

Wandilla Magic

CHILDCARE CENTRE

*"The Magic
of Learning
and Growing"*



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PARENTS' HANDBOOK

WANDILLA MAGIC CHILDCARE

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LICENSEE

The Licensee Richard Keily previously owned a Childcare Centre on the Northside, before building **Wandilla Magic** which opened its doors in 1996.

The location was carefully selected for its convenience for families.

It is ideally situated:

- In a safe peaceful area with ample parking
- Next door to Loganholme State School
- 600 metres from shops and doctors surgery
- Five minutes from the Hyperdome Shopping Centre
- Within easy access to the Gold Coast and Ipswich Motorways and the Pacific Highway
- Close to public transport

WANDILLA MAGIC

Thank you for choosing **Wandilla Magic** Child Care Centre.

At Wandilla we strive to provide families with a home away from home environment where children and their families become part of our extended “**Wandilla Family**”.

Wandilla Magic opened in 1996 and is licensed by the Department of Early Childhood Education and Care. This Department is responsible for the regulations that govern all child care centres in Queensland.

The Family Assistance Office which is located at Centrelink is responsible for providing Child Care Benefit to families. This benefit greatly reduces the cost of child care.

Our Centre provides 118 places for children between 0 – school age. **Wandilla Magic** has seven colourful classrooms including a babies nursery.

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STAFF

Our staff are specially chosen for their dedication and care for children. As well as these qualities **Wandilla Magic** staff are professionally trained in Early Childhood and hold a variety of degrees as required by the Child Care Regulations.

All staff are approved by the Department of Early Childhood Education and Care.

Wandilla Magic ensures that all staff hold a current Suitability Card (also known as a Blue Card) which is provided by the Commission for Children and Young People.

To enhance their skills staff attend professional development courses and participate in seminars and inservice workshops throughout the year.

THE WANDILLA MAGIC PHILOSOPHY

We believe that all children are special. Our curriculum is designed to cater for each child's individual need, enabling them to grow and develop at their own pace.

Wandilla Magic aims to provide a safe and caring environment where children feel content and happy learning as they play. Our centre has developed an Anti Bias, Multi Cultural perspective, believing in equality for all.

At Wandilla Magic we understand the importance of the early years. We acknowledge that parents are the first and foremost educators of their children.

At Wandilla Magic we work together with families to provide a place where children feel at home in a safe and caring environment. As dedicated Early Childhood Professionals, we believe that children are unique individuals who learn and develop skills through the process of exploration within an environment which is designed to interest children in our care. Our curriculum is play based which adds to the happiness of our children as they learn.

Our service continues to offer care and activities for children with additional needs.

CHILDREN ENJOY THE MAGIC OF LEARNING AND GROWING AT WANDILLA



GOALS OF WANDILLA MAGIC

1. To provide a friendly, safe, comfortable and caring environment directed towards meeting each child's development needs.
2. To organise and implement programs based on individual choice and in keeping with the on-going and changing needs of the children.
3. To encourage and plan for interaction amongst all age groups within the Centre, thus supporting and enhancing the child's home life and sibling relationships, and to promote caring and tolerance both individually and as a group.
4. To promote the development of positive attitudes, self esteem and independence towards self and others.
5. To encourage participation by parents/families and community groups in activities organised by the Centre.
6. To meet the individual needs of children with disabilities, different cultures and other special needs.
7. To provide opportunity for staff members to augment and further their skills and abilities in relation to preparing, planning and implementing developmentally appropriate programs for children.
8. To reflect the multi-cultural nature of our society, respecting values, beliefs and practices of various children.

HOURS OF OPERATION

Wandilla Magic is open from 6.30 am – 6.30 pm Monday to Friday.

Wandilla 2 opens at 7am. From 6.30am until 7.00am children of Wandilla 2 will be cared for in Wandilla 1.

Wandilla 2 closes at 6.00pm. From 6.00pm through to 6.30pm, children that remain at the centre will be cared for in Wandilla 1.

HOLIDAYS

Wandilla Magic is closed on all public holidays.

OUR CURRICULUM

Wandilla Magic provides a nurturing environment presenting child centred programs that foster development and enable children to learn, grow and live creatively. Recognising the importance of the parental role, the primary focus is on the individual child within the context of his/her family.

The curriculum is based on a self-selection of materials and experiences in order to meet the needs of the individual child as well as the needs of the group. In each area a wide selection of developmentally appropriate materials and resources are available and children are encouraged to participate in all areas of the curriculum.

The Department of Early Childhood Education and Care require all staff working with children to be suitably trained for their positions. Staff at **Wandilla Magic** hold a variety of qualifications ranging from Certificate Three to Bachelor Degree.

We are proud of our staff members and feel they have achieved a very high standard in their studies and experience.

At times we have early childhood students from various colleges and universities training in our centre. Staff members are always present during student involvement. Volunteers are welcome at **Wandilla Magic** as long as prior arrangements are made.

PHOTOS

At times during our curriculum, staff or students may take photos of your child at play. Please inform us if you do not want your child to be photographed.

PRIORITY OF ACCESS

Children are placed in the centre according to guidelines as defined by the Commonwealth Department of Human Services and Health.

The four categories being:

1. Parents working, training or seeking employment
2. Children with disabilities
3. Children at risk
4. Parents at home

For example, parents on priority four could be asked to change their days to create a place for parents in priority one, two or three category.

NON BIAS POLICY

Wandilla Magic provides service to children and families regardless of race, sex, religion, disability, cultural heritage, political beliefs or marital status.

MANAGEMENT OF WAITING LIST

If we are booked up on days you require care, your child's name will be placed on the waiting list. You will be informed as soon as a place becomes available.

ORIENTATION

Before commencing, a senior staff member will complete an orientation form with families. Parents and children are most welcome to visit the centre and get to know us better before the child's first attendance.

SETTLING OF CHILDREN

This is a time of adjustment for you and your child.

Our teaching staff have all been trained in Early Childhood Education. One of their major roles will be settling each child into the Centre. It is important that parents are supportive and positive about their child's attendance at the Centre as this may reflect on his/her initial reaction to their new surroundings.

Please take the time to look around your child's classroom and outside play area so you are both comfortable with the environment.

When arriving and departing, please take your child to his or her group leader so that they are aware of your child's arrival and departure.

It is best not to prolong your farewell. Give your child a quick hug and kiss and say goodbye. If you are concerned about your child, please ring us at any time. Most children settle in very quickly when they see all the activities going on.

PICKING UP YOUR CHILDREN

We will not release your child to anyone **without authorisation** from you. If you wish anyone else to collect your child, they must have a letter of authorisation **signed** by you, and identification. **Please ring** to inform us if a change is to occur in the usual pick up procedure. Pick up person must be over 18 years of age.

PARKING

When parking your car please make sure the bumper bar does not extend over the footpath as parents with prams cannot walk past when this happens.

CUSTODY ARRANGEMENTS

Please provide **Wandilla Magic** with a copy of any custody or restraining arrangements.

ARRIVAL AND DEPARTURE PROCEDURES

Children must be signed in and out of the Centre in the attendance book provided. This is the official record of children who are present at the Centre and is also a formal government requirement. The attendance book will also be used in conjunction as a roll call in case of an emergency evacuation or excursions. Please advise staff when arriving or leaving the Centre. If the child is to be collected from the Centre by any person other than his/her parents or a person known to the staff, prior arrangements must be made with the Director. **The child will not be allowed to leave the Centre with an unauthorised person.** Sign in/out book – Parents must also sign for days when children are absent (eg, sick days, holidays, etc.)

CHILD CARE BENEFIT

Child Care Benefit is a scheme which is funded by the Federal Government. It is designed to ensure that **all families** can afford quality child care.

Under this scheme, a formula is used to calculate what part of the weekly fee charged that each family will need to pay. The benefit given by the government depends on the family income.

It is up to each family to apply to the Family Assistance Office (located at Centrelink) for this benefit. Until you apply for assistance you will be obliged to pay **full fees**.

If your child has a sibling in care elsewhere, for example, after school care, please notify us so that we are able to adjust your account accordingly to allow the multiple percent to be given.

FEES

BOOKING FEE

- A minimal booking fee is charged per family. This is to be paid at the time of enrolment and is non-refundable.

BOND

- A security bond is payable on or before commencement. This is refundable when your child leaves the centre.

PAYMENT OF FEES

- EFTPOS is available for your convenience.
- Cash or cheque payments may be made by placing your payments in an envelope.
 - On the front of the envelope write your **child's name** and the **amount you are paying**.
 - Enter the payment into the fees book.
(If paying by EFTPOS a separate book is used.)
 - Place the envelope in the fees box.
 - **Fees must be up to date if you are wanting changed days or extra days when available.**
- Direct Deposit. Our bank details are located on your childcare statement. When making a payment place your child's name in as a reference.
- Direct Debit. Forms are available at the office. There are additional fees with this service.
- Please note we do not keep cash on the premises and change cannot be given.
- Receipts will be issued and placed in your child's information pocket each week.
- Fees are always to be paid one week in advance.
- Fees are charged for a permanent booking **regardless of attendance**.
- Public holidays, sick days, or any other absences **must be paid for**.
(Child Care Benefit can still be claimed for these days.)
- **Holidays** – For a child's absence during parent's holidays, **Wandilla Magic** will give a discount of half the usual gap fee for up to a maximum of four weeks per financial year. To receive a discount, written notice **must** be given **2 weeks prior** to going on holidays and children must be away for the **full week**. To take advantage of this offer, **fees must be paid up to date**.

ABSENCES

Please phone before 9am if your child is going to be absent from the Centre!! This includes Before and After school children.

ALLOWABLE ABSENCES

Child Care Benefit is paid for up to 42 **allowable absences** per financial year. This includes all public holidays.

For example: Your child can be absent for **42 days** without child care benefit being cancelled.

However, after 42 days absent you will need to provide us with a medical certificate in order to continue to claim your CCB.

If your child has been absent for more than two weeks without notification, we are unable to hold the position.

NOTICE OF WITHDRAWAL

Should you wish to discontinue your child's enrolment at **Wandilla Magic**, **two weeks written notice** is required. Full fees will be charged for the period of two weeks in lieu of notice.

OVERDUE FEES

Notices will be issued to parents not keeping their fees in advance. If fees become overdue and no response is received to the reminder notices, the Centre reserves the right to advise parents that their child can no longer be accepted. No offence is intended, but to avoid embarrassment, please adhere to this policy.

UNPAID ACCOUNTS

Unless prior arrangements are made with the director, accounts which are **not paid** after children have ceased attending the Centre will be sent to our collection agency.
This will attract a further cost to you.

LATE PICK UPS

If your child is left at the Centre **after closing time** and we have not been contacted by you, our procedure is as follows:

- **ring parent**, if no response
- **ring emergency pick up person nominated by you (on late pick up emergency form)**, if no response
- **the second emergency pick up person will be contacted.**

If we are unable to contact the above people and the **child is still at the Centre**, and we have **still not heard from you, the police** will be notified of the situation and your child taken care of by them.

A late pick up fee will be charged at \$1.00 per minute after closing time.

This fee is to be paid before your child's next attendance, and is **not covered by the Child Care Benefit.**

GROUPING OF CHILDREN

At **Wandilla Magic** we have 7 colourful classrooms.

The approximate groupings are as follows – however these may change depending on the needs of the families:

Wandilla 1

Group 1	Twinkles	0 – 2 years
Group 2	Houdinis	2 – 3 years
Group 3	Doves	3 – 4 years
Group 4	Wizards	4 – 5 years

Wandilla 2

Group 1	Sparkles	15 months – 2½ years
Group 2	Rainbows	2 – 3 years
Group 3	Stars	3 – 5 years

Children progress to the next group according to their stage of development at the discretion of the Group Leader and when there is a space available.



TWINKLES/SPARKLES REQUIREMENTS (NURSERY)

3 bibs } donated These items will be laundered by us daily
3 washers }
1 trainer cup donated Washed regularly

2 pieces of fruit

Tissues

Spare clothes

Shady hat

Sunscreen

Small blanket

2 small sheets

Security toy (if needed)

Dummy (if required)

Nappy wipes

Disposable nappies

Nappy change lotion

Required number of bottles (made up)



**Please name all items including bottles,
nappies and clothing**



HOUDINIS/RAINBOWS REQUIREMENTS (TODDLERS)

- 3 bibs } donated These items will be laundered by us daily
- 3 washers } donated
- 1 trainer cup } donated Washed regularly
- 2 pieces of fruit
- Tissues
- Spare clothes
- Shady hat
- Sunscreen
- Small blanket
- 2 small sheets
- Towel
- Security toy (if needed)
- Nappy wipes
- Disposable nappies

Please name all items including clothing



DOVES/WIZARDS/STARS REQUIREMENTS (KINDY)

3 face washers donated These items will be laundered by us daily

2 pieces of fruit each day

Tissues

Shady hat

Sunscreen

Spare clothing

2 small sheets in pillowcase or drawstring bag

Small blanket



**Please ensure that all your child's belongings
are labelled to avoid loss and confusion.**



HEALTH POLICY

SICK CHILDREN

As we have to consider the health and well being of **all** children attending **Wandilla Magic**:

- Children with infectious diseases will be excluded from the Centre for the recommended exclusion times pertaining to the particular disease. A child diagnosed or showing symptoms of an infectious disease will need a clearance certificate from the doctor before re-entry to the Centre. ***Even though a clearance certificate is issued, a child can still be excluded from the centre at the Director's discretion.***
- Children with an illness that has no recommended exclusion period may still be encouraged to stay away from the Centre. Even though these particular illnesses may not carry significant risk of infection to others, the children showing these symptoms may need to stay at home for their own well being.
- The Centre keeps a record of children with infectious diseases. We encourage parents to notify the Centre of any diagnosis of a child with an infectious disease, whether they develop the symptoms at the Centre or at home.
- **Clearance Letters** – a doctor's clearance certificate is required for those children who have recovered from an infectious disease. For the protection of other children we are at liberty to ask for a second opinion.
- **Strict health and hygiene practices** are observed in this Centre to minimise risks to staff and children. These include regular cleaning/disinfecting, handwashing and mopping.

HEAD LICE

Children found to have **head lice** will be sent home for treatment. Once the appropriate treatment has started and there are no visible signs of infestation the child may then return to the Centre.

MEDICATION POLICY

Whenever possible, parents are asked to administer medications to their child before and/or after they attend the Centre.

If staff are to administer medications certain guidelines **must** be followed:

- Medication will not be given without a doctor's letter and/or a pharmacy label stating:
 - name of child
 - name of medication
 - dosage and times to be given
- Only currently prescribed medication in the **original container** can be given.
- Over the counter medication **will not be given on a regular basis** without a doctor's letter even though it has a pharmacy label intact.
If parents request staff to administer over the counter medication it **must** have a pharmacy label with dosage instructions and the **child's name** printed on it.
Over the counter medication **will not** be given for more than 3 days without a doctor's written instructions. **This includes herbal preparations.**
- Medication needing refrigeration will be stored in the nursery refrigerator for Wandilla 1 children and in the kitchen refrigerator for Wandilla 2 children.
- All medications are to be taken home when the child is collected from the Centre.
Collection of medication is the responsibility of the parents.
- Long term medication must be accompanied by a doctor's letter which is to be renewed every **3 months**.

TEETHING / TEMPERATURES

Staff are able to give an initial dose of Panadol for elevated body temperature (38°C or higher). This dose will not be administered before attempting to contact the child's parent.

INJURIES / ILLNESS

If your child becomes ill or is injured at the Centre we will contact you as soon as possible.

ACCIDENT / INCIDENT BOOK

All accidents and incidents are recorded in the report book in each room. Parents are requested to sign the book to acknowledge the incident and the procedure that was followed.

IMMUNISATION

It is advisable that all children receive immunisations as recommended by the Health Department. **Proof of immunisation must be kept with your child's records.** Unimmunised children will be excluded from the Centre if there is an outbreak of infectious disease.

NEBULISERS

- Nebulisers are not to be administered more than **four hourly**.
- If more frequent use is required the child should be at home or in hospital.

SMOKING

Smoking is not permitted by staff, parents or visitors within the building and its grounds.

FIRE AND EMERGENCY EVACUATION

An evacuation plan for the safety of the children, staff and visitors is documented and in practice. In the event of a fire drill or any actual emergency, all persons on the premises must comply immediately with directions given to them by staff. Drills are conducted regularly.

PARENT INFORMATION

PARENT NOTICE BOARDS

In each classroom and the Foyer we have a notice board for parent information and articles of interest that we can share together. These notice boards are not for advertising purposes.

PARENT POCKETS

We have parent pockets for each child attending the Centre (located in/outside individual rooms). These are used for receipts, reminder notices, newsletters and written communication. **Please check pockets regularly.**

NOTIFICATION OF CHANGES OF INFORMATION

It is most important that our records are kept up to date. Please notify the director if there are any changes, eg. name, address, phone numbers, custodial arrangements.

FEES BOX

A handy little place. As well as fees, parents may use this box for other payments, eg. book orders, and also written communication for the director. Parents comments and suggestions are always welcome. All cash is kept in a **time lock** safe.

SHOES

Much of children's play does not require the wearing of shoes. The reason for this is: **Health and Safety** (shoes can be slippery during certain play activities).

Learning Experiences

- Children are able to balance more easily during such activities as the obstacle course and climbing on the fort.
- Children gain sensory experiences as they feel the grass, bark, sand and other textures with their feet.

Shoes will be put back on before children go home.

HATS

It is a requirement that **all children** wear a shady hat for outdoor play. Staff will set an example by doing so.

SUNSCREEN

Parents are asked to apply sunscreen to their child before bringing them to the Centre. This allows the 30 minutes recommended to be absorbed before going outside. Sunscreen will then be applied when necessary by staff.

SLEEP / REST

The Department of Early Childhood Education and Care requires children in care for longer than 3 hours to have a rest period. We support the idea of encouraging children to relax after a busy morning. However no child is made to sleep. Quiet activities are provided for non sleepers.

Rest Period Wandilla 1

During the rest period our full time float will remain in the Twinkles Room until the carers working in that room have had their lunch. This allows for two people to be in the Nursey Room as required. An extra carer will be on call to assist the other two rooms when necessary.

There is: 1 x Full Time Float
1 x School Base Trainee
Non Contact Director

Rest Period Wandilla 2

During the rest period our full time float will remain in the Sparkles Room until the carers working in that room have had their lunch. This allows for two people to be in the 15 months to 2.5 room as required. An extra carer will be on call to assist the other two rooms when necessary.

MEALS

Wandilla Magic provides the children with a variety of appetising and nutritional meals.

Our kitchen is licensed by Logan City Council who follow the guidelines set by Queensland Health.

We employ our own cook who has many years experience in the catering field, and has completed the Australian Nutrition Foundation, Nutrition and Food Handling course.

Special Diets: Parents of children requiring special diets are asked to bring in written detail from their health professional advising the centre of the child's medical condition and nutritional requirements.

Fruit: We ask that every child bring 2 pieces of fruit each day they attend, to share for our fruit platter.

Drinks: Milk and water will be offered for the children to drink during the day.

ALL ITEMS BELONGING TO CHILDREN MUST BE CLEARLY MARKED WITH YOUR CHILD'S NAME. NO RESPONSIBILITY WILL BE TAKEN FOR UNMARKED ITEMS WHICH HAVE GONE MISSING.

BIRTHDAYS

Birthdays are special times for children and Centre staff enjoy sharing the occasion as well. A cake may be sent along on your child's birthday.

TOYS

Children are requested **not** to bring toys into **Wandilla Magic** as they can be easily lost or broken. Staff cannot be responsible for loss or damage to children's toys.

Security/comfort toys are most welcome, eg. a Teddy for sleep time.

BEHAVIOUR MANAGEMENT

At **Wandilla Magic** we focus on encouragement and positive guidance, rather than discipline. Staff are understanding in the knowledge that there are many issues which may affect a child's behaviour.

At times it may be necessary for a child to be separated from the group and given time to sit quietly and think about their behaviour. Before returning to the group staff discuss the situation with the child and appropriate ways of behaviour which is more acceptable.

CENTRE POLICY HANDBOOK

Our Policy Handbook is on view in each classroom for parents to observe.

Wandilla Magic policies are regularly updated as issues arise.

Updates are compiled with the assistance of parents, staff and relevant professionals.

PARENT AND COMMUNITY INVOLVEMENT

Parents are important teachers and care givers. It is when there is close co-operation and participation between parents and staff that the needs of your child are fully met.

We welcome children and their families from all diverse cultures, and children with special needs into our Centre.

Wandilla Magic has an open door policy. Parents are encouraged to feel free to come to the Centre and make themselves at home. The staff are always willing to discuss any concerns that you may have regarding your child. Please take up your concerns with your Group Leader or the Director. Should you wish to discuss something with the licensees, an appointment can be made with Richard Keily. If you are not satisfied with the response received, you may wish to contact the nearest branch of the Department of Early Childhood Education and Care.

You are invited to participate in the Centre's curriculum. There are many ways in which this can be done. For example, sharing ideas, special skills such as cooking, music, art and craft activities, having lunch with your child, attending social functions, etc.

In closing we hope your child's stay with us will be happy and busy. We look forward to sharing your child's development over these special years which are filled with many precious moments!

“The Magical Team At Wandilla”

For further information regarding Child Care services, please contact:

The Department of Early Childhood Education and Care
Logan City Office
PO Box 250, Woodridge Qld 4114
Phone 3884 9881

NATIONAL CHILD CARE ACCREDITATION

QUALITY IMPROVEMENT AND ACCREDITATION SYSTEM

The Quality Improvement and Accreditation System is about child care centres and parents creating an environment that nurtures, stimulates and guides each child's development.

The goal of the Accreditation system is to help staff and parents to work towards providing children in long day care centres with the highest quality of care. A set of "principles" has been written to guide centres in improving the quality of their programs. Parents are invited to be involved in these improvements and are encouraged to participate as much as possible.

Our aim during this process is to improve on the quality of child care and education we provide to families. In order to do this we believe personal interaction with the child and their family is essential. Every child has their own unique personality and should be treated as a special individual. The best way to relate to each child is by caring enough to really get to know them.

The National Child Care Accreditation Council has adopted the slogan "**Putting Children First**". To do this it is imperative that the parents have an input into the quality of care provided by this Centre.

Parents are the main influence in their children's lives. Your ideas and suggestions are essential to help us evaluate and improve the quality of care your children are receiving.

Quality Improvement and Accreditation is a very positive program aimed at giving our children the quality of care they need, deserve and have a right to expect.

National Accreditation Council

Any parents interested in participating in this process in this centre are welcome to be a part of our Accreditation committee. Please watch the noticeboard for meeting times.

*Working together
I dreamed I stood in a studio
and watched two sculptors there.
The clay they used was a young child's mind
and they fashioned it with care.*

*One was a teacher, the tools he used
were books and music and art;
One, a parent with a guiding hand
and a gentle loving heart.*

*Day after day the teacher toiled
with a touch that was deft and sure,
While the parent laboured by his side
and polished and smoothed it o'er.*

*When at last their task was done
They were proud of what they had wrought,
For the things they had moulded into the child
Could neither be sold or bought.*

*And each agreed he would have failed
If he had worked alone,
For behind the parent stood the school,
And behind the teacher, the home.*

AUTHOR UNKNOWN