

Keiki Crew 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.



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Disclaimer:

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WANJOO (WELCOME)

Kaya (hello),

Thank you for being part of the Keiki Crew, a wonderful team that is committed to providing high quality, nurturing, and enriching education and care for children. I hope we can help you to achieve your personal and professional goals, and to grow your passion for early childhood education even further.

Angela and I worked tirelessly within the business for many years which means I have experienced every facet in childcare from cleaner, cook and educator to Centre Coordinator, which I held for 12 years working directly with our Mindarie Keys families.



We have the power to change lives for the better, helping to shape little minds, provide the foundations for a lifelong love of learning, and impart knowledge to our families and communities in the process.



In 2003, I partnered with my sister Angela to start a childcare centre in Mindarie, with a vision to provide high quality learning and exceptional natural environments in a nurturing home away from home. I had a background in business and studied to obtain my Diploma in Early Childhood Education and Care. Angela complemented my experience with a strong academic background including a master's degree in Education, a Social Science (Children and Family Studies) degree and a nursing degree.

As our business grew and we added new locations to become Keiki Early Learning as we are today, I moved into a Managing Director role overseeing all our services. However, I still continue to work heavily within the business every day. I love what I do in supporting children, families and staff.

I understand the complexity of what we do in Early Childhood Education and Care – the joys and the challenges – and I use this knowledge to provide our teams with resources, training and support to enable you to do your job well. We reinvest heavily into continual improvement of our environments, generous budgets for resources, and a rich training and development program for staff.

At Keiki, we believe that everything in a child's environment affects how they develop. Our supportive education and care for children also extends to families, communities, and staff, with a goal to provide the ideal environments to learn, play and grow. As you continue on each stage of your professional journey, I hope we can provide you with plentiful opportunities to grow too.



Samantha Morrell
Diploma of Children's Services

Click here to watch
the Welcome Video.



Sam, Owner.

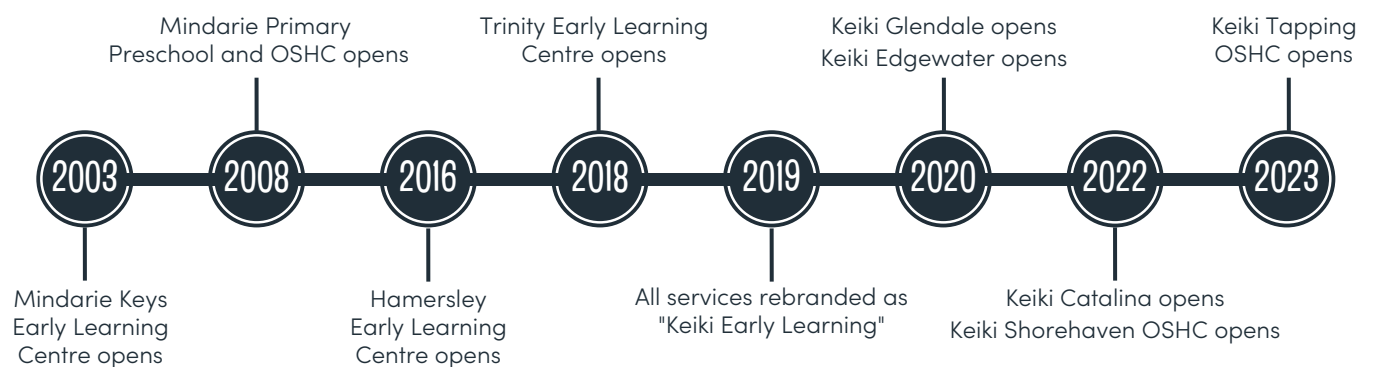


OUR VISION

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.

Growing curious minds since 2003



PHILOSOPHY

Our Philosophy

Our philosophy is our commitment to providing high quality care, drawing on The Rights of the Child, the National Quality Framework and a range of theorists who combined, provide a tapestry of theories, ideas, possibilities and opportunities for us to imagine what quality education is and can be. These theoretical positions include the Reggio Emilia approach, John Bowlby's study of early attachment and Uri Bronfenbrenner's theory that a child's environment influences their growth and development.

Our family owned services share three core values:



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 relationships with children and families are strengthened as we consistently explore and develop a deeper understanding of the diversity and culture of families and the broader community. We respectfully acknowledge and share our knowledge of the Whadjuk Noongar people as the first traditional custodians of this land on which we teach.

We believe the quality of each child's environment influences how they grow and develop and acknowledge families as children's first and most influential educators. We provide ongoing, high quality professional development for our teams to ensure each Educator has a deep understanding of the holistic needs of each child and can reach their full potential.

We respect and welcome all contributions from children, families and community members to our shared space of play and learning. By creating an inclusive environment our curriculum is enriched and each child's sense of belonging and development is enhanced, helping to create a strong foundation for lifelong learning.



♥ The Whole Child

We believe every child is born full of potential with an innate desire to learn and explore their world. Our highly experienced teams provide beautiful, thoughtful environments where children are invited and encouraged to make their own choices, to explore the arts, enjoy physical play, practice mindfulness and develop meaningful, positive relationships with others.

We understand that every child learns at their own pace, so we facilitate children to direct their own learning experience with a focus on their particular interests and needs. We follow the individual 'meander' of each child's beautiful learning journey, observing, co-constructing learning together and sharing the joys of wonder and discovery.

We believe the emotional needs of every child must be met first to enable them to participate, play and learn. Each child's growing competence and confidence is supported in many ways, from the provision of healthy nutritious meals to flexible play spaces for physical activity.



● Earth to Sky

Following in the steps of the Noongar people we empower children to develop a true appreciation and love of the natural environment and its relationship to their world. Free flow play and learning environments provide children with open access to beautiful outdoor garden areas and natural play resources.

We encourage children to love and appreciate their world by being part of the environment and connecting with nature in their own way. Our role is to encourage children's wonder and investigation of nature, modelling protection and care of the environment through conversations, projects and taking real action.

As we model practices of sustainability, care and love for the environment we share important values which children and families will take with them long after they leave our care.

WORKING AT KEIKI EARLY LEARNING



Inductions

All new employees must complete an induction process at commencement. At induction you will be introduced to the team and you will be provided with clear expectations about your working arrangements and the day to day operational requirements. You will also be taken through the Keiki Curriculum, and where to access program guides and other information.



Understanding the National Quality Framework

All Early Education and Care Services and their staff are obligated to follow and abide by the National Quality Framework. Under the National Quality Framework, Keiki expects all employees to:

- Read and ensure your understanding of Keiki's Policies and Procedures to guide your practice to comply with the Standards, Law and Regulations. Please contact the Compliance Manager with any questions, feedback or suggestions you have by emailing compliance@keikiearlylearning.com.au
- Read and continue to develop your understanding of the Learning Frameworks to provide consistently high-quality educational programs for the children in your care.
- Participate in the continuous improvement process at Keiki. We regularly review all of our documents, including Policies and Procedures, but the main part of our continuous improvement journey is the Quality Improvement Plan (QIP).

Our QIP captures each service's unique dream and vision for how their service lives and breathes. You are expected to share your ideas, dreams and vision with your colleagues and Centre Coordinator. Together your team will develop a plan of action to create the Service's dream and vision and you play an important role in making that dream come true.



National Quality Frameworks



Role modelling

A role model is a person who serves as an example by influencing others. For many children, the most important role models are their parents and caregivers, including their Early Childhood Educators. From as young as babies, our nature is to imitate what we see, copying clapping, waving, facial expressions and sounds. Imitation is one of the key ways a child learns in their early years. This can be called observational learning, and it is a powerful way to teach boundaries, consequences and what is right and wrong as well as social skills. Positive role models show children positive actions and inspire them to be the best version of themselves. As educators you should always role model the things you expect children to do, such as wearing hats, washing hands, and speaking to others respectfully.



Providing Additional Support to Children and Families

Educators play an important role in promoting the fair and equal treatment of all children, regardless of their abilities, backgrounds, or circumstances. Educators should recognise and respond to the diverse needs of children by providing individualised instruction and support. This includes providing additional assistance or accommodations for children with special needs or English language learners. If you recognise a child requires additional support, speak with your Centre Coordinator who can help you to access Inclusion Support Services or refer the family to an appropriate childhood development specialist.

At Keiki we regularly use trusted consultants for common early childhood concerns such as sleeping, nutrition, behaviour and toileting. Parents and caregivers can be encouraged to attend a family information evening on one of these topics, held regularly throughout the year, or be referred for one-on-one consultation if preferred. Educators are also encouraged to attend sessions as part of their professional development; please contact Keiki Hub for more information on planned sessions.



Dress Code

The dress code is included in the Code of Conduct Policy attached to your Employment Contract and must be followed at all times. In addition to the supplied apron, non-compulsory clothing can be purchased at your cost. You either need to wear the Keiki Apron or Keiki clothing, as both will have your name embroidered onto them.



Keiki Clothing Ordering Instructions



Payroll, Timesheets and Rostering

ELMO is our integrated Human Resources Information System (HRIS), rostering and payroll system. As part of your induction process, you will receive a link to log into and fill out your ELMO profile. This profile is where you fill in your personal details, emergency contact details as well as bank, superannuation and tax details. All of your training and documentation are also uploaded and stored in your profile. It is a condition of your employment with Keiki Early Learning, that you ensure your training and documentation (including Working With Children Check, First Aid, CPR, Child Protection and Food Safety Training) remains valid at all times.

Swag is our Rostering and Timesheet Application. Once all training and documentation is uploaded onto your ELMO profile, you can then download the Swag app. This is where all of your rostered shifts will be displayed, where you will be able to view your payslips, and apply for annual and personal leave. As an Educator with Keiki Early Learning, it is your responsibility to ensure that all timesheets are submitted on time, all leave requests are discussed with your Coordinator in a timely manner, and all Banking/Tax/Superannuation details are updated as needed.



USEFUL LINKS



Code of Conduct



Keiki Policies and Procedures



Resolving Conflict

At Keiki Early Learning we are proud of the culture that we have built and we want our staff to enjoy and contribute to maintaining this culture as well. If any grievances arise we would like to resolve issues as quickly as possible.



Grievance and Policy flowchart



Maintenance

If you see anything in your environments that require attention from Maintenance, please notify your Centre Coordinator or the Keiki Hub immediately. If there is a safety concern, please notify a manager and contain the risk appropriately, ensuring children do not have access to the area. Maintenance requests are managed via a workflow accessed by Coordinators and 2ICs, with work normally carried out by our Maintenance Manager, Steve Morrell. Safety is everyone's responsibility. If you see something, please report as soon as possible.



Team Meetings

Team meetings are held on a regular basis in the evening and are compulsory for all employees. Employees are given notice of team meetings in advance, although occasionally you may be asked to attend an emergency team meeting. Educators are paid to attend team meetings after hours. Note that non-compulsory training/workshops are not classified as a team meeting and employees will not be paid to attend.



Keiki Innovations

If you have an idea you would like to see implemented in our environments or programs, please feel free to send all suggestions through to schools@keikiearlylearning.com.au. We operate on an open-door policy at Keiki and all contributions and ideas are valued.

SAFETY AND HEALTH

To ensure your safety and the safety of others, you are required to follow all health and safety policies and procedures at all times. Please raise any concerns regarding safety and health you have with the Centre Coordinator.

- Workplace Health and Safety Policy
- Code of Conduct

Medical Conditions and Medications

All Keiki Early Learning services are Allergy Aware. We do not serve food that contains nuts and ask that employees also refrain from bringing these foods in for their lunch or snacks.

Employees are to ensure they do not have personal medication accessible to children at any time. Please ensure you store personal belongings out of reach of children. Please inform your Centre Coordinator of any health requirements.

- Medical Conditions Policy
- Administration of Medication Policy
- Administration of First Aid Policy

Hand Hygiene

The most effective method of hand hygiene is washing your hands with soap and running water for at least 20 seconds.

When soap and water are not available, alcohol-based hand rubs are also useful when performing multiple tasks in which hands can potentially become contaminated. For example, when assisting children with eating, when on excursions or in the playground.



Immunisation in Early Childhood Education and Care Services

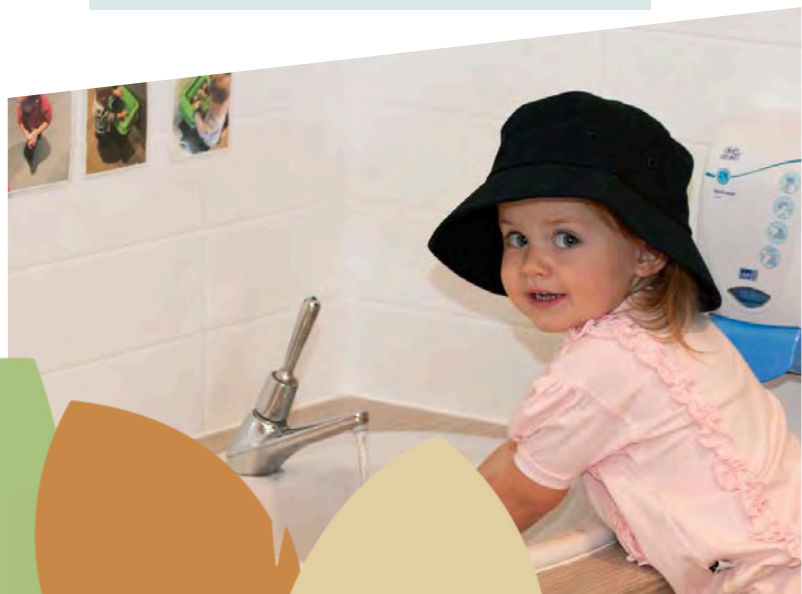
Staff working in early childhood education and care services can be exposed to infectious diseases through close regular contact with infectious children. We recommend all staff attend their GP for a blood test to check their immunity, sometimes childhood immunisations do not last forever, and booster shots are required. This is particularly important if you are pregnant or planning a pregnancy.

Recommended vaccinations are:

- Hepatitis A
- Measles-mumps- rubella (MMR) (persons born during or since 1996 who have received one dose of the MMR vaccine should have a second dose.)
- Chicken pox (if not previously infected)
- Pertussis (whooping cough) -This is a recommended booster shot for any adult around young children
- Influenza (annual Flu Shot)
- COVID-19

Outbreaks of these diseases in an early education and care setting can result in serious illness in staff, children attending the service and family members. These diseases are generally very infectious and can spread before an infected person shows signs of illness. Vaccination and good hand hygiene are the most effective ways to prevent against infection.

- Health and Hygiene Policy
- Cleaning of Service and Equipment Policy
- Immunisation and Infectious Diseases Policy





Manual Handling

Key manual handling hazards in early education and care services relate to lifting children, working at low levels with children, moving equipment and furniture, storing supplies and equipment and maintaining indoor and outdoor areas. Please ensure you regularly watch the induction video on manual handling and practice safe practices in lifting, pulling, carrying or moving any child or object.

How to Lift Safely

1. Place your feet in a stride position.
2. Keep your breastbone as elevated as possible.
3. Bend your knees.
4. Brace your stomach muscles.
5. Hold the object close to your centre of gravity, i.e. around your navel.
6. Move your feet not your spine.
7. Prepare to move in a forward-facing direction.
8. Ask for help when it is not possible to lift on your own.

-  [Manual Handling Video](#)
-  [Lifting Children](#)
-  [Working at Low Levels](#)
-  [Moving Equipment](#)



Counselling and wellbeing support

Access EAP is an employee assistance program available free to all Keiki employees. Through this confidential service, you're entitled to three free counselling sessions to address professional or personal challenges. This is a completely voluntary and confidential service to help you enhance your overall wellbeing.

Access EAP also provide wellbeing tools and resources including tips, strategies and new ways to support your mental health and wellbeing journey. Download the app for completely independent, 24/7 access to wellbeing support.

-  [Access EAP app](#)
-  [Access EAP instructions](#)



Mental Health and Wellbeing

Managing your mental health and reducing stress in our modern-day world is so important, and you must take reasonable steps to take care of it. Tips for taking care of your mental health and wellbeing include:

1. Do things with others
2. Do something creative
3. Invest time in relationships
4. Focus on strengths
5. Take time out
6. Sleep well
7. Keeping active
8. Eat well
9. Practice mindfulness

Stress is not a mental illness, but unmanaged stress can lead to a decline in physical health and serious mental health conditions. If you are struggling with your mental health, please reach out to your Centre Coordinator or consider accessing external resources and services.



Bullying and Harassment

Workplace bullying and harassment is repeated and unreasonable behavior directed towards an employee or group of employees that creates risk to health and safety. We are committed to providing a safe and inclusive workplace for all staff. If you witness or experience bullying, harassment or discrimination at any time while working at Keiki Early Learning please contact Human Resources for a confidential discussion by calling 9300 1330 or emailing hr@keikiearlylearning.com.au.

TRAINING AND DEVELOPMENT



Open Minds and Growth Mindset

Keiki is a place to grow not only for children but for adults in any role. In order to be able to grow you must have an open mind to new ideas, thoughts and ways of doing/being.

We are an infinite organisation which is consistently looking at the latest research and setting new goals as we achieve. Growth mindset means “people believe that their most basic abilities can be developed through dedication and hard work—brains and talent are just the starting point. This view creates a love of learning and a resilience that is essential for great accomplishment,” (Carol Dweck).

We are a team that is passionate about continually learning and to support this each employee will have opportunities to attend Professional Development either in-house or from an outside agency. We thrive on each other's excitement to learn and grow!



Growing your Career at Keiki

At Keiki Early Learning we are committed to growing our teams organically, we invest in our people and take great pride in the development of our Keiki Crew. We strongly believe that our Educators are the heart and soul of what makes Keiki so unique.

All Keiki internal vacancies are advertised in the Keiki Catch-Up Newsletter each month, as well as the Careers portal on ELMO. Please reach out to HR via hr@keikiearlylearning.com.au for a confidential chat about any internal vacancies you are interested in.

You may also be asked to provide relief cover to other services; this provides an opportunity meet other teams and gain learnings from different environments within the Keiki Early Learning family.



Professional Development

All staff are able to access free Early Childhood Australia training modules which have been purchased by Keiki Early Learning for use. Please request access from your Centre Coordinator.

A valid First Aid certificate is a mandatory requirement for all permanent staff, with First Aid training and refresher courses provided free of charge. You are also encouraged to take part in professional development and training opportunities throughout the year, which may be provided in the form of workshops, meetings or external events.

At Keiki we employ an external consultancy, Childcare Experts, to undertake regular auditing, compliance checks and quality improvement programs at all services. This helps with ongoing staff training, ensuring we are complying with and meeting the National Quality Standards. It also helps all staff to develop their service QIP and prepare for ECRU visits including the Assessment and Rating process with confidence. Childcare Experts are a leading training organisation providing and facilitating many professional development workshops and training opportunities for Keiki.



GETTING INVOLVED



Events and Special Days

Keiki Early Learning provides regular company-wide social events including a mid-year staff party to celebrate our birthday, an end of year Christmas party and sundowner evenings. Social events throughout the year provide a chance for all members of the Keiki Crew to connect with each other in a social setting.

In addition, we like to celebrate special days with staff annually such as Early Childhood Educators Day, Easter and International Women's Day. Long-term staff are rewarded with special celebrations after 5 years of service.



Get social with Keiki Early Learning

All staff are encouraged to follow Keiki Early Learning on Facebook, Instagram and YouTube. Please be aware of our Code of Conduct when interacting with or representing Keiki online.

Social media is a powerful communication tool, connecting with our enrolled families and wider communities, and providing a platform to convey Keiki Early Learning's benefits and philosophy. We rely on Centre Coordinators and Educators to regularly provide rich content that can be shared on our social platforms. Send images of learning environments, special projects, events and activities to marketing@keikiearlylearning.com.au (Note, Centre Coordinator authorisation is required for any images showing children's faces).

All staff are invited to join the Keiki Place and Space group on Facebook. This is a private group to bring the Keiki Crew together and inspire one another with ideas and thoughts, interesting articles and research, and photos and experiences.

Every month the Keiki Catch-Up newsletter is sent to all staff to keep you updated with what's on and to provide helpful information and news. Keep an eye out for it in your personal email.



Keiki Early Learning Facebook Page



Keiki Early Learning Instagram Page



Keiki Connect YouTube



Keiki Space and Place Facebook Page

IMPORTANT CONTACTS

● Catalina, Clarkson

48 Roulettes Parade, Clarkson
(08) 6205 5011
catalina@keikiearlylearning.com.au

● Edgewater

45/57 Joondalup Drive, Edgewater
(08) 9300 1030
edgewater@keikiearlylearning.com.au

● Glendale, Hamersley

7 Glendale Avenue, Hamersley
(08) 9448 3772
glendale@keikiearlylearning.com.au

● Hamersley

702 Beach Road, Hamersley
(08) 6162 9119
hamersley@keikiearlylearning.com.au

● Mindarie Keys

118 Anchorage Drive, Mindarie
(08) 9407 9388
mindarie@keikiearlylearning.com.au

● Mindarie Primary (OSHC, Preschool)

Mindarie Primary School
90 Rothesay Heights, Mindarie
0448 588 166
mindarieprimary@keikiearlylearning.com.au

● Shorehaven, Alkimos (OSHC)

Shorehaven Primary School
91 Shorehaven Blvd, Alkimos
0415 337 440
shorehaven@keikiearlylearning.com.au

● Tapping (OSHC)

Tapping Primary School
87 St Stephens Cres, Tapping
0410 776 884
tapping@keikiearlylearning.com.au

● Trinity, Alkimos

12k Longstaff Avenue, Alkimos
(08) 6500 2700
trinity@keikiearlylearning.com.au



USEFUL LINKS



Team Charts

KEIKI HUB SUPPORT

All Keiki Early Learning services are supported by the Keiki Hub team encompassing Human Resources, Marketing, Compliance, Administration Support and Finance. Keiki Hub can be contacted directly should you have a query that your Centre Coordinator is unable to assist with. A list of key contacts has been provided below.

● Keiki Hub

45/57 Joondalup Drive, Edgewater
(08) 9300 1330
schools@keikiearlylearning.com.au

● Owner

Sam Morrell
sam@keikiearlylearning.com.au

● Compliance

Kym Parkinson
compliance@keikiearlylearning.com.au

● Human Resources

Amanda Bate
hr@keikiearlylearning.com.au

● Finance

Laura Reynolds
accounts@keikiearlylearning.com.au

● Marketing

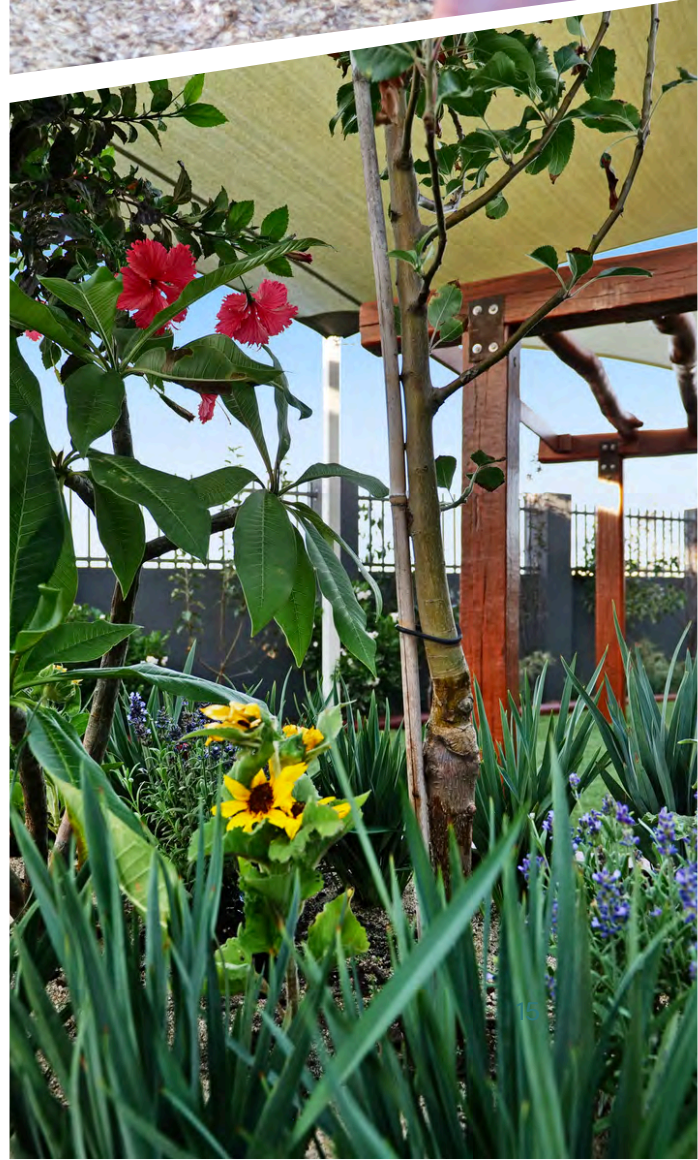
Callie Ross
marketing@keikiearlylearning.com.au

● Administration Support

Gayle Marshall
keikihub@keikiearlylearning.com.au

● Training and Development

Robert Yammouni
robert@childcareexperts.com.au





SPACE TO GROW
keikiearlylearning.com.au