



Family & Caregivers Information Booklet

reed

Regional Early Education
and Development Inc

Welcome to Regional Early Education & Development,

We have designed this booklet to give you some information about our organisation, the services we provide and what we offer to help you in making decisions about enrolling in our early childhood education and care services.

In the following pages we want to introduce you to our organisation, how we are helping the community and what we can offer your families.

Message from the CEO...

Hello and welcome to REED.

I am very passionate about the children in our community. I have spent the last 25 years working in the Early Childhood Education and Care sector. I believe every child should have access to quality early childhood education and care, in a warm and welcoming environment where children have the opportunity to learn and grow. I believe strongly that it takes a village to raise a child, and I know we will only be successful working in partnership with the families and communities which we support.

Kylie Helgesen

‘Bravely Leading for Tomorrow’

Background

Regional Early Education and Development (REED) is a not-for-profit organisation, which has evolved from the (former) Narrogin Regional Child Care Services. In 2016 the Wheatbelt Early Childhood Education and Care Sustainability Project held consultations with services across the Wheatbelt in relation to provisioning for sustainable childcare services throughout regional WA.

There was agreement that a single ECEC organisation should be established which would be recognised for its professionalism, sound governance and financial management together with the quality of the services it provides for children and a set of principles.

Regional Early Education and Development Inc was officially launched by the Hon Simone McGurk MLA Minister for Child Protection; Women's Interests; Prevention of Family and Domestic Violence; Community Services Minister on 16th March 2018.

REED is the approved provider for 27 ECEC services including long day care and occasional care.

As a not-for-profit organisation, REED consists of a voluntary Board, with each member holding knowledge and expertise as professionals in various industry. The Board is responsible for the strategic foresight and fiscal management for the future of REED and are Directors for the purposes of ACNC and CCS. The Board has appointed a General Manager who manages the daily operations of the organisation.

Our Child Safe Commitment

All children attending or visiting REED ECEC services, events or premises have the right to be safe from harm and abuse. The wellbeing of children and their right to feel safe, heard and understood is our priority. REED has a zero tolerance to child abuse and is committed to maintaining and embedding child safeguarding practices to create and maintain an environment where children feel valued, protected, and safe.

Our Model & Team

The REED model consists of a centralised management and administration team that supports the ongoing viability of our regional services. The multi-tiered management and support staff ensure that services maintain their uniqueness and strong community feeling, whilst ensuring financial sustainability, compliance with regulations and quality children's outcomes.

The significant growth of the organisation has meant an evolving support structure. REED currently consists of two zones, which are overseen by our Assistant Operations Managers. Within each zone, there are a number of clusters.

REED Cluster Managers oversee an allocation of services and visit these services within their cluster regularly, ensuring regulatory compliance and supporting services by working closely with the Team Leaders in each service in all aspects of operations. They have a vast knowledge of childcare and

service operations, as well as leading and supporting REED Educators to deliver outstanding care and programs.

At a community level, all REED services have a Team Leader who is responsible for the day to day operations. Our Educators including Group Leaders and Assistant Educators are the teams working daily with your children. Led by the Team Leader, our skilled educators work closely together to deliver quality service and care for your children along with planning and executing programs aimed at supporting their education and development. All of these roles hold suitable qualifications in Early Childhood Education and Care (ECEC) – certificate, diploma, advanced diploma, or degree. As a condition of employment, all REED employees must hold a valid WWCC and undergo a national background check. REED is dedicated and committed to the development and career progression of our team. We support our team to further their education and professional development.

Our Purpose

REED exists to strengthen equitable access to unleash life-long learners in regional WA.

REED's 2025-2027 Strategic Plan, available at reedwa.org.au is underpinned by four pillars;

- Being the best we can be
- Growing purposefully
- Making early learning matter
- Forging uncharted territory

Our Values



Partnering with regional families and communities

- We communicate openly and honestly.
- We find a shared way forward.
- Our commitments are solid (we do what we say).



Creating safe environments where everyone belongs

- We prioritise children and staff safety and wellbeing.
- We create inclusivity by respecting everyone's journey and culture.
- We actively listen to our children.



Supporting each other to grow and evolve

- We empower each other.
- We embrace and celebrate progress.
- We act collectively to deliver locally.



Unlocking sustainability with curiosity and innovation

- We pursue new opportunities for excellence.
- We ask the hard questions.
- We think in solutions not problems.

Framework

REED follows the nationally approved learning curriculums, *The Early Years Learning Framework & My Time Our Place, V2.0*. Whilst documenting and planning may differ slightly between each service, the framework remains the same, ensuring the same educational outcomes are met for all children attending an education and care setting. These outcomes are.

- Children have a strong sense of identity
- Children are connected with and contribute to their world.
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators

More about the frameworks can be found in our Educational Program Policy.

EDUCA

Our services use the online platform 'EDUCA' to document and share your child's learning journey and communicate important service information, events and updates.

You will receive an invite through email communication to login to your EDUCA account on your child's first day. As a collaborative platform we encourage you to engage in EDUCA regularly and share your own stories, special occasions and holidays with our team.

Placement

Child Enrolment

To enrol at a REED service, you will first need to complete an enrolment form. This can easily be done online at <https://reedwa.org.au/enrol-today/>, or by contacting REED Administration on 08 6832 3825 to request an online link via email. In the event you don't have access to online forms, we can organise to provide you a PDF form via email. You will be requested to supply some documents with your application. Please ensure you include the required documentation so we can progress the enrolment without delay.

Orientation

Orientations must be completed prior to commencement of care. A minimum of three orientations are recommended. During orientations you will have a tour of the facility, meet the team and have the opportunity to ask any questions. The Team Leader and/or Cluster Manager will be available during this time. Orientations are an important step to ensuring you and your child settle into the service, build trust and start forming those important relationships.

Offer of Placement / Waiting Lists

Once enrolment and orientation has been completed our dedicated administrative team will oversee the offer of placement for your child. Depending on placement availability, your child may be placed on a waiting list. From this waiting list, as soon as a position becomes available you will be contacted by our central Administration.

Permanent or Casual?

REED offers both permanent and casual bookings. Permanent is for those who require care on a regular basis, while casual is available for families who need irregular/short-term days. Casual bookings incur a 20% levy and may not always be available. Permanent bookings will also be given priority over casual bookings. REED has introduced the casual fee levy to sustain more permanent employment and regular shifts for our Educators.

Priority Placement

The Australian Government have set a priority of access guidelines for all children's services eligible for Child Care Subsidy in the following order:

1. Children at serious risk of neglect or abuse.
2. Children of a single parent who satisfy, or of parents who satisfy, the work/training/study tests
3. Any other children.

Hours & Days of Operation

Each of our services has different operating days and hours based on community needs. A copy of the operating hours for each service can be found at www.reedwa.org.au. Alternatively, you can contact the service directly and one of our team will be more than happy to assist you.

Changing / Cancelling Bookings

2 weeks' written notice is required for changes or cancellation of permanent bookings. Casual bookings require 24 hours' notice for cancellation. For more information, please refer to the enrolment contract or Payment of Fees policy.

Family & Caregiver Tasks

Collection

Only authorised persons will be able to collect your child from the service. Authorised persons are nominated in the enrolment application by the enrolling guardian. Authorised persons must be able to present identification when dropping off or collecting a child. Late fees may apply if you collect your child outside of your allocated booking time, for more information, please refer to the Payment of Fees policy.

Signing In & Out

Children are required to be signed in and out of the facility. Digital sign-in is available at every service, including options to sign in touch free with the My Xplor app. This procedure is not only for the safety of the children but is a federal legislation requirement. A families guide to the Xplor App is available online or from admin upon request.

Clothing

Families are asked to ensure that children are attending in protective, comfortable, appropriate clothing and footwear including a hat. This will allow your child to play safely and be protected from sun exposure, weather, etc. You can read more about this in our Clothing Policy. Our Educators are also expected to dress appropriately and actively ensure your children are protected from sun exposure.

Medical Conditions, Allergies & Medications

The safety and well-being of your child is REED's highest priority. If your child has an ongoing Medical Condition or allergy this should be disclosed on enrolment. Additional documentation will be requested from our administration team and during orientation. Please refer to REED's *Medical Conditions Policy* for information on documentation and information required. Any updates or new medication conditions/ allergies should be notified directly to the service as soon as possible. All medications will be administered and stored as per the Medications Policy. REED Educators are First aid, asthma and anaphylaxis trained. If you have a child with any other particular care needs, please discuss this with the Team Leader during your orientation.

Immunisation

Immunisation is the most effective means of preventing the spread of diseases such as measles and whooping cough. In line with general government requirements, children will not be enrolled unless REED is provided a copy of a child's Immunisation History Statement (IHS) or Australian Immunisation Record (AIR). These documents must be included at the enrolment stage. More information on immunisation can be found in our Immunisation Policy.

The link below will assist to find the Immunisation History Statement (IHS).
<https://www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register/how-get-immunisation-history-statement>

Illness

If your child is unwell with a sickness that is contagious or infectious, we request that the child remains at home until they are recovered, and you notify the service or provide details when marking your child absent on Xplor.

If your child becomes unwell or injured while in the care of our service, you will be contacted immediately and may be asked to collect your child as soon as possible or directly. We request that all contact details and emergency contacts are kept up to date. In the case there is an emergency at the service, emergency services will be contacted. More details can be found in our Incident, Injury Trauma & Illness Policy.

Emergency Preparedness

REED services practice emergency rehearsals on a bi-monthly schedule. It is important to conduct these rehearsals regularly so that educators and children alike, are prepared in case on an emergency. Depending on environmental and geographical factors, each service may conduct a number of rehearsals for lockdowns and evacuations. For more information on emergency plans, risk assessments and Bushfire Management Plans for your local services, please speak with the Team Leader. Children's permissions are captured at time of enrolment and at least annually for participation in drills, and drills are recorded and shared with families through the EDUCA app.

To ensure we are best prepared for all emergency situations, please ensure your contact details for yourself and any emergency contacts are updated regularly.

Nutrition

At REED we know the importance of healthy eating to promote the growth and development of young children. We are committed to supporting healthy food and drink choices in all our services.

Where food is supplied by the service, we will ensure it is prepared to the National Healthy Eating guidelines.

In most of our services, food is brought from home. We are committed to providing the right information to families about the recommended food and drinks suitable for children. We encourage children to eat more nutritious food such as sandwiches, fruit, vegetables, cheese, and yogurt before consuming less healthy options. We discourage the provision of high fat, high salt and sugar, and low nutritional value foods.

REED encourages and supports breastfeeding and provides a suitable area for mothers to feed in each service.

Here at REED, we are aware of allergens and child allergies and in the case of children with allergies or anaphylaxis, we may restrict some foods (such as nuts) and will inspect children's lunch boxes for food containing these allergens.

You can find more information on our commitment to nutrition in our Nutrition & Food Safety Policy.

Fees & Subsidy

Fees

Our fees are based on the Commonwealth hourly cap rate and may differ depending on a service's hours of operation and/or session type. Fees are developed and approved by the REED Board. Fees are reviewed annually. For more information on fees associated with a service, you can contact REED Administration.

Child Care Subsidy

Families may be entitled to receive assistance in the way of CCS (Child Care Subsidy), government assistance. More information about CCS can be found on the Department of Education website at www.education.gov.au or ask one of our staff about enrolment. It is recommended that families start the application process for Child Care Subsidy prior to enrolling their child to avoid any CCS waiting periods.

Accounts & Billing

Family accounts are required to be paid 2 weeks in advance. Statements are available on your My Xplor App or can be requested by email from our central administration team. It is a requirement of enrolment that families enrol in a direct debit arrangement for payment of fees. This will need to be in place prior to commencing care. If you are paying on a fortnightly basis, you may be charged an extra week initially depending on your selected direct debit day to keep you 2 weeks in advance as per the Payment of Fees Policy.

REED Policies

REED has a number of operational policies and procedures.

When creating or developing an existing policy, the REED management team will take into consideration input from the educators, service managers, and families.

A copy of these policies and procedures is available at every REED service for your convenience.

Key policies are also available digitally on the REEDWA website.

<https://reedwa.org.au/policies/>

Some policies you may want to familiarise yourself with are.

- Nutrition & Food Safety Policy
- Medical Conditions Policy
- Educations Program Policy
- Administration of First Aid Policy
- Administration of Medication Policy
- Nappy Change & Toileting Policy
- Sun Safe Policy
- Supervision Policy
- Immunisation Policy
- Hand Washing Policy
- Interactions with Children Policy
- Payment of Fees Policy

Code of Conduct

Families & Caregivers

How you behave towards someone can affect their health, wellbeing and safety. Families and visitors are bound by this code as a condition of entry to REED services and premises.

All families, caregivers and visitors will:

- Respect the rights of children and staff, act safely, and treat all with dignity.
- Communicate respectfully with REED educators, employees and consultants.
- Raise concerns about a centre or staff member by following the Complaints and Feedback Policy/Procedure.
- Not take photographs or videos of children or staff on REED premises.
- Follow safety and emergency procedures as directed.
- Follow sign-in and sign-out procedures.
- Respect the environment, equipment, and learning spaces.
- Behave in a manner that supports a calm and safe environment.
- Act as a positive role model for children.
- Maintain privacy and confidentiality of children and families.
- Use appropriate language (do not swear or use insulting or harassing language).
- Not take or be affected by illicit drugs or alcohol when attending REED services or events.

REED has a zero tolerance for unacceptable behaviour for aggressive, bullying or intimidating behaviour.

Unacceptable behaviour includes:

- Violence or threats of violence or intimidation including gestures or invading personal space.
- Aggressive, rude, or threatening behaviour, including in person, by phone, email and social media.
- Discriminatory or derogatory remarks.
- Social media posts targeting employees, children, or families.
- Recording staff or children without permission.
- Attending a REED service under the influence of alcohol or drugs.
- Repeated unreasonable contact or harassment.

If the code is breached, the Cluster Manager will contact the person to try and find a solution. If the person involved is not listed as the enrolling guardian, the enrolling guardian may also be contacted. Other steps can include exclusion from REED premises, suspension or cancellation of care, reports to WA Police, or legal action.

Service Contacts

Service	Location	Phone
Central Admin	Welshpool	08 6832 3825
REED Boddington	Boddington	08 9852 1223
REED Brookton	Brookton	08 9852 1200
REED Bruce Rock	Bruce Rock	08 9852 1201
REED Corrigin	Corrigin	08 9852 1202
REED Cunderdin	Cunderdin	08 9852 1203
REED Dalwallinu	Dalwallinu	08 9852 1204
REED Darkan	Darkan	08 9852 1205
REED Dowerin	Dowerin	08 9852 1206
REED Hyden	Hyden	08 9852 1207
REED Kalbarri	Kalbarri	08 9852 1222
REED Merredin	Merredin	08 9852 1208
REED Mingenew	Mingenew	08 9852 1219
REED Mukinbudin	Mukinbudin	08 9852 1209
REED Nannup	Nannup	08 9852 1210
REED Narembeen	Narembeen	08 9852 1211
REED Narrogin	Narrogin	08 9852 1213
REED Northampton	Northampton	08 9852 1221
REED Perenjori	Perenjori	08 9852 1220
REED Quairading	Quairading	08 9852 1215
REED Wundowie	Wundowie	08 9852 1217
REED Yilgarn	Yilgarn	08 9852 1218
REED Mobile	Pingelly	08 9852 1224
REED Walpole	Walpole	08 9852 1225
REED Hopetoun	Hopetoun	08 9852 1226
REED Ravensthorpe	Ravensthorpe	08 9852 1227
REED Boyup Brook	Boyup Brook	08 9852 1228
REED Morawa	Morawa	08 9852 1229
REED Augusta	Augusta	08 9852 1230