



Family Handbook

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Welcome to Quest Early Learning!

Quest Early Learning provides the highest quality of care for all children by ensuring that we build strong partnerships between the service, our educators and our families. This allows us to work together to maintain open communication and achieve the best possible outcomes for our children.

Quest Early Learning provides care for children aged between 0-5years 50 weeks of the year and offers holiday care for children aged 5-12yrs 10 weeks of the year during the school holidays. Our Service has a team of 3 executive staff who all have many years of experience as centre directors and provide quality assurance oversight and assist educators to implement developmentally appropriate experiences for each individual child in a rich, play-based learning environment.

At our Service Office, we focus on primary caregiving and developing secure attachments with each and every child. Our river kinder program offered to kindy and OSHC children is a WA-first and a rich weekly experience for encouraging the children to connect with nature and embedding nature pedagogy in our learning practices.

This handbook has been created to provide your family with information about what to expect from our service and to provide confidence in our high level of care quality which is consistently delivered across all our classrooms : infant classroom, toddler classroom, pre-kindy classroom, kindy classroom (and OSHC classroom).

Company Philosophy

Quest Early Learning is proud to prioritise the value of community and community based learning recognising families as the child's first teacher. With an emphasis on the importance of family and community engagement, our Philosophy to 'CONNECT' guides our practice and is encompassed by our 7 key pillars:

Create a close attachment with the child

Offer exceeding care quality

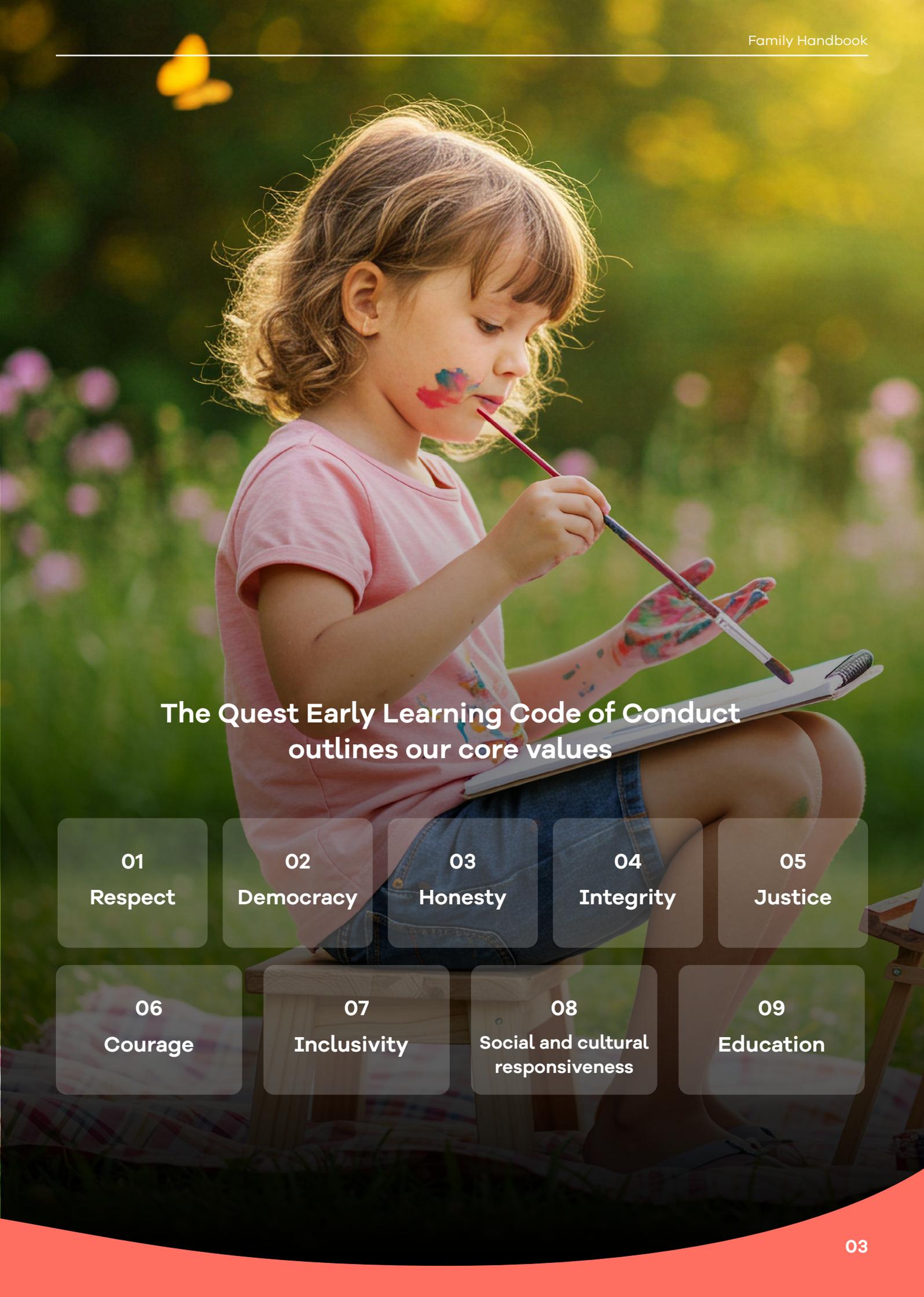
Nurture connection with nature

Network with ECE professionals and organisations

Engage with the local community

Collaborate with families

Train with industry experts



The Quest Early Learning Code of Conduct outlines our core values

01

Respect

02

Democracy

03

Honesty

04

Integrity

05

Justice

06

Courage

07

Inclusivity

08

Social and cultural
responsiveness

09

Education

Childcare Subsidy

Quest Early Learning is approved to receive Government Child Care Subsidy (CCS) payments on behalf of our families.

The CCS is available to assist families with the cost of childcare. Centrelink will assess parents' taxable income and a scale will be used to determine the amount of assistance each family will receive. The assistance is then paid directly to the childcare provider, to reduce the fees that families pay. The Child Care Subsidy is income tested but most families will be entitled to some assistance.

To claim the child care subsidy your child must be up to date with their immunisations. Information on 'who can get it, how much you can get along with how to claim' is available on the Centrelink website: <https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>

Our staff are happy to assist you in any way we can to make the process as quick and easy as possible.

Accessing our Service

Access to our Services are conducted in line with the following Priority of Access Guidelines

Priority 1: Children at risk of serious abuse or neglect.

Priority 2: Children of single parents who satisfy the work/training/study test (under section 14 of the Family Assistance Act)

Priority 3: Any other child, e.g. parent/child disability, respite, etc.

Under this guideline parents/guardians may be required to vacate or change their childcare arrangements if a family with a higher priority requires the position that you hold. Should this occur, parents/guardians will be provided with a minimum of 2 weeks' notice.

Attendance and Absence

Once a child is enrolled, fees are payable for all booked sessions of care including when a child is absent due to illness, vacation, annual holidays etc. When a child is absent for any reason families must notify the service by 10am on the day of care.

Our Educators

Our Educators have many years of experience as childcare professionals. We pride ourselves on engaging the highest calibre of educators within the sector. Prior to becoming an educator with Quest Early Learning, all educators are required to:

- Obtain a national police clearance
- Hold a Western Australian Working with Children Check card
- Undergo a rigorous interview process and provide a minimum of 2 references
- Undergo induction training which involves a full orientation process and circle of security training
- Hold a current first aid, asthma, and anaphylaxis management training certificate
- Update their child protection, food safety, SIDS and allergens training and provide evidence of competency
- Complete mandatory reporter training

Our executive team ensure ongoing compliance with all education and Care Services National (WA) Laws, Regulations and the benchmark standard (The National Quality Standard). They also monitor compliance with:

- Family Assistance Law Act
- Childcare Provider Handbook
- Staying Healthy: Preventing Infectious Disease in Early Childhood Education and Care services
- Control of communicable Diseases Manual
- Australian Standard AS 2130 for Cots
- Red Nose Safe Sleep guidelines
- Food Standards Australia New Zealand
- Early Childhood Australia Code of Ethics
- United Nations Convention on the Rights of the Child
- An approved learning framework



The Educational Program

Our Educators provide a curriculum which is based on an approved learning framework. The relevant approved learning frameworks in Western Australia are:

01 The Early Years Learning Framework

02 The WA Kindergarten Curriculum Guidelines

03 My Time, Our Place

Each curriculum framework supports a play-based approach to learning and development and takes into account each child's family and cultural background, personal interests and current knowledge. Each curriculum framework is underpinned by the same Principles and Practices, and all three frameworks determine children's learning and development across 5 key Learning Outcomes:

Outcome 1:

Children have a strong sense of identity

- Children feel safe, secure, and supported
- Children develop their emerging autonomy, inter-dependence, resilience and sense of agency
- Children develop knowledgeable and confident self identities
- Children learn to interact in relation to others with care, empathy and respect

Outcome 2:

Children are connected with and contribute to their world

- Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
- Children respond to diversity with respect
- Children become aware of fairness
- Children become socially responsible and show respect for the environment

Outcome 3:

Children have a strong sense of wellbeing

- Children become strong in their social and emotional wellbeing
- Children take increasing responsibility for their own health and physical wellbeing

Outcome 4:

Children are confident and involved learners

- Children develop dispositions for learning such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity
- Children develop a range of skills and processes such as problem solving, enquiry, experimentation, hypothesising, researching and investigating
- Children transfer and adapt what they have learned from one context to another
- Children resource their own learning through connecting with people, place, technologies and natural and processed materials

Outcome 5:

Children are effective communicators

- Children interact verbally and non-verbally with others for a range of purposes
- Children engage with a range of texts and gain meaning from these texts
- Children express ideas and make meaning using a range of media
- Children begin to understand how symbols and pattern systems work
- Children use information and communication technologies to access information, investigate ideas and represent their thinking

Your child's program will be readily available to you at all times and we appreciate your contributions into the educational program, including information about your child's home life and routine. Our services uses Storypark to communicate each child's learning experiences with parents. We are available to provide your family with pamphlets and flyers for specialist support agencies e.g. speech therapy, occupational therapy etc. and it is always your decision whether you wish to follow this up if a recommendation is made. Our educators will continuously provide you with information about your child's current interests, progress, learning and development.

Those First Two Weeks

Scan the QR code to
get two weeks free



The introduction into a new early learning setting can be difficult for both children and parents. Each child's sense of belonging and their need to feel safe and secure is a priority for our educators when welcoming new children into the learning environment. It is recognised that families' needs will vary greatly; during the orientation period we will endeavour to meet your family's individual needs by asking questions, gaining an understanding of your child's home routine and seeking to understand your hopes and expectations for your child's development.

The following outlines some helpful hints for parents settling their child into a new education and care program:

01

Make sure you familiarise your child with the environment and the people in the environment (children and adults) by visiting for a tour before commencing care.

02

Upon commencement, begin with shorter sessions of care which will help your child gain trust.

03

Provide a favourite toy, blanket or comforter to support your child when they are separating from you or settling to sleep. This can help your child feel more secure.

04

Your child will be reassured when they see positive interactions between their educator and parent or other children and this will help them to establish trust in an unfamiliar setting.

05

Try to talk at home about the education and care service. Mention the name of the child's educator and other children. Talk about the things the child will be able to do in the service that are fun and enjoyable.

06

Talk to your educator about your child, for example, what they like to do; successful ways of settling them to sleep; foods they like and dislike and so on. This helps the educator to get to know your child.

07

When leaving your child it is best to make sure you say goodbye and then leave. Hesitating and not going after you have said your goodbyes only confuses them, especially if they are upset. Reassure your child that everything is alright and you will return later. This can help them to settle.

08

It sometimes helps to establish a routine when leaving. For example, giving your child a cuddle and then passing them to your educator, or sitting down with them to read a book or for a short play before leaving.

01

A change of clothing that is weather appropriate (children toilet training will require extra changes)



02

A full brimmed wide hat



What to Bring

03

A security item for rest time (if applicable)

04

A labelled drink bottle



05

A packed lunch for OSHC children attending for school holiday program



Birthdays

Your child's birthday is a special event in his/her life. To celebrate your child's birthday, you are welcome to bring a cake as long as it is in the original package with the ingredients clearly listed so that we can check for allergies. Please check with your child's educator prior to the birthday to ensure your plan is suitable for all children, including those who may have allergies or special dietary requirements.

Clothing

Parents are advised to send their children to care in comfortable, inexpensive clothing. The children need to be able to move around during play and should be unimpaired by clothing. While paint, glue etc. will come out in the wash, accidents do happen so please don't send your child in expensive or designer clothing. Young children enjoy and need "messy" play with paint, clay, sand, water and mud.

Please supply at least one change of clothing and underwear (for those children out of nappies) in case of accidents. Toddlers should have about three complete changes of clothing and plenty of training pants. Please label your child's clothing and replace name tags if they fade in the wash. Ensure clothing is suitable for the weather.

Clothing Safety

Please do not dress your child in clothing with cords e.g. shorts, hats, as these have the potential to become caught on equipment and may cause serious harm to your child.

Belongings

Please ensure all belongings are clearly labelled including dummies, clothes etc. Parent cooperation in labelling assists us in keeping your child's belongings together.

Rest and sleep

Rest time routine varies according to individual needs. We aim to make rest time a relaxed, pleasant time for all children. Your child may wish to bring a security item, pillow or blanket to have at rest time. Please feel free to discuss your child's rest needs with your educator.

Court Orders

Parents must notify Quest Early Learning if there are any Court Orders in place for their child and if so a copy must be provided to the Service.

Arrival & Departure

All children must be signed in on arrival and signed out on departure. No child will be allowed to leave the service with a person who is not stated on the enrolment form, unless prior arrangements are made with the service and written authorisation is provided by the enrolling parent or authorised nominee on the child's enrolment form.

Health & Safety

Quest Early Learning provides a safe learning environment for children, educators and families. Policies are in place in relation to nutrition, hygiene, medication and infectious diseases. Please inform the service on your enrolment form if your child has an allergy or has been diagnosed with anaphylaxis.

Illness

Children with contagious illnesses must be kept at home. No child will be permitted in the service with obvious signs of any contagious infection or illness. Please refer to the Control of Communicable Diseases Manual and the Quest Early Learning Infectious Diseases Policy for further information on the incubation periods, symptoms and exclusion periods of such diseases.

Medication

Educators will be able to administer medication to children who are recovering from illness if a medication form has been completed and signed by parents before the medication is given. The centre manager can assist you to complete the form and sign your child's medication into the service prior to the session of care.

Medication must be in date, in its original container with the original label, have the child's name on the label, and have any instructions about the medication (including those from a GP) attached to the



medication. Medication must be handed to the centre manager or responsible person for appropriate storage. Please DO NOT leave medication in your child's bag.

Any child who has commenced an antibiotic must not attend the Service for 24 hours from commencement.

Medical Conditions Including Asthma and Anaphylaxis

It is important that parents advise the service of any diagnosed medical conditions their child may have. It is Service policy that a copy of any relevant Medical Management Plan from the family doctor be provided to the Service and that a Risk Minimisation Plan is then developed in consultation with the family and Service.

The Medical Management Plan must include a photo of your child, state what triggers the medical condition, what first aid is needed, contact details for the doctor who signed the plan and state when the Plan should be reviewed. This must be completed and returned before enrolment commences.

Parents are responsible for updating their child's Medical Management Plan or providing a new Plan when necessary.

Sun Protection

Children are required to wear sun safe clothing that covers as much of the skin as possible when outdoors. Please dress your child in clothing that will protect them from the sun. The most suitable hat is one which shades the ears and neck, as research is showing a high incidence of skin cancer on people's ears.

Accidents & Illness

The centre manager will contact you immediately if a child is involved in a serious accident or illness at the service. As a matter of extreme importance parents must ensure that the service has up to date emergency contact numbers. An incident report will be filled out for all accidents, injuries and illnesses. This will contain details of the accident/injury/illness, any first aid that was administered, and be signed by your educator and must be signed by you on your arrival.

Hours of Operation

Quest Early Learning is open **Monday to Friday 7:30am to 5:30pm** for 50 weeks of the year, closing only over the Christmas/New Year period. Families are not required to pay any child care fees when the service is closed.

Emergency Drills

Throughout the year, we will hold emergency drills at a minimum of every 3 months which occur at any given time throughout the day. These are carried out in a well-organised and orderly manner. Your educator will be trained in using the fire extinguishers that are in each classroom.

Workplace Health & Safety Feedback

We welcome all feedback regarding the safety of our service and classrooms. If you see something that concerns you regarding safe work practices, the safety of the environment, equipment or general health and safety, please notify us immediately.

Special Events

In addition to excursions and planned events, Quest Early Learning offers a variety of activities which families are welcome to attend, including picnics, playgroups, birthday celebrations and more. We also provide ample notice of special events which will occur throughout the year.

Currently, the service offers a weekly play group which is endorsed by Play Matters Australia each Tuesday between 9:30am and 10:30am. Families are welcome to bring along some light snacks to enjoy with their child during socialisation. This is a fantastic opportunity to learn more about attachment and build connection with other caregivers in the local community.

We also hold weekly Hey Dee Ho song and dance incursions each Thursday between 9:30am and 10:30am which are open to the broader community. Please head to our website if you would like to attend either incursion - click on the QR code to reserve your free place. Numbers are capped so bookings are essential.

Parent Suggestions

Parents are welcome to provide feedback to the service manager at any time. If you have any suggestions or ideas about how we can improve our service to children, families and the local community, please let us know.

Grievances, Complaints & Feedback

If you are not satisfied with the level of education and care provided by one of our educators our centre manager and Approved Provider are available to assist. First discuss any issues with your educator and if you are not able to resolve your concerns please contact the centre manager. If you are still unsatisfied, please email the Approved Provider at admin@questearlylearning.com.au for a resolution. If a grievance is formally raised with the Service, our Service will be guided by the Quest Early Learning Grievance Procedure which is available in the Policies and Procedures Manual. Please remember that we always welcome your feedback, either positive or constructive, as it helps support our journey of continuous improvement and ongoing quality assurance.



Conclusion

We so look forward to welcoming your family and child to Quest Early Learning and we can't wait to work alongside you in your child's ongoing learning journey!

Helpful Contacts

Department of Local Government and Communities

Education and Care Regulatory Unit
Boorloo Campus, Level 7, 130 Stirling Street, Perth WA 6000
Phone (08) 6551 8333 or free call 1800 199 383
ecru@communities.wa.gov.au

Department of Human Services

13 61 50
www.humanservices.gov.au

Australian Children's Education and Care Quality Authority

1300 422 327
www.acequa.gov.au

Additional Questions

If you have any other questions in relation to this Family Handbook please contact us at admin@questearlylearning.com.au and one of our friendly Service staff will assist with your enquiry.



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