



# Kingaroy

CHILD CARE CENTRE

## **Policy and Procedures Parent Handbook**

**261 Haly St**

**Kingaroy 4610**

**Ph. 07 4162 7233**

**Website. [www.kingaroychildcare.com.au](http://www.kingaroychildcare.com.au)**

**Email: [office@kingaroychildcare.com.au](mailto:office@kingaroychildcare.com.au)**

**Open: Mon-Fri 6.00am- 6.00pm**

**51 weeks a year**

### **Children**

**The children in our care are provided with an aesthetically pleasing environment where learning goes hand in hand with having fun, building secure attachments, having a sense of belonging and most importantly enjoying the learning process. Children's happiness and safety are our main priority.**

### **Families**

**All families are welcome and provided with warmth and care just as much as their child. Relationships are built over time with mutual trust, sharing of information and working together to produce the best opportunities for their child. Connecting with families allows for much richer relationships with children. We provide opportunities to engage in family input and encourage this strongly.**

### **Educators**

**Educators work with integrity and trust, with children, families and each other. Educators are thoughtful and reflective, taking the time for themselves to recharge so their work practices are at their full potential. We recognise that educators are role models for the children and that they learn from us as examples. Educators demonstrate appropriate behaviour and communication, they are respectful, honest and work in a harmonious and calm manner.**

### **Education and Care**

**The programs throughout the centre are formed and provided with friendliness and authentic care practices. Learning and care practices such as developmental milestone occur at each child's pace. Kingaroy Childcare Centre supports The Early Years Learning framework, My Time Our Place framework and the Kindergarten Curriculum.**

### **Environment**

**The children's natural environments are occupied with choices of equipment based on the children's developmental stages and interests that provide educational experiences and suitable challenges. Hygiene and safety unpin everything the service plans and provides. It is our commitment to ensure that everyone is provided with a supportive, friendly and safe environment.**

### **Play**

**As a service, Kingaroy Child Care Centre highly values play based learning. The service offers children numerous opportunities to engage in rich play based learning such as open ended play, group play, individual play, pretend play, risky play and play that allows children to be absorbed.**

### **Community and Culture**

**The service understands that it is a part of a broader community. We value families, their cultural beliefs and ways of being and doing. Educators strive to introduce and include opportunities to explore our community and the cultures within it. We acknowledge that our community is built on the traditional lands of the Wakka Wakka Nation. We pay respects to the Elders of the Wakka Wakka Nation, past and present, the custodians of the country since the beginning.**

### **Sustainability**

**At Kingaroy Child Care Centre we promote to increase the awareness of our environmental responsibilities to contribute to a sustainable, cleaner future making eco-friendly choices.**

**We encourage the concept of "Reduce, Re-use and Recycle", this is promoted in our everyday practices and the resources we use. Sustainability is about empowering children and investing in their future from recycling, gardening, conserving water and re-using products. As children are our future generation they need to feel positive about the future as they are introduced to explore exquisite aspects of nature and given opportunities to learn sustainable practices.**

**Fee Structure**

<b>Room</b>		
<b><u>Nursery</u></b> <i>(6 weeks to 15 months)</i> <b><u>Toddler</u></b> <i>(15 months to 2.5 years)</i> <b><u>Kindy</u></b> <i>(18 months to 3 years)</i> <b><u>Senior Kindy</u></b> <i>(2.5 years to 4 years)</i> <b><u>Pre-Prep</u></b> <i>(3 years to 5 years)</i>	<b>\$107.00 per day</b>	

**Please remember we offer a half gap fee for public holidays and a 4 week half gap holiday within that year.**

**Kind Regards  
Management**

# **Kingaroy Child Care Centre**

## **Code of Conduct**

### **Guideline for Educators:**

- Educators shall behave honestly and with integrity.
- Educators shall avoid any act which may bring our profession into disrepute.
- Educators shall work in partnership with colleagues and community organisations to support the wellbeing of families.
- Educators shall treat colleagues and families with respect and courtesy and without harassment.
- Educators shall maintain a professional relationship with colleagues and parents. Where educators feel a colleague/parents behavior competency or integrity is in question, they should discuss this with the colleague/parent. If no satisfactory outcome is achieved the complaint should be referred to those in position to correct the situation.
- Where an educator receives a complaint from a parent, they should listen carefully to the nature and substance of the complaint. Give due consideration and full account to its content and advise the parent of the formal and informal avenues to obtain consideration of the complaint. If an educator is in any doubt of the appropriate action, they shall seek guidance from senior educators.
- Educators shall not make improper use of:
  - i. Information imparted to them
  - ii. Their duties, status or authority.
- Educators shall work in ways that enhance human dignity and carry out their duties in a professional and conscientious manner.
- Educators shall ensure that they provide all children and young people with an adequate level of protection against harm.

### **Guidelines for Parents:**

- Parents shall treat educators and centre children with respect and courtesy and without harassment.
- Parents shall become familiar with service policies and procedures.
- Parents shall work collaboratively with their child's teachers to ensure the best possible educational outcomes for their child.
- Parents will NOT belittle, harass, intimidate or threaten a member of staff or another parent-behaviour such as yelling, pointing fingers in someone's face, constant complaining over the legislative operation of the service, badgering other parents or staff for sensitive personal information WILL NOT be tolerated.

### **Guidelines for Volunteers and Students:**

- Volunteers/students are to follow and maintain the guidelines all educators are to follow under the code of conduct.
- Volunteers/students are to come to an agreement with the Nominated Supervisor what times/days they wish to volunteer at the centre.
- The centre must be contacted if the volunteer/student is ill or no longer wishes to attend the service.
- To assist Educators and children in the running of the daily program.
- Volunteers/students are never to be left alone with the children or a child. They are not to take a child out of the sight of a paid Educator.
- Dress must be comfortable and appropriate. No bike pants, low cut shirts/dresses, short skirts or singlet tops, no open toed shoes.
- Any facial piercings are to be removed, only exception of a small nose stud, small bar bell in the eyebrow. Earrings are to be studs or sleepers. Any injuries involving pierced areas is the responsibility of the volunteer/student.
- Tattoos are to be covered if they depict violence or contain offensive language.
- Volunteers/students are to speak to the Nominated Supervisor if a problem or concern arises.

**Failure to comply with this code of conduct may result in your child's care being ceased or in the case of educators your employment being terminated.**

**Behaviour Considered a Breach Includes**

- **Inappropriate language such as swearing, yelling or screaming at educators or management, using demeaning or non-supportive language, inappropriate written material, sexual material in any form on work premises or work functions.**
- **Inappropriate conduct such as the consumption of alcohol / drugs in the presence of children and young people.**
- **Inappropriate use of facilities and resources such as the personal usage of the company credit card, stealing work belongings or sending inappropriate emails.**
- **Any behaviour that is deemed to extend an educators professional boundaries as outlined in the child protection policy.**
- **Inappropriate contact with young children - no parent or educator shall strike a child as a method of discipline.**
- **Giving personal information about families / educators to people not authorised to have that information.**
- **Inappropriate gossip, malicious, negative talk and backstabbing is destructive and will not be tolerated.**
- **Inappropriate use of social media platforms that bring the company or work colleagues or our profession into disrepute e.g. Discussing work policy's negatively on face book.**
- **Inappropriate use of passwords and unauthorized access to email or social media platforms- hacking company computers or those of work colleagues.**
- **Breaches to the Child Care Subsidy systems or fraudulent behaviour that contravenes the Child Care Provider Handbook.**

**July 2020**

## **Core Values**

**Courtesy** – When you work at the service you must at all times act in the company’s best interest with the utmost of good faith.

**Harmony**- When working at the service it is expected that you resolve any workplace issues promptly and within the guidelines set out in policy.

**Integrity** – When you work at the service it is expected that people will work following our policies and procedures and in a reliable manner.

**Respect**- It is expected that when working at the service you deal with co-workers and parents in a manner that is courteous and respectful.

**Safety**- When you work at the service you must do everything practicable to ensure that your work space is safe and without risks to health.

## **Our Objectives**



- **That all children are valued and respected as an individual.**
- **To extend and develop each child’s skills, knowledge and interests through successful experiences.**
- **Encouraging the development of a healthy self-concept and positive self-esteem.**
- **To encourage social development so each child learns to interact successfully in a variety of situations.**
- **To be sensitive and respectful of varied cultural and religious practices.**
- **To provide an environment that encourages children to develop their capabilities and interests at their own pace and according to their individual needs.**
- **To provide a warm, nurturing and safe environment that encourages the development of the whole child.**
- **To be a support to all families in all aspects of child development.**
- **To provide qualified experienced and caring staff to meet the needs of the individual children.**

### **Parent Involvement**

At Kingaroy Child Care Centre we operate an open-door policy, where parents and family are welcome into the Centre at any time. Parent participation sends strong positive messages to your child that you support them and are part of the childcare environment. There are many levels of parent participation and we appreciate that time is of a premium for all parents, but we will be willing to accommodate any form of involvement you may desire to assist you and your child, which will ultimately subsidise the whole centre. Our educators sincerely wish for you and your child to be happy and feel welcomed at our centre. Communication is a vital ingredient to the success of this partnership.

Full Parent involvement in the centre can be accommodated to meet your availability and commitments. Such as:-

- Assist in fundraising
- Attend special activities and functions in the centre
- Volunteer time
- Suggestions for programming
- Feedback of service
- Attend parent/teacher nights
- Assisting with the development and review of policies and procedures

Siblings are always welcome in our centre when children are being dropped off, picked up or attending other centre functions, however, the educators cannot assume responsibility for them while they are at the centre.

### **Settling your child into care**

The centre understands that settling into childcare can be an emotional time for both children and their parents. It may be your first experience in a service or your child may be transitioning to a new room in the centre. At times children have difficulty separating from their families, the reactions and length of time they take to settle into their environment depends on each child, their previous experiences and their age.

Families can assist their child by;

- Spending time at the centre with their child as they settle into care.
- Show confidence about your decision to use a centre based service, displaying trust with the service will send the message of reassurance and that it is a wonderful place to be.
- Ensure you have informed educators about your child's likes / dislikes / routines and individual preferences for food and drink.
- If your child is anxious and upset as you leave confidently say goodbye and leave. An anxious child will never settle while the brain is sending them into flight and fight- so we ask that if your child is distressed please leave and this gives us an opportunity to send warm messages to the brain and therefore lesson the anxiety.
- It is very normal that when your child sees you in the afternoon they may retrigger the anxiety and will become upset again- talk to them about what they did!

The service will assist your child by;

- Ensuring that each family has participated in the enrolment and orientation process.
- Allowing the orientation process to be flexible to meet the needs of all families.
- Ensuring that there are effective procedures for moving to a new room.
- Rostering educators allowing for consistency for new children and families.

### **Fees and Attendance**

On enquiry at the centre, you will be given information outlining the fee structure and the method of payment. **It is a policy of the centre to have all fees paid fortnightly in advance. Failure to pay fees may lead to cancellation of your child's enrolment.**

To aid in the payment of child care fees, from the 1st July 2000 the Commonwealth Government has provided Child Care Subsidy to eligible families to reduce fees. Parents, please note it is your responsibility to apply for this scheme and to follow the relevant guidelines. Families need to ensure that if multiple % are applied for that you inform the director which % to apply. Unless a sibling attends our service the lowest % will be applied.

If you have difficulty paying your fees, please do not hesitate to contact the service and we may be able to help. We require advance notice (2 weeks) of any cancellation of your booking. Failure to do this may result in fees being charged in lieu of adequate notice.

### **Child Care Subsidy**

**Child Care Subsidy is a payment provided by the Commonwealth Government to approved long day child care centres, family day care schemes and occasional care services. This subsidy is then used to reduce the amount that parents are required to pay to the centre. Parents may apply for Child Care Subsidy through their local Family Assistance Office Ph: 13 61 50 between 8am and 8pm Monday to Friday. (www.familyassist.gov.au) Child Care Subsidy is based on each family's income and the onus is on each family to ensure they have a current Assessment Notice in order to receive the payment. Full fees will be charged if you do not have a current assessment. In order to receive Child Care Subsidy, parents must sign each of their children in and out EVERY day they attend care. On return to the centre after any absence, parents also must sign the attendance sheets indicating a reason why the child was away to ensure that Child Care Subsidy is given during the absence. Parents who do not receive the subsidy are also required to follow these procedures of signing for their child's attendance.**

### **Priority of Access**

**This centre follows the following policy in relation to priority of access as set out by the Government.**

**Priority One –A child at risk of serious abuse or neglect.**

**Priority Two–A child of a single parent who satisfies, or of parents who both satisfy the work/ studying/ training study test under section 14 of the *New Tax System Act 1999*.**

**Priority Three –Any other child.**

**Within these main three categories priority should also be given to the following:**

- **Children in Aboriginal and Torres Strait Island families.**
- **Children in families which include a disabled person.**
- **Children in families with lower incomes.**
- **Children in families with a non-english speaking background.**
- **Children in socially isolated families.**
- **Children of single parents.**

**Any child care centre that has no vacant places and is providing care for a Priority 3 child may require that child to leave the service in order for that service to provide a place for a child of higher priority. But only if:**

- **The person who is liable to pay child care fees in respect of the child was notified when the child first occupied the child care place and**
- **The service gives that person at least 14 days notice of the requirement for the child to leave the child care service.**

### **Allowable Absences**

**Allowable absences occur when your service can charge a fee for care and claim Child Care Subsidy when the child is not present. All families will be eligible for 42 days of allowable absences and absences caused by holidays or illness without a medical certificate. In addition, Child Care Subsidy will be payable for all absences due to:**

- **Illness (with a medical certificate)**
- **Attendance at pre-school**
- **Pupil free days**
- **Temporary closure of a service due to local emergency.**
- **Public holidays**
- **Shared care arrangements due to a court order, consent order or parenting order.**

### **Late Fee**

**We ask for your cooperation in dropping off and collecting children within our operating hours. If at any time you have an emergency and are going to be delayed, please contact the centre. Educators can then allay your child's concerns and make plans for their own commitments. A late fee of \$1 per minute will be applied for using care outside of your child's booked sessional time, also a late fee of \$10.00 may apply if your child is not collected by 6pm. The late fee is not subject to Child Care Subsidy. This late fee is to cover the overtime rates for educators. This will be at the discretion of the director or closing certified supervisor.**

### **Holiday Fees**



**It is our policy that fees are payable for holidays taken throughout the year, all families are entitled to four weeks holiday rate: that being 50% of the normal gap fee. This is on the condition that accounts are up to date.**

#### **Public Holidays**

**It is our policy that half the gap will be payable for public holidays: that being 50% of the normal gap fee.**

#### **Attendance Changes**

**It is the parent's responsibility to notify the centre of any changes to the child's enrolment details in advance.**

#### **Dropping off and picking up your child**

**A parent or authorised nominee known to the service educators must bring children into the centre. When leaving your child in the mornings, please ensure that you make yourself and your child's presence made to an educator. Only authorized persons (as indicated on the enrolment form) will be allowed to collect children from the centre. Please notify educators of any changes regarding the adult who is collecting your child if they are not authorised to collect. An adult other than ones known to the centre requires identification (preferably photographic). Parents with custody orders must provide a copy to the office. In the case of non-custodial parent arriving to collect the child, educators may contact the police and provide the copy of the order for the police to enforce. Children will not be allowed to go home with a parent/guardian in contravention of a custody/court order held at the centre. Such custody/court orders should be brought to the services attention on enrolment.**

#### **Prolonged Absence**

**Absence from the centre for longer than 2 weeks without notification or being uncontactable, reserves the right to cancel the enrolment. Any outstanding debt may be sent to the centre's debt collecting agency.**

#### **Arrivals**

**In the event of an employee being late for this shift, we ask that you remain with your children until the educators arrives or is replaced with alternative educator. The centre acknowledges the inconvenience of such an event, however, needs to comply with regulations stated in the Act (2002).**

#### **Attendance Records**

**It is a legislative requirement that all children are signed in and out of the attendance record each day. This also includes days in which the child has been absent for any reason. CCB can be cancelled for attendances that have not been signed for, thus parents will be charged full fees.**

#### **Our Developmental Programs**

**In January 2010, Kingaroy Child Care Centre began to use the Early Years Learning Framework as a basis for the curriculum for our developmental programs.**

#### **Implementation of our programs and routines**

**We aim to provide an atmosphere and environment in which all children are able to realise their full potential. Indoor and outdoor experiences are an integral part of our program and routine. Play is central to a child's development therefore opportunities for both structured and spontaneous activities are provided. Play is a child's unique way to learn about their world. It is also a means of expressing knowledge from previous experience. We aim to provide opportunities for boys and girls to play freely regardless of any stereotype roles they may choose. If you would like to discuss your child's development we will always make time for this.**

#### **The importance of play**

**At Kingaroy Child Care Centre, we cannot emphasise enough, the importance of play. Children learn through play. They will learn far more, far quicker and with enjoyment, in a structured play environment, than by trying to 'teach' them letters, and reading and maths in a formal setting. Inappropriate formal teaching, too early, may cause frustration in children, and subsequently lower their self image and 'turn them off' learning. Often this frustration, when children can't complete tasks which in reality are not appropriate to their level of development anyway, results in behavioural challenges and other ongoing problems.**

**Children discover through their 5 senses - called sensory motor (or multisensory) learning. By exploring and manipulating 'actual' (concrete) materials, children develop an understanding of many concepts which they will use in life. It is important to stimulate children with toys of different colour, texture, size, shape, smell and sound and to allow their imaginations to guide their**

learning. What a child discovers for him/herself is of most subsidy because it has personal meaning for them. It allows children to experience success, playing at a level appropriate to them and give time for learning to happen.

Play develops children's self esteem. A positive self image influences children's ability to learn. They feel confident to experiment with new materials and learn to understand that 'things going not quite to plan' is a part of learning. This translates to being able to feel confident in a new situation.

Language development is stimulated in play scenarios. Children develop a 'bank' of words to use to describe objects and situations in a time when their language is developing very quickly. The more experiences they are exposed to, the richer their language will be.

Cooperation (playing with other children/adults) also enhances learning. Children learn from each other, and also importantly from the role models of the adults interacting with them. When cooperative interactions are encouraged, children refine their language and thinking and develop positive relationships.

#### **Recording your child's learning**

Recording and collecting examples of your child's learning experiences and achievements is very important for understanding the thinking processes of both adults and children. By making learning visible it immediately becomes something to share. Documentation gives children and adults alike an opportunity to revisit their thinking – either together or alone.

#### **Documenting the curriculum**

Educators at Kingaroy Child Care Centre will show the curriculum through a variety of methods that include:

- Observations
- Artwork samples
- Photographs
- Stories and pictures of class projects
- Contributions from parents and families.

Through documentation we are able to see the thinking of both adults and children. By observing, documenting and reflecting on children's experiences, educators are able to gather information and determine the ideas of potential experiences that could be used to build on the emerging skills of your child. Parents are invited to discuss the activities and experiences with the service educators at any time.

#### **Positive behaviour guidance**

Children face many challenges throughout their lives. Learning acceptable behaviours and being able to regulate their own behaviours in different social and emotional environments, or when interacting with their peers or adults, are two of those challenges.

Our child behaviour management policy is centred on the importance of respect and dignity for the child, acknowledging and accepting children's feelings and encouraging these feelings to be expressed.

Our program promotes a positive approach to managing the behaviour of all children. We believe in encouraging children to resolve problems, defeats and frustrations where appropriate. This can be achieved by exploring possible solutions, and helping children understand and deal with their emotions. This will depend on the child's age and level of development.

#### **Communicating with families regarding behaviour**

Families are always welcome to express their thoughts, expectations and feelings openly with educators. Should a child's behaviour begin to affect overall classroom management, the director will ensure the following processes are adhered to;

- Organise formal and informal meetings to provide feedback to parents regarding the problems being raised in the classroom.
- Families are to be encouraged to make an appointment with their family GP and if necessary ask for a referral to a paediatrician.
- If possible we may arrange with the family a short break for the child to allow educators and the child a break. This will give everyone time to take a breath and the child a chance to stop the cycle of behaviour.

Families who are unwilling to follow through with centre recommendations will have their care reduced to more manageable times or ultimately if the centre feels they are unable to manage a child's care taking into consideration, the child's welfare, the rest of the group and educators then

the centre will be forced to cease care. This decision would not be taken lightly and would be the last resort.

### **Rest and Relaxation**

All children are required to have a special time to relax or rest during the day; it enables them to gather their thoughts and strength for the rest of the day. It is our policy that if a child falls asleep, they are in need of a rest and will not be woken unless requested by parents personally. Some children may not need sleep, but will be encouraged to rest their bodies for a short period. After this quiet activities will be available for selection.

### **Health and Wellbeing**

At Kingaroy Child Care Centre, we encourage children to cultivate an understanding of nutrition and how to keep themselves healthy. We provide meals for children for morning, afternoon teas and light snacks that constitute a balanced diet and are nutritionally sound. Our centre menus are developed in collaboration with children, families and educators, using current knowledge from recognised food and nutrition authorities. We ask that all families provide a healthy lunch which may consist of a sandwich, yoghurt, fruit and small healthy snacks. Please also provide a drink bottle consisting of only water. Foods that do not sit on the Healthy Food Pyramid will have them returned home as legislatively we cannot allow them to be eaten. Should you be unhappy with this policy please phone Education Queensland Early Childhood Department.

### **Meeting individual needs**

Where your child has special nutritional requirements (allergies, intolerances, etc.) please inform your child's educators and make a note of these needs on your child's background information sheet and enrolment form. The centre will always respect a families wishes, religious beliefs and lifestyle. Should you not want your child to participate in any food activity or menu item please list this on your child's background information sheet and enrolment form. This will then be passed onto the appropriate educators. Individual requirements will be recorded in the kitchen and rooms for educators to follow.

### **Asthma Anaphylaxis and Diabetes Action Plans**

Children with life threatening illness's will need to have an a Medical Management Plan. Parents/guardians will need to make sure it is updated at least twelve monthly. Any changes in how we manage your child's condition must have their medical management plan updated and this may include guidance from medical practitioners and or new plans issued. For e.g. if your child is allergic to egg and we have a Anaphylaxis plan for that we will not try to reintroduce egg without doctors authority or a new plan. Reintroduction of allergy foods should be done outside of the childcare environment.

### **Special Occasions and Celebrations**

Due to their being anaphylactic allergies within the service the following procedure will be taken for all birthday cakes as well as any other foods that enter the service for sharing. Our current children have anaphylaxis to eggs and nuts, therefore we ask that:

- Items to be store bought that display the list of ingredients.
- The food item will be taken to the kitchen fridge – not room fridges.
- An educator will check the ingredient list for know allergies.
- The item will be labelled with a sticker that states “Do not give too\_\_\_\_\_ (child's name)
- The educator will find an alternative food and place with the special food.
- The educator who performs this will advise all room staff that they have a special food for sharing and that their anaphylactic child has their own special food.

### **Breast Milk and Bottle Feeding**

Children who require a bottle during rest time will be supervised and the bottle removed once they have finished. All bottles and drink cups will be stored in the refrigerator. Each morning parents are required by legislation to sign in all bottles to the bottle register. Leftover milk will not be reheated and bottles will be washed before being returned home for sterilisation.

### **Dental Health**

Kingaroy Child Care Centre is committed to the reduction of dental disease in early childhood. The centre will make every effort to reinforce and educate the children on healthy eating and dental care. Daily tooth brushing is essential in preventing tooth decay and gum disease. Within the centre the children will work in conjunction with Queensland Health to promote:

- Establishing early habits of tooth brushing.
- Promote tooth brushing at home.
- Reinforce new skills.
- Educate children on dental care and healthy foods.

### **Healthy Eating and Physical Activity**

Physical activity, combined with a nutritious and balanced food intake contributes to a child's health, wellbeing and self-esteem. Young children require at least 30 minutes of moderate to vigorous physical activity a day for general health and wellbeing and to develop healthy bones, muscles and joints.

The centre encourages all children to have 30 minutes or more of physical activity a day. We play an important role in promoting fitness, which assists in reducing health problems such as childhood obesity and diabetes. We endeavour to do this through individual and whole group gross motor experiences.

### **Biting**

Biting is not uncommon in young children. Children who bite usually do so because they are frustrated or angry. They often act impulsively and quickly, and are too young and unable to think of other choices or consequences. Children usually bite because their language skills are not yet developed to express themselves. Teething may also be a cause of biting. Biting is most frequent in the 13<sup>th</sup> to the 30<sup>th</sup> month old age bracket. When biting occurs, it is often VERY distressing for parents. Please remember that this is a natural phase of development for some children, and will be dealt with in an appropriate manner by the service educators.

Educators and parents should consider frequency of the occurrences, time, the conditions, environment, the child being bitten and the circumstances prior to the occurrence. Educators and parents are encouraged to discuss strategies to be used at home and at the centre in order to discourage the idea of biting.

### **Specific Needs**

Before enrolling your child at our centre, it is important to discuss with us any specific needs your child might have and how we can meet them. Planning for children with specific needs requires careful thought and often the assistance of specialists. It is important to know how the specific needs may or may not affect the child's learning and activities. This information will help us to meet the needs of the child and seek assistance from specialist and support workers.

Please help us provide good care for your child by bringing to our attention any special needs or development concerns your child may have.

### **Hygiene**

Universal hygiene precautions are implemented by educators, who also encourage children to practice effective hygiene procedures. Hand washing prior to eating and after toileting is supervised. Educators either wear gloves and/or wash their hands after wiping children's noses to assist in prevention of infectious diseases. Posters display nappy change procedures and all information is covered in our policies and procedures handbook. We encourage you to read them and uphold them when visiting our centre.

### **Toileting**

Educators will encourage children to maintain good hygiene practices i.e. hand washing with soap and drying or wiping hands when complete. Children are encouraged to go to the toilet individually. During toilet training, educators will endeavour to support efforts made at home. Hygiene is very important to us. Educators clean toilets, sinks, floors and tap fittings with hospital grade disinfectant, twice times a day or when required.

### **Health**

Epidemics of infectious illnesses such as Whooping Cough, Diphtheria, Poliomyelitis, Measles, Mumps and Rubella have been rare in Queensland in recent years because most people in the community have been immunized against them. These diseases do continue to exist in our communities and unimmunized children are not only at risk themselves, but also put other children at risk. National Health and Medical Research Council has endorsed the use of Hepatitis B vaccine (HBV) for all infants. HBV should be administered at birth, 1 month and then again at 6-12 months of age.

It is a legislative requirement for parents to provide a copy of children's immunisation details upon enrolment, and to update them as necessary. If an outbreak of any of the above diseases occurs within a centre, any children who do not have updated immunisation records will be considered as unimmunized children and will be excluded for the period of the outbreak.

### Current Immunisation Schedule

Age	Disease Immunised Against
Birth	<ul style="list-style-type: none"> <li>• Hepatitis B</li> </ul>
2 Months	<ul style="list-style-type: none"> <li>• Diphtheria –Tetanus- Whooping Cough</li> <li>• Hepatitis B</li> <li>• Haemophilus Influenzae type B</li> <li>• Polio</li> <li>• Pneumococcal disease</li> <li>• Rotavirus</li> </ul>
4 Months	<ul style="list-style-type: none"> <li>• Diphtheria –Tetanus- Whooping Cough</li> <li>• Hepatitis B</li> <li>• Haemophilus Influenzae type B</li> <li>• Polio</li> <li>• Pneumococcal disease</li> <li>• Rotavirus</li> </ul>
6 Months	<ul style="list-style-type: none"> <li>• Diphtheria –Tetanus- Whooping Cough</li> <li>• Hepatitis B</li> <li>• Haemophilus Influenzae type B</li> <li>• Polio</li> <li>• Pneumococcal disease</li> </ul>
12 Months	<ul style="list-style-type: none"> <li>• Measles- Mumps- Rubella</li> <li>• Meningococcal C Disease</li> </ul>
18 Months	<ul style="list-style-type: none"> <li>• Haemophilus Influenzae type B</li> <li>• Chickenpox</li> <li>• Measles, Mumps and Rubella (MMR)</li> </ul>
4 years	<ul style="list-style-type: none"> <li>• Diphtheria – Tetanus – Whooping Cough</li> <li>• Measles- Mumps – Rubella</li> <li>• Polio</li> <li>• Pneumococcal</li> </ul>

**Your Local public health unit: Darling Downs Public Health Unit Environmental Health ph.4631 9888**

#### **Injuries, Illness and Infectious Diseases**

**We take your child's safety very seriously. If your child has an accident or becomes ill while in our care, we undertake to**

- **Immediately provide medical aid to your child if necessary; and**
- **Notify you of the nature of the accident or illness.**

**In order to facilitate these requirements, it is imperative that you ensure that our medical records and authority forms are kept up to date and current contact numbers are always maintained. In the event of your child developing symptoms of an infectious illness while in our care, you or another authorised person will be contacted immediately and asked to collect your child.**

- **In the event of a minor incident, first aid will be administered by an educator and recorded. If a more serious incident occurs, parents will be contacted immediately. Please ensure the centre has current contact telephone numbers, both for parents and for emergency contact persons. Staff will notify educators of any incidents or changes when ending their shift. In the case of a serious accident if you cannot be contacted, the certified supervisor or person in charge, will seek medical attention for your child (if it is deemed necessary).**
- **If your child sustains an injury while at our childcare facility, an incident report form will be completed by the appropriate educator outlining the nature of the incident, the nature of the injury and all follow-up procedures taken to comfort your child. This report form will be provided to you and you will be required to sign an acknowledgment that you are aware of the injury/incident.**

#### **Exclusion**

**The National Health and Medical Research Council have laid down specific guidelines for the recommended minimum periods of exclusion from childcare facilities for cases of and contact with infectious diseases. Excluding sick children and educators is one of the most effective ways of limiting the spread of infectious diseases. Understandably parents may find this difficult and the**

centre certainly sympathise with working/ studying parents on this matter however all children and educators in the service need to be considered.

A certificate of clearance from a doctor may be required upon returning a child that has had or has been exposed to an infectious illness. The centre may require you to use our medical clearance that is attached to our illness record. You will recognise that we have a responsibility to all educators and children at the centre to protect their health. The centre may be forced to refuse your child access to the centre until a clearance certificate has been obtained if your child has suffered from an infectious illness.

The centre strictly follows **Staying Healthy in Childcare 5<sup>th</sup> edition**. This can be found in the foyer. Although as per our policy, there may be times where exclusion decisions will be made by the director.

#### **Administering Medication**

If it is necessary for medication to be administered to your child, while in attendance at the centre, it is your responsibility to ensure that the educators are aware of this fact and the appropriate medication administration forms are completed. Please tell an educator on arrival and ensure that an Authority to Administer Medication has been completed.

The same conditions apply in respect of natural/herbal medicines. Such medicines will not be administered by our educators unless you have a letter from your child's naturopath to accompany the medication and have completed the medication administration form as above indicating that an educator has been given permission to administer this medication. The Naturopath also needs to include a **dispensing label** on the medication.

Once the appropriate authority has been completed, an authorised educator will be placed in charge of administering the medication to your child. Each dose given to your child will be recorded on the Administration of Medication Record Form and this will be signed by the authorised educator and co-signed by another educator who witnessed the administration of the medication. Cough drops/lollipops or vitamin tablets **WILL NOT** be administered under any circumstances.

If for any reason medication is to be administered outside these guidelines, you will be notified immediately. Such guidelines help us to provide a quality environment that ensures continuing, proper care and safety of your child through the supervision and maintenance of each child's health.

#### **Panadol**

Fever is one of the body's ways of removing germs, it is generally a sign that there is an infection and that the body is fighting that infection. In the event that your child has a fever the centre will ensure the child is offered additional fluids, remove excessive clothing and monitor the way your child looks, behaves and their level of alertness. Due to the damage that Panadol can cause to the liver, the decision to administer paracetamol will not be made lightly. Parents will initially be contacted and should a fever reach 38 or above and picking up the child is still a little way off then Panadol may be administered by an educator to reduce the risk of convulsions. Parents will be required to sign the medication form upon arrival. "**Staying Healthy in Childcare 5<sup>th</sup> Ed.**" *Centre's Panadol is for emergencies only*. If you require your child to have Panadol during the day, please supply your own and complete a centre medication form

#### **Child Protection**

Kingaroy Child Care Centre is committed to the safety, wellbeing and support of all young people within our centre. Management, educators and volunteers will treat all children with the utmost respect and understanding. In making this commitment to provide a safe and friendly environment, all children will be made to:

- Feel safe and protected from harm.
- Be heard.
- Be respected and have input into planning and activities.
- Have their best interests considered and upheld.

The centre strongly supports an environment where children and young people feel happy and comfortable. We understand that this directly relates to our educators who manage our rooms and management who oversee the centre's key operational procedures. To ensure that all educators and volunteers have a clear understanding of their role the centre has developed specific job

descriptions and processes outlined in the centre handbook. Kingaroy Child Care Centre requires all educators to hold a blue card as outlined in the Child Protection Act 1999.

### **Emergency and Evacuation Procedures**

In case of an unforeseen emergency situation, every effort will be made to contact parents to collect their child. The service is fitted with safety devices, which are maintained regularly. Regular fire drills are necessary for regulation purposes. If you are present at a fire drill, you are required by law to participate. Emergency evacuation plans are displayed in the centre. Educators are familiar with evacuation procedures and policies. Parents and visitors to the centre will be asked to make themselves familiar with the evacuation plan and where hoses and first aid equipment is to be found. Every effort will be made to make evacuation procedures enjoyable rather than stressful events for the children. Regular emergency procedures give the children an opportunity to become familiar with the routine and planned evacuation.

### **Sun Protection**

Parents are asked to provide child with adequate clothing that protects them from UVR. The Queensland Cancer Fund (2001) recommends clothing with the following features:

- Dark colours
- Collars and sleeves
- Closely woven fabric
- Natural fibre.

Educators will:

- Practice Sun Smart behaviour
- Apply sunscreen to every child before exposure to the sun when the UV rating is higher than moderate.
- Encourage children to play in shaded areas.
- Maintain suitable dress codes during outdoor experiences.
- Apply sunscreen to faces and arms at regular intervals during the day.

The centre will:

- Provide outdoor activities placed in shaded areas where possible.
- During summer, outdoor activities should be planned before 10.00am or after 3.00pm.
- As per Cancer Council guidelines, we recommend that during summer months, children and educators do not wear sleeveless items of clothing.
- Provide sun protection awareness activities will be included in the program.

### **Grievance and Conflict Resolution**

Parents are requested to raise any concerns they may have regarding their child's care with educators in the first instance. This should be followed up by speaking to the director/ certified supervisor, if the concern has not been satisfactorily resolved.

If you have any suggestions please do not hesitate to contact the service, so that appropriate action can be taken. Parent suggestions can also be placed in the fees box.

All concerns will be dealt with in the following manner:

1. With confidentiality.
2. Meet with the Educators or Director (if appropriate) to discuss the issue.
3. The operations manager (Julie Watts) may be informed of the grievance and discuss with the director possible strategies to resolve the grievance.
4. Meet with the parents to discuss the grievance document outcomes. Meetings will be conducted with two members of Kingaroy Child Care Centre.
5. Outside agencies or community resource programs may be accessed if families and the centre require the support.
6. The centre may engage the resources of an independent Conflict Resolution Centre to assist with mediation of a dispute.
7. The centre insists that through the conflict resolution process the centres Code of Conduct must be adhered to.

Parents have the right to contact the local Education Department and their contact details can be found on their website or in the service foyer.

### **Educators**

Our Centre has a policy of employing qualified educators under the Education and Care Services National Regulations. Educators are encouraged to participate in professional development in order to broaden and upgrade their skills. The Nominated Supervisor is responsible for the overall

management of the service. The service maintains correct educator to child ratios as defined by the Education and Care Services National Regulations 2010. The service maintains correct educator to child ratios as defined by the Education and Care Service National Regulations 2010. The ratios are:

- 6 weeks – 2 years – 1:4
- 2 years – 3 years – 1:5
- 3 years up to and including preschool age – 1:11
- Over preschool age – 1:15

### **Relief Educators**

The centre has diligently built a core of relief educators that are familiar to the centre and the children. This has been achieved to assist in the continuity of care when permanent educators are absent.

### **Students, Volunteers and Visitors**

From time to time, you will see new faces at the centre. Volunteers and students are screened before participating in our daily activities and must adhere to our philosophy whilst at the centre. At no stage will a volunteer worker or student be left in charge of a group of children. However, they will interact with the children, giving help and attention as needed.

### **What to Bring**

**Babies (6wks-15mnths) Toddlers (15mnths – 2.5yrs) and Kindy (2.5 years – 3.5 years)**

**Parents of Babies, Toddlers and Kindy children need to bring the following items in a bag:-**

1. A Healthy Lunch
2. Bottles / Drink bottle – filled with water.
3. Two (2) complete spare sets of clothes
4. Items the child is attached to i.e. dummy, teddy bear, etc
5. Sheet in material bag e.g. pillowcase / blanket in cooler months.
6. Suitable footwear.

**Senior Kindy 3 – 4 years and Pre-Prep 4 – 5 years**

**Parents of children in these age groups need to bring the following items in a bag:-**

1. A Healthy Lunch
2. A drink bottle – filled with water.
3. Sheet in a material bag e.g. pillowcase/blanket in cooler months
4. 2 changes of clothes (even if they are toilet trained, we often have water play/messy play)
5. Suitable footwear.

Please do not send children in good clothing. It is best to send clothes that can become a little dirty, that enable uninhibited play and that can be easily managed by the child. Children should be dressed according to climate. For example, light cotton clothing that will provide protection from the sun and sandals in summer. In cooler months, warmer clothing layers that can be taken off as the day warms up, with shoes and socks, are most appropriate.

### **Arts and Crafts Material**

In our quest to extend each child's imagination and creativity, certain materials are useful. We can use any of the following listed:

Alfoil  
Wood off cuts/sawdust  
Tinsel/pipe cleaners  
Cotton reels  
Dress up clothes  
Seeds / Shells  
Old typewriters / old phones  
Paper  
Old calculators / old cameras  
Lids

Sandpaper  
Sheets / Old bedspreads  
Buttons  
Cardboard  
Music – tapes, CDs  
Hessian  
Cardboard boxes  
Old radios  
Wool / Lace / Felt / Material scraps  
Wrapping paper

Basically anything!!!