

Lane Cove Occasional Child Care Centre

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ABN: 38 450 474 481

Service CRN number: 555 017 747T



- Welcomed, recognized, acknowledged and respected by all our staff.
- That your child is really known by, and really knows, the people who care for him or her.
- You are given lots of information about what is occurring and are asked for your views.
- You are involved in making decisions about your child's experiences.
- You and your child are received and greeted upon arrival.
- Your child is happy, secure and engaged.
- Your child is not just looked after but really cared for.

Open Hrs for Regular Care: 7.30am- 5.00pm

Long Day Care

Open Hrs for Occasional Care: 8.00am- 3.55pm

Out of scope Care

Welcome to our Service! We do hope you enjoy your time with us.

This booklet outlines issues you will need to be aware of while you are a part of our service family. It is important that you read over this booklet and ask questions about matters you do not understand. You will find a form at the back of this booklet which you must sign and return to the Service to indicate that you have read the information in this booklet and your enrolment pack.

Our Service has an open door policy. You and your family are welcome to visit the service at any time. (2.2.2)

Our policies

All our policies are available in the policy folder at the front foyer.

Introduction

Welcome to Lane Cove Occasional Child Care Service. Finding a new childcare service for your child can be a daunting task. At Lane Cove Occasional Child Care Service, our aim is to provide a secure and happy environment where children can develop their intellectual, social, emotional, physical, aesthetic skills to become competent and confident individuals. And for you as a parent/guardian, feel safe in the knowledge that your child is receiving the best possible care.

We believe the best way to work with you and your child is by building a **partnership of care**. To do this we want you to feel:

Our service is a community based Child Care Service.

NSW Lane Cove Occasional Child Care Service is licensed under the Children's Services' Regulations 2004 (NSW) as such, is required to comply with the regulations. These requirements include child care activities, experiences and programs, numbers of staff members and children and staff members' qualifications. Parents are welcome to contact the NSW Office for Children on (02) 8219 3600 for further information.

Our Program

We will be following the Early Years Learning Framework.

All of the staff at our service will have had training and experience in areas of long day care and early childhood education. Due to our high standard and commitment of our staff, we are able to provide developmental and educational programs for each group of children.

The staff will develop a daily program, observe the children in their care and plan their programs around the needs and interests of the children in their programming time.

The Early Years Learning Framework Learning Outcomes:

Outcome 1: Children have a strong sense of identity

- Children feel safe, secure, and supported
- Children develop their emerging autonomy, interdependence, resilience and sense of agency
- Children develop knowledgeable and confident self identities
- Children learn to interact in relation to others with care, empathy and respect

Outcome 2: Children are connected with and contribute to their world

- Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
- Children respond to diversity with respect
- Children become aware of fairness
- Children become socially responsible and show respect for the environment

Outcome 3: Children have a strong sense of wellbeing

- Children become strong in their social and emotional wellbeing
- Children take increasing responsibility for their own health and physical wellbeing

Outcome 4: Children are confident and involved learners

- Children develop dispositions for learning such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity
- Children develop a range of skills and processes such as problem solving, enquiry, experimentation, hypothesizing, researching and investigating
- Children transfer and adapt what they have learned from one context to another
- Children resource their own learning through connecting with people, place, technologies and natural and processed materials

Outcome 5: Children are effective communicators

- Children interact verbally and non-verbally with others for a range of purposes
- Children engage with a range of texts and gain meaning from these texts
- Children express ideas and make meaning using a range of media
- Children begin to understand how symbols and pattern systems work
- Children use information and communication technologies to access information, investigate ideas and represent their thinking

If your teacher feels there is an area of concern, they will inform you and advise where help may be sought, e.g. speech therapist. It is always your decision to follow this up. Staffs are willing to discuss any aspect of development with parents.

Philosophy

In relation to Children we believe:

- That each child needs to be valued as a unique person, within the context of their family and their community.
- That each child needs the opportunity to develop positive self-esteem through a supportive and secure environment.
- That each child will be provided with a healthy and safe environment.

Our practice reflects this through:

- Implementing a child-centered program.
- Displaying respect for individuality, diversity and beliefs.
- Allowing children the opportunity to express their feelings.
- Promoting each child's confidence and positive self image through activities that promote success.
- Providing a safe, healthy and secure environment for all children, through the implementation of health and hygiene practices and procedures.

In relation to Families we believe:

- That parents need opportunities to participate in the program according to their needs, interests and opportunities.
- In the importance of promoting and maintaining long-term positive relationships between children, parents and staff.
- In the value of parent support and involvement through the Service' management committee.

Our practice reflects this through:

- Providing families with opportunities to join in our program through family events, international celebrations and evaluations throughout the year.
- Daily communication with parents via discussion and notes.
- Sharing information and understanding of the child's interests and emergent skills.
- Parent/teacher meetings, individual meeting times, and association meetings.
- Supporting the management committee in their work.

In relation to Staff we believe:

- In the importance of employing staff who are committed to the emotional and developmental well being of children and their families.

- That good working conditions for staff will encourage stable, lasting relationships between them and the Service.
- In the importance of maintaining an environment of collegiality where personal and professional contributions are valued.

Our practice reflects this through:

- Adherence to the AECA Code of Ethics.
- Provision of ongoing training and development for staff.
- Opportunities for staff to share in decision making, obtain feedback and contribute to the discussion of issues which affect them.
- Provision of a safe and comfortable working environment.
- Provision of release time for programming and other duties.

In relation to the Program we believe:

- That the program must be based on current research that tells us that play is the best medium for learning and development in the early childhood years.
- That observations of group and individual children; staff and family collaboration; and acknowledgement of the children's emergent skills and interests forms the basis of an effective educational program.
- The program needs to provide children with the opportunity to practice and consolidate their skills in the key learning areas including: language and literacy; creative and expressive arts; mathematics; science and social and emotional development.
- The program needs to reflect and provide for different learning styles and different learning levels through the provision of open-ended experiences.
- A rich and stimulating environment has the potential to stimulate imagination, promote creativity and enhance aesthetic development.

Our practice reflects this through:

- The daily provision of books, painting, dough/clay, drawing, writing, blocks, socio-dramatic play and puzzles.
- Ensuring that the program remains a flexible working document that is responsive to the ever-changing nature of the early childhood environment, implemented through both planned and incidental experiences.
- Encouraging the children's ability to observe, perceive, explore, investigate, imagine and problem solve.
- Providing opportunities for children to make assisted choices.

- Valuing peer collaboration as an essential element of learning.
- Providing attractive, well maintained play areas, with the thoughtful use of furnishings and displays.

In relation to the Community we believe:

- We must be responsive to current standards and thinking within the greater community.
- It is important to share our knowledge and experience with others.
- In the value of establishing links with the local community.
- In developing links with professional support services.

Our practice reflects this through:

- Ensuring that we operate within the guidelines set down by governing and professional bodies.
- Using the established channels of communication with committee, council and the community.
- Encouraging Early Childhood and work experience students to take part in our program.
- The effective and meaningful utilization of local services.
- The provision of literature that explains Service's philosophy and program.
- Participation in community events.
- Acknowledging the support provided by City of Sydney Council.

From this philosophy we have developed many policies, which provide guidelines for the operation of our service. Policy review and development is ongoing.

Grievances, Complaints and Feedback 2.1.7

If for any reason you are not happy with the Service's level of care or care environment we want to know immediately. You can discuss this with staff or formally write a letter. When any matter is raised the service will be following our Grievance Procedure Policy. All Service policies are made available to parents. Positive feedback is most welcome too.

Occasional Care (Out of Scope) 8.00am -3.55pm

There are a minimum of 10 places per day allocated to Occasional Child Care. Parents are welcome to use the Service as often as needed (Up to a maximum of three days a

week). They may use full days, morning/afternoon sessions, or 2 hour sessions.

These bookings can be made 2 weeks in advance.

Parents are asked to contact the service the day before, if your child/children are unable to attend on the day booked.

And a \$5.00 charge will apply to each cancellation.

ALL CANCELLATION ON THE DAY OF ATTENDANCE WILL BE CHARGED THE HOURS/DAY BOOKED.

Extended hours of Care 7.30am-8am and 4pm-5pm is **not available** to occasional care unless it is booked in advance and an extra fee is required.

Extended hours bookings need to be booked at the time of your original booking. There will be an extra cost for the extra hours. Extended hours being from 7.30am to 4.55pm for a 5pm leave.

Regular Occasional Care (Out of Scope) 7.30am - 5pm

There are a minimum of 3 places per day allocated to Regular Occasional Child Care. Parents are welcome to use the Service a maximum of three days a week. These are full days only.

Monthly accounts are issued and fees are payable one month in advance on your child's first attendance for the month.

No refund is available for day's away or sick days. Public Holidays are not charged.

Two week's notice in writing is required for holidays or full fees will be charged.

Two weeks' notice in writing of a regular occasional place cancellation is required.

Regular Care (Long Day Care) (Approved Care) 7.30am - 5pm

The Service offers a maximum of 20 regular places per day and they are full day bookings. These are Approved Care places which entitle our families to Child Care Benefit and Child Care Tax Rebate. Monthly accounts are issued and fees are payable one month in advance on your child's first attendance for the month. No refund is available for sick days, holidays and Public Holidays. Two weeks' notice in writing of a regular place cancellation is required.

Child Care Benefits for Regular Care Only

A family subsidy (Child Care Benefit) is available from the Family Assistance Office (FAO). The Family Assistance Office will assess parents' taxable income and a scale will be used to determine the amount of assistance each family will receive. The assistance may be claimed at a reduced Service fee or at the end of the financial year. Every family regardless of their income is entitled to this assistance. For further details please speak to our Director or contact FAO on 13 6150.

The service is opened for **9.5** hours per day for regular places and 7.55 hours for occasional care per day **50 weeks** per year and caters for children 0-6 years.

The Daily Routine

Although the routines of each room and age group will vary, the same aspects are contained in each. We endeavour to provide a home and family environment at the service where the children feel comfortable and secure at all times and our daily routines reflect this.

Throughout the day the children will be experiencing a number of different activities which are part of the educational and developmental programs operated by all of our staff.

Each room will display their routine in the rooms and these are available for parents to read and questions regarding this can be answered by the appropriate staff members.

Services Offered

Long Day Care

Occasional Care

Regular Occasional Care

Age Groups

The Service will provide three classes which will promote a spacious, warm and inviting environment for all our children at the Service. The classes will be offered as followed:

- Gum Seeds 6 wks to 2yrs
- Gumnuts – 2 - 3years
- Gum Trees – 3 years-6 years

Children

Those First Weeks

The introduction into care can be difficult for children and parents. Children's welfare and happiness are the priority for staff when welcoming new children to the Service and when assisting the family to settle into the Service environment. It is recognized that families needs will vary greatly in the orientation process and individual needs will be met as best is possible.

The following outlines some helpful hints for parents on settling their child into care:-

- Make sure you familiarize your child with the environment and the people in the environment (children and adults) by coming in for visits before commencing care.
- Ease your child into care with short stays to begin with.
- Provide a favorite toy, blanket or comforter to support your child when they are separating from you or settling to sleep. This can help your child feel more secure.
- If your child is unsettled, short visits with you will help your child to gain trust with an unfamiliar environment. These visits can be made on a day when your child is not booked to attend.
- Interactions between staff and parents or staff and other children can produce positive role models and be reassuring. This experience can help to establish trust in an unfamiliar setting.
- Try to talk at home about child care. Mention the names of the staff and other children. Talk about the things the child will be able to do at child care that are fun and enjoyable.
- Talk to the staff about your child, for example, what they like to do; successful ways of settling them to sleep; foods they like and dislike and so on. This helps staff to get to know your child.
- When leaving your child it is best to make sure you say goodbye and then leave. Hesitating and not going after you have said your goodbyes, if a child is upset, only confuses them. Reassure your child that everything is alright and you will return later, this can help them to settle.
- It sometimes helps to establish a routine when leaving. For example, giving your child a cuddle and giving them to a staff member or sitting down with them for a short play or reading a book together then leaving.
- At first some children protest strongly while others may take a day or two to realise that you are leaving them

and begin to protest after several days. Children soon learn that you do return and in the mean time they are well cared for.

What to Bring

0-6 years

- Please label everything with your child's name. There is a marking pen and tape available for your use.
- Parents provide lunch for their child/ren
- Food: please place in appropriate baskets.
- LCOCC is a "**NUT FREE ZONE**", we therefore ask you not to send peanut butter, Nutella or other nut products in your child's food containers. Please do not send nuts of any description.
- The abovementioned food will not be given to your child. We aim to encourage a nutritious diet, therefore please do not send sweets, cakes, chips, or chocolates for lunch.
- Lunch in a clearly marked container or bag. We recommend you to not bring juice for your child, water will be provided to your child through the whole day and at meal times. Children are encouraged to return uneaten food to their containers so that you can see what they've consumed.
- Bottles for bottle-fed babies and expressed breast milk for breast-fed babies need to be clearly marked and placed in the fridge.
- Nappies: place in pockets provided with your child's name on nappies. Please provide two nappies, for use by your child. And provide a spare nappy for your child in their bag.
- Any nappy provided by service will be charged \$1.00.
- A change of clothing that is weather appropriate (younger children- especially those toilet training- will need extra changes)
- A hat – a full brimmed wide hat.
- A comfort item for rest time.

Birthdays

Your child's birthday is a special event in his/her life. To celebrate your child's birthday, you are welcome to bring cake

or jelly (due to food allergies). Please check with your child's teacher prior to birthday, in case of other children having special dietary requirements.

Cup cakes are preferred.

Clothing

Parents are advised to send their children to the service in comfortable, inexpensive clothing. The children need to be able to move around during their play period and should be unimpaired by clothing. While paints etc. will come out in the wash, accidents do happen so it is best to send the children along in their "less than good clothes". Young children enjoy and need "messy" play with paint, clay, sand, water and mud.

The service only has a limited supply of spare clothing. Please supply at least one change of clothing and underclothing in case of accidents.

Please mark your child's clothing and replace name tags if they fade in the wash. Ensure clothing is weather appropriate.

Please ensure that toddlers have about three complete changes of clothing and plenty of training pants.

Clothing safety

Please do not dress your child in clothing with cords e.g. shorts, hats etc. As these have the potential to become caught on equipment and may cause serious harm to your child.

Belongings

Please ensure all belongings are clearly labelled such as dummies, clothes etc. Lost property will be displayed for parent collection in your child's room. Parent co-operation in labelling assists the Service in keeping your child's belongings together.

The service discourages toys from home and we will not hold any responsibility for any personal belongings. Please be reassured comfort items are acceptable and news items to be placed in 'News Box'.

Possessions

A soft toy or security item are acceptable for rest time. It is appreciated if personal possessions are not brought to the

Service e.g. guns, toys etc. Any possessions brought must come entirely at the parent's own risk with regards to breakage or loss.

Lockers

Each child is allocated a locker. Please place bags in your child's locker. If your child attends less than five days per week, they will share their locker with another child.

Guidance and Discipline

Staff follow a Behavior Guidance Management Policy which extends across the whole Service giving consistency of expectation in all rooms. This policy allows children to develop self-discipline, a respect for others and for property and respect for self.

The policy aims are:

- To give all children the opportunity to expand their experiences of life in a productive, safe environment that allows individuals the right to safety, tolerance, self-expression, cultural identity, dignity and the worth of the individual, along with honesty in dealing with peers and caregivers.
- To be taught to respect the rights and needs of others by foreseeing the outcome of their behavior and the consequences of their behavior.
- To encourage the individual social development of each child.

If you require further information on this policy please ask staff and refer to the policy book.

Rest and Sleep

Rest time routine varies according to individual needs. We aim to make rest time a relaxed, pleasant time for all children. We provide stretcher beds for children. Your child may wish to bring a security item, pillow or blanket to have at rest time. Please feel free to discuss your child's rest needs with staff.

Parents

We believe the best way to work with you and your child is by building a **partnership of care**. To do this we want you to feel You are given lots of information about what is happening and you are asked for your views

Communication, Communication, Communication

What is the best way to communicate with you? Everybody has a different communication style and time for communication. We understand that mornings and afternoons can be a little rushed, and not the best time to discuss your child. We have many types of communication we use for families in the service just like you. 2.1.9

Confidentially and Discretion 2.1.2

Information received through written and spoken communication with families will be treated with discretion.

At any time if you require a **private discussion with our staff**, please inform us. This can happen face to face or by phone.

Ways we will be communicating the events of the service by:

- Face to face verbal interactions at arrival and departure times. 2.1.6
- Newsletters
- A parent communication book, where brief notes can be left between staff and parents.
- A notice board where various messages and notices are displayed advertising current issues and upcoming events.
- Parent meetings are held where parents can raise any issues or topics they feel relevant and contribute to decision making.
- A fees/communication box is located in the service. Parents are able to leave more detailed written messages, for the purpose of expressing concerns, positive or evaluative input that they feel they need to let staff know about. These can be anonymous if so desired.
- Occasionally staff will ask parents to complete short surveys in order to maintain up to date records and seek parent feedback on various topics.
- Each family will be allocated an individual pockets in which newsletters, accounts and other written communication will be placed. ***It is the parent's responsibility to read these notices and ensure they are aware of current issues and events in the service.***
- Policies will be regularly reviewed in a variety of ways (sign in area, newsletters and via files to enable parent comment on Service practices) 2.1.12, 2.1.14

Communication and Staff

What can you expect from staff?

Staff will make efforts to communicate effectively with families.

- Staff will inform families promptly and sensitively of any out of the ordinary incidents affecting their child. 2.1.5
- Staff will share with children's families some of the specific interactions they had with the children during the day. 2.1.10
- Information on children's eating and sleeping patterns at the Service will be provided to families through verbal communication and through the room sign in sheet. 2.1.11
- When families and staff make a joint decision that affect children's progress, interest and experience, a record will be kept in the appropriate form. (These may include new events like toilet training.) 2.1.13

Please feel free at any time in person, by phone or email to discuss your child's progress, relationship, interest and experiences. 2.1.4

Parent Involvement 2.2.9

This is vital to ensure maintenance of a quality service. Your contribution of ideas, experiences and skills are welcomed and greatly valued. You may be able to share your skills and experiences in music, craft, cooking and storytelling etc to enhance your child's program at the service. Please complete your availability or what you can offer the service on the enrolment form.

Parents are welcome to visit or call the Service at any time. If you have any talents or hobbies, we welcome and encourage to please share them with the children.

If you have any concerns, please see your child's teacher or the Director. We have a grievance policy and procedure if you would like to formally raise any concerns

Fundraising

Fundraising is a very important component of the annual on-going costs and equipment budget. Please support all the events organized by the Committee. If you cannot be available for these functions, then a monetary donation is appreciated. Raffles are also held, anyone able to make donations of prizes

would be much appreciated. If you have any brilliant ideas for fundraising, we would love to hear them also.

We would like to see the Service become more of a focus in the community and hold a high profile in the Child Care networking area of Lane Cove. This could be achieved by positive referrals, promotion and interest in the various fund raising activities held.

Hours of operation and bookings

The Service is open the following hours.

7.30am - 5.00pm Regular Care & Regular Occasional Care

8.00am – 3.55pm Occasional Care

Monday to Friday. The Service operates all year except Public Holidays and during Christmas school holidays for 2 weeks.

The service accepts bookings at any time.

Occasional Care bookings times available

- 1 hour sessions: Bookings can be made between 8am to 12pm and 2pm to 4pm.
Between 12pm and 2pm no bookings will be available due to the disruption of sleep time to children. (Emergency situations accepted)
- 2 hour sessions: Bookings can be made in the following time slots.
 - 8am – 10am
 - 10am-12pm
 - 2pm-4pm
- 3 Hour Sessions are **not** available

The Services license allows 33 children at any time, including no more than 12 children under the age of two years with no more than 3 children under twelve months.

Enrolments DEEWR requirement

Sometimes, there may be a waiting list for child care services and to ensure the system is fair, the Australian Government has “Priority of Access Guidelines” for allocating places in these circumstances.

Every approved child care service has to abide by the guidelines and tell you about them when you enrol your child into care.

First Priority

A child at risk of serious abuse or neglect

Second Priority

A child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the Family Assistance Act

Third Priority

Any other child

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

- children in Aboriginal and Torres Strait Islander families;
- children in families which include a disabled person;
- children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold of \$37,960 for 2009-2010, or who or whose partner are on income support;
- children in families from a non-English speaking background;
- children in socially isolated families; and
- Children of single parents.

We may require a Priority 3 child to vacate a place to make room for a child with a higher priority. We can only do so if you:

- are notified when your child first entered care that your service follows this policy
- are given at least 14 days notice of the need for your child to vacate.

Court orders

Parents must notify the Service if there are any Court Orders affecting residency of their children and a copy is required for the Service. Without a Court Order we cannot stop a parent collecting your child.

Annual membership

An Annual membership fee of **\$55.00** per family is to be paid before your child commences at the service.

Arrival and departure

For safety and security reasons ALL children must be signed in on arrival, and signed out on departure. The times must be noted. No child will be allowed to leave our service with a person who is not stated on the enrolment form, unless prior arrangements are made with Director. **Signatures and times are important; if no signatures or times are entered it may**

be deducted from your tax return at the end of the financial year, at full fees.

Fees

Cash is to be put into envelopes provided and clearly labeled with your child's name.

Cheques made out to Lane Cove Occasional Child Care Inc. are welcome. Any charges incurred by returned cheques will be payable by the drawer. Credit, Eftpos and direct bank transfers are available.

Service Fees

LCOCC offers occasional care in the following sessions:

Gum Seeds Room 0-2yrs

Regular booking: Full Day 7:30am – 5:00pm	\$107.00
Occasional booking: Full Day 8:00am – 3.55pm	\$102.00
Occasional sibling: Full Day 8:00am – 3.55pm	\$97.00
Occasional booking: Half Day 8:00am –12:30pm	\$66.00
Occasional booking: Half Day 12:30pm –3.55pm	\$55.00
Hourly rate for less than half day:	\$24.00
Extended hours for Occasional Care	
Full Day 7:30am – 5:00pm	\$110.00

Cancellation or alteration charge: \$5.00

Gumnuts Room 2-3yrs & Gum Trees Room 3-5yrs

Regular booking: Full Day 8:00am – 4:00pm	\$100.00
Occasional booking: Full Day 8:00am – 3:55pm	\$97.00
Occasional sibling: Full Day 8:00am – 3:55pm	\$97.00
Occasional booking: Half Day 8:00am –12:30pm	\$64.00
Occasional booking: Half Day 12:30pm –3.55pm	\$52.00
Hourly rate for less than half day:	\$22.00
Extended hours for Occasional Care	
Full Day 7:30am – 5:00pm	\$102.00

Cancellation or alteration charge: \$5.00

Benefit Number is 555-017-747 T.

Accounts in debts will be subject to care being cancelled.

Accounts for Regular care

You will receive a statement on billing cycle and fees are to be with in this cycle.

Any change of financial income will alter your fee structure, please advise our service and FAO (13 6150) if this occurs. Payments can be made via cash, cheque, Eftpos or direct deposit.

Accounts for Regular Occasional care

You will receive a statement on billing cycle and fees are to be within this cycle.

Accounts for Occasional care

Payment is due the day care is provided when you can also re-book if required.

Late Fees

If your child is collected from the service after 5.00pm, you will be charged a late fee which is \$20.00 first 10 minutes and occasional care time is 3.55pm. This will be added onto your account.

Attendance and absence for regular care

Once a child is enrolled at the service, payment of fees must be continued during the child's absence for illness and holidays. When a child is absent for any reason we must be notified. The service is open for fifty weeks per year; the only period during which we are closed is public holidays and two weeks at Christmas. Dates will be advised.

Allowable Absences

Refer to DEEWR for allowable absences

Regular care waiting list

When our rooms have full enrolment, children's names will be put onto a waiting list. Once a position is vacant, parents are then contacted about placement. When parents wish to change days to other days, this can be effective immediately provided the group enrolment is not full. If it is full the child's name will be placed on a waiting list. Once a position is available, days will then be adjusted. Our waiting list does give priority to working parents as per Priority of Access Guidelines.

Notice of Withdrawal

Refer to DEEWR

Funding

We acknowledge continued support from the Department of Community Services and Lane Cove Council.

Health & Safety

The service provides a healthy and safe environment for children, staff and families to grow and develop in – as such the service has a health and safety and hygiene policy regarding illnesses and medications. Children with contagious illnesses are required to be kept at home and a doctor's certificate must be presented to show that the infection cannot be passed when the child returns to the service.

Food Allergies

We are an allergy aware Service.

Please inform the service Director if your child has any allergy.

Illness

NO CHILD will be admitted with obvious signs of any highly contagious infection or illness. Our policy states the incubation period, symptoms and exclusion periods of such diseases. Children who are not immunised will be required to be exempt from the service.

Medication

Staff will be able to administer medication to children who are recovering from illness **(prescribed medication only)**

A medication form must be completed and signed by parents before any medication will be given. All prescription medication must be prescribed for your child and not another family member- unless stated otherwise by a doctor's certificate. Medication must be in date and in its original packaging.

The medication must be handed to a staff member to store in a locked container in fridge. Please **DO NOT** leave medication in your child's bag.

The staff member who gives medication requires a medication form to be completed by the parent, e.g. tablets, mixture, creams.

Any child who has commenced an antibiotic must not attend the service for 48 hours from commencement.

Asthma

The service aims to provide a safe environment for children who have asthma. It is service policy that an "Asthma Record Plan" be completed by parents/guardians in consultation with the family doctor. It is also a requirement that the record plan be reviewed by your family doctor annually or as circumstances change. This must be completed and returned before enrolment commences. These will be available at the time of enrolment.

Sun Protection

Our service's policy is "no hat, no play". This policy will be enforced. Parents are asked to provide a wide brim hat to wear during outside activities. These must be named. The most suitable hat is one, which shades the ears and neck, as research is showing a high incidence of skin cancer on people's ears.

Accidents

In case of an accident or illness occurring at the service, the Director will contact parents if deemed necessary. As a matter of extreme importance parents must ensure that the service has up to date emergency contact numbers. An incident report will be filled out, outlining the accident and signed by the staff who observed and administered first aid, as well as any witnesses. The Director's and parent's signature will also be required.

Emergency Drills

Throughout the year the service will hold emergency drills which occur at any given time throughout the day. These are carried out in a well-organised and orderly manner. Also staff will be trained in using the fire extinguishers that are in the Service. An emergency escape plan will be in every room.

Using the Service Safely 5.4.17

Never leave children unattended in cars while collecting children from the service.

Cars parks are dangerous places for children, always hold children's hands when arriving and leaving the service

Never leave a door or gate open.

Never leave your children unattended in a room.

Children are not permitted into the kitchen and laundry areas.

OHS feedback

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practises, the safety of building and equipment or general OHS, please contact the director immediately.

Staff

Suitable qualified staff are employed in all age groups and the child staff ratios are adhered to according to licensing requirements. All staff will have their Senior First Aid Certificates, working with children checks completed and attend monthly staff meetings. Our staff are regularly involved and encouraged to attend further development and training.

We aim for our service to be unique in that all our staff will have had training and experience in the child care profession. For further details on the qualifications of the staff, please see our Director.

Conclusion

We guarantee your child will have a happy, safe and secure relationship with the service and its staff and that the time he or she is in our care will be positive and fulfilling.

Important Contacts and Information for Families 2.1.16, 2.1.17

The service provides families with current information on child and family resources and services accessible in the local community.

Our service has a parent library with resources you may find helpful.

- **NSW Dept of Education and Communities**
Early childhood education and care
ecec.det.nsw.edu.au
- The Australian Children's Education and Care Quality Authority (ACECQA)
(Formally Known as NCAC)
Level 15, 255 Elizabeth Street, Sydney, NSW, 2000
Phone: 1800 181 088
<http://acecqa.gov.au/>
- **Family Assistance Office**
Phone: 13 61 50
- **Australian Childhood Immunisation Register**
Phone: 1800 653 809

We encourage family participation and involvement in the service.

This allows you to see first hand what we do your child sees that there is a connection between home and the service.

We welcome your feedback and view **“Feedback as a Gift”**

Open Doors

- O** Our Service can be accessed at any time for parental inspection.
- P** Please come and see how we help your child develop and grow.
- E** Entry by you any time shows that we are happy for you to see our practices at any time of the day.
- N** Never leave your child in a Service unless you feel 100% competent in their ability to provide for your child.
- D** Don't hesitate to ask us any about your child, their development or our Service philosophy.
- O** Our service is proud of the quality care we provide
- O** Our educators are qualified, trained, experienced and talented.
- R** Rather than take our word for this
- S** See for yourselves!

Family input is greatly appreciated.

If you have any comments or suggestions we would greatly appreciate for feedback.