

Emu Community Children's Centre Inc

Handbook

Welcome

Welcome to the Emu Community Children's Centre Inc. We trust that our service will be beneficial to both you and your child/ren and this booklet will answer your questions about our centre.

We are a non-profit organisation, which meets the licensing requirements of the Department of Education, Training & Employment. Our centre is managed by the community meaning that the families and staff share the responsibility for the quality of care we provide for the children and management of the service.

We have an open door policy which means that you are able to drop into the centre at any time and visit your child. No phone calls needed for this.

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Philosophy

For the Children We acknowledge that the children and parents who use the childcare centre come from a wide range of backgrounds and cultures. Our aim is to respect those backgrounds and cultures and to provide child care which will meet the needs of the children and parents.

Our intention is to provide a secure, happy and stimulating environment where every child and parent can feel comfortable. We believe that each child is important and should be seen as a unique individual. We recognise that each child has the right to positive experiences throughout childhood and we aim to provide a caring environment. Programs are planned to foster self-esteem and to encourage the social, emotional, physical and intellectual development of each child at their own rate and stage of development, and is designed to take into account any special needs.

For the Parent Every parent is welcome at the centre and can have a voice in the way the centre is operated and in the care their child receives. Each parent is encouraged to participate in the centres services and programs according to their needs and interests, and opportunities.

For the Community We aim to make the centre part of the larger community by taking an interest in other group activities and by inviting others to share in ours. We aim to be aware of and respond where possible to the needs of the community which are not currently being met by our centre.

For the Staff We believe it is important for young children to have continuity of staff. The centre will encourage this by providing good working conditions and the opportunity to express ideas and feedback as a member of a team.

Staff members are encouraged and required to attend in-service training and workshops as part of their professional development. We aim to select staff from a range of different backgrounds that are suitably qualified, caring, treat children as individuals and are supportive of parents needs.

Staff and Management by working together, aim to uphold this philosophy.

Management Structure

The Emu Community Children's Centre Inc is managed by a Management Committee, which meets on a monthly basis at the centre. They maintain various sub-committees which oversee matters relating to the centre. There are four office bearers elected from the main committee. These positions are Chairperson, Vice Chairperson, Secretary and Treasurer. The committee is elected each year at the Annual General Meeting.

The Management Committee understands some of the issues affecting child care and is:

- Responsible for the effective implementation of quality child care for the community;
- Responsible and accountable to the parents, families and children using this service;
- Accountable to the South Australian Department of Education, Training and Employment (DETE) to ensure that licensing standards and regulations are being met;
- Responsible to the staff to ensure that fair and consistent employment practices are being met, including awards and legislations.

All parents and families are encouraged to join the Management Committee. You are welcome to attend meetings as an observer and offer your services at any time. Becoming involved with Management can be a very rewarding job, not only do you get to network with other parents; you get to have your say in the day to day running of your centre. If you think you may be interested in joining our Committee or would like more information please don't hesitate to ask.

Accreditation

Our centre participates in the Quality Improvement & Accreditation System. Our Certificate of Accreditation and our Quality Profile are displayed in the centres foyer. The centre aims to maintain its High Quality standard of care by regularly evaluating and reviewing our policies, programs, interactions and the service we provide.

If you would like more information about the Accreditation process please ask your Team Leader or the Director. You can also visit the NCAC web site:

www.ncac.gov.au

Staffing

Staff at Emu Community Children's Centre Inc are experienced, motivated people who provide a stimulating and challenging environment for your child. Children are nurtured and kept safe while they have fun playing with friends.

The staff welcomes your comments and feedback. The information you give us is valued and will be used. You know your child and their needs. Please feel free to talk to us at any time. We appreciate your comments or suggestions either in writing or verbally.

Continuity of care is a huge factor when providing a quality service. We employ core staff to work with the children. This ensures familiarity for you and especially the children. We are staffed above the minimum requirement for licensing standards. The centre supports the staff in improving their skills by in-service training and professional development. Regular relief staffs are employed to cover the needs of staff for programming, meetings, training days, rostered days off, sick days and annual leave. All of our staff team holds a recognised first aid certificate, mandated notification certificate and all have police clearances.

Our core staff along with our regular relief staff participates in professional development throughout the year. Some even participate in courses to obtain additional qualifications relevant to our field. This along with other strategies ensures that our team of quality child care workers maintains their skills and knowledge of the current child care practices.

All staff should wear the same work shirts to identify themselves. Photos are displayed in the foyer of the centre.

Hours of Operation

Our centre is open between the hours of 6.30am-6.30pm, Monday to Friday, excluding public holidays. We divide our day into two sessions, care can be provided for a full day or for a session. Sessions are:

Full Day	6.30am-6.30pm
Morning Session	6.30am-12.30pm
Afternoon Session	12.30pm-6.30pm

Care can be provided on a full time or part time basis. Families' book for set days and sessions on enrolment and these become permanent bookings. Occasional and/or emergency care can be provided when vacancies exist.

Eligibility and Priority

The centre follows the Department of Family and Community Services 'Priority of Access' guidelines. These guidelines are used when a vacancy exists in the centre:

- Priority 1- a child at risk of serious abuse or neglect
- Priority 2- 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
- Priority 3- any other child

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

- Aboriginal or Torres Strait Islander families
- Families which include a disabled person
- Lower income families
- Families from a non English speaking background
- Socially isolated families
- Single parent families

Fee Structure

The fees are set by the Finance Committee, taking into account the budget needed to meet the effective and efficient running costs such as staffing, salaries and consumables. We therefore ask that your fees are paid regularly and on time.

An early and late fee applies to the children who arrive before their booked session or are collected after their booked session. The fee is \$10 for every 10 minutes or part there of.

Billing and Booking

Accounts are processed on a weekly basis. They are placed in your child's pocket in the hallway.

Fees can be paid by cash, cheque, eftpos or direct debit.

There is a quarterly charge of \$14 per family to maintain equipment in a safe manner and to purchase sunscreen, fire extinguisher, pest control and ambulances cover. This is charged in February, May, August and November.

If the office is unattended and you wish to pay your fees, place them in an envelope (in the foyer) with your name and the amount, then post it through the fees box in the office. If the fees box is closed please see a staff member. You will receive a receipt the following day.

Child Care Benefit

A Commonwealth Government subsidised Child Care Benefit and Child Care Rebate are available. All parents can apply to receive CCB and CCR.

You will need to register with the Family Assistance Office (FAO) and give them your income details. If you fail to register with the FAO you will be charged at the full fee rate. You can register over the phone; they will assess your combined weekly income and give you a % rate for Child Care Benefit (CCB) that they use to calculate your fees. If you have another child in care elsewhere at the same time please let the centre know in writing. Until we receive this notification you will be charged at the one child rate.

When filling out your child's enrolment form we must have the child and parent date of birth along with both CRN's. The account must be in the same name as the parent who has applied for the CCB.

To claim the child care rebate for out of pocket expenses please retain receipts printed with your account, to claim on the following year's tax return. You can now have this directly taken off of your fees. Please speak with centrelink to organise.

Allowable Absences

The Family Assistance Office allows for Child Care Benefit to be claimed for absences up to a maximum of 42 days per year. This includes sickness without a medical certificate, casual days off and holidays. It is always a good idea to get a certificate from the doctors if your child is sick.

If you go over your allocated 42 days you will be charged full fee.

Sickness

While your child's immune system is still developing they are going to be sick from time to time. The centre aims to be a "WELL" centre and asks that if your child is sick or has an infectious disease that you follow the appropriate exclusion periods and keep them home until they have been cleared by a Doctor or they are well enough to attend care. This will aid your child in a rapid recovery and it will also stop the spread of infection to other children.

In the event of your child being unwell whilst in care, staff will notify you or your nominated contact person to collect your child. Parents/guardians are expected to collect the unwell child as promptly as possible (within ½ hour of call) to help minimize the spread of infection.

Fees During Periods of Non Attendance

If the two weeks notice is given in writing for when your child will be absent from the centre you will be charged at 50% of your normal fees. This is to retain your space in the centre. No fees will be charged over the Christmas/New Year period.

If your family is experiencing financial difficulty due to illness or other reasons please speak with the Director, so that financial arrangements can be made.

To maintain a high standard of care we aim to employ permanent staff, who need to be paid. It assists us to balance the payment of wages if parents pay their accounts regularly and on an ongoing basis.

If you know that you will not be attending a booked session, you may wish to ask this day to be swapped for another day during a five day period, providing a vacancy exists. This will incur a surcharge of \$4.00; however, you will not be required to pay for the day your child is unable to attend. If no vacancies exist in the five day period you will be charged for the day of non attendance and it will come out of your 42 days of allowable absences.

Cancellation

A minimum 2 weeks written notice, or payment in lieu of, is required when withdrawing your child. Please note Child Care Benefit is not available for these two weeks if your child does not attend.

Casual Bookings

Occasionally the centre can offer families extra days to those booked on request. These days are charged additional to normal booked times. 48 hours notice of cancellation of casual bookings is required or the normal fee will be applied. There is an additional \$4.00 surcharge for ALL casual and one off changes to bookings. Please complete a Notification of Changes form, which is available from the front desk for permanent, casual and holiday bookings. Please place this form in the fees box or hand it to a staff member.

Visits

Children are much happier to stay at child care when they are familiar with their surroundings and the people in them. We value the importance of settling new children in to the centre before they commence care. Therefore we encourage you to visit the centre with your child as many times as you need. This provides time for both you and your child to become familiar with the staff, the environment and the routines of the room. It is also a time for you to discuss with the staff any routines or practices you use for your child at home. During these visits you stay with your child, play and observe them as they interact with others and become familiar with the room and staff with the security of a parent close at hand.

You can book as many visits as you need for yourself and your child to feel comfortable within our centre. All visits must be booked so that we do not have too many adults in the room. This can be overwhelming for the children who are booked into child care.

Children who have not been in care before can find separation time distressing, we suggest that you discuss this with the staff and work on strategies around this. It is recommended that you do not prolong this process, by saying goodbye and leaving promptly. Please never leave without saying goodbye to your child and feel free to speak to the staff if you are at all concerned or unsure of the separation process. We welcome your phone calls throughout the day to find out how your child is going. You will be transferred to your child's room to speak personally to the staff caring for your child.

Fundraising

As we are a non-profit organisation we do fundraising throughout the year to help us to buy new equipment, replace art materials and have things like the yards upgraded. We have several events during the year ranging from family portraits to different athons.

All monies raised by the children and their families goes straight back into the centre so we can continue to provide the high quality equipment and care your family deserves.

Holidays and Centre Closure

If 2 weeks or more written notice (Notification of Changes form) is given, for upcoming holidays the fees will be reduced by 50%. Full fees are payable for any absences where less than 2 weeks notice is given.

Fees will not be charged for centre closure days. These include Christmas/New Years break and Public Holidays.

FEE INFORMATION FOR PARENTS FROM 2nd JANUARY 2012

ALL FEES ARE CALCULATED ON A SLIDING SCALE ACCORDING TO YOUR INCOME

Highest Fees combined Gross Weekly Income over \$2600.00 per week

Highest Fulltime Fee	1 child \$300.00	2 children \$600.00
Highest Daily Fee	1 child \$68.00	2 children \$136.00
Morning Session Fee	1 child \$36.00	2 children \$72.00
Afternoon Session Fee	1 child \$37.00	2 children \$74.00

Highest Fee 4 Days 1 child \$270.00 2 children \$540.00

Lowest Fees combined Gross Weekly Income of \$746.00 or less per week

Lowest Fulltime Fee CCB)	1 child \$116.00	2 children \$216.00(50 hours
Lowest Daily Fee	1 child \$19.42	2 children \$30.62
Lowest AM Session Fee	1 child \$11.71	2 children \$23.31
Lowest PM Session Fee	1 child \$12.71	2 children \$23.31

Lowest Fee 3 Days 1 child \$66.22 2 children \$108.46

Lowest Fee 4 Days 1 child \$93.36 2 children \$171.36

A Bond equivalent to one weeks full fee per child, is payable upfront on confirmation of a childcare place in the centre.

A one off ADMINISTRATION FEE of \$10 is payable by all families. This will be charged to your first account.

Equipment Donation of \$14.00 is charged to all families on a quarterly basis.

ALL FAMILIES MUST NOTIFY CENTRELINK THEY ARE USING OUR CENTRE.

PUBLIC HOLIDAYS – NO CHARGE

No discount for bookings not attended - Charges based on booked in times

CASUAL BOOKINGS - \$4.00 surcharge for casual bookings
48 hours notice of cancellation or normal fee applies

Hours of care are calculated in either 6, 12 or 50 hours for CCB. Maximum hours the Department will pay for fulltime care is 50 hours per child. In special circumstances Centrelink will grant 60 hours. **Fees are subject to change.**

Arrival and Departure

On arrival please ensure that you leave your child in the care of a staff member. It is your responsibility, to place your child's belongings in the basket or on the hook provided for them. Most importantly, enter the time of arrival and sign in the appropriate space on the attendance sheet. When dropping your child off at the centre, always say goodbye to them and the staff member on duty. This is important for the child not to feel abandoned and can help in the settling process.

When collecting your child at the end of their booked session, please ensure that a staff member is aware of your departure. Once again you must enter the time of departure and sign in the designated area on the attendance record. If you are going to be later than your specified time of collection please advise the centre by phone, as this can be unsettling for children expecting to be collected. If we know you are going to be late we can staff accordingly within the Licensing Regulations.

Although staff may be present at the centre prior to 6.30am to organize for the day, the children may not enter the building or be left at the centre before the 6.30am opening time due to licensing and safety issues for the children and staff. If your child is booked in for the afternoon session they may not arrive before 12.30pm due to licensing regulations. Children are to be collected after their session time (i.e. 12.30pm for the morning session or 6.30pm for the afternoon or day session), the charge will be \$20.00 for every 10 minutes or part there of. Please ensure that these session times are adhered to.

If at any time you are unable to collect your child personally, we will require written notification on the attendance sheet of who is collecting your child. If that person has not been at the centre before or for a long period of time, please ask them to bring photo identification with them as they will be asked for it.

Minors are not to collect children unless written authorisation from the parents has been given to the centre. We will not allow your child to leave the centre with an unauthorised person. Please make sure that your family and friend are aware of these rules to avoid any embarrassment for the adult, distress for your child and the safety of your family unit.

Positive Behaviour Guidance

The centre aims to develop a positive self concept in each individual child. The behaviour management policy revolves around the limitations that are set in each room. Children, parent/guardians cultural backgrounds and additional needs are taken into account when developing limits for the rooms and children.

These limits are set in relation to what is acceptable behaviour between the children and the adults to achieve an environment which is safe, happy and appealing to all. In each room the methods for following through on this policy are formed by the staff and are determined by the staffs' knowledge of each individual child, including their cultural background and any additional needs.

Behaviour guidance is carried out in a positive way. It is the behaviour that is rejected and targeted, not the child.

The Director or Team Leader will inform parent/guardians in cases of concerning behaviour and suitable strategies will be negotiated with the families. This may include consulting outside agencies for advice and/or diagnosis. Behaviour Management Policy is available in the policy folder in the foyer.

Child Protection

All adults working with children upto the age of 18 years are legally bound to report suspected child abuse, under state Mandatory Notification Legislation. Child abuse comes in many forms, it could be; physical, sexual, and emotional or neglect. Any adult working in the centre suspecting abuse must report their suspicions to the relevant authorities. In many cases it is a requirement of the authority that staff do not communicate with parents regarding their suspicions or report. This law was established to protect all South Australian Children from Child Abuse.

Security

As our centre is relatively isolated, the front door is locked between 6.30am-7.30am and 5.15pm-6.30pm. To gain access to the centre you will need to ring the door bell. Please be patient, the staff will open the door as quickly as possible.

Children will only be released to their parent/guardians or other people authorised by the parents to collect their child. No child will be permitted to leave the centre unless authorised by the parent either in writing or by a phone call. Photo identification will be checked of all persons unknown to the staff.

All children must be signed in and out on the daily attendance record and staff advised of their arrival and departure.

Health and Infection Control

The centre aims to ensure the health and safety by providing a safe environment for staff and children by establishing effective procedures and policies for preventing the spread of illness and disease.

Hygiene and infection control procedures are in place and are maintained to ensure that appropriate hygiene standards are maintained.

The centre has a smoke free environment in line with DETE guidelines.

The centre has a strict policy relating to sick children. For the health and safety of the children and staff of our centre, NO child with a contagious illness, will be accepted into care. If the symptoms appear whilst in care the child/staff member will be sent home in line with our policy. A doctor's certificate will be required for the child/staff member to return to the centre. Children/staff will not be accepted back into care before the date shown on the certificate.

We have strict policies on Hygiene, Sun Smart, Protective Care/ Infection Control, Immunisation, Sick Children, Medications and First Aid Treatment. All of these policies can be found in the policy folder in the foyer.

Immunisation

The centre strongly recommends that all children in our care are immunised and that these immunisations are updated according to the National Immunisation Program Schedule, Australia (effective from 1 November 2005).

It is essential that children's immunisation are up to date to maintain Child Care Benefit eligibility.

Please note that children who are not immunised will be excluded from care if a vaccine preventable disease is suspected at the centre. This is to ensure the health and safety of all children in care.

Medication

Staff will not administer panadol or other analgesics unless it is accompanied by a medication plan from the doctor with strict instructions stating:

- Why the child is needing it
- The dosage required
- The time it is required
- For how long to administer (i.e. 3 days)

The centre will not accept letters saying 'as required' or 'ongoing'.

If your child requires any medications you must follow this procedure:

- Child's name, date, route and time of administration and dosage must be written into the medication file. This includes all prescription, homeopathic and pharmacy medications.
- This information must be filled in each day the medication is required.
- All medication must be in the original container.
- All medication must be clearly labeled.
- All medications should be given to a staff member.
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Never leave medication in your child's bag.

Never place medication in your child's bottle or drinks.

If your child has to have ongoing medication for asthma or food intolerances or allergies, you will need to have an Action Plan filled in by your doctor. These Action Plans are available from staff. Asthma and anaphylaxis can occur very rapidly in children so it is vital that we have the appropriate Action Plan in place. These plans will need to be updated every year.

For more information please see the Protective Care policy in the policy folder in the foyer.

Policies

All staff and parents are involved in the formulation and the re-writing of any policies in the centre. Copies of the centre's policies are located in the policy folder in the foyer. If you have any comments or suggestions on the policies or the centre as a whole they are always welcome. You can make comments through notes which you can place in the fees box.

Custody and Access

If there are any issues associated with custody or access you must provide the centre with the relevant documentation. This will then go into the child file and staff will be made aware.

Updating Files

It is important for the centre to have the correct and most up to date information regarding your child and your family. The centre requires you to fill in a new Enrolment form each year. This will ensure that we have correct collection authorities and all relevant medical and immunisation information.

If throughout the year your address or phone numbers change for example, you will need to fill out a Notification of Change form which is located on the front desk.

Safety and Emergency Procedures

Safety is of the utmost importance at this centre. We aim to provide a safe environment for children to explore, grow and have fun away from danger. In the event of an accident, appropriate first aid will be given by a staff member qualified in first aid. If an emergency or natural disaster occurs at the centre the staff and children will be well practiced in the evacuation procedure. They will be as far away from harm as possible and safely in the hands of our caring staff. Parents will be informed immediately regarding any serious accident or evacuation needing collection of their child.

Emergency and evacuation plans are displayed in each room. The centre practices evacuations regularly with the children. If you are present in the centre during one of our drills, we ask that you follow the directions given by the staff. The policy folder contains policies relating to Medical Emergency, First Aid Plan, Protective Care and Occupational Health and Safety. All dangerous substances are kept out of reach of children and stored in locked cupboards. Our building and equipment comply with licensing and safety requirements and are checked on a daily basis by staff and several times a year by different companies requiring us to meet standards.

The centre has brochures about safe storage of potentially dangerous products at home and they are available in the home language if needed.

Things to Bring

When bringing your child into care we ask that your child's bag fit in the basket provided. You are asked to supply the following items each day:

- A named bag
- A hat which complies with our Sun Smart Policy (broad brimmed or legionnaires)
- Spare change of clothes
- Extra clothes if toilet training
- Prepared bottles if needed
- Jumper or jacket for cooler weather
- Any comforter your child may need
- Disposable nappy to go home in if your child is in nappies

If your child is not yet drinking cow's milk, please bring:

- Bottles with lids, made up with your child's formula or breast milk, marked with child's name on each bottle, and placed in the fridge. Please note that milo, quick or any flavoured milk will not be given to the children as it goes against our Dental Hygiene and Nutrition Policies.
- Empty bottles with teats and caps as we do not supply these things for hygiene reasons.
- Due to hygiene regulations bottles can not be reheated so please bring an adequate supply for the day.

We recommend that children wear appropriate clothing for play. These items of clothing should be comfortable and practical; they should also fit in with our clothing policy. All children are encouraged to wear smocks during messy play. Some paint or glue may still get onto your child's clothing and it will cause less stress if the children are not worried about getting new clothes dirty. Thongs and rubber boots are not acceptable footwear as they can be dangerous when children are climbing or running and they can make the feet sweat.

Please do not bring toys or extra food from home other than those mentioned above. These items can cause conflict between your child and others as they may want what your child has. This can end in tears over broken or lost toys or reactions with allergies to foods.

Programming

When programming we cater for the educational needs of the groups in the centre by planning and producing developmentally, culturally and individually appropriate program based on observations of the children as individuals as well as in groups, developmental norms, current research, and the EYLF Framework. The programs accommodate social, physical, emotional, cognitive, communication, language, self help and creativity needs. The centre philosophy, personal information, checklists, individuality and cultural diversity are also taken into account.

The staff in each room develops a developmentally appropriate program fortnightly with the help of their observations and the feedback they receive from you the parents. Children with additional needs are also catered for with the help of families and with consultation from supporting agencies. The program is on display in the room. Our programs are based on the EYLF Framework (Early Years Learning Framework).

Parent Participation

To increase the relevance of the program to you and your child, we encourage parents to provide suggestions for the program and give us feedback. This can be positive or negative. We can only grow from the feedback we receive. Your comments are valued and appreciated and they are used to further develop the children's programs.

It is important that you notify staff of any changes to routines and home life that may affect your child such as; separation, death, birth, illness, visitors toileting, sleeping or likes and dislikes. This will ensure that we continue to offer and provide the best possible care in the changing circumstances.

You may wish to participate in the centre by:

- Joining the Management Committee
- Helping on excursions
- Sharing any skills you have with the children (cooking, woodwork, music, dance)
- Helping out the centre on working bees
- Being involved in the Accreditation process
- Sharing your families culture with the centre

Please see a staff member if you would like to participate in the centre in any way.

Students and Volunteers

Our centre recognises the importance of and supports the training of childcare students and volunteers. As a result of this we accept Diploma students and volunteers into the centre throughout the year. Students and volunteers are asked to wear name badges to identify themselves and their position at the centre, and usually a notice of introduction will be placed on the door of the room in which they are training. Students and volunteers are extra hands in the room and are not counted in the overall staffing of the centre.

No student or volunteer will be left unsupervised with the children.

Complaints and Grievances

If at any time you have a concern in regards to anything at our centre, please discuss the issue with us. You may wish to talk to the Director or a Team Leader regarding your issue or you can put it in writing to the Director.

By bringing issues to our attention you are helping us to provide ongoing quality care for all families using our service. Confidentiality will be maintained at all times.

Please refer to the Parental Grievance Policy located in the policy folder in the foyer.

Insurance

The centre has a comprehensive insurance policy which covers building contents, public liability, glass, money and work cover for staff.

Special Requirements or Additional Needs

If your child has any special requirements or additional needs we can accommodate whilst your child is in care please pass on the information to us. This can include speech programs you have from your speech therapist, motor movements for physical development or anything else which is relevant to meeting your child's needs. If this includes ongoing medication please see staff for a medication, asthma or anaphylaxis plan.

When children come into the unfamiliar setting of child care it can be very daunting. To help ease the anxiety we believe that it can be beneficial for the short and long term development of the child to make the experience as positive as we can. One way of doing this is to help staff with some familiar words if English is a second language or you celebrate different cultures within your family unit. These can be any words of meaning for your child including words used for body parts, toilet, grandparents or anything else that you feel is important.

Some words you may wish to provide us with are:

- Mum, dad, nanna, poppa, grandma, grandpa
- Teddy, dummy, comforter
- Drink, food, hungry, thirsty
- Body parts, toilet, wet, dirty

Sun Safety

The centre follows a strict sun smart policy, restricting outdoor play in the warmer months to early mornings and late afternoons when things are cooler. All children and staff are required to play in shaded areas and wear a wide brimmed or legionnaire hat (covering neck and ears). Staff will apply 30+ sunscreen to children before going outside and reapply on a regular basis. Please advise staff if your child is sensitive to our sunscreen. You will need to supply your own sunscreen if it differs to ours.

Rest Periods

It is important for young children to have a rest or sleep from time to time. If your child has a sleep or a rest during the day as a part of their routine, we will continue to implement this during the day. Sleeping in a different environment can be threatening for a child, so staff will not force the rest or sleep upon them. If your child has a particular comforter during this time, please bring it with you and make sure it is named. Discuss your child's needs with the staff and they will keep you updated on their progress and any changes which may happen throughout the day.

Food and Nutrition

Our centre is accredited with the Start Right Eat Right Star. This means that the children who attend our centre for the whole day will receive at least half of their recommended daily intake of all nutrients.

The centre has a cook who prepares nutritious lunches, morning and afternoon teas. We aim to provide a variety of well balanced meals and snacks for the children. We are sensitive to children's likes and dislikes and various food allergies and intolerances. Children will be encouraged to try new foods and eat with their peers; however, they will never be forced to eat if they choose not to. We will also encourage children to try a variety of foods from different cultures.

The centre is aware of hazardous foods that can cause choking in children. All children are supervised whilst eating and need to be seated. Children under the age of five will not be given apples, whole grapes, whole cherries, nuts or carrot unless they are grated, cooked or pureed.

Please inform the centre and the cook of any special dietary requirements for your child. This can be listed on the enrolment form and on the special dietary sheet (available from office). Please also tell staff if you are trying a food for the first time or commencing solids. Your input is valued; please feel free to share recipes for us to try. You can get a copy of one of our recipes from the cook. All menus are displayed in the foyer and in each room.

Our centre aims to be a nut free centre. We have children who have serious allergies to nuts/products. Please be aware of foods you bring into the center. Staff may consume nuts and nut products within the staff room and must wash their hands and face thoroughly before returning to work.

Please refer to the Policy folder in the foyer for full Food and Nutrition Policy.

Dental Care

The centre has a policy for dental care and dental accidents. It is recommended that parents clean their children's teeth morning and night.

We promote healthy eating at the centre and the children are strongly encouraged to rinse their mouths after food with a drink of water.

We do not offer drinks such as juice, cordial, carbonated drinks or flavoured milks as they are bad for teeth and contain little nutritional value. We offer plain milk and water. Water is available and accessible to the children throughout the day. We also endeavor to incorporate dental hygiene and awareness into our programs.

Please refer to the Policy Folder in the foyer for full Dental Care Policy.

Orientation Evaluation Form

We would really appreciate some feedback on our orientation process for families. To help with this evaluation we have provided you with some simple questions to give feedback on.

Were you shown around the centre? Yes/No

If yes what areas were you shown?

If no why?

Were you introduced to the staff in the room which your child will be entering?
Yes/No

Were you shown the program, menus, sleeping arrangements etc?

Were you informed about accounts and fees? Yes/No

Were you told about Child Care Benefit and how to claim it?

Were you given information about the Accreditation process?

Have you got any suggestions on how we can improve the orientation process for families?
