

PARENT INFORMATION BOOKLET



Telephone 3893 0272
64 Plaza St, Wynnum West 4178

Email wynbaycc@bigpond.net.au
Centrelink reference number 407207374A

WELCOME

We would like to welcome your family to our Centre and hope that we will share a long and happy association together during this most significant period in your child's life. We are pleased that you have chosen us to be an important part of your child's growth and development, as we believe that the adults of tomorrow deserve every opportunity, we can give them today. Our wish is that we will work together with your child's well being as our mutual goal.

Our parent handbook explains imperative information you will need to be responsive of whilst your child attends service. We strongly recommend you read the provided information and ask questions to confirm your understanding of how the service operates. You will be required to sign and return the form on the last page of the handbook to confirm you have read and understand the information you have been given in your enrolment pack.

AIMS OF THE CENTRE

- ⌘ To appreciate and foster the individuality of all children including children with additional needs
- ⌘ To accept and be responsive to individual and cultural diversity and to encourage each child to challenge bias
- ⌘ To extend each child's individual development by considering the developmental appropriateness of all activities affecting the children and providing experiences that promote problem solving and development across all domains
- ⌘ To encourage cooperation, acceptance and the development of a positive self image
- ⌘ To provide self selection of experiences in each age group to enhance autonomy and decision making
- ⌘ To make all experiences as enjoyable as possible
- ⌘ To foster a positive relationship between staff and parents so that they can support each other in their complementary roles
- ⌘ To encourage parents and families to be involved in the centre to the extent with which they are comfortable.

Our aim is to extend and complement the care you give in your home by providing **“professional and caring attention for your child”** in an environment that is stimulating, creative, loving, supportive, challenging and most importantly safe.

Our programs are developmentally based to meet the needs of each individual child and build on their interest, strengths and emerging abilities. To ensure your child enjoys his/her time at our centre and participates in activities that will enhance his/her development, the children are grouped per age and stage of development.

We strongly encourage families/guardians to ask for any further information you may wish to have regarding our philosophy, goals and aims, and how we implement these into developmental programs offered at the Centre.

If at anytime you have any questions, concerns or suggestions, please feel free to discuss them with us as this sharing of information will help us all to better understand and plan for your child's individual needs and requirements.

SERVICE INFORMATION

Our Centre caters for children aged from 6 weeks to 5 years. We also provide an afterschool program which caters for primary school aged children. Our hours of operation are from Monday to Friday from 6.45am until 6.00pm. We are closed only on gazetted public holidays.

We have 5 rooms

0-15 months' room	Nursery
15months- 2 years	Red Room

15months- 2.5 years Green Room
 2 years- 3 years Yellow Room
 3 years – 5 years Blue (Pre-prep) Room

CONTACT INFORMATION

Phone: 3893 0272
 Fax: 3348 7388
 Email: wynbaycc@bigpond.net.au
 Website: www.wynbaycc.com.au
 Nominated Supervisor: Donna Kjaergaard
 Second in Charge: Bec Mole
 Educational Leader: Donna Kjaergaard

REGISTRATION AND ENROLMENT

After registering your child at the Centre and his/her place has been confirmed by the Director, you will be required to complete an Enrolment Form. The information supplied on the enrolment form is strictly confidential and should always be kept up to date. We must emphasise that should any of your details change (e.g. Address, phone numbers, authority to collect children, etc) you should inform the Director immediately.

SCHEDULE OF FEES

ROOM	9 HOURS 8.00am-5.00pm	10 HOURS 7.30am-5.30pm	11.25 HOURS 6.45am-6.00pm
NURSERY	\$101	\$102	\$103
RED	\$99	\$100	\$101
GREEN	\$97	\$98	\$99
YELLOW	\$93	\$94	\$95
BLUE	\$93	\$94	\$95

BEFORE AND AFTER SCHOOL FEE SCHEDULE

BEFORE SCHOOL CARE	\$25
AFTER SCHOOL CARE	\$29
VACATION CARE	\$67

HOLIDAY FEES

If you are planning to take holidays, we ask that you notify a staff member in the office as soon as possible. Three (3) weeks of reduced fees (e.g. 6 days if a child attends 2 day a week) are available per financial year for each child at the service. Reduced fees are calculated at 50% of the scheduled fees.

CHILD CARE SUBSIDY

There are three factors that determine a family's level of Child Care Subsidy. These are

- Combined annual income
- Activity Test – the activity level of both parents
- Service Type

The Child Care Subsidy is paid directly to service providers to be passed on to Families as a Fee reduction. Families then pay the service the difference between the fee charged and the subsidy amount.

ABSENCES

If you are receiving CCS from the Government, they will allow you take 42 days' allowable absences from the Centre in a financial year. This means should you be away from the Centre on holidays, general absences etc. after you have used the 42 days, the Family Assistance Office will cease to pass on the CCS and full fees apply. Absence due to sickness is an exception to this – provided a medical certificate is supplied. You can keep track of your absent days on the bottom right hand side of the accounts. Please also note that it is your responsibility to sign your child in and out each day via the Kiosk. Where a child has not been signed in or out – they may be marked as absent and as such this will count towards the 42 days' allowable absences.

PAYMENT OF FEES

Fees are payable **one week in advance** which includes payment for all booked days not attended or taken as sick days and all booked days that fall on public holidays.

Payments can be made by Cash, EFTPOS and Direct Debit. Receipts will be emailed to your nominated email address if requested.

SERVICE CLOSING TIME AND LATE FEES

Please beware that the centre closes at 6:00pm sharp. In accordance with the National Regulations and licensing, we are not permitted to have children in the service after 6:00pm. A late fee is incurred for children collected after 6:00pm.

The fee is \$15.00 for the first 5 minutes and \$1 per minute after. This is payable in cash to the supervising staff at the time of collection. The late fee is charged to cover overtime as two staff members must always be present at the Centre a child is in attendance. If you fail to pay at this time, your child will not be permitted to attend until this fee is reconciled.

Please phone the Centre to advise us if you are going to be late.

PRIORITY OF ACCESS

The Commonwealth Government requires that priority of access be given to families with the greatest need for childcare support. Places must be filled in accordance to the following priorities:

- Priority 1:** A child at risk of serious injury or neglect.
- Priority 2:** A child of a single parent who satisfies, or of both parents that satisfy the work, training, safety test.
- Priority 3:** Any other child.

Integration of Children with Disabilities

Programs/activities designed for children with additional needs will be included in the centre program and will be available for all children to participate in.

NON – EXCLUSION POLICY

The Centre provides non-discriminatory access regardless of ethnic background and special needs. We value and respect individual differences and cultural diversity, and regard children of all religious and cultural backgrounds with equality, respect and consideration. Parents of all cultures and beliefs are encouraged to enroll their children at the Centre and to become involved in the activities at the Centre. Considerable emphasis is placed on promoting an environment that supports and fosters multicultural awareness at the Centre. It is important that each child's individual cultural needs are supported while educating others.

The dignity and rights of each child is respected always, and staff endeavor to offer positive guidance to children with behavioural problems.

TERMINATION OF ENROLMENT

If you wish to withdraw your child from the Centre, we require that you give two week's notice of your intention to do so. Two week's full fees are payable should no notice be given. All outstanding fees must be paid in full before withdrawing from the Centre. One week's notice is also required should you wish to change the days that your child attends.

In the event of ongoing late payment of fees, the Centre reserves the right to suspend or terminate an enrolment. The Centre also reserves the right to suspend or terminate an enrolment where a child has been absent for 2 weeks or more without notice.

CONFIDENTIALITY

We are committed to protecting your privacy. We support and are bound by privacy laws and strict confidentiality is always maintained.

In order to plan programs with you we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law. We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time or request a copy of information in the file.

ARRIVAL AND DEPARTURE

To safeguard their safety, all children must be brought to and collected from the Centre by a responsible **adult**. This adult must **sign the child in and out on each day of attendance via the kiosk in the foyer** and notify the appropriate staff member that the child has arrived or is being collected to be taken home. Only authorised persons who have prior **written consent** from the parents/guardian will be allowed to take the child from the Centre.

SAYING GOODBYE

Ideally your child will be settled at an activity before you leave, however some children find it hard to settle until their parents have gone. What works best is a set routine so try to establish the care routine from the orientation process. Being well organised and avoiding a rush usually results in a calm start to the day.

Please tell your child when you are leaving as they may become upset if they haven't had the opportunity to say goodbye. This gains trust from the child, not only in you but in the Educator, who is reassuring your child about their day and when you will return. Rest assured we will contact you if your child is distressed.

If your child is upset when you leave, chances are that before long he/she will have settled. If you are concerned, please phone us so that you can chat with your child's educator to see how they are going and alleviate any anxieties you may have.

For parents with children in care for the first time, it is important to work together with our staff to reduce the stress of separation, adjusting to new adults and being part of a group of children. Our staff will offer every support to you and your child and you are most welcome to phone us at anytime you are concerned about your child.

Parents may notice some changes in their child's behaviour during this period of adjustment e.g. your child may become more demanding of your time at home, may regress with toileting, may wet the bed, display changes in their appetite, they may tire more easily and become "clingy". This behaviour will quickly pass if handled correctly, by communicating positive feelings about being at the Centre to your child and not displaying feelings of guilt about leaving your child in someone else's care.

ARRIVING LATE

Please advise us by 10:00 am if your child will not be arriving until later in the day, and if you require Morning Tea or Lunch to be saved.

SECURITY

Each family attending the service will be given a "Pin" number to enter the centre. If you forget your "Pin" please ring the Door Bell. For the safety of the children and staff at the centre, please do not give this pin to any third parties.

CLOTHING

It is helpful to your child if they are dressed in non-restrictive, serviceable, easy to wash clothes, so they feel free to join in all the activities and help develop independence. Shoes also need to allow children freedom to run, climb, hop and jump as well as being easy for the child to take off and put on by him/ her. Also, please consider clothing that enables the child to move around easily and allows children to be independent in dressing. Clothing such as long dresses, overalls, braces, belts and stiff buttons can prove a problem for children who need to go to the toilet. We require all t-shirts to have sleeves, no mid-drifts top and hats that are broad brimmed are essential for effective sun safety.

Please note: As we engage in messy activities (painting, clay work etc.) as part of our educational program here at the centre, it is advisable to wear older clothes that you don't mind getting dirty or stained.

All children require a hat for outdoor play **(If your child does not have a hat they will be required to wear one of the Centre's spare hats).**

SHOES

This centre recognizes the benefits of barefooted play for children's safety, growth and the development of sensory awareness. Shoes are a hazard in outdoor play areas. Nerve endings in the feet can sense the variety of texture. Bare feet can grip climbing equipment and promote more effective balance and control, e.g. during music sessions or when climbing. Also, noise levels may be reduced indoors when shoes are removed. Children are encouraged to wear shoes to kindy. However, we will encourage children to take care of their shoes and belongings by placing their shoes in their lockers. Please note- Sandals and sand shoes are the preferred shoes for kinder. Thongs are not suitable as they can be dangerous when children are climbing, running or jumping.

TOYS

The service has an abundance of toys at the Centre for the children's use. It would be appreciated if their own possessions (except for a security item such as a blanket or soft toy) are not brought to the Centre. This eliminates toys getting lost, broken, disappointment for the other children and responsibility on educators to track numerous toys throughout the day. The Centre will not accept any responsibility for breakage or loss of these items.

FOOD AND NUTRITION

Good nutrition is an important part of our daily programme. Three meals are provided each day in our Centre, Morning tea, Lunch and Afternoon Tea. These meals are nutritious and presented attractively. Family's religious, cultural beliefs and food allergies and intolerances are taken into consideration when planning meals for the children at the centre. Special meals are made for these children. Meals at the centre will be planned with the dietary guidelines for children in Australia (NHMRC 2013) Foods that are high in fat, salt and sugar are not included in menu planning.

The centre is registered with "Eat Safe Brisbane" and the Brisbane City Council for purposes of food Safety and Food Handling procedures in which staff are all trained.

Any allergies or Food intolerances are recorded in the Childs enrolment records and displayed in the kitchen. All staff, the centre cook, and students are made aware of children's allergies. The parent is to present to the centre an Allergy Medical Plan and an Emergency Action Plan along with an Epi Pen or Anna pen.

In the event of child having ingested an allergic food the Emergency Action Plan is implemented.

Our meals have been developed in consultation with families and meet the requirements of the Education and Care Services National Regulations 78, 79 and 80. We will be inspected and audited each year by an outside organization. Every staff member has completed their Food Handler Course.

Menus are on display in each room and in the hall way. All the children will be encouraged to taste and try the food. If a child dislikes or refuses to eat, an alternative will be offered. Staff will sit down with the children at meal times and offer a calm, relaxed and social atmosphere in which to eat and enjoy food.

The centre provides storage for Breast Milk and Mothers are welcome to Breast- feed at the centre. Breast milk can be frozen at the centre if necessary or refrigerated if it is to be used that day. Breast milk is heated in a jug of boiling water, not in the microwave. Parents are asked to provide Formula and staff will make up their daily bottles are required.

If your child requires a special diet, please ensure that the Director, the centre cook and the Lead educator of your child's group are aware of any special requirements. Any dietary requirements will be catered for by our centre cook.








Wynnum and Bayside Childcare Centre is strictly a nut Free Zone. This service makes every effort to ensure products purchased for the use at the centre do not contain nuts or nut products. Some manufacturers add wording to their products such as "may be processed on equipment that contains traces of nuts" on every day food items. These products are not excluded from our service. Educators liaise closely with families of children with known allergies to ensure they are offered alternative products if there pose a risk.

BIRTHDAYS

Birthdays are a special time for children. To help celebrate your child's birthday you are welcome to bring along cupcakes. Please speak to your child's educator prior to the celebration to ascertain any allergy requirements in the room. For children who **do have** allergies, we recommend you provide cupcakes that can be stored in the freezer at the centre, so your child can join in the celebrations. **Please remember we are nut free.**

WHAT TO BRING TO THE CENTRE?

Your child will need to bring the following items:

-  Bottles with milk formula (not made up) or milk sufficient for each day (Nursery)
-  A spare set of clothes including undergarments, clearly labeled
-  A shady hat for outdoor play
-  A small sheet (cot sheet size), in a draw string bag or pillow case, to cover the mattress at rest time, and a top sheet. All bed linen should be taken home each day.
-  A small blanket also in cooler weather
-  A water bottle, clearly labeled
-  A pharmacy labeled bottle of paracetamol- if not labeled with your child's name and dosage it cannot be administered.

For independence, we work towards all children being able to recognize and take care of

their belongings. Let them be involved in selecting a bag and set of sheets etc. and taking ownership of it. Please ensure that all items brought to the Centre (hats, shoes, clothing, drink containers, sheets, etc.) are **clearly labeled** with your child's name for easy identification, as we cannot be held responsible for lost items that have no name of them.

A locker is provided for each child in his/her room. Upon arrival, please place all your child's belongings in it and at the end of each day, please ensure all their belongings are collected.

REST & SLEEP

Rest and sleep routines vary according to your child's individual needs. We aim to make rest time a relaxed and pleasant time for all children. We provide cot sized mattresses for each child and play restful music in the background during our rest periods. Your child may wish to bring a security item or blanket to have at rest time if this helps them settle. Please feel free to discuss your child's rest or sleep needs with your child's educators. Please note: we are bound by law to provide all children with a rest period each day regardless of whether your child sleeps or not.

SUN SAFETY

Children and educators will wear hats and appropriate clothing when outside. Staff will encourage children to avoid excessive exposure to the sun and to wear suitable sunscreen which is reapplied according to the manufacturer's recommendations. We ask that children come to the service with sunscreen already applied so they can participate in outdoor play immediately and not have to wait 20 minutes after application.

SUN HAT

A protective sun hat must be worn every day when playing outside for protection against the sun. Please make sure to include it in your child's bag every day regardless of weather conditions. Alternatively, you may wish to leave your child's hat at the centre in your child's pocket.

HEALTH, HYGIENE & SAFETY

As contagious childhood diseases can quickly be transmitted from one child to another, we request that should your child present with any illness or infectious disease (measles, mumps, chicken pox, etc) they stay at home until fully recovered- please refer to the recommended exclusions provided by NHMRC. A clearance letter from your doctor is required for each communicable disease before your child can return to the centre. Children must not attend the Centre during the appropriate isolation period. It is the parent's responsibility to comply with our Centre's Health Policies regarding infectious and contagious illnesses.

Recommended minimum exclusion periods

ADAPTED FROM STAYING HEALTHY | 5TH EDITION | 2013

Condition	Exclusion of case	Exclusion of contacts ^a
Campylobacter infection	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Candidiasis (thrush)	Not excluded	Not excluded
Cytomegalovirus (CMV) infection	Not excluded	Not excluded
Conjunctivitis	Exclude until discharge from the eyes has stopped, unless a doctor has diagnosed non-infectious conjunctivitis	Not excluded
Cryptosporidium	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Diarhoea (No organism identified)	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Fungal infections of the skin or nails (e.g. ringworm, thrush)	Exclude until the day after starting appropriate antifungal treatment	Not excluded
Giardiasis	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Glandular fever (mononucleosis, Epstein Barr virus (EBV) infection)	Not excluded	Not excluded
Hand, foot and mouth disease	Exclude until all blisters have dried	Not excluded
Haemophilus influenzae type b (Hib)	Exclude until the person has received appropriate antibiotic treatment for at least 4 days	Not excluded. Contact a public health unit for specialist advice
Head lice (pediculosis)	Not excluded if effective treatment begins before the next day at the education and care service. The child does not need to be sent home immediately if head lice are detected	Not excluded
Hepatitis A	Exclude until a medical certificate of recovery is received and until at least 7 days after the onset of jaundice	Not excluded. Contact a public health unit for specialist advice about vaccinating or treating children in the same room or group
Hepatitis B	Not excluded	Not excluded
Hepatitis C	Not excluded	Not excluded
Herpes simplex (cold sores, fever blisters)	Not excluded if the person can maintain hygiene practices to minimise the risk of transmission. If the person cannot comply with these practices (e.g. because they are too young), they should be excluded until the sores are dry. Sores should be covered with a dressing, where possible	Not excluded
Human immunodeficiency virus (HIV)	Not excluded. If the person is severely immune compromised, they will be vulnerable to other people's illnesses	Not excluded
Human parvovirus B19 (fifth disease, erythema infectiosum, slapped cheek syndrome)	Not excluded	Not excluded
Hydatid disease	Not excluded	Not excluded
Impetigo	Exclude until appropriate antibiotic treatment has started. Any sores on exposed skin should be covered with a watertight dressing	Not excluded
Influenza and influenza-like illnesses	Exclude until person is well	Not excluded
Listeriosis	Not excluded	Not excluded
Measles	Exclude for 4 days after the onset of the rash	Immunised and immune contacts are not excluded. For non-immunised contacts, contact a public health unit for specialist advice. All immunocompromised children should be excluded until 14 days after the appearance of the rash in the last case
Meningitis (viral)	Exclude until person is well	Not excluded
Meningococcal infection	Exclude until appropriate antibiotic treatment has been completed	Not excluded. Contact a public health unit for specialist advice about antibiotics and/or vaccination for people who were in the same room as the case
Molluscum contagiosum	Not excluded	Not excluded
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner)	Not excluded
Norovirus	Exclude until there has not been a loose bowel motion or vomiting for 48 hours	Not excluded
Pertussis (whooping cough)	Exclude until 5 days after starting appropriate antibiotic treatment, or for 21 days from the onset of coughing	Contact a public health unit for specialist advice about excluding non-vaccinated and incompletely vaccinated contacts, or antibiotics
Pneumococcal disease	Exclude until person is well	Not excluded
Roseola	Not excluded	Not excluded
Rosa River virus	Not excluded	Not excluded
Rotavirus infection	Exclude until there has not been a loose bowel motion or vomiting for 24 hours ^b	Not excluded
Rubella (German measles)	Exclude until fully recovered or for at least 4 days after the onset of the rash	Not excluded
Salmonellosis	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Scabies	Exclude until the day after starting appropriate treatment	Not excluded
Shigellosis	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Streptococcal sore throat (including scarlet fever)	Exclude until the person has received antibiotic treatment for at least 24 hours and feels well	Not excluded
Tamiasulosis	Not excluded	Not excluded
Tuberculosis (TB)	Exclude until medical certificate is produced from the appropriate health authority	Not excluded. Contact a public health unit for specialist advice about screening, antibiotics or specialist TB clinics
Varicella (chickenpox)	Exclude until all blisters have dried—this is usually at least 5 days after the rash first appeared in non-immunised children, and less in immunised children	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise, not excluded
Viral gastroenteritis (viral diarrhoea)	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Vibrio	Exclude if loose bowel motions are occurring. Exclusion is not necessary if treatment has occurred	Not excluded

^a The definition of 'contacts' will vary according to the disease—refer to the specific fact sheet for more information.

^b If the cause is unknown, possible exclusion for 48 hours until cause is identified. However, educators and other staff who have a food handling role should always be excluded until there has not been a loose bowel motion for 48 hours.

Adapted from SA Health Communicable Diseases Control Branch: <http://www.sa.gov.au/health/communicable-diseases/communicable.htm>. Note that exclusion advice is consistent with Series of National Guidelines (SNGs) where available.

Staying Healthy: Preventing infectious diseases in early childhood education and care services | 5th Edition | Printed June 2013 | NHMRC Ref. CH66



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Furthermore, we ask that you notify the Director of any such illness as soon as possible for your own benefit and for the benefit of others at the Centre. It will be at the discretion of the staff to refuse to admit any child should she feel the child is not well enough to attend the Centre.

As we do not have facilities to isolate and supervise sick children, any child who becomes sick during the day will be removed from the group and the parent or emergency contact person contacted to come and collect the child. It is therefore very important to advise the Director of any changes of address or contact numbers. In the event of a parent or contact person not being available, the responsible person in charge will take whatever steps are necessary to ensure the child's safety and well-being.

IMMUNISATIONS

From July 2018, only parents of children (less than 20 years of age) who are fully immunised or on a recognised catch-up schedule can receive the Child Care Subsidy

The relevant vaccinations are those listed under the national immunisation program, which covers the vaccines usually administered before 5 years of age. These vaccines must be recorded on the Australian Childhood Immunisation Register.

Children with medical contraindications or natural immunity for each certain disease will continue to be exempt from these requirements. Conscientious objection and vaccine objection on non-medical grounds will no longer be a valid exemption from immunisation requirements. Families eligible to receive family assistance payments and have children less than 20 years of age, who may not meet the new immunisation requirements, will be notified by Centrelink.

Please note: Non-immunized children will not be enrolled in the service.

ADMINISTRATION OF MEDICINES

Should your child need to take any prescribed medicine during the day, a Medication Authority Form will need to be completed and handed to your child's Educator. All medication should be clearly labeled by a pharmacist and given to your child's Educator upon arrival at the Centre. We cannot administer medications that do not have a pharmacist label or letter from a doctor. All medications will be stored in a locked container in the kitchen refrigerator Please do not leave any medication in your child's bag. If your child requires regular medication, a letter from your child's doctor is required every 3 months. Please refer to the Health and Medication Policies for further information.

EMERGENCY ASTHMA AND ANAPHYLAXIS MEDICATION AUTHORISATION

Parents may give authorization for the management of emergency asthma or emergency anaphylaxis, if required in an extreme situation. This service has Salbutamol (Ventolin) and Adrenaline (EpiPen Jr) on the premises for emergency first aid, but this will be administered only to a child if parents have given consent. Please note where your child has been diagnosed with asthma or anaphylaxis, their own individual medication must be at the service whenever in attendance.






ACCIDENTS

The nominated supervisor or most senior staff member will contact parents immediately if a child is involved in a serious accident at the service. As a matter of extreme importance parents must ensure that the service has up to date emergency contact numbers.

An incident report will be filled out for all accidents and injuries. This will contain details of the accident, any first aid that was administered, and be signed by an educator, the nominated supervisor and by the parent.






To maintain a high standard of health at our centre, all educators at Wynnum & Bayside all possess a current first aid certificate and resuscitation certificate. They will undertake the initial treatment of injuries at the centre and this treatment will be consistent with their level of training and competence. All accidents are recorded and investigated by the staff (and management if necessary) to determine what caused the injury and how further injuries can be prevented.

CHILDREN'S SAFETY

-  Never leave children unattended in cars whilst collecting another child from the Service.
-  Car parks are dangerous places for children. Always hold children's hands when arriving and leaving the centre.
-  Never leave a door or gate open.
-  Never leave your children unattended in a room.
-  Children are not permitted into the kitchen and laundry areas.

HYGIENE

To maintain a high standard of hygiene each child is required to:

-  Have clean sheets each week.
-  Follow hygiene rules when using the toilet- flushing and washing hands.
-  Remain at home if they have a contagious illness
-  Remain at home if they have a cold
-  Use disposable tissues if a runny nose develops.

To maintain a high standard of hygiene at our Centre we:

- Use separate sheets, beds, cups, plates, cutlery, etc. for your child.
- Regularly disinfect all equipment, tables, benches, etc.
- Clean nappy change areas, hand basins, water troughs, toilet areas, etc. throughout the day.
- Encourage children to wash their hands before and after eating and after using the toilet.

By helping us to observe good health, hygiene and safety standards, you will be protecting your child and the other children at the Centre.

OTHER POINTS TO REMEMBER

- Because your child is now a member of a group, the following situations may arise:
- Coughs and colds may be more frequent, but remember your child is also building up immunity because of this contact.
- Difficulties may arise when children are reluctant to or have not learned to share with others.
- Aggression may be expressed in different ways depending on your child's age. Some children may hit or bite if they cannot express how they feel or what they want. This is distressing for the child, the child hit or bitten and the parents. Staff are trained to handle these situations and to develop strategies to prevent aggressive behavior.
- Unfortunately, head lice infestation can occur in early childhood and school settings and parents are advised to check their child's hair regularly.
- From 1st January 2016 on enrolment all children will be asked to provide an up to date immunization history. The centre has the right to refuse enrolment of any child whose immunization is not up to date.

STAFFING AND PROGRAMS

The staff at our Centre foster an atmosphere of **loving care**. This is important to young children who need to know they are with someone who truly enjoys their company. Our staff have been employed because of their academic qualifications, experience and special skills, but above all their genuine fondness for and commitment to providing quality care for the children.

Our Centre is staffed per the requirements and recommended staff levels of the Education and Care Services National Regulations 2011. Each group has a Lead Educator

who has appropriate early childhood qualifications and a child care assistant. Our staff always work in shifts to ensure adequate supervision of the children. We display notices about current staffing and groups within the centre.

We follow the Early Years Learning Framework as per our programming policy. This is Australia's first national Early years learning Framework for early childhood educators. The aim of this document is to extend and enrich children's learning from birth to 5 years and through the transition to school. We are committed to providing a developmental and educational program which caters for each child's individual needs, abilities and interests. Our program will continue to develop as we use the relationships children have with their families and communities, working in partnership with parents, to ensure each child's knowledge, ideas, culture, abilities and interests are the foundation of our programs.

The Lead Educators formulate appropriate programmes based on the needs and interests of the individual children in their group. These programmes are prepared by the Lead Educator before and after our "core hours" and at other times when they can be released from caring for the children whilst still maintaining adequate supervision of the children. A programme is planned for each child's interest and to foster the development of certain abilities, attitudes and skills.

It is our aim that we develop in each child the ability to:

- feel confident and adequate
- be independent
- use his or her body skillfully
- communicate well with others
- learn to co-operate as part of a group, to share and take turns
- control feelings of hostility and aggression
- express oneself through speech, movement, music and art
- observe, explore, question, reason and solve problems
- share ideas and opinions
- be eager for new experiences

The Lead Educators role is to provide appropriate activities for the children, to select and extend areas of interest and to provide encouragement. **It is the process of learning that is important and not the "product"**. Your child may be working on a difficult puzzle, learning to share and take turns in a game or a multitude of other experiences of equal importance. **Play activities** include painting, pasting, play dough, puzzles, blocks, construction equipment, reading, story-telling, music/dance and outdoor activities.

Daily/Weekly programmes are displayed in each room for your information and parents are encouraged to discuss the program with your child's Educator.

Our programs are flexible, child orientated and continually encourage learning. They consist of several stages. Firstly, we make observations, develop checklists and interpret the information. We then develop individual programmes, evaluate the programme, observe, update the checklist, interpret, programme etc, ensuring the process is

continuous. Links are made to room goals and to the centre's philosophy and goals. This document is a statement about the beliefs and values about learning and child development. The centre philosophy is on display in the centre foyer. Each child's development is recorded, and you are welcome to view your child's records or discuss their development with the Lead Educator.

If we as educators have any areas of concern, we will inform you and advise where help may be pursued, e.g. speech therapists. We understand that this is a sensitive topic and it is always your decision to follow this up. Please know that our educators are here to support you and should you need any help or would like to talk to them about your child's development, they are available. Please see the sheet 'Identifying Red Flags'.

An essential part of Centre's programme is sleep/rest time. Children are not required to sleep. However, those who do not sleep are encouraged to take part in quiet activities enabling those children who require sleep to do so. If your child does sleep, we adhere to the Rights of the child and allow the child to sleep. Individualized sleep plans can be discussed with child's educators.

All our staff members are encouraged to attend in-service training and other courses relating to Childcare to further develop their knowledge and skills in caring for children. Regular staff meetings are also held to discuss the children's progress, programme development, upcoming events, activities, etc.

A list of all our staff and their qualifications is displayed outside your child's room or can be obtained from the Director.

TRANSITIONS TO NEXT ROOM

As the children mature in age and in development, they will transition to the next age group. This is always done in consultation with parents and considers the days that the child attends, availability to move to the next room and the development of each child individually. The Director or Lead Educator may approach you throughout the year regarding the moving of your child to the next room.

PARENT INVOLVEMENT

We have an "open door" policy for parents at our Centre. Parent involvement is extremely important, and the Centre encourages parents and family members to become involved in our daily activities. By volunteering some of your spare time, you will better understand what we do and how your child spends part of their day.

Parents may become involved by:

- Visiting the Centre and joining in the programme
- Sharing any special skills hobbies or interests that they may have
- Reading the notice boards, newsletters and messages in pockets.

- Assisting with excursions
- Sharing your child's experiences with craft, story-telling, music, etc
- Viewing the programme and discussing the displays, watching your child play in a group or helping with a puzzle
- Supporting fund raising activities and social events
- Discussing any problems or concerns with our staff
- Sharing a SMILE with those in need of one

Parents are also encouraged to advise the Director or Educator of any changes in the family or home situation (e.g. divorce, separation of parents, special events such as a new baby, death of a close relative such as grandparents, etc). Significant change in behavior may arise because of this, so notification from a parent may greatly assist our staff in helping a child through this difficult period.

PORTFOLIOS

Every child will have a personal, confidential portfolio comprising of;

- ✚ Child's profile
- ✚ Observations and Learning stories
- ✚ Work samples
- ✚ Parent input into the program
- ✚ Any information deemed relevant to the child's development and learning at the centre.

COMMUNICATION

Everybody has a different communication style and time for communication. We understand that morning and afternoons can be rushed, and not the best time to discuss your child's day.

We have many types of communication we use for families, which include:

- ✚ Newsletters
- ✚ Phone calls to your work
- ✚ Emails
- ✚ Letters
- ✚ Face to face
- ✚ Daily notices (which are emailed in some rooms).
- ✚ Mid and end of year interviews/ meetings
- ✚ Formal meetings

THREATENING PHONE CALLS & BEHAVIOUR

The centre has a responsibility to provide, as far as practicable, a safe environment that is free from discrimination, bullying and/or harassment. Our Code of Conduct provides guidelines that promote desirable and appropriate behavior to ensure that all interactions with children and adults is respectful, honest, courteous, sensitive, tactful and

considerate, and in the best interests of the centre. If we receive threatening phone calls, or staff are subjected to behavior that is abusive or threatening, appropriate action will be taken by the nominated supervisor or management. Please refer to the Centre's Code of Conduct Policy.

EXCURSIONS AND ESCORTED TRIPS

From time to time we will be extending the children's experiences by arranging excursions outside the Centre. The Centre will ensure that at no time will a child be taken out of the Centre without first obtaining your written consent.

Prior to every excursion, full written details will be given to each participating child's family. Appropriate adult/child ratios will be adhered to, to ensure adequate supervision of the group. Sufficient qualified staff will remain at the Centre to supervise any children who are unable to attend the excursion.

FIRE AND EVACUATION DRILLS

To safeguard the children's safety, the Centre will practice a fire drill and Lockdown Drill every 3 months. All staff and volunteers at the Centre are given instructions on the safe evacuation of the Centre in the case of fire or other emergency and in the use of fire safety equipment.

These drills will be held at random times and if you are present you will be required to participate. It is extremely important that you **sign your child in and out on each day of attendance via the Kiosk** as these records are used during fire drills, lock downs and emergency evacuations to check all children have been evacuated.

PARTICIPATION OF STUDENTS AND VOLUNTEERS

From time to time, we may be asked to participate in the training of students from the local colleges and schools. These students attend our Centre as part of their practical training or as part of work experience programmes. They will be under the supervision of a qualified Educator and at no time will they be left alone with the children unsupervised.

There are also occasions when members of the local community such as the fire brigade, police and ambulance are invited to our Centre and may become involved in our program.

RECYCLING OF TRASH 'N TREASURE

Remember children love to create using many different materials, so please help by bringing along your old recyclable materials including:

- Small boxes, egg cartons, plastic and metal bottle tops.
- Ice cream and yogurt containers.
- Materials and carpet samples.

- Paper, cotton reels, wool etc.

LOST PROPERTY

A lost property box is located outside reception. Periodically all uncollected items are donated to a worthwhile cause.

GRIEVANCE PROCEDURE

At the Wynnum & Bayside Childcare Centre, quality care for families and children is our highest priority. If, however, problems do arise, the following resolution framework is available for all families with a desire to resolve issues constructively and meaningfully. The following steps in this process can be used as a guide.

- Families are invited to discuss issues with their Educator or Director.
- If matters cannot be resolved satisfactorily, the family should request an appointment with the Centre Manager.
- In the event the Manager is unable to satisfactorily resolve concerns, the Department of Education and Training (07 3028 8063) may be able to provide some level of support.

We hope the information contained in this booklet is useful and informative. More specific information is available in the Centre's **Policy and Health Handbooks** at reception. The Centre's policies have been designed in the best interests of your child's development, happiness and well being.

Quality care is of the greatest importance to us and we constantly strive to provide optimal care and facilities for the children. Quality childcare means meeting the total needs of your child in all areas of development. These include social, emotional, physical, and cognitive and language. For the children, we provide satisfying and rewarding experiences while their parents can pursue other tasks, secure in the knowledge that their children are cared for in a stable, warm and caring environment. It is vital that parents and staff work together in close harmony for the benefit of the children. If you have any concerns regarding the attendance of your child at our Centre, please see the Director to arrange a mutually suitable time to discuss these matters.

For your reference and information, a copy of the Education and Care Services National Regulations and Education and Care Services National Law Act 2010 is available at reception. Also, kept in the office for your reference and information is the centre's Compliance History Log Book. This log book contains information about any formal compliance notices issued to the Centre for contraventions of the Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2011.

Our childcare service is licensed by the Department of Education and Training under the Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2011. The Centre must meet the requirements about activities,

experiences and programs according to the legislation. Their address and contact telephone number is as follows.

Department of Education and Training

T 07 3028 8063

E mtgravatt.ecec@dete.qld.gov.au | www.education.qld.gov.au/earlychildhood

Wynnum and Bayside Childcare Centre operate on Quandamooka Country. We acknowledge the Quandamooka people as the Traditional owners of the Wynnum area, and we pay respect to the Quandamooka Elders, Past and Present. We are committed to a Positive Future for the Aboriginal community.

Updated September 2019.