



***Welcome to Yeronga Child Development Centre (YCDC).
Our Centre prides itself on the quality of our Educators and the warm,
caring environment we provide for your child.***

***This booklet is designed to give you general information about the
(YCDC).***

We thank you for taking the time to read through the parent handbook.

OUR MISSION AND PHILOSOPHY

The Educators of Yeronga Child Development Centre believe every child has the right to high quality care and education in a safe and stimulating environment. Our Educators acknowledge each child's uniqueness and value the diversity of skills and experiences that each family brings to the Centre.

We believe parental partnership and a sense of community is essential for a high-quality curriculum. Our Educators see families as being a child's primary Educator and therefore we value parent input and suggestions. We believe that communicating with families is essential aspect to our Centre's sense of community and development.

Educators believe children learn through play, and should have opportunities to play in both indoor and outdoor environments. These environments foster children's learning and development by encouraging their interests, strengths and connection to their families, their communities and the environment. Our Educators see themselves as facilitators to children's learning and acknowledge the value of positive interactions with all children in the Centre.

We understand that learning should be derived from children's strengths, and interests as well as input from families, and should cover all aspects of the child's day. We understand that children's learning is reciprocated in relationships and stimulated through positive interactions, a caring environment and learning that is meaningful and in context.

The centre has adopted the Queensland Kindergarten Learning Guideline and the principles of the national Early Years Learning Framework (EYLF) and National Quality Framework (NQF).

We will:

- **Love by**

- Treating each child with dignity and respect, regardless of background, diversity and differences.
- Respecting the rights and opinions of families and encourage parental and community involvement in all aspects of the Centre.
- Acknowledging and respect each child's individuality.
- Providing a friendly, caring environment where children are given choice and the ability to work towards learning outcomes at their own pace. We recognise that reaching these outcomes is not linear or predictable and seek to nurture children on their journey.

- **Learn by**

- Promoting learning towards the outcomes holistically.
- Providing an inclusive environment which promotes acceptance of diverse cultures and special needs groups.
- Celebrating, appreciate and value Australian Aboriginal and Torres Strait Islander Cultures

- **Collaborate by**

- Providing various open reciprocal communication channels between Educators and families.
- Providing a healthy, safe and hygienic environment for Educators, families and children.
- Employing Educators who display teamwork and genuine love and concern for all children in their care.
- Complying with all aspects of the National Quality Framework, The ECA Code of Ethics and United Nations Rights of the Child.
- Providing assistance to both parents and children with the transition to school.

APPROVED PROVIDER

The Approved Provider of the Centre is Pavell Pty Ltd as Trustee for the Pavouris Family Trust ABN 60 636 635 465 and trades as Yeronga Child Development Centre. The Approved Provider Nominee is Maria Pavouris. The childcare operates within the National Quality Framework (NQF, and currently cares for children ranging from birth to 6 years of age and is licensed for 69 children.

EDUCATORS

It is important to know that the teaching Educators at the centre consist of Qualified Early Childhood professionals. Our Kindergarten program is run by an Early Childhood Teacher with tertiary qualifications approved by the Australian Children's Education and Care Quality Authority (ACECQA). Our Teachers, Educator's and staff are carefully selected and are not only qualified but have real love and caring nature towards children. All our staff hold a working with children Blue Card.

All Teaching Educators are required to attend professional development workshops. Educators/ Teachers are allotted non-contact time each week for planning and preparation. During this time, another educator member replaces them. Each room's curriculum is determined based on the interests of the children and input provided by parents and is aligned with the Queensland Kindergarten Learning Guideline and the principles of the national Early Years Learning Framework (EYLF). Our Educators interact as a team to provide high quality care and education for each child. The curriculum is viewed not only as a series of activities for children, but as a full range of learning experiences.

NATIONAL QUALITY FRAMEWORK

The National Quality Framework aims to improve the quality of early childhood education and care services in Australia.

Providing children with quality experiences early in life can lead to better health, education and employment outcomes, building a productive and fair Australia.

The National Quality Framework includes legal requirements that all services must comply with.

These include requirements for:

- the number of staff and their qualifications
- ensuring children's health and safety
- the amount of space at the service and how it is set up
- the quality of developmental and learning experiences for children.

National Quality Standard

The National Quality Framework sets a higher National Quality Standard to encourage services to continue to improve their programs and practices. Services are assessed and rated against seven quality areas of the National Quality Standard:

1. **Educational program and practice** Your child is supported to participate in play and learning
2. **Children's health and safety** Your child is protected from illness and hazards

3. **Physical environment** Your child plays in a safe and well maintained environment
4. **Staffing arrangements** There are enough qualified staff to give your child the attention they need
5. **Relationships with children** Your child is made to feel supported and welcomed
6. **Collaborative partnerships with families and communities'** Local community involvement and respect and inclusion of all beliefs and values
7. **Governance and Leadership** Your child is cared for in a positive environment.

Our Service will be rated by the The Australian Children's Education and Care Quality Authority (ACECQA) on how its meeting these standards.

Detailed policies are available on all topics covered by NQS. Please communicate your interest to the Nominated Supervisor or Approved Provider

The Early Years Learning Framework (EYLF)

Yeronga Child Development Centre program is based on "Belonging, Being and Becoming" the core element of EYLF a key component of the National Quality Framework. EYLF defines the principle practices and outcomes essential to every early learning program and is designed to ensure all children from birth to five years of age, receive high quality learning experience.

EYLF has a strong emphasis on play-based learning and aims to achieve the following outcomes:

- Children have a strong sense of Identity
- Children are connected with and contribute to their learning
- Children have a strong sense of Wellbeing
- Children are confident and involved learners
- Children are effective communicators

For more details please read the associated Centre policy by seeing your Educator

MULTICULTURAL POLICY

Our curriculum is committed to multicultural education and care. We share a commitment to human rights, dignity of the individual and social justice. We strive to create a curriculum that reflects the lives of our children, families, Educators and the community. We will make every effort to provide culturally responsive child development by affirming human differences and the right of people to make choices

about their own lifestyles. We seek to recognise, appreciate and respect the uniqueness of each child and their cultural background.

We welcome any parental input or information in this area.

ROLE OF THE PARENTS AND PARENT-EDUCATOR MEETINGS

As a parent, you play a vital role in your child's life. The Educators at YCDC believe that both the centre and parents should work together. Parents are encouraged to join in with centre activities, special events and are welcome at our Parent Meetings. These meetings are an important link between parents and Educators where the centre's activities and future developments are discussed.

VOLUNTEERS AND BLUE CARDS

Parents are welcome to volunteer at the Centre. The frequency rule determines if the No Blue Card No start law applies. If you volunteer for 7 days in a calendar year at the centre you do not need a Blue Card. However, if you volunteer for more than 7 days in a calendar year then you will be required to apply for a volunteers Blue Card.

A new volunteer or volunteers currently working within the Centre become classified as a **restricted person then they must stop working with children immediately** if you continue to work you will be breaking the law and you may be prosecuted.

A restricted person:

- has been issued a negative notice; or
- has a suspended blue card; or
- is a disqualified person (a full list of who is a disqualified person is held in the office);
or
- has been charged with a disqualifying offence which has not been finalised.

A volunteer with a Blue Card must report any changes to their police information as noted below to Blue Card services immediately and stop working at the Centre. Also, any changes to your personal information must be reported to Blue Card Services within 14 days of the change.

Police information Reportable to Blue Care Services:

- any charge or conviction for an offence (conviction means a finding of guilt by a court, or the acceptance of a plea of guilty by a court, whether or not a conviction is recorded and regardless of when and where it occurred);
- where the person is the respondent to an application for an offender prohibition order under the Child Protection (Offender Reporting and Offender Prohibition Order) Act 2004; or
- where the person becomes subject to: reporting obligations or a child protection offender prohibition order under the Child Protection (Offender Reporting and Offender Prohibition Order) Act 2004; or a disqualification order; or a sexual offender order.

If you hold an Exemption Blue Card such because you are a police officers with the Queensland Police Service or a teacher registered with the Queensland College of Teachers then you will require a current card if you choose to volunteer at the Centre for more than 7 days in a Calendar year.

Also, at certain times during the year we may have students from universities or schools at our centre. These Blue Card laws and the frequency test will also apply to these volunteers even if they are under 18 years of age. Students and other volunteers will not be left unsupervised or alone with the children.

KINDERGARTEN PROGRAM

The Centre operates an approved *non- compulsory Kindergarten program* and receives funding from the Queensland government. The program is conducted within the Kindergarten group under the following conditions:

- ❖ Provided for children in the year prior to Prep (i.e. who are 4 years old by 30 June in the year they participate in an approved kindergarten program) for at least 15 hours per week and 40 weeks per year
- ❖ Aligned with the Queensland Kindergarten Learning Guideline and the principles of the national Early Years Learning Framework (EYLF).
- ❖ Delivered by an Educator with an early childhood teaching qualification approved by the Australian children's Education and Care Quality Authority ACECQA.

The standard fee for the Kindergarten group includes the approved curriculum and parents do not incur any additional charge.

COMMUNICATION PLAN

The communication plan outlines the opportunities for you to share information about your child's health and development with the educators and outlines opportunity for input and feedback on the Centre activities. Through a partnership between families and the child care Centre we can all assist the children to receive the care and opportunities they require throughout their early years of development.

If you need further assistance with any communication, please contact the Centre management.

On enrolment:

- ❖ Parents will be asked to complete surveys outlining your child's interests. Likes and dislikes and additional information about developmental requirements-eg: sleep, toileting, food intake, medical needs, cultural requirements.
- ❖ Opportunities will be given where the Educators discuss the curriculum goals areas of development for the age group and the Centre activities for the year.

On a daily basis

- ❖ Informal conversations will take place at arrival and departure times
- ❖ Written information will be provided by Educator outlining the day's activities
- ❖ Written information will be provided by Educator about your child's toileting, food intake and sleep details (babies and toddlers only)

On a weekly basis

- ❖ Curriculum planning information will be displayed on the classroom noticeboard

On a monthly basis

- ❖ A contribution by the staff will be added to your child's individual development file (eg photos, portfolios, written observations, work samples etc)
- ❖ A contribution by parents to your child's individual development file (Storypark) is welcomed and encouraged

On a six monthly Basis

- ❖ Educators will complete a development checklist for your child
- ❖ Parents will be encouraged to contribute to the curriculum giving information about child's development.

Kindy

- ❖ Children participating in the Approved Kindergarten Programme and who are turning 4 years old by the 30th June will have a formal parent interview with the Kindergarten Teacher each year.
- ❖ Each child completing the Kindergarten Program will be issue a Child Transition Statement.

As Required

- ❖ Parents may make an appointment at any time during your child's attendance to discuss their development.

Other Communication channels

A number of other communication channels operate at YCDC.

- ❖ Pockets are located outside each room for general information, receipts and invoices.
- ❖ Newsletters are published every eight weeks
- ❖ ***A PARENT INFORMATION BOARD*** is located at the front door as well as Centre policies.
- ❖ Parent and Educators meetings

Please advise Educators of other community services that may play an active role in communication about your child's health and development if your child has special needs.

Parents are invited to contribute ideas, advice and share in decision making through various opportunities within the Centre

Information on management decisions will be pass on to you as soon as possible

Our aim is to build continuity between care practices in your home and practices in the Centre

Agendas for parent meetings if applicable will be circulated in advance of meeting

Remember if you have a concern about your child's health and /or development or wish to contribute to Centre activities; do not hesitate to talk with the Educators.

CELEBRATIONS

The children are invited to celebrate their birthdays with their group of friends. Parents are welcome to bring in a cake (individual cupcakes are preferred) and attend. Please check with your child's Educator regarding children's allergies within your child's group before bringing any food into your child's room. If your child has religious beliefs that do not recognise certain celebrations throughout the year, please indicate this to your Educator and make a note on your Enrolment Form. Celebrations such as Easter, Christmas, Birthdays and any other cultural activity, which is deemed suitable for the children, will be incorporated into the centre's activities.

HOURS OF OPERATION

The hours of operation are 6.15am to 6.15pm, Monday to Friday (except public holidays). ***PARENTS WHO FAIL TO COLLECT THEIR CHILD BY 6.15PM WILL BE CHARGED AT THE RATE OF \$2.00 PER MINUTE WITH A MINIMUM FEE OF \$30 OR 15 MINUTES. CHILDREN NOT COLLECTED BY 7PM WITHOUT SUITABLE ARRANGEMENTS AGREED BY THE CENTRE WILL BE HANDED OVER TO THE LOCAL POLICE.***

ARRIVAL AND DEPARTURE PROCEDURE

On arrival at the centre please:

- a) ***SIGN YOUR CHILD IN*** this is a legal document and a record of your child's presence at the centre. This is vital in the event of an emergency evacuation.
- b) Present your child to a staff member- ***DO NOT LEAVE A CHILD ALONE IN A ROOM***

When collecting your child please:

- a) Say good-bye to the on-duty Educator so that we know the child was collected by a parent or authorised adult
- b) ***ALWAYS SIGN YOUR CHILD OUT***

No child will be allowed to leave the centre with any person other than those authorised on the child's Enrolment Form. If you or the authorised person cannot collect the child please advise us in writing or by phone. Identification may be required to prove identity of the person collecting the child.

NO PERSON UNDER THE AGE OF 18 IS PERMITTED TO COLLECT A CHILD.

PLEASE ENSURE THAT ALL DOORS ARE CLOSED WHEN ENTERING OR EXITING ROOMS.

ENROLMENT

Our service accepts enrolments of children aged between 0-6 years.

Enrolments will be accepted providing:

- The maximum daily attendance does not exceed the approved number of places of the service.
- Child-educator ratios are maintained across the service (in each room).
- A vacancy is available. (Priority of Access Guidelines apply)

Priority of Access Guidelines:

Children who are enrolled at the service or whose families are seeking a place at the service will be given Priority of Access in accordance with the guidelines that have been established by the Federal Government (For more detail refer to our Enrolment policy).

Enrolment Requirements:

- After you have decided to enrol at the Centre you will be required to complete an enrolment form. Discussions will need to be held between office staff and families regarding availability of days, a start date and tailoring an orientation process to suit the needs of the family and child. Any matters that are sensitive of nature, such as discussing a child's medical needs, Court Orders, parenting plans or parenting orders, will be discussed privately with the Nominated Supervisor at this time. We request that parents begin to fill out enrolment forms at that time and discuss their child with us so we can accommodate their needs in the service from the first day they start with us. Should a child use English as a second language, or speak another language at home, we request that families provide us with some key words in the languages the child speaks at this time so that educators can learn the words.
- Families can claim Child Care Subsidy online by signing into their Centrelink online account through myGov and completing a Child Care Subsidy claim. If eligible, the Subsidy will be paid directly to the service on families' behalf and will reduce the fees owed. This can only occur after our service enters families' enrolment information online, and families confirm their enrolment information through their myGov account. Until Child Care Subsidy details are available, families will need to pay full fees.

- As per our Orientation for Children Policy, families will be invited to bring their child into the service at a time that suits them so the child and family can familiarise themselves with the environment.
- Before the child begins their first day with us, the service must have all required documentation for the child. The child will not be accepted into the service without this being completed.
- AMEP parents must provide Proof of Enrolment from **TAFE**

IT IS IMPERATIVE THAT OUR RECORDS ARE KEPT UP TO DATE. PLEASE NOTIFY THE OFFICE OF ANY CHANGES IE: ADDRESS, EMERGENCY CONTACT NUMBERS, AND CUSTODIAL ARRANGEMENTS ETC.

FEES

- A waiting list fee of \$50.00 applies if you request your child to be placed on the Centres waiting list. If a position is offered an enrolment fee of \$50.00 is required when lodging an enrolment form. The enrolment fee is non-refundable if your child does not take a place at our service. This enrolment fee will be taken off your first invoice once your child takes a place at our Service
- Upon enrolment, families must pay two week's full fees in advance less any childcare subsidy to which families are entitled. Please note our fees may change from time to time. Fees can be paid weekly, fortnightly or monthly in advance (after the initial 14 day payment). Payment can be made by BPAY or direct deposit to the Centre nominated account using iDebitPro our preferred method of payment.
- Dishonoured payments incurs a fee of \$14.00
- Fees are payable in advance for every day that your child is enrolled at the service. This includes pupil free days, sick days and family holidays but excludes periods when the service is closed outside of normal public holidays. If the Public Holiday occurs the day before or after the Centre remains continuously closed for a period of time on days that are not a public holiday, then that public holiday is not charged. The Centre does not offer "Make Up" days.
- The Centre will notify parents at least 14 days prior to any fee changes relating to the centre. Parents will be given written notification of the change.

Child Care Subsidy

Child Care Subsidy is available to all families who are Australian Residents if the child meets immunisation requirements and parents meet eligibility requirements. Entitlement is determined by an activity test which determines the number of hours of subsidised care to which families are entitled. Combined family income is used to determine the subsidy percentage. Income thresholds change each financial year. Current thresholds are available from the Department of Human Services website. See servicesaustralia.gov.au/. See 'Activity Level and Subsidised Care.'

<i>Hours of activity per fortnight</i>	<i>Maximum number of hours of subsidy per fortnight</i>
8 hours to 16 hours	36 hours
More than 16 hours to 48 hours	72 hours
More than 48 hours	100 hours

A broad range of activities meet the activity test requirements, including paid work, self-employment, unpaid work in a family business, active job hunting, volunteering or studying. You can also include reasonable travel time to and from a place of activity to the centre. In two parent families, both parents must meet the activity test, and subsidy hours are calculated on the lower number where parents have different levels of activity.

There are exemptions for parents who legitimately cannot meet the activity test requirements.

Low-income families who do not meet the activity test can access 24 hours of subsidised care per fortnight under the Child Care Safety Net. Families who do not meet the activity test but have a preschool-age child attending preschool are eligible for 36 hours of subsidised care per fortnight.

People with disability or impairment, including those who receive Disability Support Pension or an invalidity service pension or who have been diagnosed by a registered medical practitioner or clinical psychologist as impaired to a significant degree may be exempt from the activity test.

Families who need more than their available hours of subsidised care per fortnight due to exceptional circumstances can also apply to Centrelink for additional hours.

The Additional Child Care Subsidy may be available to help support:

- families needing help to support their children's safety and wellbeing
- grandparents on income support who are primary child-carers
- families in temporary financial hardship
- families moving to work from income support

Families can claim Child Care Subsidy or Additional Child Care Subsidy online by signing into their myGov and completing a Child Care Subsidy claim. If eligible, the Subsidy will be paid directly to the service on families' behalf and we will reduce the fees owed. This can occur after our service enters families' enrolment information online, and families confirm their enrolment information through their myGov account. Until Child Care Subsidy details are available, families will need to pay full fees.

Families are entitled to receive Child Care Subsidy for up to 42 days where their child is absent, for example due to illness, public holidays and parental leave. Evidence to support these absences is not required. Additional absence days may be available if they meet the situations outlined in the Family Assistance Law and there is evidence to support these.

More Information is available from Centrelink or on the following web page:

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Statements of Entitlement

We will issue fortnightly Statements which include child/children's full name/s, date of care, date of payment, daily and weekly hours of care, absences, hourly fees and hourly and daily fee totals and the number of hours fees were reduced (eg by Child Care Subsidy) and total reduction amount. (Parents' My Gov accounts will also have how much care families have received and how much Child Care Subsidy has been paid.)

Invoices

Invoices for the amount of fees payable in a period will be issued as part of the Statement of Entitlement. If families pay more than the fee amount required at the time, change will not be given but will be credited to the family's account.

Receipts

Receipts for payment will be provided upon request

Late Fees

Collecting your Child after 6:15pm Late Fee

Please note that it is very important that all children are picked up from the Centre prior to closure of 6:15pm. To cover associated costs of keeping the centre open a Late Fee of \$2.00 per minute with a minimum cost of 15 minute or \$30.00. It may be waived at the discretion of the Approved Provider.

Termination

Should you wish to end your child's place at the service or should management make the decision to terminate your child's place, 2 weeks written notice is required from the ending/terminating party. If you do not provide this notice, you will be charged 2 weeks fees. Children must also be signed in and out by parents/guardians on the last scheduled day of their attendance for the Child Care Subsidy to apply. If this does not occur families are required to pay full fees.

Overdue Fees

The Nominated Supervisor will issue a **Friendly Fee Reminder** letter to any family who is one week late paying their fees. **If families are having difficulty making fee payments, they should immediately speak with the** approved provider or nominated supervisor to discuss fee payment arrangements. Information provided by families will be treated as strictly private and confidential.

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

- bond payments will be applied to outstanding debt amounts if held and
- the Nominated Supervisor may immediately suspend or terminate the child's place at the service. Families will be advised of this action in writing.

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

PLEASE NOTE – FEES MORE THAN TWO (2) WEEKS OVERDUE RUN RISK OF TERMINATION OF YOUR CHILD'S PLACEMENT AT THE CENTRE. IF YOU ARE EXPERIENCING FINANCIAL HARDSHIP, PLEASE CONTACT THE APPROVED PROVIDER BEFORE YOUR ACCOUNT GETS OUT OF CONTROL.

HOLIDAYS

The centre requires parents to give 2 weeks' notice in writing if holidays are to be taken. You are entitled to 4 weeks holiday per calendar year at a discounted rate, the days must be consecutive and your child must be absent for a minimum of one operating week, and the number of days allowed to be taken is to coincide with your current bookings. The holiday fee will not apply on a public holiday. A holiday fee of half your normal schedule fee excluding any Childcare benefits will be paid BEFORE going on holidays plus one-week normal fee in advance. If the fee is not paid the centre will be unable to guarantee a position on your return date.

ATTENDANCE/ABSENCE

Once a child is enrolled, payment of fees must continue, even if the child is absent due to sickness or public holidays. If a child is away, please notify the centre first thing in the morning.

IN KEEPING WITH INDUSTRY PRACTICE, YOU ARE REQUIRED TO GIVE TWO WEEKS NOTICE IF PLANNING TO WITHDRAW YOUR CHILD FROM THE CENTRE.

YCDC IS NOT AN OCCASIONAL CARE CENTRE. AS SUCH, WE ACCEPT EVERY ENROLMENT AS A PERMANENT BOOKING.

This means that when your child is enrolled for a particular day/s, you are bound by that booking to pay for same, regardless of absence due to illness, public holidays etc.

Child Care Subsidy can be paid in some situations if you are charged for child care when your child is absent.

Child Care Subsidy is paid for each child for up to 42 absences per financial year from all approved child care services (not from each service). These absence days can be taken for any reason, with no evidence required.

Child Care Subsidy is also paid for additional absences, beyond the 42 days, for certain reasons. There is no limit on these days but supporting documentation will be required. Please talk to the Nominated Supervisor regarding additional absence information and any supporting document requirements.

Child Care Subsidy are not payable for absences if your child uses more than their 42 absence days for the financial year and does not meet the conditions for additional absences.

THE CENTRE DOES NOT OFFER 'MAKE UP' DAYS.

CHILD SAFETY

Everyone at YCDC is committed to the protection and physical, social, emotional and intellectual wellbeing of your child. If any of our staff suspect that a child is at risk of harm, or has sustain actual harm, they are required under Queensland law to notify the relevant child protection authority in accordance with the Centre's policy and State Legislation reporting requirements. All our staff receive Child Protection training annually and have the appropriate working with children credentials.

Assisting in Providing a Safe Environment for your Child

You can ensure our children are protected from risk at all times by:

- Closing all gates and doors behind you as you enter and exit the rooms, buildings and playground at the Centre
- Not leaving your child unattended in the car

- Look out for other children and parents when using the car park. Follow the speed limit, check your mirrors and camera (if installed) before reversing your car.

- Please remove the following items from your child's bag:
 - ❖ Medication
 - ❖ Cling wrap or plastic bags

- ❖ Sharp items or needles
 - ❖ Rubber bands, hair clips and Safety pins
 - ❖ Any item that has the potential to cause harm to a child.
- Please ensure all immunisations are up to date as soon as they come due (See immunisations requirements below).
 - Please keep your child home if he has an infectious disease or is unwell (See Health Injuries and Sickness requirements below)
 - Always update your contact details in the event of an emergency.

IMMUNISATION

Immunisation is the safest and most effective way of providing protection against early child diseases. After immunisation, children are far less likely to catch the diseases if there are cases within the community.

If enough people in the community are immunised, the infections can no longer be spread from person to person and the disease dies out altogether. This is how Smallpox was eliminated from the world and Polio has disappeared from many countries.

To help increase Australia's immunisation rates, a number of Government benefits are only available to families whose children meet the immunisation requirements. That is if they are up-to-date with their immunisation schedule.

The benefit relevant to the centre is known as Child Care Subsidy – CCS.

Children in a child care setting are particularly at risk of infection because:

- ❖ They have close physical contact with a wide range of children and adults for long periods of time
- ❖ They may have had little previous exposure to many common infectious diseases
- ❖ They have increased contact with materials (toys, toilets, etc) that may be infectious
- ❖ They are continually being introduced to new children from a variety of cultures
- ❖ They have age-characteristic behaviours which contribute to the spread of infections; eg lack of correct toileting procedures or not toilet trained, lack of control over bodily secretions, and inability to correctly wash hands

The risk of infection can be increased in group situations. Hygiene procedures in group settings require more thorough attention than may be required in home setting.

Centre Requirements:

The Centre requires parents to provide:

- Immunisation history statement when enrolling their child
- Updated immunisation history statement when their child passes the 2, 4, 6, 12, 18 months and 4 years vaccination milestones.
- The immunisation history statement will show if a child's immunisation status is up-to-date.

If the child is not up-to-date, the Centre may choose to:

- refuse enrolment of the child
- cancel enrolment or refuse attendance of the child
- impose a condition on the child's enrolment or attendance.

A copy of the Immunisation Policy is available for viewing by asking your Educator, Nominated Supervisor or by obtaining a copy at the Office with full details of our immunisation requirements.

HEALTH, INJURIES AND SICKNESS

As stated above under the Immunisation heading, parents are requested to keep all immunisations up to date. Please be aware that if the centre does not have up to date immunisation records for your child, and a vaccine- preventable disease is present or suspected, your child maybe excluded for the appropriate period.

Sooner or later all children get sick, so please be prepared and have a contingency plan should illness occur. Please inform the Centre if your child has been in contact with an infectious disease such as whooping cough, rubella, chicken pox, mumps, measles, conjunctivitis, school sores, or bacterial meningitis. In all instances, a certificate clearance from your doctor will be required upon returning your child to the Centre. If your child develops any of the following conditions please do **NOT** attend until symptoms disappear or your doctor states in writing that your child is no longer infectious and is able to return to the Centre:

Diarrhoea	Vomiting	Thick runny nose
Fever	Severe coughing	Head Lice
Rashes	Severe itching	Cold sores

Information on symptoms and exclusions periods on a number of illnesses is available on request.

Please consider your child when they are sick as they want more attention, rest and quiet which is impossible to give to a child in a group situation in child care. Please consider the other children and the staff who catch these illnesses. If all parents restrict attendance of their children when they're ill, this should mean all our children will be healthier, have fewer absences and minimise disruption for parents.

If your child is in need of emergency medical attention, you must give consent for the carer or a staff member of the service to provide/give appropriate medical attention. If paid medical assistance is required the associated costs will be the responsibility of the parent/guardian.

Medication will be administered when accompanied either by a Doctor's certificate or on a pharmacist's dispensing label and should include:

- ❖ Date of issue
- ❖ Child's Name
- ❖ Name of Medication
- ❖ Amount and time of dosage

All details of the medication must be entered in the Medication form on each day and every day that it is to be given. A Doctor's letter may cover a three month period. Please ensure that any medication is not left in your child's bag.

If your child requires medication while attending the centre, you must:

- a) Complete the **MEDICATION BOOK** in your child's room
- b) Hand the medication to an Educator who will then store it safely

NO MEDICATION IS TO BE LEFT IN YOUR CHILD'S BAG OR LOCKER

In an accordance with regulation, children displaying signs of an infection and/or temperature over 37.5 degrees will be excluded from the Centre. If already at the Centre parents will be contacted to collect their child.

BITES, STINGS, MINOR ABRASIONS

Educators are trained in First-Aid and in all cases of an accident you will be informed. In minor cases antiseptic and a bandaid may be all that is needed or stingose for an insect bite or itch. If your child is allergic to any creams please advise Centre on your enrolment form. If your child is allergic to bees, wasps etc. you must advise us also of treatment required.

HYGIENE, SAFETY

Hygiene:

Hygiene is an important factor in the maintenance of proper health standards. Our hygiene policy is available in the parent information folder in the foyer.

- ❖ All children must bring a **NAMED** sheet for rest time. The sheet is to be taken home and laundered weekly. To prevent cross infection, the sheet must be stored in a sheet bag.
- ❖ Children are encouraged to wash hands before meals, after using the toilet and after messy activities.
- ❖ Children are encouraged to flush the toilet after use.

Safety:

- ❖ Toys and equipment are always checked for broken pieces, sharp edges, etc.
- ❖ The sandpit is raked daily to check for hidden objects that may be buried in the sand.
- ❖ Students and volunteers will not be left alone to supervise children.
- ❖ Safety rules will be taught to children eg”.... walk inside, not run....”
- ❖ Court orders affecting custody must be documented in writing and on file at all times.
- ❖ All doors and gates to car park will be closed at all times.

EMERGENCY AND EVACUATION PROCEDURES

An emergency evacuation plan is displayed in each room. The Centre conducts a practice drill on a monthly basis. The aim of the drill is to ensure that in the event of a real emergency, the children can be evacuated easily.

WHAT TO BRING TO THE CENTRE FOR YOUR CHILD

THE CENTRE SUPPLIES DISPOSABLE NAPPIES AND MEALS

In a bag that fits into your child’s lockers please include (**ALL NAMED**) the following:

- ❖ Sheet or blanket etc for sleep time (stored in a material drawstring bag)
- ❖ At least two complete changes of clothing
- ❖ Security toy (if required)
- ❖ Hat

- ❖ Plastic drink bottle (to be left at centre)
- ❖ bottles with milk and /or trainer cup if used at home (If applicable)

LOST PROPERTY

Lost property will be kept at the centre for six (6) weeks. If it is not claimed during this period, it will be donated to a charity in the area. **REMEMBER, MARK ALL PROPERTY CLEARLY TO AVOID SUCH ACTION.**

EXCURSIONS

Throughout the year, excursions may be organised as an extension of the classroom program. Detailed notices will be sent home with a permission slip. Without this authorisation, your child will not be included in any such activities.

TERMINATION OF CARE BY THE CENTRE

Reasons that may result in termination of a specific care arrangement are as follows:

- ❖ Non-payment of childcare services and/or lack of adherence to our fee payment policy.
- ❖ Lack of cooperation from parents with the Centre's efforts to resolve differences (through parent/educators meetings).
- ❖ Abusive behaviour and /or threats by parents or their children towards Centre Educators or other children in the Centre.
- ❖ Parents disciplining in any way, children (other than their own) while in the Centre.

GRIEVANCE PROCEDURE

A grievance procedure is the process by which solutions are sought to resolve disputes in a fair, equitable, and prompt manner. Grievances should be resolved as informally and quickly as possible by the parties involved. When the persons directly involved cannot resolve grievances informally, a formal grievance process is implemented. Not all disputes can be handled in one format and judgment needs to be made on what particular style is appropriate to suit each individual dispute. Refer to the Centre policy for more details.

GENERAL OVERVIEW OF PROCEDURES FOR DEALING WITH PARENT/STAFF CONFLICT:

- ❖ The Parent should discuss the problem with the relevant educator concerned
- ❖ If the Parent still feels further action is necessary after discussion with the relevant staff member they should take the matter up with the Room Senior Educator
- ❖ If the Parent is still unhappy, or the initial complaint is with the Senior Educator, the matter should be referred to the Nominated Supervisor or Approved Provider.

This can be done using the following methods:

or

- The Parent can make an appointment to discuss the matter with the Nominated Supervisor / Approved Provider
- or
- The Parent can complete a Grievance Report Form and lodge this with the Nominated Supervisor

- ❖ The Nominated Supervisor or Approve Provider will discuss the matter with the Educator and advise the Educator of their decision. The Educator will convey that finding to the parent concerned
- or
- ❖ The Nominated Supervisor or Approve Provider will discuss the matter with the Parent and advise the Parent and the Educator of their decision
- ❖ The Nominated Supervisor will contact the Parent and discuss possible outcomes
- ❖ The Nominated Supervisor will advise the Approved Provider if not already advised of the discussions and outcomes

GENERAL OVERVIEW OF PROCEDURES FOR DEALING WITH PARENT/MANAGEMENT CONFLICT:

- ❖ The parent can make an appointment to discuss the matter with the Nominated Supervisor/Approved Provider
- Or
- ❖ The parent can complete a Grievance Report Form and lodge this with the Nominated Supervisor

If the matter can not be resolved the management of YCDC can elect to appoint an independent arbitrator to determine a resolution.

CONCERNS

Our staff at YCDC are concerned with the development of your child at all times. If you have any queries, problems, or suggestions concerning your child or the Centre, please do not hesitate to discuss them with the Approved Provider, Nominated Supervisor or your child's Educator. We are here to assist and our main priority is the welfare and happiness of the children in our care.

The licensing Body for all childcare centres in Queensland is:

Office for Early Childhood Education and Care,
Department of Education

Regional office Contact Details:

Regional Physical Address	Metropolitan Region (Metro South) Early Childhood Education and Care Department of Education Level 2, Block A 643 Kessels Road Upper Mount Gravatt Qld 4122
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Regional Postal Address	Metropolitan Region (Metro South) Early Childhood Education and Care Department of Education Private Mail Bag 250 Mansfield DC QLD 4122
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Email Address	MetroSouth.ecec@qed.qld.gov.au
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Regional Office Phone	07 3028 8063
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Reviewed: 07/01/2021