

Childcare that just  
feels right



KingKids



FAMILY HANDBOOK

# KINGKIDS EARLY LEARNING CENTRES AND KINDERGARTENS

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We acknowledge the Traditional Owners of the Wurundjeri and Bunorong land on which we work, learn and play. We pay our respects to their Elders, past and present and the Aboriginal Elders of other communities.

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“Childcare that excites children and delights parents”



Jo MacKenzie-King always wanted a big family. After having four children with husband Andy, she said “OK, it’s time for number 5”, he responded with “Whoa enough is enough, I think we need to get the Childcare Centre you’ve always wanted so you can get your baby fix” and KingKids was born. Jo went back to study and completed her Diploma of Children’s Services and in October 2012 they purchased their first Centre in Berwick, aiming to offer childcare and kindergarten services to local families. They transformed this Centre from one where quality was lacking to the first centre in the City of Casey to be awarded as Exceeding the National Quality Standards.

Fast forward two years, KingKids Berwick had a long waiting list and a childcare centre down the road in Narre Warren was closing down, providing KingKids with the opportunity to provide childcare and education for more local families. Less than 12 months later, KingKids Narre Warren becomes the 2nd Centre in the City of Casey to be rewarded with a rating as Exceeding the National Quality Standards.

In November 2017, KingKids was fortunate to secure the lease of a brand new state of the art Centre in Rowville, raising the bar in terms of what quality childcare and early education looks like. Sadly, only months after opening, Andy passed away. He would have been so proud of KingKids Rowville.

In 2020 we saw the arrival of our brand new service in located in Hallam, followed by our 5th baby, KingKids Bentleigh in 2022. Providing a quality childcare service that “excites children and delights families” was Andy’s mantra so to honour his memory, the KingKids team continues to strive to be the best that they can be and make a positive difference in the lives of our communities.

KingKids Early Learning Centres & Kindergartens cares for children from 6 weeks of age up to 6 years of age on both a full and part time basis. We operate from Monday to Friday, 52 weeks a year closing only on public holidays and if mandated by government due to serious conditions such as a fire threat.

We are incredibly proud of our services and our programs and are always striving to ensure your child is stimulated and challenged. Investing in training and developing our Educators is important to us and helps us ensure that your child is cared for by a highly qualified team and that we are at the forefront of contemporary practices.

We look forward to developing a long and close relationship with your family.

### The KingKids Team



**Jo Mackenzie-King**

Executive Director  
jo@kingkids.com.au

## Our Program

### The Victorian Early Years Learning and Development Framework (VEYLDF)

The VEYLDF otherwise known as The Victorian Early Years Learning and Development Framework is part of the Council of Australian Government’s reform agenda for Early Childhood Education and was introduced in 2009. It is built on the recognition that children start learning from birth and even pre-birth and that providing children with the right environment, tools, guidance and methods of learning can actually help to increase their ability to learn throughout their lives.

The VEYLDF’s aim is laying a firm foundation for future learning through learning and development that is planned around each individual child’s specific needs and interests. The framework is designed to accomplish this goal while at the same time providing a universal set of standards to help improve the quality and consistency in the early years sector.

At KingKids we understand that the foundations of our planning is based around the VEYLDF. We recognise the importance of having a profound understanding of the VEYLDF as this knowledge enables us to grasp what is expected to achieve an exceeding rating during an assessment and rating. KingKids Management and Educators have a sound understanding of the VEYLDF as this is necessary to be able to guide and support your team.

### The VEYLDF is Based on the Concept of Being, Belonging and Becoming:

#### Being

Simply means letting each child be who they are and letting children be children giving them the sense that they are free to explore the world around them.

#### Belonging

Children learn best when they feel as though they belong to their families, to their communities and to the world at large. By helping a child increase their sense of belonging you can help provide a safe and comfortable environment in which a child can learn.

#### Becoming

Simply means that a child continues to grow by experiencing new things. It is simply the acceptance that as a child learns and grows they are constantly changing.

### The 5 learning outcomes of the VEYLDF are:

#### 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.

The full version can be downloaded by following the link below:

<https://www.education.vic.gov.au/Documents/childhood/providers/edcare/veylldframework.pdf>

### The National Quality Standards (NQS)

We are regulated by the Department of Education and Training (DET) who ensure that our service is registered, that our Educators are appropriately qualified, and that we operate in accordance with the Act and Regulations.

We are also assessed and rated against the seven (7) quality areas of the National Quality Framework (NQF) being:

QA1	Educational program and practice
QA2	Children’s health and safety
QA3	Physical environment
QA4	Staffing arrangements
QA5	Relationships with children
QA6	Collaborative partnerships with families and communities
QA7	Governance and leadership

These seven (7) quality areas are described by 15 standards of quality practice; a copy of which is available on request.

For more information about the NQF, visit:  
[www.acecqa.gov.au](http://www.acecqa.gov.au)





Held up by the best educators and management team in the industry

**Learning**

Children are naturally energetic, curious and creative. It is our belief that we need to harness these traits and provide stimulating spaces that allows children to explore, discover and learn in both a structured and an unstructured environment.

Learning occurs differently for each child, we change the way in which we teach to adapt to each child's learning style allowing them to grow and develop at their own pace.

We acknowledge that learning is more than just formal education and we treat all interactions with children as opportunities for learning and growth.

Children's voices and ideas are integral in planning experiences, so our holistic programming is based upon extending on children's interests and abilities while encouraging children to make decisions about their learning.

**Safety**

We take our responsibility to minimise hazards and provide a safe, secure environment seriously. This does not mean that we are risk adverse, rather aim to be risk aware as we believe that by taking appropriate challenges, children develop independence.

Our Educators role model safe practices and life skills that aid in developing children into responsible, independent people with the ability to self-regulate their behaviours.

Safety means that we teach children respect for themselves, their body, their peers, their families and the community that they live in. This respect extends to having active bodies and a nutritious, well balanced diet.

**Resilience**

We recognise that children are experimenting with the world around them and with this comes a lot of firsts – their first steps, first friends, first drawings etc.

At KingKids we encourage our children to try new experiences, recognising that they won't get everything right the first time and that they will need to keep persevering to master new skills. We use this learning process to develop confident, empowered and engaged children promoting positive self-esteem and problem solving skills.

Through resilience children learn respect and acceptance of themselves, their peers and our community; with their similarities and diversities.

**Fun**

Every child has the right to play! Evidence suggests that when children are having fun while playing, they are more likely to be engaged, participate and take risks as well as retain more information.

Flexible learning environments offer open ended activities that fosters the imagination to explore and discover the world around them. These environments allow children to develop their natural curiosity and creativity.

Laughter is often the best medicine, we encourage children to have fun with their friends, promoting social skills and developing reciprocal relationships.

**What does this mean to you?**

We believe that merely stating a philosophy is useless unless it is entrenched into everything that you do. So, when you choose us the following are our promises to you:

- We will respect your individual parenting style and work in partnership with you to create a learning environment that promotes the wellbeing of your child.
- We will value your ideas and contributions so that we can do things better than before.
- We will encourage fairness, creativity, flexibility and initiative in our team so that they are best able to use their skills and qualifications.
- Everyone will be encouraged to appreciate the qualities and similarities amongst us as well as accepting and being respectful of our differences; essentially recognising and valuing each individual's right of choice.

Our philosophy is a living document that is reviewed regularly with input from families, team members and the wider community. Like our programs, our philosophy is not set in stone, it is emergent and as such reflects our belief in life-long learning and continuous improvement... like us as human beings; it can only get better.



## DAILY LIFE

*What we do, how we do it and how we can help*

### Commencement of Care

At KingKids we encourage each individual child to build their own sense of belonging at one of our homes away from home. We promote inclusiveness by recognising and responding to the individual needs of the children and families.

#### How to Enrol

To enrol at one of our KingKids centres, head to our website [www.kingkids.com.au](http://www.kingkids.com.au) and click on the enrol tab. Follow the instructions on “My Family Lounge” to start the enrolment process.

**Take a look at our “How to” on enrolment for helpful instructions on the enrolment process, page 19 of our Family Handbook.**

#### Preparing for the first day

We understand the apprehension for both you and your child in the lead up to their first day in care. We invite our families to participate in an orientation period with their child prior to commencement of care. We offer orientation for 1-2 hours for a minimum of two sessions. This encourages your child to explore and participate in our environment with our Educators and peers. Previously our families have found this opportunity beneficial as it allows time for their child and their family to share information about the child’s likes, dislikes, needs and wants which helps to make this transition smoother.



*“HOW lucky I AM TO HAVE  
something THAT MAKES SAYING  
goodbye SO HARD”*

WINNIE THE POOH.

There is quite a lot of information that needs to be completed, we find that the more we know about your child before their first day the better we can accommodate their needs.

Every effort will be made by our Educators to make the settling in process as easy as possible.

We find the following strategies can make the separation process more positive:

- Bringing your child into the service and meeting the Educators prior to their first day,
- Having discussions with your child about us and the positive experiences they will have,
- Bringing in a security toy or comfort item, such as a teddy or blanket from home,
- Ensuring that Educators are aware of your child’s particular food preferences and dietary requirements,
- When possible, trying to keep the first few days short,
- Making sure that you say “goodbye”. This can sometimes make your child feel upset, though it is important to establish trust. For example, say “I have to go now, but I will be back after lunch”,
- Separation anxiety is normal but can be upsetting for some children to experience. Our friendly team will be with your child every step of the way until they feel comfortable and a part of our KingKids family.

If you choose to, you are welcome to stay with your child on their first day or even first two or three days. This sometimes makes the transition process easier, but it is completely up to you.

#### What to bring

To make the day comfortable for your child they will need the following:

- A clean change of clothes; underwear, socks and jacket (Clearly labelled)
- A bag large enough to hold all of your child’s belongings and drink bottle.
- Shoes that cover your child’s feet – no open toe shoes please.
- Appropriate clothing that is consistent with our sun smart policy. Children’s shoulders are to be covered.
- Lockers are provided for your child’s bag to remain for the day. This will be labelled and a photo of your child will help them recognise which one is theirs if they can not read.
- The KingKids wet bag that your child received on enrolment. This is for wet or dirty clothing.

To encourage self help skills, when children are mobile and able, we encourage the children to carry their own bag into and out of the centre and to place it in their locker.

Please dress your child in play clothes that are comfortable and easy to change if they get dirty. Crawlers are most comfortable if their clothing covers their knees and early walkers are best wearing shoes with non-slip soles. If the clothes are too good to be subjected to paint, grass, water and outside play, then they shouldn’t be worn. We’re going to be having fun every day and sometimes this involves mess!

***Don’t forget to clearly label all of your Child’s items.***

#### Enrolment Forms

To enrol, you will be required to login or register via our website into QK – My Family Lounge, full detailed instructions are in our “How to” section on page 19.

Background information on your child and family will need to be updated annually to ensure we have the most current, up to date information available at all times, if any changes or additional information is available, please advise the centre immediately. You can also log in at any time to update these details.

#### Authorised Nominees

It is a legal requirement that we have at least three (3) Emergency Contact names and telephone numbers recorded at the service for your child, other than the parents/guardians. We find it best to add as many people that you think could possibly pick your child up as you can (via QK - My Family Lounge or email the Centre Directors). This reduces your stress if you get stuck and are unable to pick your child up for any reason. You can add to this list at any time. Please inform the people listed that their name and number is down as an emergency contact and they will be required to provide photo ID should they need to collect your child. We cannot allow your child to be collected by anyone under the age of 18 without a prior written agreement from the Centre Director.

#### Medical Information

We require the name and telephone number of your GP. It is essential that we have this information prior to your child’s first day and that you inform us if their details change.

If your child suffers from a medical condition, illness, disease or allergy, we require you to either complete the relevant section of the enrolment card and separate form as appropriate.

Asthma Plan, Allergy, Anaphylaxis Plan and or Eczema Plan is to be completed by your child’s GP, it must include your child’s photo, contact details, detailing symptoms and medication needs if your child suffers from Asthma or Anaphylaxis. If this is not renewed or reviewed yearly the child/children will be suspended.

Children whom are at risk of an Anaphylactic reaction are not to be left at the service without their EpiPen. If your child has allergies or asthma and requires medication such as an EpiPen or Ventolin, this must be kept on the premises with your child at all times, and in date.

#### Immunisation History Statement

See our “How to” page to help you obtain a copy of your “Immunisation History Statement”, page 20 of our Family Handbook.

In January 2016 the Victorian State Government introduced a “No Jab, No Play” legislation that has been designed to improve childhood vaccination rates





and reduce the spread of vaccine preventable diseases.

The legislation requires the confirmation of children's vaccination status when enrolling in childcare. This means that if your child is not vaccinated and does not qualify for an exemption, a place cannot be offered. More information is available at: <https://www.health.vic.gov.au/immunisation/no-jab-no-play>

On enrolment, you are required to provide us with your child's Immunisation History Statement from Medicare. The "Health Record" provided by the Maternal Child Health Nurse is no longer accepted. Legislation states, families need to provide us with a copy of your child's Immunisation History Statement to our centre every 6 months, even if there are no changes in the 6 month period.

If your child is exempted from being immunised and the service has an outbreak of an infectious virus such as Rubella, Chicken Pox, Measles, Whooping Cough or Mumps, you will be informed and your child will need to be excluded from the service until such time as the outbreak has cleared.

As of November 2021, in line with government and sector requirements, all KingKids team members are required to be fully vaccinated against Covid-19.

### Arrival & Departure

When arriving at KingKids, please take your child to their room and speak to an Educator, they would love to welcome you into the program and ask about your morning. An iPad is conveniently located in each foyer for you to digitally sign in your child/ren. This will record your child's arrival time, your full name and your signature.

It is important the children are not left at the service before 6.30am as we are not licenced to care for them.

If the person collecting your child is unfamiliar to us (e.g. may collect your child only periodically), then we will request proof of identification before allowing your child to leave with them. Please ask anyone collecting your child at the end of the day to have this proof of identification on hand. These requirements are in place for the safety of your child.

### Family Grouping

We understand the importance of staying connected with peers and engaging in multi-age learning and exploration. At KingKids we participate in Family grouping from 6:30am - 8:00am in the morning to allow children to enjoy breakfast with their siblings and peers. Family grouping is also implemented from 5:30pm-6:30pm to ensure children can continue to be connected and learn with peers as their friends are being collected from care at the end of the day.

### Late Collection

The service closes at 6.30pm. Please ensure that your child is collected prior to this time to avoid payment of a late fee. Please note that your CCS cannot be claimed for late collections.

If thirty (30) minutes after the centre closes there has been no contact from either yourself or your emergency contact people, we will inform Children's Services and Community Policing to collect your child.

A note will be left on the front door or gate that will advise you of who has your child, where they are being cared for and their contact details. We of course, hope that this never occurs.

### Birthdays

We love celebrations and birthdays are one of our favourites! The birthday child will participate in a cooking experience with their peers where together they prepare, cook and decorate a cake to celebrate their birthday. Children love to see their family on special occasions so please feel free to join in with our celebration for your child. If you are planning on sharing in the celebrations, please let your child's Room Leader know, so they can organise the time of the celebration accordingly.

You will appreciate that we cannot be responsible for the safety, quality and ingredients of food that we did not purchase/prepare ourselves, so unfortunately, we cannot accept cakes and lolly bags etc. that are brought in from home. Lolly bags that are brought in will be sent home with children and can not be consumed at the centre.

### Nutrition

We are proud to offer a nutritionally balanced diet for your child, consisting of breakfast (offered until 7.45am), morning tea, lunch, afternoon tea and a late snack. Our four-week rotating menu is changed seasonally and is on display.

Morning and afternoon tea consist of either fresh fruits in season, cheeses, dips, dry biscuits, centre baked cakes, slices or muffins, crumpets or fruit toast. This is served with either milk or water. Lunch consists of a mixture of hot and cold foods such as pastas, roasts, curries, cold meats, sandwiches and fish. Effort is made to make the menu culturally diverse and we encourage children to taste new and varied dishes. If your child does not like the meal offered, they will be provided with a serving of fruit and cheese and/or a sandwich or rice as an alternative.

If your child has a favourite recipe that you think other children might also enjoy, please speak to our wonderful cook. We will make an attempt to include this into the menu; however, our menus are reviewed by Feed Australia to ensure we cover all food groups and provide a well-balanced variety of food to our children.

Babies are provided with freshly pureed fruits and vegetables, consistent with their age and stage of development. In our baby's room only, we provide S26 Stage 1 & 2 formula for your baby, however if you have a specialised formula, we ask that you please provide this. We happily cater for breast fed babies in accordance with our breast feeding and formula policy.

Every effort will be made to cater for special diets so please let our friendly team know of any special requirements that your child might have.

As a part of the program children are involved in the experience of cooking using both purchased goods and using vegetables and herbs grown in the service's garden.

While generally we cannot allow food to come in from home, an exception is made for Kindergarten children in Term 4 as we

prepare them for school by offering the option of bringing in a lunchbox. We have a strictly no nuts policy.

For families who choose to participate in the lunchbox program in Term4 of Kindergarten, we ask you to please provide an ice pack within the lunchbox for any foods that may need to stay chilled.

### The Children's Environment

Our physical environment is not only aesthetically pleasing, but it encourages and supports children to imagine, enquire, explore, research, create and learn.

It is an environment where each child respects others and in turn feels respected; where children are listened to, heard and understood; where children have the opportunity to express themselves, their ideas and their perspectives of the world.

We value sustainability and recycling at KingKids and strive to promote opportunities for children to care for and nurture the natural environment; providing tools and learning how to leave the community in a better way than we found it.

### Community Outings Program

We believe our 'Community Outings Program' for all ages provides your child the opportunity to engage and explore in their local community. Outings can include, but are not limited to visiting the local gardens or parks to collect materials and resources for art projects, walk to the local schools, local milk bar or supermarket to purchase items for a home cooked meal as prepared by our children.

Our community Outings would not be the same without parent and family involvement. If you would like to join us on our adventures, please see your child's educators and ensure you have a current working with children's check.

These excursions will be spontaneous and may occur at any time during the hours mentioned on the permission





form – weather permitting. Our transport will include our walking school bus or our KingKids bus, we will continue to share our learning activities via photos and videos on Xplor and Story Park, so you can follow all our adventures.

## Sleep & Rest

It is important that all children under the age of three (3) have the option of sleep or quiet period during the day, though if a child does not want to sleep they will not be forced to in any way. Meeting the individual comfort and needs of children is pivotal to us, and this includes their need for rest. Time to rest is extremely important to young children who are exposed to a very full, busy day. Children not choosing to sleep will be encouraged to engage in a period of quiet time, reading a book or listening to music. If you do not wish for your child to sleep during the day or wish for their sleep time to be limited, please discuss this with your child's Educators.

When sleeping, children have a layer of clothing removed (where culturally appropriate) and are loosely covered with a blanket and/or sheet provided by the Centre to prevent overheating. All sleep practices are age and developmentally appropriate and as recommended by the Reducing the Risk of SIDS program.

## Sun Protection & Appropriate Clothing

Australia has one of the highest incidence of skin cancer in the world and skin damage (including skin cancer) is the result of cumulative exposure to the sun. A lot of this damage occurs during childhood and adolescence. Our service aims to promote a positive attitude towards sun protection and to model lifestyle practices that can help reduced the incidences of skin damage. In doing this when UV is 3 and above we employ the following strategies:

- Our team will continue to run an indoor/outdoor program while checking the UV rating throughout the day using the SunSmart app. Our team will ensure that all children and team members are engaging in SunSmart practices including wearing sunscreen, wide brimmed hats, suitable clothing and seeking shade where practical.

[www.cancercouncil.com.au/35811/cancer-prevention/sun-protection/sunsmart-program-for-childcare-services/sunsmart-resources-childcare-services/why-become-a-sunsmart-service/](http://www.cancercouncil.com.au/35811/cancer-prevention/sun-protection/sunsmart-program-for-childcare-services/sunsmart-resources-childcare-services/why-become-a-sunsmart-service/)

- Educators will apply **SPF 50+ broad spectrum sunscreen** to all children above 12 months old before going outdoors and again every two hours. If you do not wish this to occur, please inform us in writing. If your child has sensitive skin or you would prefer to use a specific sunscreen, please supply this to one of your child's Educators.
- Children under 12 months old will not be exposed to direct sunlight when the UV is 3 or above. Shaded areas and appropriate clothing will be used for outdoor play.
- When outside children will wear hats which protect the face, neck and ears. We supply each child a KingKids hat to be worn at the service. If you choose to supply your child with a different hat that is fine though they must be **broad-brimmed hats only – no caps.**
- When outside, children are required to wear loose fitting clothing that covers as much of the skin as practicable (elbow length sleeves and collars are preferred). **Children wearing singlet tops/dresses will need to have a t-shirt/shirt over the top before going outdoors.**
- While optional, children are encouraged to wear sunglasses that meet the Australian Standard 1067 (Sunglasses: Category 2, 3 or 4).
- Children are encouraged to utilise the large verandas, shade ports and covered sand pits that provide protection from the sun during the warmer months.
- Discussions and teachings about the awareness of the sun and skin protection are incorporated into the program.
- Every Educator is also required to wear SPF 50+ sunscreen and a broad-brimmed hat when outdoors. Sunscreen is applied to team members at the same time as children as a means of positive reinforcement and good role-modelling.

- On warm days children will be encouraged to drink more water to remain sufficiently hydrated. On hot days we often offer water icy poles to aid in hydration.

Finding a healthy balance of ultraviolet (UV) radiation is important. Too much of the sun's UV exposure can cause sun damage and too little can lead to low vitamin D levels. In the months where the UV exceeds 3 (generally in September to April) the daily UV index will be displayed in the centre's foyer and it will be noted what sun protection practices will be implemented so that everyone has an indication of when UV radiation is at its highest.

Our SunSmart practices consider the special needs of infants; all children under 12 months of age are kept out of direct sun when the UV levels are three (3) or above.

## Partnership with Families

We will never forget that in a young child's eyes, their parent is the most loved, important and influential person in their life. A child's experiences at home are incredibly significant in their development and a co-operative effort between parents and our Educators is essential in providing continuity of experiences from the home into our service. The warm, friendly and open communication between you and our team is witnessed by children and assists your child to feel comfortable, particularly when they are new to our service.

## How can you be involved?

Parents, Grandparents and other people significant to your child are genuinely encouraged to be involved in the service in any mutually beneficial way such as:

- Attending social events including celebrations for Easter, Mother's Day, Father's Day, and Grandparent's Day and our famous end of year Family Fun Day/ Kinder Graduation. Our calendar of events is on display. Please feel free to be involved in any of our other special events.

- Contributing ideas through our suggestion box or discussion with members of our team.
- Sharing your hobbies or experiences with a group.
- Participating in daily events such as singing songs, reading stories or arts and crafts.
- Assisting with our charitable pursuits.
- Participating in the review of our Philosophy, Policies and Procedures.
- Voting in our annual Team Member awards night.

We appreciate that many of our families have extremely busy lives that prevent regular involvement in the service, so some may choose to limit their involvement to simply reading the weekly communication email.

## Administration/Communication Updates

*All the stuff we need to know about each other to make things run smoothly*

## Communication Emails

The Weekly Communication Email provides information about the service, current events and community news. This will be emailed to your chosen account, however if you prefer a hard copy they are available in the reception area or upon request.

Such an amazing daycare centre! I have 3 children there and they are so happy each and every day to get up and go!

Monique







Children's services Authorised Officer at your local office.

More information can be found via the following website: <https://www.education.vic.gov.au/about/contact/Pages/complaine.aspx>

Your compliments, as well as your complaints are most welcome; so, if you think that we do something well, then let us know, particularly when it involves valuing our team.

Surveys for both families and staff are regularly conducted and we encourage everyone to participate in these. The results of these are evaluated and allow us the opportunity to act on some of your good ideas.

### Media & Photo Permission

Smart devices which include music access for our Educators are located in each room and Educators take photos throughout the day as a means of visually documenting the service's program. Photos of special occasions and daily activities are regularly displayed within your child's room, around the service, on the Facebook/Instagram page, in the newsletter and reflections. When completing your child's enrolment through QK Enrol, you will be asked to provide Media and Photo permissions for KingKids use only, you can also choose to opt out and not provide permissions for use within the centre, social media platforms or newsletters.

### Reflections

Regular reflections of what the children are learning are sent to families via Xplor or Story Park. We use these tools to share information about your child with you – ask your child's Room Leader or Educational Leader how this works and how you can be involved.

Don't forget to follow us on Facebook and Instagram and our online learning resources via our website, [www.kingkids.com.au](http://www.kingkids.com.au).

### Comments, Compliments and Complaints

We continually seek to get better at what we do. This is really difficult if we do not know what you think about how we do it already. We are always happy to receive any comments, compliments, complaints or suggestions that might help us improve the way we do things and ensure that we can respond to the changing needs and interests of families.

Issues that you raise will be dealt with fairly, promptly, confidentially and without retribution. If you feel that attitudes adversely change after you have made a complaint, please let our Executive Director, Jo ([jo@kingkids.com.au](mailto:jo@kingkids.com.au)) know what is different so that she can follow up.

We hope that we can always satisfactorily deal with your comments or complaints. However, if after speaking to us you feel that your comment or complaint has not been resolved, you can contact the

## Health & Safety

### Child Safe Standards

The safety of the children in our care is paramount. KingKids is governed by the Victorian Child Safe Standards and as an organisation we promote the safety of children and assist in preventing child abuse. This is reflected in our daily practices, our policies and our procedures.

At KingKids we encourage children to 'have a say' on all issues, especially the issues that are important to them and we believe that each child's voice should be heard and respected. For more details on the 11 Child Safe Standards please go to the following link: <https://ccyp.vic.gov.au/assets/resources/New-CSS/New-Child-Safe-Standards-Information-Sheet.pdf>

### Illness

We love the close interactions that occur among children and team members every day. In this type of environment however it is impossible to completely prevent the spread of all illnesses and infections. Over the past 2 years we have always focused on best practice as our highest priority and aim to minimise the risk and spread of infection within our service and protect and promote the health and wellbeing of our children and Educators.

If your child becomes ill whilst at our service, we will notify you or your authorised contact person so that arrangements can be made for your child to be collected as soon as possible. Please do not bring your child in if they are unwell; they are incredibly precious and when they are unwell the best place for them is in the comfort of their home. Also, bringing an unwell child into the service is putting all children and team members at risk of becoming ill too.

Paracetamol will only be administered at the Centre Director's/Certified Supervisor's discretion or if your child has a temperature of over 38 °C and is in discomfort and a prior discussion has occurred with either yourself or emergency contact. We aim to minimise the overuse of paracetamol and guard against the risk of paracetamol masking the underlying reason behind raised temperature. After administering paracetamol, the child will need to be collected from the Centre within the next hour where possible.

Following KingKids policy: once a child has been administered paracetamol at home or within the service, the child can not return to or attend the

service for 24 hours unless the Centre is provided with a clearance letter from the child's doctor or approved by the Centre or Assistant Directors.

We follow advice from the Australian Government National Health & Medical Research Council regarding exclusions during and immediately following a period of illness. Information can be obtained from the service Director on the following site: <https://www.health.vic.gov.au/infectious-diseases/exclusion-periods-for-primary-schools-and-childrens-services>

### Medication

If your child requires medication during the day, it is necessary for you to complete and sign the Medication Administration Record. You will need to give very specific details as to when and why the medication is being given – "as required" is not acceptable. When collecting your child please sign the Medication Administration Record again, acknowledging that the medication was given to your child and that you are now taking the medication home, unless arrangements have been made to keep the medication on site.

Long term Medication forms are available for ongoing health concerns and must also include very specific details to ensure your child's health and safety.

All medication provided needs to be in the original container and have been prescribed for that particular child.

Medication prescribed for another child (even a sibling) cannot be administered to your child.

Over the counter medication can only be provided as per the age/weight appropriate directions on the bottle. Non-prescribed creams, gels etc., may be provided and administered. Please ensure that these are clearly labelled with your child's name and frequency of use.

All medication is kept out of reach of children at all times.







... I can't thank them enough, their warm welcome, smiling faces and updates on my son's progress is spot on, thank you...

Amanda

## Emergency Preparation & Prevention

Our Emergency Evacuation and Lockdown Plans are designed to clear all children and team members quickly, calmly and safely from the service. A copy of this plan is displayed in each room and drills are practiced on a regular basis. You will be informed each time this occurs.

Please ensure that all creams and ointments do not contain any nut oils or products.

In the case of an emergency the iPad is taken to ensure that all children are accounted for. It is essential that you sign your child in/out each day that your child attends.

## Bush Fires

We aim to keep all of our children and Educators safe at all times and as such will comply with the recommendations and instructions from relevant emergency authorities. We will post a notice in the entrance warning families if the Fire Danger Rating is Extreme.

As per the recommendations from the Royal Bushfire Commission report, in the case of Extreme Fire Danger it may be necessary for the service to be closed for the day. We will heed advice from the CFA, Government Authorities and the Local Council and should the need ever arise; we'll give you as much notice as possible if a closure is necessary.

## Security Code

The front entrance has a security code that parents/guardians will receive upon enrolment. This is a precaution to protect the safety of all children. Please do not share this code with anyone.

## Incident, Accident & Emergencies

If your child injures themselves while at our service an Incident Report Form will be completed. If the injury is from the shoulders up, you will also receive a courtesy call to advise. When you collect your child, you will be asked to sign the Incident Report Form.

My children love going to KingKids. It's a fantastic centre with a great environment. Highly recommended.

Monique C

## Rules and Regulations

*All the stuff that helps keep the children safe, give parents peace of mind, and makes everyone aware of our responsibilities*

### Reviewing of Policies, Procedure and Service Philosophy

As a part of our commitment to the NQF, we review our policies and procedures on an annual basis at a minimum to ensure excellence and compliance. Your input in this process is valued. This can provide you with an opportunity to contribute to the practices at the service and have input into ways how we can best meet the needs of each individual child.

KingKids regularly review our policies, procedures and service philosophy, we invite families to participate in our review process and we will notify families of upcoming policy reviews.

Our Policy and Procedure manual is available on request. Please feel free to review these documents at any time. We welcome feedback regarding them in person, or if you like via our suggestion forms, email or even an old-fashioned letter.

### Smoking, Alcohol & Illegal Drugs

It is important to us that we provide your child with an environment that is not subject to the dangers associated with tobacco, alcohol or illegal drugs.

As per the Education and Care services National Regulations 2011, smoking or vaping is not permitted inside the building, playground or car park. We also request that you refrain from smoking immediately outside our gates. Alcohol is not to be consumed on the premises during the hours of operation. The presence or consumption of illegal drugs is not permitted on the premises at any time.

### Court Orders

Unless a Court Order states otherwise, natural parents have legal access to their child at any time. Unless a Court Order states otherwise, parent/guardians known to the service have legal access to their child at any time. KingKids will ensure that the collection and non-collecting policy is followed and will not release any children to unknown people that are not authorised to collect the child without prior consent.

If a Court Order exists, the service must have a copy of the current order relating to your child and it is your responsibility to notify the service as soon as possible if any changes are made. A court order procedure document will need to be completed once the family

receives the document, all changes to the court order through the courts will then need to be communicated on a 'changes to court order' document and with a Centre manager and the family. Without a copy of the current Court Order, team members are unable to deny access to the natural parent.

It is beneficial for everyone if all custody details are clearly spelt out on your child's enrolment card. All issues pertaining to custody and access orders are maintained as highly confidential.

### Privacy & Confidentiality

All of your child's records are held confidentially and will only be released to outside agencies with your permission and/or by a Court Order. Records will be securely stored for at least two (2) years, longer where required by law, after which time they will be destroyed by a shredder.

Our team (including students and volunteers) are bound by the guidelines as set out in our Privacy and Confidentiality Policy which prevents them from discussing or disclosing any personal information about you or your child unless as required by law.

Please understand, that without written consent, we cannot pass on phone numbers and addresses to other families.

### Priority of Access

A condition of our approval and for the purpose of CCS we must comply with Family Assistance Law. As a part of this law, we must apply the following Priority of Access Guidelines to allocate available child care places when there are more families requiring care than places available:

#### 1st Priority

A child at risk of serious abuse or neglect.

#### 2nd Priority

A child of a single parent who satisfies, or of parents who both satisfy, the work, training and study test.

#### 3rd Priority

Any other child

Within these main priority categories, priority will be given to children in:

- Aboriginal or Torres Strait Islander families
- Families which include a disabled person
- Families with an individual on a low income or on income support





- Families from a non-English speaking background
- Socially isolated families
- Single parent families

After following these requirements we choose to give priority to existing children wanting additional days and siblings of existing children before new families.

## Fees

*So how am I going to pay for this and who is going to help me?*

### Payment of Fees

Payments are made via Direct Debit on a Thursday and fees are paid for the current week. Further details will be provided upon enrolment. Please note that we do not accept cash or cheques.

### Security Deposit

Each family is required to pay a \$150 bond. This is refundable when your child leaves the service unless monies are owed, in which case they will be deducted from the Bond.

### Enrolment Fee

To secure your child's position at our centres, a \$50 non refundable enrolment fee is required to be paid before orientation starts. Once paid, the families receive a KingKids Enrolment Pack filled with KingKids merchandise.

### Overdue Fees

If your fees fall into arrears of four (4) weeks or and a payment plan cannot be met, your child's place will be suspended until payment is received. **Direct Debit Dishonor fees are charged at \$10.00 each time a payment dishonours.**

### Absences

You will be required to pay for the days that your child is booked into the service, **regardless of sickness or absence, this includes public holidays.** Please phone us before 9.00am if your child is going to be absent.

### Children on Holidays

We allow for four (4) weeks holiday pro rata per calendar year (Jan-Dec) at 50% your 'normal daily fee'. Your 'normal daily fee' is your normal booking from Monday to Friday, not for example Thursday to Wednesday. We require two (2) weeks' notice for the holiday rate to apply. Unused holidays do not accumulate or roll over into the next year. The holiday rate will not be applied if your account is more than two weeks in arrears.

### Public Holidays

The service is closed on Public Holidays and **full fees apply.**

### Ceasing Care

We require two (2) weeks written notice when your child is leaving us. CCS will be removed after the last day of physical attendance and if your child does not attend their final two weeks, full fees are still required. If two (2) weeks' notice is not provided, families/guardians will then be required to pay the KingKids centre the determined amount that is equivalent to the notice period of gross Childcare fees.

### Immunisation Exclusions

Full fees are payable for children that have been excluded as a result of failing to meet the immunisation requirements of the Victorian State Government.

For more information on our fees please refer to our Fee Policy.

## Assistance with Fees

### *The Child Care Subsidy (CCS) Package*

#### Who is Eligible?

Some basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child. These include:

- The child/ren must be 13 years old or younger and not attending high school (some exceptions do apply)
- All children must be up to date with their immunisations
- Residency requirements must be met
- **The child/ren must be attending an approved Child Care service.**

## Child Care Subsidy Entitlement

See our "How to" page to help complete the CCS application its on page 21 of our Family Handbook.

There are three factors that determine a family's level of Child Care Subsidy. These include the Combined Family Income, the Activity Test and the Type of Care that you are applying for such as long day care or family day care.

### 1. The Combined Family Income

Your family income	Child Care Subsidy %
\$0 to \$72,466	85%
More than \$72,466 to below \$177,466	Between 85% and 50%*
\$177,466 to below \$256,756	50%
\$256,756 to below \$346,756	Between 50% and 20%*
\$346,756 to below \$356,756	20%
\$356,756 or more	0%

*\*The percentage goes down by 1% for every \$3,000 of income your family earns*

### 2. The Activity Test

Your activity level is based on the hours of recognised activities you do. Your activity level is used to work out how many hours of subsidised childcare you can get each fortnight. If you have a partner, both of your activity levels will be included. The lower of your or your partner's activity level will be used to work out your hours of subsidised care. The hours of subsidised child care you can access per fortnight applies to each child.

There are 4 activity levels.

Activity level each f/night	Hrs of subsidised care each f/night
Less than 8 hours	0 hours if you earn above \$72,466 24 hours if you earn \$72,466 or below

More than 8 - 16 hours	36 hours
More than 16 - 48 hours	72 hours
More than 48 hours	100 hours

You can access up to 36 hours of subsidised childcare per fortnight if your only activity is either:

- volunteering
- actively looking for work.

To access this amount, you must spend a minimum of 8 hours each fortnight doing the activity.

#### Recognised activities

Families need to do a recognised activity to get Child Care Subsidy.

Recognised activities can include any of the following:

- paid work including being self employed
- paid or unpaid leave, including -paid or unpaid parental or maternity leave
- unpaid work in a family business
- unpaid work experience or unpaid internship
- actively setting up a business.

They can also include any of these:

- doing an approved course of education or study
- doing training to improve work skills or employment prospects
- actively looking for work
- Volunteering
- other activities on a case-by-case basis.

Services Australia will only recognise some of these activities for a certain amount of time.

For example:

- periods of unpaid leave for up to 6 months, this doesn't apply to unpaid parental leave
- setting up a business for 6 months out of every 12 months.
- If you're setting up a business and then start working in the business, you need to update your activity details. You need to update your activity from setting up a business to paid work.



## Parental or maternity leave

Services Australia will count any paid or unpaid parental and maternity leave you take. This will continue to count this as long as you're expected to return to work after your leave ends. When including this as a recognised activity you should provide the hours you worked before you started your leave.

## 3. The Service Type

The Child Care Subsidy (CCS) cap amount that will be applied to your account will be determined by the service Type your child attends. There is a different rate for Long Day care Centres and Family Day Care. These caps place an upper limit on the amount of Child Care Subsidy the Australian Government will provide. The rate cap will be used, in combination with family's income and level of activity to calculate the amount of subsidy a family is entitled to receive.

Where a child care service charges less than the hourly cap, families will receive their applicable percentage of the actual fee charged. Where a service charges more than the relevant cap, families will receive their applicable percentage of the hourly rate cap.

## Exemptions

There are exemptions to the activity test for individuals who legitimately cannot meet the activity test requirements, such as parents with disability and carers.

Families who do not meet and are not exempt from the activity test and have a preschool aged child who attends preschool at a centre based day care service may be entitled to 36 hours of subsidised care per fortnight. This only applies to the preschool aged child/ren in the family.

To receive this entitlement, the child needs to be in the year two years before grade one of school (based on information provided in the family's claim) and attending an appropriate preschool program at a centre-based day care service (as reported by the family's child care service). <https://www.servicesaustralia.gov.au/exemptions-for-child-care-subsidy?context=41186>

## Complying Written Agreement (CWA)



A Complying Written Arrangement (CWA) is an ongoing agreement between an Early Childhood Education Centre service provider and a Parent/Guardian, to provide care in return for fees. The CWA must contain a minimum amount of information as defined by the Government.

Service providers are required to have a CWA in place for each child in their care, as set out in subsection 200B (3) of the Family Assistance Administration Act.

The CWA needs to include all of the following (in accordance with subsection 200B (3) of the Family Assistance Administration Act):

- The names and contact details of the parties to the arrangement
- The date the arrangement was entered into
- The name and date of birth of the child to whom sessions of care are proposed to be provided
- Whether care will be provided on a routine basis under the arrangement, and if so:
  - details about the days on which sessions of care will usually be provided; and
  - usual start and end times for these sessions of care
- Whether care may be provided on a casual or flexible basis under the arrangement (either in addition to, or instead of, being provided on a routine basis)
- Details about fees proposed to be charged to the individual for the sessions of care provided under the arrangement, which can be detailed by reference to other material (such as a fee schedule or information available on a website maintained by the provider) that the parties expressly understand may vary from time to time.

## Who needs a CWA?

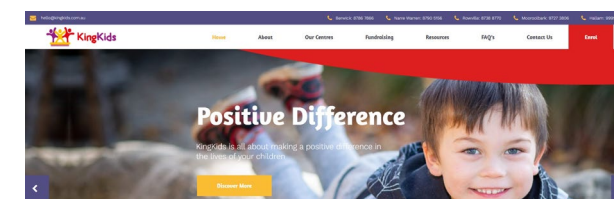
A CWA is required for all families that are attending KingKids. The CWA Agreement must be signed before a child can commence care at one of our services and must be re signed with any changes to permanent bookings.

For more information please go to the following website: <https://childcarealliance.org.au/blog/130-is-your-eccec-service-cwa-compliant>

## How to Enrol your child to care at KingKids

*The handy guides that make enrolling simple.*

1. Go to our website: [www.kingkids.com.au](http://www.kingkids.com.au)
2. Click on the **ENROL** button. This will then take you to an external page.



3. If you are a current family, log in with your family lounge details.

If you are a new family to KingKids, press on the **'REGISTER'** button.

## New Families:

- 1) Once you have clicked on the **REGISTER** button, enter your details accordingly.
- 2) You will then get an **email** to complete registration & set up a password.
- 3) In the email, click on the **COMPLETE REGISTRATION** button.
- 4) You will be asked to create a password, which you will have to confirm also. Click to agree to the terms & conditions & then press on the **COMPLETE REGISTRATION** button.
- 5) Your registration will now be complete, you can now press the **SIGN IN** button.
- 6) Enter your registration details & press the **SIGN IN** button.
- 7) As soon as you sign in, you will have a box that says **STEP 2. EDIT CONTACT** which will be for you to add in all your details (you can add another user/ additional contact later in the process). Once your details have all been entered, press **SAVE & NEXT**.
- 8) The next box to come up will be **STEP 3. ADD CHILD DETAILS** fill out all the details of your child you are enrolling into the KingKids service (you can add additional children later in the process).

- 9) Once all the details are entered, press **REGISTER ACCOUNT WITH NO WAITLIST**.

- 10) You will then be taken to the main screen for your account.

- 11) At the bottom of the screen is the section labelled **BOOKING REQUESTS**. This is where you will add your request for the days you are enrolling your child for. Press on **NEW REQUEST**.

- 12) A box will appear on your screen called **ADD WAITLIST DETAILS**. Enter the waitlist details accordingly, ensuring that you select the service you are applying for. Once all details have been entered, press **SAVE**.



- 13) Your request will now be under the **BOOKING REQUEST** section, in which you will get an email to notify you that the waitlist request has been successfully sent through to the service. You won't be able to proceed any further until the service sends you an offer for your request.
- 14) Once the service has looked at your request & checked this against their availabilities, then an offer will be sent to you.
- 15) You will receive a **LETTER OF OFFER** email. In this email will be a **LOG IN** link which will take you to an external page.
- 16) Press **PARENT SIGN IN**, enter your log in details & then press the **SIGN IN** button.
- 17) Under the **OFFER** section, press on the **VIEW OFFER** button.
- 18) A box will appear on your screen in which you have the option to accept/decline/decline & change. If everything is correct with your request, press on **ACCEPT**.
- 19) Your booking will now be accepted but will not be finalised until the next steps are completed.
- 20) Still in the same box that is on your screen, press on **FINISH ENROLMENT** to take you to your child's enrolment form.
- 21) Enter all your child's details, ensuring you thoroughly read through each & every question accordingly. Once everything is entered, press on the **SUBMIT** button to the left of the screen. Your enrolment form will not submit if you have missed any sections marked with a red asterix \*. You will need to complete all these sections before being able to submit.
- 22) Your enrolment is now successfully submitted. You will be contacted for the next process in the orientation period & then starting your child's early learning journey with KingKids.

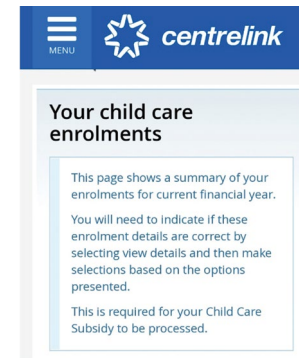
*Current Families:*

- 1) At the bottom of the screen is the section labelled **BOOKING REQUESTS**. This is where you will add your request for the days you are enrolling your child for. Press on **NEW REQUEST**.
- 2) Your request will now be under the **BOOKING REQUEST** section, in which you will get an email to notify you that the waitlist request has been successfully sent through to the service. You won't be able to proceed any further until the service sends you an offer for your request.
- 3) Once the service has looked at your request & checked this against their availabilities, then an offer will be sent to you.
- 4) You will receive a **LETTER OF OFFER** email. In this email will be a **LOG IN** link which will take you to an external page.
- 5) Press **PARENT SIGN IN**, enter your log in details & then press the **SIGN IN** button.
- 6) Under the **OFFER** section, press on the **VIEW OFFER** button.
- 7) A box will appear on your screen in which you have the option to accept/decline/decline & change. If everything is correct with your request, press on **ACCEPT**.
- 8) Your booking will now be accepted but will not be finalised until the next steps are completed.
- 9) Still in the same box that is on your screen, press on **FINISH ENROLMENT** to take you to your child's enrolment form.
- 10) Enter all your child's details, ensuring you thoroughly read through each & every question accordingly. Once everything is entered, press on the **SUBMIT** button to the left of the screen. Your enrolment form will not submit if you have missed any sections marked with a red asterix \*. You will need to complete all these sections before being able to submit.
- 11) Your enrolment is now successfully submitted. You will be contacted for the next process in the orientation period & then starting your child's early learning journey with KingKids.

## How to enrol for Child Care Subsidy at Centrelink

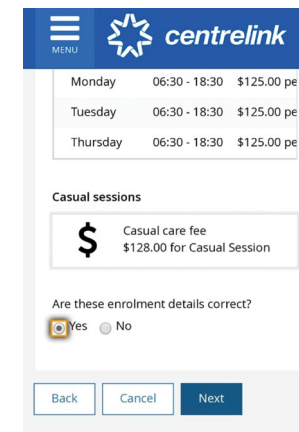
*The handy guide on how to get the Child Care Subsidy from Centrelink.*

1. Log into your "MyGov" account; click on the "Centrelink" selection under "Your Services".

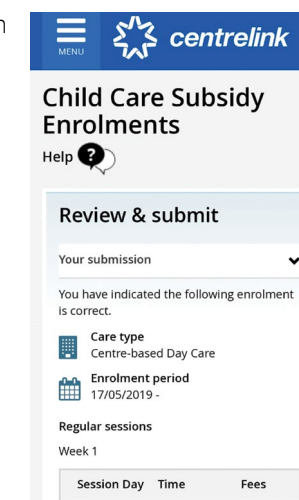


Scroll down to "Outstanding Tasks" and select the confirmation of enrolment for KingKids.

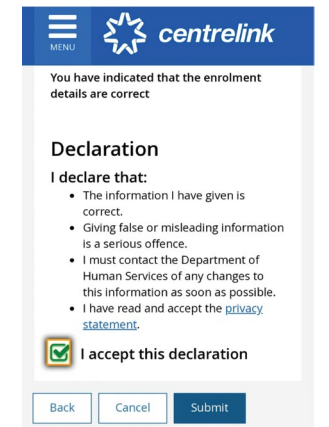
2. Scroll through the information listed to ensure the enrolment details are correct. If they are correct, click "Yes" and "Next". If they are incorrect, follow the prompts.



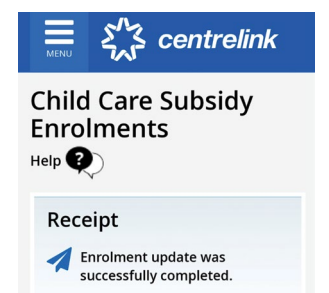
3. Review the information listed is correct before confirming.



4. Declare the information is correct by clicking on the "I accept this declaration box", you will not be able to move forward until the box is ticked. Press "Submit".



5. When you receive the "Receipt" page, your enrolment has been successfully completed and your CCS should be finalised ready for your child's enrolment.





## How to obtain your child's Immunisation History Statement

*The handy guide on how to get that very important statement.*

1. Download the 'EXPRESS PLUS MEDICARE' app from the Apple (App Store) or Android (Google Play Store).
2. Open the app & select 'SIGN IN'.



3. Enter your pin. If you do not have a pin for the app, you can create one by either going through 'RESET PIN' & follow the prompts (you will need your myGov username, password & secret question).

4. Select 'IMMUNISATION' from the 'SERVICES' menu.
5. Select the name you wish to obtain the statement for (everyone who is on your Medicare card will be shown here).
6. Read the terms & conditions & select 'ACCEPT'.
7. The selected immunisation statement will show as below. To forward this via email, select the icon in the top right corner.



8. Select 'MAIL' & forward it to your centres email (which can be found on the reverse cover of this booklet or at www.kingkids.com.au) or print and hand to management.

## Parent/Guardian Policy Declaration & Acknowledgment

Please tear out this form and return it back to your KingKids centre at time of enrolment.

By signing below, you acknowledge you have read and accepted the below listed KingKids Policies and Procedures and adhere to them at all times while your child/ren are enrolled at KingKids Early Learning Centres & Kindergartens.

**Document: KingKids - Family Handbook**

**Document Version:** Version 3

**Date of Document Provided:** February 2023

Important policies to view include:	Page
• Authorised Nominees	7
• Medical Information	7
• Immunisation History Statement	7
• Partnerships with Families	12
• Medication	13
• Fees	16
• Ceasing Care	16

Name: \_\_\_\_\_ Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Document: KingKids - Parent Code of Conduct**

**Document Version:**

**Date of Document Provided:**

Name: \_\_\_\_\_ Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

If at anytime you would like to view the "KingKids Policies and Procedures" for further clarification or information on our policies, please see your Centre Management.

**Office Use Only:**

Centre Director signed: \_\_\_\_\_

Assistant Centre Director signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## KingKids

It is our belief that children have the right to learn, develop and grow in a stimulating and fun environment that is secure, welcoming and nurturing.

*It is an honour and privilege to be entrusted to care for your child and to nurture them at this precious and formative stage of their life.*

*Our team is dedicated to providing the very best in early learning and tender love and care so that you can feel confident in entrusting your child with us.*

*We look forward to getting to know your child and you over the coming months and years.*

*Warm regards*

*Jo MacKenzie-King*

**Jo MacKenzie-King**



Simply the best! Amazing Educators that are so passionate and dedicated to our children's development & provide such a warm caring environment.

- Carly

*This page has been left blank intentionally*







#### **KINGKIDS BENTLEIGH**

58 Patterson Rd, Bentleigh, 3204

**ph:** (03) 7068 7866

**e:** bentleigh@kingkids.com.au

#### **KINGKIDS BERWICK**

61 - 67 Golf Links Rd, Berwick 3806

**ph:** (03) 8786 7866

**e:** berwick@kingkids.com.au

#### **KINGKIDS HALLAM**

208 Princes Hwy, Hallam, 3803

**ph:** (03) 9999 7930

**e:** Hallam@kingkids.com.au

#### **KINGKIDS NARRE WARREN**

159 - 167 Fleetwood Dve, Narre Warren 3805

**ph:** (03) 8790 5156

**e:** narrewarren@kingkids.com.au

#### **KINGKIDS ROWVILLE**

1165 Stud Rd, Rowville 3178

**ph:** (03) 8738 8770

**e:** rowville@kingkids.com.au

**[www.kingkids.com.au](http://www.kingkids.com.au)**