

# Parent Information





## **WELCOME TO MATRIX EARLY LEARNING FAWKNER!**

Thank you for choosing Matrix Early Learning Fawkner as your chosen childcare centre! We trust that your child's experience will feel like an extension of your home, where they will feel valued, respected and nurtured. By working together, we will provide an environment that promotes high quality education and care for your child, a place where laughter and play are cherished and where children's innate curiosity is captured and given a chance to grow and develop. We look forward to a long and happy relationship with your family.

## **OUR CENTRE PHILOSOPHY**

At Matrix Early Learning Fawkner, we pride ourselves on providing a fun, caring, educational and welcoming environment for our families, children and staff.

### **For our Children:**

- We build strong, reciprocal relationships with the children in our care, support their interests and ideas, and promote lifelong learning.
- We provide a safe, nurturing environment for our children to foster positive self-esteem, self-worth, belonging and a high level of wellbeing.
- We believe that every child is a unique and valuable member of our community, and that they bring to our centre a collection of life experiences, cultural understanding and knowledge. We embrace diversity and inclusion, and support each child's different needs for education and care.

### **For our Educators:**

- We promote a positive culture among our staff, with respect, honesty and a commitment to continued improvement and excellence at the forefront of our values.

### **For our Community:**

- We promote children's cultural competence, and celebrate events – both cultural, charity and community based, and incorporate these into our curriculum.
- We believe that community involvement is so important, and taking the children out on excursions has so many benefits to their development! We also include incursions into our programs, and try to include community members where we can!

## For our Environment:

- We educate our children about the environment around us, both natural and constructed, and continually explore sustainable practices.
- We create a safe, nurturing and stimulating environment and provide our children with clean and attractive classrooms and outdoor spaces that are inviting and aesthetically pleasing.

## Our Service Curriculum:

- Our well developed educational program is researched and embedded into our daily practice in order to provide each child with the best start in life.
- We incorporate the **Early Years Learning Framework (EYLF)** principles of “Being, Belonging and Becoming” and the **National Quality Framework (NQF)** in all aspects of our centre. We believe quality education and care shapes every child’s future and lays the foundation for development and learning.
- We encourage play based learning, and our children are provided with stimulating and challenging experiences that inspire wonder and encourage them to confidently strengthen their abilities. We acknowledge and support children’s interests and strengths to enhance and facilitate their learning process. A combination of teacher-directed and child-initiated experiences allow children to further develop their understanding whilst learning at their own pace.

## SERVICE INFORMATION

Matrix Early Learning Fawkner is open from 6.30am to 6.30pm, 52 weeks of the year excluding weekends and public holidays. We care for 96 children per day, aged from 6 weeks to 6 years of age.

**There are 5 classrooms at the centre. They are:**

- Lavender Room (Nursery) \_\_\_\_\_ **0 - 1 years**
- Purple Room \_\_\_\_\_ **1 - 2 years**
- Green Room \_\_\_\_\_ **2 - 2.5 years**
- Aqua Room \_\_\_\_\_ **2.5 - 3 years**
- Blue Room (Pre-Kinder) \_\_\_\_\_ **3 - 4 years**
- Red Room (Kindergarten) \_\_\_\_\_ **4 - 5 years**

## Service Fees

Fees will be payable for each day your child is booked to attend. To secure enrolment, families are required to pay a \$100 administration fee (non-refundable) and a bond payment. The bond payment amount is dependent on your entitlements with Centrelink. Your bond payment will be refunded, provided the appropriate notice is given prior to your child’s final day of attendance.

Centre fees are due weekly through Direct-Debit. Statement of Accounts will be emailed each Friday with the payment for the period reflected on your statement. Fees need to remain two weeks in advance at all times.



Families experiencing difficulties with fee payments are to contact the Centre Director, before fees are in arrears. In exceptional circumstances, an appropriate payment plan may be offered. Failure to pay will result in your child's placement being suspended or cancelled and all outstanding accounts will be forwarded to debt collection agencies.

### **Fees During Absence**

Fees must be paid, even if your child is absent for any reason including public holidays (in accordance with our Fees Policy). It is also very important that the centre be notified if your child will be absent. Matrix Early Learning Fawkner are unable to swap days in the event of an absence. This is because of our high rate of occupancy; we are unable to accommodate changing of days. Should you require an extra day to your normal booked days, those days will be charged in addition to your normal bookings.

### **Ceasing Enrolments**

If you need to withdraw your child from the centre, two weeks written notice is required to the Centre Director. During the two week notice period, children can continue to attend the centre, as families will still be charged and payment will be automatically withdrawn. Please note that all children must be present on the last day of this two week notice period, in order to receive the Government Assistance entitlements. Failure to adhere to this policy would mean that you will be charged full fees for the two week notice period. Your bond will be forfeited also, if the appropriate notice is not provided and fees are not paid.

## **GENERAL INFORMATION**

### **Settling into Child Care**

Each child's experience of starting child care is different, and while some children eagerly join right in, other children need a longer time to adjust. It is important to remember that each child is different, and the time it takes for them to settle in varies from child to child.

As childcare professionals, we understand that parents find it difficult to leave their child. It is normal and expected for newly enrolled children (and parents) to become upset as it is an adjustment period for them.

**Here are some pointers that may help the transition run smoothly:**

- We recommend at least two orientation visits to the centre with your child 1 -2 weeks prior to starting. This way, you will show your child where they will be, and this will build up their confidence

and knowledge on what their first day will be like.

- Always say goodbye to your child. If your child senses or sees your distress, they believe there must be something wrong and can become quite upset themselves.
- It is recommended to do shorter days for the first few weeks of your child being with us. Gradually increase the time to give your child reassurance that you will be back later to pick them up.
- We encourage all parents to ring the centre as many times as they would like during the day. The educators are more than happy to inform you of how your child's day is going.

## Orientation Visits

Here at Matrix Early Learning Fawkner we pride ourselves on our personal approach to all aspects of child care. The orientation process will showcase the care offered to the children, the dedicated and knowledgeable team and professional operations.

Prior to your child's first day of attendance we require you to bring them in to the centre for a minimum of 1 one hour orientation visits. We recommend that these visits are between 9am and 11am as this is the most ideal time for our educators to support your child to participate in room experiences. Additional orientation visits are recommended for children who may experience high levels of distress whilst being away from their families.

The orientation process helps to settle families into the child care setting, as at first it can be difficult for children and families. It should always be recognised that the needs of children and their families will vary greatly, and the orientation will be catered to individual needs to achieve the best possible outcome.

## Arrivals and Departures

When dropping off and picking up your child, parents/guardians must make contact with an educator in their child's classroom. Educators will be in their rooms to welcome children and families. Parents must sign their child in and out each day via our iPad kiosk in the foyer.

On enrolment, parents/guardians must provide a list of adults authorised to collect their child from care. Children will not be permitted to leave the centre with any person whose name does not appear on the child's enrolment forms. If you wish for someone other than the authorised adults to pick up your child, you must let us know and provide us with written permission, and the adult's name. Please be aware that for your child's safety if at any stage someone who is unfamiliar to the educator arrives at the centre to collect your child, they will be asked to produce satisfactory identification.

## What to Bring

- Water bottle (families to take home each day and clean/return).
- Bottles for milk if required.
- Dummies if required.
- Security toy if required (for example blankie or teddy).
- Two sets of spare clothes – just in case!



- Formula or breast milk if required.
- A hat for outdoor play and excursions.

Please label ALL of your child's belongings and place into a reasonably sized back pack to be kept in your child's locker for the day. No medication is to be left in bags. The children have access to the bags, so please hand any medications to an educator.

It is a good idea to pack your child's bag with them and encourage them to carry it in and out of the centre if they are capable. This assists them to develop an awareness of looking after their belongings. Bags cannot be left at the centre overnight.

We ask that children come to the centre dressed appropriately. No singlets or thongs are to be worn for your child's own safety. Depending on the weather, educators will change your child to suit the weather, so we ask that spare clothes are packed.

## Provided by Matrix Early Learning Fawkner

**The following items are provided for your child on a daily basis:**

- Wipes and sunscreen
- Linen for cots and beds at sleep time.
- All meals throughout the day – breakfast, morning tea, lunch, afternoon tea and a late snack.
- A birthday cake during the week of their birthday.

## COMMUNICATION AND PARENT INFORMATION

Frequent communication between families and Matrix Early Learning Fawkner is crucial to your child's wellbeing and ensuring families are kept up to date with all current information. Emails from our Centre Director are sent on a regular basis, and parents are encouraged to read these, as well as information displayed on our noticeboards and through our online portfolio platform, QKeYLM. Parents are also encouraged to provide feedback about our centre activities, operations, policies and procedures, and any concerns they may have.

**At Matrix Early Learning Fawkner, we use the following communication tools to stay in touch with our families:**

- Face to face communication during arrivals and departures

- Phone calls during the day
- Notice boards around the centre
- Newsletter
- Regular emails
- QKeYLM – our online portfolio documentation system
- Family feedback surveys
- Policy and Procedure Manual, located in the foyer
- Our Quality Improvement Plan
- Parent Information Nights

## Parent Involvement in the Program

We aim to work in partnership with families to achieve continuity of education and care for children, which is essential in providing a high quality environment. Parents are encouraged to show interest in, or participate in the learning experiences during the day, or drop-off and pick-up times. Parents are encouraged to support special events and celebrations that the children are involved in. Should any parent wish to share their personal skills, profession or hobby with the children, please contact us as we would love to have you involved in the program! Parent participation enriches the experiences we provide in our program.

## The Learning Program

Our program is based on the concept of play where children can learn in a relaxed, happy and nurturing environment. The level of supervision will ensure children feel safe and secure, and can interact in a stimulating environment. We believe play is essential to young children's learning and development. We endeavour for them to experiment, discover and solve problems to find out about themselves, people in their community and the world around them.

Play experiences allow children to build confidence, make decisions and take ownership of their play and help them experience the pleasure of learning. We provide open-ended experiences that support growth and development and help children develop competencies that build solid foundations for later learning. We provide a program that promotes diversity for children and families from various social, linguistic and cultural backgrounds. Educators facilitate children's learning by responding to the children's individual and group interests and needs. We provide planned, spontaneous, developmentally appropriate and culturally diverse experiences.

## Programming for Children

Children's programs are planned by the educators in the room to include play-based experiences for children across all developmental areas to support the development of the whole child. The programs created provide meaningful learning experiences for all children. We implement the Early Years Learning Framework, which forms the foundation for ensuring that children in all early childhood education and care settings experience quality teaching and learning. It communicates these expectations through the following five learning outcomes:



1. Children have a strong sense of identity
2. Children are connected with and contribute to their world
3. Children have a strong sense of wellbeing
4. Children are confident and involved learners
5. Children are effective communicators

Our daily journals allow our families to discover what the children have been exploring and engaged in throughout the day. Our daily journal will be distributed each afternoon via our QKeYLM app. Upon enrolment, you will be set up with your own username and password, which will allow you login access to view your child's daily journal and portfolios over the year! Our educators put an amazing effort into these documents and they are truly awesome to receive at the end of your day!

The daily journal provides opportunity for families to assist in the programming and planning for their child. Family participation is welcomed and encouraged. Your involvement and feedback is always appreciated. You may email back a comment, suggestions or speak to one of your child's educators about the experiences explored.

## **THE NATIONAL QUALITY FRAMEWORK (NQF)**

The National Quality Framework is a Government initiative which sets a National Quality Standard designed to give children the best possible start in life. The Framework will provide a structure to continually assess, review and improve services provided to our children and families.

The National Quality Framework includes:

- A national legislative framework that consists of the Education and Care Services National Law Act 2010 and Education and Care Services National Regulations 2011.
- A National Quality Standard.
- An assessment and rating system.
- A regulatory authority for Victoria will have primary responsibility for the approval, monitoring and quality assessment of services.
- The Australian Children's Education and Care Quality Authority (ACECQA), the new national body responsible



for providing oversight of the new system and ensuring consistency of approach.

**More information is available on their website [www.acecqa.gov.au](http://www.acecqa.gov.au)**

## **POLICIES AND PROCEDURES**

The centre policies and procedures have been developed to provide children, families, educators and the centre with operating guidelines to support a safe environment. All staff will be provided with constant updates about our policies and encouraged to suggest improvements or changes. We ask the same of our families – should you see that a policy may need updating or you require additional information, or would just like to provide feedback, please speak to our Centre Director.

### **Confidentiality of Information**

Matrix Early Learning Fawkner has a duty of care with all information that is provided about families and children. No information will be disclosed to any third party. Our Centre Director is always available for a confidential conversation. Please make an appointment at a time convenient to you.

### **Inclusion**

Matrix Early Learning Fawkner welcomes all children and families regardless of gender, disability, ethnicity, religion, culture or family structure. We support the right of every child to access quality care and learning programs. We recognise the impact culture plays on families, and we will make every effort to provide culturally responsive child care by acknowledging the family, cultural differences and the right of people to make choices about their own lifestyle. Our practices promote inclusion, whilst educating children to understand and accept diversity and equality within our community. Educators demonstrate and promote practices of multiculturalism, acceptance of diversity, equality, anti-bias and non-discrimination.

### **Medication**

If your child requires medication whilst in care, parents are required to complete and sign a medication form. The medication must be in its original packaging, accompanied with a prescription label. Non-prescription medication will only be administered if it is accompanied by a doctor's letter or label stating who the medication is for and the dosage to be given. Medication must be handed to an educator who will store it safely. Medication must not be left in children's bags.

### **Sun Protection**

As a Sun Smart centre, Matrix Early Learning Fawkner aims to promote the importance of sun protection, for both educators and children at the centre. We ask that families provide their child with clothing that protects them from the sun. Heads, shoulders and backs must be covered. Your child may be changed into more appropriate clothing if we feel they are not protected from the sun. You are also required to provide a hat for your child to wear when outdoors.

Sunscreen will be applied 20 minutes prior to going outside, and then reapplied every two hours if outdoors. If you wish to provide your own brand of sunscreen please speak with your child's educators. Educators will practice and incorporate sun and skin protection awareness experiences in their programs.



## Clothing

Consideration should be given to the style and types of clothes worn in early childhood settings. Please dress your child appropriately and comfortably at all times for indoor and outdoor play throughout the year. Children are engaged in many rich experiences which can often be messy. For this reason we recommend that “good clothes” are kept at home. Children must be dressed for the appropriate weather conditions and with appropriate footwear that enables them to safely run, climb and engage in experiences. Parents of children that are toilet training are encouraged to provide clothing that support children in toileting e.g. elastic waists.

## Incident, Injury, Trauma and Illness

Our aim as a service is to provide an environment where the likelihood of injuries and accidents is minimised. Our educators ensure that all children are adequately supervised at all times. All of our educators hold First Aid qualifications, including asthma and anaphylaxis training. In the event however that an injury or accident does occur, our educators will immediately commence first aid and contact the child’s parent/guardian and/or the emergency contacts. The Centre Director will call an ambulance and an educator will accompany your child to the hospital if needed. It is essential that you inform us about any changes of your address, telephone number and/or emergency contacts.

Our service follows the National Health and Medical Research Council exclusions guidelines which means that children with communicable illnesses must be kept home from the centre.

If your child is showing signs that they are ill please keep them home from care. Signs can include rashes, temperatures, an extremely runny nose, discharge in eyes, frequent coughing and vomiting or loose stools. If your child shows these symptoms whilst in our care we will call you to collect them. If your child has any of these symptoms but is not contagious, a note from the doctor stating they are fit for care is required.

If your child comes to the centre with medication and the educators feel he/she is too unwell to be in attendance, you will be contacted and asked to take your child home. If parents are contacted about illness, we ask that they pick up their child from the centre as quickly as possible.

## Emergency Evacuations

Our centre is entrusted with the care of many young children, and we need to have plans in place if in danger of local emergencies. Educators at the centre practice the evacuation procedures with the children each month. These evacuations will be evaluated to ensure that the children and educators are removed from the centre in a timely and orderly manner and potential risk is minimised.

## Immunisations

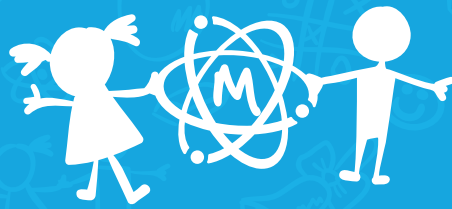
The No Jab No Play Act 2015 requires families to provide proof of a child's current and up to date immunisation status prior to commencement of care. Please provide a vaccination history statement from the Federal Australian Immunisation Register (AIR) showing that your child is age-appropriately vaccinated. Younger children's immunisation records must be updated regularly at the centre. If your child has had the next immunisation on the schedule please inform the Centre Director and provide a copy of the updated Immunisation History Statement.

## Family Concerns, Complaints or Queries

If you have any concerns or issues to share with us regarding any aspect of our service, please feel free to talk with your child's educators or our Centre Director. We take all complaints seriously and have a very transparent dispute resolution process. We encourage you to share ideas, comments, suggestions or complaints so that together we can maintain our high standard of care for every child.

**Formal details regarding contact details for complaints are located in our service foyer.**

Thank you once again for choosing us to educate and care for your child. Welcome to the Matrix family!



# MATRIX

Early Learning



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