

January 2025



"A not for profit community based early childhood centre."

KADINA CHILDCARE CENTRE INC.

Centre Handbook |

✉ director@kadinacc.org.au

☎ (08) 8821 3709

☎ 0476 968 378

📍 19 Doswell Terrace, Kadina SA, 5554

kadinacc.org.au

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Centre Information

Introduction

The Kadina Child Care Centre would like to welcome you to the Centre. The Kadina Child Care Centre opened in February 1989 and was licensed for 29 children. The Centre is now licensed for 53 children and provides education and care for children aged 6 weeks until they start school. The centre is licensed from 7:30am to 6pm Monday-Friday. The centre has four children's rooms, Koalas (infants), Joeys (Toddler 1), Wombats (Toddler 2) and Kookaburras (Pre Kindy). The Centre can be contacted by phoning 88213709 or 0476968378 or emailing director@kadinacc.org.au or admin@kadinacc.org.au.

Management

The Kadina Child Care Centre is a not-for-profit community based Centre. The Centre is managed by a Management Committee (Approved Provider) which is made up of members of the Centre who volunteer their time to oversee the management of the Centre. The Director is responsible for the day-to-day management of the Centre. The AGM is held within 4 months of the end of financial year. Family members are encouraged to nominate to join the Management Committee. The Management Committee meets once a month. The Centre also has sub-committees which we encourage families to join.

Vision Statement

Kadina Child Care Centre's vision is to provide all children with the best possible beginning to life.

Mission Statement

Our mission is to provide high quality education and care in an inviting, nurturing and stimulating play-based learning environment, where we believe in creating a family atmosphere for all to feel welcomed and develop a sense of belonging.

Philosophy - Statement

At the Kadina Child Care Centre (KCCC) we believe that early childhood education and care is vital to supporting each child's development and wellbeing. All children are to be provided with an educational play-based environment that supports each child to develop physically, mentally, emotionally, and socially, in a warm and nurturing manner to develop to their full potential.

Values - Regarding Children

We believe:

- Every child is unique
- In acting in the best interest of all children
- In being inclusive to all children.
- Developing secure attachments
- In providing care for children to feel safe, happy and supported to explore, grow, learn and develop
- Each child has their own strengths, interests, skills and abilities
- In developing secure, respectful, nurturing and reciprocal relationships

Hence, we will:

- Acknowledge each child
- Interact positively, respectfully and in a nurturing manner
- Be responsive and engage with children at their level
- Role model, guide and support all children in developing relationships
- Provide additional support for children where needed
- View children as capable and competent



Values - Regarding Parents

We believe:

- Families are the first and most important people in children's lives
- In building respectful relationships
- In encouraging family engagement
- Developing collaborative partnerships
- Engaging in shared decision making

Hence, we will:

- Communicate openly and in a trusting manner
- Acknowledge and respect family opinions, cultures and traditions
- Welcome, seek and encourage family engagement through face to face communication, Facebook, notifications, newsletters etc
- Be available and understanding

Values - Regarding the Environment

We believe:

- In welcoming, safe and flexible spaces
- Create a healthy and inclusive environment
- Environments should promote competence
- Providing an extension to home environments
- Creating opportunities to explore relationships and become environmentally responsible
- Positive, stimulating and inviting environments, enhance how children learn and develop
- In creating spaces where children have FUN
- Implementing and embedding sustainable practices

Hence, we will:

- Provide play-based environments
- Teach the connections between land, animals and human impacts
- Ensure all environment and equipment are safe and age appropriate
- Create spaces that support children's strengths, interests and needs
- Provide children with choice between indoor and outdoor environments
- Educate children, staff and families on sustainable practices



Values - | Regarding the Curriculum

We believe:

- Providing a rich educational play-based curriculum
- Supporting all children's strengths, interests and abilities, to develop to their full potential
- Providing a meaningful curriculum
- Supporting individual early learning journeys
- Having documentation easily accessible to families
- Working collaboratively with families to achieve the best possible outcomes for children

Hence, we will:

- Provide experiences suited to each child's strengths, abilities, interests and learning styles
- Ensure an ongoing cycle of documenting, reflecting and planning
- Educate and support educator knowledge and understanding
- Encourage family contributions

Values - | Regarding Communities

We believe:

- Community involvement is vital
- In collaborating with people, services and agencies to support children's education and wellbeing
- Children and families are an important part of our community
- Experiences of relationships and connection in communities contribute to children's belonging, being and becoming

Hence, we will:

- Collaborate with our community through engaging in community events celebrations and places
- Support children as they develop and become members of the community around them
- Share community events in the Centre
- Promote the values of children and families to develop strong communities
- Invite and encourage services to attend the Centre



Values - Regarding Staff

We believe:

- In positive, trustworthy, respectful and cooperative relationships
- In offering assistance, support or advice
- In creating a family culture in the staff team
- In being supportive and mentoring each other
- Conducting ourselves in a professional manner at all times

Hence, we will:

- Openly communicate in a respectful and friendly manner
- Actively listen to each other
- Ensure the environment is free from bias
- Be open and accepting to others ideas, opinions and assistance
- Working collaboratively
- Valuing each other's roles and contributions
- Undertaking ongoing professional development
- Adhere to Centre code of conduct and code of ethics
- Acknowledge each other's strengths and knowledge
- Attend and actively contribute in team discussions and meetings



Code of Conduct

KCCC code of conduct provides clear guidelines of the expected behaviour of employees, families, volunteers and children.

Families are to:

- Treat all children at the service equally and respectfully
- Report any suspicious behaviour to the Responsible Person and encourage a safe and supportive Centre environment
- Respect the rights, dignity and worth of every person, regardless of their abilities, gender, religion or cultural background
- Refrain from bullying, harassing or discriminating against any child or adult at the Centre
- Respect the decision of educators and employees and teach children (if adults) to do likewise
- Tell an educator (if a child) or the Nominated Supervisor/Responsible Person if we see any instances of bullying, harassment or discrimination
- Cooperate and follow room rules
- Listen to educators' instructions and follow them
- Control our emotions and talk to an educator (if a child) if we are feeling upset
- Speak to an educator (if a child) or the Nominated Supervisor/Responsible Person or Management Committee if we are worried, concerned or have a grievance about something

Families and visitors will not:

- Drink alcohol or use illicit substances while on the Centre's premises or come to the Centre under their influence
- Smoke on the Centre's premises including in the car park
- Have physical contact with children at the Centre that are not their own unless a staff member is present.

All families are required to comply with the Centre Code of Conduct.



Administration

Fee Structure

Full Day 7.30am - 6.00pm 128

Casual bookings are welcome (3 dollar booking fee will apply).

Invoices for the amount of fees payable in a period will be issued every week.

Late Fees

If children are not collected before 6pm a late fee applies of \$1 per minute, this fee covers the cost of employing the staff required to supervise a child outside our operating hours.

Overdue Fees

A friendly fee reminder email will be sent to any family who is one week late paying their fees.

If families are having difficulty making fee payments they should immediately speak with the Nominated Supervisor (Director) to discuss fee payment arrangements.

In cases of non-payment of fees, where the service is unable to contact families about the debt, or families do not meet agreed arrangements for repayment of the debt and ongoing payment of fees:

- the Nominated Supervisor may immediately suspend or terminate the child's place at the service. Families will be advised of this action in writing.

Where families do not meet agreed payment plans, and an outstanding debt remains, the Nominated Supervisor may use their discretion to engage a third-party agency to recover the outstanding amount. The cost of this action may be added to the debt owed.



Am I Entitled to Government Assistance?

The Child Care Subsidy (CCS) is a payment made by the Australian Government to help families with the cost of quality child care and early education. This is paid directly to the service to reduce your weekly fees. To work out how much CCS you're eligible Service's Australia look at all of the following:

- Your family's income
- The hourly rate cap based on the type of approved child care you use and your child's age
- The hours of activity you and your partner do
- The number of children in your care

Please contact the Family Assistance Office for further information on 136 150 or website: <https://www.servicesaustralia.gov.au>

Absences

Absences are charged at the same rate and Child Care Subsidy (CCS) is paid for 42 allowable absences, across all services per financial year (which includes public holidays, illnesses etc). If you reach your allowable absence limit, you may be able to get additional absences if you meet the criteria outlined in the Family Assistance Law and supporting documentation is provided.

Families are not entitled to receive CCS when their child begins or ceases on an absence. This means a child must be in care on the first day of booked care and the last day of booked care, otherwise full fee for the days the child is not in care will be required.

Holidays

Families are able to receive 2 weeks of gap fees at a reduced rate of 50% per financial year, these are in week blocks.

Fundraising fee

\$1 per child per week is added to accounts to support fundraising efforts for the centre.



Waitlist

The waitlist process at KCCC helps to ensure a fair process is provided to all families, wishing to gain care at the Kadina Child Care Centre.

1. Families will complete an online enrolment form on Smart Central.

2. It is our policy that we will accommodate:

a) Children at risk of serious abuse or neglect

b) Children of staff who are essential for employment

c) Children who require an increase in days

d) Waitlist applicants based on application dates for existing and new families

Due to the complexity and extent of the current waitlist at the Centre, there is a casual waitlist that you can go on, if we have any absences we may be able to contact you to offer a casual booking.

For cancellations of casual bookings 24 hours notice is required otherwise fees will be charged.

Immunisations

An early childhood service is unable to enrol a child if all immunisation requirements are not met. An approved and current 'Immunisation history statement' (AIR- Australian Immunisation record) must be supplied by parents/guardians to the Centre when required.

Further information regarding exemptions and the process to apply for exemptions is detailed on the Commonwealth Government's Department of Social Services Family Assistance Guide, Immunisation - approved exemptions webpage.

For more information refer to the Immunisation and Disease Prevention Policy



Frameworks

National Quality Framework

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

This initiative is to improve educator- to-child ratios in the services, increased skills and qualifications, national regulations and a quality ratings system which will help you to make informed choices about the education and care you choose for your child.

Each Centre has a quality improvement plan in place to show what is happening in our Centre to achieve our rating. This looks at areas such as educational programs and practice, children's health and safety, physical environment, staffing arrangements, relationships with children and collaborative partnerships with families and communities.

Early Years Learning Framework

The Early Years Learning Framework is a National Early Learning Framework for children from birth to five years. As the early years are a vital time for children to learn and develop, the framework has been developed to ensure your child receives a quality educational program.

Educators use the framework in partnership with families to develop learning programs responsive to children's ideas, interests, strengths and abilities and recognise that children learn through play.

The Early Years Learning Framework describes childhood as a time of belonging, being and becoming.

- Belonging is the basis for living a fulfilling life. Children feel they belong because of the relationship they have with their family, community, culture and place.
- Being is about living here and now. Childhood is a special time in life and children need time to just 'be' - time to play, try new things and have fun.
- Becoming is about learning and development that young children experience. Children start to form their sense of identity from an early age, which shapes the type of adult they will become.



Through the Framework five learning goals, educators will assist your child to develop:

- A strong sense of their identity.
- Connections with their world.
- A strong sense of wellbeing.
- Confidence and involvement in their learning.
- Effective communication skills.

The framework has a strong emphasis on play-based learning as play is the best means for young children's learning providing the most appropriate stimulus for brain development. We aim to guide your child in becoming an effective learner through creating an environment that is challenging and stimulating. The overall aim of our programs is to help your child in developing all areas necessary for success now and in later years.

Watching your child's progress

Using the Early Years Learning Framework educators will observe your child's learning so they can build on it and plan the next steps. They will do this by listening, watching and talking to your child. Each child will have their own digital portfolio or collection of learning. This may contain photos to show what your child is learning. This learning journey is available for you on Early Works.

To ensure you are connected to your child's early education, parents have access to Early Works and receive notifications to their smart phone or email with details of their children's day, including photos and the learning outcomes they're achieving.

Your child's room will also show on-going learning through daily journals/books, photos and observations.



Beginning at the Centre

Orientation

We believe that orientation is an important process where educators are able to gain important information about new children's needs and those of families.

Families will be encouraged to visit the Centre prior to starting, where you are able to meet educators and become familiar with the environment. Families are required to remain at the Centre to ensure ratios are met.

Educators will also discuss how best to tailor the child's settling in period – with some parents choosing to gradually build up to a full day so the child is reassured that the parents will return to collect them. Educators will encourage parents to say goodbye when dropping off – and reassured that if the child remains unsettled over a period of time, that educators will contact them. Parents are able to stay as long as needed to reassure their child, but sometimes it's easier for the educator to settle the child if the parents come earlier on collection to spend time with their child – rather than do this at drop off time.

Parents will be kept informed about how their child is settling in on collection and are welcome to discuss any aspects with the Nominated Supervisor at a convenient time.

For more information refer to the Orientation for Children policy.

What to Bring

Children will need to bring the following labelled items:

- Bucket hat (without straps or cords)
- Change of clothes
- Water bottle
- Formula (if required)
- Milk bottle (if required)
- Dummy/ other comfort toys
- Personal sunscreen (optional) we do provide sunscreen at the Centre
- Any medications if required (please ensure all medication have a chemist label on it, with written instructions from the doctor and is given to an Educator upon arrival)
- Nappies



What to Wear

To ensure children's comfort and safety at the service, they must wear clothing that is suitable for the weather, lets them explore and play freely, and minimises the risk of injury. Some clothing items and jewellery, for example, can strangle or choke young children. Educators may remove jewellery and teething necklaces if children wear them to the service.

We ask that children are dressed in clothes that:

- are loose and cool in summer and warm enough for cold weather including outdoor play in winter
- protect them from the sun during outdoor play
- do not restrict them or compromise their safety when playing, sleeping or resting eg no hoods, cords, ties, ribbons or crocheted jackets that can pull tight around the neck, no hats with cords or strings that may get caught on equipment and furniture, footwear that is stable and supportive eg no thongs, clogs or backless shoes which can cause children to trip, and clothing that allows easy access for toileting eg elasticised trousers and track pants rather than buttons, zips, belts etc
- can get dirty when children play ie children should not come in their best clothes

Families are asked to clearly label all clothing with the child's name.

Based on Australian Government product safety warnings, we do not allow children to wear amber teething necklaces or bracelets at our service. This is to minimise the risk they may choke on the beads if the necklaces or bracelets break apart.

For more information refer to the Sleep, Rest, Relaxation and Clothing policy.

Winston (our Cavoodle)

Winston (our Centre Director's dog) has joined the KCCC family and attends the centre daily. The decision to have Winston was in conjunction with the staff team and families.

A risk assessment regarding Winston was written and this has been uploaded to Early Works for all families to have access.



Upon Arrival and Departure at the Centre

On arrival educators will greet children and families.

We ask that you:

- help your child to place their belongings away
- sign your child in on the tablets provided at the sign in kiosk (Kookaburras room)
- assist staff by applying sunscreen on your child
- if time permits- settle your child at an activity
- say goodbye to your child
- make sure that all doors and gates are closed securely when entering and leaving the Centre
- use hand sanitizer when entering the Centre

On leaving we ask that you:

- help your child collect their days work and their belongings
- sign your child out
- farewell educators

Birthdays

To prevent germs spreading and to protect children with allergies we will acknowledge and celebrate children's birthdays by singing happy birthday, using a wooden or craft cake.

If any families bring in Woolworths cupcakes we will wrap these up individually and provide the choice for families to take one home at the end of the day for their child.

Early Works

We use Early Works as our app to communicate with families, this includes daily communications (meals, sleeps, nappy changing/toileting), journals (summary of daily experiences), learning observations, programs/curriculum and child documents (newsletters, policies, events, risk assessments, Reconciliation action plan, Staying healthy in child care etc).

If you go to open 'Child documents' on a Samsung phone it downloads straight away. If you are using an iPhone, please download Adobe Acrobat reader (as this isn't standard on Apple devices), if you don't have office on your phone. When you try to open a document you may need to click 'Import to Acrobat' and it will open straight away.



Policy Information

Authorisation

Upon enrolment at the Centre families are required to complete all enrolment details, including authorisations, that may include: emergency evacuations/drill consent, medical treatment, using photos for social media/or promotional use, checking hair for headlice, child to be observed by educators/students, face painting, sunscreen, sharing images of child with other families on Early Works, Individual authorisations will be sought by families for medication and excursions.

For more information refer to the Acceptance and refusal of authorisations policy.

Biting

All individuals involved in the care of a child need to recognise that at times, some children, for a variety of reasons, attempt to bite other children.

Some reasons a child may bite are:

- Infants – Experimental, Sensory Pleasure, Teething
- Toddlers – Frustration, fatigue, connection seeking, confined spaces.
- Older Children – Aggression, deliberate.

Educators will provide medical treatment and comfort to the child who has been bitten.

Our educators will contact the families of the child who has bitten and the child that has been bitten as soon as possible. Families are then responsible for any follow up medical treatment.

Should the behaviour continue, our educators will work in conjunction with families and, if necessary, external agencies, to develop strategies to support the child.

For more information refer to the Relationships with children policy.



Child Protection

In South Australia, organisations providing services to children and young people, must by law, provide child safe environments. KCCC has obtained their child safe environments compliance statement, meeting all the policies and working with children check obligations.

All employees at KCCC must have a 'not prohibited Working with Children Check' (WWCC) issued by DHS.

All employees have current RRHAN-EC (Responding to abuse or neglect) or Child safe environments (Through their eyes) training.

All educators are mandated notifiers and understand their reporting obligations of a disclosure or suspicion of harm or risk of harm and are aware of the practices to ensure the safety and wellbeing of children.

For more information refer to the Child Protection policy and Child Safe policy.

Delivery and Collection of Children

Children can only be collected by a parent, an authorised nominee named on their enrolment record, or a person authorised by a parent or authorised nominee to collect the child. Authorisations from parents or authorised nominees must be made in writing, unless parents or authorised nominees are unable to collect the child before the service closes (eg in an emergency).

It is our policy that we do not allow anyone under the age of 16 to collect children.

If educators do not know the person picking up, the person must be able to produce their photo drivers licence.

For more information refer to the Delivery and Collection of children.



Emergency Procedures

The Centre provides training to educators on the use of fire equipment and Warden training.

One staff member is the nominated Emergency Warden, and all room leaders are room wardens.

Emergency and evacuation procedures are rehearsed at a minimum of 3 monthly. Emergency plans are on display inside emergency exits.

Emergency response equipment is located throughout the Centre and is easily accessible.

For more information refer to the Emergency Management and Evacuation policy, Emergency Management plan and Lockdown policy.

Excursion

Authorisation will be obtained for a child to be taken on an any excursion.

In Early Works all details are entered including, an event name, description, event date, period of excursion, reason for excursion, excursion destination, method of transport, attendance information (anticipate number of children/staff and adults, educator to staff ratio etc), cost information and any additional information. A risk assessment of the excursion will be created and attached to the excursion record. A map of the route to the excursion will also be attached.

Excursion records will be sent to families for families to provide authorisation for their child to attend.

Regular outing excursions will also be created using this process. Authorisation for regular outings is provided for a 12 month period.



Food and Nutrition

Our Centre aims to promote good nutrition and healthy food habits and attitudes to all children and families.

All meals are prepared by our Centre cook. Menus are prepared seasonally and on a 4 week rotation basis, meeting the Australian Dietary Guidelines. The Centre provides Toast, Morning Tea, Lunch, Afternoon Tea and Late Snacks for all children.

The menu is provided daily on Early Works in the daily communications with the amount your child has consumed. If any alternative meal is provided this is also documented on Early Works in the notes section.

Mealtimes are relaxed, flexible and encouraging, where educators are able to support children and their individual needs.

All meals are prepared and served in a hygienic and safe manner.

For all identified allergies, anaphylaxis and intolerances, meals are adjusted accordingly to ensure every child receives a meal suitable to their needs.

Families are required to notify the Centre of any allergies and intolerances and complete the necessary documentation and provide plans for allergies and anaphylaxis. All information is available on each child's individual Smart Central profile, accessible to all educators.

Consent is obtained from all families to display medical information, for easy access for all educators and students.

We support mothers who wish to breast feed their children and all mothers are welcome to attend the Centre to breastfeed if they wish.

For all children who are bottle fed, families are asked to provide enough bottles, and a separate container with premeasured formula.

We also are able to make referrals to Country Health Connect for a Fussy Eating programme.

For more information refer to the Food Safety policy and procedures and the Health Hygiene and Cleaning policy and procedures.



Grievances/Complaints

If you have any concerns regarding the education and care of your child at any stage, please speak to an educator or to the Nominated Supervisor (Director) or Responsible Person (nominated person if Director absent, Assistant Director or a nominated educator).

Details of the contacts for the Education and Standards Board are available in the front foyer.

For more information refer to the Grievance policy/Complaint Handling policy and the Parental Interaction and Involvement in the Service policy.

Incident, Injury, Trauma and Illness

In the event that a child is injured, becomes ill, suffers a trauma or is involved in an incident at the Centre a parent will be notified as soon as possible. Notification will be completed within 24 hours and an Incident, Injury, Trauma and Illness record will be completed on Early Works and a notification sent to families to read and sign in acknowledgment. If you wish to provide any comment for educators you are able to do so at the bottom of the Incident, injury, trauma and illness for in the 'Additional parent/guardian notes'. Once you complete a notification will be sent to the educator who completed the form.

If any injury occurs on a child above the shoulders, including blood nose or child has been bitten, families will be called to inform them. If you are unable to take the phone call at the time, we will leave a message asking you to phone us back, rather than leaving details on a message.

Permanent educators at the Centre have current first aid qualifications and these are updated every 3 years. A refresher course on CPR is revised earlier, annually. First aid kits are updated regularly and available in each of the children's rooms, with a large kit available in the front office.

If a serious incident occurs at the Centre, we are required to notify our regulatory authority through the online NQA ITS portal within 24 hours. We will communicate with any family if this ever occurred.

For more information refer to the Incident, Injury, Trauma and Illness Policy.



Infectious Disease

If an educator suspects a child may have an infectious disease, they will exclude the child and ask families to seek medical advice. If a child is cleared to attend the Centre, please gain a medical certificate stating the child is fit to attend.

Many illnesses, while not fitting exclusion criteria, can transmit disease to other children in care, and can make a child too ill to participate in normal activities. All children who are unwell should not attend the Centre and educators will ask parents of children who are unwell to collect the child from the Centre within one hour or to make alternative arrangements for their child's care.

We adhere to the exclusion periods from the:

National Health and Medical Research Council .

Staying Healthy -Preventing Infectious Diseases in Early Childhood Education and Care Services 6th edition, Commonwealth of Australia 2024.

The exclusion periods are uploaded in the fact sheets on Early Works for your easy access.

Where a confirmed or possible suspected case has been notified to the Centre, we will inform families via a notification on Early Works or Smart Central. Fact sheets from Staying Healthy will be uploaded to Early Works, under child documents for your easy access.

Medical Conditions

All families are required to provide information about their child's needs, allergies, medical conditions and medication on the Enrolment form and are responsible for updating the Centre about any of these things, including any new medication, ceasing of medication, or changes to their child's prescription.

Where children have specific health care needs or medical conditions, medical, risk minimisation and communication plans are required.

If children require medication for their health need, this must be brought to the Centre. No child enrolled at the Centre will be able to attend without their prescribed medication or device.

The Nominated Supervisor will ensure the requirements to meet for educators and relevant staff have updated first aid training (including the administration of adrenaline auto-injection devices and cardio- pulmonary resuscitation) and for updated cardio-pulmonary resuscitation every 12 months, even if there are no children diagnosed at risk of anaphylaxis at the service at the time.

For more information refer to the Medical Conditions policy.



Medication

Medication will only be administered if the medication is authorised or the child is experiencing an asthma or anaphylaxis emergency.

If a medical emergency, we will also administer medication when authorised verbally by a parent or authorised person.

Authorisations of medication is provided in a medical record which is accessible on Early Works for families. This must be completed prior to any medication being administered.

All medication must be in it's original container, label to have child's name, dosage amount and any instructions and must not be expired.

Over-the-Counter Pain Relief Medication eg Panadol

We do not accept written or verbal authorisations to administer Over-the-Counter pain relief medication like Panadol, Nurofen, Ibuprofen and paracetamol unless it has been prescribed by a medical practitioner, or authorised verbally in an emergency as outlined above. Pain relief medication may mask the symptoms of serious illnesses and our educators are not qualified medical professionals.

We do not administer over the counter medication unless it has been prescribed by a medical practitioner or pharmacist and has a pharmacy label on the medication. Medication may mask the symptoms of other, more serious illnesses and our educators are not qualified medical professionals. However, we will administer nappy cream and sunscreen without prescription if a parent or authorised person authorises this. Nappy creams will be provided to the Centre by families, with the child's full name written on it. Staff members will follow the instructions provided on the packaging and document this on Early Works.

Anyone delivering a child to the service must not leave medication in the child's bag or locker. Medication must be given directly to an educator on arrival for appropriate storage.

For more information refer to the Administration of Authorised Medication policy.



Parent Interaction and Involvement in the Centre

Communications between family members and the Centre are considered crucial for a child to reach their full potential.

- Families are welcome to visit at any time of the day.
- Families are encouraged to make suggestions and feedback regarding any aspect of the Centre.
- Families are encouraged to share aspects of their culture with the educators and children as well as appropriate experiences.
- Families are invited to participate in the service's daily routine by helping out with activities such as craft, the preparation of morning tea, special activities and afternoon tea.
- Families are invited to offer any feedback or comment on child's observations or room journals through EarlyWorks app.

You can further contribute to the Centre by:

- Becoming a member of the Management Committee
- Becoming a member of a subcommittee
- Supporting fundraising and social events
- Volunteering on Excursions (you are required to have a volunteer DHS Working with children check)
- Donating resources
- Sharing a skill by spending time at the Centre
- Offering suggestions
- Providing feedback to questionnaires or policies

We are interested in finding out about:

- Your insights of your child and their development
 - Strategies to support your child's development and routines
 - Information or changes about home and family events

Communication with families occurs via:

- Face to face
- Early Works
 - 1.daily journals (showing a snippet of the learning that has occurred through out the day)
 - 2.Individual children's observations, reflection (summaries) and goals
 - 3.Program- planned experiences
 - 4.Online forms- medication, incident, injury, illness
 - 5.Notifications for Excursions
 - 6.Service documents- policies, newsletters etc
 - 7.Menus
- Email
- Phone calls
- Meetings

For more information refer to the Parental Interaction and Involvement in the Service policy.



Privacy and Confidentiality

We collect personal information if it is necessary for us to carry out Service operations or to comply with our legal obligations. This includes information required to comply with the National Education and Care Law and Regulations and to promote learning under the Early Years Learning Framework. Information may also be collected to comply with other Laws including State or Territory Health Laws.

We will not use personal information for any purpose that is not reasonably needed for the proper or effective operation of the service. Personal information may be accessed by and exchanged with staff educating and caring for a child or by administrative staff.

For more information refer to the Privacy and Confidentiality policy.

Relationship with Children

Our Centre aims to ensure that all educators form positive relationships with children that make them feel safe and supported in the Centre. Educators will encourage positive relationships between children and their peers as well as with educators and volunteers at the Centre.

Educators, staff and volunteers will model positive behaviour and guide children's behaviour in ways that promote their self esteem using a variety of strategies.

Educators and staff understand that inappropriate behaviour is a child's way of saying they need support. Educators will reflect on the reasons for the child's behaviour and develop strategies or a plan with the Nominated Supervisor which can be implemented by all educators to ensure consistent responses to the child's behaviour at the Centre.

For more information refer to the Relationships with Children policy.



Sleep, Rest and Relaxation

Most children benefit from periods of rest which help them grow and prepare them for meaningful learning experiences.

Educators will take into account families' preferences about the amount of sleep their child has at the Centre and will accommodate any requests about their child's sleeping practices where possible. If a child is displaying signs of tiredness, educators must allow the child to sleep or rest for a reasonable period of time. Where families are concerned that children's sleep at the service is impacting night sleep patterns, educators will discuss expected sleep patterns with families and adjust a child's sleep time at the service if appropriate.

Safe Sleep Practices from Red Nose and the Centre policy are adhered to at all times.

10 minute regular checks of all sleeping or resting children occur, paying particular attention to breathing patterns and skin colour.

For more information refer to the Sleep, Rest, Relaxation and Clothing policy.

Special Items From Home

Items from home can provide security and comfort for some children, often children may have a comforter for sleep time. We do ask that families do however consider that we are unable to guarantee that no loss or damage will occur if items are brought from home. We do encourage items to remain safe in the car for at pick up time, in the office or even in the child's bag.



Staffing Ratios

Educator to children ratios are:

Age of children	Educator to child ratio
Birth to 24 months	1:4
Over 24 months and less than 36 months	1:5
36 months up to and including preschool age	1:11

50% of educators must have or be working towards an approved diploma level education and care qualification (or higher). Our staff team is on display in the Kookaburras room as you enter the Centre.

All other educators must have or be actively working towards their Cert III level education and care qualification.

Centres are required to engage or have access to an early childhood teacher (ECT).

The Nominated Supervisor is the Director.

The Responsible Person is a nominated person present at a Centre at all times.

The person nominated is on display in the front foyer of the Centre.

Sun Protection

Sun protection times are a forecast for the time-of-day UV levels will reach 3 or above. At these levels, sun protection is recommended for all skin types. A combination of sun protection measures are implemented from 1st August until the 30th April and whenever UV levels reach 3 and above. Healthy sun exposure is encouraged when UV levels are below 3, usually from May until the end of July.

Sun protection measures include:

1. Consider the UV levels when planning outdoor activities
2. Provide and maintain adequate shade for outdoor play
3. Educators, staff and children to wear a legionnaire or broad brimmed hat to protect their face, neck and ears.

Baseball caps or visors are not sun safe because they do not provide enough sun protection.

4. When outdoors, educators, staff and children will wear sun safe clothing that covers as much of the skin (especially the shoulders, back and stomach) as possible. This includes wearing:

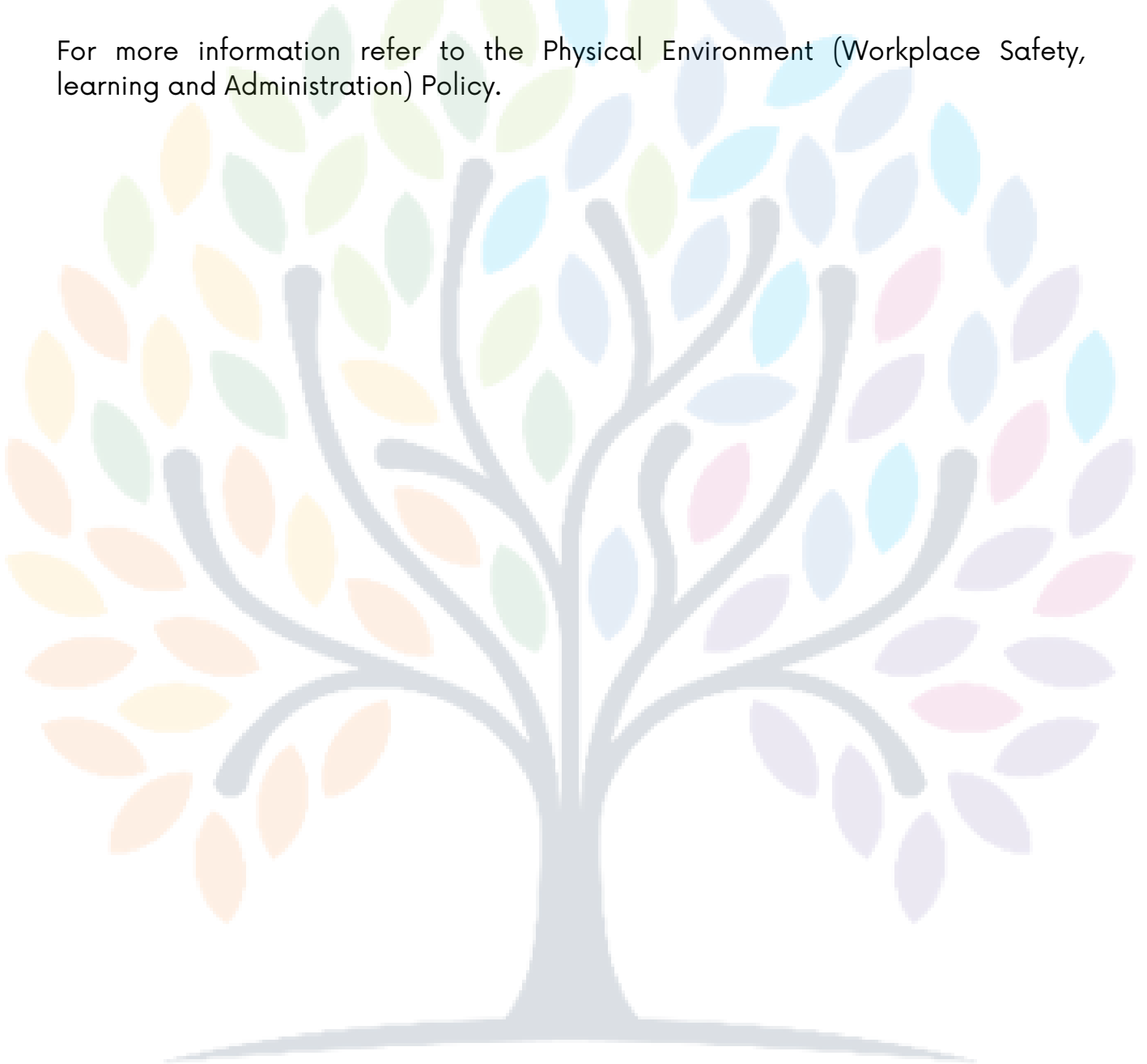
- loose fitting shirts and dresses with sleeves and collars or covered neckline.
- knee-length or longer style skirts, shorts and trousers
- clothing that is made from cool, densely woven fabric.



Children who are not wearing sun safe clothing will be provided with spare sun safe clothing or will be asked to play in an area protected from the sun. Midriff, crop or singlet tops are not sun safe because they do not provide enough sun protection.

1. All educators, staff and children will apply SPF30 or higher broad-spectrum water-resistant sunscreen 20 minutes before going outdoors and reapply every 2 hours (or more often if sweating, washed or wiped off.) Educators will assist children to apply the sunscreen correctly if required.

For more information refer to the Physical Environment (Workplace Safety, Learning and Administration) Policy.



Early works for Families

We want to give you some insight and tips on how to use the early works to its full potential.

JOURNAL: This is where you can read and view a summary of the days experiences.

RECENT IMAGES: All your child's photos can be found here.

DAILY COMMUNICATIONS: Here you can view the menu for each day. Educators will update this throughout the day, detailing how many serves your child has had for each meal, as well as sleep times, and nappy changes. If your child has a alternative meal you can view it in the notes section.

HOME ACTIVITIES: Educators can share experiences and activities with families that they can complete at home.

ALL PROGRAMS/ CURRICULUMS: This is where educators detail all the learning experiences that will be provided to your child throughout the term. These learning experiences are specifically chosen to support the learning goals set for your child.

By clicking on this drop down tab, you can access 'forms'. Here you can add medication forms

LEARNING OBSERVATIONS: Here you can view your child's individual and group observations. These observations detail the learning, and development of your child over the term. At the end of the term educators summarise your child's learning and plan a future goal.

CHILD DOCUMENTS: Documentation stating service policies, menus, and newsletters can be found here.

COMMENTS: Here parents can view any messages sent home by educators. There is also the opportunity for parents to reply, share information, send in feedback or give suggestions.

