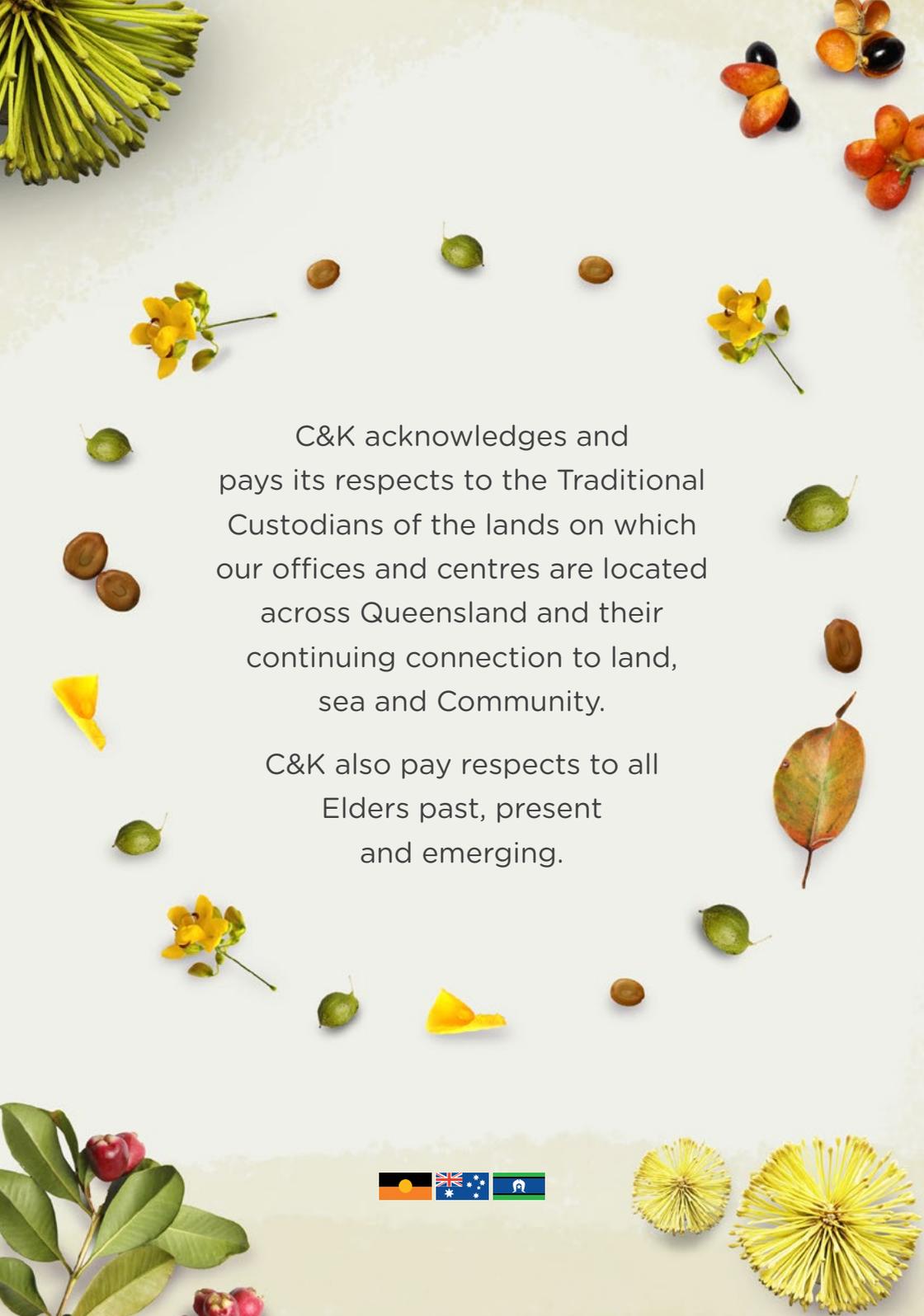


C&K Family Handbook



A decorative border of various natural elements surrounds the text. In the top left is a large green pom-pom flower. In the top right are clusters of orange and black berries. Scattered throughout are small yellow flowers, green and brown seeds, and a single brown leaf. In the bottom left is a branch with green leaves and red berries. In the bottom right are two large yellow pom-pom flowers.

C&K acknowledges and
pays its respects to the Traditional
Custodians of the lands on which
our offices and centres are located
across Queensland and their
continuing connection to land,
sea and Community.

C&K also pay respects to all
Elders past, present
and emerging.



Honouring First Nations Peoples

C&K premises and early childhood centres are located on lands where Australia's First Nations Peoples have been teaching and learning ways of belonging, being and becoming for more than 65,000 years.

Our learning communities have been shaped, and will continue to be shaped, by the influences of Aboriginal and Torres Strait Islander cultures, wisdoms, and knowledges.

Honouring First Nations Peoples' histories, perspectives, and continuing connections to land, sea and sky in all our programs, deepens everyone's learning. It is a great privilege to learn from, and with, the oldest living and thriving cultures on Earth and walk together to a better future for all.

We carefully work with our curriculum to promote fairness, empowerment and respect, with teachers/educators embedding First Nations Peoples perspectives throughout what we do.

“Honouring our past, to teach our present, to create our future”

Trisha Schuh: Napranum Early Childhood Centre





Contents



Welcome to C&K	2
Section 1: Enrolling and starting with your C&K centre	4
Section 2: A place where your child is happy, healthy and safe	11
Section 3: Our program	31
Section 4: Embracing diversity	35
Section 5: Transitions	37
Section 6: Our commitment to quality	41
Section 7: Staying connected	44



CEO Welcome

Welcome to the C&K community.

We are thrilled you have chosen C&K to educate and care for your child.

Fostering a love of learning and encouraging children to be curious is at the heart of our philosophy.

In the first five years, children learn more quickly than at any other stage of their life. Our highly qualified and caring teachers and educators will guide your child on their learning journey through our curriculum approach, unique to C&K.

This Family Handbook will give you an insight into the kinds of experiences your child will have at C&K and what to expect along the way. Your centre Director remains the first port of call for any questions you may have. C&K has more than 345 kindergartens and childcares around Queensland and one feature that is common to all, is the sense of community.

We share lots of great tips, stories and information relating to early childhood learning on our C&K social networks.

We invite you to join us online: [Facebook](#) | [Instagram](#) and share how you [#LoveCandK](#).

We welcome your family to the C&K community, and we look forward to getting to know you in this exciting and important stage of your child's learning journey.



Jane Bourne

Chief Executive Officer





Our purpose

To nurture and inspire children to succeed in an ever-changing world.

Our vision statement

Where every child flourishes.

Our values

We put children first

**We work with
integrity**

**We respect
each other**

**We strive for
excellence in
everything we do**



Section 1

Enrolling and starting with your C&K centre

Thank you for choosing to enrol your child at a C&K centre. Your centre Director will organise orientation activities, so you and your child can become familiar with your centre. This is a great opportunity for you to ask lots of questions, and to find out where everything is located and for us to learn more about you, your child and your family.

Keeping children safe during COVID-19

C&K is committed to supporting the health and wellbeing of everyone sharing our early childhood environment and ensuring children have a positive early education and care experience.

The **C&K COVID-19 Commitment Statement** builds on our already robust approach to providing a safe and healthy environment. It includes guidelines that need to be followed around hygiene, cleaning, attending your centre, drop-offs and pick-ups, social distancing and how we will communicate with you.

Before your child starts

When possible, take the opportunity to spend some time with us before your child starts. This may be one visit or several visits over a few weeks. Meet your child's teachers/educators, explore play areas and observe the C&K learning program in action. This will support both you and your child to feel more confident on your child's first day. Please speak to your centre about specific orientation activities.

In the lead up to your child's first day, take time to talk with them about what their first day will be like; discuss what they will bring with them, the people who will be looking after them, the children they will play with, and the experiences they will engage in. Remind your child of what they saw when they visited the centre, the locker for their bag, the toilets, and the play areas.



Why I love C&K

I love going
to here cause
I love the
sandpit.
- Daniel, 4

I love home
corner; I cook.
- Lucia, 4

The first day

You and your child may be a bit nervous about the first day, which is completely normal. Your child's teachers/educators will be on hand to support you both as you start this new journey together.

These tips will help make the first day as smooth as possible:

- All children are different; some will bound off and join other children as soon as they arrive, and others will require a bit more time to feel comfortable, so give yourselves plenty of time to settle in on that first day
- Your child may become upset with a few tears. Reassure them that you will be returning later that day, and feel confident knowing our experienced and caring teachers/educators will make your child feel safe, secure and comfortable
- Make sure your child knows where their belongings are – let them help put their bag away and involve children in unpacking their bags -i.e. putting food in fridge
- Call at any time to see how your child is going

What to bring

Every day, please bring a bag with all items labelled, containing the following:

- Spare clothing (learning can get messy sometimes)
- Sheet or cot sheet (if not provided)
- Wide-brimmed/ legionnaires hat
- Nutritious food for the day
- Water bottle
- Milk bottles and nappies for the day (if applicable)
- Medication/equipment (as required, if your child has a diagnosed medical condition)



When you arrive:



Please take the time to read the full centre drop off and pick up routines as described in the

C&K COVID-19 Commitment Statement.

In summary:

- Do not administer fever-reducing medication to your child prior to arrival
- At sign-in, confirm that your child has not been unwell prior to arrival, or had a temperature above 38 degrees in the past 24 hours
- Wash your and your child's hands at the nearest hand basin, or use the hand sanitiser provided
- Practise social distancing when at the centre
- Immediately notify your centre Director if your child/family is being tested for COVID-19, awaiting results of a COVID-19 test, and/or received any direction to self-isolate
- Follow C&K health and hygiene procedures
- Support your child's transition by establishing an arrival routine. Reading a book they enjoy or doing a fun activity together can help them settle in
- Sign your child in
- Help your child to put their bag in their locker or on their hook
- Put your child's food in the fridge (if applicable). If your child's food is in an insulated container, please remove food from the container before placing it in the fridge so the food remains at a safe temperature
- If you haven't applied sunscreen at home, please apply sunscreen and record this on the sunscreen register. We will encourage your child to play in the shade for the first 20 minutes
- Share any news or important information with teachers/educators - for example, did your child have a restless night's sleep?
- To help your child settle in, you may like to read a book, push them on the swing or another activity you enjoy together
- Say goodbye and let your child know when you will be returning

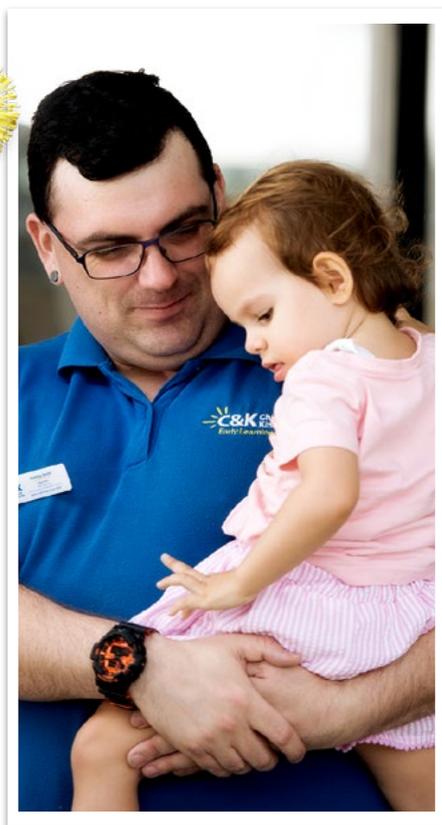


When collecting your child:

Please take the time to read the full centre drop off and pickup routines as described in the **C&K COVID-19 Commitment Statement.**

In summary:

- Practise social distancing when at the centre
- Collect your child promptly if they become unwell



- Sign your child out
- Find out about your child's day - talk with teachers etc and read through the Teaching and Learning journal, your child's Storypark account, and other documentation
- Collect your child's belongings
- Wash your hands and your child's hands

Helping maintain a safe, healthy environment for all



To support our commitment to the happiness, health and safety of all children, teachers/educators and visitors, we ask that you follow displayed health and safety posters and the **C&K COVID-19 Commitment Statement guidelines**. Arrival and departure routines may change according to Government advice.

No one can enter a C&K centre if they:

- Are unwell
- Have had an ongoing fever over 38 degrees in the past 24 hours
- Have a cough or breathing difficulties (except those with a known respiratory condition)
- Have a sore throat
- Have returned from overseas and interstate travel within the last 14 days
- Have been directed by a doctor or Queensland Public Health to self-isolate
- Have been in contact with a person who is or recently has been a confirmed case of COVID-19
- Are waiting for COVID-19 test results



Helping maintain a safe, healthy environment for all (continued)

- Make sure your child's bag and all recycled materials you gift to the centre (such as cardboard boxes, toys, and egg cartons) are checked, and items removed that could potentially harm a child, such as plastic bags, batteries, sharp items and medication
- Do not bring any item into the centre that contains button batteries or magnets such as electronic toys, children's watches or shoes with flashing lights
- Smoking is banned at early childhood education and care centres and for 5 metres beyond their boundaries
- Follow all health and safety instructions displayed at the centre
- Do not leave any children unattended in your vehicle or the car park when dropping off and collecting your child
- Use extreme caution when entering and exiting C&K car parks
- Close all gates and doors as you enter/exit rooms, buildings, and playgrounds; only open the centre gate for your own child
- If your centre has an electronic sign-in/out system, you set your own PIN. Do not share this PIN with anyone – always keep it confidential
- Advise your centre immediately if you or your emergency contact's details have changed
- Advise your centre immediately if your child receives a new medical or additional needs diagnosis





Section 2

A place where your child is happy, healthy and safe

Our highest priority is to ensure your C&K centre is a place where you and your child feel happy, healthy and safe. We achieve this through the use of inclusive educational strategies, the employment of high-quality teachers/educators, the provision of natural play spaces, and by maintaining high standards and hygiene.

The Centre Leadership Team

The Nominated Supervisor (usually the centre Director) is responsible for the overall operations at the centre, including the education program, staff management, and compliance with regulations and C&K policies and procedures.

The C&K Educational Leader provides curriculum direction and guidance to all teachers/educators at your child's centre. For more details regarding this role, please approach the Educational Leader at your centre or visit www.acecqa.gov.au/resources/educational-leadership.

At C&K childcare centres, the Educational Leadership Team will guide and support teachers/educators to implement the C&K Birth to Three Approach.

Designated Supervisors (sometimes called 'Responsible Persons') are teachers/educators with appropriate experience and qualifications. These teachers/educators can be placed 'in charge' when the Nominated Supervisor/Director is not at the centre.



Quality teachers/educators

Qualified teachers/educators and employees work together at your centre to provide your child with a high-quality, play-based early education program.

Relationships are key to children's wellbeing and learning, and the C&K Birth to Three approach focuses on the relationship between your child and a consistent teacher/educator.

All our teachers/educators hold or are studying towards appropriate qualifications and requirements for their positions, including First Aid, CPR, and asthma and anaphylaxis management. C&K goes above and beyond the national regulations, requiring all teachers/educators to be re-certified in asthma and anaphylaxis management every 12 months. You can feel assured they will be ready to act in the event of an injury or medical emergency. We also have a pool of regular relief teachers/educators for times when our teachers/educators are out of the centre for professional learning opportunities, holidays, or should they be unwell.





Policies ensuring your child's wellbeing and inclusion

C&K teachers/educators follow well-researched, evidence-based policies, procedures and guidelines to ensure that your child's experiences at the centre are ones that promote and enhance their safety, wellbeing, and inclusion.

C&K policies and associated documents address a broad range of issues, and we encourage you to view key policies on our website at www.candk.asn.au/policies. If you don't have access to the internet, key policies are available at your centre.

C&K policies are developed and regularly reviewed through a consultative process with input from families and teachers/educators. We encourage families to contribute to policy review by emailing us at policyfeedback@candk.asn.au or calling C&K on **3513 2597**.



Why I love C&K

I like
planting.
- Asher, 4

I like
thinking.
- Rohan, 5

Natural environments

We believe one of our most significant responsibilities is enabling children to experience, appreciate and protect nature, see the beauty in the world, and learn to be problem solvers and creative thinkers. We aim to develop your child's respect and love for the natural world so they grow up with the desire, knowledge and skills to promote action for sustainability.

At C&K, your child will learn and play in natural spaces filled with natural materials. Your child will recycle, garden, learn about their community, and may also be involved in caring for chickens, guinea pigs, or other animals. We hope you will join us on this important and exciting journey, and we encourage you to share with us what your family does to connect with and respect our natural environment.

Why I love C&K

I like
the teachers
reading
stories.
- Tom, 4

I like when
it's morning
tea.
- Lexie, 4





Positive behaviour guidance

Behaviour, like many skills, is learned and developed in social situations.

Our specially designed early childhood programs and resources enable our teachers/educators to guide and promote your child's social and emotional wellbeing. Our teachers/educators will build a relationship with your child and family to create a safe, supportive environment for learning.

Our teachers/educators will engage your child in experiences that model positive language and social behaviour. We will offer them opportunities to develop a positive self-image and understanding of others. If your child needs extra support to grow their social and emotional skills, our teaching team will respectfully work towards this goal with you and your child.

Please see our [Guiding children's behaviour procedure](#) for more information.



Why I love C&K

In the Wonder Garden I like all the trees. I love drawing and playing games.
- Ben, 4

Rest, relaxation and sleep

We understand that rest and relaxation is an important part of your child's day and the way each child 'rests' and 'relaxes' can be different. We will offer your child opportunities to relax and rest throughout the day in ways that meet their individual needs. This might include a sleep in a bed or cot, a break with a comfortable cushion to dream on, or a rest on a rug outside in the shade reading a book. Red Nose safe sleeping guidelines are consistently implemented at our centres.

Please see our **Sleep, Rest and Relaxation procedure** for more information.



Fees

When you enrol your child at C&K, you enter into a fee agreement with us. Fees must be paid in advance either fortnightly, monthly, or by the term. You can choose how you wish your fees to be paid: via direct debit through a bank account or credit card, BPay or Centrepay and the frequency of your payments when you complete your enrolment.

You may be eligible for subsidies to assist in reducing your fees, such as the Child Care Subsidy (CCS), which is available at our approved CCS childcare centres, or the Queensland Kindergarten Funding Scheme (QKFS), which applies to our kindergarten programs.

Read more information on

Child Care Subsidy:

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>

QKFS Plus Kindy Support:

<https://earlychildhood.qld.gov.au/funding-and-support/grants-tenders-and-funding/QKFS>

Please see our Fee policy for more information.





Photography, video and audio recordings

C&K uses photography, video and audio recordings to capture learning that occurs at our centres and through our online program. This content is ‘personal information’, and we manage it in accordance with our [Privacy Policy](#). We primarily use this in the delivery of our education and care programs and to keep you informed of your child’s progress. With your consent, we may also use it for other purposes like the

promotion and marketing of C&K through our website or social media.

We respect each child’s right to privacy and your right to manage personal information on their behalf. When you complete your child’s enrolment, you can consent to your child’s image being used internally and/ or externally by C&K, or you can choose not to give C&K permission to take images or recordings of your child. You may change your consent at any time by advising us in writing.

Only share photos of your own child

To keep children safe, and to respect the beliefs of all children and families, when you are at your centre or a centre event, please only share images/recordings of your own child. (This could be by email, posting on social media sites, sharing in private messaging groups and so on.)

It is important to remember that images/recordings you email, text or post on social media sites can and may be seen and used by many people. We need to treat these recordings in line with privacy laws.

Privacy

At C&K, we collect, use, share and store personal information about you and your child to provide you and your children with the highest standard of early childhood education and care. We are committed to protecting your privacy in accordance with our [Privacy Policy](#).

If you have any questions about the way we are handling your personal information, please speak with your Director or contact the C&K Privacy Officer privacy@candk.asn.au.

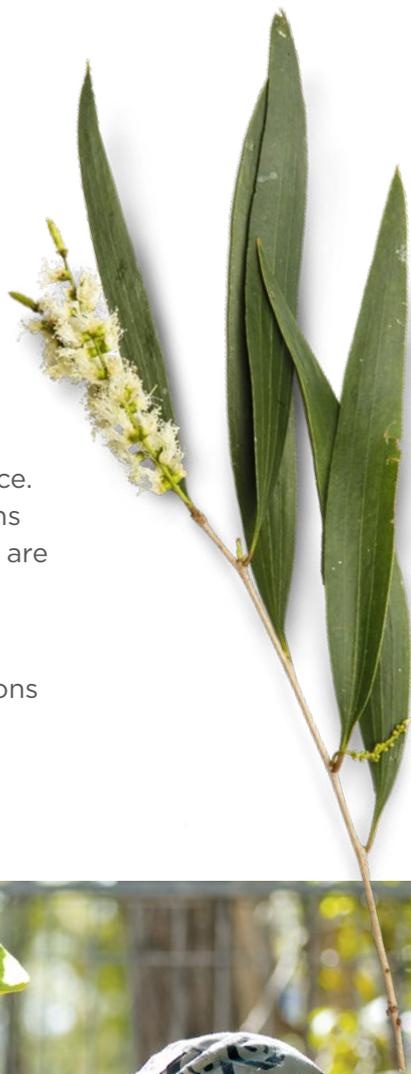


Excursions and visitors

From time to time, your child might go out into the community on an excursion. Places such as the local school, nearby nature spaces, the library or the museum provide opportunities for children with new and different experiences outside their everyday learning. Visitors may also be invited to share experiences and activities with your child. Artistic or musical performances and cultural experiences are some of the events your child may experience. We will always let you know about excursions or visitors to the centre in advance, and you are most welcome to join in the fun with us.

We encourage you to share ideas and possibilities for new adventures or suggestions as well as share your own skills and talents.

Please see our [Excursions procedures](#) for further information.



Students and volunteers

We are often asked if a student or a volunteer can work with us in our centres. We always consider the needs of the children, centre and community when reviewing such requests. When C&K hosts students and volunteers, we ensure they hold the required licences and engage them in an induction process to ensure they understand their responsibilities and obligations.

All students and volunteers are supervised and act under the guidance of teachers/educators at all times. We will advise you in advance should a student or volunteer be working in your centre.

Please see our **Volunteers, students and external contractors procedure** for more information.

Why I love C&K



You can go
on your belly
on the swing.
- Eliza, 5

Cause I like
playing with
the waffle
blocks
- Aidan, 3



Multimedia and technology

You will see a variety of approaches to integrating multimedia and technology occurring in your centre. We may use iPads, cameras, lightboxes, listening posts, interactive LCD screens or coding resources to extend and enrich your child's play. Our teachers/educators will be there when technology is used, supporting your child to be safe online.





Breastfeeding and bottle-feeding

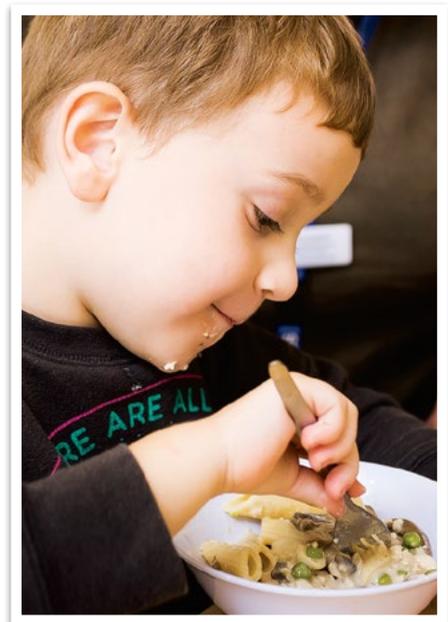
Breastfeeding and bottle feeding are welcome at all C&K centres, and we aim to provide comfortable and relaxed spaces for this to occur. When bringing any type of milk to the centre, please label all bottles with your child's name, store them immediately upon arrival in the refrigerator and complete the bottle register.



Bringing healthy meals

Healthy eating is encouraged at C&K. Your child needs healthy, nutritious food to fuel their body and mind for learning. Please discuss your child's food requirements/allergies with us when you enrol, including any cultural or religious dietary needs.

Please see our [Nutrition and Food Safety procedure](#) for more information.





A sun safe environment

Sun safety is important, and we ask that your child comes to the centre with a legionnaire-style or broad-brimmed hat each day. Apply sunscreen to your child at home or immediately upon arrival at the centre. Please record this application on the sunscreen register. Teachers/educators will re-apply sunscreen throughout the day. We encourage the wearing of sun safe clothing and sunglasses.



Please see our **Sun Safety Procedure** for more information.

Cleaning and hygiene practices

C&K centres follow thorough, best practice procedures to ensure a clean, hygienic centre is maintained for you and your child. Please support this by always washing yours and your child's hands when you arrive at and leave the centre, following the pictorial procedures displayed near all hand washing sinks. Cleaners are employed daily outside operational hours.

Please refer to the **C&K COVID-19 Commitment Statement** for further information.



Immunisation

We respect each family's decision regarding immunisation and do not exclude children based on their immunisation status. Our centres follow strict procedures relating to infection control and exclude children and teachers/educators who are diagnosed with an infectious illness.

In the event of a confirmed case of a vaccine-preventable disease, the Public Health Unit may advise that any child who is not immunised or who is not up to date in their immunisations is required to stay home (Full fees applicable).

We ask you to indicate your child's immunisation status in their enrolment booklet and provide evidence of your child's immunisation to the centre (Australian Childhood Immunisation Register Record or letter from recognised General Practitioner or immunisation nurse).

Under Australian Government legislation, your eligibility to access the Child Care Subsidy (CCS) will be affected if your child is not immunised or if their

immunisations are not up to date.

For more information, visit:

- <https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>
- <https://www.health.gov.au/health-topics/immunisation>

Due to COVID-19, the Department of Health recommends that anyone entering an early childhood centre be vaccinated against influenza (the flu).

Why I love C&K

I like exploring
in the playground
- Kate, 5

The lizards
are great
- Lara, 5





Child safety and protection

Safe, protective and healthy environments are fundamental to every child, giving them the opportunity to learn and grow to their full potential.

C&K teachers/educators advocate for and protect children's safety and wellbeing in a variety of ways, including reporting suspected cases of child abuse and completing annual child protection training as they are required under the law to report child protection concerns to the relevant authority. All C&K teachers/educators are required by law to report child protection concerns to the relevant authority.

If you would like to know more about our commitment to child protection, please ask your

centre Director or [visit the C&K website to view our key child protection policies.](#)

Illness and infectious diseases

When children play and spend time with one another regularly, illnesses and infectious diseases can occur and spread. If your child is unwell, teachers/educators will contact you to come and collect them as soon as possible.

To minimise the spread of illness, please do not bring your child to the centre when unwell or administer any fever-reducing medication to your child prior to your arrival at the centre. If your child will be absent, please notify your centre.

The table below details some common childhood illnesses and the exclusion periods recommended by the National Health and Medical Research Council that your centre will follow. You can find the full publication this table is taken from, in *Staying healthy: preventing infectious diseases in early childhood education and care services in childcare*, 5th edition at www.nhmrc.gov.au.

Common illnesses	Exclusion periods
Chickenpox	Until all blisters have dried
Conjunctivitis	Until the discharge from the eyes has stopped unless a doctor has diagnosed as non-infectious
Diarrhoea	Until there has not been a loose bowel motion for 24 hours
Fever (above 38°C)	24 hours after the fever has stopped without the administration of fever-reducing medication
Gastroenteritis - Exclusion	As advised by Queensland Health, a single case (no other cases within three days at a centre) of gastroenteritis (children and adults) should be excluded from a centre until at least 24 hrs after the symptoms have ceased. Two or more cases may indicate transmission within a centre, therefore until the cause is identified the exclusion period should be for 48 hrs after symptoms cease.
Hand, foot and mouth disease	Until all blisters have dried
Head lice	Not excluded if effective treatment begins before the next day at the centre
Human parvovirus B19 (slap cheek)	Not excluded, however, the child should stay at home until they are feeling well
Impetigo (school sores)	Until appropriate antibiotic treatment has started. Any sores on exposed skin should be covered with a watertight dressing
Influenza and influenza-like illnesses	Until child is well
Pertussis (whooping cough)	From the onset of coughing
Roseola	Not excluded, however, the child should stay at home until they are feeling well
Vomiting	Until 24 hours after vomiting has stopped

Please see our **Infectious Illness and Exclusion Procedure** for more information.

Injuries and incidents

In the event of any child-related incident:

- We will contact you for all significant incidents, and you may be asked to collect your child. Teachers/educators will continue to monitor and care for your child until they are collected
- A detailed incident record will be completed in preparation for you to review and sign at the end of your child's day. A copy can be provided if requested

- Where your child requires medical treatment beyond immediate First Aid, and we are unable to contact you, we will ensure your child is cared for and comforted. We will contact your emergency contact(s) and/or call an ambulance

It is very important to make sure your list of emergency contact(s) is always up to date.



Diverse learning needs and medical conditions

If your child has a diverse learning need or a medical condition, such as anaphylaxis, asthma, diabetes or epilepsy, you must provide us with a comprehensive current **Medical Management Plan** that is signed and dated by your child's medical practitioner. Medical Management Plan templates are available on the **C&K website**.

Before your child starts, please have a conversation with your centre about your child's needs to assist with the management of their condition or disability.

If your child requires a specialised health procedure to be undertaken at the centre, we will work with you to determine

how best to support this. Your child's commencement may need to be delayed so our teachers/educators can engage in specialised training to enable them to be capable and confident in meeting the needs of your child's diverse learning needs or medical condition.

If your child has a National Disability Insurance Scheme (NDIS) plan, you are welcome to share this with us.

If you would like some of your child's therapy delivered within the centre, please talk with the centre Director about how this may be supported in an inclusive way.

Please see our **Medical Conditions Procedure** for more information.





Medication

Your child may need medication during the times they are at their centre, even though they are well enough to attend. If this circumstance arises, please let your child's teachers/educators know when you arrive, and they will show you where the medication is to be stored, the procedure they will follow to administer it to your child, and the form you need to complete and sign. It is important that the medication is prescribed by a doctor, in date, labelled by a pharmacist with your child's name, as well as the instructions and dosage for administration.

Please see our [Medication Procedure](#) for more information.



Collection and access

When you enrol your child, we ask you to provide the name and contact details of any adults who will drop off and collect your child. If an adult arrives to collect your child, and the teacher/educator does not know who they are, they will be asked for photo identification.

This allows teachers/educators to confirm, against your child's record, that this person is someone you have authorised to pick up your child. If you need someone who is not listed and authorised in your child's record to drop off and pick up your child, please complete an **Additional Emergency Contact Form** which is available from your centre or on the C&K website.

Court orders and parenting plans

If there are any current court orders, parenting plans, directive orders, or other official documentation relating to your child, you must provide a copy to the centre upon enrolment or as soon as the documents are issued. Court orders must be stamped with an official seal.

Having copies of the documents will allow teachers/educators to respect and adhere to the requirements of the orders, including access to your child and receiving information about your child from the centre.

Please see our **Access, Arrival and Departure Procedure** and **Court Order Policy** for more information.





Section 3

Our program

A C&K inclusive educational program will honour every child's right to play, build on their existing learning from home, and provide foundations to be a successful, lifelong learner. Your C&K centre is a place where your child will belong, engage, and contribute to a community of learners. Teachers/educators are open to your child's ideas and foster their social and emotional growth and provoke their curiosity.

Your child will experience many opportunities to explore, inquire, solve problems, develop friendships, imagine, use their creativity and extend their capabilities in all curriculum areas, including language, literacy, numeracy, science and the arts.

Our inclusive education program

The C&K Curriculum Approach: *Listening and Learning Together* is implemented in all C&K kindergartens and childcare centres. The learning outcomes in our curriculum approach align with both The Early Years Framework for Australia (EYLF) and the Queensland Kindergarten Learning Guideline (QKLG).

C&K teachers/educators skilfully partner with all children and families to create caring and vibrant learning communities.

For children from birth to three, our program for infants and toddlers focuses on slowing down and being fully present with your child as they are encouraged to explore the world.

In the year before school, university-qualified early childhood teachers will guide and support your child to be a curious, capable and collaborative learner.

At C&K, we see children from birth as thinkers and theorists, rich in ideas and knowledge, as powerful learners and active citizens. Speak to your child's teacher/educator about how the C&K Curriculum Approach is embedded at your centre.

Why I love C&K

I love playing with the trucks on the hill, and going in the wonder garden to play.
- Conor, 4

I like making a big house with bricks.
- Zoe, 4

My mummy takes me there. I like to play in the sandpit.
- Mariquita, 4





What does play-based learning look like?

Learning and enrichment of play will happen in ways that are meaningful and relevant to your child. Teachers /dedicators play alongside your child to intentionally maximise learning opportunities. For example, if your child is playing in the sandpit, their teacher/educator may encourage them to draw maps in the sand and label them or measure the water levels in the dam they have built. In this example, the teacher/educator purposely supports your child's interest while exploring opportunities for literacy and numeracy development. You might also see teachers/educators supporting your child and others to set up a shop where the children can transfer

their real-life knowledge to their play and extend on their learning. This may include developing labels and signs, making money/credit cards, researching what is required for a shop, negotiating roles played by friends and solving problems.

Our teachers/educators will encourage your child to explore and investigate a range of materials and express their thinking and emerging understandings in various ways. Teachers/educators will support their curiosity and creativity and encourage them to investigate and solve problems. We will help them to capture their learning and share their thinking.

Communicating children's learning

We know how important it is to understand what your child is learning and the experiences they are engaging in. Teachers/educators will reflect on, interpret and assess children's learning experiences, while adding their professional knowledge for your child and the whole group.

Children's learning, growth, interests, ideas, investigations and achievements will be gathered and shared within the centre through print and electronic formats, such as Storypark, project books, our collaborative journals, displays and informal and formal discussions.

You will see a range of different displays and records of your child's learning throughout your centre.

We encourage you to take some time to look at the learning program and add your comments via Storypark. Contributing to this connects the child's life at the centre to your life at home.





Section 4

Embracing inclusion and diversity

C&K embraces and celebrates the diversity that exists within and between our communities. By respecting diversity, children are supported to create positive relationships and a strong sense of identity. Inclusive early childhood programs acknowledge that all children have different life experiences, and such programs support children to value and celebrate similarities and differences.

We invite and welcome you to share your culture, background and life experiences with us. You will find that your centre will engage in various celebrations throughout the year that value people and cultures from all backgrounds, and we encourage you to share and take part in these celebrations.

Access for all

C&K teachers/educators work closely with families, specialists and agencies to support access and participation for all children. It is important for us to know what is unique to your child to feel welcome, safe and able to participate. Prior to enrolment, sharing information at orientation and centre visits becomes a valuable process for teachers/educators to make any necessary adjustments and access training and support if needed. When we fully understand the needs of your child, we can ensure their transition to a new centre is a positive experience.

Each C&K region has a dedicated early learning advisor for inclusive education support for children/families and teachers/educators. This may include visiting the centre and providing face-to-face support, accessing and applying for specialised inclusion funding for the centre, specialised equipment or other required external support needs. It is important that families share any prior health or specialist information with their child's educators, i.e. reports or support plans from paediatricians, Early Childhood Development Programs (ECDPs), NDIS plans, allied health therapists etc. This is bound by confidentiality conditions and is securely attached to your child's files.

C&K takes pride in providing a commitment to the best possible support for your child through reflection and the critique of their thinking and practice to provide learning opportunities for all children further.





Section 5

Transitions

Moving to a new room in your childcare centre or moving on from kindergarten to Prep is a big and important step, and our teachers/educators will be there to support and assist you and your child with these transitions. Our skilled teachers/educators will collaborate with you and use a range of strategies to provide a smooth, comfortable transition for your child as they progress on their learning journey.

Transitioning between rooms in childcare centres

Teachers/educators work to support and develop deep and trusting relationships with your child. Having predictable relationships with their key teacher/educator, creates a consistent, reliable, secure base for your child.

It is an exciting time when your child moves up to a new room at their centre, but we understand this time may also cause some anxiety for both you and your child.

We will talk to you about the transition before it occurs, and our experienced teachers/educators will support you and your child during this time and work to make the transition as smooth as possible. Your child will visit their new room several times before making an official move. They will have opportunities to meet their new teachers/educators, build friendships with the other children in the room, and gain an understanding of the room routines.

Your child's current and new teachers/educators will work together during this time, to share important information and implement a transition plan tailored to your child's needs.

What you can do to make the transition to a new room a positive and calm experience

- Talk positively about the transition with your child
- Let them know that they will still see their old teachers/educators and friends in the playground and at mixed group times
- Spend some time with your child in the new room – find where their belongings will be stored, meet the new children, look through the teaching journals and displays, and investigate the new toys and resources
- Take some time to meet with and talk to your child's new teachers/educators



Transitioning to school

We will help your child to transition from kindergarten to school and encourage your involvement in this process. Your child will have a Transition Statement prepared by their teacher/educator, with input from you and your child. This statement provides a snapshot of your child's learning across their kindergarten year and contains valuable information for you and your child's Prep teacher; it explains how your child likes to learn, their strengths and interests, and ensures your child's school knows how to support your child from the moment they arrive.

A Transition Statement can be provided electronically directly to your nominated school. Your consent is required to set up a Transition statement for your child. A hard copy can be provided when needed. Before a Transition Statement can be shared, parents need to review and agree to share this information with your chosen school. We strongly encourage you to share your child's Transition Statement and to talk with your school if your child may need additional support.



What you can do to make the transition to school a positive and stress-free experience

There are lots of ways to help make the move to school a smooth one. Here are just a few tried and tested ideas:

- Talk regularly with your child about the experiences they might engage in, the friends they will make, and the interesting things they will learn
- Encourage them to put on and do up their own shoes and carry their own bag
- Walk past the new school so that your child knows what it looks like
- Learn the names for break times such as Big Lunch or Second Break
- Encourage eating and drinking independently by supporting your child to wrap and unwrap food and fill up their drink bottle
- Share and discuss positive experiences from your own school days
- Ask for their help in naming items and uniforms so they know how to identify them if they get lost
- Show where you will pick your child up each day, and explain what to do if you are late or not there
- Talk about staying safe at school and what to do if they feel unsafe
- Reassure your child that if they are unsure of anything, to ask an adult
- Attend the school's Open Day and meet your child's teacher
- Find the Prep classrooms, bag lockers, play areas, toilets, lunch spaces and drink bubblers together
- Participate in the school's 'Under 8's Week' activities if they are open to the community
- Keep an eye out on our website and the C&K Facebook page for information





Section 6

Our commitment to quality

To enable us to consistently provide high-quality early childhood education and care programs that cater to the needs of different families in unique communities, we are committed to continuous review and improvement. Our teachers/educators engage in an ongoing process of reflection, planning and review to ensure they can build on their own strengths and identify areas that need further focus. We strive to involve children, families and the community in this process of continuous improvement and encourage and welcome your thoughts, recommendations and feedback on what we are doing well, and areas where we can improve.

Our commitment to continuous improvement and the provision of the highest standards of education and care is evident in the excellent results our centres are receiving in the National Quality Framework assessment and rating process that all early childhood centres across Australia participate in.

National Quality Framework

The National Quality Framework (NQF) encourages centres to provide a high quality and consistent standard of early childhood education and care across Australia.

Centres are assessed and rated against seven quality areas of the National Quality Standard. The standards cover children's development and education as well as relationships with families, teacher/educator qualifications, and the centre environment.

Centres are rated for each of the seven quality areas and are then awarded an overall rating.



The ratings are:



The centre provides exceptional education and care, demonstrates sector leadership and is committed to continually improving. Awarded by ACECQA.



The centre goes beyond the requirements of the National Quality Standard in at least four of the seven quality areas.



The centre meets the National Quality Standard and provides quality education and care in all seven quality areas.



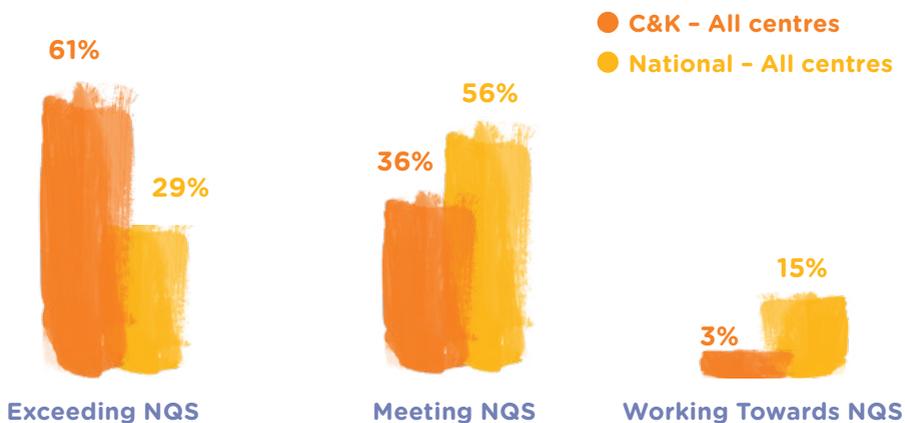
The centre provides a safe education and care program. There are one or more areas identified for improvement.

Please talk to your centre about their quality rating.

As the graph indicates, C&K centres perform far above state and national averages when it comes to being assessed under the NQF.

Your centre's rating will be displayed at the centre, as well as on their website page at www.candk.asn.au.

For more information regarding the NQF, see your Director or visit www.acecqa.gov.au



Correct as of May 2021





Section 7

Staying connected

Come and join us on your child's learning journey! While the ways we connect with you, your child and your family may look a little different as we continue to implement practices to limit the risk of COVID-19, our teachers/educators' dedication to building a sense of community and belonging remains unchanged and is at the core of everything we do.

We welcome and encourage you to be a part of our programs. Share your ideas, talents and skills, ask questions, sign up for the volunteer roster (if available) and help us achieve a wide range of goals.

We also hope you will join us at the various COVID Safe events we hold or participate in, throughout the year and in line with Public Health advice. This is a great way to meet other families and build a sense of community and belonging.

Communication

C&K believes timely and informative communications are vital for families and helps develop a strong relationship with your child's centre and with C&K as an organisation.

Your centre will communicate with you regularly about your child's experiences and progress. We encourage you to get involved in the day-to-day life of the centre and projects with your child. We will communicate regularly through Storypark, ParentPortal, email and via SMS and social media. There will be some handy tips and information for you and your child on the front page of iParentPortal each time you log in. If you don't have access to the internet, please talk to your centre about receiving communications in print form.

The [C&K website](#) and social media pages are a great source of information for families.

Feedback

We always welcome feedback from families, and you are encouraged to talk with your child's teachers/educators or centre Director about your child's progress and share any concerns you may have. Alternatively, please email C&K (feedback@candk.asn.au) or complete a [feedback form](#) on the C&K website.

Please see our [Feedback and Complaints procedure](#) on the C&K website for more information.



Community Advisory Group

Your centre has a Community Advisory Group (CAG) led by your Director. The CAG coordinates fundraising efforts for special projects, excursions and functions.

We would love you to become a part of the CAG and encourage you to speak with your Director for more information.

iParentPortal

iParentPortal is available for you to access. This portal allows you to log-on to a secure website where you can access information about your child's booking, payment features, account statements, view documentation, upcoming activities, as well as centre newsletters. If you do not receive an invitation to join iParentPortal, please contact your centre Director.

At www.candk.asn.au, you will find your centre's webpage and a range of information about C&K and its programs and policies.

We invite you to join our online community, share your photos, and hear about upcoming events and news from the wider C&K family on:

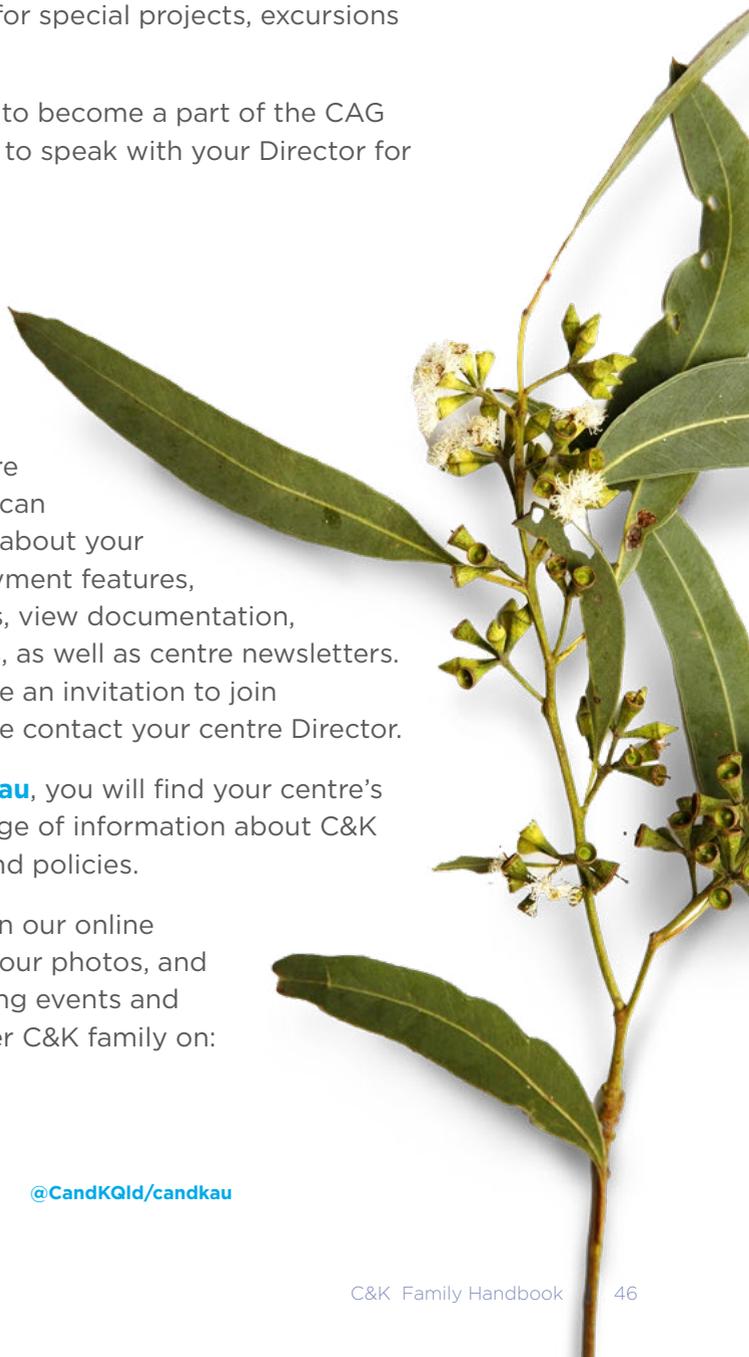


[/CandKQld](https://www.facebook.com/CandKQld)



[/CandK.au](https://www.instagram.com/CandK.au)

[@CandKQld/candkau](https://www.instagram.com/CandKQld/candkau)





Useful organisations

Australian Breastfeeding Association

**Australian Children's Education and
Care Quality Authority**

Kidsafe Australia

Nutrition Australia

Queensland Health

Anaphylaxis Australia

Grow Me Safely

**The Office for Early Childhood Education
and Care**

Raising Children Network

NAPCAN (Preventing child abuse)

Asthma Australia

Immunisation Australia

Autism Australia

Diabetes Australia

**Education and Care Services
Regulations**

**Staying Healthy - Preventing
infectious diseases in early childhood
education and care services**

Epilepsy Australia

**National Physical Activity
Guidelines**

Visit

www.candk.asn.au

Thank you to all the children,
families and teachers/educators
from our centres for contributing
their words and images to the
creation of this booklet.

C&K Parental Code of Conduct

Aim

Our aim at C&K is to work together, with each other and with our families, to provide the best possible education and care for the children in our centres in accordance with the C&K values.

C&K is committed to protecting the safety and wellbeing of all centre stakeholders - the children, their families, employees, volunteers and visitors. C&K encourages families to actively participate in our education and care programs, and we aim to engage in constructive and co-operative working relationships.

Application

This Code applies to all parents/guardians and families of children enrolled in a C&K centre and to any invitees (including nominated emergency contacts). The Code must be observed in all conduct and interaction with C&K, including attending a C&K centre, interacting with children, their families, employees, volunteers and visitors and at any function or event held by or on behalf of C&K.

Conduct

1. Comply with the law and **C&K Policies and Procedures** (as amended from time to time).
2. Be respectful, listen to and value other perspectives and refrain from harassing, discriminating or vilifying others based on gender, race, ethnicity, sexuality, religion, age, disability, background, beliefs or opinions.
3. Aggressive, bullying or intimidating behaviour will not be accepted.
4. Be respectful of the privacy of children, their families, C&K employees, volunteers and visitors. Do not take, email, text or post photos on social media of any person (besides your own child) without their consent or, in the case of another child, the consent of their family. Do not make any comments or post any material to social media that may damage C&K's reputation.
5. Comply with the reasonable directions given by C&K employees to foster a safe and welcoming environment within C&K centres.

6. Raise concerns in accordance with C&K's Complaint Management Procedure.
7. Use C&K's centres and property appropriately.
8. Refrain from smoking at or within 5 metres beyond the boundary of C&K centres or at C&K events.
9. Not be adversely affected by alcohol or other substances.
10. Familiarise all family members and emergency contacts associated with a child's enrolment with this Code and commit that they will comply with the Code.

Consequences of Non-Compliance

Not complying with this Code may have serious consequences.

C&K will endeavour to resolve any matter involving this Code by facilitating discussion between the parties. If the non-compliance is serious or if, in the opinion of C&K, there is a risk of future non-compliance, C&K may take any action it considers appropriate in the circumstances. This may include cancelling a child's enrolment at a C&K centre.



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www.candk.asn.au



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