

# Enrolment Kit & Parent Handbook





## Welcome to Sunshine Child Care Centre

Dear Families,

Welcome to the Sunshine Community! We are delighted that you have chosen us to guide your child's journey into early education.

I believe that early childhood is a magical time where imagination takes off! It is marked by a child's desire to take on new challenges and have new adventures.

Our goal is to partner with our families to facilitate and guide each child's unique development journey, while nurturing and respecting their family, community and cultural background.

Through our commitment to excellence, collaborative partnerships with our families, and a genuine passion for children's education, we aim to help each child achieve their full developmental potential.

Thank you for entrusting this next stage in your child's development to us. We welcome your family to ours, and look forward to sharing the new challenges and adventures that await!

Kind regards,

Saranya Venkadapathy

Director of Operations

### Acknowledgement of the Traditional Land Owners of our area:

We acknowledge the Nyoongar people, their traditional ownership of the land our Centre is on, their cultural traditions and celebrations.

We encourage involvement of the Nyoongar people and their customs into our programmes that assists to encourage respect for one another as one community working together for all.

### About Sunshine Child care Centre:

Sunshine Child Care Centre has been operating for 30+ years from Safety Bay Road, SHOALWATER.

The service is licensed to care for 49 children aged from birth to the commencement of Year 8 (however school aged children will only be enrolled where places exist). For the convenience of families wanting to have all children cared for by the same service provider, our school aged children can be enrolled at **Sunshine Child Care Centre-Out of School Hours Care and Vacation Care Service** which is located on the corner of **Westerly Way & Willmott Dve COOLOONGUP (In the Westerly Family Centre building)**. This OSHC service cares for children from Kindergarten to Year 8 (and in special circumstances children up to 15 ½ years of age with the approval of the CEO of Child Care Licensing & Standards Units). Sunshine Child Care is a fully accredited and nationally recognized service provider with full Child Care Benefit Subsidy arrangements (and other government subsidies, JET, SCCB, TFH, CRK etc to approved clients) being offered.

Senior Educators are available to assist you with any general questions you may have in relation to care arrangements, fees, service programming and service operations. For enrolment information and queries of a more serious nature, please speak with Saranya (Director of Operations) or Tara (Administration Co-ordinator).



## **Our Philosophy, Mission and Values**

*Our service philosophy is built on the foundations of mutual understanding, recognition and the respectful acceptance of difference within our community, and the acknowledgement of the need to think locally in order to act globally as a community to promote a harmonious and sustainable environment for all living things on earth. In light of this we would like to acknowledge Noongar people as the traditional custodians of the land on which our service is provided, and endeavor to build trusting and supportive relationships with the wider Noongar community to work together for the benefit of all people and environments within our local demographic.*

### **Our Philosophy:**

Our approach to early childhood education is grounded in the belief that children have a natural desire to Explore & learn, and that the unique developmental needs of each child should be nurtured and respected. We aim to provide our Children with a prepared learning environment that facilitates hands-on learning discoveries that support each child's sense of belonging, confidence, and agency. Our Professional Educators and Teachers act as the dynamic link between the child and the prepared learning environment. Sunshine Child care Centres Early Years Learning Program is designed to help each child achieve their full development potential by emphasising each child's natural interests and abilities.

### **Our Mission**

To deliver excellence in early childhood education by:

- Partnering with our families to guide each child's unique development journey.
- Valuing the individual needs and interests of our students.
- Welcoming and respecting all aspects of diversity in our community.
- Promoting sustainability and consciousness of the environment.
- Building a harmonious community that fosters a deep sense of belonging.
- Preparing a learning environment that supports and nurtures the educational needs and interests of our students.
- Valuing the importance of early childhood education and the significant role that families and early childhood educators make to the development of children.

### **Our Values**

#### **Individuality:**

Sunshine believes that each child is important and that each individual's development should be nurtured and respected.

#### **Community:**

Sunshine values the important role that families and the wider community play in creating a sense of belonging, ownership, and collective accountability.

#### **Education:**

Sunshine believes that education should be hands on, linked to the home and the outside world, and integrate the intellectual, emotional, spiritual, physical and social aspects of child development.

### Respect

Sunshine encourages deep respect for the child and their learning processes. By cultivating an environment of respect, children learn to become conscious members of society, who are capable of caring for, and cooperating with others.



### Diversity

Sunshine embraces all forms of diversity and aims to cultivate an environment of tolerance and understanding.

### Sustainability

Sunshine encourages students to become socially and environmentally conscious members of society.

### Professionalism

Sunshine upholds the view that educators are early childhood professionals. As professionals, we document stories of learning, follow children's interests, and use a variety of communication tools to observe and document the development of the child.

## General Information's about the Centre:

### Enrolment

Should you wish to enrol your child you will need to know the following enrolment procedures. You will be asked to complete an enrolment form containing information regarding your child's health, development, custody arrangements and emergency contacts. You will need to name all persons who may deliver or collect your child from the Centre. These persons must be over 16 years of age. It is your responsibility to ensure your nominated people are of responsible nature and available when required by staff to collect children.

The details required on the enrolment form are needed by our staff to help them take the best possible care of your child. It is also a Licensing requirement. All information is strictly confidential. If any of the details on the enrolment form change you are asked to advise the Centre immediately. (Please note: throughout the year parents are asked to complete a personal details update form to ensure family details are regularly updated.)

At the time of enrolment you will be asked to pay one weeks fees in advance, fully disclose any medical or health concerns relating to your child, and agree to lodge your application with the Centrelink for Child Care Benefit immediately to ensure subsidies are available to you from day 1 of your child's care. It is also a requirement that families nominate to have CCR (Child Care Rebate Payments) made directly to the centre – this may be varied after approval by the Director of Operations. (See the section on Child Care Benefit and Child Care Rebate requirements for further information).

### Priority of Access

The Commonwealth Government has set specific priorities of access to childcare services.



The Commonwealth Government requires the Centre to provide access to the service according to the following priority of access. This means that when the Centre is full, those families who are third priority may be asked to alter their care arrangements to allow a family with higher priority to access the service.

First priority: Children at risk of serious abuse or neglect.  
Second priority: Children whose parents satisfy the work/training/study test under section 14 of the Family Assistance Act.  
Third priority: Any other child.

### **Children with Special Needs**

Our Centre caters for children with special needs excluding those that require wheel chair access from 3 years of age and up (due to building design and layout for this age group).

Children with special needs that cannot be catered for within the usual day care routine will be integrated into the whole group with additional support from an additional worker. When approval by NISSP. Where possible, support will be obtained prior to the commencement of care. This will ensure transition into care is successful for all concerned.

### **Hours of Operation**

Our Long Day Care Centre in Shoalwater is open from **6.00am – 6.30pm** Monday – Friday 52 weeks per year, excluding public holidays and our OSHC Centre in Cooloongup is open from **6.30am – 6.00pm**. Please ensure children do not enter or depart the building outside of these hours as staff are unable to care for them due to opening and closing procedures that need to be undertaken.

### **Fee Information**

Sunshine Child care Centre charges the following fees for our quality education and care programs (Includes all Meals, Bottles and Nappies):

- 1 Full Day - \$90
- 5 Full Days - \$410
- B/S - \$20
- A/S - \$26

Sunshine Child Care Centre is approved for funding via the Child Care Benefit and Child Care Rebate scheme.

The Service reviews fees on an annual basis approximately one month before December or Financial Year.

### **Payment of Fees**

Our Centre's operation is dependent on the childcare fees being paid on time. Please read the following information carefully.

**Fees must be paid for, one week in advance. Parents pay for a place, therefore, once it is booked, payment is required whether your child attends or not. Fees are payable on Public Holidays and School Pupil Free Days.**

The service will provide a statement of fees due each month. You are asked to pay your fees promptly to ensure the viability of the service. If Paying by cash or cheque, please put your fees in an envelope with your child's name and the amount enclosed and hand to office staff or senior staff member on duty. Alternatively you may choose to pay via direct deposit when depositing money into our account please ensure your child/s name is clearly marked so we know who it's from, our bank details are as follows:- BSB 066-134 , ACC 10966766. Computer generated receipts will be

provided at the earliest opportunity and may be handed to you, emailed or posted (as you prefer). Details of individual families' accounts and all completed forms are confidential and may only be accessed by the family concerned, centre staff and government employees who need to access the information by legal means.



Anyone experiencing difficulties in meeting their fees payments can speak to Tara or Director of Operations who can make mutually agreeable repayment arrangements. If your fees are more than three weeks overdue and you have not made arrangements to pay, or have not kept to the arrangements made, your child's place will be cancelled. The centre uses the Magistrates Court of WA for debt recovery. Any account overdue will be automatically sent to the Magistrates Courts of WA, unless payment arrangements have been made with the Director of Operations. Any costs incurred by the centre to recover overdue money for child care services provided to a client, will be added to the account balance and is to be paid by the client. (Please Note: In the event that a judgment summons is awarded for payment, interest on balance owed will also be payable).

If you wish to withdraw your child from the Centre or reduce the number of hours of care required for your child on a temporary or permanent basis, you are asked to provide two weeks written notice or pay the fees due in lieu of this notice. Please note, we do not offer any holiday rates – full fees are payable for all absences.

Please inform the Director of Operations in writing if your child is going to be away for longer than one week. Any child not attending the Centre for one week without notifying the Coordinator of the reason, shall be regarded as having withdrawn and the place may be cancelled.

Parents should notify the Centre if their child will not be attending during their booked time, as soon as this is known or at the very latest by 9.00 a.m. on the morning of attendance.

Telephone 95278231

#### **AUSTRALIAN GOVERNMENT Child Care Subsidies**

All families who meet the Australian residency/work/study requirements are eligible for Child Care Subsidy (CCS). You can apply for this payment, which will reduce your child care fees or entitle you to a lump sum payment at the end of the financial year with Centrelink. Families can ring FAO on 131156 to link their child to the centre.

CCS entitlements are payable on 42 allowable absences per year.

CCS entitlements are payable on all approved absences. These must be recorded with the adequate documentation Eg. Medical certificate.

Other subsidies are also available to assist families with the cost of care such as JET, GCCB, and SCCB etc. These subsidies may be approved after consultation with Centrelink Officers.

#### **Fee Reduction Families**

Full fees are payable until the centre is in receipt of your Childcare Assessment Notice from DEEWR. Upon receipt of this notice the centre will credit amounts overpaid to future bookings or refund amounts after reconciliation of the account.

#### **Lump Sum Payment Families**

Families who wish to receive a lump sum payment at the end of the financial year, instead of having their fees reduced during the year, need to have a Customer Reference Number. You need to complete a request form for a CRN for the parent claiming the Benefit, and one for each child



attending care at the centre. The service needs to have this number at the very beginning of the year, before the first statement, as the payment will not be backdated.

**Please note:** The forms that you sign for the purposes of CCB are legal documents, and we are asked to remind you that giving false information is a criminal offence. It is your responsibility to notify Family Assistance Office if your circumstances change.

### **Arrival and Collection of Children**

Our primary concern is the welfare and safety of your child. We therefore request that you comply with the following requirements.

#### Arriving at the Centre

We request that children be handed to a staff member upon arrival. There are two educators on duty at all times. Please keep to the attendance times listed on your enrolment form as this enables the Director of Operations to compile accurate staff work rosters. If you wish to change your times please speak to the Administration Staff.

#### Authorised Persons

The Centre's primary concern is for the safety and welfare of your child and will therefore only release your child into the care of the custodial parent or authorised persons identified on your child's enrolment form. Any changes to these authorities must be advised in writing to the Centre as soon as possible. We request that you confirm who will collect the child each day. If an unauthorised person arrives to collect your child, the child will not be released until your authorisation (preferably in writing) has been obtained. You must ensure your child's collection from the centre is reliably organised, as uncertainties and irregularities can cause anxiety for your child and the Centre.

#### Late Collections

If you are unavoidably detained and unable to collect your child at the agreed time you must telephone the Centre and advise of your expected time of arrival. If you need to arrange for another person to collect your child you must provide full details about this person to the Centre to enable staff to verify the persons ID against photo ID provided by such person being in collection of your child. If you have not contacted the Centre and your child has not been collected by the agreed collection time, the Centre will attempt to telephone you, or if this is not successful, the emergency contact people listed on your child's enrolment form, to arrange for their immediate collection.

The centre has a policy of charging a fee to parents who are late to collect their children from the centre. This fee is to cover the costs of staff overtime hours (please note this is calculated at the rate of \$30 per 15 minutes to cover 1 qualified and 1 assistant and \$2.00 per minute per staff member that are required to remain on the premise until all children have been collected). The centre will contact Crisis Care and the police to advise them of the situation if a parent is more than 15 minutes late without explanation and no-one else can be contacted.

#### Person's arriving in an unfit state to drive or supervise their children

In the case of an authorised person arriving at the centre to collect their child in a visibly intoxicated or unfit state to drive, staff will encourage them to contact an alternative adult to drive them and the child home, or the centre will offer to call a taxi at the expense of the parent/guardian for transport



Note: For Duty of Care Responsibilities, staff will contact police to advise of a person's perceived condition if attempts to secure a safe alternative has not been successful.

### **Signing In and Out Of Your Child**

Signing children in and out of the Centre is a daily requirement. The following policy applies to all families.

Accurate attendance records need to be kept and checked each day. Whoever brings your child to the centre or collects your child at the end of the day is required to record and sign the child's times of arrival and departure. Signing IN and OUT sheets have been developed for this purpose. Each child is listed on the sheet applicable to their allocated room. Please advise staff if you are unable to locate your child's details.

This is a legal requirement by the Child Care Licensing & Standards Unit and DEEWR. If you do not complete these records you will not be eligible to claim fee subsidies and full fees will be charged.

### **Family Access**

We will work in partnership with families at all times and welcome your input and access to the service according to the following guidelines:

### **Communication with Parents**

Educators at the Centre are supportive of children and their parents. Both parents of the child will be treated equally. Without legal documentation staff cannot act as though one parent is more fit than another to the legal rights of their child. Parents may visit the centre at any reasonable time whilst their child is in care. However, you are requested to give consideration to the time of day so that other children are not disturbed e.g. rest time. Any concerns you have may be discussed with your child's senior educators or the Director of Operations at any reasonable time. All information about your child will always be treated with up most confidentiality.

### **Custodial Issues**

Where a child attending the Centre is not living with both parents, and where disputes arise in relation to responsibility for the child, the following will apply:

- Parental responsibility remains with both parents jointly and individually except where it is altered by an order of the Family Court of Australia. In the absence of such an order the child will be released to either parent who is the authorised person to collect the child.
- Where a non-enrolling parent cites an Order of the Family Court giving him/herself lawful access to the child, the order needs to be produced for inspection by the Director of Operations (or person acting in place of the director at the time). The enrolling parent will be telephoned both to check the existence of the order and to be informed about the situation.
- The child will only be released into the care of the parent with parental responsibility for the child, or other persons specifically authorised by that parent, except when the Department for Community Services or the Police specifically direct otherwise under the provisions of the current Children's Services Act of Australia.

### **Termination of Care**

Parents wishing to cancel their child's enrolment or permanently reduce the number of days your child is booked in for, must provide such in writing to the Director of Operations. Any cancellation



or reduction of care days must have 2 weeks' notice prior to the date of effect. Failure to do so will result in full fee's being charged. (Unsubsidised).

In extreme circumstances it may be necessary for the centre to terminate a child's care.

Exclusion of children from the service will only occur after all other avenues of communication and support have been exhausted and when:

- Professional advice confirms a child is in psychological danger as a result of an unusually prolonged inability to settle into care away from the parent.
- A child puts the other children or staff at risk of harm or injury through inappropriate behaviour.
- The parent continually fails to observe Centre hours of operation and/or fails to pay the required fee.
- The parent refuses to communicate with others at the centre in a manner of respect (i.e. Swearing and using inappropriate language/ tones, smacking or inappropriately disciplining a child whilst on centre grounds-whether the child is their own child or not etc)

### **Complaint Procedures**

Please let us know if you are unhappy with any aspect of the service we provide for you and your child.

We welcome all parent feedback, including your grievances and complaints, as these will help us to improve the services we provide. All concerns or complaints will be dealt with in a prompt, positive and sympathetic manner.

We understand that each family has individual needs and expectations and endeavour to provide access to open communications between parties to meet these within the scope of the service we provide.

If you have a complaint or concern you may discuss your problem with the relevant staff member. If you feel the problem is not resolved you may take the matter to the Director of Operations for resolution, either through the Assistant Director or by writing directly to the Director of Operations.

### **Our Childcare Program**

Our educators are supportive and encouraging, and communicate with the children in a friendly, positive and courteous manner to establish a warm trusting and caring relationship with each child in their care. Each day, the educators responsible for your child will document and or discuss your child's day with you. Please take advantage of this time to discover your child's achievements, highs and lows for the day.

### **Children's Program**

Children who attend our Centre participate in a range of activities that have been planned to meet their developmental needs.

Our Programmes are developed by qualified educators that incorporate theories taken from the Montessori & Emergent Curriculums to support our Centre's pedagogies and reflect the Early Years Learning Framework (EYLF) for children aged 0-8 years (Being, Belonging, Becoming) and School aged Children (My Time, Our Place).

Our Educators are responsible for creating an atmosphere and environment which is responsive to the physical, emotional, intellectual, social and individual needs of each child and to the group as a



whole and which reflects the philosophy and goals of the service. The program is child centred, and takes a 'hands on' approach, with educators acting as facilitators who create an environment and experiences which are stimulating, safe, nurturing and fun. The program will include indoor and outdoor learning experiences, quiet and active times, individual, small group and large group times, time for individual staff/child interaction, group interests, children's special interests, and be flexible enough to allow for spontaneity and the unexpected.

The program is developed as a result of observations made by the educators during the time the children are at the Centre. Children are encouraged in a positive and supportive manner to explore their environment and try new experiences.

You will find your child's program displayed in their playroom. We invite you to have input into program development especially in relation to cultural exposure, music, the community and storytelling. Any suggestions you have can be put into the Suggestions Box in the foyer or discussed with your child's educator.

From time to time animals may be brought to the centre as part of our programme. This will enable children to become familiar with the world around them and to gain a greater understanding of the joys, dangers and roles animals have within our community. Parents will be advised of the times animals are attending to provide the educators an opportunity to discuss individual concerns for their child (i.e.; safety, allergies, learning outcomes etc). We also have small animals/creatures/gardens in the centre to enable children opportunities to care for them under supervision and enjoy the wonders these things contribute to our world.

### **Centre Routines**

The activities that happen at the centre are built around daily routines. Children need routines to help them to settle and feel comfortable in the Centre. Please discuss your child's routines with the senior educator in your child's room to assist us to help your child to transition well and build familiarity.

Routines are built around the regular events of the day, i.e. arrival, snacks/drinks, toileting/nappy change, main meals, washing, dressing, sleeping and departure, and take into account the developmental needs of individual children, children's attendance patterns, climate and physical environment, the numbers and ages of children within a given group, children with additional needs, new children entering the group and parent's expectations. A copy of the routine is located in each room.

### **Meals**

Meals form a significant part of the daily routine and as such are designed and planned to ensure children receive adequate time to prepare for, consume and enjoy the routine.

Please make sure that any food allergies, strong dislikes and special dietary requirements your child might have are recorded on the enrolment form and discussed with the Director of Operations or senior educator in your child's room. Any requirements that do not enable the child to receive the RDI of nutrients as recommended by professional authorities for children must have supporting documents from a health care professional.



The Centre employs an experienced cook who prepares the meals. The menu is varied, balanced, nutritious and based on multiculturalism. The weekly menu is displayed on the notice board in the foyer and also in each of the playrooms. Ideas and recipes are welcome. Please put your ideas in the Suggestions Box in the foyer. From time to time recipes from the Cook will be printed in our newsletter.

Meals are appetising and provide variety in colour, texture and taste. At meal times children are always encouraged to help themselves to food and drink and to feed themselves. Meal times are treated as social occasions. The staff are encouraged to sit and share the meal with the children during meal times to interact with them, provide help when needed and role model social meal time etiquette.

### **Babies' Bottles**

We take particular care to ensure babies' bottles are hygienically stored and cleaned after use. All bottles and non-prescription formulas are provided by Sunshine Child Care Centre until your child reaches 12 months of age. If your child continues on formula after this time, parents are asked supply adequate quantities for daily consumption. We ask parents to assist us in this by complying with the following requirements.

If your child requires non-supplied formula or special dietary drinks you are asked to ensure your baby's bottles are fully made up with the formula, and the child's name is clearly written on them. Please also mark name on caps, tops and dummies. It is a good idea to leave extra with the centre as, from time to time, a growing baby's needs change and more milk may be required. These are to be handed to the staff who will store them in the fridge upon arrival.

*Note: staff will rinse bottles and place empty bottles in your child's bag. Parents are required to check with staff prior to leaving for the day as to whether any bottles remain unused and take unused bottles home. No personal bottles are to be left at the centre without prior approval of Director of Operations.*

### **Sleep Time**

Sleep and rest times are another daily routine for the children at our Centre. Please discuss your child's current sleep patterns with the senior educator in your child's room.

Children are encouraged to rest from about 11.30 a.m. to 12.30 p.m. Some younger children will need to sleep; others will read, play quiet games and construct puzzles. Parent wishes about their child's sleeping pattern will be adhered to as far as possible. Remember, however, that in group care there are many distractions and children's sleep patterns may be different. At no time will a child in this Centre be forced to take a sleep. Babies' sleeps are according to need and routine.

NOTE: Parents requesting that their child is NOT to sleep during the day are to acknowledge that, at times, children may require a short nap to recharge their batteries (especially after illness and restless nights or at times where high levels of physical activity have occurred) Staff will endeavour to meet parents request however will always monitor the child's daily needs and provide rest opportunities when required

### **Nappies**

The center provides disposable nappies for the use of children under 3 years of age. Any children using pull-ups are to have these provided by the parents and parents are to ensure an adequate quantity is placed in the child's bag each morning for use by their child only.

Your child should arrive at the Centre in their own nappy and have 2 spares in their bag for them to go home in. The Centre will provide all additional nappies and wipes used during the day.

*Note: Nappy creams are to be supplied by the child's parents and an authorization to administer medication must be completed and signed prior to use by centre staff.*



**SUNSHINE**  
CHILD CARE

### **Toilet Training**

It is important that we work in partnership with parents in meeting children's toilet training needs.

Consistency and continuity is important for children learning to use the toilet. Please communicate with the educators in the room your child attends so they can follow the routines you have in place for toilet training. It is also important to understand that children may have accidents due to a number of reasons (mainly attributed to the child refusing to leave a set activity or game to use the toilet). Educators encourage and remind children regularly about the use of the toilet, and give praise when milestones are achieved.

NOTE: Parents are requested to advise staff upon arrival if their child is wearing some nappy /pull-up/underpants at the time of arrival.

### **What Should Your Child Wear?**

It is important that children are dressed in comfortable clothes that do not restrict their enjoyment or participation in activities at the Centre whilst maintaining a sun smart design (no strappy/singlet style sundresses or singlets are permitted, nor are items of clothing that have cut-out designs). It is also requested that children do not attend the centre in clothing that depicts offensive language or slogans, offensive pictures, or racial/discriminatory interpretations.

Please dress your child suitably for play activities in clothes that you do not mind getting grubby with paint, mud, sand or glue. We do provide aprons, but clothes can still get stained. Children need to have a pair of shoes and a hat, both clearly marked with their name.

You will also need to provide an extra set of clothes in your child's bag to change into should the need arise. We recommend that at least two pairs of spare underpants are included. Babies need at least two spare nappies. We have spare clothes available if needed. If your child goes home in centre clothes we ask that you return them to the Centre as soon as Possible.

NOTE: Your child's bag and all personal items should be clearly labelled with your child's name. This helps to minimise loss of items. If your child is accidentally sent home with something that does not belong to him or her, we ask you to return it the next time you attend the centre.

### **Personal Toys**

We understand that many children would like to bring toys to the Centre, however 'sharing' these with other children can be a difficult concept for a child to grasp. We believe it is better to leave personal toys at home unless you are prepared for accidents to happen to the toy – the Centre takes no responsibility for damaged/lost possessions, however will protect known items as best as possible.

Please let your child bring a security toy only (i.e. dummy, rug, sleep teddy etc). Ensure these toys are clean and clearly labelled with the child's name. No other toys are to be brought into the Centre. Great distress is caused to children by their own toys being lost, broken or played with by other children. Whilst care is taken, the centre will take no responsibility for broken or lost toys that do not belong to the centre.

Sometimes children accidentally put Centre toys into their bags and take them home. Please bring these toys back and hand them to a staff member for cleaning and storage. It is very expensive to have to keep replacing "lost" items.



Children will be regularly reminded of safety procedures for play equipment. Children will be encouraged to try new challenges as appropriate.

### Guiding Children's Behaviour

Learning appropriate behaviour is part of your child's social development. Our educators aim to help children to be responsible for their own behaviour and to develop an understanding of what is appropriate in different situations.

You are encouraged to discuss your child's behaviour with the senior educator in your child's playroom to ensure consistent behaviour expectations occur between home and the Centre. Limits to children's behaviour will always be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way. Children will be encouraged to settle their differences in a peaceful manner. The educators will focus on positive behaviour, providing praise and encouragement where appropriate. Wherever possible, problems will be prevented before they arise by using methods such as diversion and providing enough equipment for all.

### Limits

We find the following limits necessary to protect the safety and wellbeing of every child and ask parents to reinforce these with their child:

- Respect for other people and their property (including hitting, snatching, spitting, yelling at one another, etc).
- Leaving the room only under adult supervision or knowledge.
- Only walking when inside.
- Children are discouraged from throwing sand and toys.

Developing a supportive relationship with the children encourages them to learn skills in self-discipline. Punishing a child stops the negative behaviour for a while but does not teach the child self-restraint. Where necessary a few minutes sitting away from the group will be used to emphasise displeasure of inappropriate behaviour. "Sit and Watch" time will be no longer than 2 minutes and the child is asked to stay in the "Sit and Watch" position and observe the children correct and acceptable behaviour until the educator tells them it is time to resume play. No further punishment will be given, and the child will be reminded in positive terms of the expected behaviour. **At no time will a child receive any form of corporal punishment e.g. smacked, be placed in a room alone, made immobile, frightened or humiliated in any way, nor will food or drink be withheld as a form of punishment for inappropriate behaviours.**

If children consistently display unacceptable behaviour the senior educator in the child's playroom will ensure:

- The expectations of the child's behaviour are realistic and appropriate to their developmental level.
- The child understands the limits.
- There is no conflict between Centre and home expectations (as far as practicable).
- The child's needs are being met.
- The child has no impediments which may cause the unacceptable behaviour e.g. dietary problems, poor hearing, poor co-ordination, communication difficulties, illness or emotional distress.
- The child is not copying observed behaviour.
- Events at the Centre have not encouraged the behaviour.
- Consequences of the behaviour do not encourage it to persist.



- Strategies are consistently followed by all educators in contact with the child and discussed with the child's parents if difficulties continue.



Biting and hitting are normal behaviours in the development of most children, usually caused by frustration through lack of verbal communication skills. These behaviours will be dealt with using the same positive behaviour guiding strategies that staff use to deal with other unacceptable behaviours. Educators are always available to discuss such issues with you and will work with you to address any persistent behaviour problems.

### **Alternative care**

After the child has been given every chance to respond positively and parents have been provided with written responses regarding the strategies used to improve their child's behaviour, and if and all methods fail to result in a positive change, the Director of Operations will discuss alternative care with the parent, in consideration of the health and safety of others in the care environment.

### **Excursions**

Children may be taken on excursions outside of the Centre as part of the planned activities of the Centre. When traveling by vehicle, all children will be restrained in accordance with State Legislation and will have vehicle safety, stranger danger information, and standards of behavior discussed prior to departure

Excursions are considered to be an integral part of the children's program and will therefore be arranged from time to time to provide a broad range of learning experiences for children.

Permission for walks to the local park or library is granted or denied on the enrolment form. For all other excursions, written permission will be sought from parents and details of the outing provided in writing. All excursions will comply with the Community Services (Child Care) Regulations 2006 (WA).

Alternative arrangements will be made for children not participating in outings.

You are requested not to send your child on an excursion if they display any signs of being unwell. This is in the interests of everyone concerned.

As an alternative to external excursions, the centre may arrange for incursions to occur where external groups, community workers etc are invited to attend the centre to provide information and/or activities for the children to engage in.

### **Health & Safety Issues**

#### **Hygiene**

In group care situations one of the most troublesome problems is controlling the spread of infections among the children and staff.

The application of universal hygiene procedures will be followed at the Centre at all times to control the spread of infection. Staff role model a high level of personal hygiene at all times, and place emphasis on the children learning and understanding why hygiene is important. Hand washing is central to this system and children will be introduced to washing their hands before all clean tasks (i.e. meals, sleep times etc) and after all dirty tasks (i.e. after using the toilet, playing outdoors in the sand etc) as soon as they are developmentally ready. Infants will have this

completed for them by the educators in their room to commence behaviours required for hygiene as they grow older.

### Immunisation

Immunisation of children who attend the Centre will help to limit the spread of infection.



We encourage parents to immunise their children against all diseases appropriate to the child's age. A record of your child's current immunisation status will be kept at the Centre. Staff and Children who are not immunised will be excluded from care during outbreaks of some infectious diseases in accordance with the National Health & Medical Research Council exclusion guidelines (available in the main office for viewing upon request), even if the child is well. This is to limit the spread of infection and protect unimmunised children.

It should also be noted that the immunisation status of your child may affect your eligibility to receive child care benefit subsidies as a fee reduction. Please check with a Centrelink officer for your personal eligibility relating to immunisation. NOTE: Fee's for your child's normal bookings will be charged during times of exclusion in these instances.

### Exclusion

As a protection for all children and staff the following exclusion policy applies to all children enrolled in the Centre.

Children with infectious diseases will be excluded from the Centre in accordance with the National Health & Medical Research Council exclusion guidelines. A medical certificate is required after contracting an infectious disease (for example: diphtheria, hepatitis A, polio, tuberculosis, typhoid or paratyphoid, chicken pox, flu etc) before your child can return to the Centre.

If your child is unwell at home please do not bring him/her to the Centre. Children who have more than a slight cold (i.e. clear discharge only from nose) should not be brought to the Centre and may not be accepted at the Director's discretion. Fevers, vomiting, diarrhoea, yellow or green discharge from the nose, headlice (eggs), conjunctivitis, persistent coughs (excluding asthma related) or unexplained rashes are some of the indications that a child should not be brought to the Centre. Exclusion timeframes apply to most illness and diseases. Please check with the Director of Operations prior to returning your child to the centre if you are unaware of these times frames or provide the Centre with a letter from a registered health care professional advising that your child is no longer infectious and is well enough to attend child care.

### Unwell Children at the Centre

The Centre is not able to care for children who are ill. The following policy has been developed to protect your child and the other children attending the Centre.

It is important that the Senior Educator in your child's room be notified if your child has been unwell or received an injury since last attending the Centre.

In the event your child becomes ill whilst at the Centre, you will be contacted and asked to collect your child. Where a staff member has asked you to seek medical advice regarding your child's health, you will be given details about your child's symptoms and information of any illnesses that have recently affected children and/or staff at the centre to relay to the doctor. The doctor will need



to provide a Clearance Certificate that pronounces your child fit for care before they can return to the centre. On your child's enrolment form you have/have not given approval for an ambulance or doctor to be called if urgent medical attention is required. Every effort will be made to contact you or your nominated emergency contact people as soon as possible. All medical and ambulance costs are the parent's responsibility.

In the event of an outbreak of a communicable disease at the centre, families and the Health Department will be notified.

### Medication

The giving of medication to children will be strictly monitored to ensure the child's safety and welfare.

Wherever possible, medication should be administered by parents/guardians at home. However, we are aware that this is not always possible. Therefore, to ensure children's safety and welfare, the giving of medication at the centre will be strictly monitored. Parents/guardians should consider whether the child who requires medication is well enough to be at the centre and to keep the child home if they are unwell.

Medication will only be administered by Centre staff if:

1. It is prescribed by a doctor and has the original pharmaceutical label detailing the child's name, the name of the medication, the required dosage, the date of dispensing and the expiry date; OR
2. It is still in the original pharmaceutical packaging (i.e. Non-prescription medication), indicating the name of the medication, the dosage and the expiry date; AND
3. The parent has completed and signed an authority to give medication form on the day that it is to be administered.

You must never leave medication in your child's bag or add medication to your baby's bottle. You must inform a staff member who will place the medication in the Medication cupboard or in the refrigerator, if necessary; and complete an Authority to give Medication Form. At the end of the day you must ask a staff member to collect the medication from the cupboard or fridge.

Only prescribed medications or medications in originally labelled packaging will be administered by staff at the Centre. This is to ensure an accurate dosage of appropriate medicine is given to children at all times.

Any kind of medications including cough mixtures, eye or ear drops, medicated creams, insect repellents, herbal remedies will only be given/applied if accompanied by clear instructions from the parent and a fully completed and signed authority to administer medication is handed to your child's carer.

Where medication is needed for long term treatment (eg. Asthma, epilepsy, ADD), the centre will need a letter from the child's doctor detailing the medical condition, correct dosage and how the condition is to be managed.

Children with allergies need a letter of confirmation from their Doctor with an explanation of what the reaction is likely to be and what actions are to be taken if an allergic reaction occurs. Doctors are no longer permitted to provide this kind of information over the phone, due to Privacy Legislation.



If a child is receiving medication at home but not at the centre, the centre should still be notified of the purpose of the medication, its nature and the possible side effects it may have on the child while they are in care.

NOTE: Non-prescription medications will only be administered in accord with details listed on original packaging. Should you require administration of such outside of these recommendations (ie: longer, term usage, higher/lower dosage etc) a letter from a registered doctor is to be provided to the centre before this can occur.

### **PARACETAMOL POLICY**

If a child is unwell at the centre and has a measured temperature in excess of 37.5 degrees Celsius, one dose of Paracetamol will be administered with the consent of either the Child's parent or a named emergency contact listed on the enrolment form. To comfort the child whilst waiting for collection. All other needs for Paracetamol are at the discretion of the parent, and thus, is to be provided by the parent for use during the day by their child if required.

### **Occupational Safety and Health**

Our Centre is concerned with protecting the health and safety of children and staff at the Centre.

In the interest of Occupational Safety and Health, and the wellbeing of the children, **the Centre is a smoke-free and alcohol-free zone.** This includes all indoor and outdoor play areas and anywhere that is within sight of the children (including the car park and walk path to centre entry). We request that parents adhere to this to ensure children are not exposed to possible passive smoke inhalation. Staff are vigilant to identify and remove any hazards that may create a risk to children or themselves. All equipment, toys and play areas are checked regularly to ensure they are clean and safe for children's use. All toys are hygienically cleaned on a regular basis to reduce risk of cross contamination of possible infection.

### **Sun Protection**

To ensure all children attending the Centre are protected from skin damage caused by harmful ultra-violet rays of the sun the following applies:

Children will wear a hat which protects the face, neck and ears whenever outside and will be encouraged to use available areas of shade during outdoor activities. SPF 30+ broad spectrum water resistant sunscreen will be provided for children and applied 15 minutes before going outside. If your child requires specialist sunscreen (i.e. sensitive skin etc), parents are requested to supply in the child's bag and inform staff of its use. Outdoor play will not occur in extreme heat or at the hottest time of the day, unless adequate shaded areas are available for all children and educators when outdoors.

Staff will act as role models, by wearing hats, applying sunscreen and seeking the shade wherever possible.

### **Safety Drills**

Safety drills will be practiced to ensure that children and staff are familiar with the procedures should an emergency occur.

Emergency evacuation and safety drills will be practiced at the Centre at least twice in each calendar year. Evacuation procedures are displayed in the foyer and in each play room. Parents are asked to familiarise themselves with these procedures.



## **Accidents**

Despite every precaution, accidents will occur at the Centre from time to time. The following policy will be implemented to protect your child and keep you informed should an accident occur.

You are required to provide written authority (included in the enrolment form) for staff of the Centre to seek medical attention for your child if required. In the case of a minor accident, staff who are qualified in First Aid will attend to the injured child and apply first aid. Depending on the injury, you will be contacted at the time of the accident or informed about the incident when you arrive to collect your child.

If a serious accident occurs which requires more than simple first aid treatment you will be contacted immediately or, if you cannot be contacted, your emergency contact person will be phoned. Your child's injuries will be assessed and either an ambulance will be called, or your child will be taken to a local clinic or medical practitioner for medical treatment at the cost of the parent. A staff member will accompany your child until you are able to be there. You will be asked to sign an accident report completed by the person in charge at the Centre at the time of the accident and be provided with a copy of this report.

## **First Aid Qualifications**

It is a licensing requirement that at least one staff member with a current First Aid and CPR qualification is on duty at the Centre at all times that children are on the premises.

All staff at the centre are required to maintain a current Senior First Aid Certificate. First Aid will only be administered by qualified first aiders in the event of minor accidents or to stabilise the patient until expert assistance arrives.

A fully equipped First Aid Kit is maintained at the Centre and a travel First Aid Kit is maintained in the vehicles used for transporting children on excursions.

## **Closing of doors**

It is imperative that all doors are closed after passing through them. Closed doors act as safety barriers to ensure children do not enter any areas of the center when unaccompanied by an adult. When closing and opening doors, please ensure care is taken to prevent small children getting fingers caught in the door frames or being hit etc. by the door during its swing motion.

NOTE: Parents are asked to refrain from allowing children (of any age) from opening or closing doors. Children may be confident yet unfortunately, not always developmentally competent to assess risks of danger or understand ramifications that may occur when opening/closing doors.

*Thank you for taking the time to read our Parent Handbook there is an acknowledgement form on the back page for you to sign (note: this is compulsory and must be completed prior to your child commencing care).*

*Please speak with the Coordinator if you require any further clarification.*



***Acknowledgement:***

*Please sign and date this parent handbook acknowledgement form and return to the centre for your file prior to enrolment of your child.*

*I, ..... confirm that I have read, understood, and agree to abide by the contents of this handbook and am aware that any updates/changes made to this handbook will be provided in writing to me via the centre newsletter and/or amendment flyer.*

*Signed .....*

*Date .... / .... / .....*