




# C&K Family Handbook 2024

**Interpreter**

**Ask for an interpreter**





*Our centre acknowledges and  
pays its respects to the Traditional  
Custodians of the lands on which  
our centre is placed, and its  
continuing connection to land,  
sea and Community.*

*Our centre also pays respects  
to all Elders past, present  
and emerging.*

# Honouring First Nations Peoples

C&K early childhood centres are located on lands that stretch from Cape York Peninsula in the north of Queensland, down to the NSW border, and from the Simpson Desert across to the Great Barrier Reef. On these lands, Australia's First Nations Peoples have been teaching and learning ways of belonging, being and becoming for more than 65,000 years.

C&K learning communities have been shaped, and will continue to be shaped, by the influences of Aboriginal and Torres Strait Islander cultures, wisdoms, and knowledge. We honour First Nations Peoples' histories and perspectives and continue their connections to the land, sea and sky in our early childhood programs to deepen everyone's learning.

It is a great privilege to learn from and with the oldest living and thriving cultures on earth and walk together for a better future for all. C&K early childhood centres recognise that innovative early childhood curriculum is richest when it connects past, present and future.

The C&K Curriculum Approach, "Listening and Learning Together", draws on our 116-year history of commitment to community early childhood education, reflects current research and policy, and helps children to embrace their future.




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

Trisha Schuh:  
Napranum



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# CEO Welcome



## Welcome to C&K




We are thrilled you have chosen C&K to educate and care for your child and we look forward to guiding them on their exciting new journey.

C&K has been developing, nurturing and educating generations of Queensland children for 116 years. In fact, over one million children have benefited from the foundational learning they received at C&K.

As a not-for-profit organisation, children are at the centre of everything we do. We create learning environments, that allow children to flourish, by hiring highly-qualified people and delivering quality education programs that respond to children's needs today and empower them for tomorrow. We are proud to be an inclusive organisation, where religion, culture and abilities are not barriers to participation.

Whether your child is attending a childcare centre or kindergarten, this Family Handbook outlines our curriculum approach, your child's experiences and tips to help you both settle in.

C&K has a network of 330 centres across Queensland, and all centres share a sense of community, allowing a range of relationships between children and their communities to flourish.

I encourage you to take an active role in your child's education journey with us. Your centre will share participation opportunities with you and you can also join us on our social media - [Facebook](#)  | [Instagram](#)  | [LinkedIn](#) 

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

If you have any questions or concerns about anything, please speak to your centre's director and they will be more than happy to help you.

**Sandra Cheeseman**  
Chief Executive Officer



## Our vision

**Where  
every child  
flourishes**

## Our purpose

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



## Our values

*We put children first*

*We work with integrity*

*We respect each other*

*We strive for excellence  
in everything we do*





# Section 1

## Our inclusive learning program

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

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



## Our Curriculum Approach

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

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

At C&K, we see children as thinkers and theorists, rich in ideas and knowledge, as powerful learners and active citizens.

Our Infant and Toddler Approach includes a strong focus on relationships. It is through these strong relationships established with trusted adults that our youngest children learn best.

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

You can speak to your child's teacher/educator about how the C&K curriculum approach is embedded at your centre.



## Why I love C&K

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

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

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







## What does play-based learning look like?

Learning and enrichment of play will happen in ways that are meaningful and relevant to your child. For example, if your child is playing in the sandpit, their teacher/educator will encourage them to draw maps in the sand and label them, or measure the water levels in the dam they have built.

In this example, the teacher/educator is purposely supporting your child's interest to explore opportunities for language, literacy and numeracy development. You might also see teachers and educators supporting your child and others to set up a shop where the children can transfer their real-life knowledge to their play and extend on their learning.

This may include developing labels and signs, making money/credit cards, researching what is required for a shop, negotiating roles played by friends and solving problems.

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

## How we communicate children's learning

Your child will be learning through the experiences they engage in. Teachers and educators will be paying attention to this learning and will reflect on, interpret and assess children's learning experiences, then plan to extend and enrich this learning.

We know how important it is to you to understand what your child is learning. Teachers and educators use a range of professional tools such as folio books, displays, and online platforms such as StoryPark to record and understand your child's learning. Teachers and educators will share your child's learnings, growth, investigations, ideas, and achievements with you through these records and displays as well as through formal and informal conversations.

We encourage you to take some time to look at the learning program and add your ideas and thinking, either through chatting to your child's teacher/educator or adding comments to the documentation. Contributing to these connects your child's life at their centre to your life at home.



# Section 2

## Enrolling and starting at your C&K centre

Thank you for choosing to enrol your child at a C&K centre. Your Director will organise orientation activities so you and your child can get to know your centre. Orientation lets you ask questions and find out where everything is located, and lets us learn more about you, your child and your family.





## Before your child starts

When possible, take the opportunity to spend some time with us before your child starts. This may be one visit or several visits over a few weeks. Meet your child's teachers and educators, explore play areas and observe the C&K program in action.

This will support both you and your child to feel more confident on your child's first day. Please speak to your centre about specific orientation activities.

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

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

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

Why  
I love  
C&K



## The first day

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

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

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

## What to bring

Please bring a bag every day, with these things labelled with your child's name.



Spare clothing (learning can get messy sometimes)



Sheet or cot sheet (if not provided)



Wide-brimmed hat



Nutritious food for the day (if not provided)



Water bottle



Enough bottles and nappies for the day (if applicable)





## An arrival routine can help your child settle in the mornings



Sign your child in on the iPad



Help your child put their bag in their locker, or on the hook provided



Help your child put their food in the fridge (if applicable). Take food out of insulated bags and place it in the fridge so it remains at a safe temperature.



Apply sunscreen and record this on the sunscreen register. We will encourage your child to play in the shade for the first 20 minutes



Wash your child's hands at the nearest hand basin or use the hand sanitiser provided



You might like to read a book together, push your child on the swing or choose another activity they enjoy



Share any news or important information with teachers or educators including medication



Say goodbye and let your child know when you will return

## Helping us maintain a healthy environment

We're committed to ensuring all children, teachers and educators and visitors are happy, healthy and safe.



Check your child's bag, and all recycled materials you gift to the centre (eg. cardboard boxes, toys, and egg cartons), for any harmful items such as plastic bags, batteries, sharp items and medication



Close all gates and doors as you enter/exit rooms, buildings, and playgrounds; only open the centre gate for your own child



Do not share your sign-in/out PIN with anyone



Smoking is banned at all early childhood education and care centres and 5 metres beyond their boundaries



Tell your centre immediately if you or your emergency contact's details have changed



Follow all health and safety instructions at the centre and do not give your child fever reducing medication before arrival



Tell your centre immediately if your child receives a new medical or additional needs diagnosis



No child or adult can attend a C&K centre if they are unwell or diagnosed with an infectious illness



Do not leave any children unattended in your vehicle or the car park



Use extreme caution when entering and exiting the car park





## Collecting your child

Collect your child promptly, arriving 5 minutes before the centre is due to close, or if they become unwell.



Sign your child out on the iPad



Find out about your child's day - talk with teachers or educators, read through the Teaching and Learning Journal, or check Storypark



Collect all of your child's belongings including food containers, water bottles and shoes



Wash your hands and your child's hands







# Section 3



## A place where your child is happy, healthy and safe

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



## The Centre Leadership Team

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

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

A Responsible Person is physically present during the operation of all C&K centres. Responsible Persons are appropriately qualified and experienced. The name of the Responsible Person's qualification will be displayed in the main entrance of your centre.

## Quality teachers and educators

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

All of our teachers and educators either hold or are studying appropriate qualifications and licences for their positions, including First Aid, CPR, and asthma and anaphylaxis management.

You can feel assured they will be ready to act in the event of an injury or medical emergency. We also have a pool of regular relief teachers and educators for times when our teachers and educators are out of the centre for professional learning opportunities, holidays or should they be unwell.







## Policies ensuring your child's wellbeing and inclusion

C&K's teachers and educators follow a range of policies, procedures and guidelines to ensure that your child's wellbeing, and inclusion, in accordance with the requirements of the Education and Care Services National Regulations.

We encourage you to view key policies on our website at [www.candk.asn.au/policies](http://www.candk.asn.au/policies) or at your centre.

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





I like  
the teachers  
reading stories.  
- Tom, 4

## Why I love C&K


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

### Natural environments

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

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





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

## Positive behaviour guidance

Just like most skills, behaviour is learned and developed in social situations.

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

Our teachers and educators will engage your child in experiences which model positive language and social behaviour. We will offer them the opportunity to develop a positive self-image and understanding of others. If teachers and educators feel your child requires further support in building their social and emotional skills, they will work with them and include your family in the process.

Please see our **Guiding children's behaviour procedure** for more information.

C&K is happy to discuss cultural or religious considerations and positive behaviour plans that are supported by therapy needs.

## Learning and growing together

There is a lot to be excited about when your child starts early education. They will learn new skills, make new friends and develop new ways of thinking.

Your child will learn and grow in a group of similar aged children, which allows them to develop a range of social and emotional skills and understanding of different cultural backgrounds and abilities.

Our teachers and educators will support your child's individual development and learning by helping them to make decisions. Learning opportunities will change as your child's interests develop, which will celebrate their strengths and achievements. Your child will take part of a range of group activities during the day, including:

- welcome to start the day
- play-based experiences
- sharing bathrooms, meal times and indoor and outdoor play areas.

There will be times when the children don't get along. This is a normal part of them testing and learning about sharing, working with others, boundaries and relationships. Our teachers and educators will support children through these experiences and develop activities to help them learn about positive relationships. They will talk to you about these plans and you can share information about your goals for your child.





## Rest, relaxation and sleep

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

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

## Fees

When you enrol your child at C&K, you enter into a fee agreement with us; which includes providing the correct enrolment information to claim any subsidies and paying of any fees (where required) in advance, either fortnightly, monthly or by the term.

You can choose how to pay your fees - via direct debit through a bank account or credit card, or Centrepay and the frequency of your payments when you complete your enrolment.

You may be eligible for subsidies to assist in reducing your fees, depending on the service type and age group of your child. The Child Care Subsidy (CCS) is available at our approved CCS childcare centres and the Queensland Government is launching free kindergarten for all eligible-aged children from 1 January 2024.

Read more information on:

**Child Care Subsidy**  
**Free Kindergarten from 2024**

Please see our website for information on **childcare centre fees** and **kindergarten fees**.





## Photography, video and audio recordings

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

We may also capture moments of children's learning to use in our professional learning program.

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

## Only share photos of your own child

To keep children safe, and to respect the beliefs of all children and families, when you are at your centre, or a centre event, please only share images/recordings of your own child.

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

## Privacy

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

If you have any questions about the way we are handling your personal information, please speak with your Director or contact the C&K Privacy officer ([privacy@candk.asn.au](mailto:privacy@candk.asn.au)).



## Excursions and visitors

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

We encourage you to share ideas and possibilities for new adventures or suggestions for visitors.

Please see our **Excursions procedures** for further information.

## Students and volunteers

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

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

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

Why  
I love  
C&K

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

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





## Multimedia and technology

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

Please see our **Children's eSafety Procedure** for more information.



## Breastfeeding and bottlefeeding

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

## Bringing healthy meals

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

Please see our **Nutrition and Food Safety procedure** for more information.





## A sun safe environment

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

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

## Cleaning and hygiene practices

C&K centres follow best practice cleaning procedures. Please support this by always washing yours and your child's hands when you arrive at and leave the centre, following the pictorial procedures displayed near all hand washing sinks. Centres are cleaned daily outside operational hours.





## Immunisation

We respect each family's decision regarding immunisation and do not exclude children based on their immunisation status. Our centres follow strict procedures relating to infection control and do not permit children, or teachers and educators into our centres if they have been diagnosed with an infectious illness.

In the event of a confirmed case of a vaccine-preventable disease, and your child is not immunised, or their immunisations are not up-to-date, they may be required to remain at home (full fees applicable) if advised by the Public Health Unit.

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

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

For more information, visit:

- [www.servicessaustralia.gov.au](http://www.servicessaustralia.gov.au)
- [www.health.gov.au/healthtopics/immunisation](http://www.health.gov.au/healthtopics/immunisation)

Why  
I love  
C&K

I like  
exploring  
in the  
playground.  
- Kate

The lizards  
are great.  
- Lara





## Child safety and protection

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

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

All reports, including those raised by children, will be heard, treated seriously and actioned in accordance with procedures. If you have any concerns about a child's safety, please report it to your director, on our website or email [feedback@candk.asn.au](mailto:feedback@candk.asn.au).

If you would like to know more about our commitment to child protection, please ask your centre Director or [visit the C&K website to view our key child protection policies](#).

## Illness and infectious diseases

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

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



The table below details some common childhood illnesses and the exclusion periods recommended by the National Health and Medical Research Council that your centre follows. This information is also available at: [Queensland Health's Time Out - keeping your child and other kids healthy](#).

Please see our [Exclusion due to Illness procedure](#) for more information.

Common illnesses	Exclusion periods
Chickenpox	Until all blisters have dried
Conjunctivitis	Until the discharge from the eyes has stopped unless a doctor has diagnosed as non-infectious
COVID-19	Until symptoms have resolved, normally 5 to 7 days
Diarrhoea	Until there has not been a loose bowel motion for 24 hours
Fever (above 38°C)	24 hours after the fever has stopped without the administration of fever-reducing medication
Gastroenteritis - Exclusion	As advised by Queensland Health, a single case (no other cases within three days at a centre) of gastroenteritis (children and adults) should be excluded from a centre until at least 24 hrs after the symptoms have ceased. Two or more cases may indicate transmission within a centre, therefore until the cause is identified the exclusion period should be for 48 hrs after symptoms cease.
Hand, foot and mouth disease	Until all blisters have dried
Head lice	Not excluded if effective treatment begins before the next day at the centre
Human parvovirus B19 (slap cheek)	Not excluded, however, the child should stay at home until they are feeling well
Impetigo (school sores)	Until appropriate antibiotic treatment has started. Any sores on exposed skin should be covered with a watertight dressing
Influenza and influenza-like illnesses (flu)	Until child is well
Pertussis (whooping cough)	From the onset of coughing
Roseola	Not excluded, however, the child should stay at home until they are feeling well
Vomiting	Until 24 hours after vomiting has stopped





## Injuries and incidents

In the event of child-related incident:

- We will contact you for all significant incidents, and you may be asked to collect your child. Teachers and educators will continue to monitor and care for your child until they are collected.
- A detailed incident record will be completed in preparation for you to review and sign at the end of your child's day. A copy can be provided if requested.
- Where your child requires medical treatment beyond immediate First Aid, and we are unable to contact you, we will ensure your child is cared for and comforted. We will contact your emergency contact(s), and/or call an ambulance.

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



## Diverse learning needs and medical conditions

If your child has a diverse learning need or a medical condition, such as anaphylaxis, asthma, diabetes or epilepsy, we ask that you provide a comprehensive current medical management plan that is signed and dated by your child's medical practitioner. prior to them starting. Medical management plan templates are available on the C&K website.

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

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

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

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

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

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

## Medication

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

Please see our **Medication Procedure** for more information.







## Collection and access

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

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

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

## Court orders and parenting plans

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

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

Please see our **Court Order Policy** for more information.



# Section 4

## Embracing inclusion and diversity

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

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



udly built and supported by the Quee

# Gabbinbar C Community Kinde

one: 4613 6205

Email: gabbi



The Queensland Government and C&K the Traditional



## Access for all

C&K teachers and educators work closely with families, specialists and agencies to support access and participation for all children.

It is important for us to know what is unique to your child to feel welcome, safe and able to participate. Prior to enrolment, sharing information at orientation and centre visits becomes a valuable process for teachers and educators to prepare their environments and access training and support if needed. Fully understanding the needs for your child becomes a positive experience as they transition into a new centre.

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

You and your child's teacher will create an Education Support Plan together to address all of your child's needs and goals.

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





# Section 5

## Transitions

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



## Transitioning between rooms in childcare centres

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

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

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

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



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

- Talking positively about the transition with your child
- Letting them know that they will still see their old teachers or educators and friends in the playground and at mixed group times
- Spending some time with your child in the new room – find where their belongings will be stored, meet the new children, look through the day book and displays, and play with the new toys and resources
- Taking some time to meet with, and talk to your child's new teachers and educators.



## Transitioning to school

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

Before a Transition Statement can be shared, parents need to review and agree to share this information with your chosen school. We strongly encourage you to share your child's Transition Statement and to talk with your school if your child may need additional support.







## What you can do to make the transition to school a positive and calm experience

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

- Talk regularly with your child about the experiences they might engage in, the friends they will make, and the interesting things they will learn
- Encourage them to put on and do up their own shoes, and carry their own bag
- Walk past the new school so that your child knows what it looks like
- Learn the names for break times such as Big Lunch or Second Break
- Encourage eating and drinking without help by supporting your child to wrap and unwrap food and fill up their drink bottle
- Share and discuss positive experiences from your own school days
- Ask for their help in naming items and uniforms, so they know how to identify them if they get lost
- Show where you will pick your child up each day, and explain what to do if you are late or not there
- Talk about being safe at school
- Attend the school's Open Day and meet your child's teacher
- Find the Prep classrooms, bag lockers, play areas, toilets, lunch spaces and drink bubblers together
- Participate in the school's 'Under 8's Week' activities if they are open to the community
- Keep an eye out on our website and the C&K Facebook page for information
- Reassure your child that if they are unsure of anything, to ask an adult
- Talk to them about any concerns or fears they may have.



# Section 6

## Our commitment to quality

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

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



## National Quality Framework

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

The NQF includes:

- A national legislative framework that consists of the Education and Care Services National Law and Education and Care Services National Regulations
- A National Quality Standard (NQS)
- An assessment and ratings system
- A regulatory authority in each state and territory which has responsibility for the approval, monitoring and quality assessment of centres
- A national body responsible for providing oversight of the new system and ensuring consistency of approach – the Australian Children’s Education and Care Quality Authority (ACECQA)

Centres are assessed and rated against seven quality areas of the NQS. The standards cover children’s development and education as well as relationships with families, educator qualifications, and the centre environment.

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

Your centre’s rating will be displayed at the centre, as well as on their website page at [www.candk.asn.au](http://www.candk.asn.au).

For more information regarding the NQF see your Director or visit [www.acecqa.gov.au](http://www.acecqa.gov.au).





## Section 7



Translating and  
Interpreting Service  
(TIS National) - 131 450

### Staying connected with C&K

We are so pleased you joined us for your child's early learning journey! At C&K, building a sense of community and belonging is at the core of everything we do, so we welcome you to be a part of our programs. We encourage you to share your ideas, talents and skills, ask questions, sign up for the volunteer roster at your centre (if available) and help us set and achieve a wide range of goals.

We also hope you will join us at the various events we hold, or participate in, throughout the year, as it is a great way to meet other families and build a sense of community and belonging.






## Communication

Remember to ask for an interpreter to support conversations with teachers.



C&K believes timely and informative communication is vital for families, helping to develop a strong relationship with both your child's centre and with C&K as an organisation.

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

The **C&K website** and social media pages are a great source of information for families. We invite you to join our online community, share your photos and hear about upcoming events and news from the wider C&K family on **Facebook**  | **Instagram**  | **LinkedIn**  We'd love you to share your photos and how you **#LoveCAndK**.

## Feedback

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

Please see our **Feedback and Complaints procedure** on the C&K website for more information.

## Community Advisory Group

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

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

## Parent Portal

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

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



# Useful organisations

Australian Breastfeeding Association  
Australian Children's Education and  
Care Quality Authority  
Education and Care Services Regulations  
Staying Healthy - Preventing infectious  
diseases in early childhood education  
and care services  
Kidsafe Australia  
Grow Me Safely  
The Office for Early Childhood  
Education and Care  
Raising Children Network  
NAPCAN  
(Preventing child abuse and neglect)

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



**Ask for an interpreter**  
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131 450

Immunisation Australia  
Autism Australia  
Asthma Australia  
Diabetes Australia  
Epilepsy Australia  
National Physical Activity Guidelines  
Nutrition Australia  
Queensland Health  
Anaphylaxis Australia





# Parent and Community Code of Conduct

## Welcome

All families and community members are welcome at our early childhood education and care centres (the 'centres'). We aim to work together to create an engaging and safe environment that supports your child's learning and wellbeing. Parents/Guardians and community members who visit our centres must ensure their conduct and communication is respectful and aligns with this Code of Conduct.

### Expected Conduct

It is expected that every parent/guardian and visitor will:

- Comply with **C&K Policies and Procedures**
- Behave in a way that supports health, safety and wellbeing of yourself and others
- Respect the authority of C&K employees and follow their directions
- Be polite, respectful, listen to and value other's perspectives
- Respect the privacy of others and not photograph, email, text, or post images on social media (including images taken from Storypark) of any person without their consent or in the case of another child, the consent of their family
- Speak positively about C&K and our employees
- Request a meeting with your child's teacher or educator to discuss any questions or concerns you may have about your child's education and care
- Understand our employees have responsibilities that may impact their availability to talk and meet with you
- Respect C&K property and the property of our employees, contractors, volunteers, other families, and children
- Raise complaints in accordance with our **C&K Complaints Management Policy**
- Ensure all family members and emergency contacts associated with your child's enrolment read, understand and follow this Code of Conduct.

### Unacceptable Conduct

Includes, but is not limited to:

- Using inappropriate, threatening, aggressive or abusive language, gestures or images. This includes swearing, yelling, and throwing items
- Using language or conduct which is likely to offend, harass, bully, vilify, intimidate or discriminate against another person
- Interacting physically, verbally or online with children, our employees or others in a manner which is not appropriate and may endanger the person's health, safety, and wellbeing
- Posting comments or material to social media that may damage the reputation of C&K and any of our employees
- Gossiping or making derogatory statements about C&K, our employees, families, children, or community members. Any concerns must be raised through the **Complaints Management Policy**
- Sharing confidential information inappropriately
- Theft, fraud or misuse of C&K property or resources
- Involving our employees in disputes between parents/guardians/families
- Visiting a centre, attending a C&K function or engaging in C&K activities whilst under the influence of alcohol, illicit or other harmful substances
- Bringing alcohol, weapons or illegal substances into a centre
- Smoking within the centre or within 5 metres of the centre's boundary.

### Non-compliance

Breaches of the Code of Conduct will not be tolerated and may lead to serious consequences. Where appropriate, C&K will try to resolve matters collaboratively with you.

If in C&K's opinion, the breach is serious and/or there is a risk of ongoing non-compliance, C&K may take any action that is considered appropriate; this may include cancelling your child's enrolment.

In accordance with applicable legislation and the **C&K Child Protection Policy**, unlawful breaches of this Code of Conduct will be reported to the relevant authorities.



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[candk.asn.au](http://candk.asn.au)



*Where children come first*



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