



# Small Steps

A C A D E M Y

## FAMILY HANDBOOK





# Small Steps

## ACADEMY

Welcome and thank you for choosing to enrol your child at Small Steps Academy.

At Small Steps Academy we pride ourselves on offering quality early childhood education and care, for your greatest asset: your child. We take pride in all the facilities we have built and aim to provide the highest quality care in a modern, safe, nurturing and stimulating environment.

This handbook provides specific information relating to our childcare services and has been designed as a handy reference for you throughout your journey at Small Steps Academy.

We look forward to welcoming your family to ours!

Address: 21-23 Robert Rd, Bentley Park QLD 4869  
Phone: (07) 4222 3325  
Email: [admin@smallsteps.au](mailto:admin@smallsteps.au)  
Website: [www.smallsteps.au](http://www.smallsteps.au)  
Facebook: Search for 'Small Steps Academy'



### Acknowledgement of Country

We acknowledge the Traditional Owners of the country throughout Australia and recognise their continuing connection to the land, waters and culture.

We pay our respects to their Elders past, present and emerging.

# Our Centre Philosophy



To strive towards providing children, families and the community with an atmosphere that is warm, welcoming, nurturing and fun. A safe and supportive environment for children to be themselves and to develop to their full potential and a culture of life long learning.

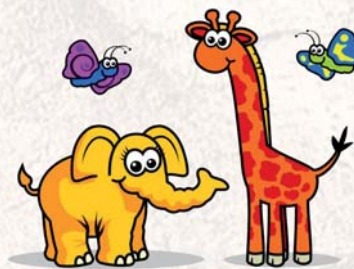
- We believe in establishing secure, respectful, nurturing and caring reciprocal relationships with each child and to develop ongoing curriculum and learning experiences relevant to each child's individual needs and interests.
- We are committed to the safety and well being of all children and in particular those in our immediate care. Our Educators, Volunteers and Students will treat all children with dignity and respect, taking care to value all children's rights under the guidelines provided in the United Nations Convention on the Rights of Children.
- We acknowledge and value diversity, equity and inclusion. Respecting and including the many differing social and cultural backgrounds of each child and their families that they bring from the home environment. Including a greater understanding of Aboriginal and Torres Strait Islander ways of knowing and being.
- We acknowledge the importance of children, parents and educators as partners in a learning community that promotes the wellbeing, education and development of all children.
- We promote learning through play as an essential element of the learning experience through which children view, interpret and organise their environment.
- We strive to support children in the ways they connect with the natural environment to promote awareness of environmental and sustainable practices.
- We will encourage children to develop dispositions for learning such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and independence. These dispositions attribute to every child's long term goal of Belonging, Being and Becoming.
- We value and respect our Educators for their individual strengths and abilities that they bring to Small Steps Academy. We also support and commit to their ongoing professional development, and opportunities to liaise with other early childhood professionals, allowing educators to continue to create the best environment for children to grow and develop.

## Small Steps Academy is 100% locally owned & operated!



## Centre Opening Hours

6:00am - 6:30pm Monday to Friday. We are only closed on Public Holidays.



## Centre Bus Service

The Bus Service for families of Small Steps Academy is available upon request to families without any means of transportation. This service can be arranged by contacting your Centre Director.

## Small Steps Swim School

Our company owned Swim School is an Austswim Platinum Recognised Swim Centre and is offered to all Small Steps families for an additional fee for children above 36 months of age upon enrolment.



At our Swim School, we love teaching children to swim and be safer in and around the water and have been doing so since 2013.

We have created a swim program that caters to our children and their safety around water. Our swimming levels work progressively through the foundational skills of swimming and allow for advancement into stroke development and competitive strokes, as well as starts, turns, finishes and more advanced survival strategies.

Our four Swimming levels and focus are:

- **Mudskippers** - Children at this level may be beginners or just need a little correction before getting moving through the water.
- **Tricky Snappers** - Children at this level have been able to consistently demonstrate the skills in Mudskippers.
- **Barramundi** - Children at this level are confident swimming more than 5m independently and are able to take their own breath and continue to swim.
- **Trevallyn** - Children at this level are comfortable swimming multiple laps unassisted. The main focus is stroke development and competitive strokes as well as starts, turns and finishes.

The Swim School holds a quarterly "Water Safety Week". During this week the focus is on safety in and around the water. Safe entries and exits, recovery of body position, what to do in a water emergency and survival strategies are explicitly taught and discussed at appropriate levels in the regular classes.



## Daily Inclusions

Small Steps Academy provides all the daily essentials for your children at no extra cost, these include:

- Nutritious Meals (Prepared Fresh Daily by our Chefs) including allergy or cultural alternatives
- Fruit and Snacks for morning, afternoon and late afternoon tea
- Nappies, tissues and baby wipes
- Sunscreen
- Special events
- Kindy T Shirt (Kindy Age Children)

## What to bring?

The following items should be packed inside your child's bag:

1. Back Pack.
2. Water Bottle– Clearly labelled with your child's name.
3. Spare Clothes– Clearly labelled with your child's name.
4. A fitted Cot Sheet in a sheet bag.
5. Pillow or sleep comforters are not necessary but welcomed if they will help settle your child.
6. Hat—Clearly labelled with your child's name.

Small Steps Academy also has T Shirts and Bucket Hats available for purchase.



## Educator to Child Ratios

The Small Steps Academy has six age groups of children. The following educator to child ratios apply for each class room as well as 1 Non Contact Centre Director/Supervisor and at least 3 additional relief staff for staff lunch breaks and planned programming time.

Nursery Room	Birth – 15 months	1 Educator for every 4 Children
Toddler Room	15 months – 2 years	1 Educator for every 4 Children
Junior Kindergarten	2 – 3 years	1 Educator for every 5 Children
Pre-Kindergarten	3–4 years	1 Educator for every 11 Children
Kindergarten	3 – 5 years	1 Educator for every 11 Children
School Age	School Age	1 Educator for every 15 Children



# Communication Plan

This communication plan outlines opportunities for parents/guardians to share information about their child's health and development with the Educators at Small Steps Academy. The communication plan also gives parents/guardians the opportunity to share input and feedback on the centre activities.

Upon enrolment parents will be asked to complete a written document or talk to our Educators about your child's interests, likes and dislikes, and additional information regarding your child's development and behaviours eg. Toileting, sleep, food intake and medical needs.

Communication Frequency	Communication Type
On a daily basis	<ul style="list-style-type: none"> <li>Informal conversations will take place during drop off and pick up times. If you do not directly communicate with your child's educators, information can also be found on our Facebook Page or by using your child's class info app.</li> <li>Written notes, provided by your educators on your child will be recorded using the centres Daily Information sheets/ boards. The Daily Information includes toileting, food intake, educational experience and rest details.</li> </ul>
On a weekly basis	<ul style="list-style-type: none"> <li>Program planning information will be displayed in each class room.</li> <li>Centre Menus will be on display outside the kitchen.</li> </ul>
On a monthly basis	<ul style="list-style-type: none"> <li>A contribution by the educators to your child's individual portfolio (eg. Photos, collection of written observations, work samples)</li> <li>A contribution by the parents to your child's portfolio is welcomed and encouraged.</li> </ul>
On a six monthly basis	<ul style="list-style-type: none"> <li>Educators can complete a progress report for your child upon parents request.</li> <li>Parent's will be encouraged to contribute to the program giving information about your child's development.</li> </ul>
On an annual basis	<ul style="list-style-type: none"> <li>Parent teacher meetings will take place using the information in your child's individual portfolio to discuss your child's transition statement.</li> </ul>

## Educators Qualifications

All Educators at Small Steps Academy are employed in accordance with the current Education & Care National Regulations. Our Educators hold a current Blue Card, First Aid, Anaphylaxis and Asthma Training certificates.

Our Educators all hold or are studying courses in childcare, such as Certificate III in Childcare, Diploma in Early Childhood, Advanced Diploma in Early Childhood or a Bachelor of Education in Early Childhood.

Our Educators are actively encouraged to undertake ongoing training and in service development to continually improve and update their skills. This enables Small Steps Academy to keep improving the level of care provided to each and every child enrolled at the centre.

## Learning Curriculum - EYLF & MTOP

Our dedicated Educators use the Early Years Learning Framework (EYLF) and My Time, Our Place (MTOP) Learning Frameworks to develop our learning curriculum.

The Educators will work with you in order to get to know your child, by creating a positive learning curriculum that builds on your child's interests and abilities, and keeps you in touch with your child's daily progress whilst at the centre.

Five learning goals our educators will assist your child to develop are:

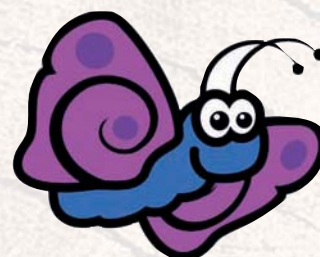
- a strong sense of their identity
- connections with their world
- a strong sense of wellbeing
- confidence and involvement in their learning
- effective communication skills



## National Quality Framework

The National Quality Framework is a government initiative which sets a National Quality Standard creating greater consistency for early childhood education and care services across Australia.

This initiative aims to improve educator to child ratios in services, increase skills and qualifications, have national regulations and a quality ratings system which will help you to make informed choices about the education and care you choose for your child. Our centre's aim is to exceed the National Quality Standard across all areas of our service. Each centre has a Quality Improvement Plan (QIP) in place to show what is currently happening in our centre to achieve this. The centre QIP addresses areas such as educational programs and practice, children's health and safety, physical environment, staffing arrangements, relationships with children and collaborative partnerships with families and communities. For more information about the National Quality Framework, please speak to your Centre Director or visit [www.acecqa.gov.au](http://www.acecqa.gov.au).



## Extra - Curricular Activities

We are proud of the extensive Incursion and Excursion based activities that we offer children of all ages. The learning objectives and benefits of the activities are consistent with our educational programs, with a focus on fun, involvement and inclusiveness.

### Excursions

As part of our commitment to learning, we often conduct special excursions out of the centre, to follow up on interests and add to your child's learning experiences. Prior to any excursions our educators complete a Risk Assessment of the proposed excursion. Once the Risk Assessment has been approved by Small Steps Academy Management, parents will be notified in writing of the date, time and destination of the excursion and arrangements are then made for the required supervision of children, along with transportation details.

Before each excursion parents will be asked to complete a permission form and return it to the centre. Our excursions are generally for Kindy & School Aged Children. Examples of excursions include:

- Bush & Beach Kindy
- Movies
- Local Park Visits
- Sugar World Park
- Library Visits
- Aquarium
- Ten Pin Bowling
- Gymnastic Centre
- Cooking Classes at local Restaurants



**Bush Kindy with our Kindy Kids**



**Visits to South Side Gymnastics**



**Schoolies on an excursion to Cairns Botanic Gardens**



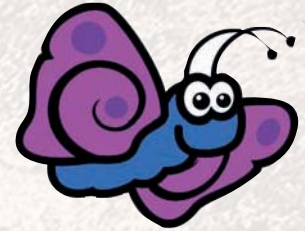
**Bus rides to an excursion**



# Incursions

At Small Steps Academy there are a variety of regular and irregular incursions offered to all children enrolled. We pride ourselves on ensuring that your child's time at Small Steps Academy is enriched with learning and happiness. Examples of our regular incursions include:

- Dance Lessons
- Music Lessons
- Cultural Programs
- Emergency Services Visits
- Performance Shows
- Physical Education Lessons
- Centre Parties- Christmas, Easter etc
- Mother's & Father Day Celebrations
- Photo Booths for Easter and Christmas
- Awareness Days



**Paw Patrol Party  
By KL Performance Industry**



**Easter Photo Booth**



**Physical Education Lessons**



**Visits from the Fire Brigade**





## The Curiosity Approach

Small Steps Academy is working towards gaining accreditation to the International and highly acclaimed “Curiosity Approach” Program. Accreditation into this program takes approximately 24 months once all the required benchmarks have been exceeded. The “Curiosity Approach” is completely play-based and child-led approach, children become the centre of their own development – or the pilots of their own play. Children are encouraged to explore, experiment, and create, using engaging resources modelled by passionate and dedicated facilitators.

Founded by Lyndsey Hellyn and Stephanie Bennett from the United Kingdom in 2017, The Curiosity Approach is a modern-day Early Childhood Education method, driven by active learning and critical thinking. Both women wished to “create a generation of thinkers, doers, and investigators.”

The approach moves away from technology and focuses on the wonder found all around us, here and now. Curiosity Approach settings instead favour authentic, open-ended resources, and recyclable curiosities, rather than bright, primary colours, or plastic toys. Small Steps Academy is passionate about “The Curiosity Approach” and is excited to be one of the first centres in Australia that is actively working towards gaining this prestigious “Curiosity Approach” Accreditation.

## Events & Community Involvement

At Small Steps Academy we pride ourselves on being an integral part of the local community.

Our community involvement ranges from participating in local events such as the Cairns Show, Multi Cultural Events, School Vocation Programs & School Fetes to Fundraisers & Awareness days held within our centre.



ANZAC Day



Mums & Bubs Morning Tea

## Our Menu

It is a policy of the centre that children learn healthy eating habits, therefore, we provide a healthy daily menu covering all meals while the children are in our care. Our fully catered menu meets the recommended requirements of meeting 50% of a child's Recommended Daily Intake (RDI) per day.

Children in our care are offered a nutritional breakfast if required, morning tea, lunch and afternoon tea. All meals are prepared fresh daily by our qualified chefs in our council approved commercial kitchen.

Small Steps Academy has a Five Week Rotating Menu which has been reviewed and approved by the Dietitians at Health Management Dietitians Cairns. The team at HMD have completed a full menu review and have undertaken an extensive analysis of the core food groups of our menu. The results of HMD's assessment of our menus is that Small Steps Academy meets the recommended standards, based on the Australian Guide to Healthy Eating for Children.



## Nursery: Birth to 15months Old

Nurturing responsive relationships with children is our primary focus within the Nursery room. Our Educators take their time to get to know you and your child so that your routines are reflected within the daily program.

Our modern, fully air conditioned spacious and child focused nursery units have been designed with the babies individual needs and development in mind. Our nursery units are fully equipped with age appropriate, safe and nurturing furnishings, toys and equipment. We have separate sound proof and air conditioned sleep areas with individual full sized cots for all babies to promote peaceful, tranquil rest.

Additionally, our change, bath areas, food and bottle preparation areas have been designed with the utmost care and attention. The separate outdoor play areas are well shaded, safe and age appropriate to support the individual physiological and emotional needs of each and every baby in our care.



## Toddlers: 15 months to 2 Years Old

Our Toddler Rooms are spacious and open allowing for adequate supervision for our busy learning toddlers. We have a varied range of stimulating, age appropriate and child focused toys, books and furnishings to support and promote our toddlers emerging skills and development.

The busy life of a toddler sees your child becoming more independent and increasingly interested in the world around them. Not only can they walk but they are now running, jumping and throwing balls.

The outdoor play areas are well shaded and covered and are well equipped with appropriate nurturing safe child focused equipment and support each child's individual needs and development level.



## Junior Kindy: 2 to 3 Years Old

Our Junior Kindy rooms are equipped with a varied range of educational resources that provide our children endless opportunity to learn, grow and develop in a nurturing and safe environment.

From two to three years your child's outlook on life will open up as they gain a greater sense of independence and begin to explore the world. As their level of understanding and communication improve so will their enjoyment of relationships with other children.

Our rooms are designed with the safety and appropriate supervision of the children in mind. With an abundance of learning resources, toys, furnishing and equipment the group leaders easily lend themselves to support and nurture each and every child's individual developmental needs.

The outdoor play areas are located directly adjacent to the internal play areas and naturally promote age appropriate active play and support each child's emerging independence and skills.



## Pre Kindy: 3 to 4 Years Old

Our Pre Kindy Rooms are designed to promote ease of movement and flow from the varied activities and experiences. Care is taken to provide an environment and resources that are conducive to the needs and independence of each child in the room.

This age group begins to open up as they gain a greater sense of independence and development in their language skills. Their understanding and communication skills also begin to improve and so will their enjoyment of relationships with other children.

To help stimulate their young minds and gross motor development this age group has access to larger outdoor equipment and play areas. Plenty of exercise helps establish a positive and healthy lifestyle. The outdoor play areas are well shaded and encourage active, imaginative, safe child initiated play and experiences.

In all our rooms we program for each child individually. We do this by observing each child, noting their actions and abilities, their strengths and what challenges they are ready for. The activities we plan are developmentally appropriate and goals are set for children to achieve.



## Kindergarten: 4 to 5 Years Old

We operate an all year round fully licensed and accredited Queensland Government Kindergarten Program. Please see us to ensure your child is prepared and ready to attend any Queensland School. At Small Steps Academy our children participate in teacher initiated and child initiated activities that are based on each child's interests and developmental needs.

Our Kindergarten Teachers use the Queensland Kindergarten Learning Guidelines (QKLG) to develop and monitor children's learning throughout the year.

Our Queensland Kindergarten Approved Program provide experiences to support the development of each child and encourage the development of social and emotional skills by teaching cooperation, taking turns, sharing, problem solving and communicating in a positive manner.

Our Kindergarten Program also encourages swimming lessons at our AUSTSWIM Accredited Swim School. Included are daily meals prepared by our chefs, dance classes, physical education lessons and centre excursions. All Kindergarten children will receive a 'I'm a Kindy Kid' T Shirt.

Our Kindergarten Rooms are equipped with the latest technology, such as iPads & laptops.





# Kindergarten: 4 to 5 Years Old

## Queensland Kindergarten Learning Guidelines (QKLG)



The QKLG provides specifically for children's learning across the year before starting school. It recognises that children bring with them diverse identities and backgrounds. It acknowledges that parents/carers are children's first teachers and values the vital role families play in children's lives and their ongoing learning. The term 'families' is used throughout the guidelines to recognise the range of people who take on parenting roles.

### Queensland Kindergarten Learning Guideline Learning and Development Areas

#### Identity:

- Building a sense of security and trust
- Acting with independence and perseverance
- Building a confident self identity

#### Connectedness:

- Building positive relationships
- Showing respect for diversity
- Showing respect for environments

#### Wellbeing:

- Building a sense of autonomy
- Exploring ways to be healthy and safe
- Promote ways to promote physical wellbeing

#### Active Learning:

- Building positive dispositions towards learning
- Showing confidence and involvement in learning
- Using technologies for learning and communication

#### Communicating:

- Exploring and expanding learning
- Exploring literacy in personally meaningful ways
- Exploring numeracy in personally meaningful ways





## School Age: 5 to 12 Years Old (Schoolies)

Small Steps Academy provides a fun and safe environment for School Aged Children. We offer Before School, After School and Vacation Care Programs for children aged between 5 and 12 years. This program has been developed under our BIG STEPS Program.

Our school aged program strives to be unique by keeping your child motivated and stimulated in a safe and secure environment. We love that we can continue to grow the relationships through our School Aged Program. The program has been designed with the children's learning needs in mind. Our Vacation Care Program consist of exciting excursions to Laser Tag, Local Parks, Jump Mania, Cinemas and much more.

Our services for this age group consist of a free drop off and pick up service to and from local schools, Breakfast, morning and afternoon tea and a range of excursions for our Schoolies during the Vacation Care periods. All lunches and excursion fees are included during all vacation care programs.





## Enrolment Process

We'd love to secure your child a position at Small Steps Academy, a Centre Tour is a great way for you and your child to get a feel for the centre and to experience our early learning environment first hand.

Once you have completed your tour, your Centre Director/Supervisor will then provide you with an enrolment pack with everything you need to know about the centre, including learning programs and your child's daily routine. We will provide you with a gap free quote for daily fees. At any time please feel free to ask questions, as we want you to be fully comfortable and content in knowing that you've made the right decision for your child and your family.

If there are no vacancies at the centre of your choice, you are welcome to join our centre's waiting list. We review these lists daily and we will contact you as soon as a place becomes available.

## Absences

Each child is entitled to 42 paid absent days a year (July - June) under the Child Care Subsidy, if your child exceeds the 42 absent days a medical certificate is required. Fees are to be paid regardless of a child's absence.

## Change of Enrolment Details

If there is any change to the information recorded on the enrolment forms, concerning changes of address, telephone numbers, work details, immunisation updates, emergency contacts or who may collect your child, then a "Notification of Changes Form" needs to be completed. This can be obtained from your Centre Director/Supervisor.

## Withdrawal of a Child

If you wish to withdraw a child from Small Steps Academy, you must provide two weeks notice in writing. All accounts must be finalised by this time as any outstanding accounts will be forwarded to debt collection agencies.

## Our Fee Structure

All fees include nappies, sunscreen, morning, lunch and afternoon tea for all ages. We offer 8hr, 9hr, 10hr and Full 12 hr Sessions daily. We also offer casual daily sessions if required. It is our policy that all families pay their fees one week in advance at all times. Parents must then continue to pay the weekly fees in advance in order to maintain a credit balance equivalent to one week of fees.

Payments can be made via Debit Success, Centrepay, Direct Debt, Etfpos, PayWay or Cash. If you are planning holidays, a holiday application form is available from the office. This form must be filled out at least two weeks prior to your holiday absence to receive reduced holiday fees.

All children's booked days, including public holidays and absent days must be paid to retain your booking. Late fees are charged if children remain in the centre after our closing times at the rate of \$250 dollars for every 15 minutes after 6:30pm.

## Am I entitled to Government Fee Assistance?

Child Care Subsidy (CCS) is a payment made by the Commonwealth Government to help families with the cost of quality child care. A family's eligibility is subject to an income test, which is administered by the Department of Human Services (DHS).

It is the responsibility of the parent to register for the Child Care Subsidy, through their myGov account or by phoning Centrelink on 136 150.

With the introduction of the Government's Child Care Management System (CCMS), families will receive a CCS fee reduction only if they have registered with Centrelink, are eligible for CCS, have a formal enrolment at a childcare centre and the centre has received confirmation from the Government pertaining to the percentage of CCS the family is eligible for. If parents are not eligible for CCS, full childcare fees must be paid.

## Settling into Small Steps Academy

It's natural that you and your child may be a little anxious to start childcare especially if they haven't been in care before. Our aim is to make the transition as smooth and as easy as possible. There are many things you can do to help before starting at our service, such as having play dates, providing home comforters and checking in with us as often as you like.

### Play Dates

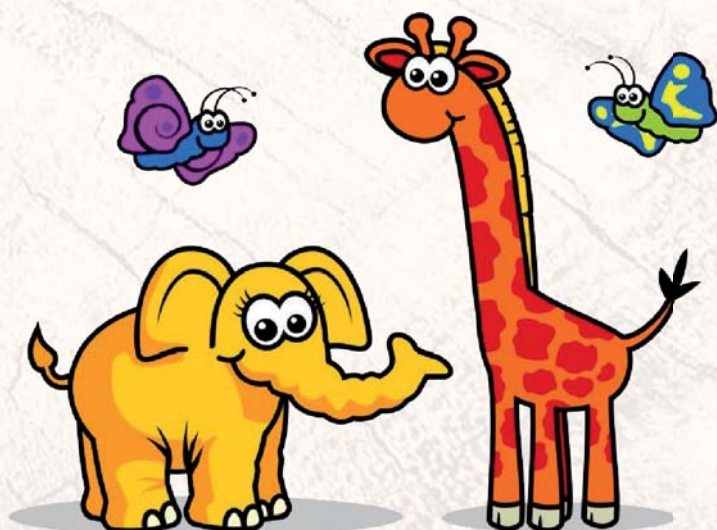
If possible, try to find time to spend with your child at the centre to get them familiar with the facility (both indoor & outdoor), other children and the room educators.

### Comforters

Children often like to bring comforters from home such as teddies, toys, dolls, blankets or special pillows.

### Checking in with us

Feel free to call or email at any time to check on how your child is going throughout their day.



## Separation Anxiety

This is a normal part of development. Children are leaving their trust environment (that being home) and are entering an unfamiliar environment where they have to build up a new trust.

Our Centre has a few tips that may help ease this:

- If you can visit the centre for a short period before your child starts, this shows your child that you trust the environment.
- Always say goodbye to your child, try not to sneak away as children often become distressed trying to find where you have gone.
- If you are feeling worried, ring the centre and speak with an Educator working with your child.



## Daily signing in and out of the Centre

On arrival and departure into and out of our centre please ensure you are signing your child in & out from the digital Kiosk located in the front reception area. This is a government regulatory requirement.

These records are used in case of emergencies and for the calculation of your Child Care Subsidy. If your child is away, ill or on holidays the corresponding days must be logged in by using the centre's digital Kiosk.

To ensure the safety of all children, no child will be released into the care of any person or persons not registered as authorised by the parent/guardian on the child's enrolment form.

Approved persons will be asked to provide photographic ID to verify their authorised instructions regarding the collection of your child from the centre.

## Security Coded Doors

To ensure you have peace of mind while your children are attending Small Steps Academy, the access doors from reception into the centre rooms have been fitted with the latest security coded locks.

These doors are fitted with electronic locks with specific keypad access that require a 4 digit code which ensures that unauthorised persons cannot gain access into the centre. Your Centre Director/Supervisor will provide you with an access code on your child's first day.

## Air-Conditioning

All internal class rooms and sleep rooms are fully air conditioned to ensure comfortable learning environments for all children.



## Policies and Procedures

Small Steps Academy has a comprehensive number of policies and procedures pertaining to the care of your child. Our policies are located in the centre foyer and are available to review at any time. For more information on our centre policies please speak with your Centre Director.

## Accidents and Incidents

Our Educators take a proactive approach to safety and conduct thorough risk assessments of all play areas so each child can feel safe and free to explore their environments.

A Senior Qualified First Aid staff member is present at all times as well as nominated asthma and anaphylaxis supervisors. Should an accident or sudden illness occur educators will immediately commence first aid. You will be contacted to collect your child if need be. In emergency situations you will be advised of the plan of action regarding further medical treatment.

During an emergency, if you or your authorised nominee cannot be contacted and an ambulance is required for your child, the Nominated Supervisor will provide the ambulance officers with information regarding your child and a team member known to the child will accompany them to the hospital and stay until you arrive. Full documentation of the incident will be made available to parents and the incident and all details will be provided to the Early Childhood office.

## Health and Hygiene

Children and Educators are actively encouraged to practice good personal hygiene to minimise the instances of illness. In the interest of all Educators and Children at the centre **A CHILD WITH A CONTAGIOUS ILLNESS MUST NOT ATTEND THE CENTRE**. This policy needs to be adhered to strictly to prevent the spread of any illness.

Our Small Steps Academy Head Lice Policy has been implemented to improve the health and hygiene practices of our centre. Children with head lice will be asked to be excluded from care until a suitable treatment is provided (please see our full centre policy for more information).

Part of the daily routine is to teach the children hygiene practices such as washing hands and flushing toilets. Educators wash their hands at all times before and after wiping noses and changing nappies. When changing nappies, Educators wear disposable gloves and thoroughly clean the change area between changes with approved cleansing agents. New tissue paper is used for each and every nappy change.

## Nutrition

Small Steps Academy understands the important role we play in supporting the nutritional needs of children while in our care. As meals are provided for all children who attend our service, at least 50% of their recommended daily dietary intake will need to be consumed whilst in our care.

We have a commitment to assist families who provide their children's meals from home to develop healthy food attitudes and habits. Guidelines around healthy eating can be found in the foyer of your centre.



## Cultural Diversity

Small Steps Academy is culturally and linguistically diverse and we want to ensure all families experience a sense of belonging. To achieve this we provide opportunities for all children to develop an understanding of different cultures and help foster in each child an awareness and acceptance of these cultures by integrating multiculturalism into our programs. This can be achieved through providing and offering a range of books, music, cooking, activities, singing, clothing, play equipment and much more.

## Confidentiality of Centre Records

We value your privacy and have a number of initiatives in place to ensure the protection of your personal data. For more information on our Confidentiality of Centre Records policy, please contact your centre director.

## Immunisation

As part of your enrolment process you will be asked to provide details of your child's immunisation status. Small Steps Academy's Immunisation Policy is 'No Jab, No Play'. If your child is not immunised their enrolment into our service may not be accepted. If required, please discuss this matter with the Centre Director.

## Medication

If your child requires medication while in care, a medication record must be filled in and signed by a parent or guardian. The medication must be in original packaging and accompanied by a prescription label or a doctor's letter which states who the medication is for and the required dosage. Medication must be handed to a staff member and will be stored in a locked cupboard. Under no circumstances is any type of medication to be left in children's bags. Please refer to our full Medication Policy for further information.

## Emergency Evacuation

Emergency evacuations as well as lockdown procedures are regularly practiced at least monthly. Fire extinguishers are strategically located throughout the centre. As part of our fire safety measures all children in attendance are noted from the electronic sign in device in the event of a drill or evacuation. This is why it is important to ensure that you sign your child 'IN' and 'OUT' of the centre each and every day.

## Sun Safe Policy

Our centre's policy is 'IF NO HAT, NO PLAY' when outdoors. Please remember to bring a hat every day. The best hats are those with wide brims that cover the ears and neck as well as the nose. We also have Small Steps wide brim hats available for purchase.

Our centre ensures we follow the sun safe practices, all of our outdoor play areas have accessible sunscreen stations. Please ensure your child has suitable clothing for our expected weather conditions.



## Priority of Access

The Australian Government funds child care to support working Australian families and to ensure all children have access to quality early childhood education and care. However, the demand for child care sometimes exceeds supply in some areas. When this occurs, it is important for services to allocate places to those families with the greatest need for child care support.

To ensure our centre adheres to the guidelines issued by the Australian Government, priority of access to child care will be given according to children falling in the following categories:

Priority 1: A child at risk of abuse or neglect.

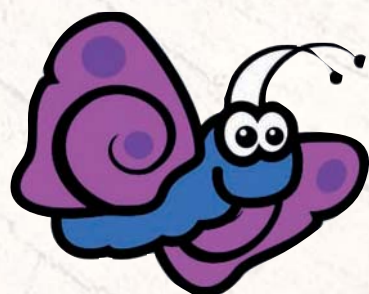
Priority 2: A child of a single parent or of parents who both satisfy the work/training/study test under section 14 of the New Tax System (Family Assistance) Act 1999.

Priority 3: Any other child.

In relation to priority three, there are some circumstances in which a child who is already in a child care service may be requested to give up their place or change days at the service in order for the service to provide a place for a higher priority child, but only if the parent is notified of this policy upon enrolment and the service gives parents 14 days' notice of the requirement for their child to give up their place or change days.

Within the main categories, priority is also given to children in:

- Families with low incomes.
- Aboriginal and Torres Strait Islander families.
- Parents or children with disabilities.
- Families from non English speaking backgrounds.
- Single parent families.
- Socially isolated families.





## Mandatory Reporting

It is a centre policy and mandated by law that all childcare personnel and operators are required to report child safety concerns to the child safety department where there is a suspicion that any child has suffered, is suffering, or is at unacceptable risk of suffering, significant harm caused by physical abuse or sexual abuse, and that there is not a parent willing and able to protect the child from harm.

## Volunteer and Parent Participation

Small Steps Academy believes it is beneficial for Parents to observe their children interacting with other children and to participate in activities involving their child. We encourage Volunteers and Trainee Students to be involved at Small Steps Academy. All Volunteers must hold a current Working with Children Blue Card.

## Office of Early Childhood Education and Care

The Office for Early Childhood Education and Care is responsible for regulating and licensing child care services in Queensland.

The Office for Early Childhood Education and Care is committed to providing Queensland children with the flying start to life they deserve.

If you have any concerns or queries please contact the Local Office of Early Childhood Education and Care on the following telephone number: (07) 4037 3911.

## Important Contacts

Department of Children, Youth, Justice & Multicultural

Affairs:

(07) 4255 7200

Cairns Service Centre (Department of Early Childhood):

(07) 4037 3911

Cairns Regional Office:

E: cairns.ecec@qed.qld.gov.au

Centrelink Services Australia:

136 150

Cairns Hinterland Hospital:

(07) 4226 0000

Cairns Private Hospital:

(07) 4052 5200



## Centre Management

**Approved Provider: Childs World Management Pty Ltd**

If you would like to contact the Director of Operations for Small Steps Academy regarding a particular matter, to provide feedback or anything else, please email [admin@smallsteps.au](mailto:admin@smallsteps.au)

## Locally Owned & Operated!

Small Steps Academy is 100% locally owned and operated! We are a local family owned business and we love to support local businesses. We believe this is what makes Small Steps Academy so special.

## Small Steps Academy Contact Details:

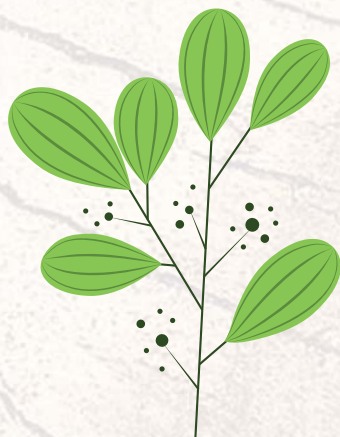
Address: 21-23 Robert Rd, Bentley Park QLD 4869  
Phone: (07) 4222 3325  
Email: [admin@smallsteps.au](mailto:admin@smallsteps.au)  
Website: [www.smallsteps.au](http://www.smallsteps.au)  
Facebook: Search for 'Small Steps Academy'



**Small Steps**  
**ACADEMY**

***“Thank you for choosing Small Steps Academy  
to care for and educate your child”***

# Notes



# Small Steps ACADEMY

## Mascots



Happy Harry

**Happy Harry** is one of the most joyful characters you will ever meet. This quirky fun loving butterfly brings a smile to every child. When he flies in for a visit, he promotes friendship, understanding and most of all having lots of fun. He understands the importance of how well the children learn through the joy of play. His best friend is Learning Lucy and all the children at Small Steps Academy...

**Safety Sally** always looks out to ensure the children are safe and protected. She has an important role and regularly checks on the children wearing their hats when they are outside, playing safely with the equipment and that we are all looking after each other. Her protective and caring nature is something she takes pride in when it comes to the children at Small Steps Academy...



Safety Sally



Environmental Eddy

**Environmental Eddy** thinks that looking after planet earth is very important. He stands tall and strong when it comes to caring for the environment and ensures sustainable practices are encouraged. He is always busy travelling the world to see what children are doing to care for the environment. On his journeys he is always learning and exploring ideas that he can share with the children at Small Steps Academy...

**Learning Lucy** spreads her wings and flutters from room to room to see what new discoveries the children are learning and exploring. From a baby making their first step, to a Pre-Schooler writing their name. She is very passionate about creating a positive learning curriculum that builds on children's interests and abilities. Her passion is reading and she is always looking for children to sit with quietly to read with at Small Steps Academy...



Learning Lucy