

yarram
early learning
belonging, being and becoming



OSHC

Parent/Guardian Handbook 2025

156 Grant Street, Yarram VIC 3971

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03 5182 5190

<https://www.facebook.com/YarramEarlyLearning>

Welcome

The staff at Yarram Early Learning would like to welcome you and your family to our service. We hope that your time with us will be a rewarding experience for both you and your child. Each of our rooms here at the Centre have been named after creatures which are found in our neighbouring wetlands using the Gunaikurnai language:

Yarram Early Learning would like to acknowledge the Gunaikurnai people, the traditional custodians of our land on which we gather, learn and play and pay our respects to their elders, past, present and future.

Ngarawert Butterfly	Wook Gook Owl	Tarla Little Fish	Gidi Swan	Bataluk Lizard	Tiddalek Frog	Narrt Turtle Yarram OSHC	Ngurran Emu Alberton OSHC
8 weeks- 12 months	12-24 months	2-3 years	3- and 4- Day Care	3-year- old Kinder	4-Year- old kinder	Prep - Grade 6	Prep - Grade 6

Yarram Early Learning Centre (YELC) is a non-profit service that opened in July 2015 and is operated by Yarram Early Learning Incorporated. We run two Outside School Hours Care (OSHC) services and a Vacation Care service. Yarram OSHC is run from Yarram Primary School and Alberton OSHC which is run from Alberton Primary School. Vacation Care is held at Yarram Primary School. The OSHC programs operate 50-51 weeks per year, closing for between one or two weeks over the Christmas/New Year period and on all public holidays.

The Yarram OSHC service is a 30-place OSHC service providing care for children in Prep - Grade 6. We run before school care (7:30am-8:50am) and after school care (3:30pm - 5:15pm) from the Yarram Primary School BER Building.

Vacation Care is run during the school holiday terms from 8.30-5.15pm and is also based in the Yarram Primary School BER Building.

The Alberton OSHC Service is a 15 place OSHC service providing care for children in Prep - Grade 6. We run before school care (7:00am to 8:15am) and after school care (3:20pm to 5:45pm) from the OSHC building: The Ngurran room/Tech Shed.

We also run an integrated 141- place Long Day Care/Kindergarten service providing care for children aged 8 weeks - Preschool. The Long Day Care service is based in the Yarram Hub building at 156 Grant St, Yarram; and Kindergarten is based in the new Kinder building also located at 156 Grant Street. Please see our Long Day Care/Kindergarten Handbook for more details.

Our staff team is currently comprised of a Manager, Administration Officers, Finance Officer, Early Childhood Kindergarten Teachers and Early Childhood Educators and Support Staff with various qualifications in Early Childhood Education and Care. The service 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 is supported by the Department of Education to ensure ongoing compliance with the National Quality Framework.

Committee of Management

YELC is managed by a Committee of Management which is comprised of parents who use the services and other community representatives who have an interest in the operations of YELC. The Committee of Management is responsible for the operations of the service ensuring it meets all legal requirements and is financially viable. Parental involvement is very important at an advisory level to ensure the service is meeting family needs. All families are eligible to be on the Committee and are welcome to provide input into the operations of the service at any time.

Please feel free to speak to the Manager or staff to raise any ideas or issues. Information on how to join the committee is available from the office.



Philosophy

This philosophy acknowledges the Gunai Kurnai people as the traditional owners of the land where children are growing and learning. Educators are committed to providing learning experiences that reflect Aboriginal and Torres Strait Islander culture and traditions.

The Yarram Early Learning values of **Respect, Kindness, Honesty and Resilience** are the building blocks that help shape each child's sense of self, identity and how they interact with the world. These values are instilled through everyday interactions with educators, learning experiences, and specialised environments that make up the vibrant tapestry that is Yarram Early Learning.

Yarram Early Learning offers a welcoming, inclusive, safe, and nurturing environment where the rights of children are recognized and respected. The philosophy acknowledges the family as the child's first teacher, and educators work in partnership with parents to ensure that individual family cultures, values, and needs are reflected in the programs.

Educators recognize each child as a unique individual who brings a profile of strengths and abilities to be shared and celebrated across ages and stages of development. They form respectful and positive relationships with children making certain that all feel valued and appreciated for their personal interests and contributions. Sensory rich play-based learning environments are designed to inspire curiosity, open-ended exploration and discovery. They invite engagement which supports each child's development socially, emotionally, cognitively and physically.

Play is considered central for the overall well-being of each child and learning is presented to encourage imaginative hands-on investigations of a wide range of ideas, interests and topics, with teachers scaffolding children's learning as their inquiries unfold. Children are encouraged to engage in project-based learning which provides opportunities for independent and collaborative questioning, decision-making, problem-solving and creative thinking.

Across age groups educators design, implement and evaluate innovative and challenging programs that reflect Australian Government frameworks and guidelines, including the Early Years Learning Framework and the Victorian Early Years Learning and Development Framework. Children are supported to learn new knowledge, develop new skills, and achieve individual and group goals.

The programs incorporate the principles of Sustainability Education with children learning in, about and for the environment. Through the 'Walking Out' programs, children and educators engage in learning in the local natural world and in the built community. The primary aim is for children to develop a strong sense of belonging and connectedness to the special part of the Victorian landscape in which they live.



Parents/guardians are our biggest support. Your encouragement and any assistance you can offer is invaluable. You are encouraged to become involved with your child/ren's learning and any ideas or suggestions will be greatly appreciated. We are always happy to have visitors come in with interesting things to show and share, sing, teach or make with the children. Please ensure you discuss this with the Room leader prior to your visit. You can be involved by discussing your child's temperament, strengths, likes, dislikes, and any special interest with the educators.

Even though a parent/guardian's life is very busy, we would appreciate a few minutes when you bring and collect your child to talk about how he/she is enjoying/participating in their learning journey. The educators are available to discuss the program and activities at any time the service is open. However, families wishing to discuss matters of a more confidential nature are encouraged to make an appointment to meet with your child/ren's room leader.

To provide the best possible care, it is important for educators to be notified of any relevant information about your child/ren's health, development, and relevant personal/family matters. You are encouraged to view the 'Reflection Book' and Program on display outside each room and read our Newsletter to keep informed about our programs.

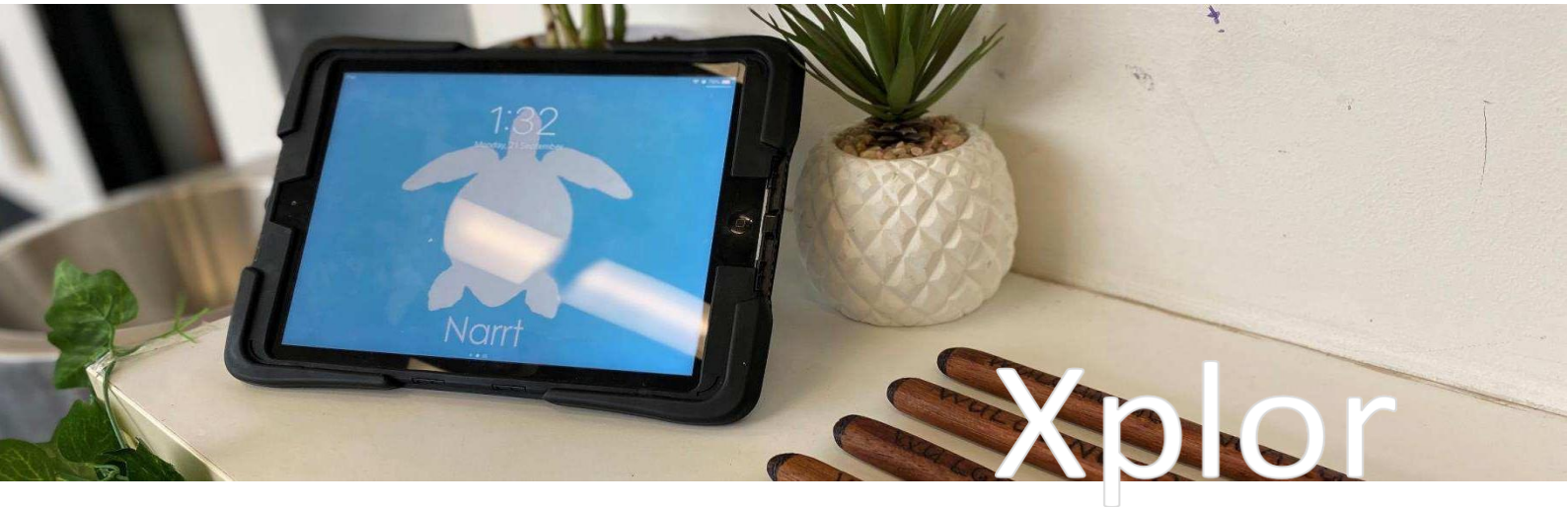
Educators appreciate it when parents:

- Help their children understand that learning is important.
- Set expectations for learning, by considering their child's ability.
- Show an interest in what their child is learning and what is happening at the Service.
- Read the memos and information sheets that are sent via Xplor.
- Take note of important dates on the calendar.
- Provide feedback to the service to help us with continuous improvement.

Signing in/Out

The educators will use the Xplor app to sign the children in and out of the service.

Download the parent app "XPLOR HOME" or login via the website at <https://home.myxplor.com/>



Xplor

Xplor app

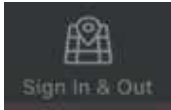
When you complete and return your child's Enrolment form you will receive a welcome email from Xplor. Xplor is the digital platform that YELC uses to connect parents to the service and their children's educators on one automated platform. Via the app you can:



View the observations and photos that document your child's developmental achievements, current learning interests and skills A record of sun



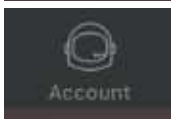
protection, incidents, and medical records.



Sign your child in or out of the service.



See your current bookings, advise us of when your child will be absent and request an extra booking.



View your current account balance, CCS rebates, fees, and payments. See any messages sent from Admin.

Communication

At YELC we use various methods to communicate with families which involve but are not limited to:

- In person during pick-up and drop-off or scheduled meetings.
- Newsletter: Distributed via Xplor Home app or hard copies available from the centre.
- Xplor communication: Distributed via Xplor Home app.

We use Xplor to notify parents of any important information. This may include public holidays, illness within the centre, health outbreaks, Christmas closure dates, change of room leader and staff, Newsletters, and Invitations. At times we may share information from outside sources that we feel may be beneficial for the families that attend the centre. To find the communications you will need to click on 'Account,' then on 'Admin Notes'.

We ask that parents please notify the centre if their child is going to be absent. This ensures we know where the child is and that they are safe and in the care of an approved person. This will alleviate the need for staff to contact parents. Please contact the centre on 5182 5190 or email admin@yarramelc.com.au. You can also send a notification through Xplor home app.



What to pack

What to Bring

1. A hat (broadbrim or legionnaire style). YELC is a SunSmart service and children are required to wear hats when outside (when the UV is 3 or above).
2. Sunscreen will be provided by the service, however if you would like to supply your own, you are welcome to do so.
3. A bag. A sturdy backpack to place their belongings in. The children attending vacation care go on a number of excursions and often take their bags with them. A bag that they are comfortably able to carry on their backs would be appropriate.
4. A drink bottle. Please ensure that the drink bottle is filled only with water. Please do not send any cordial or fruit drinks. Drink bottles will be filled up at various times throughout the day.
5. A healthy lunch box. Please ensure that all children come with enough brain food to last the day. It is better to over pack than not enough. Lunch boxes should include a cold pack to keep foods cold.
6. Spare clothes. Just in case! This is a must for all children. Often children engage in messy play or wet play at the service.

Please ensure that all personal belongings i.e: hat, clothes, bag, lunch box, containers and drink bottles are labelled clearly with the child's name.

Lunchbox

YELC promotes healthy eating to the children and parents who attend our service. We ask for a healthy nutritious breakfast (if required), fruit snack, morning tea, lunch, and afternoon tea to be sent into care for your child. We ask for children to drink plain milk and water only while in care (*refer to the Nutrition Policy*). Please avoid sending foods that are high in preservatives, colouring, sugar, and fat. These include foods like chocolate, lollies, sweet biscuits, and chips.

Nude Food is also encouraged. *Nude Food* is food without excess packaging. *Nude Food* is a part of the Services Philosophy and the children's program experiences. *Nude Food* reduces the amount of rubbish that needs to go in bins to be sent to landfill. Durable, reusable containers, Bento Boxes and sandwich pouches are a great way to bring food.

We suggest that the food for children is to be sent in an insulated lunch box with a cold pack.

We are more than happy to prepare your child's breakfast if they are dropped off early in the morning. There is a range of breakfast cereals, oats, and toast available.

For vacation care, you will need to supply food for a full day of care for your child.

Part of our after-school care program includes supplying food for afternoon tea. This can be in the form of cooking together as an activity or in pre-prepared healthy snacks.

Clothing

We understand children will be attending in their school uniforms for before and after school care. For vacation care please dress your child in comfortable everyday clothing that is 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 crocs are not acceptable.**

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

SunSmart

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

Children are required to wear appropriate clothing that fully covers their shoulders, and sunscreen is to be applied before outside play. A legionnaire or broad brimmed hat during outside play in the warmer months is also required (terms 1&4). Beanies are acceptable over the winter months (terms 2&3). Educators will be expected to role model these SunSmart 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 that includes the sunscreens expiry date. A permission form will be supplied for you to sign that will enable our educators to apply the special sunscreen.

Please ensure your child's hat is clearly labelled with their full name. YELC hats are available for purchase for \$15 from the office. YELC T-shirts are available for purchase for \$20.

Toys From Home

YELC discourages children from bringing valuable toys or personal items from home. Any toys brought in from home are the responsibility of the child and should remain in the child's bag.



Drop off/Pick up

Arrival

At Yarram OSHC, when the school bell rings at the end of the day the children will meet in Room 1 of Yarram Primary School and then they are walked over to the BER Building. Children who are coming from St Mary's Primary School are walked by a teacher from the school to the Yarram Primary School gates.

At Alberton OSHC, children will remain at the office and the OSHC educator will collect them and walk them across to the Ngurran Room/Tech shed.

Each child must be digitally signed in and out by educators in the service 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 Subsidy (CCS).

For vacation care families are expected to walk their children into the service and greet educators so that educators can sign the children in. Please do not drop children off in the car park.

Departure

At both OSHC services, families must come into the building to collect children; children will not be allowed to leave to meet families in the car park. Please do not ask your older children to collect your child. Anyone who picks up the children must be over 18 years of age and be on the authorised collection list.

An educator from OSHC will then let you know a little about your child's day and get you to sign any incident reports that may have occurred.

If the educators at OSHC do not know the person picking up your child by appearance they must be able to produce some form of photo identification to them to prove they are the person authorised to collect the child (*refer to the Delivery and Collection of Children Policy*).

Persons Authorised to collect Child

The Services primary concern is for the safety and welfare of your child. Therefore, we will only release your child into the care of either parent/guardian, 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 Manager 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 driver's license). Only the parent or legal guardian can give this permission, messages will not be accepted from any other person.

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

On the enrolment form you will have been asked to provide the names, contact numbers, email addresses 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*). We ask that you have at least ONE in town (Yarram) emergency contact. Should the Manager or any educator inform you that your child is unwell or injured, arrangements for collection from care must be made as soon as possible. Please ensure that your emergency contacts are **18 years or older**. Anyone who is under this age will not be authorised to collect your child/ren.

Access to Children

All parents/guardians/authorised persons have access to their children at all times unless relevant court orders are held by the service and specify otherwise. A copy of all court orders in relation to residence and specific issues must be provided to the service upon enrolment or as obtained. These documents will be attached to the child's records and treated confidentially.

Parents/guardians are asked to notify the service of any changes to these documents as soon as they occur. If YELC does not have a copy of the Court Order, it will assume that both parents/guardians have equal custody of the child therefore both have access. In the event that a parent/guardian breaks a court order and seeks access to the child, the parent/guardian with custody entitlements will be contacted immediately along with the Police.

Late Pick Up

Wherever possible please contact the service if you or the person due to collect your child/ren is running late. If your child/ren is not collected within 10 minutes after closing time, educators will try to ring you on your mobile, at your home and/or work number and each emergency number listed until there is a positive response. If no person can be contacted after a period of 15 minutes, educators will contact the Police (*refer to the Delivery and Collection of Children Policy*).

If you know you are going to be late, please contact the service and suitable arrangements can be made. Pickup past closing time will incur a 'late pickup fee'.

Do not leave children in cars

In Victoria, it is an offence for a person responsible for a child to leave the child unattended for any longer than is reasonable, without making appropriate arrangements for the child's supervision and care. This includes leaving a child at home, or in a car, or anywhere else unattended.

We ask that when you come to OSHC to drop off your child/ren that you take any other children present into the service with you. It is our duty of care to report children left in cars to the local police and penalties include fines, and/or up to six months' jail.

NOTE: This legislation applies all year round and not just in hotter weather.





Our Educators



Tania Bowden
OSHC Coordinator
Diploma Qualified



Mikayla Hallam
Educator
Certificate III Qualified



Dulcie Barlow
Diploma Qualified



Teyarnie Hanning
Working towards Diploma

The ratio in our room is 1:15 which means that for every 15 children there will be 1 educator. Regular staff at the OSHC After School Care and Vacation Care programs will include Tania, Mikayla, Dulcie, Teyarnie and Ros. When staff are absent other educators will be used in their place, so on occasion you will see other educators.

Our Program

Our OSHC program is designed to foster the children's sense of agency and provides a comfortable and safe environment for our children to be in. We run a weekly program that consists of five different days of activities to cover all aspects of children's learning outcomes that are provided in our National Framework document, My Time Our Place. Our daily activities include craft, cooking, dramatic play, science, construction, gym games and child directed free play. We make every effort to have collaborative relationships with both our children and families and value their voice and opinion on what activities we provide each week.

Excursions

Written permission will be required prior to your child being taken out of YELC by any educator (*refer to the Excursion and Service Events Policy*). This authorisation can only be given by the enrolling parents or authorised guardian. 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 in accompanying staff during the excursion.

Please note - during any excursion the educators will carry a First Aid Kit, a mobile phone, and an emergency contact list.

Supervision

The service will maintain high levels of supervision of children at all times. The educator/child ratios contained within the Standards of Operation Guidelines for OSHC will be strictly adhered to at the Service. The ratio for school age children is: 1:15.

Behavioural Management

Learning appropriate behaviour is part of your child/ren's social development. Our educators aim to help children to be responsible for their own behaviour and to develop an understanding of what is appropriate in different situations. Parents/guardians are encouraged to discuss your child/ren's behaviour with the educators to ensure consistent behaviour expectations between home and YELC.

Limits to children's behaviour will always be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way. Children will be encouraged to settle their differences in a peaceful manner. The educators will focus on positive behaviour, providing praise and encouragement where appropriate. Wherever possible, problems will be prevented before they arise by using methods such as diversion and providing enough equipment for all. If you would like to see a copy of our behaviour management plan this is available from the office



Yarram OSHC

Permanent Before School Care:	\$15.00
Casual Before School Care:	\$18.00
Permanent After School Care:	\$28.00
Casual After School Care:	\$31.00

Combined before and after permanent booking: \$38.00

Late Pickup fee: \$20 for the first 10 mins then \$1 per minute thereafter

Hours of operation

Before School Care: 7:30am to 8:50am
After School Care: 3:20pm to 5:15pm

Alberton OSHC

Permanent Before School Care:	\$15.00
Casual Before School Care:	\$18.00
Permanent After School Care:	\$26.00
Casual After School Care:	\$29.00

Late Pickup fee: \$20 for the first 10 mins then \$1 per minute thereafter

Hours of Operation

Before School Care: 7:00am to 8:15am
After School Care: 3:00pm to 5:45pm

Vacation Care

Starting Fee: \$120.00.

Hours of Operation

8:30am to 5:15pm

Some days may have an additional fee depending on the activity provided

Late Pickup fee: \$20 for the first 10 mins then \$1 per minute thereafter

Payment of Fees

Fees are emailed and available on Xplor on a weekly basis. Fees remain payable even when your child is absent through illness or for any other reason including holidays. Fees are not payable for the time the Service is closed over the Christmas/New Year period.

Please Note: fees will be charged for all public holidays unless indicated.

There are a number of payment options available to you including -

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

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

Late Payment of Fees

Statements of accounts are sent each Thursday and families have 14 days to pay their account. If fees are not paid within 14 days, the following steps will be taken:

- 14 days in arrears – families will receive a notification via the Xplor app indicating that payment is overdue; families are encouraged to come in to discuss the range of support options available and establish a payment plan.
- 21 days in arrears– a notification/letter advising you that if outstanding fees are not paid within 7 days or a satisfactory payment plan commenced then your child's place will be cancelled, and the account will be sent to the debt collectors. Outstanding fees are expected to be paid.
- 28 days – notice is sent to parents that their care has been cancelled and their account has been sent to the debt collectors.

Your child's placements may also be terminated if they are absent from the Service for two weeks or more without any notice. Continual or habitual lateness in payment of fees can jeopardise the child's place at the Service.

We have the right to obtain and use a Debt Collector to follow up on any unpaid fees when we deem it necessary. We will use the information given on your child's enrolment form to pass onto the Debt Collector. Should a Debt Collector be initiated by YELC any associated costs will be added to the outstanding fees to be paid by the family.

If you are experiencing difficulty in paying your account, we encourage you to meet with the Manager or Administration Officer to discuss a repayment plan to ensure continuation of your child's care.

Child Care Subsidy

Child Care Subsidy (CCS) is a payment made by the Commonwealth Government to help families with the cost of quality childcare. The percentage of CCS will vary according to your circumstances, as this rebate is means tested. The hours of subsidised care you can get per fortnight depends on the hours of recognised activities you do. The Government will pay CCS directly to your childcare provider to reduce the fees you have to pay.

Please log in to MYGOV and apply for CCS before your child/ren commence care. If you do not have a MYGOV account you will need to apply for an account via the website www.my.gov.au. You will be given a reference number (CRN) for yourself and your child. Please list these details on your enrolment form. **Please note - it is the parents/guardians' responsibility to apply for CCS. Until your CCS is confirmed and showing on our system you will be liable for paying full fees. . If you are receiving Additional Childcare Subsidy, you will be paying full fees until your CCS claim is completed and confirmed with Centrelink.**

Child Care Absence Fees

If you are claiming Child Care Subsidy (CCS), a maximum of 42 days absence per financial year applies.

If you exceed the allowable absence limit, CCS will not be payable on any further absence days. If after your allowable 42 days are exceeded and your child is away due to any of the below, please provide us documentation such as a medical certificate so the absence can be recorded as approved. If your child is booked in on the day a public holiday falls on, this is counted as an absence day. If your child stops attending the centre and you haven't provided the 2 weeks' notice required as per the centre's policies, you will be required to pay full fees for those absence days. Services Australia won't pay for any absences before your child physically attends or after the last day your child physically attends care. Please see the below link for more information.

<https://www.education.gov.au/early-childhood/child-care-subsidy/absences>

Services Australia may pay Child Care Subsidy if you have an approved reason for up to 7 absence days.

If you reach your allowable absence limit, you may be able to get additional absences if any of the following applies:

- Your child is ill.
- Individual caring for the child is ill or individual living with the child is ill.
- Your child is attending preschool.
- Alternative arrangements have been made for your child on a pupil-free day.
- Your child hasn't been immunised and the absence occurs during an immunisation grace period.
- Your child is spending time with a person other than their usual carer as required by a court order or parenting plan.
- Your child's care service is closed as a direct result of a local emergency.
- Individual caring for the child chooses not to send the child due to a local emergency.

*Please note we may require supporting documents if these apply. *

You can find your child's absence record through MyGov in the Child Care Details and Payments tab. This can also be found on the Express Centrelink mobile app.

Bookings

We encourage families to book children in for After school care on a permanent basis when they will use the service continuously, permanent bookings are charged at a cheaper rate to reflect this. Occasional/casual bookings may be made **if spaces are available**. Cancellation of casual bookings will require 24 hours' notice as educators will be rostered 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.

Vacation Care: In the weeks leading up to the school holidays the service will publish on Xplor a Vacation Care program. Families can then contact the centre to book children in for specific days. If you need to cancel a booking, 24 hours' notice is required. If the booking you need to cancel falls on the day of an excursion requiring a bus trip, you will need to give the centre 5 business days' notice to cancel. If we receive less than 5 business days' notice the booking will remain and full fees will apply.

Withdrawal from Care

If you withdraw your child from care, we request two full weeks' notice in writing. If your child does not attend the Service 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 service but will not be accepted during the services one/two week close down over the Christmas period. The notice of withdrawal is effective from the date it is lodged with the Service.

Please Note: If your child is absent from care on the last day/s of care, Child Care Subsidy will not be paid. Parents will be billed for the full cost of care for this period. Centrelink will only pay CCS up until the last day your child physically attends.



Exclusion from Care

Due to Illness

As a general principle, children should not be brought into the service 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. The health and safety of children is of major concern to teachers and educators and parent's co-operation is sought to prevent the spread of infection. Parents are requested not to send sick children to care. Children who are showing signs of illness or who require medication such as paracetamol or cough medicines at regular intervals throughout the day, are not considered well enough to attend. Teachers and educators regularly monitor the health of children throughout the day and parents of children deemed to be unwell are contacted and required to arrange for immediate collection. Parents will be contacted if their child has a temperature at or above 38 degrees.

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

- He/she is suffering from a disease or condition that 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.
- If your child is unwell and has been swabbed by a medical practitioner, please notify the centre. Your child will need to remain at home until you have received your results, and you have notified the centre of the outcome. You will then be advised as to how long your child will need to remain at home depending on what illness your child has. If your child is being swabbed, please keep siblings at home until you have your received your results.

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

- Requires four hourly paracetamol
- Has been unwell prior to arriving at the service
- In the first 24 hours of receiving antibiotics
- Has been hospitalised in the last 48 hours
- Sleeping 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
- In need of constant one to one care
- Has two loose bowel motions
- Has an unknown skin rash
- Is vomiting or has vomited within a 24-hour period

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 service due to ill health, he/she will be required to stay at home the following day, unless medical clearance has been obtained from your child's doctor.** All child illnesses will be recorded on medical illness paperwork and may require a parent signature.

If sent home due to diarrhoea they must have had a 'normal' bowel motion before returning to the service 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.

Gastroenteritis

Gastroenteritis (gastro) is a bowel infection that causes diarrhoea (runny, watery poo) and sometimes vomiting. The vomiting may settle quickly, but the diarrhoea can last up to 10 days.

Many different germs can cause gastro, although the most common cause is a viral infection. Most children do not need to take any medicine for gastro; however, it is important that they drink plenty of water to avoid becoming dehydrated.

A gastro outbreak is classified by the Department of Health as two cases within a 48hour period of either vomiting or diarrhoea. In the event of a gastro outbreak, children are required to not return to the service for 48 hours from the last vomiting or diarrhoea incident.

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 Regulations, 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 the parent/guardian responsibility (refer to the Incident, Injury, Trauma and Illness Policy).**

Infectious Diseases

The service has adopted the Department of Health's recommendations regarding the exclusion of children from the service because of illness as outlined in the table at the end of this booklet. You will be notified of any common infectious diseases by Xplor and notices posted on the entry door to the service.

Medical Conditions

If your child has a medical condition such as eczema, allergies, or asthma: a number of *medical forms* are to be completed before your child can commence their enrolment at the Service. These forms will include a Medical Action Plan form signed by a doctor, (please note that a stamp or printed name is not compliant) and Risk Minimisation Plan. Risk Minimisation Plans are to be read and signed by a parent. Action Plans are available from the office. The room leader will complete the Risk Minimisation plan for you to review and sign. Action plans must be reissued every year and Risk Minimisation Plans are reviewed each term so that the most up to date information is recorded. If your child has an intolerance of any kind, but it is not classed as an allergy, we require a letter from your doctor stating what the intolerance is and what action we need to take.

Head Lice

If educators have located live head lice or eggs 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 or eggs in the child's hair. A note will be placed on the door when we have a case of lice and a notification via Xplor sent out.

Medication

If your child requires medication while they are attending the service, you must complete a medication form that identifies the name and amount of medication to be administered by educators. Educators will also be required complete a medication administration form when the 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*). Medication must be handed directly to the teacher/educator and not left in the child's bag.

In the case of a high fever, parents/guardians will be notified and asked to collect the child as soon as possible. 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.



Smoke Free Zone

YELC, including the car park is a smoke free zone. In the interest of both adults and children, please DO NOT smoke in the School grounds or drop cigarette butts at the entrance to the School grounds.

Child Protection

All staff at the Service 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 or speak to the Manager.

Privacy and Protection of other Children and Families

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

Under **no** circumstances are parents to approach other parents using our services in regard to their child's behaviour or any other issues that may occur. Under the same circumstances, no persons accessing the service are to approach/interact with other children attending our services.

If you have any concerns, please speak to an educator or the Manager and the matter will be dealt with appropriately.

Confidentiality

Confidentiality of all matters concerning the YELC, and families must be maintained at all times. Educators cannot give out any details contained in a child's records to any other persons or discuss details of any child who has caused injury to other children at the Service.

Any information you share with an educator will remain confidential unless it meets the mandated requirements of reporting (*refer to the Privacy and Confidentiality Policy*)

Evacuation/Lockdown

All educators have been trained in emergency safety procedures. As part of the Education and Care Regulations staff will conduct an emergency drill (Evacuation/Lockdown/Medical emergency) once every three months. Evacuations will be to the nominated area where we will assemble and mark the daily roll to ensure that all children have been identified as present. We will then wait until the building is deemed safe to enter. 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*). After any emergency drill families will be notified via Xplor.

Grievance Policy for Parents/Guardians

At YELC we believe parents/guardians are partners in the education of children. Regular two-way communication between parents/guardians and the educators is essential in helping children achieve their potential. YELC is committed to ensuring that anyone with parental responsibilities for a young person can raise a concern or complaint, with the confidence that it will be heard and responded to in an appropriate and timely manner. If you have a concern in relation to an experience at the Service, you are encouraged to address the issue with the person involved. If your concern is not resolved or you feel uncomfortable, please make time to speak with the Director. Allow a reasonable time for the issue to be resolved. Your confidentiality will be respected at all times (*refer to Complaints and Grievance (parents/guardians) Policy*).

Code of Conduct Policy for Parents/Guardians

All parents/guardians who enroll their child/ren at YELC are bound to adhere to the Code of Conduct Policy for Parents. This policy outlines the behaviour that all parents are expected to display while at the Service and the behaviours that will not be tolerated. If any parent/guardian/approved person fails to adhere to this policy, it could result in your child/ren's care being cancelled (*refer to Code of Conduct (parents/guardians) Policy*).

Social Media Policy

As social media plays such a big part of our lives these days, please ensure that all parents/guardians adhere to the following guidelines that form our policy:

- You must ensure that you do not use or disclose any confidential information, post, or respond to material that is offensive, obscene, defamatory, threatening, harassing, bullying, discriminatory, hateful, racist, sexist, infringes copyright, constitutes a contempt of court, breaches a Court suppression order or is otherwise unlawful.
- Child protection protocols must always be observed.
- Under no circumstances should disrespectful or offensive comments be made about staff, children, and parents of YELC in general. Parents are requested not to comment upon nor forward unsupported information e.g. rumours concerning YELC or comment or post material that might otherwise cause damage to YELC or a staff members reputation or bring it into disrepute (*refer to Social Media Policy*).

Social Media

Please ensure that you are mindful when posting photos from the Service on social media that you don't post photos of other children who attend YELC without their consent prior to posting e.g. a group photo of your child/ren's class photo taken by Foon's Photography.

We also encourage all parent/guardians who have Facebook to 'like' our YELC page to ensure you are kept up to date with any information or events at the Service.

Permission to use your child/ren's photo

On a daily basis the educators at YELC take photos of your child/ren. We are often using these photos for observations, social media, promotional material, our Newsletter, and local publications. On our Enrolment Form you will be given the opportunity to opt out from having your child/ren's photos published in these areas, so we ask that you ensure you tick this box if this is what you require.

Minimum period of exclusion from primary schools and children's services¹ for infectious diseases cases and contacts

Public Health and Wellbeing Regulations 2019

Schedule 7

Column 1 Number	Column 2 Conditions	Column 3 Exclusion of cases	Column 4 Exclusion of Contacts
1	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
2	Conjunctivitis	Exclude until discharge from eyes has ceased	Not excluded
3	Cytomegalovirus (CMV) infection	Exclusion is not necessary	Not excluded
4	Diarrhoeal illness*	Exclude until there has not been vomiting or a loose bowel motion for 24 hours	Not excluded
5	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 Chief Health Officer
6	Glandular fever (Epstein-Barr Virus infection)	Exclusion is not necessary	Not excluded
7	Hand, Foot and Mouth disease	Exclude until all blisters have dried	Not excluded
8	Haemophilus influenzae type b (Hib)	Exclude until 48 hours after initiation of effective therapy	Not excluded
9	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
10	Hepatitis B	Exclusion is not necessary	Not excluded
11	Hepatitis C	Exclusion is not necessary	Not excluded
12	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
13	Human immunodeficiency virus infection (HIV)	Exclusion is not necessary	Not excluded
14	Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing	Not excluded
15	Influenza and influenza like illnesses	Exclude until well	Not excluded unless considered necessary by the Chief Health Officer
16	Leprosy	Exclude until approval to return has been given by the Chief Health Officer	Not excluded
17	Measles	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 exposure with any infectious case, or received Normal Human Immunoglobulin (NHIG) within 144 hours of exposure of any infectious case, they may return to the facility
18	Meningitis (bacterial —other than meningococcal meningitis)	Exclude until well	Not excluded
19	Meningococcal infection	Exclude until adequate carrier eradication therapy has been completed	Not excluded if receiving carrier eradication therapy
20	Mumps	Exclude for 5 days or until swelling goes down (whichever is sooner)	Not excluded
21	Molluscum contagiosum	Exclusion is not necessary	Not excluded
22	Pertussis (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
23	Poliovirus infection	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery	Not excluded
24	Ringworm, scabies, pediculosis (head lice)	Exclude until the day after appropriate treatment has commenced	Not excluded
25	Rubella (German measles)	Exclude until fully recovered or for at least four days after the onset of rash	Not excluded
26	Severe Acute Respiratory Syndrome (SARS)	Exclude until medical certificate of recovery is produced	Not excluded unless considered necessary by the Chief Health Officer
27	Shiga toxin or Verotoxin producing Escherichia coli (STEC or VTEC)	Exclude if required by the Chief Health Officer and only for the period specified by the Chief Health Officer	Not excluded
28	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
29	Tuberculosis (excluding latent tuberculosis)	Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious	Not excluded
30	Typhoid fever (including paratyphoid fever)	Exclude until approval to return has been given by the Chief Health Officer	Not excluded unless considered necessary by the Chief Health Officer

Regulation 111

A person in charge of a primary school, education and care service premises or children's services centre must not allow a child to attend the primary school, education and care service premises or children's services centre for the period or in the circumstances:

* specified in column 3 of the Table in Schedule 7 if the person in charge has been informed that the child is infected with an infectious disease listed in column 2 of that Table; or

* specified in column 4 of the Table in Schedule 7 if the person in charge has been informed that the child has been in contact with a person who is infected with an infectious disease listed in column 2 of that Table.

*Diarrhoeal illness includes instances where certain pathogens are identified including Amebiasis (*Entamoeba histolytica*), Campylobacter spp., Salmonella spp., Shigella spp. and intestinal worms, but is not limited to infection with these pathogens.

Further information

Please contact the Communicable Disease Prevention and Control Section on 1300 651 160 or visit www2.health.vic.gov.au/public-health/infectious-diseases/school-exclusion

¹ Children's services cover the terms 'education and care service premises' or 'children's services centre' used in the regulations. It includes centres such as childcare centres and kindergartens.