

PARENT INFORMATION HANDBOOK



Child Care Centre/Pre-School

www.kidsworldkindy.com.au

WELCOME TO KIDS WORLD KINDY - ORGANISATION STRUCTURE

Approved Provider	Service Name	Service Telephone Number Email
Kids World Kindy Pty Ltd	Kids World Kindy Fairfield Heights Child Care Centre	9728 1009 fairfield@kidsworldkindy.com.au
Kids World Kindy Pty Ltd	Kids World Kindy Guildford	9632 7268 guildford@kidsworldkindy.com.au
Kids World Kindy Pty Ltd	Kids World Kindy Child Care Centre Quakers Hill	8123 2355 kidsworldkindy@enrolmentsteam.com.au
Kids World Kindy Pty Ltd	Kids World Kindy Child Care Centre (Glenmore Park)	4733 8045 glenmorepark@kidsworldkindy.com.au
Michel Hanna Enterprises P/L	Kids World Kindy Bomaderry	8123 2355 kidsworldkindy@enrolmentsteam.com.au

Kids World Kindy Services are privately owned and operated. Our Services are licenced by the Department of Education and Communities and our Services participate in the National Quality Framework. We enrol children aged 0 to 5 years.

KIDS WORLD KINDY PHILOSOPHY

At Kids World Kindy we believe that the early childhood years form an important foundation for the development of skills needed for life.

We will provide a curriculum that contributes to learning outcomes based on the **Early Years Learning Framework**; the child will have a strong sense of identity, the child will be connected with and contribute to his or her world, the child will have a strong sense of wellbeing, the child will be a confident and involved learner and the child will be an effective communicator.

We support a **play-based curriculum** as the foundation for learning and development. Play enables; children to use symbols to represent and understand their world, be flexible in their thinking, form relationships and friendships, experience a range of emotions, construct knowledge, develop communication skills, function above their current intellectual level and extend their cognitive skills.

We aim to provide a **learning program** which promotes healthy eating and physical activity (Munch and Move), dramatic play, building & construction, manipulative and fine motor play skills, problem solving skills, cognitive thinking, language, enquiry, sensory play, science, technology, engineering, mathematics, nature, creative expression, discussion, music and movement and School transition. Our teaching decisions will incorporate children's choices, emerging interests, individual needs, offer challenge and build skills and knowledge.

We believe that each child's positive self-image and development is enhanced in an environment where Educators build **warm and trusting relationships with each child**. To build relationships with children, Educators focus on interactions which are authentic, responsive, positive and respectful. We model fairness, equity, acceptance and empathy with respect for culture, rights, community and the individual.

We will ensure the provision of a **safe, secure and hygienic environment** for all children, Educator's, staff, families and visitors.

We support the inclusion of children with additional needs. Each child is viewed as a capable learner. Educators will use visual supports and sign language to aid communication with children. We will facilitate access to inclusion support services to foster inclusive practices for all children.

We believe children thrive in an environment where **families and educators have respectful relationships** and work together in partnership to support each child's involvement and success in learning.

We support families and the wider community by facilitating access to; Family Support Services, Additional Child Care Subsidy, on-site access to health services including eye testing and dental checks. The Service will also have an active presence on social media which will allow families to stay connected with community events, parenting and wellbeing knowledge, health and nutrition advice and sustainable practices.

Every year with the input of Families and Educators we plan an organic **Calendar of Events** which promotes children's learning, family and community involvement, diversity, cultural celebrations and an understanding of Aboriginal and Torres Strait Islander way of knowing and being.

Educator's and Staff will present our environment beautifully, be welcoming, communicate openly, honestly and professionally, be responsible, be fair, be giving, be well presented, participate in shared decision making, reflect on their practices both individually and as a team, create opportunities to have fun and place the needs of children first.

We are committed to continuous improvement to ensure we meet the National Standard as set out in the Education and Care Services National Law and Regulations 2011. Staff, families and the broader Community will participate in a review of our Quality Improvement Plan on an annual basis. Last update October 2019.

OUR PROGRAMS

At Kids World Kindy we provide educational programs which focus on the interests and strengths of each individual child. Our program is guided by the Early Years Learning Framework (EYLF). Your child's room program is planned over a fortnightly or monthly basis. The program can be viewed in your child's room. The program covers dramatic play, building and construction, fine motor, manipulatives, problem solving, cognitive development, physical play, "Munch and Move", language, sensory play and enquiry, science, maths and nature, creative expression, group time topics, calendar of events, project work, transitions and our quality improvement plan. An outdoor program is also planned to promote physical activity and play.

Educators formally evaluate the learning environment on a fortnightly or monthly basis, our Educators then use this information to assess the effectiveness of the learning environment, make changes, additions, deletions or further challenge the children. Please read the program to find out what your child is doing. Families are also actively encouraged to contribute suggestions and ideas to their child's Room program.

DAY BOOK POLICY: Each day our Educators provide families with information about some of the activities and events that have taken place during the day, Our Educators record an evaluation of these events and activities and future planning for the children.

KINDERLOOP, CHILD OBSERVATION & DAILY REFLECTIONS:

Kids World Kindy uses Kinderloop to electronically document and share with families your child's learning. Our Educators use smart devices to capture moments, events, photos and report instantly. Our Educators also use Kinderloop to report daily routines such as eat/sleep routines, etc,

Kinderloop is secure and private. The Kids World Kindy Kinderloop is only accessible by families currently enrolled in the Service, invited family members & our Educators. Once enrolment commences you will receive an email from Kinderloop inviting you to set-up a username and password so that you can start accessing the Kids World Kindy Kinderloop.

FAMILY INVOLVEMENT: Families play a very important part in each child's life. Therefore, we would like you to share with your child's primary Educators information about your child's current interests. We also understand that interests change over time so please keep us posted with any new interest. Families will also be asked for input regarding short term goals they wish their child to work towards achieving.

PRESCHOOLERS & SCHOOL READINESS - If you have enrolled your child to prepare for the commencement of School, the Service has a getting ready for school program which our preschool classes focus on during the year. This includes such things as name recognition and writing, pre-reading, recognizing and knowing shapes and colours and learning the alphabet. A copy of our School Readiness Program is available on our website and on request.

Children will also participate in the PreLit early literacy preparation program developed by Macquarie University. The PreLit program comprises of a shared story book reading program and will assist the children with phonological awareness and oral language development through Structured Book Reading.

CHILD GROUPINGS

Wombat Room - children from 0 to 2 years.

Koala Room - children from 2 and 3 years

Possum Room - children from 3 and 5 years

Kookaburra Room (Bomaderry and Guildford Services only) - children from 3 and 5 years

EDUCATOR QUALIFICATIONS

We employ Educators with a range of qualifications including Early Childhood Teachers, Diploma in Children's Services, Certificate III in Children's Services, Trainees, Cooks and Administration personnel. Educators are trained in First Aid, Asthma and Anaphylaxis. The Service also employs regular Relief staff when required. The Bomaderry Service also employs a Cook.

An Educator/ staff list and qualifications can be found on www.kidsworldkindy.com.au

ORIENTATION VISIT & SETTLING YOUR CHILD INTO THE CENTRE

To assist your child in settling into the Service and to begin forming a relationship with their primary educators, we advise that you and your child spend some time with us before s/he commences enrollment. An orientation visit is generally planned to take place one or two mornings or afternoons just prior to the commencement of your child's enrolment. For your orientation visit please arrive by either 10.00am (morning visit) or 2.30pm (afternoon visit) and stay for up to one hour. A member of the family must remain with your child for the duration of the orientation visit. We recommend two orientation visits for children with additional needs, toddlers, and particularly anxious children. You can arrange a suitable date for your child's orientation visit/s by contacting the Service.

Upon the commencement of enrolment your child's primary Educators will focus on your child feeling safe, secure and supported and becoming strong in their social and emotional wellbeing. Our Educators will also seek your feedback on your child's settling-in period. Families are also encouraged to provide feedback on their child's settling-in progress and any suggestions that may assist in the process.

It is important for families to understand that children can take up to 4 or 6 weeks to settle, this includes crying in the morning when you leave, please discuss how you and your child are feeling during the settling-in period with our Educators or the Nominated Supervisor. When your child commences enrolment families are encouraged to contact the Service during the day to find out how your child is settling-in.

FEES POLICY AND DAILY FEE RATE

0 to 3 years	\$105.93
3 to 5 years	\$94.16
Short Day Session	\$85.00

Enrolment Booking Fee – A one of enrolment booking fee of \$25.00 is charged to all new enrolments. The Service will not confirm your child's enrolment position until the enrolment booking fee is paid. The enrolment booking fee is non-refundable if you decide not to go ahead with your child's enrollment.

\$100.00 Bond must be paid prior to your child's first day of attendance. When you wish to withdraw your child from the Service you must give two weeks' notice in writing, the \$100.0 bond will then be transferred to your fees account as payment towards your final fees owing a credit balance will be refunded to the family. Parents who have changed their mind about starting enrolment will forfeit their bond.

How Often should my Child Care Fees be Paid – Fees can be paid on either a weekly, fortnightly or monthly basis. Please refer to the Services Payment of Fees Policy.

Debitsuccess: is a payment method where families have their child care fees debited from their nominated bank account or credit card. Families will be asked to complete a simple direct debit request form, your child care fees will then be automatically debited from your nominated bank account or credit card on either a weekly, fortnightly or monthly basis. The cost to families will be minimal, an initial set-up fee of \$2.20 applies, then an ongoing fee of \$0.55 cents per transaction from a bank account, 2.20% from Credit Card/Bankcard/Mastercard and 4.40% from Amex and Diners Club Cards. Debitsuccess application forms are available on our website.

Child Care Subsidy - Government Assistance with the cost of child care fees

The Child Care Subsidy (CCS) is a payment made to families to assist with the cost of child care. The CCS is paid directly to Services, families are then required to pay the gap fee. To receive the CCS you must also meet residency and immunisation requirements.

The amount of Child Care Subsidy you can get depends on your circumstances. To work out how much Child Care Subsidy you're eligible for Centrelink will look at the following:

- i) your family's income
- ii) the hourly rate cap based on the type of approved child care you use and your child's age
- iii) the hours of activity you and your partner do

For further information visit the Department of Human Services Child Care Subsidy website humanservices.gov.au/childcaresubsidy

PAYMENT OF FEES POLICY

1. Prior to the commencement of enrolment, families will be informed of their weekly fee charge. Families have an obligation to inform the Service if they will be claiming the Child Care Subsidy (CCS). Families will be charged the full fee until such time that the Service receives confirmation from Centrelink that they are entitled to the CCS. If at any stage you are unsure of your weekly fee charges please speak with the Supervisor on duty.
2. Families claiming the CCS have an obligation to ensure that their CCS is approved at all times during the period of enrolment. Families are required to pay the full fee if their CCS is cancelled at any time. The Service will re-calculate fees once CCS is approved again, however, in normal circumstances the Service is only able to re-calculate fees for up to 28 days.
3. It is a condition of enrolment that your child care fees are paid by Direct Debit. Prior to the commencement of enrolment families will be asked to complete a Direct Debit Application Form. Families will be unable to commence enrolment until a completed Direct Debit authority application form is provided to the Nominated Supervisor. Families can elect to have their fees debited from either a bank account or credit card. The cost to families will be minimal, an initial set-up fee of \$2.20 applies, then an ongoing fee of \$0.55 cents per transaction from a bank account, 1.50% from Visa/Mastercard and 4.40% from Amex.
4. Direct Debit Payment Cycle Options - families have the option of fees being paid weekly, fortnightly or monthly.
5. Families are required to ensure that sufficient funds are available in their nominated account each payment cycle.
6. Extra enrolment days will be added to your account in the following week, additional funds will then be deducted from your account in the next billing period following the week in which the additional days were taken. You will need to take this into consideration when leaving available funds in your bank account for debit collection.
7. Families will receive a Statement of Fees each fortnight. The Statement of Fees will inform families of fee charges and the date/amount that payment will be taken. Families have an obligation to check their statement for changes to their CCS which can result in changes to their fees. Please also report any errors immediately to the Supervisor on Duty.
8. Your fortnightly Statement of Fees will be emailed to your nominated email address.
9. Families who are experiencing short term financial hardship should make an appointment to speak with the Nominated Supervisor to discuss how the re-payment of fees will be managed.
10. Failed Direct Debit Payment - when a family has failed a Direct Debit payment, the Supervisor on Duty will contact the family to arrange either;
 - Double payment taken on their next billing cycle date, or
 - Missed payment amount to be split evenly across the next two direct debit payment cycles.
11. The Service will take the following steps when a family continues to have failed payments
 - First Reminder, family will receive a phone call informing them that their fees are overdue and that urgent payment is required.
 - Second and final Reminder, family will receive a second phone call that fees are overdue and that failure to make urgent payment may result in the cancellation of enrolment

12. Unpaid Fees Policy - All overdue fees still owing at the time enrolment is cancelled by either the family or the Service will be forwarded to a Debt Collection agency, families will incur all debt collection recovery fees including interest charges on the unpaid amounts.

Payment of fees on Child Absent Days - Upon commencement of enrolment fees are charged to your account whether your child is present or absent on enrolment days (includes public holidays) until the position is cancelled by the family by giving two weeks written notice.

Late Arrival Fee- a late fee applies for any child left at the Service past closing time (6.00pm), which is \$10.00 for every 5 minutes. This fee is added to your child's next fee payment.

Operating Weeks and Public Holidays - The Service is open for 50 weeks per year, the Service **DOES NOT** close during school holidays. During the year the Service is closed on public holidays - however these days must be paid for as the Service must still pay staff, rent, etc. on these days.

Christmas Holidays- the Service is closed for 2 weeks during Christmas/New Year and no fees are charged for this period.

Cancellation of Enrolment by Family:

- Families must provide **two weeks written notice**.
- Families can provide written notice by sending an email to the Services email address or completing and submitting the Services Cancellation of Enrolment Form.
- Verbally informing an Educator that your family is cancelling enrolment will not be accepted by the Service as the family providing two weeks written notice.
- Be aware that the family may only claim the Child Care Subsidy during the two-week cancellation of enrolment notice period when the child attends the Service.
- Centrelink will not pay CCS for any days after your child's last physical day of attendance. You will be charged full fees for any absence days after the last day your child physically attends the service until the end of the two-week notice period. This is due to the **Cessation of Care** rules which all Services are required to follow. You can find more information about this at www.humanservices.gov.au

Cancellation of Enrolment by the Service: without notice a child which does not attend for two consecutive weeks without notice or payment will have their place cancelled. Without notice the Service also reserves the right to cancel any enrolment when fees are overdue by two or more week(s). Without notice the Service also reserves the right to cancel enrolment where a child presents behaviour which harms or risks the ongoing safety and general wellbeing of other children. Without notice the Service reserves the right to cancel enrolment when a family fails to comply with a Service Policy.

Reducing your child's attendance days - families are required to provide two weeks' written notice.

WHAT TO BRING TO KINDY EVERYDAY

All children must bring a bag with their name clearly marked, preferably a backpack so that bags can be kept safely secured in the bag storage area. Please bring everyday:

- 1 Piece of Fruit (On arrival place in the Services fruit bowl).
- Set of sheets for rest time (one fitted and flat sized cot sheet are preferable). You may also bring one small pillow if needed by your child blanket in cool weather.
- One complete change of clothing (including underwear and socks)
- Water in an age appropriate drinking bottle, which should be left in your child's play room.
- Comfort toy or soft object to hold at rest time (optional) if needed by your child
- Pacifier if required (one should always be left at the Centre).
- Daily bottle requirements (if required).

If your child is wearing Service owned items of clothing please ensure that these items are quickly returned after laundering.

Children still in nappies:

- 4 disposable nappies (or sufficient quantity for daily changes).

Feeding Bottles – responsibility of Families:

- ***Feeding bottles brought into the Service must be provided with a close fitting lid to minimise the spread of illness and infection to exposed teats. Alternatively, on arrival into the Service place disposable plastic on any bottle without a lid. On arrival into the Service place your child's bottle/s in the Services fridge.***
- ***Clearly label your child's bottle and lid with their full name. Each day provide the contents of your child's bottle/s. Staff will only provide bottles to children when the contents provided are breast milk, formula, plain milk varieties or water. Each day prepare and provide the total number of bottle/s your child will require.***
- ***Preparation instructions for children on Infant formula*** - everyday provide sterilized bottles and teats and pre-measured formula (placed in a segmented container). Families are required to bring bottle/s already filled with the correct amount of pre-boiled cooled water. Our Educators will mix (pre-measured formula and water) just prior to being served to your child.
- ***Preparation instructions for children on fresh milk varieties and breast milk*** - each day prepare and provide bottle/s with the milk from home already poured into your child's bottle.

Belongings (games/toys) brought from home:

Families are asked to ensure that children do not bring their own toys to the Service to play with. Toys brought from home cause disputes between children because other children would also like to play with these toys. Toys brought from home can also go missing. The only exemption here are pre-schoolers who bring toys for "News" or "Show and Share". Families and children will be asked to keep these toys in the "News" or "Show and Share" box directly before and after the children show/share with other children.

EVERYTHING YOUR CHILD BRINGS TO KINDY MUST BE CLEARLY MARKED WITH THEIR NAME

WHAT YOUR CHILD SHOULD WEAR

Families are required to send their child in suitable and comfortable clothing for play experiences both indoors and outdoors. Please be aware that during the change of seasons the temperature can change from cold to hot and vice versa within the same day, families should always ensure children have a suitable change of clothing to allow for any unexpected changes in the temperature. During warmer weather families are required to follow the Services Sun Protection Policy and dress children in sun safe clothing that covers as much of the skin (especially the shoulders, back and stomach) as possible. During cooler weather the children will often continue to play outside, therefore families should ensure the children have a jacket to wear for outdoor play. We do not recommend complicated clothing such as overalls, braces, belts, etc., as they restrict movement and inhibit independent toileting. Sneakers, sandals and shoes with a non-slip sole are the best. No thongs, clogs or scuffs please as they are unsafe!

YOUR CHILD'S HOURS OF ATTENDANCE

When collecting children at the end of the day **families must arrive no later than 5.50pm**. We wish to ensure families and our Educators are able to engage with each other at the end of your child's day and also allow all parties to be off the premises by 6.00pm.

For non-working parents/guardians we suggest you bring your child to the Centre between the hours of 9.00am and 3.00pm. Studies have shown that children generally cope very well when attending child Care/Preschool for up to 6 hours a day. Working/training parents/guardians are asked to pick up their child straight after work/studies. Parents who do not meet this requirement are placing additional demands on staffing levels, which could lead to an increase in the daily fee for all families.

ARRIVAL AND DEPARTURE

At the commencement of enrolment families are required to provide the full name, address and telephone number of any person/s delegated with authority to collect your child from the Service. Ensure the Service is informed of any changes to this information. You can add or delete information at any time. Children must be collected from the Service by a responsible authorised adult, minimum age 16 years.

Provide up-to-date child access information, including current AVO's, Court Orders, Parenting Plans and any other child access issues.

For the safety of children when you drop off your child at Kindy you are required to "hand over" your child to a staff member so that we know who has arrived. It is not appropriate to drop your child off at the gate or doorway, as we will not be aware that your child has arrived at Kindy.

We ask that the family/guardian remain responsible for the child until they have completed a "hand over" and depart from the Service. Also when you make contact with your child upon collection time and are departing from the Service you must remain responsible for your child.

Remain responsible for your child and any siblings whilst they are on the education and care premises. Supervise your child at all times to ensure they are using the equipment, resources and the environment appropriately.

Communicate any changes of routine with educators. This communication may include information about medication, a change of routine, a person other than a known authorised adult picking up a child and

completing documentation or if there is a change in time of arrival or departure for a child. These must be known by educators to ensure the safety and wellbeing of each child.

For the safety of children when collecting your child at the end of the day you need to say "good bye" to the staff on duty so we are aware that your child will be leaving. Staff will also take this opportunity to discuss with families their child's day.

Provide a **Verbal Authorisation to Collect a Child Form** on each occasion that a person not listed on your child's enrolment form will be collecting your child from the Service, authorising medication or excursion authority and gaining access to your child's records. The **Verbal Authorisation to Collect a Child Form** must list the full name, telephone number and address of the person collecting your child from the Service. Upon arrival this person must show photo identification.

Due to Regulations, we are not permitted to accept children in our care until the Services official opening time. If you arrive at Kindy before the Services official opening time you are required to wait outside until opening time.

Digital Sign in/out system called 'QK Kiosk'

Kids World Kindy Services use a digital Sign in/out system called QK Kiosk which will save you time signing your child in quickly and conveniently at the touch of a button using your **phone number** and unique **PIN code**.

How do I Sign my child in using the Kiosk system?

Signing your child in for the first time:

1. Insert your phone number using the kiosk touch screen
2. Sign In with PIN code 0000 then set up your own unique PIN and confirm new PIN
3. Now your log in details are set
4. Next, Sign your child/ren In by selecting the child and select **Drop Off**
5. Repeat same process Signing your child Out by selecting **Pick Up**

If you have forgotten or need to change your PIN contact the service to have the PIN reset.

Benefits of using digital kiosk Sign in/out System

QK Kiosk helps us better manage and record the exact drop off and pick up times for your child to ensure nothing is missed.

In addition to this, you will have the ability to confirm any missed attendances and recorded absences. You will also be able to view and acknowledge any important messages from the service!

In the case of any emergency, the QK Kiosk advantage is that your details are already electronically recorded and can be accessed anywhere, anytime by our staff to ensure your child's safety.

If you have to collect your child for an appointment and return the child the same day, the system has the capability of recording multiple time entries in one day. If the QK Kiosk (touchscreen) doesn't accept your phone number, please double check with the staff that we have your correct phone number recorded on our system. We can quickly update it, then you'll be able to log in.

Can family member or friends to drop off or collect my child?

Yes, if additional family members or friends are recorded in our system as an Emergency Contact and are flagged as 'authorised to collect'. The additional contacts will have their own log in details (phone number & PIN) so they can easily drop off or collect your child when required. For a better understanding of how the QK Kiosk system works to sign your child/ren in or out, [CLICK HERE](#)

YOUR CHILD'S HEALTH

Your child's health is a very important part of their ability to develop and enjoy their time at the Service. We emphasise that we need your co-operation in keeping your sick child at home, as this is the best option for your child and also minimizes the spread of infections and illness to other children and families. We advise families who work or study to plan for these occurrences so that you are prepared for those days when your child is too unwell to attend the Service. We suggest that you either make necessary arrangements with work or have someone available to look after your child at home.

Please phone the Service if your child will not be attending if they are ill. Families must also notify the Service if your child has an infectious illness. The Service will inform other families, via the noticeboard, that the illness is present including the symptoms to look out for.

If your child becomes ill at the Service, you will be contacted so that you can come and collect your child as soon as possible or arrange 'for another adult to collect your child on your behalf. If you can't be contacted then those listed on your child's enrolment form 'as an emergency contact will be called. If medical or hospital attention is required it will be sought without delay.

EXCLUSION OF SICK CHILDREN - Children should not attend the Service if:-

- They have an infectious disease e.g. Chicken Pox, Head Lice, Conjunctivitis, Measles, Hand Foot and Mouth Disease, Gastroenteritis, etc., please refer to the Table "Recommended Minimum Exclusion Periods" (located in the Foyer) for a list of child illnesses that affect your child's exclusion from the Centre. Refer also to the Table "Medical Certificate Policy" (located in the Foyer) which provides a list of illness where a medical clearance certificate must be provided to the Service prior to the child resuming attendance.
- They have a fever the morning of attendance.
- They have vomited and/or had diarrhoea the night before or morning of attendance.
- They have rashes that have not been identified and cleared by a Doctor (Doctor's certificate must be shown).
- Children on prescribed medication are not permitted to attend the Centre within the first 24 hours (3 doses) of commencing the medication.

Staff have the right to refuse the entry of any child if the child;

- Has not fully recovered from an infectious illness and/or does not have a medical clearance certificate from a Doctor where applicable.
- Arrives at the Centre looking unwell or is found to have a fever on arrival.
- Is risking the health and/or safety of others.

Immunisation Policy:

Prior to the commencement of enrolment **and** after each Immunisation milestone provide the Service with an approved Immunisation record for your child. Parents/guardians can access an updated **Immunisation History Statement** at any time by:

- using their Medicare online account through myGov at <https://my.gov.au/>
- using the Medicare Express Plus App at www.humanservices.gov.au/individuals/subjects/express-plusmobile-apps
- calling the AIR General Enquiries Line on 1800 653 809 (mailed statement may take more than a week to arrive)

Inform the Service if your child has a vaccine preventable disease and **Keep your child at home** if they have a vaccine preventable disease.

Follow the Services Medical Certificate Policy and provide a Medical Clearance Certificate when required prior to bringing your child back to the Service.

MEDICATION POLICY

A medication record must be completed by an authorised nominee on each occasion that your child requires medication. Speak with an Educator to gain access to your child's medication record.

Medication Record to include;

- The name of the child
- The authorization to administer medication, signed by a parent or a person named in the child's enrolment record as authorised to consent medication.
- The name of the medication to be administered
- The time and date the medication was last administered
- The time and date, or the circumstances under which, the medication should next be administered.
- The dosage of the medication to be administered.

Exception to authorization requirement – anaphylaxis and asthma emergency: Medication may be administered to a child without an authorization in case of an anaphylaxis or asthma emergency.

When medication is administered to a child in an emergency Educator's will ensure that the parent of the child and emergency services are notified as soon as practicable;

When medication is administered in an emergency without an authorization Educator's must complete an Illness Record in accordance with the Services Incident, injury, trauma and illness Policy.

Procedure for Administration of Medication:

Prescription medication must be supplied in its original container clearly identified with the original label stating the child's name to whom the medication is to be administered, dosage and expiry date. Medication will only be administered in accordance with any instructions attached to the medication or any written or verbal instructions provided by a registered medical practitioner.

Prescription medication will only be administered every 4 or 6 hours, unless otherwise stated on the prescription medication label.

Non-prescription medication and over-the-counter medication will only be administered when the Service is provided with a medication care plan for the child provided by the child's treating health professional. This is to ensure the medication is being provided for a known cause with clear instructions, including the medication to be provided, dosage and length of time.

Storage of Medication:

On arrival the parent/guardian must place their child's medication in either the labelled child proof Medication cupboard in the kitchen or in the child proof Medication container in the fridge. Medication is not to be left in a child's bag.

Families are required to collect medication on departure from the Service.

If your child needs to take medication whilst they are at the Service you will be asked to complete a Medication Record for every day your child requires medication. This form must be completed before staff can administer medication to your child.

MEDICAL CONDITIONS POLICY

Medical Condition: Child with a specific health care need, allergy or other relevant medical condition. Including but not limited to child diagnosed with asthma, diabetes or a diagnosis that a child is at risk of anaphylaxis.

Medical Management Plan: The actions to be taken and procedures to be followed in the event of an incident relating to the child's specific health care needs, allergy or relevant medical condition. The medical management plan must be supported by the child's treating Doctor.

Risk Minimisation and Communication Plan

A documented plan to ensure that the risks relating to the child's specific health care needs, allergy or relevant medical condition have been identified, assessed and minimized.

Medical Conditions Policy – Responsibility of Family/Guardian:

- Inform the Service of your child's medical condition and any specific requirements that your child may have in relation to their medical condition.
- Provide a Medical Management Plan for your child's medical condition which must be supported by the child's treating Doctor. To be updated annually or immediately when there are adjustments required.
- Complete a risk minimization and communication plan in consultation with the Service. To be updated annually or immediately when there are adjustments required.
- Provide the Service with any prescribed medication under your child's Medical Management Plan. This prescribed medication must remain on the premises at all times, the family must replace any out-of-date medication.
- Inform the Service in writing of any changes to your child's medical condition, medical management plan, risk minimization and communication plan.
- If your child has Asthma, immediately inform Educators on arrival when your child is **not well when attending the Service**.

INCIDENT, INJURY, TRAUMA AND ILLNESS POLICY

All incidents, injury, trauma and illness are to be recorded in accordance with the Education and Care Services National Regulations 2011. Educators will record an Incident, Injury, trauma or Illness on the Services Incident, Injury, Trauma or Illness record.

Educators must ensure that the "parent/guardian acknowledgement" is completed by the parent/guardian of the child involved in any incident, injury, trauma or illness. This includes the name and signature of the parent/guardian and the date the entry was made by the parent/guardian.

Educators will inform families the same day of any incident, injury, trauma or illness when the family collects their child from the premises. Any exemptions to this procedure are outlined in this Policy.

OCCUPATIONAL HEALTH AND SAFETY (OH&S)

In order to ensure visitors coming to the Service continue to provide a safe environment for our children, families and Educators, all visitors are required to comply with the following OH&S safety guidelines;

- Always ensure the Services front door and security gates are closed behind you.
- To minimise the spread of illness, wash hands on arrival and on departure.
- When walking through the Service be aware of toys on the floor and potential trip hazards.
- Be aware of the 'Wet Floor Sign' and take care when walking in these areas.
- When opening or closing child security gates **do not allow** any child to pass through the gates.
- Remain responsible for the safety of your child while you are still present at the Service.
Never leave your child unattended in any part of the Centre including foyer, kitchen, bathroom, playrooms and outdoor areas.
- While at the Centre children may only play in areas that are being directly supervised by Staff, this also applies when the child is accompanied by a member of their family.
- Always remember to sign your child in and out. This information is used in the event that we need to evacuate the building.
- In order to protect the back health of our Educators, on arrival of your child, Educators are unable to lift or carry children who are able to walk. Please allow your child to walk.
- Observe and follow the signs in the car park, never block the driveway, use caution when reversing your car and always hold your child's hand when walking through the carpark.
- Families are not permitted to consume alcohol or unlawful substances on any part of the premises of the Service at any time when the service is being provided to children.
- Families are not permitted to smoke on any part of the premises both indoors and outdoors.

NUTRITION POLICY

Good nutrition is especially important for children because they need extra nutrients for growth and development. Meals, snacks and refreshments provided by the Centre will be chosen based on recommended dietary guidelines for children and adolescents from recognised Australian Health Authorities. The Centre follows the recommended dietary intakes, based on *Get up and Grow*, Healthy Eating and Physical Activity for Early Childhood, Australian Government.

The Service provides all meals: breakfast (7.30am to 8.00am), Morning Tea (9.00am), Lunch (from 11.30am) Afternoon Tea (2.45pm) and a Later Supper (4.30pm) each day.

Our six weekly rotating menu for these meals is available for families to view in the foyer. Water will be available at all times.

Babies: Babies whose eating habits and patterns are developing will be provided with meals which are suited to their stage of development. Please discuss your child's eating routine at the time of enrolment so that staff are best able to meet your child's current needs. Families are advised to place only breast milk, formula, plain milk varieties or water in a baby's bottle.

Nut and Nut products are banned from the Centre as these products can cause serious allergic reactions and illness in some young children.

To prevent choking, do not provide your child with small hard lollies, nuts, popcorn, and corn chips. If providing grapes these should be cut in half, if providing cocktail frankfurts the skin should be removed and then sliced in half length wise.

Special Diets: Where children are on special diets families are required to provide details of their child's food needs. In some instances families will be asked to provide all meals for the child where dietary needs are complex.

Food Allergies/Intolerance: Where children suffer from food allergies/intolerance, families must provide the Service with a list of those foods children must avoid (where possible supported by a letter from a Doctor). Families will be asked to check the food choices provided on the Centre's menu before the foods are provided. Your child's food allergy/intolerance/preferences will be catered for during meal time. In limited circumstances where the Service is unable to cater to the needs of an individual child the family will be asked to provide all meals for the child.

Celebration Cakes:

To minimise the spread of illness, families are asked to either;

- (i) Provide a separate cupcake for each child, one cup cake for the Birthday candle.
- (ii) Provide a large cake for the children to share and a cupcake for the Birthday candle.

Please remember to send in a cake large enough for your child's group to enjoy. In order to comply with the Centre's Nutrition and Food Safety policies we ask that families provide nut free cakes. We also ask that you provide a simple cake or cupcakes without heavy fillings like cream, custards, chocolate, etc.

Dental Health:

Children from 2 years of age are encouraged to "swish and swallow" with water after lunch. This aids in the removal of food left in the child's mouth after eating lunch.

At our **Bomaderry Service** all meals are prepared on site by a Cook.

In our **Sydney Metropolitan Services only**, lunch is supplied by catering company Kids Gourmet Food. Kids Gourmet Food was established in Sydney in 2002. Kids Gourmet Food is a premier catering company exclusively devoted to childcare catering. All food is prepared daily by qualified chefs, adhering to the strict requirements of the "Nutrition Checklist for the Long Day Care Menu Planning" that must be met under childcare Regulations and Law.

All menus and food preparation is supervised by the Head Chef who has over 20 yrs experience in food handling and preparation.

The food is freshly cooked, not frozen, using premium quality fresh ingredients. Once cooked, the food is immediately chilled using blast chilling technology and stored ready for delivery early the next morning in one of our refrigerated vans to the centre.

With regard to children with allergies and food intolerances, we provide a menu that is tailor made to suit individual food restrictions. You may be asked by your centre to complete an Allergy Notification Checklist for your child and this information is provided to us. We study your child's needs and will provide your centre with an individually packed meal your child can safely eat and enjoy. All food is prepared and packed in our kitchen which is a nut free environment.

The menus are regularly rotated to provide variety and are appropriate to the varied ages of children. The weekly lunch menus are prominently displayed in your centre's foyer. In addition, we provide a folder to your centre which has a 'Daily Comprehensive Listing' of all ingredients used in our menus. We encourage you to ask your centre's director about our menu if you have any comments.

Kids Gourmet Food offers the following features:

- Nut free - no nut products of any kind.
- Egg free (with a few vegetarian alternative exceptions).
- Pork free.
- The menus have varied food styles and multicultural influences.
- No artificial starches or thickeners.
- NSW State Government recognized Gold License Caterer with The Restaurant & Catering Association of NSW.
- Kids Gourmet Food complies with the requirements of the Food Standards Code in addition to being a registered food business with the NSW Food Authority.
- KGF undergoes rigorous Food Safety Assessment every 3 months by an independent food safety consultant, Stephen Davidson of Food Safety Management Solutions.

SUN PROTECTION POLICY

Our Sun Protection Policy follows guidelines set by The Cancer Council of NSW. When playing outside children must always wear a hat, sunscreen and stay in the shade as much as possible. In warm weather families are required to dress children in tops or dresses with sleeves to cover the shoulders, chest and as much exposed skin as possible. The Centre will provide all children with a hat, either broad brimmed or legionnaire style which protects the child's face, neck and ears. The hat must be left at the Centre at all times and will be kept in the hat storage area. The Centre will provide water resistant, broad spectrum, SPF 30 + sunscreen. Families are required to supply their child's sunscreen if the Centre's sunscreen is not suitable for whatever reason.

In order to ensure children receive maximum protection from the sun when playing outdoors we ask that families participate in our sun protection policy. Families are asked to apply sunscreen to their child prior to leaving the house in the morning or apply sunscreen on arrival at the Centre. Sunscreen will normally be available in the foyer or in the outdoor play area. Staff will apply sunscreen again in the afternoon when the children will be playing outdoors in the afternoon.

REST TIME POLICY

All children have a rest time period during the day which for toddlers and pre-schoolers is generally straight after lunch time normally from approximately 12.00pm onwards. Babies and younger toddlers sleep routines will be determined in consultation with families at the commencement of enrolment. Families are required to provide their child's sheeting. Children are given the opportunity to have a favourite soft toy or blanket during Rest Time. Children who do not wish to sleep are able to participate in other suitable activities at this time. Refer to the Services Rest Time Policy.

SAFE SLEEPING GUIDE

The Service follows the Red Nose (formerly SIDS and Kids) safe sleeping guidelines. A copy of the guidelines is on display in our Cot Room

TOILET TRAINING POLICY

Responsibility of Families:

- For children enrolled in the Koala Room, to commence toilet training 3 to 6 months prior to transitioning into a Preschool room.
- For new children enrolled in a Preschool Room to commence toilet training soon after enrolment begins.
- On arrival at the Service children to be changed into underwear.
- Provide at least 6 change of clothing (including underwear, bottoms and socks).
- Continue to provide at least 3 nappies which may be used at rest time and when the child has no clean clothing to wear due to multiple toilet accidents.
- Work in partnership with the Service by also practicing toilet training at home and share with Educator's the progress your child is making.

BEHAVIOUR MANAGEMENT POLICY

Our objective is to provide positive behaviour support, an approach where the objective is to decrease potentially problematic behaviour by making environmental changes and intentionally teaching the children new skills and a better way. Our Educators focus on "primary prevention strategies" which are the practices we must have in place every day to reduce the likelihood of the challenging behaviour occurring. Our primary prevention strategies include; a well-structured and predictable daily routine, visual supports to assist comprehension, transition supports, focus on building skills and opportunities to practice these new skills, communication and social skills facilitation, communicate clear expectations for behaviour and educators have a clear understanding of child development.

Behaviour Management Policy - Responsibility of Families:

Work in partnership with the Service when children have been identified as having challenging behaviour and when an individual behaviour management plan is developed.

Promote and encourage the strategies and plan that the Service has in place for their child at home, to allow for consistency and positive behavior support with the child.

Seek further medical attention to address possible causes such as food allergies, eye sight problems, hearing problems, language delays and/or other developmental issues.

TRANSITION INTO ANOTHER ROOM WITHIN THE SERVICE

Educators will formally consult with families when considering room changes for a child. The following factors will also be taken into consideration, whether the child is emotionally ready for the change, whether or not a vacancy exists in the new room and attachments to key Educator's.

Prior to the child's first full day in their new play, children will participate in a transition program, this will involve the child spending blocks of time in their new play room the week before they are due to make a permanent room change.

CHILDREN WITH IDENTIFIED ADDITIONAL NEEDS

Where Educators are concerned about a child's ability to meet learning outcomes from the Early Years Learning Framework, the Nominated Supervisor or delegated Educator will bring these concerns to the attention of the child's family. The Nominated Supervisor may develop an **Individual Education Plan** in consultation with the family and request that the family seeks basic hearing and eye testing for the child.

The Nominated Supervisor may provide families with a referral letter, the letter will outline the areas of concern and request the family makes an appointment with either the Community Health Nurse, Speech Therapist or Medical Practitioner.

The Nominated Supervisor may facilitate access to Inclusion and support assistance and will seek permission from a family prior to accessing this support. Where a family fails to seek additional support or meet their obligations as agreed in the child's individual care plan, within an agreed period of time, the Service may cancel enrolment

FAMILY/GUARDIAN COMMUNICATION POLICY

Communicate with the Service and provide feedback in the following ways;

- Verbally on arrival and departure from the Service.
- Record a written message in the family communication book (do not record any confidential information).
- Telephone calls.
- Send an email to the Service
- Complete Service forms, e.g. Cancellation of Enrolment, Family Feedback, etc.,.
- Notify the Service when your child will be absent from the Service due to illness and Holidays,
- Provide input into Service policies and programs.

When verbally communicating with the Service, follow these guidelines;

- i) Short conversation (up to 5 minutes) on arrival, departure or telephone.
- ii) Telephone calls to the Service, preferable between the hours of 12pm-2.00pm
- iii) When lengthy discussion is required make a mutually convenient appointment.

Families must communicate with the Service in writing when;

- Cancelling enrolment
- Reducing or increasing enrolment days
- Making a formal complaint
- Adjusting your child's Medical Conditions Policy
- Adjusting your child's food allergies/intolerances
- Adjusting your child's dietary requirements
- Communicating about a change in family circumstances or contact details.

In order to maintain a professional relationship with families our Educators are unable to accept requests from families to provide your child with nanny Services or become SOCIAL MEDIA friends.

GRIEVANCE AND COMPLAINTS HANDLING POLICY

Our Policy requests that all feedback and complaints are communicated only to the Director, Nominated Supervisor or delegated authority. You can send an email, complete a Family Feedback Form or speak with our authorized contact when they are not working directly with the children. We request that at no stage families speak directly to our Educators who are working directly with children on arrival or departure about complaints. This Policy does not refer to the normal verbal daily exchanges and sharing of information between Educators and families about a child's day.

On receiving any verbal or written feedback management will then be given the opportunity to share any concerns with our Educators in order to seek clarification and feedback, a timely formal written response will then be given to families. Direct your concerns to the Director or Nominated Supervisor check our website for email address details.

CHILD PROTECTION POLICY

All child care workers are mandatory reporters when suspecting that a child is at significant risk of harm. Educators who suspect that a child is at risk of significant harm are required by Law to report this to the Department of Family and Community Services. A child or young person is at risk of significant harm if the circumstances that are causing concern for the safety, welfare or wellbeing of the child or young person are present to a significant extent. Circumstances can include but are not limited to;

- The child's basic physical or psychological needs are not being met or are at risk of not being met (neglect)
- The parents/caregivers have not arranged necessary medical care.
- The child is at risk of being physically or sexually abused or ill-treated.
- The child or young person is living in a household where there have been incidents of domestic violence and, as a consequence, the child or young person is at risk of serious physical or psychological harm.
- The child has suffered or is at risk of suffering serious psychological harm

A child who discloses information to Educators regarding any of the areas mentioned previously is also grounds for making a report to Community Services. Educators receive training in identifying the signs of child abuse and neglect. The Service has available further guidelines should families need assistance in this area. You can make a report by phoning the **Child Protection Helpline on 132 111**

OTHER IMPORTANT INFORMATION FOR FAMILIES

- ♦ **Promoting Family Wellbeing:** We believe we play an important role in supporting, guiding and educating our families by sharing our knowledge of early childhood development and providing access to quality training and support services available in the wider community. The Centre has information available to families on support services available in the wider local community. Generally family support services provide a range of support to families with dependent children whose capacity to function is limited by internal or external stresses of life. The Centre also has available for families information on a range of topics including child development, learning English as a second language, immunisation, nutrition, dental health, child safety, useful websites for families with young children and behaviour management.
- ♦ **School Readiness Information evening:** held at the beginning of the year for families whose children will be participating in the Services School Readiness program.

- ♦ **Donations:** We can always put to good use any items you wish to donate to the Centre from your work or home. Such items might include; computer paper, egg cartons, material, containers, etc.
- ♦ **Entertainers, Performers and Special Visitors for the Children:** On occasion families may be asked to make a small contribution to cover the cost of performers and entertainers.
- ♦ **Family members are welcome to visit the Service at any time.**
- ♦ **Code of Ethics:** the Service follows the Early Childhood Australia Code of Ethics, a copy of the Code of Ethics is available in the foyer. Go to www.earlychildhoodaustralia.org.au

USEFUL WEBSITES

www.education.nsw.gov.au NSW Department of Education

www.acecqa.gov.au more info about the National Quality Framework & Early Years Learning Framework

www.raisingchildren.net.au parenting website

www.nhmrc.gov.au Staying Healthy in Childcare and Minimum Periods of Exclusion from Care.

QUICK REFERENCE TELEPHONE NUMBERS:

Centrelink - Family Assistance Office Tel: 13 61 50

Department of Education and Communities - Tel: 1800 619 113

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