



Garfield Child Care

Parent Hand Book

2016

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Introduction

Welcome to Garfield Child Care Learning and Activity Centre of Enrichment. We look forward to a happy and rewarding partnership with you and your child as we assist in guiding your child's venture into early education.

Garfield Child Care Wentworthville is a privately owned long day care centre offering extended hours care and catering for children aged 0-6 years. The centre offers the highest standard of preschool education as well as opening extended hours from 7am – 6.00pm Monday to Friday, to cater for the needs of working parents who prefer the option of a preschool environment for their child's early education and care.

Our centre provides three separate educational rooms 0-2's Starfish Room, 2-3's Turtles Room, 3-5's Dolphins Room, each specifically designed and resourced to suit the needs of each age group, with a particular focus in the 3-5's room on life skills development and school transition programs.

The centre is licensed by the Department of Family and Community Services, Community Services under the Education and Care Services Regulations 2012.

Garfield Child Care Wentworthville is a registered member of the Australian Children's Education and Care Quality Authority and strives to meet the highest possible standards in early education and care.

Family input into the management and operation of the centre is respected and our Policies and Procedures will be reviewed on an ongoing basis.

Inside our parent handbook you will find valuable information about Garfield Child Care, how we educate and care for your child, and also information pertaining to our policies and procedures. A full copy of our Policy Manual is available for your perusal in the foyer.

Our Philosophy

Garfield Childcare Service is committed to provide a quality service which fosters an attitude of mutual respect, open relationship and support between educators, children, families and management. We believe that all children need to have the right to be supported, nurtured and loved and experience the joy of childhood. We aim to integrate children with additional needs in our setting. Garfield Childcare Service believe that all children need to be treated as precious individuals to feel safe, secure and given the opportunities to learn through play, and being involved in decision making. We believe play should be fun, exciting, spontaneous, hands-on, stimulating, relaxing, comforting and challenging. Garfield Childcare celebrate children's play, discoveries and learning through reflection, meaningful documentation, projects and learning stories of their daily achievements that is for children to reach their full potential. We believe that each child needs the guidance and support of a loving family, and opportunities to be further nurtured in an environment supported by educators too. We aim at building a sound interpersonal relationship between educator, children, families and community partners with an emphasis on promoting on inter-generational bonding and multiculturalism.

Garfield Childcare Service ensure that all educators are in line with EYLF (Early Years Framework and NQF (National Quality Framework). We provide a curriculum based on Early years learning Framework (EYLF): Belonging, Being and Becoming which consists of key principles, practices and 5 key learning outcomes that guide young children learning. We appreciate parent involvement in our curriculum and welcome opportunities for them to share ideas and experiences that contribute to their children learning.

Educators are encouraged to work effectively as a team, continually updating their skills and knowledge through both formal and informal development. Garfield Childcare Team acknowledges the importance of the NQF (National Quality Framework) as a guideline to provide a high standard of quality teaching practices. We acknowledge and support the personal strengths, professional experience and diversity which all of them bring to the center.

We aim to achieve a sense of wonder, feeling and belonging to, and love of the land, nature and animals, so that young children will develop lifelong respectful as well positive and proactive attitudes to our environment and a sustainable future.

We acknowledged and value for the Indigenous heritage locally, nationally and internationally and respect them as being the natives of the land and aim at raising awareness.

Educational Curriculum

Educators aim to create positive learning environments and guide experiences for each child in conjunction with their family. Educators will observe children and facilitate their learning to provide each child with an individualised portfolio by documenting their learning throughout the year. Children and their families will be encouraged to participate in the ongoing process to promote engaged learning.

Our Educational Leader is Varsha Luchun-Venkatachellam Certified and ECT

The role of the educational leader is to work with educators to provide curriculum direction and to ensure children achieve the outcomes of the approved learning framework.

Our service is committed to the Early Years Learning Framework (EYLF).

Observations of all children enrolled in our service will be documented and kept for future reference and reflection, through use of portfolios. Children's portfolios will be available for a child's family members to look at but remains the property of the Service for the duration of the child's enrolment. Portfolios will be added to regularly by educators, families and children and reflected upon by educators to ensure programming for each child remains relevant to their interests and developmental stage.

Early Years Learning Framework

- Each child's learning will be based on their interests and strengths and guided by our educators.
- Educators must work in collaboration with families to provide relevant learning experiences for each child, based on their interests and family experiences.
- Every child will be equally valued and their achievements and learning celebrated.
- Educators will observe and record the strengths and learning of each child.
- Educators will work closely with children and families to generate ideas for the curriculum.
- Learning Outcomes will be linked to the curriculum during and after each child's learning has occurred. The curriculum must not be pre-programmed to match specific Learning Outcomes.
- The curriculum will be based on the children's interests, educators extending children's interests, spontaneous experiences and family input.
- Where appropriate, the service will liaise with external agencies and support persons to best educate and care for children with additional needs.

- Where appropriate, the curriculum (play and learning experiences) will build and develop each child's Learning Stories, Portfolio and Observations of each child's strengths and achievements.
- The curriculum will be evaluated and reflected upon each week by educators.

Learning and Play

- Children are encouraged to express themselves creatively through a wide variety of indoor and outdoor activities.
- Children's fine and gross motor skills are strengthened and developed through a wide variety of both indoor and outdoor activities including manipulative play, block play, sensory play, dramatic play, drawing and other physical activities such as running and skipping.
- Mathematics and science concepts along with exploration of natural aspects of our environment are encouraged through block play, building, cooking, water play, sensory play, collecting natural materials such as leaves and rocks and gardening.
- Language development is encouraged through educators modelling language, show and tell, story time, games, poems and dramatic play experiences.
- Social/emotional and independence skills are strengthened through activities such as role-play, dramatic play, group games and self-help tasks.
- Music and movement activities encourage physical, social and creative areas of a child's development.
- Road safety, hygiene, dental care and nutrition will all be built into the weekly program.

These activities will be supervised and guided by educators to find out how child responds as an individual and also as part of a group. Educators will work in conjunction with families to provide learning experiences that are relevant to each child and tailored to their specific needs. A child's home language, culture and religious practices will be accepted and included in the program.

From this, educators will assess the child's needs and plan ways to meet these needs. We evaluate this program every week in order to make sure we stay on target and help each child to reach their full potential. The weekly program will be displayed in the room it takes place in. We welcome any suggestions and are happy to answer questions from family members at any time.

EYLF Learning Outcomes

1. Children have a strong sense of identity.
2. Children are connected with and contribute to their world.
3. Children have a strong sense of wellbeing.
4. Children are confident and involved learners.
5. Children are effective communicators.

Daily Routines

Example Routine:

7.00 – Centre Opens

7.15-8.00 – Breakfast Time

8.00 – Nappy change

7.00-8.30 – Family Grouping – free play activities indoors

8.30 – 10.20 – Outside Play – programmed outdoor activities

9.00-9.30 – Morning Tea

10.20 – 11.15 – Inside play – programmed activities

10.30 – Nappy change

11-11.30 – Lunch is served, times vary across rooms

11.30 12.15 – Sleep/ Rest time, varies upon age groups

1.30-2.00 – Nappy change

2.00 – Wake up

2.00-2.45 – Afternoon Tea, varied times for age groups

3.30 – 4.45 – Outdoor play

4.00-4.30 – Nappy Change

4.45 – 5.00 – Pack Away

5.00 – Late afternoon Snack

5.00-6.00- Inside play, family grouping

6pm centre closes:

After 6pm: Late Fees Applies: \$10 first minute & thereafter \$1 every minute.

Starting Your Child

Each child settles into any new environment in their own special way. Our aim at Garfield Child Care Wentworthville is to help make the settling in process as comfortable and smooth as possible for each child and their parents.

Before your child starts at Garfield Child Care Wentworthville you can assist your child in the transition by:

- Driving past when you can to show your child where the centre is, and talk about the great new friends they will make, the fun activities they will do and so on.
- Encouraging other family members, Aunts, Uncles, Nannas etc to talk positively about the centre with your child.
- Let your child be involved in choosing his or her own bag for preschool, and involve them in the labelling process for bags, clothing etc
- Realising that all children settle into new environments differently and that what your child is experiencing if they are unsettled is a valid source of anxiety and distress. Try and have realistic expectations in terms of the settling in period, which will make it easier for you as well if your child does become distressed.

Arrival at the Centre

All children need to be signed in and out at the beginning and the end of each day by a responsible adult over the age of 18. This is not only a Government requirement, but also very important for the safety of all children attending the centre. The person collecting your child each day must be listed on your child's enrolment forms. Photo identification will be asked for if staffs are not familiar with the person who is collecting your child so please notify any person on your collection list that this may occur.

Each child will have their own locker allocated where you can place your child's belongings. A Communication Diary will be available in each room if there are any messages you would like to write down for staff such as who is collecting your child if it is not going to be you, any special needs your child may have for the day etc.

If your child needs medication throughout the day, please fill in a Medication Form and pass the medication along with the forms onto a staff member as per our Medication Policy. At no time is any form of medication to be left in a child's bag, as this could pose a danger to your own child as well as other children in the centre if taken accidentally.

When the summer program is in place, children will be playing outdoors in the mornings. Please apply sunscreen to your child prior to bringing them outdoors. Sunscreen is available in each room.

It is normal that some children find it difficult to separate from their parents in the early days. Be assured that our staff will support and comfort your child if they need a little extra TLC on your departure. Please try and remain positive and make a clear handover to a staff member, giving your child a kiss and a hug and reassuring them you will be back to collect them in the afternoon. Generally children settle very quickly once their parents have left, and staff will assist in comforting and settling your child using a number of techniques which may include engaging them in an activity or a story, offering hugs and cuddles and time to sit and observe their new environment,

encouraging a friendship with a peer within the room, or allowing them time to snuggle with a special toy or comforter if your child has one.

If your child is teary when you leave, please feel free to phone throughout the day to check on them. We understand that it can also be distressing for a parent leaving a child and sympathise with this, but rest assured that we will always contact you if we feel your child is too overwhelmed by the day, or is becoming more distressed, to discuss what the next steps in this transition period may be for your child. The staff in your child's room will always be available to chat with you and to provide feedback on how your child is coping.

What You Should Bring

Garfield Child Care aims to make life as simple as possible for the families attending the service. For this reason we will supply the majority of 'equipment' for your child's needs during his or her time at the centre.

Therefore, families attending are only required to provide the following;

Starfish Room 0-2years

- Formula or expressed breast milk (where required) and clean empty bottles
- Sets of spare clothing, clearly labelled
- Hat, a wide brim (6cms wide) according to our Sun Hat Policy
- Dummies, sleep comforters etc

Turtles Room 2-3 years

- Clean empty bottles (where required)
- Hat, a wide brim (6cms wide) according to our Sun Hat Policy
- Sets of spare clothing, clearly labelled, if toilet training please provide several pairs of undies and pants.
- A cot sheet and blanket placed inside a pillow slip

Dolphins Room 3-5years

- Sets of spare clothing, clearly labelled
- Hat, a wide brim (6cms wide) according to our Sun Hat Policy
- A cot sheet and blanket placed inside a pillow slip

Whilst we recognise the need for some children to have a security item from home, we discourage the children bringing in general toys. These will generally create conflict between the children or get lost or broken. We take no responsibility for lost or broken toys items brought from home.

What We Provide

All meals and snacks are provided by the centre and it is unnecessary for your child to supply any food at the centre.

Garfield Child Care provides hot, nutritious lunches as well as morning and afternoon tea. Breakfast will be served before 8am if required and a late afternoon snack is given to those children who leave late in the day.

Milk and water is provided at all mealtimes, (water only at lunch) and children will have access to cool drinking water throughout the day.

The weekly menu is displayed in the front foyer and in each of the rooms. Each room will have a routine chart where you can check what your child has eaten for the day.

Please remember Garfield Child Care aim to be a **NUT and EGG FREE** environment. Please assist us by not allowing any nut or egg products into the centre at any time.

If, after prior arrangement with staff, parents would like to bring a snack or extra in for the children, please ensure it is not sweets, chips or similar snack foods - these will not be given to your child while at the centre – and will be stored appropriately in the kitchen.

All children are provided with sunscreen, hats, a portfolio which contains information about their learning, and 0-2 room is provided with sheets.

Staff

Our staff at Garfield Child Care Wentworthville are a dedicated enthusiastic team of early childhood professionals who together have the knowledge, training and experience to provide your child with the highest quality in education and care.

Garfield Child Care is owned by Srianandrajah Sivakolundu (Sri), who has owned the centre for 7-8 years. The centre is managed by a Nominated Supervisor who holds her Bachelor of Teaching in early childhood education, along with her second in charge who also holds her Diploma in Children's Services.

All of our staff have had Working with Children Checks done and have been employed on the basis of their individual merits and experience in the field of childcare.

The centre employs the following staff in each of our rooms:

0-2's

Diploma in Children's Services

1 Early Childhood Teacher

Child Care Worker: Cert III in Children's Services

2-3's

Diploma in Children's Services

Child Care Worker: Cert III in Children's Services

Trainee

3-5's

1 Early Childhood Teacher

Trainee

Casual Relief Staff

3- Child Care Workers: Cert III in Children's Services

Kitchen: 1-Cook Cert III in Children's Services

Fees & Charges

At Garfield Child Care the fees are charged on a daily basis and include charges for Public Holidays. Since the fee level calculation is based on averages, fees must be paid even if the child is away sick, on holidays, or if your child is excluded due to non-immunisation.

The fees are as below:

0-2 Starfish Room - \$99 per child per day

2-3 Turtles Room - \$97 per child per day

3-5 Dolphins Room - \$89 per child per day

Whilst we will try and help whenever possible, we cannot carry debts. If fees become more than two weeks in arrears without prior arrangement, then enrolment may be terminated. **All fees must be paid two weeks in advance.** Please remember that this centre's standard day care hours are 7am to 6.00pm precisely. If your child is left at the centre after 6.00pm a fee of \$10.00 for the first minute and \$1 for every minute after will be charged. Should you wish to discuss your child's day with staff, please ensure that you arrive at least 10 minutes prior to the close of the Centre. Late fees are to be paid in cash to staff on the night or the next day your child attends the centre

On enrolment parents will be required to pay a bond which will be 4 weeks of the normal fees payable. This bond will be carried over onto your child's fees when 2 weeks' notice is given for withdrawal from the centre or it will be reimbursed where required. Your child should attend the centre for at least 6 weeks before your bond will be returned. Your position at the centre will not be secure until a bond has been received

Fees may be paid via Direct Deposit through your bank account, EFTPOS at the centre via credit, savings, and cheque accounts, credit card is acceptable however, and parents will be charged 2.5%. Please note we DO NOT ACCEPT CASH for children's fees.

Banking Details

Garfield Child Care

BSB 062-268

Account Number 102 455 11

Each child will have their own communication pocket located in the foyer, we ask that you check this folder every Monday afternoon or the first day your child attends for the week. All account statements and important information will be placed in these folders unless prior arrangement for email has been organised.

Child Care Benefit

Child Care Benefit (CCB) is available to all families who attend Garfield Child Care; this is administered through the Child Care Management System (CCMS). CCB is a type of assistance offered by the Federal Government to assist families with the costs of child care through the Family

Assistance Office (FAO). CCB can be claimed either as a reduction in the weekly fee that you pay to the centre or as a lump sum at the end of each quarter.

Regardless of which way you wish to receive your CCB, under CCMS you must provide your FAO reference number and date of birth along with the reference number and date of birth for your child. The attendance of your child is sent through to the FAO electronically on a weekly basis. Family percentages and hourly entitlements are provided to us electronically and we cannot manually change any of these details. If you have more than one child in care but not at our centre, you must notify us in order to receive the multiple child rate as it does not automatically apply in the system.

According to the guidelines we are required to follow as Child Care Benefit Providers, we are not able to claim CCB on a family's behalf for the last two weeks of their enrolment if their child does not attend. This will mean that if a family gives two weeks' notice and does not return to the centre for any reason, even sickness, that they will be required to pay full childcare fees for this period. If the child attends on the last day of their enrolment CCB may be claimed for the full period, but not unless the child is actually in attendance at the centre that day.

For further information regarding your CCB please contact the Family Assistance Office on 136150.

50% Child Care Rebate

The 50% child care rebate covers 50% of your out-of-pocket child care expenses for approved child care, with a rebate of up to \$7,778 (indexed) per child per year. Out-of-pocket expenses are the total fees you had to pay for child care expenses for approved care, less the amount of Child Care Benefit you may have received. In order to be eligible for the rebate, you must have been assessed for CCB. Even if you have a zero entitlement for CCB, you are still eligible for the Child Care Rebate.

Allowable Absences

Under CCMS, there will be provision for 42 absence days for each child per financial year which can be used for any reason and without any proof required. Additional absence days above the initial 42 days will be approved for permitted circumstances. There will be no limit on the number of these additional absences that may be claimed if they are taken for specific reasons and supporting documentation, where required, is provided. For further information regarding this, please contact the FAO.

JET Payments

JET Child Care fee assistance helps with the cost of approved child care for eligible parents undertaking activities such as work, job search, training, study or rehabilitation as part of an activity agreement, to help them enter or re-enter the workforce. If you are entitled to JET, please contact the FAO to link your child to our centre and then provide a copy of your letter with the details.

Public Holidays

The centre will be closed on all public holidays and these must be paid for if it is your child's regular day of attendance

Waiting Lists and Enrolment

The waiting list at the centre is kept in order of the date of application and is updated on a regular basis. To ensure the system of allocating vacant places is fair, the Australian Government has "Priority of Access Guidelines". These are used when there is a waiting list for a child care service or when a number of parents are applying for a limited number of vacant places. The guidelines are:

Priority 1 – A child at risk of serious abuse or neglect.

Priority 2 – A child of single parents who satisfies, or of two parents who both satisfy the work/training/study test under section 14 of the Family Assistance Act.

Priority 3 – Any other child.

Within each category, the following children are to be given priority:

- Children in Aboriginal and Torres Strait Islanders families.
- Children in families which include a disabled person.
- Children in families with a non-English speaking background.
- Children in socially isolated families.
- Children of single parents.

Under these guidelines, we may require a Priority 3 child to vacate a place for a higher priority child. If this is required, we will give you 14 days notice however we will attempt to accommodate all families as best we can. When a vacancy arises at the centre, working families will be given priority for that vacancy.

Birth Certificates & Immunisation Schedule

It is a requirement that a birth certificate and your child's immunisation schedule are sighted when enrolling a child at our centre. Please bring along the original certificate and Immunisation Statements which is ONLY supplied by MEDICARE when enrolling your child and we will take a copy for our file.

Centre Policies

Policy Manual

Garfield Child Care has developed, and reviews on a regular basis, a comprehensive set of policies and procedures, by which our centre operates. While our policies are not who we are, they are valuable information for you as parents as to what we do. Policies and Procedures have been developed using information and guidelines from a wide range of sources. These sources where applicable are documented at the bottom of the relevant policies.

Our policies cover all aspects of centre operation from programming to health and safety, nutrition, communication, OH&S, and so on and are reflective not only of Regulatory Requirements and Australian Children's Education and Care Authority, but also of the experience gained through providing childcare at an optimum level.

These policies are available for your perusal in the foyer, and we recommend that you take the time to read through these policies and procedures at your convenience to become more familiar with our centre as partners in your child's care and education. We appreciate any feedback families may like to offer with regards to our policies and procedures and are always keen to reflect on, and evaluate our practise in an effort to provide a level of care and education that exceeds your expectations.

Immunisation

The Australian Government Department of Health and Aging Immunise Australia Program –

1800 671 811 or www.immunise.health.gov.au/

NSW Health

- **Local NSW Public Health Unit Contact Details -**

<http://www.health.nsw.gov.au/PublicHealth/Infectious/phus.asp>

Immunisation Records

- Parents who wish to enrol their child are required to provide evidence of their child's immunisation record.
- Parents are required to present the child's immunisation record at the time of enrolment.
- This information allows children at risk of catching a vaccine preventable disease to be identified if there is a case of that disease at the service.
- Acceptable immunisation records are –
 - An immunisation record is a written record of the immunisations that your child has received and the date that they received them.

- An Immunisation History Statement provided by the Australian Childhood Immunisation Register (ACIR) is a valid immunisation record.
- The Australian Childhood Immunisation Register (ACIR) maintains immunisation records for children up until their seventh birthday. You can obtain an ACIR Immunisation History Statement for your child by calling 1800 653 809.
- Each child's Immunisation Record should stay intact until your child reaches primary school. Do not remove any of the duplicate pages until this time.
- Parents need to provide the childcare service or preschool with 1 photocopies of their child's original immunisation record.
 - one copy is kept by the childcare service or preschool and;
- The service must be able to quickly access immunisation records and determine who has not been immunised. If there is a case of a vaccine preventable disease, and your child has not been fully immunised for that disease, they may be excluded from school or childcare for a period of time.

Catering for Children with Overseas Immunisation Records

- Overseas immunisation schedules often differ from the schedule recommended in Australia and a child may require extra vaccinations to be up to date with the Australian schedule.
- Parents are responsible for having their child's overseas immunisation record transcribed onto the Australian Childhood Immunisation Register (ACIR), if your child is less than seven years of age.
- A medical practitioner, registered nurse, registered midwife, enrolled nurse, or a person authorised by the state/territory Health Officer may transcribe overseas immunisation records.

Exclusion Periods

- Whilst the service actively encourages each child, educator and family member using the service to be immunised, we recognise that immunisation is not compulsory.
- If a child's immunisation record is not provided upon enrolment and if it is not updated by the parents, or if the child has not been immunised against certain diseases, then the child will be recorded as being not fully immunised by the service.
- If there is a case of a vaccine preventable disease at the service, your child may be excluded from school or childcare for a period of time or until the evidence of immunisation in an approved record is provided.
- If you cannot provide an immunisation record for your child you may provide a statutory declaration stating either that your child has been immunised or that you don't know if your child has been immunised for each disease on the schedule.
- To be fully immunised your child needs to have received all vaccines recommended for their age as part of the National Immunisation Program (NIP).
- Homeopathic immunisation is not recognised.

- If a child is not fully immunised and has been in contact with someone with a vaccine preventable disease outside of the service, they may need to be excluded from the service for a period of time.
- It is the responsibility of families to inform the service that their child has come into contact with someone with a vaccine preventable or infectious disease.
- Occupational recommendations apply for the immunisation of educators at the service. As there are no mandatory requirements under the law for educators to be immunised, the service must follow the following requirements that our service has developed:
 - The Exclusion Periods requirements above apply to all educators.
 - Educators who are not immunised will be excluded from the service until the Nominated Supervisor or Owner provides instructions for the educator to return to education and care duties at the service.

Immunisation Related Payments for Parents - Child Care Benefit

The benefit applies to children who are fully immunised or have an approved exemption from immunisation. This initiative ensures parents are reminded of the importance of immunising their children at each of the milestones. For parents to receive benefits without their child being fully immunised your healthcare provider needs to certify that:

- your child has a medical reason not to have a particular vaccination; or
- your child has had a disease and has a natural immunity; or
- a particular vaccine is unavailable.
- Information on how a child's immunisation status affects payments made to a family, and more information on exemptions is available on the following website -

<http://www.medicareaustralia.gov.au/public/services/acir/family-assist.jsp#N10059>

- Parents are responsible for payment of fees while their child is excluded under all circumstances.

Current Immunisation Schedule

The National Immunisation Program (NIP) Schedule (0 - 4 Years). Valid from 1 July 2007.

| Age | Disease immunised against |
|-----------------|---|
| Birth | Hepatitis B |
| 2 months | Diphtheria Tetanus Pertussis Polio Hib Hepatitis B |

| | |
|------------------|--|
| | Pneumococcal (refer to note 1) Rotavirus (refer to note 5) |
| 4 months | Diphtheria Tetanus Pertussis Polio Hib Hepatitis B Pneumococcal (refer to note 1) Rotavirus (refer to note 5) |
| 6 months | Diphtheria Tetanus Pertussis Polio Hib (refer to note 2) Hepatitis B (or at 12 months) Pneumococcal (refer to note 1) Rotavirus (refer to note 6) |
| 12 months | Measles Mumps Rubella Hib Hepatitis B (or at 6 months) Meningococcal C (refer to note 3) |
| 18 months | Varicella (refer to note 4) Pneumococcal (refer to note 7) |
| 4 years | Diphtheria Tetanus Pertussis Polio Measles Mumps Rubella |

Note:

1. Pneumococcal vaccine is funded under the NIP for children born from 1 January 2005.
2. Four doses of Hib vaccine are due at 2, 4, 6 and 12 months of age when 'PRP-T Hib' containing vaccine is used.
3. Meningococcal C vaccine is funded under the NIP for children born from 1 January 2002.
4. Varicella vaccine is funded under the NIP for children born from 1 May 2004.

5. Rotavirus vaccine is funded under the NIP for children born from 1 May 2007.
6. Three doses of Rotavirus vaccine are due at 2, 4 and 6 months of age when RotaTeq vaccine is used.
7. Four doses of Pneumococcal vaccine are due at 2, 4, 6 and 18 months of age when Synflorix vaccine is used.

Medications

Implementation

- The service will ensure each that the Administration of Authorised Medication Record is completed for each child using the service who requires medication. A separate form must be completed for each medication if more than one is required.
- Medication may only be administered by the service with written authority signed by the child's parent or other responsible person named in the child's enrolment record that is authorised by the child's parents to make decisions about the administration of medication.
- In the instance that the child's registered medical practitioner prescribes a medication, the service must ensure the medication is administered appropriately.
- Medication must be provided by the child's parents including the following -
 - Original container. Medication will only be administered from the original container.
 - Original label that is clearly readable.
 - Child's name clearly on the label.
 - Any instructions attached to the medication or related to the use of the medication.
 - Any verbal or written instructions provided by the child's registered medical practitioner.
- Any person delivering a child to the service must not leave medications in the child's bag or locker. Medication must be given directly to an educator for appropriate storage upon arrival.

Emergency Administration of Medication

- **For anaphylaxis or asthma emergencies, please see below.**
- In the event of an emergency situation any staff trained in First Aid can administer the required medication eg epipen, asthma etc
- In the event of an emergency, the service must follow the Incident, Injury, Trauma and Illness Policy and complete the Incident, Injury, Trauma and Illness Record.
- In the event of an emergency and where the administration of medication must occur, the service must attempt to receive verbal authorisation by a parent of the child named in the child's Enrolment Form who is authorised to consent to the administration of medication.
- If a parent of a child cannot be contacted, , the service must attempt to receive verbal authorisation from an emergency contact of the child named in the child's Enrolment Form who is authorised to consent to the administration of medication.

- If none of the child's nominated contacts can be reasonably reached, the service must contact a registered medical practitioner or an emergency service on 000.
- In the event of an emergency and where the administration of medication must occur, written notice must be provided to a parent of the child or other emergency contact person listed on the child's Enrolment Form.

Emergency Involving Anaphylaxis or Asthma

- For anaphylaxis or asthma emergencies, medication may be administered to a child without an authorisation following the information listed above under Emergency Administration of Medication.
- The service must contact the following as soon as practicably possible -
 - A parent of the child.
 - Emergency services.
 - The child will be positively reassured, calmed and removed to a quiet area under the direct supervision of a suitably experienced and trained educator.

Orientation

Implementation

We believe orientation is an important process where educators are able to get important information about the new child's needs and those of the family. This process helps to make the transition from home to care as smooth as possible with the aim to maintain continuity between home and the service, which helps the child adjust to the new setting.

The Nominated Supervisor will arrange for the new child to attend the service (together with parents/s) to visit and meet the educators, and familiarise with the environment. The children may participate in the activities if they so desire. A number of young children prefer to just watch, rather than do. Positive interactions at this time (between parents, educators and the child) are important for the children to build positive attitudes to the service environment. Educators are aware that some children respond to new experiences faster than others and will adapt to the situation.

At this time, the daily timetable and program will be discussed, as well as routines and any special requirements for the child that may need to be accommodated. Parent/s will also be encouraged to send any special comfort items (teddy etc) to help the child in the initial settling in period. Parents will also be invited to ring and check on their child at any time if there are any concerns.

Part of this orientation visit is also to explain/collect the required documentation for the child (enrolment form, birth certificate, immunisation record and Medicare number etc). Staff will also explain methods of fee payment and communication (newsletters, pockets, communication box etc), what the child will need, the importance of labelling personal items and also show the parent library where they can access the service's policies and other resources.

Educators will also discuss how best to tailor the child's settling in period – with some parents choosing to gradually build up to a full day so the child is reassured that the parents will return to collect them. Educators will encourage parents to say goodbye when dropping off – and reassured that if the child remains distressed over a period of time, that educators will contact them. Parents are able to stay as long as needed to reassure their child, but sometimes it's easier for the educator to settle the child if the parents come earlier on collection to spend time with their child – rather than do this at drop off time.

Parents will be kept informed about how their child is settling in on collection and are welcome to discuss any aspects with the Nominated Supervisor at a convenient time.

Information on the service's child orientation policy will be available in different languages when required.

We ask that new parents fill out a feedback form about their experience during their Childs orientation visits.

PLEASE NOTE:

During orientation visits parents **MUST** sign in and sign out. Parents are not to leave the centre during orientation visits, but if you wish to see how your child copes with out you being in the room you are more than welcome to sit in the foyer or use our staff room where educators can provide regular, convenient feedback.

Transition

The service aims to arrange for room transitions when a vacancy occurs or at the beginning of a new year. As each room has different challenges and expectations, children will only be transitioned when they are ready in all aspects of their development. The opportunity to transition between groups / rooms at the service is based on many factors other than just age. When the child becomes of the age to attend school, the service will work with the parents and the school to prepare the child for school entry.

Transition from one room to another

Change is harder for some children than others; however by making this transition as smooth as possible for children and families, we are helping build the child's success. Separation can evoke children's deep feelings which can trigger restlessness, frustration etc.

Implementation

So as to minimise any distress that the transfer may cause;

- Think about the transition ahead of time. Ensure you communicate with the child's new teachers beforehand to ensure they are aware of information about the child, their strengths and weaknesses, likes and dislikes.
- Talk to families about how their child handles change and the strategies they use to help their child cope with change
- Plan to have the child and family visit the new group more than once if possible.
- Invite the new teacher to visit the child in their room numerous times
- Talk about change, starting from 2 weeks before the transition
- Don't talk about the transition in terms of concern or sorrow
- Talk about their new teacher everyday in general conversation
- Celebrate the child's last day in the room with a special snack or by singing a special song you have made together
- Be sure to say goodbye.

Transition to school

When a child first attends school, there is a great change for that child and for their family. We believe that the child's parents are the most important link in this transition.

- The better the transition between home and school, the better the education: that's the message of recent research.
- The Service will always talk about starting school in a positive manner that will reinforce a healthy attitude toward the transition.
- If possible, information on local schools will be made available to parents.
- Parents with children who are of eligible age to commence school in the following year will be given a school readiness report in October.
- Information regarding school readiness is issued in October.
- Children will be encouraged to bring a school lunch box in November and December to help prepare for school. Parents will be provided with information regarding this area.

Lost Property

Please try and label all of your child's belongings including their bags and clothing clearly. All labelled items which are found can be returned swiftly or will be placed in a basket in your child's room. Please let staff know as soon as you think you may have lost something and this will make it a lot easier to identify and locate the item.

A lost property basket will be located in the foyer for all unlabelled items. If after a reasonable period of time items have not been claimed, they will either be used at the centre for spares, or will be donated to a local charity.

All children will be encouraged to be responsible for their belongings, and to store their belongings in either their locker or their bag.

Grievance Policy

Families are encouraged at all times to speak to Director about any issues as they arise so that they can be addressed as soon as possible, and in turn may prevent them becoming a major concern. We appreciate feedback whether it is in a positive or negative light and would prefer families come forward to raise concerns if they feel that the centre could be better meeting their needs. All comments will be considered and handled appropriately as determined by the Director.

The centre has a "Compliments, Comments and Complaints" box located in the foyer so that families, visitors and staff can write their thoughts (anonymously if preferred). A Compliments, Comments and Complaints Form will be available for this purpose. The Director will empty this box daily and will address any feedback obtained as soon as possible.

If you have a serious concern about any aspect of the centre it is encouraged that you contact the Director immediately to discuss these concerns. A meeting can be set up as soon as it is mutually possible for all parties involved where these issues can be discussed in depth.

If you have followed these steps and still feel that your grievance has not been acted upon, you may contact the Managing Director, or the Department of Human Services, Community Services Children's Services Advisor who will discuss this issue with you and also may contact the centre to find out any further background information and to ensure that the required standards of quality care are being met.

Emergency Procedures

Emergency procedures are in place within the centre, and children will be able to practise these procedures on an ongoing basis through numerous fire drills, with an aim to raising awareness amongst children of how to react in the event of an emergency. The centre is equipped with smoke detectors in all rooms, hallways and the kitchen.