

**WATTLE GROVE LONG DAY CARE
8-10 BURDEKIN COURT
WATTLE GROVE**

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Provider No: 555003371J

**PARENT HANDBOOK
And Rules of Enrolment & Attendance**

Rev. /2017

Welcome

The staff of Wattle Grove Long Day Care centre welcomes you to our centre. We hope that you find your time with us a rewarding experience for both your child and you.

The Centre's Mission statement:

"To strive passionately for excellence and quality outcomes for all."

We have a deep appreciation of the significance of developing each child's potential at their own pace during early childhood years. Our devoted team aims to provide a warm and welcoming environment, full of stimulating experiences and discoveries and is to build on respectful, secure and reciprocal relationships with families, children, other staff and the community.

MORE THAN JUST A CENTRE

This booklet contains information about the centre. Please read it carefully and keep it for future reference. If you have any queries, please don't hesitate to ask.

Welcome to Wattle Grove Long Day Care Centre. The centre is a 45 place centre for children ages of 0 and 6.

The centre is licensed by the Department of Community Services and has been registered with ACECQA for assessment and validation.

The Centre has achieved accreditation level within the previous system, and received an overall Exceeding rate in 2014.

In the future, we are expecting to undergo assessment and validation and we have been continuously working on our Quality Improvement Plan (QIP) which is a document emailed to you when reviewed and it is also on display at a front area. We are encouraging all parents and the community to look at this document and provide feedback on it.

Our staff profile and management system is displayed on the foyer area, with our Provider Approval and the Supervisor certificate of our Nominated supervisor.

We are a privately-owned centre that aims to provide a high level of care and education for each and every child entrusted to our care. The centre is owned and operated by Wattle Grove Long Day Care Centre P/L.

The Centre is open from 6:45AM - 6:00PM five days a week 49 weeks per year. We close down between the Christmas Holiday and New Years Eve for 3 weeks; no fees are charged. The Easter Holidays and other Public Holidays the centre is closed, fees are payable. Due to the fact, the centre is running at its full capacity, make-up days will not be available for any other missed days. The centre does charge fees as normal even if your child is away for any reasons.

THE CENTRE

No child is to be dropped off at the centre before 6:45am and all children must be collected by 6:00pm. Arrival and departure from the Centre must be via the designated entrance. When you arrive with your child, please take them to a staff member and sign the Attendance Sheet. When collecting your child, please let a staff member know that you have arrived, and once again sign the Attendance Sheet. This is a good opportunity to find out about your child's day at the centre.

If your child is to be collected by another person, that person must be known to the staff, must be at least 16 years old and must be authorised to do so on your enrolment form. If, in an emergency, you require someone else to collect your child, you must advise the Centre Supervisor personally and the person must have a signed authorisation to do so. Persons collecting children from the centre must be able to prove identity at entry.

Please advise the staff in advance when it is known your child will be absent or late in arriving. Please telephone the centre in the event of an unforeseen absence or late arrival and verbal authorisation of such pick ups are possible by clearly stating details to a staff member over the phone.

DAYS OF ATTENDANCE

- Monday to Friday or
- 3 days attendance: Mon/Tue/Wed or Wed/Thu/Fri or
- Other combination if available

It is preferred that children attend the centre on consecutive days to gain maximum benefit from the program.

FEES POLICY

For parents to pay their child care fees on time as agreed upon at enrolment.

Legislative Requirements

A New Tax System (Family Assistance) Act 1999
Education and Care Services National Law Act 2010
Education and Care Services National Regulations 2011
National Quality Standards 2011, 6.1
Child Care Service Handbook 2015-2016

Who is affected by this policy?

Parents
Management

Implementation

Fees must be paid according to the Education and Care Service's payment options of Wattle Grove Long Day Care Centre

BELOW INFORMATION MUST BE TAILOURED TO EACH SERVICE'S PAYMENT OF FEES REQUIREMENTS

Fees must be paid in the morning of the first day of your child's attendance for the week.

Fees are required to be kept ONE (1) week in advance at all times.

Upon increasing fees, the service will provide all families with 2 (TWO) weeks written notice.

Fees can be paid weekly, fortnightly or monthly in advance by direct deposit or direct debt or eftpos in the office. Direct transfers can be made to Wattle Grove Long Day Care (Westpac) Acc number: 142 965 BSB: 032 379. A direct Debt form is also available in the office if you like to use Direct debt.

Fees are payable in advance for every day of your child's enrolment including pupil free days, public holidays, sick days and parent holidays. This excludes the weeks over Christmas when the Centre is closed.

Child Care Benefit (CCB) is available to all families who are Australian Residents. Parents must contact the Family Assistance Office to register for Child Care Benefit and Child Care Rebate.

The CRN must be submitted to the day care to be able to administer the fee relief. Without this number the families will be charged full fees.

Child Care Benefit can be received as:

- Reduced fees through the service; or
- A lump sum payment direct to families at the end of the financial year in which the service is used.

A receipt will be issued for all fees paid which will include the child's full name, date of care, date of payment, amount, etc.

If the incorrect amount is paid, change will not be given, but will be credited to the families account.

A "bond"- "security deposit" of TWO (2) weeks full fees is required upon enrolment.

A booking fee of \$27.00 is required when lodging an enrolment application form. This is non-refundable if your child does not commence care. The booking fee will be allocated to the security deposit once your child has commenced care.

Our terminating policy is that two (2) weeks written notice must be given otherwise 2 WEEKS FEES will be accounted to you.

A new enrolment must commence her/his attendance and give 2 weeks notice for the holding deposit to be refunded. Otherwise the holding fee will be used for the loss of income as the position was kept for the child.

Overdue Fees

Any parent who is one week or more in arrears will receive a **FRIENDLY FEE REMINDER**. Parents can make an appointment to speak with the Approved Provider/Nominated Supervisor to reach an agreement regarding payments. **Continuing fees in arrears will jeopardise the child's place in the Centre.**

The Child Care Regulation and Law is changing as of 16/1/17, increasing the staff: child ratio, which is a direct result of us introducing a new fee structure.

Daily Fees **Jan 2018:** Infants - under 24 months (\$120) toddlers - 24-36 months (\$106) Preschool – 3-5 (\$91)

July 2018: Infants - under 24 months (\$122) toddlers - 24-36 months (\$108) Preschool – 3-5 (\$93)

Sibling discount \$10/day off second child's fee

See more in Fees' Policy. The service charges fees for public holidays and missed days. IN

Waiting for starting date, parent change of mind:

If a parent has paid the holding deposit for their child to start and the position had been held for that specific child to start and parent had change their mind about the child starting at the day care the holding deposit will be forfeited. As we will have a position empty until the position is filled (unknown date)

Reviewed: Jan 2017

Date for next review: Jan 2018

CHILDCARE ASSISTANCE

Childcare Assistance is a payment made by the Commonwealth Government to help families with the cost of quality Childcare. Under the scheme, the Government subsidises approved long day care centres so they can reduce the fees parents pay. The Commonwealth Government will pay a proportion of your fees depending on your family's income, the number of children you have and the number of children you have in approved long day care centres or family day care schemes. Please note, that your child's immunization must be up to date to be eligible for child care assistance. Special circumstances apply.

If your child is sick, we require you to bring Medical Certificate from your child's doctor or your written statement regarding the absent days. That is due to certain government regulation. If you are not providing us with this note your eligibility for childcare assistance for the absent period could be jeopardised. Absent days must be paid by the parent. Please see Service Director for more information. If you need special consideration, please talk to Miss Shabs

Family Assistance Office Phone: 136150

Centre's Reference Number: 555 003 371J

Staffing

Providing the best in care and education for your child, and the best in service to you, doesn't just happen. It is the result of ongoing team effort and commitment. The Centre's team is made up of individuals and small work teams who each have important roles, responsibilities and functions within the organisation. Our team members hold a range of early childhood teaching degrees and diplomas/certificates in accordance with the Community Services regulations. All staff members must undergo and cleared with the WORKING WITH CHILDREN'S CHECK prior to commencing their employment with our centre. Our team embraces Early Childhood Australia's Code of Ethics, sharing its central values of respect, social and cultural responsiveness and education

Children's Services Team

The Children's Services Team consists of the Director, Nominated Supervisor, Responsible persons, Team Leaders, Educators and Early Childhood Teachers of each of the classrooms.

They are the people whom you and your child will have day-to-day contact with, and who are primarily responsible for the care and education of the children enrolled in their programs.

Facilities Team

Important support services such as cooking, cleaning, gardening and maintenance are carried out by our small, but vital team of services staff. Coordinated by the Director/Services Managers, together, the Facilities Team work together to ensure that:

- the early childhood staff have the resources they need to care for your child each day,
- that the children are provided with satisfying snacks and meals throughout the day, and
- that the physical environment is kept clean, hygienic, safe, secure and aesthetically pleasing at all times.

Staff Training

Our Centre recognises the importance of ongoing training and education taken by each staff member and supports professional development/trainings being undertaken by each staff member. The Director in coordination with the experienced educators provides support and guidance within the Children's Centre to ensure that programs and services remain innovative, follow the guidelines of the Centre's Philosophy and remains responsive to you and your child's needs.

Centre Director/Proprietor

Ms. Julia Koti is the Centre's Director. She is the owner of the service. She is committed to providing high quality child care and education to the children in our community. Ms. Koti is an experienced and passionate teacher, who holds Bachelor of Teaching in Early Childhood and Advance Diploma in Early Childhood Education, and Masters of Educational Leadership at Macquarie University. Miss Julia delegates the authority to the Centre's Nominated Supervisor and day supervisors to oversee the services operation, ensures all structures are at place and complying with appropriate legislations of regulatory environment. The director's delegates ensure that the enrolment and orientation of you and your child into our Centre is a positive experience, and that your on-going queries in regards to service administration, are responded to and dealt with promptly and professionally. Our commitment to provide a service that is flexible and responsive to your needs is achieved through the excellent work of our Centre Director.

Centre's Nominated Supervisor

Miss Shabiena (Shabs) Masoom has been appointed by the centre and approved by the Department of Community Services as the Nominated Supervisor of the service since October 2016. She ensures that all programs and service delivery meet all quality standards and supports/oversees the teaching team in their programming and daily interaction. The Nominated Supervisor ensures that all children are safe, their individual emotional, physical, cognitive needs and general well being are high priority in the centre.

Staff, their roles, qualifications and their experience is displayed in the foyer area.

Educational Leader:

Ms. Shabiena (Shabs) Masoom is our Educational leader who oversees the programming and planning for the children. She assists and supports staff in their journey of planning and programming for your child effectively and within the Early Years Learning Framework. Miss Shabs holds a Bachelor of Education (Birth to 12 years).

Staff's Visions:

To provide service excellence at all areas and levels

To be responsive, flexible and customer focused

To offer our families professional early childhood services that reflect current thinking and are models of best practice

To form all our practices on ethically sound principles and values

To implement policies, practices and programs that recognise our responsibility to the environment and follows our philosophy.

The philosophy 2017 Wattle Grove Long Day Care Centre

Wattle Grove Long Day Care would like to first acknowledge the Traditional Custodians of the land – the Tharawal people, upon which this day-care is built on. At Wattle Grove Long Day Care, we base our guiding principles on a collaboration of the Early Childhood Australia Code of Ethics, UNICEF's Rights of the Child as well as the Early Years Learning Framework and the National Quality Framework. The principles of these documents guide our daily pedagogical practices.

Within our service we believe that children develop and grow at various stages, our teacher's pedagogies are therefore guided by our understanding of several early childhood theorists, these child development stages are based on emotional and psychological development (Erikson & Bronfenbrenner), cognitive and physical development (Piaget & Montessori), language and social development (Vygotsky & Bowlby), play (Vygotsky & Piaget), and autonomy and independence (Montessori). Therefore at Wattle Grove Long Day Care we also believe that children's learning is dynamic, complex and holistic, with all areas of a child's development being intricately interlinked. We believe that in order to best develop the whole child we need to allow the child to lead their own play in order to construct their own leaning and understandings. While children learn through play they are able to express themselves and develop curiosity while also stimulating their sense of belonging, not only to the environment but to the greater world around them. We view children as active participants in their learning and valued decision makers with unique abilities and encourage them to build upon these skills.

Our program and practices are built on the principle that all children have the right to quality child care and education, we allow for this to take place by providing a warm, positive and socially constructed environment where they have the opportunity to interact with their educators, peers, families and community workers.

Through implementation of the Early Years Learning Framework (EYLF) in our intentional teaching program we build on the children's interests and knowledge as individuals, their family values, experiences and expectations. We view a child as a capable and competent learner and plan for holistic learning by utilising the environment and seizing the teachable moments with every individual child in order to achieve the five learning outcomes, principles, and practices of the Early Years Learning Framework.

Through our learning experiences we make sure that the children feel a sense of belonging in their centre and wider community while providing opportunities where they can be themselves. We believe that relationships with caregivers play a major role in their development, and continue to influence social relationships throughout life. Therefore we take pride in the relationships we have with the children, their families and care givers and always seek their input in how our service is operated and our educational program. Children are the core of all learning and guidance at Wattle Grove Long Day Care, their voices should be seen and heard in all aspects of our daily routines and learning.

Our Pedagogical practices are set with high expectations of equity with respect for diversity as well as the centre's ongoing learning and reflective practice.

Our Pedagogical practices build on the holistic approach, the balance between learning through play and intentional teaching, continuum of learning and assessment of learning and our Ethical Belief, Code of Conduct.

Goals for 2018

Promote our Centre as providing a secure, safe, nurturing and happy environment to our children, parents and teachers.

Staff members to work together effectively to care for all children in care by taking on different in-services such as behaviour management, OH&S, First Aid, music, physical culture training.

Evaluate policies regularly, reflecting on the community and relevant racial/cultural/religious factors.

Promote self-evaluating and reflective practices by staff and teams to ensure that the principles of philosophy are maintained and quality practice is in place.

Provide information and opportunities for parents, to make them feel connected and valued and able to have a successful communication flow with the Centre. These currently include: Daily journal, suggestion boxes, oral communication, newsletters, Parent meetings and orientations, and special events.

Ensure smooth transition between rooms, groups and physical environments through progressive visits and discussions with the children, families and staff members.

Encourage parents/family participations through: family day, grandparent's day, celebrations, social functions, surveys, program suggestions.

Extend knowledge on, and implement different curriculum aspects through research and training in order to implement relevant and current practices (Early Years Learning Framework), theorists, etc.

Offer and encourage Staff members to undertake in services in order to reflect on and extend knowledge for the implementation of relevant practices.

Encourage each staff member to identify an interest area and in collaboration with the supervisor implement a project for the benefit of the children, families and the centre. (Literacy, gardening, photography, sustainability/ environment, computer and technology, dancing, language, art, music, rabbits)

Actively seek and provide experiences for community awareness within Wattle Grove and surrounding communities: including but not limited to: fire brigade, police, RTA, dentist, speech pathologist, local early childhood health clinic, library, "big" school, ambulance, doctor, baker), through incursions, and other relevant programs.

Staff to seize every opportunity to interact with children, including transitioning, feeding times, arrival and departure in order to build a secure and warm

Sources of the Philosophy:

The Convention on the Rights of the Child)

Belonging, Being & Becoming DEEWR 2011

National Child Care Agenda, Early Years Learning Framework 2009

Code of Ethics, Australian Early Childhood

National Quality Standard

Education and Development Programs

In order to provide customised care and educational programs we have the following groups/programs in our three playrooms.

Pinba, Bunyip, Kookaburras and Pre-schoolers

The Centre's team follows the Early Years Framework as well as the National Quality Framework, which is a child centred and play based, holistic approach to curriculum, emphasising partnership with the families and communities, high expectations and equity, respect for diversity and ongoing learning and reflective practice for staff.

We have been evaluating our practices in order to create learning environments that aims to generate a nurturing, yet challenging environment with a flexible open ended approach and follows your child's emerging interests. We have a commitment to provide learning environment for all children that aims for cultural competency and targets continuity of learning and transitions. Children with different needs level will be involved in all aspects of the daily routine, assuring their needs being met, utilising KU/ISS support. At Wattle Grove Long Day Care Centre we maintain individual records of the child's interests, strengths and development including written observations in a form of learning stories, photos and examples of work and Strength Profiles.

Our educators (team leaders) assess learning taken place against the EYLF outcome areas and also plans for intentional teaching to achieve EYLF outcomes. We display children's learning on our curriculum boards within the centre. Our Outdoor Manager organises experiences for the children that follows the EYLF curriculum and is programmed around sustainability and designed to encourage children to engage in experiences with natural environments. We are currently working towards achieving an open 'indoor-outdoor' learning environment, with planned and spontaneous experiences in a play based curriculum.

EYLF 5 areas;

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

WHAT TO BRING

Small size bag to be able to fit into our lockers

Clothing - **Winter**

2 long sleeved tops
1 warm jumper
2 pair long pants
socks/tights
2 pair shoes
1 T-shirt
1 shorts
spare undies
coat/parka

Summer

2 t-shirts
2 shorts/dress/skirt
jumper/cardigan
socks
shoes (not thongs)
spare undies

Sunhat (LEGIONAIRE/BUCKET) remains in the centre, and needs to be purchased from day care for \$5

- If your child is in nappies 5 disposable nappies required a day.
- For Sleep time one set of labelled sheets are required (fitted and flat) and is taken home for washing at the end of the week.

- **In case of toilet training it is advisable to send twice as many undies, shorts, socks and a change of shoes.**
- **One piece of fruit each day.**

Please **label** your child's belongings clearly, including clothing, shoes, bottles, hat etc. This makes it much easier for staff to identify items.

Each child is allocated a locker with a symbol. Please place bags etc, in the locker.

Each parent must provide all sheets and blankets for sleep/rest Please dress your child in clothes that are suitable for 'hands-on' activities. Some activities may become messy, but is an essential part of our curriculum. It is also recommended that your child wear shoes that are durable and flexible; sneakers are preferred. Thongs are not appropriate/safe for climbing and playing.

***Children not bringing in fruit/sheets will be charged \$1 for each item.**

MEALS

At Wattle Grove Long Day Care we provide a varied menu (hot & cold) for breakfast, morning/afternoon tea, lunch, and a late snack. These are in accordance with the Department of Health guidelines, and prepared and cooked by a qualified and experienced cook Miss Laura. The foods she prepares are nutritious food that provides over 50% of your child's recommended daily intake (RDI) of all nutrients. Please advise the Centre Supervisors if your child has special meal requirements. We want children to be aware of and enjoy healthy eating habits, so please do not pack foods such as chips, biscuits, lollies, cakes etc in the child's bag. We aim to include food from various cultures and welcome your suggestions. Parents are able to view our changing weekly menus in each classroom or in the foyer. (included in the enrolment package). Parents with babies on formula are asked to provide bottles for the day made up and clearly labelled. When children transition to cows or soymilk we will happily provide this for you. Please see your child's educator/carer.

Table 1: Minimum number of food serves for children during long day care

Food Groups	Amount/ day (grams)	1 serving equals	Serves/ day
Milk	300 ml	100 ml full cream milk 100 g yoghurt 15 g hard cheese 10 g full cream milk powder	3
Bread and Cereal	60 g bread or alternatives	1 slice bread 1/2 cup cooked pasta 1/3 cup cooked rice or 30g dry rice 1/2 cup breakfast cereal 25 g flour	2-3
Vegetable	75 g	1/2 cup vegetables 1 cup salad	1
Fruit	150 g	1 medium piece fruit 1 cup diced fruit 15 g dried fruit	1-2
Meat and Alternative	45 g	45 g cooked red or white meat 55 g fish 1/3 cup cooked lentils 1 medium egg (55g) 1 tblspn peanut butter	1-1 1/2
Fats and Oils	7 g	1 1/2 tsp unsaturated oil or margarine	1

Purified water is provided as a drink, sugary/sweet foods/drinks with added sugar are not offered. The centre does not offer juice. The centre limits saturated fat and moderate total fat intake and do not salt/lightly salt food. (Guidelines for Nutrition in Childcare, Department of Health 2003). More info on Food Safety, Storage and Hygiene: Parent Policy Folder in Foyer Area.

BIRTHDAYS - all children's birthdays will be celebrated at our centre. If you wish to celebrate your child's birthday with a cake please bring cake mix in.☺ Please ensure there are no NUTS/not traces in the cake mix. Please note our service will make a separate cupcake for the candle to be placed, to ensure that bodily fluids are not spread onto the food consumed by other children after blowing out the candle.

SETTLING IN/ORIENTATION PROCESS

This is as individual as your child. Your child may have periods of distress, even after being in the centre for a while - this is natural. Before leaving your child at the centre for the first time, it's a good idea to come for one or more visits, so that you and your child can see what happens. This helps your child to feel comfortable and secure with the staff, also the staff will be able to get to know your child better and can assist in settling him/her in.

Once your child starts and you decide to leave, we advise that you tell a staff member and tell your child that you are leaving and that you will come back later. Then leave quickly so that as little fuss as possible is made. If you are concerned about your child, please ring us during the day. Most children settle in very quickly when they see all the activities going on. Please speak to the staff if you are worried or unsure of what to do. Please see more in the Parent Policy Folder located in Foyer Area

TOYS

Please discourage your child to bring toys from home as they may get lost or broken, or can cause tension among the children. We have many interesting toys for your children to play with while they are here.

An exception to this rule is a comfort or security toy that may be needed at rest time/settling in time. If your child happens to bring one of the centre's toys home, we would greatly appreciate it if you could return it.

The cost of replacing lost toys will force us to increase our fees.

SICK CHILDREN - MEDICATION

Please remember that if your child is sick, the best place for them is at home, where they can receive the attention they need. If your child has an infectious disease, you must follow the usual quarantine periods. Please ensure your child's immunisation is up to date.

If your doctor has diagnosed an infection and places your child on medication, please keep your child at home for at least 24 hours so that the medication has some time to take effect, and your child feels well. This is also important so that other children and staff are less likely to become infected.

If your child has had diarrhoea or vomiting they must not return to the centre for a minimum of 24 hours. If your child becomes sick at the centre, we may need to contact you to collect your child. Please ensure that your contact details at the centre are correct.

If your child does need medication while at the centre, you will need to fill in an "Authority to Administer Medication" form.

The staff will write all the necessary details in the Communication Book, situated in the staff room. Please give the medication to the morning staff, who will assist you. Do not leave medications or lotions in your child's bag.

The Director has the right to send a distressed/sick child home even if medical certificate provided. A Copy of the STAYING HEALTHY IN CHILD CARE is provided in the foyer area for your information.

Sickness Policy

It is centre policy that sick children do not attend the centre:

If your child is sick he/she requires the care and comfort of loving parents in the home environment,

When to keep your child at home? If your child has any of the following complaints...

High temperature	Vomiting	Diarrhoea	Skin rashes	Chicken Pox	Conjunctivitis
Diphtheria	Tonsillitis	Measles	Mumps	Rubella	Whooping cough
Cold Sores	Head Lice	Ringworm	Scabies		Impetigo
Excessive discharge from eyes/nose/ears.					Hepatitis

The child must have a medical clearance when recovered from an infectious disease to return back to the centre. Please check infectious diseases policy/notices on front door or email.

Criteria for Exclusion (not allowed to attend centre or will be required to be collected):

1. Fever in excess of 38.0C. Child being kept away at least 24 hours unless a Medical Clearance is provided.
2. Two (2) or more loose bowel movements, showing symptoms of diarrhoea (an increase in the frequency, running or volume of the faces) within 24 hours. Child to be kept away min 24 hours after the last bowel (runny) movement. No Clearance required.
3. Two (2) or more repeated vomiting, Child to be kept away for min. 24 hours after the last vomiting. No Clearance required
4. Unidentified or infectious rash or skin infection. Medical clearance is required before child is returning to care. Please ask doctor for SPECIFIC CONDITION and to write down if contagious or non-contagious and to NOTIFY day care.
5. Eye discharge, Medical Clearance required if child returns within 48 hours.
6. Symptoms of an upper respiratory tract infection (cough, nasal discharge, sore throat, ear ache) associated with a fever Child being kept away at least 24 hours unless a Medical Clearance is provided.
7. Extreme lethargy or fretting. Child care return next day if symptomless.
8. If they have a "rattling" chest, which is a sign of congestion. Medical Clearance is required if returned within 24 hours.
9. If the child has a discharge of the nose, the carers advise the parents throughout the day.
10. If the child has a discharge from the nose and associates with other symptoms, such as fever, lethargy, loss of appetite, etc, the staff will notify parents, who will be required to collect the child.

Guiding Children's Behaviour Policy

Aim

The Education and Care Service will provide a secure, loving and stimulating environment which encourages children to co-operate enhances their self esteem, encourages their ability to interact with others, and where acceptable behaviour is promoted, any recriminations are kept to a minimum. Where a child continues to behave in an unacceptable manner, parents/guardians will be consulted and asked to work with the educators/staff to ensure discipline techniques are consistent and clear.

Legislative Requirements

Education and Care Services National Regulation 2011
Education and Care Services National Law Act 2010
National Quality Standards 2011
Children and Young Person (Care and Protection) Act 1998

Who is affected by this policy?

Children
Parents
Educators
Management

Implementation

Educators/staff by using a positive approach in guidance and discipline will recognize why a child behaves in a certain way and will encourage more acceptable forms of behaviour.

At Wattle Grove LDC we encourage positive, co-operative behaviour through:

- Establishing trust and confidence between adult and child.
- Considering the stage of development of each child.
- Considering the interests, concerns and abilities of the individual child.
- Showing sensitivity to the child's background and current home situations.
- Examining the reason behind the behaviour.
- Getting down to the child's level to establish and maintain eye contact.
- Using language that is positive, clear and developmentally appropriate for the child in question.
- Being consistent with behaviour expectations.
- Setting limits and reminding children of them regularly or whenever necessary.
- Involving the children in the setting of limits and explaining as to why a certain type of behaviour is unacceptable eg: other children's and educator's safety.
- Encouraging the children to show sympathy for children experiencing difficulties.
- Guidance and discipline to encourage individuality and confidence of children to enhance their self-esteem.
- Offering the children clear alternatives to help them develop their ability to make decisions and direct themselves.
- Positive modelling by Educators/Staff Eg: **"sand stays in the sand pit"** rather than "don't throw sand", and by showing the child how to dig in the sand.
- Discussing with parents/guardians the Behaviour Management Policy and seek their assistance for solutions should the need arise.

THE USE OF PHYSICAL FORCE, EMBARRASSMENT, SARCASM, PUNISHMENT, IS NEVER PRACTISED.

WHEN PREVENTION DOESN'T WORK:

Try to distract/diffuse a situation, giving the child an out:

- Use "do" instead of "don't", giving a simple explanation. (if the child persists use the word "stop" reinforced with the stop hand signal and explain positively what they should be doing).
- Always talk about the behaviour being inappropriate, not the child personally (eg. Avoid saying, bad, naughty, silly etc.).
- Use a firm, calm manner, indicating what you expect from the child, presenting it to the child as a choice wherever possible - "if you choose to do "X" I will have to". Lowering your voice gains attention. Shouting may scare the child.
- Allow time for the child to comply with the request.

- Be clear about the consequences for the child, e.g. removal from situations, help clean up the "mess".
- Follow through with consequences!
- If it becomes necessary, Educators/Staff will gently remove the disruptive child from a group or activity until such time as the child has settled down and able to return to the group or activity.

Keep the Nominated Supervisor aware of on-going situations; keep a written record of continuing incidents.

ANTI-SOCIAL/PHYSICAL BEHAVIOURS

Educators/Staff should explain to children that biting, hitting, pushing and kicking are not acceptable. If a child wants to hit or punch then they can use the playdough or to take out aggression. If the child wants to kick they can kick a ball.

With older children, encourage them to use problem-solving skills and to verbalise feelings instead.

If a child becomes aggressive remove them from the activity (suitable distance so as not to hurt other children); stay with them until they quieten down. Comfort when rage subsides. Some good activities if a child is aggressive are play dough, clay, hammering, bowling etc.

Always look for reasons behind belligerent behaviors' and address the issues as a part of further planning (eg. Biting could be a result of teething or not having the communication skills to tell a peer that they are taking their toy. Kicking could be a part of power play etc.). Make sure you focus attention on the child who has been hurt. Children who have hurt another child can often be encouraged to help comfort or assist the hurt child (get a tissue, hold the ice pack etc.)

WHEN MANAGEMENT IS NOT WORKING:

- Discuss problems with Educators/Staff - where appropriate (confidentiality is observed).
- Written methods are implemented.
- Difficulties are discussed with parents/guardians, to discuss appropriate strategies.
- Early Intervention Professionals are consulted with parent/guardian permission.
- Educators/Staff to implement program directives from Early Intervention.
- Other professionals and support groups to be consulted where necessary.

GUIDELINES FOR DIRECTOR INTERVENTION

If a child's behaviour is continually anti-social or aggressive and is putting other children's or educators/staff's health at risk, then the following procedures will be followed:

- The child's parents/guardian will be continually informed of the incidents.
- A time will be made where it is appropriate for the child's carer and parents/guardians to discuss the issues.
- A behaviour management program will be implemented and carried out by Educators/Staff and parents/guardians. External help may be sought if necessary.
- This program will be continually evaluated by Educators/Staff, Director and parents/guardians.
- If the behaviour does not appear to be improving the Director may refer the parents/guardians to a support network (eg. Inclusion Support Unit etc.)
- It may be necessary for the parent/guardian/authorised nominee to collect their child early if other children or educators/staff are put at risk of harm.
- If after a reasonable period of time the child's behaviour is not improving, the Director and educators/staff will consult with parent/guardians in supporting them to find a more appropriate service.

Behaviour management plans

Special behaviour management plans will be written up for specific children, with strategies and techniques that will be used when, behaviour issues arise. In some special cases plans, will be written up with guidelines from out sources such as physiologist, dr, specialist, docs. When plans are written up all staff is to read and sign the plan

Parents/ educators must have understanding that every child is different and we adjust in what working with specific situation are been dealt with

The Approved Provider/ Responsible person will ensure that this policy is maintained and implemented at all times.

Sources

Education and Care Services National Regulation 2011

Education and Care Services National Law Act 2010

Guide to the National Quality Standard 2011

Children's and Young Persons (Care and Protection) Act 1998
www.kids.nsw.gov.au Retrieved May 2012

Raising Children Network www.raisingchildren.net.au Retrieved May 2012

Early Childhood Australia www.earlychildhoodaustralia.org.au Retrieved May 2012

Review

The policy will be reviewed annually. Review will be conducted by management, employees, parents and any interested parties.

Review: June 2017 Next Review: Sept 2019

National Quality Framework
Area 5 Relationship with children
5.1.3, 5.2.1, 5.2.2, 5.2.3

Expectations of Children.

As many children attend our Centre, it is necessary to develop a number of basic expectations we require of them. These are consistent throughout the centre, **although consideration is given to age and developmental progress of individual children.** These expectations relate to become familiar with the limits that are set. Staff will **encourage** children to:

- Talk and use an acceptable voice level EYLF 5.1
- Care for the equipment by using it appropriately, sharing it with others, and packing it away outcome EYLF2.1, 2.4
- Show care and respect to others adults and children EYLF1.3, 3.1
- Behave safely in the bathrooms and slippery areas. Follow rules that is set by the children and also revisited frequently by the children. EYLF 3.2
- participate in group times (when appropriate) EYLF 4.1
- At rest time allow other children to enjoy their quiet time, engaging in quiet activities or rest EYLF 3.1, 2.1

EXCURSIONS/INCURSIONS & PERFORMANCES

These will be arranged at varying times throughout the year. It may be just to the park, or it may be a bigger excursion to a performance, farm etc. On all excursions, we ask for parents to accompany us (if possible), so that we can have adequate supervision and the children will benefit more. We hope you can join us these outings and we're sure your child would love you to come along.

The children learn so much from these outings/programs and they will be well planned and supervised. If for some reason you do not want your child to go on a particular excursion, we ask that you keep them home for that day. We cannot leave a staff member behind to supervise one or two children.

If you would like to discuss an excursion at any time, please see the class teacher or the Director. You will always receive plenty of notice about major excursions and you will be required to sign a permission note before your child can go. We will also have visiting performers at the centre such as magicians, puppet shows, storytellers etc. We will try to keep the costs for these at a minimum.

LATE FEES

If you are going to be late (later than the time frame what is on the Enrolment Form) picking up your child, please ring the centre and let us know.

Late Collection Fees: 1-5 minutes \$5, 5-10 minutes \$20, 10-20 minutes \$30, 20-30 minutes \$50

If we have not been notified and the child has not been picked up 30 minutes after closing, the centre will contact the Emergency contacts, and they have to be prepared to take the children in to their care.

PRIORITY OF ACCESS

Enrolment at Wattle Grove Long Day Care is subject to the availability of a place appropriate to your child's requirements. A waiting list will be maintained and priority of access will be as follows:

1. Child in at risk situation.
1. Both parents working, undergoing training for employment or genuinely seeking employment (this also applies for single parent family unit)

2. Full time students

3. Position on the waiting list

4. Non working parents (this also applies for single parents)

The director might request families to move off spots and offer alternative days if a family with a higher priority status need a day. 2 weeks notice will be provided to families in order to make necessary arrangements.

PARENT INVOLVEMENT

At Wattle Grove we recognise the benefit to children of the regular sharing of information and support between parents and staff. Please get to know the staff, in particular those who have regular contact with your child. Let them know what your child likes and dislikes, as this helps us to learn of the things that are special to your child. Please do not hesitate to discuss with a staff member the things that may be of concern to you. If the matter is not resolved to your satisfaction in dealing with the staff, you are encouraged to contact the Child care Centre Manager or another member of the Management team.

Parents and families are welcome in the Centre at all times. Parents are encouraged to observe and participate in activities with their children once they have settled in. It may be more comforting if you pick your child up earlier during the first 2 weeks (ie. the settling period).

We believe that parental involvement in our activities is an important aspect in the development of a friendly and understanding relationship between families and staff. Parents may discuss their child's progress with staff members at any time, although appointments should be arranged for more specific discussions with the Centre Supervisor and/or Early Childhood Teacher. Parents are encouraged to share home experiences with the centre, by frequently emailing photos, providing ongoing feedback in the weekend sheet and face to face consultation with the staff.

If you have a special talent such as cooking, dancing, singing, playing a musical instrument, craft etc, we invite you to share that talent with us. They would be great experiences for the children.

PARENT - STAFF COMMUNICATION

PARENT AREA - We have a Parent Area at Wattle Grove LDC, which contains information for your benefit. Articles regarding issues in Early Childhood will be displayed on the notice boards, and changed regularly. If you would like to see articles on issues you are interested in, please write these in the Parent Comment Book, and we will do our best to find them. The daily routine is also displayed in the parent area and each Playroom. This shows what is happening at different times of the day. There are several books in each playroom displayed on different topics for parents to borrow.

PARENT Suggestion Box

In the parent area you will also find The Parent Box is there for you to make any suggestions or comments regarding the Centre that may help us improve the quality of care for your child. Also, any changes or improvements you would like to see in the Parent Area, or any other area at the Centre, can be written in the Comment Book or put into the suggestion box. You are encouraged to use the Comment Book to express your feelings about the Centre; positive support and constructive criticism are always welcomed.

Parents are also encouraged to participate in meetings, parent management meetings, and are welcome to talk to any staff members regarding their child's day/ development and general questions. Each room has a communication book, where parents and staff can openly communicate. Children's portfolios are displayed in each room for family access, comments/recommendations into the child's program and development and in general to the child's room, are welcome.

On the **ATTENDANCE SHEET**, it is displayed whether your child has eaten and slept, at a quick glance. If you need more information do not hesitate to speak to your child's teacher.

Children will not be forced to sleep, but he or she is required to rest quietly during the programmed rest time. In the Infants room (starfish) each child has a daily communication book registering routine/play entries, also providing comment section. The centre provides information on programming/child protection/grievance/parent participation/accreditation/education. These policies can be found in the parent area at the front foyer. Individual rooms have their own way of communicating effectively with parents. The infants room have been using the Communication Books on each child. Please write comments as required. Each room has its own calendar displayed next to the Attendance sheet. Please check for events and group messages. We have an email system set up for providing you with up to date information on events,

policy reviews, reminders, fees, etc. You are most welcome to write an email to the Director any time.

The Centre encouraged All Parents and families of children to become actively involved in our everyday aspect and decision making: including Programs, fundraising, policy review and development.

GUIDELINES For Occupational Health and Safety and Child Protection PROCEDURES FOR PARENTS AND VISITORS

Our service is committed to provide safe and secure environment for all families and visitors. As each family is vital in creating such environment, it is important that you are aware of your responsibilities when visiting the centre.

Safety/Incidents:

Please alert a staff member when you see danger. Please report any accidents immediately to staff.

If it is slippery outside, please ensure you wipe your feet, to eliminate accidents.

Smoking/Drugs:

It is prohibited to smoke in the Centre, please dispose any cigarettes prior to entering our premises. Please do not throw your cigarette butts in the car park. Please dispose it in the rubbish bin at the front gate.

Visitors are to sign Visitor book with date, time and purpose of visit.

Intercom/Safe entry:

In case of an unauthorised personnel requesting entry, the responsible person (senior staff) on duty or the Supervisor will make a decision and may not permit entry to the centre. Front doors and doors into individual playrooms must be kept shut at all times. The centre gate must be shut at all times.

Do not let your child swing on the front gate as this can cause the malfunction of the automatic lock. The front door is locked at all times. Parents/visitors can request entry by using the intercom system Parent/visitors need to identify themselves and the purpose of their visit before gaining entry to the centre.

Do not let a child other than yours out of the door/gate.

Dogs/Animals:

PLEASE BE AWARE OUR CENTRE CURRENTLY HAS RABBITS in the backyard, which are part of our educational program and have been taken care of in accordance with the Guidelines. The Director will permit no dogs or animals into the centre without prior approval. Please leave your animals outside when delivering or collecting your child. The Centre has Chickens, which is kept away from the children's play area. Authorisation about the rabbits are in the Enrolment form.

Collection of children/condition of entry:

Please be aware, that children must be collected by an authorised person, who is over the age of 16 years and are not under the influence of alcohol or any prohibited drugs. Staff, under the duty of care and child protection legislations, has the right to deny access, therefore allow such person to collect child. In dispute situation, visitors will be asked to leave and find alternative pick up options. In case of threat or violence staff will call police and report such incidents to authorities.

Child Protection/Mandatory reporting responsibilities

Any child protection incidents staff must report to FACS or child protection services. Employed child care staff are mandatory reporters, who act on the behalf of the child and will report of any incidents that are considered risk of harm or neglect to children in our care. Details of our Child Protection Policy can be found in the Policy Folder in the foyer.

Sun protection:

Children must have appropriate clothing for Sun protection. Please provide a wide brim/legionnaire/bucket hat everyday, also a Tshirt/long sleeve top clothing. Children are encouraged to wear sunglasses meeting the Australian Standards AS/NZS 1067:2003 with a category number 2, 3 or 4. Other sunglasses are considered as toys. Children must have their own labelled drink bottles, to avoid dehydration.

The Centre provides the SPF 30+ broad spectrum water resistant sunscreen, that is applied to exposed skin of children 20 minutes prior to exposure to sun/outdoor play.

If on arrival the children are outside playing, please advise staff to apply sun cream to your child. Staff/carers utilize the shaded areas of the outdoor environment for play and plan outdoor play experiences before 10am and after 2pm (before 11am and after 3pm day light saving hours). To ensure appropriate fluid level, water is offered to children throughout the day regardless of indoors or outdoor play settings. Every child has his/her own water bottles that are filled with purified water each morning and middle of the day and readily accessible for each group throughout the day. Children are encouraged to drink water throughout the day.

Cooled boiled water is offered to infants and a young child after bottle-feeds if children show signs of continued thirst. Please bring a labelled drink bottle in for your child (infant's room).

Others:

Please do not leave any medication/sharp object/dangerous products in your child's bag. Check their bags at home to ensure safety.

EMERGENCY EVACUATION PROCEDURE

This centre has an emergency evacuation procedure in case of a fire or other emergency situation. All playrooms have a copy of this evacuation procedure and it is displayed and available for parents to view.

This procedure has been designed for out centre to minimise panic by the children and has approval of the Fire Department,

Regular fire drills at least every three months are practised with the children. These drills are evaluated by staff to provide feedback and improvement on procedures/safety standards.

HOT AND COLD WATER

The Wattle Grove Long Day Care Centre was planned for ideal child care setting. All hot water taps in the bathroom areas and the nappy change area are thermometrically controlled to reduce temperature to 45C.

The kitchen is equipped with a dishwasher; therefore the cook/staff do not need to be in contact in hot water greater than 45C.

OTHER INFORMATION

- Staff are not permitted to transport children to and from the centre. If staff are baby sitting, parents must sign a release form in order our staff to act as an individual when taking a child from the premises.
- Staff are not permitted to release telephone numbers, addresses or other details regarding children/families and other staff members of the centre.
- Staff must keep all families informed of any issues relating to their child, ensuring privacy and confidentiality at all times.
- Staff must keep all child's and families' record in a confidential and secure manner.

Hand washing

Hand washing is the single most effective way to prevent the spread of infection in a childcare centre. Staff is conscientious about washing their hands:

1. *Before preparing food/bottles*
2. *After using the toilet*
3. *After nappy changing/attending to child's toilet needs*
4. *After putting on children's shoes and socks*
5. *After blowing noses(with gloves)*
6. *Before and after administering medication or first aid.*
7. *Before and after handling animals/wear gloves*
8. *Before coming inside from outdoor/from their break*

Staff are required to use disposable gloves in contact with bodily fluids and/or when handling food.

Children are encouraged to be frequent and thorough hand washers. Parents are also asked to observe this hygiene requirement when participating in centre activities.

Toilet Training

Toddlers who indicate their readiness to train will be encouraged and given the opportunity to progress towards independence. Our team is happy to give you advice and guidance during this transition time. Our team will work in partnership with you to ensure consistency for your child. The toddler room also has some books/literature on toilet training for parents to borrow.

Child Protection

Our team will act in the best interest of each child in our care at all times and are required to report any concerns to the Department of Families and Communities. All our staff are mandated by Law to report children who could be of risk of harm or neglect. Full Child Protection Policy is displayed in Foyer area.

Dental care:

The children are encouraged to brush their teeth, rinse their mouth after lunch and other food time. Please provide toothpaste in a labelled resealable plastic bag (small size) or in a plastic box. If parents are not providing toothpaste, the centre's staff will encourage children to rinse their mouth after each meal by water. Dental Policy is displayed in Foyer area. We Provide toothbrushes.

Allergies

Some children develop allergies at an early stage of their lives. To avoid anaphylactic incidents to occur, at enrolments time parents must notify the director of their child's possible allergies. An action plan will be drawn and the director will seek confirmation from a medical specialist to draw a treatment/action plan for the child in case of an allergic reaction. Before you enter, at the front door there is a yellow bin, where all unconsumed foods must be disposed by all children/adults entering the centre. Parents are advised not to give Nut products to the children prior to entering the centre. (Peanut butter toast at home). If children develop an allergy to certain products parents must advise the director in writing of this, outlining all products and possible treatment. The Centre's Manager and Nominated Supervisor ensures that at least one person on the premises holds a Current and Approved First Aid Qualification, and is experienced in providing First aid if needed. If your child is identified with an ongoing medical condition, such as ASTHMA, please provide an ASTHMA PLAN from your doctor, to be able to implement appropriate measures. See more details in Parent Folder in Foyer Area.

NOTIFY THE DIRECTOR/SUPERVISOR

Please remember to notify the Director/Supervisor if:

- You have changed address or phone number
- You emergency contact has changed
- You or your spouse's employment details have changed
- Someone else will be picking up your child
- The staff cannot allow children to leave the centre with anyone who has not been named on the enrolment form unless the parent has notified the centre in writing.
- Custody or access arrangements have changed
- You will be late picking up your child
- Your child is sick/absent for other reason
- You intend withdrawing your child

Grievance Policy (PROCEDURES FOR DEALING WITH PARENTS' CONCERNS AND COMPLAINTS ABOUT THE SERVICE)

We believe that to give the best possible care to the children we have to work very closely with the families.

We would like to ensure that all parents know the correct channels to communicate with staff or to file complaints.

If you have a concern you may address it:

Verbally:

Directly talking to any of the staff

Directly talking to the director

Addressing the problem at the parents meeting

In writing

You may remain anonymous by placing the letter/note in the Suggestion box (foyer on the table).

All of your concerns must be handled confidentially and seriously and a copy of the complaint and the resolution process must be kept in files.

The director must follow up any verbal or written concerns and must resolve the problem with the parties involved.

You must be notified of the resolution, if you wish to be remain anonymous the director must notify about the resolution in the upcoming newsletter.

IF YOU ARE NOT satisfied with the WAY YOUR CONCERNS/COMPLAINTS HAVE BEEN HANDLED YOU MAY SEEK THE ASSISTANCE OF THE DIRECTOR.

IF YOUR CONCERNS HAVE STILL HAVE NOT BEEN RESOLVED, YOU MAY SEEK ASSISTANCE FROM OUR LICENSING BODY, DEPARTMENT OF COMMUNITY SERVICES DOCS AT LIVERPOOL.

In the foyer are there are several complaint forms in the Policy Book.

Services Director: 98254700, 0412254700


NSW Early Childhood Education and care Directorate
Department of Education and Communities: 97162100
1800619113

NSW Ombudsman: 92861000

Here's a final reminder of what you need to do for enrolment & attendance:

- Submit a completed enrolment form, immunisation record and copy of birth certificate, building relationship form and a family photo
- Bring tooth paste for your child.

- Find out your Costumer Reference Number (CRN) form Centre link and register our service as care provider. FAO ph: 136150
- On enrolment, you must provide the Child's and Parents CNR numbers and the parents' date of birth in order to receive child care benefit.
- Advise any special meal/routine/ requirements.
- Advise any special medication requirements and/or allergies, update this regularly if needed
- Provide change of clothes, a hat with wide brim, piece of fruit and labelled drink bottle.
- Make sure clothes and personal items are clearly marked with child's name
- If the child is not toilet trained supply 5 labelled disposable nappies a day.
- Provide a cleaned and labelled sheet/blanket for your child each week.



Australian Government
Department of Health and Ageing

i m m u n i s a t i o n

National Immunisation Program Schedule

(VALID FROM 1 JULY 2007)

Age	Vaccine					
Birth	• Hepatitis B (hepB) *					
2 months	• Hepatitis B (hepB) *	• Diphtheria, tetanus and acellular pertussis (DTPa)	• Haemophilus influenzae type b (Hib) ^{c,d}	• Inactivated poliomyelitis (IPV)	• Pneumococcal conjugate (7vPCV)	• Rotavirus
4 months	• Hepatitis B (hepB) *	• Diphtheria, tetanus and acellular pertussis (DTPa)	• Haemophilus influenzae type b (Hib) ^{c,d}	• Inactivated poliomyelitis (IPV)	• Pneumococcal conjugate (7vPCV)	• Rotavirus
6 months	• Hepatitis B (hepB) *	• Diphtheria, tetanus and acellular pertussis (DTPa)	• Haemophilus influenzae type b (Hib) ^c	• Inactivated poliomyelitis (IPV)	• Pneumococcal conjugate (7vPCV) *	• Rotavirus ¹
12 months	• Hepatitis B (hepB) *	• Haemophilus influenzae type b (Hib) ^d	• Measles, mumps and rubella (MMR)	• Meningococcal C (MenCCV)		
12-24 months	• Hepatitis A (Aboriginal and Torres Strait Islander children in high risk areas) ^f					
18 months	• Varicella (VZV)					
18-24 months	• Pneumococcal polysaccharide (23vPPV) (Aboriginal and Torres Strait Islander children in high risk areas) ^g	• Hepatitis A (Aboriginal and Torres Strait Islander children in high risk areas)				
4 years	• Diphtheria, tetanus and acellular pertussis (DTPa)	• Measles, mumps and rubella (MMR)	• Inactivated poliomyelitis (IPV)			
10-13 years ^h	• Hepatitis B (hepB)	• Varicella (VZV)				
12-13 years ⁱ	• Human Papillomavirus (HPV)					
15-17 years ^j	• Diphtheria, tetanus and acellular pertussis (dTPa)					
15-49 years	• Influenza (Aboriginal and Torres Strait Islander people medically at-risk)	• Pneumococcal polysaccharide (23vPPV) (Aboriginal and Torres Strait Islander people medically at-risk)				
50 years and over	• Influenza (Aboriginal and Torres Strait Islander people)	• Pneumococcal polysaccharide (23vPPV) (Aboriginal and Torres Strait Islander people)				
65 years and over	• Influenza	• Pneumococcal polysaccharide (23vPPV)				

* Please refer to reverse for footnotes

**If interpreting service is required, please call
Multicultural Development Association Free interpreter
service for enrolment process (Prearranged) 1800112585**