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# parent handbook 2018

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*In the first five years of life, your child's brain develops faster than at any other time; experiences during this time are the foundations that shape the health, happiness, growth, development and learning achievements throughout life.*

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**Definitions:**

- **Services:** This includes all services managed by Yarram Early Learning Incorporated such as:
  - Long Day Care
  - Kindergarten
  - Out of School Hours Care (after school)
  - Vacation Care (school holiday program)
  
- **Director:** is the person who manages the day to day running of services, including staffing, managing enrolments, processing of child care fees and ensuring that Education and Care Regulations are implemented.
  
- **Educator:** Staff who care and educate for your child while attending the service with qualifications including but not limited to:
  - Certificate 3 in Early Childhood Education and Care,
  - Diploma of Early Childhood Education and Care,
  - Advance Diploma of Early Childhood Education and Care,
  - Bachelor of Early Childhood Education

## Welcome

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The Educators of Yarram Early Learning hope that your time with us will be a rewarding experience for both you and your child.

Yarram Early Learning Centre is an integrated 72 place non-profit service operated by Yarram Early Learning Incorporated. The Centre is an accredited Child Care Service, approved and funded by the Commonwealth government and licensed by the Australian Children's Education and Care Quality Authority and will be supported by the Department of Education to ensure ongoing compliance with the National Quality Framework.

Our aim is to provide a quality service that meets the needs of the families in our community. It is our policy to work side by side with parents in the care and education of their children at a most important stage of their development.

The Early Learning Centre is open for fifty weeks per year, closing for approximately two weeks over the Christmas/New Year period, and on public holidays.

Out of School Hours Care provides care for school age children during school terms for before and after school. Vacation Care operates during the school holidays, providing full day care for school age children. **The Out of School Hours Care service is based at the Yarram Primary School, please see our OSHC Handbook for more details.**

## Philosophy

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This philosophy describes what Yarram Early Learning Incorporated believes to be the crucial components in achieving quality care and education.

The quality of the care is critical to your child's wellbeing, identity and sense of belonging. This quality must permeate all aspects of the environment, program and interactions with adults and other children and be actively responsive to the variety of needs, interests and abilities of all children.

We believe that the early childhood years are a unique and crucial stage in the child's life. Each individual child should be provided with the opportunity, through play, to grow in all developmental areas at their own rate in order to reach their highest potential.

The program provided to your child should support and welcome them to feel comfortable while in care, encourage individuality, diversity and contributions and provide continuity of care practices, resources and input from the child's family.

We believe by learning through play, not only solitary but with others, children learn to solve their problems, increase their knowledge, skills and confidence and explore their environment.

Day to day occurrences offer opportunities for children to develop skills such as managing their own behaviour and feelings positively, listening to others, sharing resources and ideas and resolving conflict through compromise and guidance.

Every child is inherently worthy of nurture and should be understood in the context of their age, culture and day to day experience of the world. Behavioural strategies include positive guidance, clear boundaries and immediate consequences (such as following through on agreements and guidance strategies) and starting each day fresh and new. This

commitment is careful in recognising individual needs as well as respecting, valuing and making provision for the cultural diversity of all children.

## National Quality Framework

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On 1 January 2012 the National Quality Framework took effect, setting a new National Quality Standard and creating greater consistency for early education and care services across Australia. These new reforms have improved Educators-to-child ratios and Educators qualifications requirements to ensure Educators are better equipped to lead activities that help children learn and develop.

## Early Years Learning Framework

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

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

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



For further information on the Early Years Learning Framework visit [www.acecqa.gov.au](http://www.acecqa.gov.au)

## Our Commitment to families

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Our commitment to our families is reflected in all we do.

We will:

- Provide the children in our care with a happy and safe environment that recognises their individuality, cultural identity, capabilities, interests and skills.
- Provide fully qualified educators and teachers to oversee your child's individual educational program and assist them with a comprehensive school readiness program when it is time for your child to make the transition to formal schooling.
- Provide a wide range of education resources that are age and developmentally appropriate for all children at the centre.
- Provide rich, open-ended environments both indoors and outdoors that invite children to explore, make choices and empower them to make decisions about their learning.
- Seek feedback from everyone who accesses the service on our policies and procedures to ensure they meet everyone's needs.
- Acknowledge the importance of children, parents and Educators as partners in a learning community that promotes the well-being, education and development of all children.



Play activities planned by our educators allow children to naturally develop and have their opportunity to guide their own learning.

## Our Program

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Our Educators and Teachers are committed to providing a high quality program that caters for the needs, interests and abilities of all children. Educators and Teachers will regularly observe from your child's participation within the programs their developmental achievements, current learning interests and skills.

These observations support us to create individual objectives and devise strategies that enhance your child's ongoing learning and development. Families are welcome to ask our Educators and Teachers about your child's development at any time.



Educators appreciate it when parents:

- ❖ Help their children understand that learning is important.
- ❖ Set expectations for learning, by taking into account their child's ability.
- ❖ Show an interest in what their child is learning and what is happening at the centre.
- ❖ Remember that at this age, playing is a learning tool.
- ❖ Read the memos and information sheets that are sent home or via email.
- ❖ Take note of important dates on the calendar.

Observations of your child's progress, including photographs, conversations and creative works are recorded regularly in his/her portfolio. This portfolio is available for you to view at any time.

If you wish to take your child's portfolio home you are welcome to do so. We ask that you return it to the service so that we can keep updating it. You will be given the portfolio to take home and keep at the end of each year.



# What to expect on your first day

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**Please Note:** *You are welcome to visit and become familiar with the Centre, settings and Educators before commencing care. See Appendix 1 for first day checklist.*

## Arrival

An Educator will welcome you and your child/ren to the Centre, showing you where to store their bags, where to put their lunch, drinks and other personal items.

On arrival at the centre you are asked to do the following:

- Document the time, sign and print your name, along with the expected collection time and name of person collecting your child.
- Present your child to the educator in charge.
- Place belongings in their locker.

Each child must be signed in and out of the centre every day that they attend. This is a legal requirement that we must follow. (*refer to the Delivery and Collection of Children Policy*) These records are used in case of emergencies and for the calculation of the Child Care Benefit (CCB).

## Departure

Before your child leaves the centre you are asked to do the following:

- Come into the room and greet your child.
- Collect your child's belongings
- With your child, say goodbye to the Educator in charge of the group.
- Document the time, sign and print your name.

We will not release your child into the care of any persons not listed on the enrolment form. If team members do not know the person by appearance they must be able to produce some form of photo identification to prove they are the person authorised to collect the child on the enrolment form. (*refer to the Delivery and Collection of Children Policy*)

Families will be given an information pocket which is where you can find your newsletters, fees and other relevant information.

## Late Pick Up

Wherever possible please contact the service if you or the person due to collect your child is running late. If your child is not collected within 10 minutes after closing time Educators will try to ring you at your home and/or work number and each emergency number until there is a positive response. If no person can be contacted after a period of 20 minutes, Educators will contact the police. (*refer to the Delivery and Collection of Children Policy*)

The Centre's hours of operation relate directly to the terms of the licence and insurance policies. Therefore caring for children outside normal hours means that we may breach the Child Care Regulations, which is a serious offence.

## Settling into care

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It is natural for both parents and their children to have difficulty parting from each other, particularly when they have not previously been parted for any length of time. Each child's experience of starting care is different and while some children eagerly join right in, other children need a longer time to adjust.

Here are a few suggestions we hope will help make settling in your child easier:

- Be positive about starting. If you are apprehensive about leaving your child, they will be apprehensive too. (Children tend to pick up on parent's feelings and often mirror them.);
- Let your child bring in something comforting from home such as a favourite stuffed animal or a security blanket OR give your child an object that belongs to you such as a scarf or an old wallet, or an extra set of house keys (of no value). This often works well as the child feels reassured that you would return to collect it;
- Allow 5-10 minutes time to settle your child. Either rushing in and out or lingering too long can add to the anxiety;
- Establish a routine for dropping off your child. Children usually like some time to put away bags etc first THEN like you to settle them into an activity before giving a special goodbye signal such as blowing a kiss. Try them out along with any other ideas you may have to see what works best. When you find something that works stick to it;
- Always say goodbye to your child. Children feel insecure and become clingy if they think you may suddenly 'disappear';
- Leave quickly and smoothly once you have said goodbye. If you have forgotten something please ring the centre rather than returning to go through the separation process again. If you are having difficulty separating from your child, please let one of our Educators know so that they can quickly comfort your child and allow you to go;
- If your child is quite distressed during your routine and will not be comforted, it is generally better not to stay too long. Children generally settle in the first few minutes after parents leave and staying only prolongs the period that your child is distressed;
- Allow our Educators to guide you. Educators saying "Give Dad a kiss and a cuddle" or "It's time for Mum to go to work now" are giving you a cue that now is probably a good time to go;
- If you are ever worried during the day please feel free to ring us at any time. The settling in process can sometimes be just as upsetting for the parent and a phone call may just ease your mind. Likewise, if we feel your child is not coping with their day we will ring you;
- If your child experiences any difficulty or if you notice something in particular that helps, please talk to one of our Educators. Each child is an individual who may need to be given help and support so that they can feel happy and secure at the Centre. We want the experience to be a positive one for both you and your child.

## What your Child needs

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**Please see Appendix 1 for a full list of items to pack for your child.**

Make sure your child's clothing, bag, lunch box etc is "child friendly" ie. Is sufficiently easy enough for the child to be able to perform the task themselves, helping them to become more independent (eg elastic waistbands, velcro shoes).



**Please label all clothing, drinks and lunch items;**

**No** responsibility will be taken for lost possessions; any unclaimed items will be placed in the lost property.

Please dress your child in comfortable clothing that is easily removed for toileting and suitable for running, climbing, painting and playing in materials such as sand, water etc. Make sure your child is also wearing safe, comfortable shoes. **Thongs and clogs are not acceptable.**

Yarram Early Learning Centre Sun Protection Guidelines requires children to be dressed in clothing that gives protection from the sun. A loose fitting cotton T-shirt which covers the shoulders and the back of the neck is preferred as well as a wide brimmed or legionnaires hat.

Although we provide protective clothing for the messier activities, children may get dirty / wet. Please send children in "play" clothes.

## Healthy Eating Policy

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Yarram Early Learning Centre promotes healthy eating to children and parents of the Services. We ask for a healthy nutritious lunch and snacks to be sent into care for your child. We encourage children to drink plain milk and water only while in care. (*refer to the Nutrition Policy*).

*Nude Food* is also encouraged, this is food without excess packaging. *Nude Food* is a part of the Centre's Philosophy and the children's program experiences. *Nude Food* reduces the amount of 'stuff' that needs to go in bins to be sent to landfill. Durable, reusable containers are a great way to bring food, as they may last from pre-school through to high school and beyond, providing long term cost savings and environmental benefits.



We suggest that food for Kindergarten children is to be sent in a lunch box with a cold pack. This practice helps them to prepare for school where their lunches are no longer able to be refrigerated.

## Fees

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Fees are printed on a fortnightly basis. The centre operates 50-51 weeks per year and the fee is set to allow the centre to meet all operating expenses. Fees remain payable even when your child is absent through illness or for any other reason. Fees are not payable for the time the centre is closed over the Christmas/New Year period. (refer to the Fees Policy).

### Fees:

|                               |                                                   |
|-------------------------------|---------------------------------------------------|
| Daily Fee:                    | \$85.00                                           |
| Weekly Fee:                   | \$400.00                                          |
| After School Care Session:    | \$11.00 per hour                                  |
| Before and After Kinder Care: | \$6.50 per half hour                              |
| School Holiday Care:          | \$60.00 per day *Excursions are an additional fee |
| Kindergarten Term Fee:        | \$360.00                                          |

### Payment of Fees:

There is a number of payment options available to you including:

**Direct Deposit:** Payment details will be printed on the bottom of your account statement.

**Cheque:** Posted into cash box outside the office

**Centrepay:** This payment is made directly from any Centrelink payments you may receive.

**EFTPOS/credit card:** This service is available from the office.

**Cash:** Please see the office.

### Late Payment of Fees:

We request your account be paid within the timeframe stated on your invoice to prevent care being cancelled. If you are experiencing difficulty in paying your account we encourage you to meet with the Director to discuss a repayment plan to ensure continuation of your child's care. Any failure to make 'fee repayments' as agreed to, then the following will apply: (refer to the fee policy)

- Two weeks in arrears – a stamp with “*overdue payment would be appreciated*” will be stamped on your invoice; families will be invited to attend a meeting to discuss the range of support options available and establish a payment plan.
- More than two weeks or no arrangement for payment has been made – a letter advising you if outstanding fees are not paid by a certain date then your child's enrolment will be cancelled and given to another family on the waiting list;
- Your child's placements may also be terminated if they are absent from the Centre for two weeks or more without any notice;
- Continual or habitual lateness in payment of fees can jeopardise the child's enrolment at the Centre. (refer to the fee policy)
- If a decision is made to withdraw the child's place at the service, the parents/guardians will be provided with notice in writing.

### Debt Collection:

Yarram Early Learning Centre engages Prushka debt collecting services which utilises Mendelsons National Debt Collection Lawyers. If Prushka cannot contact you using your last known phone number or address they will attempt to contact you through the other Emergency Contacts that are listed on your child's enrolment form.

## Child Care Absence Fees

If you are claiming Child Care Benefit (CCB), a maximum of 42 days absence per financial year applies. If you exceed the allowable absence limit, CCB will not be payable on any further absence days. If your child is away due to any of the below, please provide us with required documentation so the absence can be recorded as approved.

Additional approved absence reasons may be:

- Illness with a medical certificate
- Non-immunisation
- Rostered day off
- Rotating shift work
- Temporary school closure & Pupil free day
- Shared care arrangements
- Attendance at Preschool
- Exceptional circumstances

**Please Note: At any time your child is absent from care you will be charged the full day rate (refer to the Fees Policy). Please notify the centre as soon as possible, and inform us of the estimated length of absence. Please contact us know if your child is ill with an infectious disease to allow Educators to keep an eye out for similar symptoms in other children**

## Withdrawal from Care

If you withdraw your child from care, we request two full weeks' notice in writing. The notice is required in order to provide the centre time to fill the vacancy. If your child does not attend the centre during this period, full fees are still payable.

If you cancel care during the last 4 full weeks prior to the Christmas closing period, fees must still be paid till the end of the year regardless of two weeks' notice being given.

Notice of withdrawal will be accepted during the normal opening hours of the centre, but will not be accepted during the centres two week close down over the Christmas period. The notice of withdrawal is effective from the date it is lodged with the centre.

Your child's place will be cancelled if absent from the Centre for more than two weeks without the Director being notified.

**NB: If your child is absent from care on the last day/s of care, Child Care Benefit is not able to be paid. Parents will be billed for the full cost of care for this period.**

## Occasional/Casual Bookings

Occasional/casual bookings may be made **if spaces are available**. Cancellation of casual bookings will require 24 hours notice as educators will be employed based on bookings. If notification of a casual care cancellation is not received by 8:30am the working day before the booking, full fees will be charged as the service needs to cover operational costs such as staffing.

## Centre Closure Dates

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The Centre closes for approximately 1-2 weeks between the Christmas and New Year period, no fees are charged to you during this time.

Occasions when the Centre will close are as follows:

- Australia Day (January)
- Labour Day (March)
- Good Friday and Easter Monday
- Anzac Day (April 25th)
- Queen's Birthday (June)
- Melbourne Cup Day (November)
- AFL Grand Final Public Holiday
- Any other date as advised (i.e. Educator professional development days)

**Please Note: Fees will be charged for all public holidays unless indicated. If requested we will try to 'swap' your normal care days that fall on a public holiday for an alternate day that week, subject to place availability.**

## Waiting List

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Each room at the Centre is limited to a maximum number of enrolment places. On occasions where you require ongoing extra child care days your child's details will be added to the waiting list.

### Enrolling Siblings

Children are enrolled in the centre strictly in the order in which their waiting list applications were lodged at the centre. If you are interested in adding a sibling's name to our waiting list please do so as soon as possible

## Immunisation

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Under the 'No Jab, No Play' law, to finalise enrolment for a child, parents/carers have to provide the service with an immunisation status certificate that shows their child:

- is fully immunised for their age OR
- is on a vaccination catch-up program OR
- is unable to be fully immunised for medical reasons.

An immunisation status certificate is a statement showing the vaccines a child has received and is available from the Australian Childhood Immunisation Register (ACIR).

You can request this form from the Australian Childhood Immunisation Register by;

- Phone: 1800 653 809
- Email: [acir@medicareaustralia.gov.au](mailto:acir@medicareaustralia.gov.au)
- Website: [www.medicareaustralia.gov.au/online](http://www.medicareaustralia.gov.au/online)
- Visiting a Medicare Service Centre



## Am I Eligible for Government Assistance

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Child Care Benefit (CCB) is a payment made by the Commonwealth Government to help families with the cost of quality child care. The percentage of CCB will vary according to your circumstances as this rebate is means tested. Applications can be directed to the Family Assistance Office by telephoning on 136 150, or call into your local Centrelink Office.

You will be required to contact the Family Assistance Office (FAO) to obtain a Customer Reference Number (CRN) for each child and parent, prior to completing our enrolment form. Once you have applied for CCB, you and the Centre will be notified of the percentage of Childcare Benefit that you are eligible for.

- CCB will only be available from the date stamped on the application by the Family Assistance Office. The full fee is payable for any period where a CCB assessment has not been received by the Centre, or where the assessment is no longer current.
- It is your responsibility to contact the Family Assistance Office if there is any change to circumstances that may have bearing on the amount of fees to be paid and eligibility for any subsidy.

CCB is based on an approved hourly fee, not on our centre fee. Therefore, it can be quite complicated to work out what your reduced fee will be. 100% Childcare Benefit does not mean you do not pay any fee. When the centre receives your notification of percentage, we will work out your reduced fee and can let you know what your weekly fee will be.

### **Please ensure that you apply for your CCB prior to your child commencing care**

The Child Care Rebate (CCR) is a payment from the Federal Government to assist working families with the cost of childcare with the ability to claim 50% off child care fees for long day care.

If you wish to claim the CCR you must opt to receive CCB as a weekly reduction (even if your CCB percentage is zero).

Your care usage will be reported to the Family Assistance Office. You will have the option for the CCR to be paid directly to the service which means a reduction of your account, or the CCR can be paid directly into a banking account of your choice. Contact Centrelink for further information.



## Exclusion from Care

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### Due to Illness

As a general principle, children should not be brought into the Centre unless they are able to cope adequately with the normal daily routines and activities. Please use your own judgement. Your child may not be contagious but if generally feeling unwell may need to stay at home for rest.

Your child will not be able to attend the Centre for any period of time during which:

- He/she is suffering from a disease or condition which is contagious through normal social contact. (refer to the Dealing with Infectious Disease Policy)
- A medical practitioner has recommended that he/she not attend childcare.

Or if your child is so sick that he/she:

- Requires four hourly paracetamol
- Has been unwell prior to arriving at the centre.
- In the first 24 hours of receiving antibiotics.
- Has been hospitalised in the last 48 hours.
- Sleeps at unusual times.
- Has a fever of 38 °C
- Is crying constantly as a result of discomfort due to illness.
- Is reacting badly to medications.
- Has a green runny nose- indicates infection
- In need of constant one to one care.
- Has two loose bowel motions
- Has an unknown skin rash
- Is vomiting

If your child becomes ill at the Service you or your emergency contacts will be asked to collect him/her from care. If your child has been sent home from the Centre due to ill health he/she will be required to stay at home for a minimum of 24 hours to recover. All child illnesses will be recorded in the illness book in your child's room.

If sent home due to diarrhoea they must have had a 'normal' bowel motion before returning to the Centre and be symptom free for at least 24hrs. If your child has been prescribed antibiotics they can return to the service 24hrs after the first dosage. For any contagious illness or an unspecified rash you must produce a doctor's certificate stating the details of the illness and that your child is no longer contagious and fit to return to care.

If any condition or illness usually prevented by immunisation occurs at the service, children who have not yet been immunised against that illness or condition may be excluded from care for their own safety and wellbeing as directed by the Department of Health.

### Due to Infectious Diseases

The Service has adopted the Department of Health's recommendations regarding the exclusion of children from the Centre because of illness as outlined in the table at the end of this booklet. You will be notified of any common Infectious Diseases at the Centre, by notices posted on the parents' noticeboard and through newsletters.

**If your child contracts any of these infectious diseases whilst at the Centre, the exclusion periods listed in the table will prevail. See Appendix 2 page 22**

## Medical Conditions

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If your child has a medical condition, Medical Forms (available from the office) are to be completed before your child can commence their enrolment at the centre. These forms will include a Medical Action Plan, Communication and Risk Assessment Forms.

### Allergies

If your child has severe allergies, asthma or any other condition that requires regular treatment or prevention, you must complete an action/emergency management plan on enrolment so we can provide the best care for your child in an emergency. (*refer to the Dealing with Medical Conditions Policy*).

*Action plans for severe allergies are available from the Director, your family doctor or at [www.allergy.org.au](http://www.allergy.org.au)*

### Asthma



If your child suffers from asthma or develops asthma whilst enrolled at the centre, please let Educators know as soon as possible. You **must provide** an asthma action plan completed along with your child's doctor (*refer to the Asthma Policy and the Dealing with Medical Conditions Policy*). Action plans for asthma are available from the Director, your family doctor or at [www.asthmaaustralia.org.au](http://www.asthmaaustralia.org.au). Please update this whenever your child's asthma plan changes.

If your child has an asthma plan, the medication required in the plan must accompany your child to care.

### Anaphylaxis

If your child is at risk of Anaphylaxis you **must provide** the centre with a written medical action plan from your child's doctor stating the allergy and the prevention or treatment. Parents will then be required to fill out an Emergency Management Plan and written consent for Educators to use the Epipen/Anapen in line with this action plan. (*refer to the Anaphylaxis Policy and the Dealing with Medical Conditions Policy*)



*Action plans for anaphylaxis are available from the Director, your family doctor or at [www.allergy.org.au](http://www.allergy.org.au)*

**Parents must comply with the Centre's policy that no child who has been prescribed an Epipen/Anapen is permitted to attend service or its programs without their Epipen/Anapen. This medication must be stored in an insulated Medication Bag.**

### Coeliac Disease

If your child has been diagnosed with Coeliac Disease please collect an Management Action plan and Risk Minimisation Plan from the director. These forms must be completed before enrolment so that we can provide the best care for your child. (*refer to the Dealing with Medical Conditions Policy*).

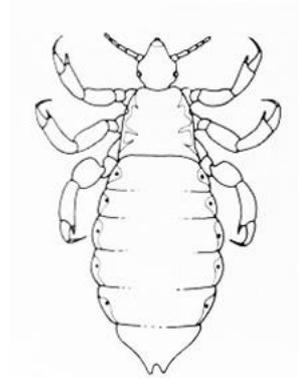
## Head lice

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If educators have located live head lice in your child's hair you or the listed emergency contacts will be contacted to collect the child. (*refer to the Dealing with Infectious Disease Policy*).

We will request you treat the lice with an appropriate treatment and your child may return to care when there are no visible live lice in the child's hair.

A note will be placed on the door when we have had 3 cases of lice.



## Medication

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If your child requires medication while they are attending the service you must complete the medication form which identifies the name and amount of medication to be administered by Educators. Educators will also be required to complete this form when medication is administered to your child. (*refer to the Administration of Medication Policy*)

Educators will only administer medication that is currently in date, has the name of your child

clearly on the label, and will only administer the amount as prescribed by the medical practitioner. (*refer to the Administration of Medication Policy*).

In the case of a high fever, parents/guardians will be notified and asked to collect the child as soon as possible to take the child to a doctor/hospital, or an ambulance will be called to the service. While the service is waiting for the child to be collected by the parent/guardian, staff will use measures such as removing clothing and encouraging intake of fluids, to keep the child cool, comfortable and well hydrated.

If parents/guardians request that educators administer paracetamol, educators will;

- Verify the parent/guardian authority with another staff member over the phone
- Administer only to a child who has a temperature above 38°C
- Administer only to a child who is over 6 months of age
- Administer only one dose in any instance
- Use only single doses and disposable droppers/applicators
- Administer the most appropriate concentration/dosage for the child
- Complete an illness/incident form for the parent to sign

## Child Protection

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Early Childhood Teachers at the centre are mandatory child protection reporters. This means that they are required by law to report any suspicions of child abuse to the Department of Human Services. (*refer to the Child Safe Environments Policy*).

For further information please see the Child Protection Guidelines [www.dhs.vic.gov.au](http://www.dhs.vic.gov.au) or speak to the Director.

## Authorised Nominee's

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### Persons Authorised to collect child

We will only release your child into the care of either parent/guardian listed on the enrolment form, or a responsible person nominated by you to collect your child (*refer to the Delivery and Collection of Children Policy*). Non-custodial parent/guardian mentioned on court orders relating to the child cannot be listed on the enrolment form (*refer to Acceptance and Refusal of Authorisations Policy and Delivery and Collection of Children Policy*).

In an emergency you can give verbal permission over the phone to the room leader or Director and one other member of staff for anyone not already listed on the enrolment form to collect your child, this person will be required to provide photo ID (such as drivers licence) Only you can give this permission, messages will not be accepted from any other person.

In the event a parent or other person is under the influence of alcohol or drugs another person on the Authority to collect list will be contacted to collect your child. (*refer to the Acceptance and Refusal of Authorisation Policy*).

**The Service can only permit a person to collect your child if we have permission from you.**

### Emergency Contacts

On the enrolment form you will have been asked to provide the names, contact numbers and addresses of at least two responsible persons who can collect your child on your behalf in case of an emergency or illness (*refer to the Delivery and Collection of Children Policy*).

Should you be contacted by the Director or any Educator that your child is unwell or injured arrangements for collection from care must be made as soon as possible.

In the event your child remains at the Service ten minutes after closing and staff have been unable to contact anyone to collect your child the Department of Human Services, or the police will be notified. (*refer to the Delivery and Collection of Children Policy*).

### Change of Details

**Please let the Service know as soon as possible if any details such as address, phone numbers, allergies, and collection authorities etc have changed. These will need to be adjusted on your child's enrolment form and are vital in case of emergency situations.**

## Privacy and Protection of other children and families

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Staff and families must adhere to the Privacy Act 1988 and respect the privacy of the children and families that use the Centre (*refer to the Privacy and Confidentiality Policy*).

Under **no** circumstances are parents to approach other parents using our services in regards to their child's behaviour, or any other issues that may occur. Under the same circumstances, parents are also not to approach other children attending our services.

If you have any concerns, please speak to the Educators or Director and the matter will be dealt with appropriately.

## Confidentiality

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Confidentiality of all matters concerning the Service and families must be maintained at all times. Educators cannot give out any details contained in child's records to any other persons or discuss details of any child who has caused injury to other children at the centre. Any information you share with an Educator will remain confidential unless it relates to any form of physical harm which meets the mandated requirements of reporting. (*refer to the Privacy and Confidentiality Policy*)

## Communicating with Parents and Parent Involvement

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We will endeavour to communicate with you in a variety of ways to encourage input and involvement. The following means of communicate are available to you.

- Verbally
- In writing - through suggestion sheets, feedback forms and enrolment forms.
- Making an appointment to speak with an Educator.
- Telephone.
- Email = yarramelc@gmail.com

If you have any concerns or difficulties communicating with us, we will attempt to provide the resources and materials necessary to offer an effective form of communication. This may be achieved through providing information in a language other than English, sign language or gestures, or using an interpreter.

We invite you to become involved in the program should you choose. This may be through sharing skills with the children and Educators such as music, cooking, singing, dancing, accompanying on excursions etc. Sharing of information or suggestions may help improve our current practices.

### Newsletters

Yarram Early Learning will distribute a fortnightly newsletter via your parent pocket. We appreciate any articles, information or suggestions that you would like to see in the newsletter, they can be forwarded to the Educators or the Director as well as submitted via our email address yarramelc@gmail.com.

The Newsletter will inform you of any upcoming events and information on child care and health issues. From time to time you may also find notices/reminders on the front door.

## Toilet Training

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Toilet training will be discussed with you when your child appears ready. A routine that is consistent with both the Service and at home will be implemented for the child. Please make sure an adequate amount of spare clothing is provided.



## Sunsmart

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Yarram Early Learning Centre is an Accredited Sun Smart Centre. The Sun Smart policy has been adopted by the Centre to ensure that your child is protected from skin damage caused by the harmful ultraviolet rays of the sun. The policy will be implemented throughout the year during all outdoor activities. (*refer to the Sun Protection Policy*).

Children are required to wear appropriate clothing which fully covers the shoulders. A legionnaire or broad brimmed hat during outside play in warmer months is also required (term 1+4) sunscreen to children before outside play, beanies are acceptable over the Winter months (Terms 2+3). Educators will be expected to role model these sun smart practices (*refer to the Sun Protection Policy*). If your child/ren need a specific type of sunscreen, please notify staff and you will need to supply their own labelled sunscreen. Please ensure your child's hat is clearly labelled.

## Rest Time

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Your child will be given the opportunity to rest or sleep if required. We respect the needs of all children and will allow them to sleep at any time through the day according to their individual requirements.

All sleep equipment meet Australian and New Zealand Safety Standards.  
*During rest time quiet activities will be set up for the non-sleeping children to explore at their own leisure.* Please send a comfort toy/blanket and/or dummy if your child requires these for sleep.



## Transition between rooms

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When Educators feel it is an appropriate time for your child to begin transition to the next room they will discuss this possibility with you. Any concerns you have in regards to this process will be taken into account prior to confirming transition.

You will have the opportunity to meet the Educators in the next room and discuss your child's routine, interest etc with them. Educators will observe his/her behaviour so any emerging behaviour patterns can be monitored and assessed as to whether transition at this time is appropriate.

When Educators and you feel confident that your child is ready they will then move up to the room permanently. (This is subject to availability of space)

# Safety & Emergency Procedures

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## Excursions

Written permission will be required prior to your child being taken out of the Service by any Educator. (*refer to the Excursion and Service Events Policy*). This authorisation can only be given by the enrolling parents. A form detailing the following must be completed and signed.

- The reason why your child is to be taken outside the premises
- The date your child will be taken outside the premises
- The proposed destination
- The method of transport
- The proposed activities
- The period of time when your child will be away from the premises
- The number of Educators and any other responsible person who will accompany and supervise the children.
- Your expression of interest to accompany staff during the excursion.

**Please Note; during any excursion the Educator in charge will carry a first aid kit, a mobile phone and your emergency contacts.**

## Evacuation

All Educators have been trained in safety evacuation procedures

As part of the Education and Care Regulations staff will practice the evacuation procedure every three months. Evacuation will be to the nominated area where we will assemble and mark the daily roll to make sure that all children have been identified as present. We will then wait until the building would be safe to enter or in the case of a real evacuation, you or an emergency contact will be notified of the emergency and requested for your child to be collected. (*refer to the Emergency and Evacuation Policy*).

We will notify you in advance of any evacuation practice we have planned so you are prepared when your child tells you about their day

## Birthday Cakes

Recognition of your child's special day is an important celebration for him/her. If you would like your child to share birthday cake with the other children in his/her room we are happy for this to happen. It is a requirement of Education and Care Regulations that the ingredients of any food to be provided to children in the service have a list of ingredients on display. We would appreciate if you supply a listing of the ingredients at least one week prior to the day this will give us adequate time to check any allergies of other children. (***refer to the Dealing with Medical Conditions Policy***)

## Accidents

All accidents/incidents requiring first aid will be written up in an Accident, Injury, Trauma and Illness record. The person who collects your child will be notified and asked to sign the form as confirmation that you have been notified. We ask that you contact us should you seek medical attention for your child in relation to the accident/incident (*refer to the Incident, Injury, Trauma and Illness Policy*).

As per Education and Care Regulation all Incidents/Accidents that require medical advice are forwarded to the Department of Education.

In the case of an accident or emergency resulting in the need for immediate medical attention parents will be contacted along with a call for an ambulance. Any cost incurred from Ambulance Victoria will be your responsibility (*refer to the Incident, Injury, Trauma and Illness Policy*).

## Smoke Free Environment

All services provided by Yarram Early Learning Incorporated are smoke free areas. Parents, Educators and all other visitors are requested to refrain from smoking within the indoor OR outdoor play spaces at any time. Please advise any other persons that may collect your child of this requirement. (*refer to the Child Safe Environment Policy*).

## Behaviour management

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In a child care setting we experience a range of behaviours. Should any inappropriate behaviour be demonstrated by your child, we will work closely with you so we can try to work through why the behaviour is occurring and how to respond to ensure consistent strategies between home and the Service. If appropriate we will consult external professional advice (with your permission). (*refer to the Interactions with Children Policy*).

If you are concerned about your child's behaviour or the strategies being implemented please feel free to discuss this with the relevant Educator or the Director.

No physical or emotional punishment is permitted. The 5 key principles of good behaviour management are **Calm**, **Consistent**, **Caring**, **Fair** and **Firm**.

## Compliments, Comments and Complaints

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Keeping in touch and working together is the best way to ensure a high quality education for our children, and to help ensure their success not only in the centre and the early years, but also in life.

Should you have any complaints about staff or the service please follow the grievance procedures:

- Day-to-day care issues of your child/ren - please refer to the Educators caring for your child and/or the Director.
- Policies/Fees/Child Care Benefit/Bookings etc. - please refer to the Director.
- Management issues - please refer to the Director or the Committee of Management



It is important to resolve issues as they arise and ensure your right to privacy regarding your complaint/concern is upheld at all times (*refer to the Complaints and Grievances Policy*) All feedback is welcome and imperative to the ongoing success of the Service

**If you feel the need to take the matter further, contact the Department of Education and Early Childhood Development Moe Office on 03 5127 0400 and ask to speak to a Children's Services Adviser**

## Appendix 1 First Day Checklist

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There are some important things you need to make sure you have completed for the first day. Please use this checklist to make sure that nothing is missed.

### The paperwork:

- Completed enrolment form (all pages are complete, initialled and signed)
- Completed additional information for staff form.
- Copy of your child's Birth Certificate
- Current immunisation status of your child from the Australian Childhood Immunisation Register. You can request this form from the ACIR by;
  - o Phone: 1800 653 809
  - o Email: [acir@medicareaustralia.gov.au](mailto:acir@medicareaustralia.gov.au)
  - o Website: [www.medicareaustralia.gov.au/online](http://www.medicareaustralia.gov.au/online)
- Contacted Centerlink regarding Child Care Benefit and/or Child Care Tax Rebate
- Completed medical plans for your child if required.

### Butterflies Room (0-2 years)

- 1 child's bag.
- Nappies (at least 6-8) if not using centre nappies.
- At least 2 complete changes of clothes including socks and shoes
- 1 cuddly toy or other comforting item for rest time (optional).
- If using a formula, please supply own bottles filled with pre boiled water and pre-measured formula in a container.
- If using expressed milk, please label bottles with the date and time of expression.
- Dummy (if used) and container to store it in.
- If your child is eating solids, lunchbox with morning tea, lunch and afternoon tea as well as a drink bottle filled with water.
- A hat to be left at the centre (legionnaires or broad brimmed).
- Winter Clothing in Terms 2 and 3 including a Coat, Beanie, mittens etc.

### Heron/Lizards/Kindergarten Room

- 1 child's bag (needs to fit into locker space).
- 6-8 nappies if required or 2 pairs of underpants (more if toilet training)
- 1 spare set of both summer and winter clothing (more if toilet training).
- 1 cuddly toy or other comforting item for rest time (optional).
- Lunch box with plenty of healthy food for your child throughout the day including Morning Tea, Lunch and Afternoon Tea, plus a Cold Pack for Kindergarten children.
- Drink bottle with water
- A hat to be left at the centre (legionnaires or broad brimmed).
- Winter Clothing in Terms 2 and 3 including a Coat, Beanie, mittens etc.
- Appropriate footwear for active play

### Out of School Hours:

- Plenty of Healthy Afternoon snacks

### Vacation Care:

- Lunch box with plenty of healthy food for your child throughout the day including Morning Tea, Lunch and Afternoon Tea.
- Drink bottle with water
- A hat (legionnaires or broad brimmed).
- Winter Clothing when appropriate including a Coat, Beanie, mittens etc.

## Appendix 2 Table of Infectious Diseases

### Minimum Period of Exclusion from Schools and Children's Services Centres of Infectious Diseases Cases and Contacts

In this Schedule 7 "medical certificate" means a certificate of a legally qualified Medical Practitioner.

| Condition                                                   | Exclusion of Cases                                                                                                                                                                                             | Exclusion of Contacts                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Amoebiasis ( <i>Entamoeba histolytica</i> )                 | Exclude until there has not been a loose bowel motion for 24 hours.                                                                                                                                            | Not excluded.                                                                                                                                                                                                                                                                                                                         |
| Campylobacter                                               | Exclude until there has not been a loose bowel motion for 24 hours.                                                                                                                                            | Not excluded.                                                                                                                                                                                                                                                                                                                         |
| Chickenpox                                                  | Exclude until all blisters have dried. This is usually at least 5 days after the rash appears in unimmunised children, but may be less in previously immunised children.                                       | Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded.                                                                                                                                                                           |
| Conjunctivitis                                              | Exclude until discharge from eyes has ceased.                                                                                                                                                                  | Not excluded.                                                                                                                                                                                                                                                                                                                         |
| Diarrhoea                                                   | Exclude until there has not been a loose bowel motion for 24 hours.                                                                                                                                            | Not excluded.                                                                                                                                                                                                                                                                                                                         |
| Diphtheria                                                  | Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later. | Exclude family/household contacts until cleared to return by the Secretary.                                                                                                                                                                                                                                                           |
| Hand, Foot and Mouth disease                                | Exclude until all blisters have dried.                                                                                                                                                                         | Not excluded.                                                                                                                                                                                                                                                                                                                         |
| Haemophilus influenzae type b (Hib)                         | Exclude until at least 4 days of appropriate antibiotic treatment has been completed.                                                                                                                          | Not excluded.                                                                                                                                                                                                                                                                                                                         |
| Hepatitis A                                                 | Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.                                                                                     | Not excluded.                                                                                                                                                                                                                                                                                                                         |
| Hepatitis B                                                 | Exclusion is not necessary.                                                                                                                                                                                    | Not excluded.                                                                                                                                                                                                                                                                                                                         |
| Hepatitis C                                                 | Exclusion is not necessary.                                                                                                                                                                                    | Not excluded.                                                                                                                                                                                                                                                                                                                         |
| Herpes ("cold sores")                                       | Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.                                                 | Not excluded.                                                                                                                                                                                                                                                                                                                         |
| Human immuno-deficiency virus infection (HIV/AIDS)          | Exclusion is not necessary.                                                                                                                                                                                    | Not excluded.                                                                                                                                                                                                                                                                                                                         |
| Impetigo                                                    | Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing.                                                                                       | Not excluded.                                                                                                                                                                                                                                                                                                                         |
| Influenza and influenza like illnesses                      | Exclude until well.                                                                                                                                                                                            | Not excluded unless considered necessary by the Secretary.                                                                                                                                                                                                                                                                            |
| <b>Measles*</b>                                             | Exclude for at least 4 days after onset of rash.                                                                                                                                                               | Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case, or received NHIG within 144 hours of exposure, they may return to the facility. |
| Meningitis (bacteria - other than meningococcal meningitis) | Exclude until well.                                                                                                                                                                                            | Not excluded.                                                                                                                                                                                                                                                                                                                         |

| Condition                                          | Exclusion of Cases                                                                                                                    | Exclusion of Contacts                                                                                                                                                                                                                                                                       |
|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Meningococcal infection*</b>                    | Exclude until adequate carrier eradication therapy has been completed.                                                                | Not excluded if receiving carrier eradication therapy.                                                                                                                                                                                                                                      |
| <b>Mumps*</b>                                      | Exclude for 9 days or until swelling goes down (whichever is sooner).                                                                 | Not excluded.                                                                                                                                                                                                                                                                               |
| <b>Pertussis*</b> (whooping cough)                 | Exclude the child for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment.       | Contacts aged less than 7 years in the same room as the case who have not received three effective doses of pertussis vaccine should be excluded for 14 days after the last exposure to the infectious case, or until they have taken 5 days of a course of effective antibiotic treatment. |
| <b>Poliomyelitis*</b>                              | Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery.                                    | Not excluded.                                                                                                                                                                                                                                                                               |
| Ringworm, scabies, pediculosis (head lice)         | Exclude until the day after appropriate treatment has commenced.                                                                      | Not excluded.                                                                                                                                                                                                                                                                               |
| Rubella (german measles)                           | Exclude until fully recovered or for at least four days after the onset of rash.                                                      | Not excluded.                                                                                                                                                                                                                                                                               |
| Salmonella, Shigella                               | Exclude until there has not been a loose bowel motion for 24 hours.                                                                   | Not excluded.                                                                                                                                                                                                                                                                               |
| Severe Acute Respiratory Syndrome (SARS)           | Exclude until medical certificate of recovery is produced.                                                                            | Not excluded unless considered necessary by the Secretary.                                                                                                                                                                                                                                  |
| Streptococcal infection (including scarlet fever)  | Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.                             | Not excluded.                                                                                                                                                                                                                                                                               |
| Tuberculosis                                       | Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious. | Not excluded.                                                                                                                                                                                                                                                                               |
| Typhoid fever (including paratyphoid fever)        | Exclude until approval to return has been given by the Secretary.                                                                     | Not excluded unless considered necessary by the Secretary.                                                                                                                                                                                                                                  |
| Verotoxin producing <i>Escherichia coli</i> (VTEC) | Exclude if required by the Secretary and only for the period specified by the Secretary.                                              | Not excluded.                                                                                                                                                                                                                                                                               |
| Worms (Intestinal)                                 | Exclude until there has not been a loose bowel motion for 24 hours.                                                                   | Not excluded.                                                                                                                                                                                                                                                                               |

## Exclusion Guidelines for Other Diseases

Condition Exclusion of Cases Exclusion of Contacts

| Disease or Condition | Condition Exclusion of Cases              | Exclusion of Contacts                                            |
|----------------------|-------------------------------------------|------------------------------------------------------------------|
| Roseola              | Not excluded                              | Not excluded                                                     |
| Common Cold          | Not excluded                              | Not excluded                                                     |
| Cryptosporidium      | Excluded until diarrhoea has ceased       | Not excluded (school testing suggested if contact has diarrhoea) |
| Trachoma             | Until appropriate treatment has commenced | Not excluded                                                     |