The Governing Council and Staff welcome you to our Children’s Centre
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Early Learning Centre Contact Information:
Telephone: 8231 3100 (School) 8231 3150 (Child care) Fax: 8231 3188
Email address: AnneMarie.Shin405@schools.sa.edu.au

Leadership
Principal: Pat Cardone
Early Childhood Director: Anne-Marie Shin
Assistant Director ELC: Mardi Matthew and Jillian Richardson

Clerical / Administration staff
Administration Officer ELC: Catherine Hodgins (Tues, Wed, Thurs)
Administration Assistants : Claire Roach (Mon) Sally Newman (Wed am)

Cook: Dianne Leak

Contact Staff:
We take pride in the staff team running the child care services. This team has a collective range of qualifications and experience in working with children that ensures the delivery of very high quality of care. Ongoing professional development for staff is actively encouraged, and regular relievers are employed whenever possible to provide continuity and stability for children, staff and families. Our noticeboard displays photos of staff and carers, including casual and relief staff.

We provide a quality service and our ratios of staff per child are consistently higher than required by regulation – for instance 1:3 carers to children in our Rosella room; 1:6 carers in our Lorikeet room. Our ratio of qualified to unqualified staff is also higher than required by regulation. We practice primary care giving in all of our rooms.

Rosella Room 0 – 18 months:
Adele Vogtt: Team Leader (Mon-Fri)
Brigitta Kiss : Child Care Professional (Mon-Fri)
Raji Krishnamoorthy: Child Care Assistant (Mon – Wed)
Emily Choi: Child Care Assistant (Mon, Thurs, Fri)

Lorikeet Room 18 month – 3.5 years
Lucy Fergie - Team Leader (Tues – Fri)
Brenda Graham - Child Care Professional (Mon Tues Thurs Fri)
Nadia Vernari – Child Care Professional (Mon – Fri)
Kylie Christensen: Child Care Professional (Wed – Fri)
Deana Frangos - Child Care Professional (Mon – Thurs)
Gill Curnow - Child Care Assistant (Mon Tues Wed Fri)

Kindy Room: Happy Feet/ Pre-school: 3.5 - 5 years
Anne-Marie Shin (Mon/ Tues) / Jenni Harpas (Wed – Fri) Pre-school teacher
Mardi Matthew – Child Care Professional (Tues Thurs Fri)
Tara Hore - Child Care Professional (Mon – Fri)
Silvana Bajic: Early Childhood Worker (Mon – Fri)
Claire Roach - Child Care Assistant (Tues – Thurs)
2. Operating Times

Children aged birth – 5 years
Long Day Care 7.45 am to 6.00 pm

Primary School Aged Children
Before School Care 7.45 am to 8.45 am
After School Care 3.30 pm – 6.00 pm
Vacation Care 7.45 am – 6.00 pm

Our Long Day Care service operates for 50 weeks of the year with a 2 week close-down period over Christmas and New Year.

Children attending care are required to be collected on time or a late fee will apply to cover the extended staffing costs.

Priority of Access to Long Day Care Services.
The Australian Government has determined guidelines for allocating places in long day care as follows:
Priority 1 – a child at risk of serious abuse or neglect.
Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of A new tax system (Family Assistance) Act 1999.
Priority 3 – any other child.

Priority should be given to children in Aboriginal and Torres Strait Islander families, children in families which include a disabled person, children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold or who are on income support, children in families from a Non English speaking background, children of single parents.

Child Care Bookings
When you enrol you will be ‘booked in’ to the days which are available that meet your needs. If you wish to change these booked days, you need to
- fill in a notification of changes form
- if the days that you requested are not available – you will be placed on a waiting list
- if the days are available you will be contacted to let you know the starting date for the new arrangement of bookings.

You need to provide 2 weeks notice for changes to
- bookings
- holiday advice
- cancellation of bookings.
3 The Centre

Kindy room - this room caters for up to 35 children between 3 ½ - 5 years old.

Lorikeet Room - caters for up to 24 children between 18 months and 3 ½ years.

Rosella room - caters for up to 11 children from birth – 18 months.

221-239 STURT STREET ADELAIDE
4 Philosophy

Parents:
We understand that for a parent, placing their child in to the care of our service can be an overwhelming process. Building trusting relationships with parents is a high priority. We will show this through:

- Taking time to get to know parents and acknowledging their primary role in their child’s development
- 2 way communication about children’s development and learning – our goal is to work in partnership to support children’s development and learning
- Offering parents opportunities to be involved in centre experiences, to provide feedback and take part in decision making
- Listening to parents, acknowledging their concerns and interests and respecting their views
- Following up parents’ concerns and referring to other services where necessary
- Providing information about our program and service – so that parents can be involved and have input into what is going on.

Children
It is important to us that children feel happy, cared for and secure so that they can gain the most from the learning environment.
Developing healthy attachments between children and staff is vital to help children feel safe, supported and have a real sense of belonging at our service.
We understand that children will need a range of supports at different times in their development to promote their learning – this includes supporting children with disabilities, with family crises, with language and cultural diversity and with social and behavioural learning. We acknowledge that all children learn in different ways and at different rates.
We respect the family culture, beliefs and lifestyle of all children at our centre. We strive to provide an environment rich with play experiences designed to both reflect and extend children’s interests.
Our aim is for children to be curious and enthusiastic, to have fun and to learn to challenge their own abilities and try new things. We want them to develop skills in all areas of development.
We see children as powerful learners and encourage them to express their point of view and make choices about how they want to learn.
Learning at our centre is a social experience where children learn from each other as well as from interactions with staff and our environment.

Educational program:
We believe that our program has a focus on learning. We provide a variety of educational experiences that will challenge and enhance individual development and social learning.
We develop our program in staff teams to focus on children’s interests and with consideration to feedback from families. We use the Early Years Learning Framework as the main reference for our program – but also use information from other sources to provide diverse and enriching learning experiences.
We use every day experiences and interactions as an integral part of the learning program. We are flexible and adjust our program according to children’s needs and interests. We evaluate our program by considering children’s involvement and parent feedback. We document children’s learning through learning stories which focus on both individual development and children’s interactions with group experiences. We provide an outline of our program for parents’ information and also highlight aspects of our program in displays and newsletters.
Staff:
We believe that staff play a vital role in centre development as well as in each child’s learning and wellbeing while at the centre. Working with children, parents and in teams is a demanding role with complex responsibilities. For staff to be happy, friendly and relaxed at work, there needs to be a strong support base.
This includes
- Open communication and respectful listening between all staff
- Understanding and respect for other people’s feelings and points of view
- Willingness to help each other and cooperate across the centre
- Team meetings and structures that allow people to contribute to decisions and develop their skills or working together and handling stress.

Professional learning is a priority – staff are encouraged to
- attend professional development both on site through staff meetings and in courses
- learn from others and have access to professional reading and resources
- reflect on practice and
- gain feedback on their practice.

Learning Environment:

We believe that children are entitled to be cared for and learn in a positive and happy environment. The atmosphere and culture of relationships in the centre are as much a part of the environment as our physical space and resources. We foster a culture of inclusion where children’s and family’s needs and interests and catered for. We use support services to provide for these diverse needs, and develop staff awareness about disability, language and culture.

We provide inviting learning spaces both indoor and outdoor which are aesthetically pleasing and cater for different types of play including active, physical, creative, sensory, messy, peaceful and social play, rest and independence.

The environment is organised to ensure hygienic practices including food safety, cleaning, infection control and maintenance of equipment as well as being flexible to allow children to use their initiative and take charge of the environment.

Equipment is chosen carefully to provide a variety of open ended play experiences which are age appropriate and engaging. We foster the use of recycled and natural resources as well as manufactured / commercial equipment. We aim to reflect cultural diversity and inclusion within our choice of resources.

We develop our outdoor environment with a view to exploration, appropriate risk taking and variety as well as safety.
5 Partnerships with parents

We value parents’ contribution and seek to work in partnership with you. You are welcome to visit the centre at any time during your child’s time with us.

This means that we are interested in finding out about
- your perceptions of your child and their development
- strategies to support your child’s development, routines that work for you at home
- information about home and family events that we can help children to share
- information about home and family events that we can help children to manage – eg changed family routines, stressful family events, bereavement

You can contribute to the centre by
- becoming a member of the ELC Advisory Committee
- supporting school Fundraising and Social Events
- volunteering on Excursions – or suggesting places to visit
- supplying resources e.g. coloured paper/contact, “junk” material, props for pretend play
- sharing a skill or spending time with us in the centre
- offering suggestions for the program of what you think children might like to experience.
- giving feedback to questionnaires and policy reviews via the newsletter
- letting us know what you think of the service and asking questions

5.1 Communication

The notice board in the children’s rooms contains
- Timetable and Program information
- Weekly menu
- Information about child development

Room and Centre newsletters that are emailed to parents or put in parent’s note pockets

Caregivers provide information about children’s development and learning. This is done through
- informal chats,
- appointments as more formal opportunities to talk about children’s development
- the child’s learning folder, which is updated by staff and can be borrowed by parents to read learning stories which show the child’s involvement in the program

We also offer information about parenting through sessions on topics of interest, brochures

5.2 Confidentiality

We treat all information regarding children and their families with the utmost confidentiality. Personal information of staff and families is not given out to anyone without prior consent.
6 Child Care Fees

Fees are set in accordance with the Early Learning Centre operation budget. They are reviewed and implemented by the Governing Council and the Finance Committee. The portion of fees payable by the families is determined by the family income and eligibility for Child Care Benefit paid by the Department of Family and Community Services through the Family Assistance Office.

As our services are Community Based (i.e. non-profit making and government subsidised) the fees collected are to pay staff salaries and to cover operating costs. Therefore it is vital that fees are paid regularly and on time.

If you are having trouble paying fees you need to talk to the Principal or Early Childhood Director. Financial Assistance may be available through Special Child Care Benefit for a limited time, or if you are studying or preparing for your future funding may be available through JET by contacting Centrelink.

Fees:

<table>
<thead>
<tr>
<th></th>
<th>Full time charges</th>
<th>Part time charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 2</td>
<td>$390 per week</td>
<td>$82 per day</td>
</tr>
<tr>
<td>Over 2</td>
<td>$380 per week</td>
<td>$80 per day</td>
</tr>
<tr>
<td>Before Pre-school Care</td>
<td></td>
<td>$12 per day</td>
</tr>
<tr>
<td>Lunch Care</td>
<td></td>
<td>$17 per day</td>
</tr>
<tr>
<td>After Pre-school Care</td>
<td></td>
<td>$26 per day</td>
</tr>
<tr>
<td>Friday After P/S Care</td>
<td></td>
<td>$42 per day</td>
</tr>
</tbody>
</table>

Pre-school Fees are $90 per term. This fee will be invoiced by and payable to the school.

6.1 Payment of Fees

Fees can be paid by:
- Cash / cheque in an envelope showing the Parent’s name and the amount enclosed, and placed in the locked fee box located outside the baby room.
- EFTPOS in the finance office. (Or parents can record credit card details on tear-off remittance portion of invoice and place in fee box).
- Fortnightly automatic deduction to credit card (forms available from Admin staff.)
- The Internet directly into the Sturt Street Community Child Care Fee Account using BSB 105-029 & Acc No 071 500 040. (Please Note: Remember to enter the name of your child to allow your funds to be credited to your correct account). Your receipt will be placed in your family’s pocket.

All families are required to pay their fees on a fortnightly basis. If, however, you receive your wages on a monthly basis, you need to see the Director or Admin Officer to make alternative arrangements.

Where a family’s account becomes more than three (3) weeks overdue the family may be asked to leave the service and their child/ren will be denied care. Please refer to the service Fee Policy.

6.2 Child Care Benefit

Families who wish to claim Child Care Benefit should apply prior to/ or within 28 days of their children commencing care at the service.
- Contact the Family Assistance Office 13 61 50
- Quote the CRN number for Sturt St Community Child Care 407 127 420V
7 Enrolling and Settling In.

We encourage all families wishing to enrol their child to visit the Early Learning Centre when the Early Childhood Director will show you around and answer your questions regarding functions, routines and policies. You are invited to spend time with your child in the service so that both you and your child can meet the staff and feel comfortable before starting Child Care.

It will help your child and the staff if you share your child’s special routines, comforters, food preferences etc. when enrolling.

Breast feeding is encouraged for infants to 12 months.
You must inform the Assistant Director when enrolling about any existing illnesses, allergies, asthma etc. and the appropriate management strategies.

7.1 What do you need to bring?

- Named bag;
- The Centre does provide wide brimmed hats however if you would prefer to use your own hat please ensure it is a Legionnaire or Broad Brim Hat as this complies with our Sun Safety Policy. In Kindy Room we ask that children bring their own hat.
- A complete change of clothes (all labelled);
- Formulas for babies and any special food requirements.
- Comforters as required; (eg dummies, blankets, teddy).

Please Note: While every endeavour will be made to protect children’s belongings, due to the number of children attending the centre, staff are unable to monitor every item that goes home. Often toys brought from home can cause conflicts and jealousy which is counterproductive to a positive social climate. Therefore the centre is unable to take responsibility for lost personal items.

For the above reason we request that children do not bring special items from home as these can easily be lost or broken.

7.2 Arrival & Departure Routine

On arrival, staff will greet you and your child. We are here to support you should you need help at separation time. Please say “Goodbye” to your child even if this is difficult for you. It is important that your child knows that you are leaving and that you will return.

On arrival we ask you to:
- Help your child to place their belongings in their named cubby in the foyer entrance,
- Leave a change of clothes and label all clothing;
- Sign your child in on the attendance sheet
- Assist staff by applying sun screen for your child
- We welcome you to read a story or share an activity with your child if time permits
- Say good bye to your child – staff will assist by helping your child at the ‘goodbye’ window or settling your child to an activity
- Make sure that all doors and gates are closed securely when entering or leaving.

On leaving we ask you to:
- Help your child collect their day’s work and their belongings;
- Sign your child out on the attendance sheet
- Take your child to farewell staff
PLEASE SIGN THE ATTENDANCE SHEETS – including time of arrival and departure. This is a requirement of the Commonwealth Department of Family and Community Services and failure to sign in and out will result in the withdrawal of Child Care Benefit.

If you are going to be late collecting your child PLEASE telephone the Centre. A late collection fee of $15 per 15 minutes or part there of applies.

7.3 Security & Collection of Children

The safety of children attending our services is of paramount importance to families, children and staff. Only parents/caregivers and authorised persons nominated on the enrolment form may collect your child. If you want a different person to collect your child you need to advise the staff beforehand, preferably in writing, or a telephone call. If staff are concerned about an unfamiliar person collecting your child, identification such as a driver’s licence, will be requested.

CHILDREN WILL NOT BE RELEASED TO UNAUTHORISED PEOPLE.

If a Family Court order is in place, (eg Parent Order or Residential Order) the Early Childhood Director needs to be advised and provided with a copy of any such order that restricts access of one of the parents.

No information will be given to persons over the telephone if our staff cannot establish their identity.

8 Caregiving and Relationships

Children’s wellbeing is vital for their learning and development. Relationships are the heart of developing wellbeing. Caregiving is based on developing warm relationships with children, learning to read their cues and being responsive to their needs. Strong relationships mean that caregivers also know how to support children through difficult times, tantrums, changes of routines, separation, and their developing mastery and control of themselves and acceptance of limits. Caregivers respect for children, together with a warm and caring environment enables them to identify and provide for individual children’s developmental and learning needs.

Primary care does not mean an exclusive or dependent relationship between one carer and a child. Rather it is a way of ensuring that each child has a carer who is responsible for developing relationships, communicating with families, and programming for children’s needs. Our staff work in different shifts over the week and therefore primary carers will not always be at the centre eg at drop off, or pick up time. If you need to speak to a carer, please ring the centre to request that the carer makes contact with you.
9 Children’s Learning

9.1 Programming

Children will grow and learn best in a safe and caring environment. Staff use the routines, planned activities and child initiated play as learning experiences. Staff meet regularly to program and plan for each individual child and for their group as a whole. Learning stories are written to document and share aspects of children’s learning. Staff welcome the opportunity to share these with the child’s parent/caregiver.

Routines include times for arriving and leaving, setting up, eating, sleeping, toileting and packing up.

Planned experiences include problem solving, creative and imaginative play, music, stories, physical activities, excursions etc.

Child Initiated play occurs across the day in response to the planned experiences, routines and learning environment. Staff pay attention to the play that children choose and seek to extend this by further planning and providing resources.

We believe that children learn and develop skills best through play and staff will continually support and challenge children through interactions of the highest quality.

Our centre uses the EYLF (Early years learning framework) to plan and evaluate our programs. This is the National Curriculum document framework that caters for children 0 – 5. This framework describes childhood as a time of Belonging, Being and Becoming. Play is seen in the framework as a foundational process by which all children learn. Relationships that are secure and caring are also seen as crucial for children to develop important life skills and a sense of confidence.

The framework describes 5 overarching learning outcomes from which learning goals are set. Educators will plan for children to develop:

- a strong sense of identity - connections with their world
- a strong sense of wellbeing - confidence and involvement in their learning and
- effective communication skills

Pre-school

Our centre offers a funded Pre-school program for children in their eligible year. Children can access Pre-school for a 12 month period from 4 years of age until they begin school. Children are eligible for five ½ day sessions per week, during school term time.

At our centre, Pre-school occurs in the Kindy room as an integrated program. Pre-school sessions run both mornings and afternoons, Monday – Friday (morning only on Fridays).

Session times:
Morning: 8.45 – 11.45am Monday - Friday
Afternoon: 12.30 – 3.30pm Monday - Thursday

Children are able to do 2 Pre-school sessions in one day, using Lunch care in between sessions, subject to availability.
9.2 Guiding Children’s Behaviour

We believe that children need guidance and assistance to help them learn to
- express their feelings, needs and wants
- make positive choices
- get on with other children and adults
- handle changes in routine and frustrations
- become responsible for their own behaviour realising that actions have consequences.

Through role modelling, appropriate language and positive interactions each child will be guided and supported to behave and interact within consistent and realistic limits.

Crucial to supporting children’s positive behaviour is planning effectively to support their learning needs. Children who are provided with warm relationships and interactions, positive guidance and support and learning experiences geared to their capacity are more likely to develop positive and pro-social behaviour.

All children go through different phases of development and all children have different dispositions and tolerance for working with others, handling changes / frustrations and working within limits. Staff communicate with families about behaviour as a part of their children’s needs. Please do not hesitate to ask questions, seek support or get more information about developing children's behaviour.

9.3 Excursions

Excursions and neighbourhood walks are an important way to extend children’s’ experiences. They provide variety, fun and interesting opportunities for learning and are planned as part of the developmental program.

There are Regulations set down covering excursions to ensure the supervision and safety of young children.

You will be asked to sign a general consent form for us to take your child on spontaneous local walks. If you do not want your child to participate on these walks, you must indicate this on the enrolment form.

You will also be given details of any other excursions that are planned, and your written consent must be given for each excursion.

9.4 Special Services

If your child has special developmental and learning needs, our centre is able to access Special Needs services by referral to:
- Child Youth Health
- Inclusive Directions (disability support programs for child care)
- DECS support services including speech pathology, psychology, behaviour management and other services in response to individual needs.

Please speak to the Team Leader in your child’s room, if you would like more information about these services.
Nutrition

We believe that a balanced diet and good nutrition is vital for the physical and mental well-being and development of children. Children attending our child care services will be provided with wholesome meals and snacks incorporating all of the essential food groups according to their individual needs and the times they are in care. We also aim to provide a diversity of styles of cooking to accommodate different cultural traditions.

Milk and water are the drinks that are provided at child care. We support children to have drinks regularly throughout the day.

Our centre is accredited with the Start Right Eat Right system of nutrition which supports menu planning, food safety and supporting children who have dietary needs.

We encourage and support parents to continue breast feeding infants and follow the nutritional guidelines for storage and handling of breast milk.

We ask the parents/caregivers of children under 2 years to provide breast milk or formulas for their babies or any special food requirements. Apart from this requirement, the Long Day Care service will provide cow’s milk and suitable food for all children using our services.

We welcome your feedback on menus and we also monitor children’s responses to the different dishes provided in the menu in order to provide food which is both nutritious and enjoyable.

Sample Menu

<table>
<thead>
<tr>
<th></th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Morning Tea</td>
<td>Fruit, cheese,</td>
<td>Fruit, cheese,</td>
<td>Fruit, cheese,</td>
<td>Fruit, cheese,</td>
<td>Fruit, cheese,</td>
</tr>
<tr>
<td></td>
<td>cereal, milk,</td>
<td>cereal, milk,</td>
<td>cereal, milk,</td>
<td>cereal, milk,</td>
<td>cereal, milk,</td>
</tr>
<tr>
<td></td>
<td>water</td>
<td>water</td>
<td>water</td>
<td>water</td>
<td>water</td>
</tr>
<tr>
<td>Lunch</td>
<td>Tuna Patties and</td>
<td>Lentil and Lamb</td>
<td>Chicken Chow</td>
<td>Minestrone Soup</td>
<td>Hedgehogs with</td>
</tr>
<tr>
<td></td>
<td>Mixed Veg</td>
<td>Casserole</td>
<td>Mien</td>
<td>with Toast</td>
<td>Brussel Sprouts</td>
</tr>
<tr>
<td></td>
<td>Wholemeal bread</td>
<td>Wholemeal bread</td>
<td>Wholemeal bread</td>
<td>Wholemeal bread</td>
<td>Wholemeal bread</td>
</tr>
<tr>
<td></td>
<td>and butter</td>
<td>and butter</td>
<td>and butter</td>
<td>and butter</td>
<td>and butter</td>
</tr>
<tr>
<td>Afternoon</td>
<td>Fruit Loaf</td>
<td>Vanilla Pikelets</td>
<td>Apple Muffins</td>
<td>Cheese Scones</td>
<td>Fruit Yoghurt</td>
</tr>
<tr>
<td>Tea</td>
<td>Fruit/Cheese</td>
<td>Fruit/Cheese</td>
<td>Fruit/Cheese</td>
<td>Fruit/Cheese</td>
<td>Fruit/Cheese</td>
</tr>
<tr>
<td></td>
<td>Platter</td>
<td>Platter</td>
<td>Platter</td>
<td>Platter</td>
<td>Platter</td>
</tr>
</tbody>
</table>

NUT / ALLERGENS awareness policy:

We do not allow nuts in the centre and ask for parents’ support not to send any nuts or foods containing nut products to the centre at any time.

If we find that children have brought a product containing nuts it will be stored in a safe place and we will provide an alternative.

We have children and staff at the centre who are highly allergic to nuts and nut products. We urge you to support this policy.
11 Health Care and Safety

11.1 Emergency & Accident Procedures.

11.1.1 Accidents

Our School has a safe and secure environment. Every effort is made to prevent accidents, however if a child does have an accident, staff will take appropriate action. All staff have had appropriate first aid training, first aid kits are checked regularly and restocked with supplies, a first aid kit is taken on any excursion.

- If medical action is required, every effort will be made to notify the parent/guardian.
- Depending on the severity of the accident an ambulance will be called and the child taken to the nearest hospital.
- If an ambulance is not required, first aid will be provided and an accident register will be filled in for the parent to sign. Parents will be contacted in this instance if the child is distressed and cannot be comforted or if there is a head injury or need for the parent to take further action.

11.1.2 Evacuation and Invacuation

Evacuation procedures are displayed in prominent places throughout the Centre. Fire drills are practised on a regular basis when children will be evacuated and kept together in the designated and protected area – the meeting point for evacuations is the cement circle in the middle of the play yard. An invacuation is a procedure where we gather children together inside, in case of an external threat. It is important that telephone numbers of parents and emergency contacts are kept up to date. Please advise us immediately you have any changes in these details.

11.1.3 Hygiene and Infection control

Our centre follows hygienic practices relating to
- Nappy change and toileting procedures
- Food handling
- Handwashing by staff and children – including supervision and instruction in handwashing
- Cleaning routines for toys, equipment, linen, kitchen, bathroom, dining areas, outdoor area inspections
- First Aid provision and cleaning up accidents, handling bodily fluids
- Keeping records of cases of infectious diseases and providing information to parents and where necessary the health department about outbreaks

11.2 Illness and Immunisation

If a child is sick and unable to attend Child Care parents are asked to telephone the Service and inform staff about their child’s illness and absence.

Parents are encouraged to immunise their child against all diseases appropriate to their age. A record of the child’s current immunisation status will be kept at the Centre. Children who are not immunised will be excluded from the Centre during outbreaks of some infectious diseases in accordance with the National Health and Medical Research Council Exclusion Guidelines, even if the child is well.
### 11.3 Infectious Diseases

**Recommended minimum periods of exclusion from school, pre-school and child care centres for cases of and contact with infectious diseases (Staying Health in Child Care, 4th edition, 2005).**

<table>
<thead>
<tr>
<th>Condition</th>
<th>Exclusion of cases</th>
<th>Exclusion of Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amoebiasis (Entamoeba histolytica)</td>
<td>Exclude until diarrhoea ceases.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Campylobacter</td>
<td>Exclude until diarrhoea has ceased.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Chickenpox (Varicella)</td>
<td>Exclude until all blisters have dried. This is usually <strong>at least</strong> 5 days after the rash first appeared in unimmunised children and less in immunised children</td>
<td>Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded.</td>
</tr>
<tr>
<td>Conjunctivitis</td>
<td>Exclude until discharge from eyes has ceased unless the doctor has diagnosed a non infectious conjunctivitis</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>CMV Cytomegalovirus Infection</td>
<td>Exclusion not necessary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Cryptosporidium infection</td>
<td>Exclude until there has not been a loose bowel motion for 24 hours</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Diarrhoea (no organism identified)</td>
<td>Exclude until there has not been a loose bowel motion for 24 hours</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Diphtheria</td>
<td>Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics followed by another swab 48 hours later.</td>
<td>Exclude contacts that live in the same house until cleared to return by an appropriate health authority</td>
</tr>
<tr>
<td>Giardiasis</td>
<td>Exclude until there has not been a loose bowel motion for 24 hours</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Glandular fever (mononucleosis)</td>
<td>Exclusion is NOT necessary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Hand, Foot and Mouth disease</td>
<td>Until all blisters have dried.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Head Lice</td>
<td>Exclusion is not necessary if effective treatment is commenced prior to the next day at child care ( i.e the child doesn’t need to be sent home immediately if head lice are detected)</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Hepatitis A</td>
<td>Exclude until a medical certificate of recovery is received, but not before seven days after the onset of jaundice or illness.</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Hepatitis B</td>
<td>Exclusion is not necessary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Hepatitis C</td>
<td>Exclusion is not necessary.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Herpes (cold sores)</td>
<td>Young children unable to comply with good hygiene practices should be excluded while lesion is weeping. Lesions to be covered by dressing, where possible.</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Human Immunodeficiency Virus (HIV AIDS)</td>
<td>Exclusion is not necessary If the person is severely immunocompromised, they will be vulnerable to other people’s illnesses</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Hydatid disease</td>
<td>Exclusion is not necessary</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Impetigo</td>
<td>Exclude until appropriate antibiotic treatment has commenced. Any sores on</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Condition</td>
<td>Exclusion of cases</td>
<td>Exclusion of Contacts</td>
</tr>
<tr>
<td>-----------</td>
<td>-------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>Influenza and influenza like illnesses</td>
<td>Excluded skin must be covered with a watertight dressing.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Legionnaires’ disease</td>
<td>Exclusion is not necessary</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Leprosy</td>
<td>Exclude until approval to return has been given by an appropriate health authority.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Measles</td>
<td>Exclude for at least four days after onset of rash.</td>
<td>Immunised and immune contacts not excluded. Unimmunised contacts and any immunocompromised children should be excluded until 14 days after the first day of appearance of rash in the last case, unless vaccinated within 72 hours of first contact during the infectious period with the first case they may return to school.</td>
</tr>
<tr>
<td>Meningitis (bacterial)</td>
<td>Exclude until well and has received appropriate antibiotics</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Meningococcal infection</td>
<td>Exclude until appropriate antibiotic treatment has been completed</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Molluscum contagiosum</td>
<td>Exclusion not necessary</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Mumps</td>
<td>Exclude for nine days after onset of swelling.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Norovirus</td>
<td>Exclude until there has not been a loose bowel motion or vomiting for 48 hours</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Parvovirus (erythema infectiosum, fifth disease, slapped cheek/ face)</td>
<td>Exclusion not necessary</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Respiratory Synctial virus</td>
<td>Exclusion is not necessary</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Ringworm, scabies, pediculosis (lice), trachoma</td>
<td>Re-admit the day after appropriate treatment has commenced.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Roseola</td>
<td>Exclusion is not necessary</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Ross river virus</td>
<td>Exclusion is not necessary</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Rotavirus</td>
<td>Children are to be excluded from the centre until there has not been a loose bowel motion or vomiting for 24 hours.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Rubella (german measles)</td>
<td>Exclude until fully recovered or for at least four days after the onset of rash.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Salmonella or Shigella infection</td>
<td>Exclude until there has not been a loose bowel motion for 24 hours.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Scabies</td>
<td>Exclude until the day after appropriate treatment has commenced</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Streptococcal infection (including scarlet fever)</td>
<td>Exclude until the child has received antibiotic treatment for at least 24 hours and the person feels well.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Thrush (candidiasis)</td>
<td>Exclusion is not necessary</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Toxoplasmosis</td>
<td>Exclusion is not necessary</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Condition</td>
<td>Exclusion of cases</td>
<td>Exclusion of Contacts</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>-----------------------------------------------------------------------------------</td>
<td>---------------------------------------------------</td>
</tr>
<tr>
<td>Tuberculosis</td>
<td>Exclude until medical certificate is produced from appropriate health authority</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Typhoid, Paratyphoid</td>
<td>Exclude until medical certificate is produced from appropriate health authority</td>
<td>Not excluded unless considered necessary by public health authorities</td>
</tr>
<tr>
<td>Viral gastroenteritis (viral diarrhoea)</td>
<td>Children are to be excluded from the centre until there has not been a loose bowel motion or vomiting for 24 hours.</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Warts</td>
<td>Exclusion is not necessary</td>
<td>Not excluded.</td>
</tr>
<tr>
<td>Whooping cough (pertussis)</td>
<td>Exclude until five days after starting appropriate antibiotic treatment or for 21 days from the onset of coughing</td>
<td>Contacts that live in the same house as the case and have received less than three doses of pertussis vaccine are to be excluded from the centre until they have had 5 days of an appropriate course of antibiotics. If antibiotics have not been taken, these contacts must be excluded for 21 days after their last exposure to the case while the person was infected.</td>
</tr>
<tr>
<td>Worms (intestinal)</td>
<td>Exclusion not necessary if treatment has occurred</td>
<td>Not excluded.</td>
</tr>
</tbody>
</table>

**NOTE:** The NHMRC recommends that children who are physically unwell should be excluded from attending school, preschool and child care centres.

### 11.4 Medication Policy

“Education and child care staff should store and supervise only medication that has been prescribed by a doctor for the individual child or student, for the period of time specified. This ensures the medication is medically warranted. Analgesics (pain killers eg Panadol) or other medications which can be purchased over the counter without a prescription should also be prescribed if staff members are asked to supervise their use. **It should be noted that analgesics can mask signs and symptoms of serious illness or injury and should not be used by education and child care workers as a standard first aid strategy.**” “Health Support Planning in schools, preschools and childcare services”, Section 5.2 Medication management.

Consequently, you are advised that service staff will require a letter from your doctor if you want any over the counter medication to be administered to your child/ren

Where the medication has been prescribed for a child, the parent/caregiver must record the dosage and times of administration in the medication register in the child's room and sign to give permission before it can be administered.

*The medication must be handed to a staff member who knows the child and the information checked before the parent leaves.*

*Medication given to a child must have the child’s name and dosage on the label, and be ‘in date’ before staff are allowed to administer it. No medication prescribed for a specific child will be given to a sibling.*

Medication will only be administered by a qualified staff member who knows the child, and the dosage will be checked by a second staff member. Both staff members will then sign the register.

The child will be observed for any reactions which may be attributable to the medication. These will be noted in the register and parents informed.
Medication from alternative "health care professionals". Medication from registered chiropractors and/or naturopaths will only be given if staff are provided with a letter from the health care professional authorising the medication for the specific child and the medication form is completed and signed by the parent/caregiver.

11.5 Sending Children Home
There are several situations when you will be requested to collect your child immediately.
If your child has:
- any infectious or contagious condition eg conjunctivitis, school sores etc
- several instances of diarrhoea or vomiting
- a very high temperature that cannot be reduce by centre staff
- head lice
- become overly distressed for a prolonged period of time and cannot be pacified.

11.6 Head Lice Policy
The incidence of head lice has increased over the past 20 years.
Head lice may infest people of any socioeconomic position, age or sex. In fact they may prefer clean hair. Lice can live on long hair, short hair, dirty hair and on very clean hair. The closeness of children in child care centres increases the potential for spread as young children tend to put their heads together and lice spread easily from person to person.

**HEAD LICE CAN NOT JUMP OR FLY, THEY WALK FROM ONE HEAD TO ANOTHER.**
- Carers will check a child’s hair if they notice that the child is scratching their head frequently. Look for eggs (nits) or lice near the scalp.
- If the child has eggs or lice the child’s hat will be placed on the child’s head (or a clean spare one) to contain them and individual play will be encouraged.
- The parent will be contacted and asked to collect their child. If the parent is not contactable the service staff will contact the emergency contacts.
- A notice will be given to parents.
- The child may return to the centre the day after appropriate treatment has started. Dead eggs may still be present but the child is no longer infested.
- On the child’s return the staff may check the child’s hair on arrival before the parent leaves to ensure it is no longer infested.

11.7 Sun Smart Policy
As part of our Sun Smart Policy, children and staff are required to wear a Legionnaire or Broad Brim Hat and sun screen whilst outside throughout the year, excepting on days when the UV level is under 3. Clothing needs to cover the shoulders chest and arms, therefore no singlet tops or midriff tops.
We encourage play in shady areas, especially between the hours of 11 am and 3 pm.

The service will supply sunscreen, parents may provide treatments for sensitive skin if preferred. Parents are asked to support staff to apply sunscreen on arrival, staff will re-apply sunscreen after rest time before afternoon play.

11.8 Child Protection
Our School is committed to the prevention of child abuse and neglect. All staff are trained to respond to abuse and neglect. We are required by law to report suspected abuse or neglect to the Department for Families and Communities. You are encouraged to come and talk to the Director about any concerns you may have, as the needs and care of young children are paramount to our staff.
12 Centre Management

The ELC Advisory Committee is a sub-committee of the Sturt Street Community School Governing Council.

This committee makes recommendations to Governance about financial management, staffing issues, development of the outdoor learning areas and maintenance of the building and grounds. It also has an important role in developing and reviewing the service philosophy and policies.

No experience is necessary to join the ELC Advisory Committee, just interest, enthusiasm and commitment. The Early Childhood Director or any member of the current committee will be happy to give more information to any interested parties.

12.1 Policy Development and Review

This information booklet provides an overview of information about our policies and practices. Parents are welcome to read our full policies which are available in a policy folder in each room. We have a system of reviewing policies on a regular basis.

When a policy is being reviewed, the ELC Advisory Committee will
- ask for feedback in newsletters,
- choose a random sample of parents to specifically ask for feedback
- seek staff feedback
- source updated information including legislative changes, advice from health practitioners, child development information or safety standards
- accommodate the feedback and make a draft policy
- formally ratify and adopt the policy

12.2 Regulations and Standards

Our centre is subject to the regulations and standards administered by the Australian Children’s Education and Care Authority (ACECQA). As we are a Children’s Centre for Early Childhood Development and Parenting, we are registered under the auspices of the Department for Education and Child Development.

Parents can access hard copies of the regulations and standards from our centre or via the internet on www.acecqa.gov.au.

12.3 Quality Improvement.

Each year our centre updates its Quality Improvement plan with consultation from parents, staff and children. We use this plan to guide the centre’s development throughout the year and it is also used by ACECQA when the centre is formally assessed. Services will be assessed every 2 years.

There are 7 areas of quality that are reviewed in this process.

- Relationships with children
- Partnerships with families
- Planning and evaluation
- Children’s experiences and learning
- Protective care and safety
- Health Nutrition and Wellbeing
- Managing to support quality

National Quality Standards for Early Childhood Education and care came into place in 2012. Our centre has not been formally assessed in the new system however in 2010 we took part in a trial of the Standards – and gained an overall High Quality rating within the trial.
12.4 Parent Fee Policy

Procedures.

Setting Fees
- The Management Committee will determine the fee level required to meet the service operational costs for the next year. Fees will be reviewed yearly at Budget preparation time.
- The Centre will give two (2) weeks notice of any fee changes, unless circumstances occur beyond our control e.g. changes in Government, direction or policy.
- Fees are not charged for the period of the Centre closure at Christmas / New Year.

Payment of Fees
- Fees for child care will be charged and payable for all care booked regardless of use. This includes absences due to sickness and holidays or for any other reason for which your child is absent. This covers employment of staff in anticipation of numbers enrolled.
- All families must sign the Agreement to Pay Fees which is attached to this policy.
- Details of an individual’s account will be confidential and stored appropriately. Individual families may access their own records at anytime. Particulars of fees will be made available in writing upon request.
- Accounts are issued on Tuesday fortnightly and placed in parent’s pockets that afternoon.
- Excursions and special events incur an additional fee, will be invoiced separately and payable in advance.
- Fees may be paid in advance.
- Payment may be made by credit card (credit or savings), cheque, cash or into the Centre’s bank account using the internet. Fees may be paid any time during operating hours by placing in the Fees Box. It is possible to set up direct debit to your credit card on a fortnightly basis.
- An official receipt that includes all details to meet Commonwealth Child Care Benefit requirements, will be issued for all monies received.

All fees due must be paid within 7 days of account being issued at service unless otherwise negotiated with Director in writing

Difficulties with payment of Fees
- Families who are experiencing financial hardship or an alteration to family circumstance, need to inform the Director and negotiate a suitable arrangement to pay fees before they become too far in arrears.
- Accounts are billed in arrears. Overdue means one week past the week ending date the child care was used.
- The agreement will be written and signed then kept in that family’s file for future reference.
- Periods of care may have to be negotiated should the difficulties remain for an extended period.
Non Payment of Fees or Debt Management
- One week overdue - a sticker is placed on the account.
- Two weeks overdue - a verbal reminded with immediate payment or negotiations required.
- Three weeks overdue - a letter will be sent to the family advising that bookings will be withdrawn unless full payment is made within a week or negotiations agreed to.
- All bookings withdrawn and debt collection will be implemented to ensure that outstanding monies owed are recovered.

Child Care Benefit
- Assistance with the cost of fees is available from the Commonwealth Department of Family and Community Services via the Family Assistance Office in Centrelink or Medicare offices.
- The billing system will display the amount of Child Care Benefit that is deducted from the full fee.
- Child Care Benefit can only be claimed if attendance records are signed by the Parent/Guardian.
- Child Care Benefit is not claimable for the late penalty fee of $1 per minute per family.
- Parents must provide the Centre with all JET (Job Education & Training) and SCCB (Special Child Care Benefit) paperwork for the reductions to be applied to their account.
- Special Child Care Benefit may be offered at the Director’s discretion, after receipt of the parent’s request in writing outlining the reasons for financial hardship.

For further information, contact the Director or Administration Officer at the Centre.

Bond
- A Bond payment is requested at the time a place is offered and must be paid prior to commencement, preferably at the time of the first transition visit. The Bond is held on your behalf until you leave the Centre when it becomes your last two weeks of fees.
- The Bond is calculated based on expected usage e.g. full-time or part-time and when bookings are permanently altered the Bond will be adjusted accordingly.
- If Parents are eligible for Child Care Benefit (CCB) a Bond equivalent to one (1) weeks fees will apply. If Parents are ineligible for CCB a Bond of two (2) weeks fees will apply and Parents are required to complete a Notification Of Full Fee Paying Customers Form (FAO22) and return it to the Centre.

Late Fee
- To maintain Licensing regulations, booked times must be adhered to.
- A Late Fee of $15.00 per 15 minutes or part thereof, will be imposed after closing to cover staffing costs.

Withdrawal Notification
- A minimum of two (2) weeks written notice is required when withdrawing a child.
Holding Fees and Absences

SICKNESS
- Full fees are charged for the first calendar week of the child’s absence due to sickness. If the illness extends beyond the first week and a Doctor’s certificate is produced, 50% of the fee will be charged. NB CCB eligibility will apply during illness absences if a doctor’s certificate is provided.

HOLIDAYS
- A reduction of 50% of fees will apply if two (2) weeks notice is given in writing for a maximum of 2 weeks regular bookings each calendar year.

SWAPS
- Parents may request up to 10 swaps per year. This allows families to change their regular booking to an alternative day. Swaps are only possible when there are places available and the Centre has been given 10 working days notice.

12.5 Grievance Procedure for Parents

RATIONALE:
- We provide high quality care in accordance with the national Accreditation principles.
- We endeavour to carry out our work in a professional manner being sensitive and responsive to the needs of families.
- As a team of professionals we acknowledge that we constantly need to review, monitor and modify our programs and practices.
- We acknowledge this as a positive part of our continual growth.
- There may be times when parent/caregivers feel dissatisfied, annoyed or unhappy with aspects of our service, and we need to be aware of your concerns.

The following is a range of options that will assist parents to bring concerns to our attention:

Procedure:
- Discuss the matter with the staff person concerned
- Discuss with the Team Leader / Acting Director in the relevant room
- Failing that - discuss matter with the Early Childhood Director, or
- Make an appointment with the School Principal, or send a letter to the Early Learning Centre Advisory Committee

Resolution Guidelines:
- Clarify and state the problem
- Focus on the problem and not the person
- Offer constructive solutions or alternatives
- Confidentiality should be maintained by all parties.

If adequate resolution can not be found through the above procedures, parents are able to contact the Regional Director of Education in the East District – ph 8366 8800

*If we are not aware of your concerns we cannot address them*
Welcome once again to the
Sturt Street Community Early Learning Centre Services

We look forward to a happy and successful relationship with your family