

Jigsaw Childcare

Parent Handbook



Premium quality care and education
...the start every child deserves



Jigsaw Childcare

Jigsaw promises to put you and your child's needs first ensuring ...the start every child deserves®.

Every Day:

We focus on the whole child to build their development and learning through planned and spontaneous experiences.

Every child in our care will be surrounded by love and laughter and high quality individualised experiences.

Our developmentally appropriate education is fun and exciting within a safe and secure environment.

Each program provides a link between preschool and kindergarten practices through incorporating NSW Board of Studies (Early stage one) outcomes.

Your child is in an innovatively designed environment with play spaces that provide a warm, nurturing and stimulating environment.

....the learning journey

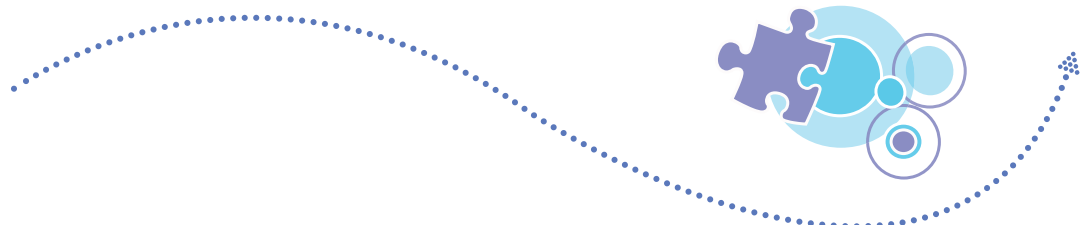
The learning journey at Jigsaw Childcare combines three key principals. These are based on the Early Years learning Framework.



Belonging

Being

Becoming



Jigsaw Childcare

Jigsaw's Philosophy

The essence of Jigsaw combines three key principal areas

Love and Laughter

Our curriculum is based on age appropriate learning experiences to ensure each child feels a sense of belonging in our safe and secure environments.

Through play experiences our educators provide your child with the opportunity to learn and explore in a loving and caring environment.

The children are involved participants and decision-makers who experience learning that is engaging and enjoyable.

Fun and Excitement

Our pedagogical educators use their unique collection of beliefs, values and interests in an active role ensuring that they give each child the opportunity to explore planned and spontaneous experiences that enrich their day.

Each environment is designed to foster learning and development using the practices and principals of the Early Years Framework.

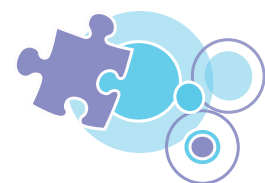
We recognise these early years as an important time for children to enjoy being able to play, try new things and have fun as this is a valued process for children's learning, thinking, imagination and communication.

Education and Learning

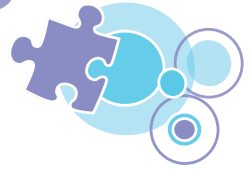
Children's interests and strengths provide the basis for our holistic learning environment that is stimulating and challenging, allowing all children to participate fully and actively in the world around them.

Our goal is to enhance children's learning by working in partnership with families and the wider community ensuring that the learning outcomes we set for the children are achieved, shaping the type of adult they will become.

At Jigsaw we believe that a child's development in the early years of life is critical to their future development. As a professional service we aim to provide the best possible environment for positive development by employing early childhood educators who respect all children, provide educational programs and form partnerships with families and the wider community.



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Policy and Procedures

At Jigsaw the quality areas set by the “Quality Improvement and Accreditation System” form the framework of our policies and procedures. Our centres are accredited with the highest level of service and we maintain the highest quality in all the principle areas.

Interactions and Communication

- Relationships with children and peers - create a happy, engaging atmosphere and interact in a warm, positive and friendly manner. Treat all children equally, respecting their diverse abilities and backgrounds. Educators communicate effectively, work as a team and are supportive of one another.
- Partnerships with families – work with families to ensure continuity of care, encourage their participation, and value their feedback.

The Program

- Programming and evaluation – use careful planning and evaluation to assist children to be successful learners. Reflect Jigsaw’s philosophy in all planning.
- Children’s experiences and learning - learning plans and programs reflect the individual needs of the children while promoting their development of social/emotional, physical, creative and cognitive skills.

Protective Care and Safety

- Protective care – protect each child, ensuring that they are supervised at all times and do not have access to any dangerous products, plants or objects.
- Safety - ensure that the building and equipment are safe and that we take a pro-active approach to occupational health and safety.

Health, Nutrition and Wellbeing

- Health – implement effective and current food safety and hygiene practices, encouraging children to follow simple rules of hygiene. Take steps to control the spread of infectious disease and maintain up-to-date immunisation records.
- Nutrition – promote healthy eating habits.
- Wellbeing – support each child’s need for rest, sleep and comfort and ensure that toileting and nappy change procedures are positive experiences.

Managing to support quality

- Families and educators receive up-to-date information about relevant management decisions and have appropriate opportunities to comment on these and other centre procedures.
- Policies and procedures facilitate continuity of care.
- Professional educators development is actively supported and encouraged.

Jigsaw Childcare

Our educators

Our dedicated educators recognise pedagogy that actively engages children in play as one of the main ways in which children learn and develop. They use a holistic approach when planning for the whole child's development. They pay attention to the children's physical, personal, social, emotional and spiritual wellbeing as well as cognitive aspects of their learning.

Our educators are seen as a valuable resources to Jigsaw where their personalities and beliefs contribute to making a successful learning environment. They have a range of early childhood teaching qualifications and experience.

We strongly believe in promoting ongoing learning and reflective practices for all our educators. Through an ongoing cycle of reviewing current practise we are able to establish new ideas and always continue to improve the service we provide for our children everyday. We also encourage our educators to constantly update their skills and knowledge by attending relevant external and internal training and courses.

We ensure that background checks are carried out on all educators before they are employed and all employees sign and follow Jigsaw's ethical code of conduct. Staff are aware of their obligations with regards to child protection being mandatory reporters and follow Jigsaw's child protection policy.

Each member of our team writes a brief profile about themselves and this is displayed at the entrance to the centre. This gives you a brief background on our educators, outlining their qualifications and experience.

As your **PARTNER**, the Jigsaw Childcare team promises to...

Put your child's needs first in every situation

Aim to provide an environment that promotes happiness

Recognise we are committed to a common goal – **"high-quality childcare"**

Tailor our services to meet your family's needs

Never take for granted the trust you place in us

Embody excellence in everything we do

Respect everyone's unique personality



Parent Participation

We actively encourage open communication between the team and our families at Jigsaw. We feel this is essential in maintaining high-quality, effective care for each child.

We value your input and suggestions, be it on policy and procedures, programming, or Jigsaw's philosophy.

We encourage you to communicate any suggestions you may have to the Jigsaw team, and should any issue or concern arise, please feel free to speak to any of our educators so we can resolve it quickly and to your satisfaction.

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Our curriculum

The Early Years Planning Cycle: Reflect, Question, Plan and Act is the framework on which our early learning experiences are based.

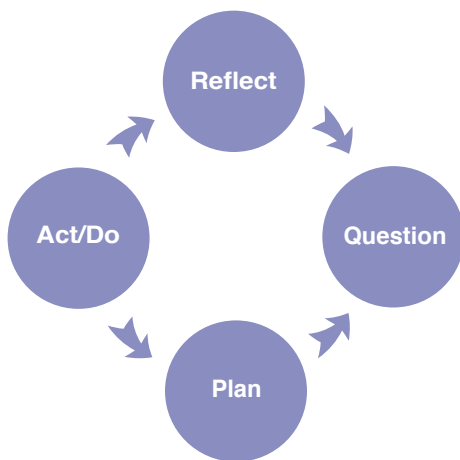
As your child grows and develops, we recognise that their needs, wants and abilities change.

Individualised programs ensure that your child has a positive attitude to life-long learning.

Our curriculum incorporates pedagogical principles and processes from the Early Years Learning Framework, combining experiences that assist children to be confident and involved learners.

Working in partnership with families our daily program is filled with play based learning providing the children with opportunities to learn as they create, discover, improvise and imagine.

Early Years Planning Cycle

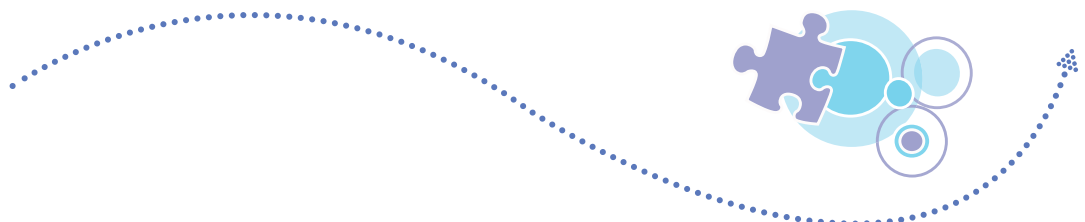


Belonging, Being, Becoming



Enrichment programs

To enhance and enrich each child's daily learning we incorporate additional extra-curricular activities into our programs, including sports programs, language experiences and music and movement activities.



Jigsaw Childcare

Educational Philosophies

At Jigsaw we realise that each age group has different needs and abilities. We have developed individual philosophies for Nursery and Tiny Explorers, Little Explorers, Young Adventurers and Early Learners.

Each of these philosophies, although different, also follows Jigsaw fundamental guidelines:

- Ensuring that we provide an environment that encourages and practises equality for all
- Providing high-quality care and education to children following the seven National Childcare Accreditation Council Quality Areas
- Placing value in both the care and education of children and understanding that these practises are interwoven
- Valuing children's experiences and family input and incorporating these into daily practices

Nursery – a world of discovery with lots of hugs and cuddles

Jigsaw nurseries provide high quality facilities within a home-like and secure environment, with a range of equipment that encourages each child to explore new things.

Nurturing and educational programs ensuring that your child's individual needs are met and their developmental milestones recognised.

At Jigsaw we realise how difficult it can be to balance work and family.

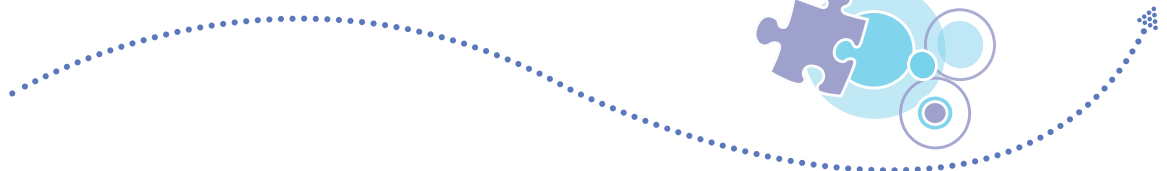
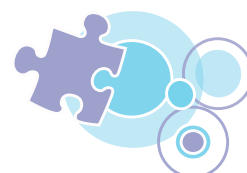
We aim to alleviate this pressure by providing nursery facilities, catering for all your child's needs, including meals, formula, bottles, nappies, hats and sunscreen.

Our educators' qualifications and experience enable them to truly enhance your child's learning at this very important stage whilst always having plenty of time for lots of hugs and cuddles....

Little Explorers - explore, discover and learn

The Little Explorers is full of activities that the children can explore and expend all of that amazing energy they have at this age!

We recognize that all our Little Explorers need a nurturing and stimulating learning environment incorporating opportunities to enhance and develop their skills.



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In this age group the children's language and independence are the focus the daily programs.

Our educators in this group have the relevant qualifications and experience to guide the children through their developmental milestones using intentional teaching strategies which follow the children's interests through play based learning experiences.

Our promise is to put you and your child's needs first.

Young Adventurers – experience new challenges and adventures

As Young Adventurers, your active two year old is building on those first friendships learning to cooperate and share, developing their speech and language, interacting and exploring their own environment.

Each educator foster this thirst for independence and growth, allowing the children to direct many experiences for themselves.

Our program includes a range of innovative activities where language and confidence is encouraged through group time.

Jigsaw's qualified and experienced educators program for your individual child's needs building on their interests and skills enabling them to reach their developmental milestones at their own pace. Each child will become a confident learner who will be ready for our comprehensive Preschool programs.

Early Learners – help your child to think outside the square

Early Learners are by nature inquisitive and eager to learn with a thirst for knowledge about the world around them.

Our educators are sensitive to support, stimulate and promote your child's interests so they are constantly learning through their play.

The Early Learners program extends and builds on all aspects of the children's experiences during the day.

Each program is flexible and adaptable whilst fostering your child's individual interests, talents and abilities.

We program for each individual child while always allowing each child to develop at their own pace.

Implementing the Early Years Learning Framework, our programs are created to encourage further learning and development by using questioning, discovery, exploration, interest and ability to ensure that children are getting ready for the next step in their lives...going off to school.

At Jigsaw we will ensure that your 'Early Learner' is successful in building the skills needed to be confident and active in the outside world and have a positive approach to life-long learning.



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Getting Ready for School A fully integrated school readiness program

As your child approaches school we ensure they are ready for this important transition by integrating a school readiness program as part of their daily experiences.

Jigsaw educators have developed an extensive school readiness program that ensures that the transition to your child's school of choice will be a smooth and happy one.

Our program encourages independent learning.

We provide experiences and activities that are driven by the interests of our children, focusing on their skills and development and assisting them to achieve realistic goals.

By using the Early Stage One Outcomes from the NSW Board of Studies, we aim to give the children the necessary skills to work towards achieving these outcomes, within a stimulating and fun environment where learning opportunities are planned using a play based approach.

The School Readiness program incorporates pre-writing and reading skills using the latest technological resources as well science experiments and maths concepts where children can learn about the world around them as well as exploring and learning key life skills.

For you as a parent we hold regular 'Lunch and Learn' sessions and Parent Information Events throughout the year to give you further incite, and to keep you up to date with your child's School Readiness program.

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Practical Information

Hours of Operation

All Jigsaw Centres open at 7.30am for parents to enjoy breakfast with their children, and care operates from 8.00am to 6.00pm each day. We are closed on all gazette public holidays. Most of the educators work a 10-hour day so please arrive on time for pick up. We would recommend that you arrive a few minutes early to talk to educators and gain some feedback on your child's day.

Fees

Fees must be paid for every day your child is enrolled, including public holidays and when your child is sick or on holidays.

A full daily fee is charged regardless of the number of hours your child attends. Fees are to be paid monthly in advance on the first of every month. Fees must be paid by direct debit or credit card via the Ezidebit payment system. Please refer to our enrolment information for further details on fee payment.

If you wish to change the number of days your child attends the centre, we will of course do our best to accommodate you. However we cannot guarantee that we can meet your requirements. We require one month's written notice for any changes to enrolments.

Sign In/Out Sheets

It is extremely important for safety and legal reasons to sign your child in and out each day. If an unfamiliar person is collecting your child, it is your responsibility to inform your child about this change. It is also important for you to include the times of arrival and departure to assist us in ensuring that the correct educators/child ratios are maintained.

Late Collection

The Centre closes at 6pm. If you know that you may be late collecting your child please inform us as soon as possible. If the educators have to stay longer than their scheduled working hours to look after your child you will be charged a late-collection fee. Parents will receive a separate invoice for late fees. Late fees are as follows: \$20 for the first 15 minutes and then \$1 a minute thereafter. This goes towards reimbursing educators for their time and any out-of-pocket expenses incurred. There is a late-collection fee form available in the parent information area along with a copy of our late pick up policy. Please note that three occurrences of late collection of a child may result in the child's enrolment being reviewed. We advise you to make yourself aware of the details of this policy.

Collection Authorisation

When you complete our enrolment form you will need to fill out a section on people whom you authorise to collect your child. Educators must be informed of changes to normal collection routine in writing.

If educators have not met the person collecting your child, they will be asked to present photo identification. Educators will not allow your child to be collected by someone you have not nominated. People under 16 years of age will not be allowed to collect a child from the centre.

In an emergency if someone other than a person listed on your signed "Authority to Collect" document is to collect your child, you must inform us in writing.

Practical Information

Open Door Policy

Jigsaw operates an Open-Door policy and parents are welcome and encouraged to visit their child at any time throughout the day.

Access

If there are any court orders affecting custody of your child, please provide a copy for our records. Educators cannot restrict access if this is not produced.

Safety & Security

The following security measures must be adhered to in order to ensure the safety of everyone at our centre. Gates must be kept closed at all times and door passes/codes protected. Furthermore, no visitors are to be let into the centre without informing the Centre Manager.

Emergencies

In the case of an emergency we will attempt to contact the child's parents/guardian first, but if you are not available we will contact the people you have designated as your alternative contacts. If no one at all is able to be contacted, the Centre Manager or his/her delegate will take responsibility for any action to be taken. This may be calling your family doctor or an ambulance.



Emergency Evacuations

Emergency evacuation procedures are clearly displayed in each room and at the entrance/exit to the centre. These procedures are practised monthly to ensure that everyone is familiar with them should an evacuation prove necessary.

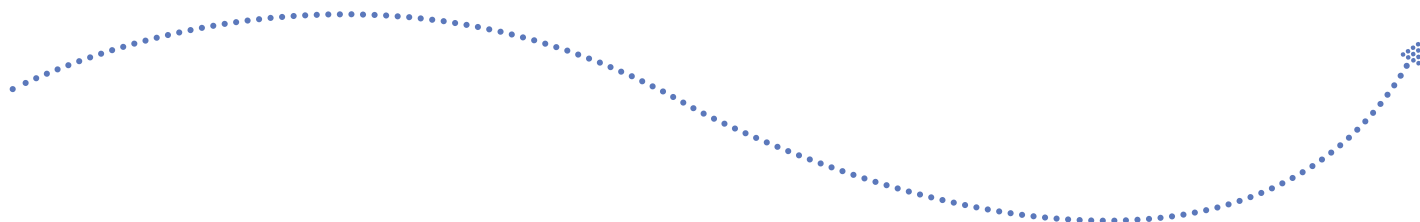
Updating Information

It is your responsibility to inform us of changes to your details as it can affect the service we provide for you. Any changes to phone numbers, addresses, or authorised persons to collect your child must be communicated to your Centre Manager either via your centre email or via info@jigsawchildcare.com.au

If circumstances in your home life change that may affect your child's behaviour or routine, this information may be useful for our educators in their day-to-day dealings with your child. Please keep your Centre Manager up to date with any changes.

Confidentiality

Jigsaw respects families' rights to have their and their child's information kept confidential. We also respect all individuals involved in the centre confidentiality of personal information. See Jigsaw's confidentiality policy for further information.



Practical Information

Settling your child into the centre

Settling your child into the centre may not occur overnight. It depends on the child as to how long the process will take, but consistency and positive attitude by both parent and educators will help this process along. Here are some suggestions:

- When you feel it is time for you to leave, please say Goodbye. Don't walk away when he/she is not looking as this is confusing for your child.
- Tell your child you will be back later, children need to know that even though their parents have left they will also return.
- Let one of the educators in the room know you are leaving so that they can give a little extra comfort to your child if necessary.
- When picking up your child at night try not to rush in and out. Your child needs to know that you like being at the centre. Take an interest in their activity, join the activity, and spend some time just feeling comfortable here.

It is normal that your child may react in some negative way to starting day care. They may be reluctant to come for a while. If so, please tell us about it. Our experienced educators are always on hand and will do their best to help your child settle.

Mobile Phones

All mobile phones need to be switched off while you are in the centre. When dropping off and picking up, your child needs to be your main focus. Mobile phones ringing and work conversations can disrupt the program and cause distress among the children.

Transition

When a child makes the transition from one room to another, our aim is to make this as stress-free as possible for all involved. The transition is made gradually and at the child's pace. The decision to move a child into the next room is based on the child's level of development, for example their walking ability, emotional development, self-help skills, etc, along with the availability of a space in the new group. You will be notified in writing of the impending change. When, in consultation with the family, it is decided that a child is ready to move from one room to the next, you will be introduced to the Educators in the next room and informed about the routine. You may also be asked to fill in a transition form, which enables the Educators in the new room to gain greater insight into your child's development, personality, etc.

Children's Illness

It is Jigsaw's policy that sick children do not attend the centre. If your child is sick he/she requires the care and comfort only available in the home environment. A child must be kept at home if they have any illness that is or may be contagious. [Please see Appendix for details.](#)

If a child becomes ill during the day or a contagious disease is suspected, parents will be contacted. Parents may be asked to collect a child if the Centre Manager considers that he/she is too ill to remain at the centre or is at risk of infecting the other children and/or educators. The child will only be able to return to the centre with a note from the doctor.

Practical Information

Administration of Medication

If a child requires medication and a doctor has sent a letter saying they are fit to attend childcare, then we will administer a maximum of two doses per day as long as it is prescribed by the doctor. Appropriate 'Medication Authorisation' forms must be completed and signed by the parent. Medication must be handed to educators.

If your child requires ongoing medication, divide it into two bottles so that one bottle remains at the centre. (The original bottle must be left at the centre. Medication can only be administered from its original packaging.) Medication of any kind must **NOT** be left in children's bags at any time. Parents must inform the Centre Manager of any medication given to their child in the 24 hours prior to attending care this includes Panadol/Nurofen.

Immunisation

Jigsaw is required to maintain up-to-date immunisation records for all children attending the centre. Please supply proof of immunisation and inform your centre of any updated immunisations.

Sun Protection

It is your responsibility to apply sunscreen to your child before attending a Jigsaw centre. We will ensure that SPF 30+ broad-spectrum sunscreen is applied to exposed areas of skin when necessary. The centre will provide your child with a suitable sunhat for outdoor play at the centre. To promote SunSmart awareness Jigsaw has a **NO HAT – PLAY IN THE SHADE** policy whereby children without hats remain in covered/shaded areas during outdoor play.

Clothing

Please provide suitable play clothes, appropriate shoes, a hat and at least one change of clothes each day. Educators will always ensure that children wear protective clothes during 'messy' activities, but occasionally children still get dirty and sometimes clothes may be stained. To protect the clothes without inhibiting his/her play and creativity please dress your child in sensible play clothes each day, not 'best' clothes.

Please label all clothing – the centre does not take responsibility for loss of or damage of clothing.

Personal Toys

Please avoid bringing precious toys that could get lost or broken. Toys such as masks, super heroes and guns are discouraged as we feel they promote aggression and antisocial behaviour. Comfort toys are welcome.

Meals

Our cooks provide a well-balanced, nutritionally rich range of food for the children each day. Breakfast, morning tea, lunch and afternoon tea are provided. Children with allergies and food intolerances are also catered for. Please speak to the Centre Manager if special arrangements need to be made. (There may be some additional charge for this.)

Breakfast is also provided for the children between 7.30am and 8.30am and consists of a variety of cereals and fruit.



Practical Information

Infant Formula

The infant formula we provide for babies and toddler is S26. If you require a different formula for your child we are happy to accommodate this but you will need to provide it for the centre.

Birthdays/Celebrations

Your child's birthday is a very important part of our regular celebrations at the centre. With your approval we will celebrate this with a simple cake. (Please speak to educators for details) If there are any other special occasions you would like us to celebrate with your child please speak to your Centre Manager.

Excursions

Although we prefer to provide most of the children's experiences within the centre, sometimes excursions are organised as part of our program for the older children. When planning an excursion the children's abilities and interests are always taken into consideration.

These may require special permission slips. Strict Educators/child ratios are always adhered to and safety standards maintained. The help of parents to accompany may also be requested and your support is always appreciated.

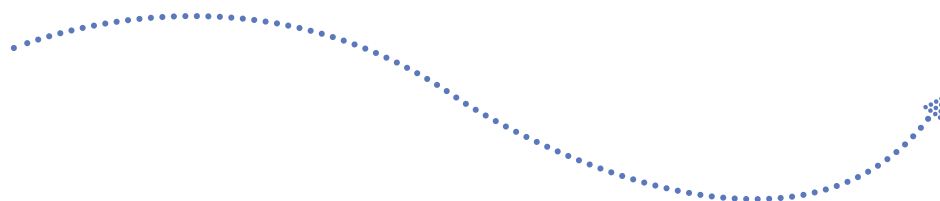
Communication

Open communication between educators and parents is essential for the effective care of the children. Times at the beginning and end of the day are ideal for the sharing of information. There are various notice boards in strategic places around the centre for your attention, as well as weekly catch up's, monthly newsletters and email updates. Your child's room also has programming information displayed and the day book which is completed daily.

We have a parent information area set up within the centres, which is stocked with great information on a variety of topics. Please help yourself, and ask if there is information you would like us to make available to you. Educators welcome your comments and questions.

Each child's information is also available to parents online via a secure login. This gives parents access to their child's observations, learning outcomes, developmental information and program. Parents also have the opportunity to give direct feedback and see photos of their child's group experiences. Parents need to complete a permission slip which is included with the enrolment information in order to be able to access their child's information.

It is recommended that all parents read this manual so that they are aware of its content, and if you have any suggestions or changes you think are important then please let us know.



Practical Information

Day Book

Each room provides a day book which you will find displayed on our Ipads within the room and consists of a daily photographic diary of each age group's activities. This allows you to follow your child's daily activities. Please take the time at the end of each day to read your child's group book and see for yourself the fun they are having!

Enquiries & Information

If you have, at any time, enquiries, concerns or grievances we suggest you speak to the Room Leader of your child's room. If you are not satisfied after this please make your Centre Manager aware of your need for a discussion. He/she will make the time to speak with you about your concerns and follow up with any action as necessary. If at this stage you are still not satisfied please make an appointment with Jigsaw's Training and Development Manager who will endeavour to help you.

Care and Education

At Jigsaw we are concerned with not only the care but also the educational development of your child. We understand each child brings to the centre certain characteristics - interests, needs and abilities that are unique to them. In addition to providing a happy, safe, nurturing environment for children, the educators also plan for the child's learning requirements based on their interests, needs and abilities. We aim to provide a stimulating environment and implement a developmentally appropriate program based on group and individual needs.

Policies and Procedures

Over time the educators and parents at Jigsaw have developed a manual of policies and procedures that enable the centre to function smoothly and effectively. These are constantly updated as required.



Practical Information

Child Care Benefit and Tax Rebate

To register for childcare benefit you first need to contact the [Family Assistance Office on 13 6150](#) and request CRN's (Customer Reference Numbers) for yourself and your children if you don't already have this set up.

You then need to provide us with the CRN's and Dates of Birth for yourself and your children. These details are then submitted to the DEEWR (Department of Education, Employment and Workplace Relations) with your attendance on a weekly basis.

The government will then provide any applicable CCB, and fees will be adjusted on your next Invoice / Statement.

CCB - CHILD CARE BENEFIT

Child Care Benefit (CCB) is a payment from the Australian Government that helps you with the cost of your child care. You can get CCB if you are a parent, foster parent or grandparent with a child in your care who is attending child care services approved by, or registered with the Government. You can get Child Care Benefit if:

- you have a child in your care who meets the immunisation requirements (or has an exemption)
- you or your partner (if you have one) meet residency requirements (or have exemption)
- you meet the income test

CCR - CHILD CARE REBATE The Child Care Rebate (CCR) helps working families with the cost of child care and covers 50% out-of-pocket child care expenses. There is no income test for the Child Care Rebate. There are certain requirements you must meet to get the Child Care Rebate.

You must have:

- used approved child care during the year
- been eligible for CCB (entitled at a rate of zero or more)
- passed the CCB work, training, study test (for purposes of the rebate)

Calculation of fee reductions

The Family Assistance Office will calculate your CCB reduction based on the attendance information provided by Jigsaw and the latest family entitlement information recorded on their system. Jigsaw is not responsible for calculating any rebates or reductions.

Frequency of payments

CCB - Your CCB fee reduction payments will be made by the Government to Jigsaw, once your attendance information has been received and processed. This payment is based on the care used and your entitlement. You can choose either a weekly fee reduction or lump sum payment of CCB.

CCR - Weekly/Fortnightly or Quarterly payments will be paid into your nominated account once we have sent the Family Assistance Office your childcare usage / attendance details. If you choose to claim CCB as a lump sum payment, you will not receive your CCR entitlement until the end of the year.

Salary Sacrifice

If your company has a corporate arrangement with Jigsaw and your child is enrolled under this there may be the opportunity to pay for your childcare fees via salary sacrifice.

For further information contact the [Family Assistance Office on 13 6150](#) or visit www.familyassist.gov.au

