only exception to this rule is the administration of asthma medication.

Please note that Panadol is a S2 medication and that we are unable to administer this to a child unless accompanied by a Doctor's letter or completed Medication Request form. If you require your child to receive medication during Centre hours please complete the form which is available from Suncoast Little Learners Reception and return it to Suncoast Little Learners when you require your child to be administered medications that are of the S2, S3, S4 & S8 schedule. Please read Administration of Authorised Medication Policy here: <http://suncoastcc.qld.edu.au/publications/>

### Please note the following:

- The medical practitioner who has treated your child must provide written authority and information for administering the medication prescribed.
- The parent/guardian must fill out a Medication Request Form for school staff to administer both prescription and non-prescription medications.
- The medication must be in a container labelled by a pharmacist showing the name of the drug, the "use by date", the name of the child, the dosage and the frequency of the administration.
- The same procedures apply to over-the-counter medication, including Panadol and any other analgesics.
- Suncoast Little Learners will not accept any medication which is not labelled in this way.
- No herbal medication will be administered that has not been prescribed as above, by a doctor or pharmacist.
- Parent helpers, children and visitors are not permitted to administer any prescribed medication.

## Non-authorised Medication Administration

Staff are not able to administer a dose of paracetamol if children have a high fever. When a child has a fever and they are showing signs of being unwell the child should be collected from Suncoast Little Learners as soon as possible.

## Medical Conditions

Children who suffer from asthma, diabetes, are at risk of anaphylaxis or any other serious medical condition must have a Management Plan provided by their doctor. Staff will be trained in care, management and emergency response for any identified conditions of children in their care.

[Please click here to download our Medical Policy.](#)

## Anaphylaxis

Anaphylaxis is a severe, life threatening allergic reaction. The reaction can develop within minutes of exposure to the allergen. An increasing number of children experience a severe reaction when they eat or have contact with nuts and other allergens.

Suncoast Little Learners is committed to provide a safe and healthy environment for all children and especially the wellbeing of children at risk of anaphylaxis. Our staff are educated in dealing with these situations on an annual basis and all staff are aware of which children are at risk.

As part of our preventative strategy at Suncoast Little Learners, peanut products including peanut paste, are not permitted at Little Learners. Other nuts and products are permitted other than in years when an 'at risk' child is enrolled. You will be advised if this is the case.

Anaphylaxis Management Plans should be updated each year and the relevant medication, EpiPen or antihistamine should be kept in the First Aid Cupboard in Suncoast Little Learners. A detailed Anaphylaxis Policy is provided in our manual.

## Exclusion Periods

The recommended minimum exclusion periods for infectious conditions for schools, pre-schools and child care is provided by the Australian Government National Health and Medical Research Council. This can be found online:

[https://www.nhmrc.gov.au/\\_files\\_nhmrc/publications/attachments/ch55\\_staying\\_healthy\\_5th\\_edition\\_updated\\_140616.pdf](https://www.nhmrc.gov.au/_files_nhmrc/publications/attachments/ch55_staying_healthy_5th_edition_updated_140616.pdf)

Note: The NHMRC recommends that children who are physically unwell should be excluded from attending school, pre-school and child care centres.

## Emergency Medication

If a child has a serious medical condition that requires emergency treatment, e.g. EpiPen, it is the parents'/guardians' responsibility to supply this medication so we can provide adequate care for children. Please take note of the expiry date so that you can replace it prior to expiry.

## Sun Protection

The outdoor program is an important part of our program and consideration of sun safety is paramount. Despite avoiding exposure to the sun in the hottest part of the day, children are still required to wear sunscreen and a hat when outside.

Children should wear sun safe clothing that covers as much of the skin (especially the shoulders, back and stomach) as possible. Midri, crop or singlet tops and cap sleeves are not sun safe because they do not provide enough sun protection.

To assist in the skin care of children we provide hats. The hats are clearly named and hats will be machine washed and tumble dried by parents at least once per month and more frequently if necessary (e.g. if a case of head lice is detected or notified.) This is to assist in maintaining hygiene, prevent head lice and ensure children have hats. The hats remain in the classroom and are only taken home for washing. A 30+ sunscreen is also provided and applied regularly. Parents are to apply sunscreen to their child every morning and staff will reapply in the afternoon.

## No Smoking environment



A No Smoking policy is strictly applied in all areas of Suncoast Little Learners and Suncoast Christian College campuses and car parks.

## Safety

### Emergency Contact Persons

In the event of illness or emergency, initial contact will always be made to a parent/guardian. Only the persons nominated by parents will be authorised to collect a child in the event of illness or an emergency.

### Changes to Contact Details

Please notify Suncoast Little Learners immediately if there are any changes in your address, phone numbers, or emergency contact persons.

### Accidents

All contact staff are required to have current First Aid certificates (or be in the process of obtaining such qualifications). Minor injuries are treated by the staff. When you collect your child you will be advised of any incidents involving your child. You will be contacted at once if your child requires further medical assistance. If you or your emergency contact persons cannot be contacted, the teacher in charge will authorise the medical treatment.

### Persons Authorised to Collect Children

No child will be allowed to leave Suncoast Little Learners without the parents' permission and without an adult of 18+ years (unless by prior arrangements and parental consent in writing). For this purpose we request parents to authorise persons who may collect their child/ren and/or in case of sickness. Parents are expected to keep the collection permissions information up to date at all times. Only the persons nominated by parents will be authorised to collect a child. Current identification will be required.

### Court Orders and Shared Custody Arrangements

If there are Family Law Court orders, restraining orders, shared custody arrangements or parenting plans pertaining to the child, Suncoast Little Learners must be supplied with current copies of such orders and parents are expected to keep Suncoast Little Learners informed of any changes to orders or agreements. Failure to provide current orders may result in cancellation of care.

### Child Protection Policy

Suncoast Little Learners is committed to providing a safe environment for all children by:





- Preventing child abuse in any form within Suncoast Little Learners.
- Dealing seriously with any reports of abuse promptly and appropriately.
- Educating children concerning their rights and educating them with appropriate behaviours and social skills.
- Educating and providing resources for families.

Suncoast Little Learners has a comprehensive Child Protection Policy which covers the actions to be taken if a member of staff or a parent/guardian becomes aware or reasonably suspects that harm has been done to a child by other staff, people outside Suncoast Little Learners or by other children.

Suncoast Little Learners recognises that protecting children from harm and the risk of harm is fundamental to maximising their personal and academic potential. For this reason the welfare and best interests of the children will always be of primary consideration.

Please read our Child Protection Policy on our website: [www.suncoastcc.qld.edu.au/publications/](http://www.suncoastcc.qld.edu.au/publications/)

## Security

To enable us to maintain the highest standards of security we ask parents to ensure gates and doors are closed behind them.

## Evacuation Drills

Evacuation and lockdown drills are held regularly and we ask all people in Suncoast Little Learners at these times to join in the drill with the children and staff members. Evacuation procedures are outlined in all rooms with diagrams and steps to follow. In the case of an emergency Suncoast Little Learners will follow the evacuation procedures and relocate the children to a safe place (which is generally the College oval). Parents will be notified as soon as possible to collect their children if needed.

## Carpark Procedures

As Suncoast Little Learners shares the car park with Suncoast Christian College, parents of Suncoast Little Learners should be aware of the peak congestion periods 8:15am – 8:45am and 2:45pm – 3:15pm.

Motorists are requested to observe the following:

- Practice a routine with your children – (e.g. bags in the boot first and then passengers on board).
- Adhere to the 10km speed limit within the College grounds.
- Give way to pedestrians using the crossings.
- Remember that small children do not have good peripheral vision and all students can sometimes do unpredictable things when crossing roads.
- Be considerate to all other drivers.
- Be respectful to volunteers and staff who are controlling traffic conditions and safety of the students.
- Take extreme care while driving in the College grounds.

## Behaviour Guidance

### Introduction

The Bible reminds us that the purpose of discipline is to help each of us to grow in a loving, Christ-like manner, and it is an important part of our understanding of Christ. Discipline also protects and safeguards us physically, spiritually and emotionally so that we may grow into responsible servants of Christ, acting at all times in a God-honouring and upright manner (Hebrews 12:11 and Proverbs 12:28).

### Rationale

Effective behaviour guidance is evident when there are positive relationships between teachers, children and parents. All staff recognise and respect the rights and responsibilities of others.

The growth and development of a child is the prime responsibility of parents (Proverbs 22:6). We at Suncoast Little Learners encourage accountability for behaviour in all students (Proverbs 3:6). Staff strive to work in partnership with parents to help children develop into mature, responsible, well-adjusted young people (Isaiah 54:13).

The Behaviour Guidance Policy is devoted to providing a unified and cohesive code of behaviour for the Early Childhood environment.

In accordance with the National Law and Regulations, our educators will support each child to manage their own behaviour, respond appropriately to the behaviour of other children and communicate effectively to resolve conflicts. We will also work with each child's family to support any children with diagnosed behaviour and social difficulties. However, a child's enrolment at our service may be terminated if the nominated supervisor decides the child's behaviour threatens the safety, health or well-being of any other child at the service.

### Goal

Staff aim to provide a positive, fair and consistent policy and to assist all by documenting clear guidelines (this policy statement) for children, parents and teachers to follow.

The goal of this policy is to develop a safe, caring and secure environment where students accept responsibility for their own behaviour and respect the rights of others.

### Parent/Adult Behaviour

Suncoast Little Learners expects all adults to behave in a reasonable and mature manner when in and on Suncoast Christian College property. All adults need to be appropriately dressed. (i.e. Men should not enter the classroom without a shirt, women should be modestly dressed and footwear should be worn by all adults.)

Adults are expected to use non-offensive language at all times.

# Appendix 1

## Privacy Policy

Protecting your privacy and the confidentiality of your personal information is important to us. The purpose of this notice is to make you aware of a range of matters relating to our ongoing collection, use and disclosure of your personal information and to seek your consent for our use and disclosure of that information in the manner described below.

1. Suncoast Little Learners collects personal information, including sensitive information about children and parents/guardians before and during the child's enrolment. The primary purpose of collecting this information is to enable Suncoast Little Learners to provide care and education for your child.
2. Some of the information we collect is to satisfy Suncoast Little Learner's legal obligations.
3. Laws governing or relating to the operation of a childcare facility require that certain information is collected.
4. Health Information about students is sensitive information within the terms of the Privacy Act 1998. We ask you to provide medical reports about children from time to time.
5. From time to time Suncoast Little Learners may disclose personal and sensitive information to others such as other schools, government departments, testing agencies, medical practitioners, and people providing services to Suncoast Little Learners for administrative and educational purposes.
6. If we do not obtain your personal information we may not be able to enrol or continue the enrolment of your child.
7. Personal information collected from children is regularly disclosed to their parents/guardians. On occasions, information such as children's activities and other news and photos are published in Suncoast Little Learners newsletters. If you do not agree with this you must advise us in writing immediately.
8. Parents/Guardians may seek access to personal information collected about them and their child by writing to the Kindergarten Teacher. There will be occasions when access is denied, such as where access would have an unreasonable impact on the privacy of others or result in a breach of Suncoast Little Learner's duty of care to the children or where children have provided information in confidence.
9. Suncoast Little Learners engages in fundraising activities from time to time. Information received from you may be used to make an appeal to you or disclosed to organisations that assist fundraising, solely for that purpose. We will not disclose your personal information to third parties for their own marketing purposes without your consent.
10. If you provide Suncoast Little Learners with the personal information of others, we encourage you to inform them that you are disclosing that information to Suncoast Little Learners and that they can access that information if they wish.

**IMPORTANT:** Unless and until you advise us in writing that you do not consent to our use and disclosure of your personal information in the manner described in this notice, we will act on the basis that we have your consent to each such use and disclosure.



# Appendix 2

## REVISED NATIONAL QUALITY STANDARD from 1 Feb 2018



Concept	Descriptor
<b>QA1</b>	<b>Educational program and practice</b>
1.1 Program	The educational program enhances each child's learning and development.
1.1.1 Approved learning framework	Curriculum decision-making contributes to each child's learning and development outcomes in relation to their identity, connection with community, wellbeing, confidence as learners and effectiveness as communicators.
1.1.2 Child-centred	Each child's current knowledge, strengths, ideas, culture, abilities and interests are the foundation of the program.
1.1.3 Program learning opportunities	All aspects of the program, including routines, are organised in ways that maximise opportunities for each child's learning.
1.2 Practice	Educators facilitate and extend each child's learning and development.
1.2.1 Intentional teaching	Educators are deliberate, purposeful, and thoughtful in their decisions and actions.
1.2.2 Responsive teaching and scaffolding	Educators respond to children's ideas and play and extend children's learning through open-ended questions, interactions and feedback.
1.2.3 Child directed learning	Each child's agency is promoted, enabling them to make choices and decisions that influence events and their world.
1.3 Assessment and planning	Educators and co-ordinators take a planned and reflective approach to implementing the program for each child.
1.3.1 Assessment and planning cycle	Each child's learning and development is assessed or evaluated as part of an ongoing cycle of observation, analysing learning, documentation, planning, implementation and reflection.
1.3.2 Critical reflection	Critical reflection on children's learning and development, both as individuals and in groups, drives program planning and implementation.
1.3.3 Information for families	Families are informed about the program and their child's progress.
<b>QA2</b>	<b>Children's health and safety</b>
2.1 Health	Each child's health and physical activity is supported and promoted.
2.1.1 Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's need for sleep, rest and relaxation.
2.1.2 Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented.
2.1.3 Healthy lifestyle	Healthy eating and physical activity are promoted and appropriate for each child.
2.2 Safety	Each child is protected.
2.2.1 Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2 Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
2.2.3 Child protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.
<b>QA3</b>	<b>Physical environment</b>
3.1 Design	The design of the facilities is appropriate for the operation of a service.
3.1.1 Fit for purpose	Outdoor and indoor spaces, buildings, fixtures and fittings are suitable for their purpose, including supporting the access of every child.
3.1.2 Upkeep	Premises, furniture and equipment are safe, clean and well maintained.
3.2 Use	The service environment is inclusive, promotes competence and supports exploration and play-based learning.
3.2.1 Inclusive environment	Outdoor and indoor spaces are organised and adapted to support every child's participation and to engage every child in quality experiences in both built and natural environments.
3.2.2 Resources support play-based learning	Resources, materials and equipment allow for multiple uses, are sufficient in number, and enable every child to engage in play-based learning.
3.2.3 Environmentally responsible	The service cares for the environment and supports children to become environmentally responsible.

## Appendix 2 ./cont

Concept		Descriptor
<b>QA4</b>		<b>Staffing arrangements</b>
4.1	Staffing arrangements	Staffing arrangements enhance children's learning and development.
4.1.1	Organisation of educators	The organisation of educators across the service supports children's learning and development.
4.1.2	Continuity of staff	Every effort is made for children to experience continuity of educators at the service.
4.2	Professionalism	Management, educators and staff are collaborative, respectful and ethical.
4.2.1	Professional collaboration	Management, educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other's strengths and skills.
4.2.2	Professional standards	Professional standards guide practice, interactions and relationships.
<b>QA5</b>		<b>Relationships with children</b>
5.1	Relationships between educators and children	Respectful and equitable relationships are maintained with each child.
5.1.1	Positive educator to child interactions	Responsive and meaningful interactions build trusting relationships which engage and support each child to feel secure, confident and included.
5.1.2	Dignity and rights of the child	The dignity and rights of every child are maintained.
5.2	Relationships between children	Each child is supported to build and maintain sensitive and responsive relationships.
5.2.1	Collaborative learning	Children are supported to collaborate, learn from and help each other.
5.2.2	Self-regulation	Each child is supported to regulate their own behaviour, respond appropriately to the behaviour of others and communicate effectively to resolve conflicts.
<b>QA6</b>		<b>Collaborative partnerships with families and communities</b>
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in the service and contribute to service decisions.
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing.
6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
6.2.1	Transitions	Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities.
6.2.2	Access and participation	Effective partnerships support children's access, inclusion and participation in the program.
6.2.3	Community engagement	The service builds relationships and engages with its community.
<b>QA7</b>		<b>Governance and Leadership</b>
7.1	Governance	Governance supports the operation of a quality service.
7.1.1	Service philosophy and purpose	A statement of philosophy guides all aspects of the service's operations.
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.
7.2	Leadership	Effective leadership builds and promotes a positive organisational culture and professional learning community.
7.2.1	Continuous improvement	There is an effective self-assessment and quality improvement process in place.
7.2.2	Educational leadership	The educational leader is supported and leads the development and implementation of the educational program and assessment and planning cycle.
7.2.3	Development of professionals	Educators, co-ordinators and staff members' performance is regularly evaluated and individual plans are in place to support learning and development.



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**Suncoast**  
little learners  
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