

Welcome to Indigo Kids Club!



At Indigo Kid's Club we are all about ***Happy Children, Happy Parents***. We are a family owned and managed Western Australian company, who have been providing care for children of all ages since 1995. Our Kid's Club Centre's are licensed for children from 4 to 12 years of age, providing before school, after school and an exciting holiday program full of fun experiences, projects and outings into the local community.

This handbook contains information to assist you with enrolling into our Kid's Club and to support you and your child settling in and making friends, if you would like to discuss anything further or have any questions, please see our Centre Manager/Kids Club Coordinator.

The regulatory body responsible for administering child care services in Western Australia is the Education and Care Regulatory Unit, 111 Wellington Street, East Perth 6004, phone 6551 8333. If you have any questions or concerns please see the Center Manager, or contact the Education and Care Regulatory Unit.

Opening Hours

Most Indigo Kids Club's open between 7am-9am and 2.30pm-6pm during school term, and consists of transportation to and from local schools. In the Kimberley region our services are open between 6.30am - 8am and 2pm - 5.30pm during school term. Over the school holidays we are open from 7am-6pm in the Perth metropolitan area and 7.30am - 5.30pm in the Kimberley. Please contact individual services for exact opening times/services as these vary depending on the local schools and community needs. We are open Monday to Friday, excluding public holidays. Our centre's are able to cater for early school closures and pupil free days, please contact your local Centre should you require these services.

Our Company Philosophy

We are social, and as such we all have a need to belong and feel valued. It is our belief that positive relationships are crucial to creating a sense of belonging. Guidance is provided based on sensitivity and respect, with an emphasis on promoting each child's self-esteem and self-concept. Our role is to listen with empathy and respond with understanding to the children, their families and each other. Children are encouraged to become aware of their actions and the impact they have on others.

Children are provided with opportunities to participate in enriching and challenging experiences, based on having fun and learning through play. Learning is promoted through children's interests while catering to individual needs by creating a fun atmosphere, this makes learning easy. Following the principles of the Maria Montessori approach, we encourage children to lead their own learning along with interacting and discovering the natural beauty of their surroundings. Children are inspired to express themselves through their creativity such as art and music. We value children's independence and encourage them to make choices and develop their self-help skills, as we believe this is a fundamental step in the learning ladder. Educators are guided by the Early Years Learning Framework and believe that working with each child's family, as the child's first and most influential educators, is the key for the best start in life.



Our meals are fresh, nutritious and diverse, meal times are a great social experience where all children sit together to share a meal. Our menus are not only delicious and nutritious but are also based on additive and preservative free ingredients. In partnership with you, our role is to help develop healthy eating habits in children through creating a relaxed and social atmosphere during meal times.

Our qualifications and experience help us understand each child's needs so we can approach with sensitivity in a gentle and considerate way. Our educators are not only selected based on their experience and qualifications but also on their compassionate and caring nature. We are friendly and fun and believe in providing the highest quality of care by creating an environment that is nurturing and inclusive. Our educators are committed to their personal and professional development and to regularly evaluating their childcare practices. In turn, expect knowledgeable and experienced staff.

We understand the importance of excellent cleanliness and hygiene and ensure that we maintain excellent hygiene at all times. We aim to reduce the use of chemicals used in our cleaning routines. The safety and security of the children in our care is of prime importance. We ensure all buildings, equipment and activities are safe. Children are under constant supervision to ensure their safety and protection.

Our service, the children, and their families are part of our larger community. We are open and supportive in our communication with others in the community, we welcome their ideas and views and we maintain positive relationships with them. Families of children in our care can relax in the reassurance that their children are happy, safe and are given the opportunity to learn and grow. You can trust that while your child is with us, they will feel safe and loved. They will have a great experience which enriches all areas of their development.

Daily Curriculum

All services implement the School Age Framework for Australia, My Time, Our Place which is designed to support children from 4 to 12 years and the transition into schooling. This is the same Framework implemented in the government school systems in Kindy and Pre Primary which ensures your child is getting the best start to their education.

Using this framework as our guide, the daily program caters for the specific developmental needs and interests of your child and will provide for each child's social, physical, emotional and intellectual potential, including language skills and creativity. Experiences are designed to promote each child's sense of belonging in the environment and offer open ended opportunities for them to engage in meaningful experiences to develop their learning. The program reflects the importance of play in childhood, community involvement, the individual uniqueness of children, whilst incorporating the views of parents



and the children attending the service. Family involvement in the curriculum is encouraged and supported, regular discussions with parents about their child's interest and activities are a valuable insight into extending the program.

Educators document children's learning for each child to monitor their participation, development and interest. Documentation will be displayed where parents are able to access it and is a valuable tool for discussion about any aspect of the program with educators. This may be on a pin up board, in a curriculum journal or throughout a floor book. Our educators can tell you more about the specific projects going on at their Kids Club.



Extra Curriculum Activities

Some of our Kids Club services have additional extracurricular activities that are available to the children at no added charge to families. Our services provide a sports program that comes out regularly (most centres twice a week). The children focus on different sports and sports skills each term based on the interest of the children at the service, such as football, tennis, netball, soccer or cricket. Encouraging children to get physically active and develop healthy lifelong habits and a passion for fun.

In addition to this, some Kids Clubs services have other weekly extracurricular activities such as art classes, library visits or karate. Many of these have been established through connections and links with the community from our current attending families. Please speak to the Centre Manager/Kid's Club Coordinator of the service to see what is running at your local Kids Club.

Homework Group

Indigo Kids Clubs offers a homework support group where educators will sit with the children and assist them in completing any homework they may have such as maths or reading books. Many of our Kids Clubs have access to computers or tablets where children can research projects and access the school online homework program if applicable. Please talk to educators if you would like your child to participate as part of the homework group.



Vacation Care / School Holiday Care

During the school holidays Indigo Kids Clubs run an exciting holiday program that is created in conjunction with the children. The program is full of fun experiences, interesting projects and awesome excursions; that will keep the children happily occupied throughout the entire school holiday period. These are created prior to each holiday program to ensure they are unique, reflective of current children interest and local community events. Families are able to book into any days required over the holiday period. If you would like more information on our holiday programs please speak to the Centre Manager/Kid's Club Coordinator.

Our Amazing Educators

Educators at Indigo Kids Clubs welcome you and your child with a smile. Our educators are not only employed based on their experience and qualifications but also on their compassionate and caring nature. We are friendly and fun. We believe in providing the highest quality of care by creating an environment that is nurturing and inclusive. Our Educators will listen to you at all times and we welcome and value your input.

Our qualifications and experience help us understand each child's needs so we can connect with sensitivity in a gentle and considerate way. Our educators are committed to their personal and professional development and to regularly evaluating their childcare practices. In turn you can expect knowledgeable and experienced staff. We encourage all of our educators to obtain their First Aid, Asthma Training and Anaphylaxis Training.

Our centres have a Centre Manager or Kids Club Coordinator who oversees the running of the service, there will

always be a qualified educator in attendance who has their Bachelor of Education, Degree or Certificate 4 in Children Services, as well as experienced assistant early childhood educators.

Transportation of Children

Indigo Kids Club have our own fleet of fully serviced and maintained vehicles to ensure your child is transported safely to all school runs and over the holiday period. As part of the enrolment process you are required to give authorisation for your child to go on the vehicles. Indigo Kids Club ensures all educators have a valid driver's license, and organise RAC driver training on a regular basis. Indigo Kids Club provide car restraints which are used as required by law. Your child's safety is our paramount concern.



Meal Times

It is important to start your day with a healthy nutritious breakfast. At Indigo Kids Club we offer a "Breakfast Club" for children attending the morning sessions. As your child arrives at our before school care they can help themselves to a delicious buffet breakfast, including cereal, fresh fruit and toast.

After school the children enjoy a healthy and tasty afternoon tea which is set up for the children as they arrive to the service after a busy day at school, this supports the children to fuel up for an action packed afternoon. The menu is displayed on site and includes a variety of different options such as fresh fruit, healthy muffins, vegetable sticks, cheese and dips.

During vacation care morning tea and afternoon tea is provided and we ask that parents provide a healthy packed lunch. The service has a flyer on some healthy lunch options such as sandwiches, wraps and rolls or savory baked goods if you need some

inspiration. Please ensure that food brought into the service does not contain any highly allergic ingredients, we ask that NO NUTS (this includes peanut butter/Nutella) are brought into the service.

All Centre's will cater for any individual dietary requirements by offering an alternate snacks. Please speak to the Centre Manager/Kid's Club Coordinator on enrolment about any allergies, intolerances and special dietary intake.

Enrolments and Attendance

Enrolments are provided and accepted by the Kid's Club Coordinator or Centre Manager. Please inform us immediately of any changes to the enrolment details once your forms have been submitted. No placements will be confirmed until all required documents have been returned.

The Department of Education and Training requires that your child must be registered on arrival and again at departure from the center. It requires that you record the time of arrival and departure and an authorised signature alongside each of these. This may be done manually on a 'sign in and out register' or through the Electronic System, 'KIOSK' installed at some of our services. Our educators when responsible for collection or departure will also sign this register after pick up or drop of from school runs.

Please telephone us if your child is unable to attend the center on any booked day, this will avoid delay in trying to locate your children at school and will increase the safety of all children enrolled. If you think you may be late to collect your child from the center, please contact us and let us know so we can reassure your child should they become distressed. A late fee, as outlined in our policies, will be charged if you pick up after the center closes.

Dropping off and collecting your child

The safety of your child is of utmost importance to us. Consequently we will not permit your child to be taken from our care by anybody without your written permission. It is the responsibility of the legal guardian to decide who brings or collects the child. If you require someone else to collect your child we must be notified in writing. A phone

call will only suffice in an emergency, and then only by authority of a qualified early childhood educator. If staff have not received this instruction we will not release your child.

Photo Identification may be requested by educators on drop off and collection of your child to ensure you are an authorized person, as per the child's enrolment forms. Educators will ask any unknown person to prove their identity before being allowed to drop or collect a child. It is best practice to carry your ID on you whenever attending the service.

Government Entitlement & Fees

Fees are paid weekly/fortnightly in advance each Thursday. Fees are paid by Direct Debit either from your Credit Card or nominated bank account. You will need to sign the "DebitSuccess" form in your enrolment booklet. Please note that the use of Credit Cards will attract a surcharge of 1.5% by DebitSuccess.

Please note that fees are payable in advance for care booked. Fees are payable for all ongoing bookings for public holidays and non-attendance days. In the event your child does not attend the centre on any day for which care has been booked, the fee must still be paid. If your child is absent for long periods because of illness or for any other reason, special arrangements may be made with the Centre Manager. If fees are outstanding and your child is absent without notification, we reserve the right to give the place at the center to another child.

2 Weeks' notice, in writing, is required when reducing or cancelling your child's bookings.

Government Child Care Subsidy (CCS) is available at our centres.

It is important that families register with the Department of Human Services to have the government subsidy applied to our fees. Please note that childcare subsidy cannot be backdated and therefore should be organised prior to starting care. The Centre requires the parent and child's individual Customer Reference Number (CRN) to be eligible to claim your families' entitlement. Simply contact Centrelink on 13 61 50 for information on how to register. The Child Care Subsidy will only be applied to your fees once you authorize the booking through your myGov account.

According to government regulations applying to Childcare Entitlements: 42 days per financial year are claimable for absences due to holidays, public holidays, sickness, days off, rostered days off etc. We recommend that you provide any evidence for absence days, e.g. medical notes to the Centre which will be kept on your child's file. If your child becomes unwell while at the centre, parents / guardians will be notified and asked to either take the child home or to seek medical attention. Your child will be made comfortable and will be separated from the other children until the parent / guardian arrives.

Lastly and most importantly 😊 We hope you, your child and your family enjoy your time at Indigo Kids Club.

