

FAMILY HANDBOOK



KEIKI
EARLY LEARNING



ACKNOWLEDGEMENT OF COUNTRY

We would like to acknowledge and extend our respect to the Whadjuk Noongar people past, present and emerging as the rightful and traditional owners of this land on which the children that we care for play and learn.

Artwork: Djookanka Bidi-k by Shauna Narrier



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WANJOO (WELCOME)

Kaya (hello),

Welcome to the Keiki Early Learning family! I know that entrusting the care of your little one is a difficult decision, and I'd like to thank you for choosing us.

As Keiki has grown, all of our services remain proudly family owned and operated and I still love what I do, overseeing each service and working heavily within the business every day.

“

Our vision is to provide a safe welcoming place of community that creates positive connections and ignites a life-long love of learning.

Our passion and knowledge as early years practitioners invites curiosity and wonder of all who step into our shared space.

Together we will explore and find a deeper understanding of our world and the world of others.

”

When my own children were young, I wasn't satisfied with the quality of childcare available. So in 2003, I partnered with my sister Angela to start an early learning centre in Mindarie. I had a background in business and obtained my Diploma in Early Childhood Education and Care. Angela held a strong academic background including a master's degree in education, a Social Science (Children and Family Studies) degree and was a qualified nurse. Our combined knowledge and experience helped us to bring our vision to life, to provide high quality learning and exceptional natural environments in a nurturing home away from home.

At Keiki, we pride ourselves on providing the ideal environments for children to learn, play and grow. Inspired by the Reggio Emilia approach to early education and care, each service is carefully designed with nature-filled spaces for children to learn through play in a safe and comforting environment. We carefully select experienced, passionate and qualified educators, dedicated to providing children with the best quality early education and care.

We know that you are your child's first and most influential teacher, so our supportive education and care for children also extends to families and communities. Good relationships and connections help to ensure the best outcomes for children, so please do not hesitate to reach out to your Educators, Centre Coordinator or the Keiki Hub with any queries. Your participation, input and feedback will also help us shape our educational curriculum, learning environments and policies.

We are so glad you could join us, and we look forward to embarking on the next stage of your child's educational journey together.

Sam, Owner.



[Click here to watch the Welcome Video.](#)

Samantha Morrell
Diploma of Children's Services



USEFUL RESOURCES

This handbook is a reference guide that you can use during your child's enrolment, settling process and throughout their time at Keiki. In addition to the links throughout, you can scan or click on the below QR codes for frequently used information that can be accessed at any time. If you are unable to find a piece of information, you can also email or call your Centre Coordinator and request that it is sent to you.

[Enrolment information for families](#)



[Policies and Procedures](#)



[Service contact details](#)



 **LET'S GET SOCIAL!**

Join our online community for fun photos on Facebook, activities to try at home on Instagram, and videos of your favourite songs and dances on YouTube.

PHILOSOPHY

Our Philosophy

Our philosophy is our commitment to providing high quality care and education for children, inspired by the Reggio Emilia approach and a range of Early Years theorists.

Our family-owned services share three core values: Our Community, The Whole Child, and Earth to Sky.



OUR COMMUNITY

Staff, children, families and the wider community.



THE WHOLE CHILD

Meeting the holistic needs of every child.



EARTH TO SKY

Being aware of our environmental footprint and living a sustainable life.



▲ Our Community

Our community includes children, families, educators, and the broader community, all working together to create a nurturing environment. We involve families in decision-making and curriculum enrichment, valuing their input as the children's first educators. By partnering with families, we gain a deeper understanding of each child's unique needs, allowing us to celebrate and incorporate the diverse cultures of children and their families into our service.

The well-being of our educators is crucial for fostering children's emotional development and resilience. Keiki provides wellness support and ongoing professional development opportunities to help our educators build their skills and improve outcomes for the children.

We believe in the importance of connections and collaborations with schools, community groups and health services in supporting children's growth and development. By strengthening the network of support around them, we create a more enriching environment.



♥ The Whole Child

At Keiki, we believe that every child is born with immense potential and a natural curiosity to explore their world. Our dedicated and experienced teams create beautiful, thoughtfully designed environments where children are encouraged to make their own choices, delve into the arts, enjoy physical play, practice mindfulness, and build meaningful, positive relationships.

We recognise that each child learns at their own pace, so we support children in directing their own learning experiences, focusing on their unique interests and needs. We embrace the individual journey of each child, celebrating their moments of wonder and discovery along the way.

Meeting the emotional needs of every child is our priority, as we understand that this foundation enables them to fully participate, play, and learn. We support each child's growing competence and confidence through various means, including inclusive and positive guidance strategies, providing healthy meals and creating flexible play spaces that promote physical activity.



● Earth to Sky

We embrace the wisdom of the Noongar Whadjuk people to inspire children to respect and appreciate their natural environment and their world. We nurture children's curiosity by demonstrating environmental responsibility.

Through engaging conversations, collaborative projects, and practical actions, we involve children, families, and the broader community in Keiki's strategies towards the Sustainable Development Goals, striving for a sustainable and equitable future.

Our learning spaces, designed with an understanding that the environment is a child's third teacher, encourage active engagement and collaborative learning. These spaces enhance children's understanding, problem-solving abilities, and creative thinking, while prioritising their safety and well-being.

THE KEIKI EARLY LEARNING APPROACH

At Keiki, children enjoy a wide range of engaging and stimulating experiences both indoors and outdoors. Experiences, incursions and provocations are carefully selected through intentional teaching to challenge, stimulate and extend on all areas of a child's development, guided by their individual interests. We focus on helping children to become confident, independent and curious little learners.



Environmental Responsibility

At Keiki Early Learning, we incorporate sustainable practices in everything we do.

Children are encouraged to learn about, respect and contribute to the world we live in through daily tasks such as watering the gardens, recycling, looking after the worm farm, and water conservation. Children also learn about gardening and pick fresh herbs for their meals in our veggie gardens.

Our natural play spaces are full of loose parts, natural resources and messy play opportunities. We want children to connect with nature and learn about sustainability, so children will often use recycled products or even upcycled materials in their everyday play.

We welcome loose parts donations from families year-round, and can always find a way to re-use everyday items such as boxes, ribbon, jars and natural materials as part of our curriculum.



Free Flow and Progressive Rituals

At Keiki we strongly believe in free flow environments, ensuring children have access to a variety of experiences to choose from.

Wherever possible we keep our doors to children's outdoor environments open throughout the day, allowing children to have access to fresh air and active play.

Progressive meals and flexible sleep routines mean that the children are assisted by educators to respond to their body cues and come to the dining table ready to eat or their beds ready for sleep. It means that we are not interrupting the children's learning and that transitions are a positive change in the day, allowing for more meaningful engagements.

These rituals are about coming together, sharing food and conversation or enabling children to wind down, body calm, mind still and heart at peace to sleep contently.

Each ritual is supporting children to rejuvenate ready for learning and exploring again.



Positive Guidance

Positive Guidance is an integral part of our educational program.

By using positive guidance strategies, we reduce challenging behaviours and encourage children to achieve success, respect themselves and others, and develop the skills to manage potential stressors.

A positive approach includes considering the reasons behind children's challenging behaviour, not just looking at the behaviour itself. Quality learning environments and sensitive, nurturing educators are essential for achieving positive learning outcomes for children.





Embedding Australian Aboriginal Cultures

As part of our philosophy we are committed to respecting and acknowledging First Nations peoples as the traditional owners of the land on which the children we care for play and learn. We do this by continually deepening our knowledge, and embedding indigenous Australian cultures within our environments, practices and curriculum.

This may include:

- learning about the six Noongar seasons,
- gathering in a yarning circle with the children,
- learning Noongar words and songs,
- reciting and displaying our Acknowledgement to Country,
- incorporating bush tucker gardens at services,
- celebrating Aboriginal and Torres Strait Islander events,
- providing special incursions, and
- providing Aboriginal books and resources for the children to interact with and learn from.

Each service also has its own Reconciliation Action Plan (RAP), a document that guides how the service is committed to promoting reconciliation between the wider Australian community and Aboriginal peoples. To see a copy of your service RAP, please speak with your Centre Coordinator.



USEFUL LINKS



[Positive Guidance Article](#)



[Noongar Six Seasons](#)



[Wanjoo The Welcome Song](#)



Artwork: Djookanka Bidi-k by Shauna Narrier. Commissioned by Keiki Early Learning to depict the story of two sisters in their ongoing journey to connect children, families and community on the foundation of Noongar Boodjar (country).



OUR SPACES

At Keiki Early Learning, we firmly believe that the environment is the 'third' teacher (with the family and educators being the first and second). The physical environment should not be a backdrop to the curriculum but rather is part of the program. Outside in the beautiful gardens at each of our services, we have incorporated natural materials amongst our climbing structures that provide opportunities for a level of controlled risk-taking. Indoors, wood and natural materials have been used throughout to create a calming and warm environment. Children find the environments attractive, engaging and interesting, with many resources to interact with, see and touch. It is designed to provide countless opportunities for open-ended play to suit different abilities and interests. Some of our unique spaces are highlighted below.



Community Library

Our community libraries are a free resource for our families, enabling them to borrow age-appropriate books to read at home to their children. We are passionate about increasing early literacy within our communities and we believe regular reading is a key factor in doing so.

Our goal is to ensure every child within our services can enjoy and embrace the magic of books!



Creative Places

Our educators believe in nurturing each child's creativity. Each day children can explore a wide range of materials and resources in our art stations which provide a creative hub. Here children can test their skills using a range of media and materials that foster creativity and learning. Our creative spaces are equipped with easels, paints, drawing materials, clay, wire, collage objects and a multitude of natural and recycled materials, allowing every child's inner artist to emerge!





The Keiki Kitchen

The Keiki kitchens are run by experienced cooks and are held to the highest health and safety standards. Our delicious menus are developed with children's daily dietary requirements in mind. Each child's individual needs, health concerns and cultural wishes are respected and carefully considered.

Progressive mealtimes, authentic eating utensils and real crockery allow children to develop their independence and physical skills while enjoying the social aspect of mealtimes.

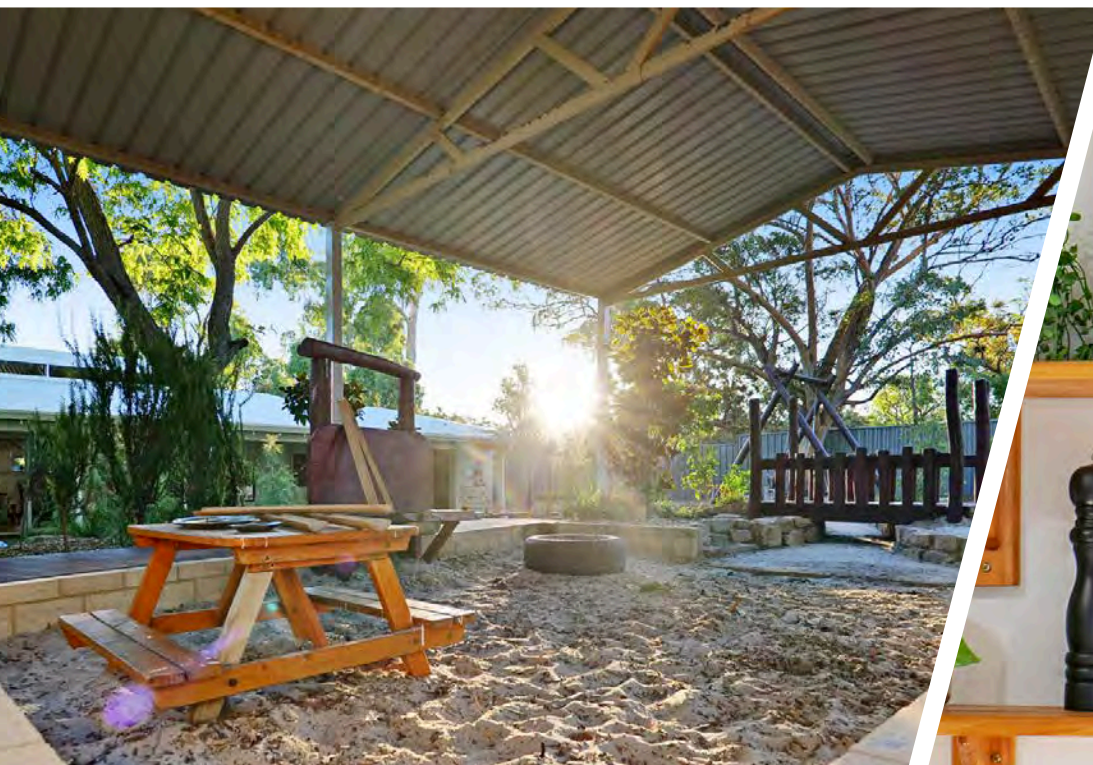
Children are encouraged to try different foods, including foods from other cultures. However, children are not forced to eat food they dislike and will be offered an alternative.



Outdoor Spaces

Our outdoor spaces are carefully designed around nature play principles, with minimal use of plastic. With features such as wooden play equipment, rocks and sand, recycled materials and built-in sensory gardens, the outdoors is a place where children are encouraged to investigate, explore and learn at their own pace.

We believe outdoor activity is essential for growing children and we incorporate the outdoors in learning, play, eating and even sleeping wherever possible.



OUR TEAM



Our Passionate Early Childhood Educators

As parents, we understand that entrusting someone with the care of your child is difficult. This is why we carefully chose the best educators in the industry to join the Keiki Crew. We support our team with regular social events, gifts in recognition of special days, generous resources, paid meetings, free professional development opportunities, and meaningful wellness tools including a free Employee Access Program.

Research shows that in order for children to learn, they first must feel safe and secure in their environment. We are experts in helping children to settle into care, with nurturing, long term educators supporting children by forming positive relationships.

Our early childhood educators are skilled in providing high-quality education and care that offers open-ended opportunities for exploration and discovery through play. By following children's interests and supporting them to become confident and independent, we provide the foundation for a lifelong love of learning.



Students and Volunteers

We take pride in not only educating and caring for children but playing an important part in the development and education of future Educators and Early Childhood Teachers. As part of their training and study, students and volunteers will attend the centre. Students and volunteers participate in the same checks and induction process that our relief and permanent staff undergo. Students and volunteers are not left alone to supervise children.



Training and Development

We provide regular and ongoing professional development and training to all staff, ensuring educators are up to date on best practices in early childhood development and education. This includes regular leadership training for senior leaders and managers. Our core early learning educators hold a minimum Certificate III qualification, with most having completed a Diploma or higher qualification. Our Educational Leader and qualified Early Childhood Teacher work together to provide the educators with the tools to ensure children of all ages enjoy a meaningful, play-based educational program. All permanent staff are provided with mandatory, free first aid training including asthma, anaphylaxis and allergy training. As part of our commitment to child safety, we also offer free comprehensive child protection training to all staff.



Our Keiki Hub Team

All educators at Keiki Early Learning are supported by our qualified and experienced management and administration team led by owner Sam. This includes support in specialised areas such as Human Resources, Administration, Marketing, Finance, Training and Development and Compliance. This allows educators to focus on their core role of caring for children and helps to provide a range of resources and expertise accessible to all of our families.



CURRICULUM AND LEARNING

Our play-based curriculum is developed around the children's needs and interests and is underpinned by the National Quality Standards. All children are observed by educators in their play and learning which is documented by the educators in the form of learning stories, storyboards, snapshots and weekly journals. All learning documented is available for families to view, either in the room or through Xplor. Educators capture and document moments of meaningful play and learning which feed into the curriculum planning.



The Early Years Learning Framework

The Early Years Learning Framework describes the principles, practices and outcomes that enhance young children's learning from 0-5 years of age, as well as their transition to school. The Framework assists early childhood educators in implementing the framework in their service.

Belonging: Experiencing belonging – knowing where and with whom you belong – is integral to human existence.

Being: Childhood is a time to be, to seek and make meaning of the world. Being recognises the significance of the here and now in children's lives.

Becoming: Children's identities, knowledge, understandings, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances.

The Early Years Learning Framework was developed to ensure that children are provided with quality education programs at this vital time in their development. It includes five learning outcomes:

- Children have a strong sense of identity.
- Children are connected with and contribute to their world.
- Children have a strong sense of wellbeing.
- Children are confident and involved learners.
- Children are effective communicators.



USEFUL LINKS



[Click here to find out more about the Early Years Learning Framework.](#)



KEIKI PRESCHOOL PROGRAM



Fostering a Lifelong Love of Learning

The Keiki Preschool Program helps children to develop the skills required for a happy and successful transition into formal schooling, through intentional play-based, child-led learning. Many of these skills are developed from babies and increase as children progress to the Kindy room, and include:

- Introducing early literacy, numeracy and STEAM concepts through play.
- Development of gross and fine motor skills
- Building social and emotional skills.
- Making connections between schools, families and communities
- Encouraging a natural curiosity and lifelong love of learning.

Guided by a qualified Early Childhood Teacher and following the Early Years Learning Framework (EYLF), the Keiki Preschool Program authentically weaves learning throughout our daily practice, developing children's preparedness for school in engaging and meaningful ways.

Through play and following the children's interests, the Keiki Preschool Program enables children to become confident, independent, and resilient individuals capable of excelling in the classroom and beyond.



Intentional Teaching Through Play

Many experiences are designed to introduce and develop early literacy, maths and science concepts. For example, measuring, sorting, weighing and other mathematics or science concepts can be developed through cooking, water play, loose parts play, mud kitchen and sand pit play. Planning and sequencing can be practiced through packing lunch boxes, lining up, and group games. Storytime sessions can help develop language, storytelling and name recognition. And mark making can be practiced through painting and other artistic expression.



Developing Physical Skills

Development of gross and fine motor skills will help children acquire the physical abilities required for a school environment, such as using scissors, holding a pencil or sitting in a chair or mat for long periods. Core strength is so important to children's success at school and can be developed through activities such as climbing, balancing, yoga and dancing. Fine motor skills can be developed by practicing with pencil grip, scissors, using tools, and through craft activities such as threading and play dough manipulation.





Building social and emotional skills

Building social and emotional skills such as self-regulation, resilience and independence from an early age will have many benefits to children embarking on a big transitional stage such as starting school. Building emotional intelligence extends to interpersonal skills such as kindness, empathy and teamwork, which can be developed through a range of activities such as games and play encouraging sharing and turn-taking, role-playing about conflict resolution and talking about kindness and emotions as a group.

Resilience can be encouraged through engaging in measured risk taking through play and supporting children to be adaptable and flexible to change. Rituals such as self-help during drop off, dining, sleep preparation and hand washing will help build independence and a sense of agency. Children should be encouraged to make their own choices and decisions, whilst feeling comfortable and supported to ask educators for help when needed.



Connecting schools and families

Our Educational Leaders and Early Childhood Teachers offer a program that eases the transition from the early years to formal education in school.

We work together with teachers at local schools and may hold regular excursions to help familiarise children with the school environment. We also provide an information session for kindy room families preparing for this exciting next step in their child's educational journey.

Towards the end of the program, children are invited to participate in a graduation ceremony and are provided with a Transition to School Report outlining their learning journey and individual development.

Teachers say the children who have attended a high-quality early learning environment are more prepared for 'big' school, have richer vocabularies, stronger social skills and are adept at working in a group.



OUR ROOMS

Our Early Learning services typically incorporate rooms for babies, toddlers and kindy-aged children, ensuring each child from 0–5 years old receives the appropriate resources, care and environment for their stage of development.



Babies: Learning Begins At Birth

Our nurturing, safe and loving baby room environment helps to stimulate healthy growth and development for children typically aged between 3 months to 18 months old. Our stimulating program follows both children's and families' interests as well as intentional teaching using experiences such as singing, movement, stories, art and sensory play. Thoughtful activities are designed to help babies develop physical strength, cognitive abilities, hand-eye coordination, spatial orientation, communication skills, and other benefits.

Our baby room educators are carefully chosen for their experience and ability to form strong bonds in this age group. While important for children of all ages, we know how crucial it is in particular for babies to feel safe and secure. We understand all babies are different and we follow your babies individual pattern of sleep, feed and play to ensure continuity between childcare and home. We also follow the highest standards and best practice recommendations around safe sleeping. Educators are happy to follow each child's preferred method of settling to sleep, providing safety is always considered above all else.



Toddlers: Discover, Learn and Imagine!

Keiki Early Learning offers a quality early learning program designed specifically for toddlers, typically aged between 18 months and 2 ½ years. Our toddler program enhances children's language, cognitive and physical skills by providing stimulating experiences such as singing, reading, dancing, art, and recognition games. A focus is placed on the promotion of self-help skills in a fun, play-based environment. Our educators are experienced in toilet learning and strive to support children and families through this exciting and sometimes challenging time.

We place an emphasis on natural spaces and a stimulating environment to engage toddlers and further our focus on sustainability. Our physical environment provides a range of opportunities for safe, open-ended play that helps to teach children about things like hand-eye coordination, social skills, spatial awareness, and problem-solving skills.



Kindy: Growing Confident Learners

In our Kindy rooms, children typically aged between 2 ½ and 5 years have access to a tailored learning program that is developmental, age and interest appropriate. Children also play and socialise as a group, allowing older children to be introduced to leadership roles and younger children to learn by watching.

Keiki Early Learning has amazing learning experiences available to all our children every day. Both our indoor and outdoor environments enhance children's learning skills and encourage participation from each and every child. An emphasis is placed on emerging literacy and numeracy skills, self-help and independence skills. Kindy-aged children enjoy play-based learning, with days full of music, active adventures, songs, art and laughter.



FAMILY CONNECTIONS

Collaboration with our families is key to providing the very best education and care possible and we work in partnership so that together we can offer continuity and progression in your child's learning and development. We welcome your input throughout your child's journey through our programs and facilitate and encourage regular two-way communication through our app, Xplor.



Family Participation

Families are invited to actively participate in the decision making about their child's care and education and are welcome to share their thoughts and ideas. This may include a range of things such as curriculum planning, play experiences they would like offered or books and stories they would like provided. Families may also choose to visit the service to read a story, enjoy a creative experience, share something from their culture at home or just take a moment to enjoy watching their child play and learn.



Recognising Cultural Diversity

We believe it's important for children to develop an understanding of diversity and provide many fun and engaging ways for children to learn more about other ways of living and being. We encourage all children to accept and value similarities and differences and to feel proud of their heritage. Our curriculum promotes an environment which accepts and respects differences, rejoices in diversity and similarities and minimises biases and stereotypes.

- To help children develop a positive self-identity/ self-esteem,
- To help children accept and value diversity,
- To help children understand the unfairness of bias, prejudice and stereotyping,
- To encourage children to be empowered so that they can stand up for themselves or others when faced with bias.

We welcome and encourage ideas, suggestions and contributions from families in many ways to support children's understanding of culture and diversity.



Family Input

We also invite families to participate in more formal decision making around policy development and philosophy review. Family feedback and participation is an invaluable source of information and support which informs each service to consistently meet the needs of all children and families.

We regularly share updates with families about the education and care that we provide. This is done through:

- Family information displayed in the foyer,
- Service policies and procedures,
- Curriculum planning in every room,
- Updates through our online platform, Xplor,
- Monthly family newsletter,
- Snapshots and learning stories of your child's learning journey.



Special Events

Special events and celebrations are part of our ongoing curriculum planning and provide excellent learning opportunities through social engagement to develop a deeper understanding of other cultures. Families are invited to a range of celebrations at our services throughout the year. We also host wonderful free workshops for families and have a large range of resources and information on children's development and family wellbeing available.



GETTING STARTED



Enrolment

You will receive your enrolment pack by email, including your online enrolment form. You will need to complete and return all documents to Keiki Early Learning prior to your child's first day. To ensure a smooth process to enrolment you will need:

- CRN - Customer Reference Number through Centrelink to claim Child Care Subsidy
- Medicare details
- Health Insurance details
- Original copy of child's birth certificate
- Immunisation records (available through MyGov)
- Contact details of authorised nominees for pick up, drop off and emergency contact



Annual Re-Enrolment

Re-enrolment forms are sent out towards the end of each year. These forms are a requirement to secure your child's place for the following year; if you do not return these forms, you risk your child's enrolment being cancelled. This is also a great time to ensure your family and child's details are current and up to date.



Orientation

We recommend you and your child attend a minimum of two orientation sessions. Some children may need more, we will work with you to fully support your child and your family through this exciting time. Orientation sessions allow your child to begin developing a relationship with educators and familiarise themselves with the environment. Educators will take the time to speak with you to learn about your child and your family, ensuring all your questions are answered. The Centre Coordinator will work with you to book these sessions.



USEFUL LINKS



[Enrolment Policy](#)



[Enrolment Information for Families](#)

HELPING YOUR CHILD TO TRANSITION

Leaving your child for the first time can be a big transition. Some families and children may experience a level of anxiety, this is normal and to be expected. Our Centre Coordinator and educators understand and are there for you and your child to ensure a smooth transition.

Our aim is for each child to separate happily from their family, to develop strong and secure relationships with their educators and feel safe and comfortable in the learning environment. Each child settles at a different pace with some more readily than others. Positive support and conversation around the centre and experiences your child will participate in will help with the transition process.

Most children do not remain upset for long after their family leaves. Please feel free to call as often as you like to check on your child's progress although we will call you if your child remains really unsettled.

If your child takes a little longer to settle in than you expected, please persevere with bringing them in and doing your best to make it a positive experience. Our educators and all our staff will work with you to find a strategy to alleviate separation anxiety.



USEFUL LINKS



[Click here to read more about settling on our blog.](#)



Recommendations for Settling

- Attend the orientation sessions - these sessions will last approximately one hour. It is a licensing requirement that families stay on site during the visit.
- Prepare your child by talking with them about starting at Keiki. If they are old enough, have them assist you in packing their bag each day.
- Enjoy a calming morning ritual. If possible, sit with your child for breakfast to help prepare them for the day, have conversation and enjoy quality time together.
- Bring something from home such as a comforter if required to assist in settling, resting and going to sleep. Note any comforters provided must follow current children's safety guidelines and safe sleeping practices.
- Use regular rituals and phrases to help your child develop a sense of routine. A ritual at drop off time, such as storing their belongings, taking the child to the educator, and saying a consistent goodbye can reduce anxiety.
- When it's time for you to leave, hand your child over to an educator, say goodbye and leave the room. Returning after saying goodbye may prolong the separation process and create further anxiety for you and your child.
- If your child is upset or shows concern, acknowledge it. This lets your child know that you understand their feelings, whilst at the same time acknowledging they are okay and you will be returning.



HEALTH AND SAFETY



Health and Safety

We believe children learn more in an environment where they feel safe and secure. Our centres have strict policies and procedures to protect your child. Emergency evacuation drills are practised regularly to ensure that staff and children are prepared in the event of an emergency. Each room has a detailed evacuation procedure and map. These procedures and the Policy are available to families at all times.

All permanent educators are first aid qualified and have participated in health and safety training including food safety, anaphylaxis and asthma emergency response training. Educators build strong, trusted relationships with children ensuring they always have the support and care they need.

Educators and staff are also trained in Child Protection. We regularly offer families and the community access to Protective Behaviours workshops to share awareness of this important child safety issue. If you would like any further information about Child Protection or Protective Behaviours, please see the Centre Coordinator.

All of our centres are Allergy Aware. Families are asked to not bring food into the service, including birthday cakes or chocolates for children. Please also be aware that some skin creams, sunscreens and nappy rash creams contain nut oils. Please do not use these products on your child prior to attending the centre.



Immunisations

Up-to-date immunisations are required at enrolment and throughout your child's time at Keiki. It is the responsibility of families to supply the service with their child's immunisation record at enrolment and after each immunisation. Failure to do so may result in your child's enrolment and Child Care Subsidy being cancelled. Immunisation Records can be accessed through your MyGov account.



Health Care Plans

If your child has any medical, health, dietary or cultural requirements you must complete a Health Care Plan. Health Care Plans are used to inform educators and staff of children's individual requirements.

Medical Management Plans completed with your child's doctor must be supplied for any health need requiring medication. This includes asthma, allergies and anaphylaxis. Medication must be supplied to the service and must be within its use-by date for the child to attend the service. All Health Care Plans and Medical Management Plans must be updated annually and supplied to the service. If your child no longer needs a Medical Management Plan a letter from a doctor is required before the child can return to the service.

Risk Minimisation Plans are created for all children with diagnosed or suspected medical and dietary needs. These plans are created in collaboration between the service and the family to reduce all risks and ensure the safety of the child.





Medication

Prescription medication can be administered to children at the service, providing it has been prescribed by a registered medical practitioner, the child has been on the medication for over 24 hours, and they are well enough to attend the service. Paracetamol and ibuprofen can only be administered in an emergency or under special circumstances in consultation with a medical practitioner. (See Administration of Medication Policy for more information.)

You will need to complete a Medication Record to give your child's educators permission to administer the medication prescribed to them. All medications must be brought into the service in their original container/packaging with your child's name on the medication (not the packaging) and handed over to an educator. Educators are not able to administer medication by phone request.

DO NOT leave medication in your child's bag. This places all children at risk as children have access to their bags. To assist educators with the care and safety of your child throughout the day we request that you inform educators of any medication your child may be receiving at home and not at the service.



Incidents and injuries

If a child is injured at the service, at the discretion of a qualified educator, the family will be phoned, and appropriate action taken (e.g. first aid administered, child taken to hospital). An educator with a current first aid qualification will administer first aid and the family will be notified as promptly as possible. Staff will write a detailed Incident, Injury and Illness Report for any incident that requires treatment. Families are asked to sign the report, to acknowledge their awareness of the incident.



Existing Injuries





If your child arrives at the service with an injury you must inform the educators and complete an Incident, Injury and Illness Form. Informing the educators of any existing injury ensures your child's needs are fully met.




Illnesses

Occasionally children will become unwell as their immune system grows and learns to protect them. To ensure the health and wellbeing of all children, families and educators, Keiki Early Learning uses Staying Healthy 6th Edition. If your child is unwell, please advise your Centre Coordinator of any absences and refer to the below exclusion periods guide.

EXCLUSION PERIODS FOR COMMON ILLNESSES AND INFECTIONS

	<p>CONJUNCTIVITIS</p> <p>Exclude until there is no discharge present in eyes, unless a doctors note deems the illness non-infectious.</p>
	<p>DIARRHOEA AND/OR VOMITING</p> <p>Exclude until 24 hours after the last episode of vomiting and/or diarrhoea.</p>
	<p>HAND FOOT AND MOUTH</p> <p>Exclude until all blisters are dried and there are no other symptoms.</p>
	<p>COLD & FLU SYMPTOMS (INCLUDING COVID)</p> <p>Exclude while child is unwell and displaying cold and flu symptoms.</p>
	<p>HIGH TEMPERATURE</p> <p>Exclude until temperature has returned to below 38 degrees for at least 24 hours.</p>



In the event of an outbreak at the service, you may be asked to provide a medical clearance before returning to care. For specific advice on your child, please speak to your Centre Coordinator.
 Reviewed: Sept 2024

FEES AND PAYMENTS



Accessing the Child Care Subsidy

The Child Care Subsidy (CCS) was introduced to bring increased support to more families across Australia. You may be eligible for CCS if:

- You or your partner are the primary carer or have legal responsibility for your child
- You or your partner are liable for paying childcare fees
- You or your partner meet the residency requirements
- Your child is 13 years of age or under and doesn't attend secondary school (or has an exemption)
- Your child meets the immunisation requirements

The amount of Child Care Subsidy you will be entitled to is based on:

- How much 'recognised' activity you and your partner undertake each fortnight. The entitlement is based on the lesser activity figure for a member of a couple
- What your combined family income is
- The childcare fees you pay (hourly rate caps apply)

Please note, rules and requirements are subject to change. Please visit the Centrelink website for up-to-date information about the Child Care subsidy.



Flexible Session Times and Unique Expertise

Keiki Early Learning provides flexible session times to assist families in best utilising their Centrelink-awarded activity hours. At Keiki Early Learning, we provide the service of a Finance Manager to assist families with claiming the Child Care Subsidy against your childcare fees. Our Finance Manager is available to help you understand your CCS entitlement and answer any questions regarding your account and payments.



Fees and Charges

On enrolment, families are invited to join our secure online platform where you can set up a direct debit agreement using preferred banking details. Fees are processed to calculate two weeks in advance before your child commences with the service. All fees are to be paid by direct debit only. Families have full access to their account and statements via our secure online platform, Xplor.

Please be aware that payment by credit card will have a surcharge applied. Declined payments will be charged a fee. If an account becomes overdue for payment your child may risk losing their place.

If you have not supplied the service with your child's CRN and family CRN or have not applied for Child Care Subsidy you will be required to pay full fees. Back pay from Centrelink may not be available.

Bookings are permanent and any changes to bookings require four weeks' written notice, including ceasing care. Leaving earlier than the notice period may leave you with an outstanding account as mandated by government regulations.

Partial day bookings are not available; however, we have different session options available. Booked session times must be adhered to. Early arrival or late departure will result in an out-of-session fee being charged.

Children who are not collected before closing time will incur a late fee. Late fees and out-of-session fees are not subject to CCS. Children are charged for all booked days, including days your child does not attend due to public holidays, illness, family holidays or other reasons. We do not operate on public holidays.

CONFIDENTIALITY



Record Keeping

Information in records and matters pertaining to families are kept confidential. When records are written up, they are as detailed, accurate and as clear as possible at the time. A child's records (e. g. Authority to Administer Medication, Incident Record, etc.) are kept by the service in a secure cloud-based program. Originals are shredded. Records are kept as per Early Education and Care Regulations (2012). (Reviewed 2018)

Relevant information may be shared amongst Keiki staff. The service must keep the following records as detailed in Early Education and Care Regulations (2012) (Reviewed 2018):

- Enrolment Form
- Authority to Administer Medication
- Incident Records



Photographs of Children

At enrolment and re-enrolment, you are asked to sign authorisations for your child's photographs to be used in different ways. Some of these ways include but are not limited to:

- Xplor: We use a secure online portfolio to share your child's learning and play at our service. Photos may be individual or group. Group photos may be shared with other families.
- Social Media: We use Facebook and Instagram to share photos of play, learning, events and experiences.
- Newsletters: Photos of experiences and projects are shared with all the families at the service on our emailed newsletters.
- Educational program, room and service displays and family welcoming areas: of children's play, learning and experiences are displayed in the service and viewed by children, visitors and families.

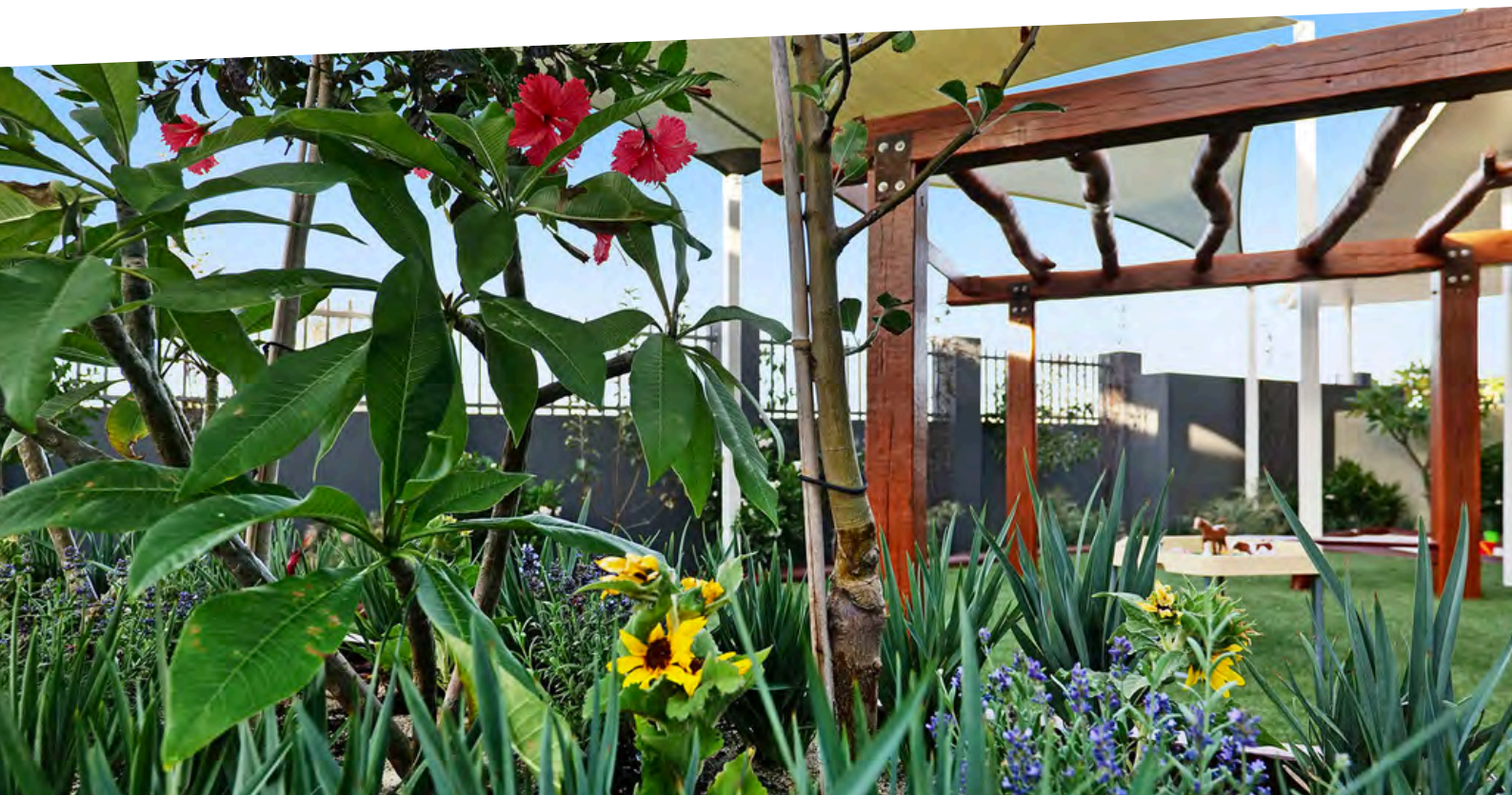
Each family's wishes in relation to the taking of photographs of their children will be respected at all times and educators will not photograph children whose family have not authorised the taking of photographs.



USEFUL LINKS



[Privacy Policy](#)



FURTHER INFORMATION

Please visit keikiearlylearning.com.au or speak with your Centre Coordinator if you require further information about our services, programs and practices.



Grievances and concerns

Keiki Early Learning prides itself on its open communication policy. We encourage feedback, and we invite you to discuss any concerns that you may have. No concern is too large or too small for us to deal with.

We would like to be able to address your concerns quickly and professionally. If you have any concerns:

1. Firstly, if appropriate, approach the person that you have the concern with and attempt to solve the issue.
2. If the first step is not an option, then we ask you to approach the Centre Coordinator and discuss the issue with them. Please feel free to make an appointment if you prefer to discuss your concern formally.
3. If your Centre Coordinator cannot solve your problem, please email your concerns to: schools@keikiearlylearning.com.au or phone the Keiki Hub on 9300 1330. This will notify the General Operations Manager and/or owner who will help to resolve your issue.
4. Finally, you may contact:
Department of Local Government and Communities Education and Care Regulatory Unit
ecru@communities.wa.gov.au
(08) 6277 3889



FIRST DAY CHECKLIST

The items we recommend you pack in your child's bag are listed below. To assist us in ensuring your child's belongings are returned to you please write/label your child's full name on anything you bring in.



Clothing

We highly recommend you dress your child for active play, with shoulders covered as per our Sun Protection Policy. Our curriculum supports hands on, play based learning, and therefore your child will be involved in messy play and learning experiences. If clothing is special, we recommend it not be worn to the service. Please pack a few changes of weather-appropriate clothes as your child may need them. Children's clothes will be rinsed if necessary, but not washed, and placed in a reusable bag (supplied by you) to be taken home. Heavily soiled underwear will be disposed of.



Footwear

Please avoid footwear your child will find difficult to put on or take off. Velcro straps and slip-on shoes will enable your child to develop their self-help skills.



Hat

Children need a hat every day, regardless of the weather. Hat styles that comply with our Sun Protection Policy are bucket or legionnaires style. Hats must be taken home at the end of the day. Your child must also have sunscreen applied before arriving at the centre every day, regardless of the weather. We supply sunscreen to reapply throughout the day.



Reusable Wet Bag

Please pack a waterproof, washable bag for children's wet or soiled clothing to be taken home in.



Sheets

If your child naps during the day, please bring your child's designated sheet set each day they attend.



Drink Bottle

A drink bottle filled with water is needed each day and should be taken home to be washed at the end of the day.



Bottles (Babies Room)

If your child has formula, please supply the bottles filled with the correct amount of water and provide correctly measured formula powder in a separate container. Breast milk can be supplied in pouches or in the bottle, to be stored in the Babies' Room fridge. Cow's milk can be provided by the service providing a labelled bottle is supplied. All bottles are rinsed with water, and it is your responsibility to ensure bottles are washed. We are a breast-feeding friendly centre and will work with families to continue this.



Comforter (If Required)

Please check with our educators to ensure your child's comforter complies with Safe Sleeping recommendations.



Nappies (If Required)

Children who wear nappies will need at least five nappies in their bag each day. Three labelled nappies must be placed in the designated area in your child's room upon arrival at the centre. Children who wear sleep nappies will need a labelled nappy in the designated area.

Artwork: Djookanka Bidi-k by Shauna Norrier.

To see our childcare and outside school hours care
locations visit www.keikiearlylearning.com.au



SPACE TO GROW