

# PARENT HANDBOOK



## **WELCOME!**

Our Centre provides a warm, safe and happy environment for children aged 15 months to school age. Children have plentiful opportunities throughout the day to be involved in stimulating and appropriate learning experiences. It is our desire that you and your child experience the happiness and enjoyment we will provide throughout the year.

# OUR PHILOSOPHIES

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## **Every child's life is special**

And is treated with love, affection and care.

## **Each child is an individual**

We realise all children have different backgrounds, beliefs, fears, concerns, skills, needs and interests.

## **Encourage each child's unique strengths**

By providing individual, unique programs for the children to develop naturally to their maximum ability and potential.

## **Allowing the children to learn at their own pace**

Through observations, evaluations and planning children will develop and progress at a level that will increase their self confidence.

## **Play is learning**

We hope to develop a love for learning in the children, one which will continue to grow with them for a lifetime.

## **The environment**

We have clear consistent boundaries for the children to feel secure, and confident allowing them to enrich their self-esteem and self confidence by believing in themselves and their abilities.

## **Providing choice for children**

Encouraging freedom, self-responsibility and self-expression, by providing choices allowing them to explore and discover.

## **Communication is invaluable**

Parents participation within a child's early learning years benefits everyone, the child, the parent and us as a centre. We ensure the parents are aware that we are available at all times to discuss any issues or concerns that they or the children might have.

## **Little by little**

Any large scale accomplishment is achieved only when tackled little by little. We are patient and tackle only one thing at a time. Then we watch the big picture unfold...

## **We hope you enjoy this journey as much as we do.**

# FAMILY ENVIRONMENT

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The Brighton Childcare and Preschool Centre aims to provide a secure, comfortable and challenging environment complementing the home family environment as much as possible. It is our aim to incorporate family groupings during the course of the day. It is our belief especially with siblings attending the centre that children feel more secure and happy in a “family” like environment.

We feel this arrangement creates opportunities for children to understand the needs of others, older children learn responsibilities and care for the younger children, it also reflects family structures. It provides challenges and learning opportunities.

It allows siblings to remain together, ensures easier transition to the centre and exposes the children to a range of room environments and adult carers. It is also recognised that children of differing age groups do have specific and individual needs. These are all incorporated into the individual programs provided to the children.

# AIMS OF OUR CENTRE

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The Brighton Childcare and Preschool Centre aims to operate in a partnership with parents who are the primary caregivers of the children. All decisions relating to the care of the children in care will be made only after consultation with parents.

We aim to develop a relationship of trust with parents who feel secure in leaving their child in our care. We do this through establishing open and honest communication channels on an ongoing and regular basis.

Family values are respected at all times and be practiced at the centre whenever possible. We acknowledge that the Australian community is a diverse one, made up of many different cultural groups. The values and uniqueness of all cultures is recognised and in practice incorporated into the program of the centre. The environment will cater for the individual needs of all children and encourage development of physical, emotional, intellectual and social skills.

A range of staff with a variety of skills, from a variety of backgrounds work at the centre. We believe in all staff regardless of formal qualifications or training have a valued contribution to the centre and children. We believe an outsider entering the centre should not be able to detect any difference in interactions with children or parents between the staff members.

Staff will at all times be proactive and adopt a positive attitude towards their work with parents and children attending the centre. Staff are expected to show initiative in all aspects of their work and mediocrity will not be tolerated.

# LONG TERM CENTRE GOALS

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## **Children**

For the children to foster and maintain a safe, secure and nurturing environment. Where each child's individual needs are encouraged and developed at their own level.

## **Staff**

For all staff, students and volunteers to work towards an environment which is based around mutual respect teamwork and professionalism. To ensure the environment is conducive to innovation, supports professional development and encourages each person to maximise their own potential and contribution to the centre.

## **Families**

To ensure families feel welcome and valued in all aspects of the centre our environment encourages family contribution and participation, while respecting and valuing each individuals uniqueness.

*These goals will be reviewed in conjunction with the centre director, staff and parents on an annual basis.*

# LICENSING & ACCREDITATION

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We are licensed under Child Care Act 2002 and Child Care Regulations 2003. We must comply with the Act and this regulation, including, for example, with requirements about activities, experiences and programs, number of staff members and children and staff members' qualifications.

## **We are licensed for 74 children in the following groups:**

Toddler Room	15 months to 2.5 years	10 children
Junior Room	2.5 years to 3.5 years	16 children
Kindergarten Room	3 years to 4 years	24 children
Preschool Room	4 years to 5 years	24 children

Currently the centre has the highest Accreditation rating possible. The Quality Improvement and Accreditation System is a Commonwealth Government initiative linked to the funding of Child Care benefits to long day care centres. The system ensures that the centre is providing quality care for children and meets a high standard in each of the quality areas.

It is the aim of the centre to achieve and maintain the highest standard of Accreditation at all times.

# PROGRAMS

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Children learn through play and our program includes all aspects of a Pre-school and Kindergarten program. There will be a variety of activities offered during the day with the children's interests and choices being paramount. All staff will contribute to the development of the written program to be provided to the children in each room. The room program will be based on individual child records comprising of a variety of observational techniques. The program will ensure all aspects of a child's development is covered on a daily basis and a range of challenging, varied and stimulating activities are presented and implemented. All staff will maintain written records for each child. These records will be shared with parents on a regular basis and parents will be encouraged to contribute. The centre/ home relationship is seen as a critical element if relevant planning and activities are to be presented to individual children. The use of natural and environmentally friendly materials be used whenever possible. The centre will encourage an awareness of the environment in children attending the centre. The program encourages the children to participate in recycling and composting at the centre. Our programs are flexible to meet the needs and interests of all children and to develop skills, abilities and attitudes, which lay the foundation for learning.

# PARENT COMMITTEE

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A parent committee comprising of parents and staff is currently in operation, and we welcome new parents to join the parent committee. The committee meets at the centre on a monthly basis to advise on operational aspects of the centre. Meetings are open to all parents and minutes are recorded and on request will be made available to parents.

# CUSTOMER SERVICE

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The centre is committed in all aspects of its operation to constantly evaluating the service provided. Staff and parents are expected to play a key role in this process. Parents feedback is encouraged and management will ensure regular opportunities for formal and informal feedback is available.

In setting the centre goals, staff and management have identified the following in relation to our dealings with our customers.

- We will meet the needs of families in a flexible and responsive manner.
- We will initiate contact with families and children.
- We will acknowledge the comments of others and give honest feedback at all times.
- We will be professional and ensure the regular provisions of information, resources and support to our customers.
- We acknowledge that parents are always right about their child and celebrate differences.
- We aim to be recognised as a service providing quality childcare services to all our families.

# PROVISION FOR COMPLAINTS

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The Brighton Childcare and Preschool Centre is committed to providing the highest quality service possible. The environment is continually developing where both staff and customers are able to be actively involved in the services provided.

It is acknowledged however that there will be occasions when either a staff member or consumer have a concern relating to the operation of the service. Staff are encouraged to use the process outlined in the relevant staff policy. Consumers have a right to express valid concerns relating to the service and to be assured that at all times their concerns will be treated in a confidential and professional manner. It is the expectation that every effort will be made to deal with all issues in a fair and informed way without prejudice.

It is the expectation that many concerns will be resolved in an informal co-operative situations without the need of a formal process. Management will at all times act in accordance with the requirements of the Children's Service Regulations, which requires complaints procedures to be clearly available at the centre.

Any complaints concerning the centre should be directed to the centre director. Issues relating to the program provided to your child should initially be directed to the staff working with your child. Should you feel your concerns have not been addressed the Director is available to discuss any issue with you. Alternately you are welcome to discuss any issue with the Director directly.

## OPERATIONAL ASPECTS

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### Hours and Days Of Operation

The Brighton Childcare & Preschool Centre aims to meet the needs of parents and provides a service that is flexible and responsive. We will continually survey the parents using the service to ensure we meet the needs and demands of our clientele.

Currently the centre is open from 6.30a.m. to 6.00p.m. Monday to Friday. We are closed on all public holidays. The centre remains open for the full year with the possible exception of the week between Christmas and New Year.

To ensure your child receives the full benefit of the program we recommend that the children are at the centre prior to 9.00a.m. to 3.00p.m.

If your child is absent due to illness or any reason please phone the centre before 9.00a.m. to advise us.

# FEE POLICY

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To secure your placement, your booking fee must be paid prior to commencing. Fees are calculated according to the days of attendance, the daily fee charged and the family's CCB percentage and are paid weekly in arrears. It is requested that fees be paid by EZIDEBIT. Receipts will be placed in your fee envelope. A full daily fee will be charged regardless of the number of hours that the child attends.

## **Procedure for overdue fees.**

Statements will be issued for unpaid fees with payment being due at the end of each week. Once fees become overdue, a reminder statement will be issued through the office. If there is no response, the Director or Administrative Assistant will approach parents personally with the concern over the late payment. Where parents are unable to pay the full amount, a payment arrangement will need to be entered into. This agreement must be signed by the parent and a centre representative that consists of a payment plan and will remain in place until the account has been paid in full. If a payment is missed through the course of the agreement (or the agreement has not been signed by the parent) it will be agreed that the child's place will be forfeited immediately until such time the account is paid.

# CHILDCARE BENEFITS

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All families are eligible to register with Centrelink to claim the childcare benefits scheme, which is funded by the Federal Government. It is designed to ensure that all families can afford quality child care.

Under the child care benefits scheme a formula is used to calculate what part of the fee each family will pay. This fee depends on the family income. Child care benefits forms must be lodged with Centrelink prior to your child starting child care and it is the parents' responsibility to apply for the Childcare Benefit (CCB) through Centrelink. Our Service Code Number to register with Centrelink is 555 010 235H or it can be obtained through our office.

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# ABSENT DAYS

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Parents are required to pay for all days their child is absent including public holidays. Child Care Benefits will apply for up to 42 absence days per year including public holidays.

If you use over these 42 allowable absences you will be charged the full fee rate unless written documentation that meets the additional absences criteria (see Appendix 1).

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# HOLIDAYS

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The equivalent of four (4) weeks each year are available for holidays for all full-time enrollments. If enrollments are for part weeks only (i.e. 1-4 days per week) then the amount of holidays will be proportionally reduced for that enrollment. Holidays will be charged at half fees if two weeks notice has been given to the Director.

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# FEE STRUCTURE

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(Effective as of 10th January, 2011)

## **Toddler Room 15 months - 2 ½ Years**

Daily Fee \$66.00 per day

Weekly Fee \$320.00 per week

## **Junior Room 2 ½ - 3 ½ Years**

Daily Fee \$64.50 per day

Weekly Fee \$302.50 per week

## **Kindergarten Room 3 - 4 Years**

Daily Fee \$64.50 per day

Weekly Fee \$302.50 per week

## **Preschool Room 4 Years - School Age**

Daily Fee \$64.50 per day

Weekly Fee \$302.50 per week

## BOOKING FEE

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A booking fee of \$40.00 per child will be charged for new enrollments. In the event that enrollments do not commence, then this fee shall not be refunded.

## LATE FEES

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A late pick-up fee of \$1.00 per minute will be charged beyond 6.00pm. The centre is staffed until 6.00p.m. and if Child Care is required past this time a late fee will be charged. Please telephone if you are going to be late as this helps us with staffing and also enables us to let your child know exactly when you are coming.

## WAITING LIST

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When the centre is full enrolments will be placed on a waiting list. Children will be placed on the list in order of date of application and age. Offers will be made in accordance to government priority of access. When a place becomes available parents will be contacted by telephone. If no contact is made the next person on the list will be offered the place. If a family could not be contacted they remain in their position on the list. This list is reviewed every three months.

All parents will be contacted by mail in October to identify care required for the following year and confirm their placement, which will commence in the new year beginning the first week of January.

# PRIORITY OF ACCESS

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The Federal Government has determined the following priority of access guide-lines for childcare centres that receive federal funding.

## **Priority 1**

A child at risk of serious abuse or neglect.

## **Priority 2**

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

## **Priority 3**

Any other child.

# WHAT TO BRING

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## Toddler and Junior Rooms

- Food for each day including morning and afternoon snacks and lunch. A water bottle and any formula bottles that are needed.
- A sufficient supply of nappies (disposable or cloth) and/or trainer pants. If your child is undergoing the transition from nappies to pants please allow at least four pairs of pants in case of accidents.
- A set of fitted sheets and/or blanket in a drawstring sheet bag.
- At least one change of clothes.
- Centre hat provided in enrolment pack.

## Kindergarten and Preschool Rooms

- Piece of fruit for morning tea
- Healthy, nutritious lunch – eg sandwiches, salads, yoghurt, and fruit.
- Afternoon tea ( No lollies or chips)
- Water bottle .
- A set of fitted sheets and/or blanket in a drawstring sheet bag.
- Spare set of clothes and undergarments.
- Centre hat provided in enrolment pack.

**Please Note: To ensure your child's belongings do not get misplaced please name all items of clothing, containers and drink bottles etc clearly with a permanent marker.**

## **Delivery and Collection of Children**

Parents/Guardians can enter the centre at any time during the hours of operation to exchange information about their child.

No children will be given into the care of anyone other than the parent/guardian or lawfully authorised person to collect the child, as indicated on the enrolment form. No child will be taken outside the centre by staff unless parent/guardian or authorised person (according to enrolment form) have given written authorisation relation to the date, proposed destination, method of transport, activities and number of adults to accompany and supervise the children.

Parents are encouraged to adhere to booked days to ensure that child/staff ratios are maintained at all times.

If parents need to change booked days they must first consult with the director. If a child is absent parents must notify the centre as soon as possible of your child's absence. The centre opens at 6.30a.m. and children cannot be accepted by staff prior to this time. The centre closed at 6.00p.m and if children are not collect by this time staff will endeavour to contact noted emergency contact person. Parents will be charged a late fee.

If you are aware that you will be late and your back up is not available please ring the centre as soon as possible. In extreme circumstances, if there is no emergency contact or they are unavailable to collect the child the local police station will be contacted.

Parents/Guardians must accompany their child to their room and let staff know of their arrival. When collecting children parents/guardians must acknowledge with staff that they are leaving. Parents/Guardians are required to sign the child in the attendance sheet on arrival and sign the child out on departure. Failure to complete all signatures in and out for attendance for families receiving Child Care Benefits may result in parents being charged full fees on that day.

It is absolutely vital that children are signed in and out in case of an emergency. Attendance sheets are used to account for all children in the case of an emergency and if these records are not up to date children may not be accounted for.

## **Emergency Evacuation Procedures**

An emergency could be serious injury, threat received or risk to person or property. It is the policy of The Brighton Childcare & Preschool Centre to maintain the safety of all children at all times.

Follow appropriate first aid

### **DRABCD**

Danger, Response, Airways, Breathing, Compression, Defibrillation (if available)

Telephone 000

Notify parents of situation

Make sure staff member stays with child/children at all times.

### **Fire Drill Evacuation**

The centre performs fire drills monthly to ensure everyone is familiar with the procedures, whether a drill or a real fire the following procedure will be implemented.

Sound Alarm immediately at whichever section is required.

Group Leaders to move children through nearest EXIT door (refer to plan of buildings throughout the centre) to assembly point. Assembly point is on the wide footpath fronting the corner of Nathan Street and Queens Parade.

Assistants must check room/toilets and take their room roll book when leaving.

Group Leaders to check their rolls to ensure all occupants are accounted for.

Director is to call fire service, do a thorough check of the premises including staff room, staff toilet and laundry and all other rooms.

Director is to take cordless phone and key to open double gates in the playground for evacuation.

**Priority must be given to the safe evacuation of all children present.**

## **Health and Safety Policy**

The Brighton Childcare & Preschool Centre is committed to ensuring a high standard of health and safety is maintained in the centre at all times.

A pro-active approach will be taken to ensure this occurs and will be included in the educational programs presented to the children as well as being included in the parent education activities undertaken at the centre.

## Hygiene

Parents, staff and children are all affected by the spread of infection at the centre therefore the importance of reducing the spread of infection is extremely important.

### In Practice

The centre shall be maintained in a clean and sanitary condition at all times.

The children's rooms and bathrooms will be swept and mopped twice a day with benches, toilets and floors being disinfected at least twice a day.

All children eat from their own lunchbox or bowl and have individual cups or their own drink bottles. All plates, bowl, cups and spoons are soaked in anti-bacterial solution.

All children are given individual baby wipes for wiping of face and hands.

Staff wear gloves to change nappies or handle blood or other bodily fluids.

Children are encouraged to wash hands appropriately with soap before meals, after toileting or when required.

Parents shall provide sufficient clothing to enable childrens clothes to be changed if soiled or wet who soil or wet.

Cleanliness shall be observed where food is prepared, stored or handled.

Unwell children shall not be permitted to attend the centre, this shall be at the discretion of the director.

All parents must adhere to regulations concerning the exclusion of children with infectious diseases.

All materials and premises, play areas, equipment and fittings accessible to the children shall be maintained in a good state of repair and safe condition.

Plants, trees and shrubs planted shall not be of a toxic or irritant nature.

Any dangerous and/or toxic substance used for cleaning the centre shall be secured out of reach of children at all times.

No child or group of children shall be left unsupervised either indoors or outdoors any time, even when sleeping.

A first Aid kit shall be placed out of the reach of children. All contents must be checked regularly and items replaced as they are used or become out of date.

The play outdoor areas are checked by staff every morning before the children go outside. Sandpit, tanbark, tyres and all areas must be free from any danger.

The sandpits and sandpit toys are disinfected regularly. The outdoor play areas are

blown daily to ensure that the children can play in a clean environment, both indoors and outdoors.

## **Accidents and Incidents**

The Brighton Childcare and Preschool Centre will ensure the provision of a safe environment for staff, parents and children.

This is achieved by a combination of work practices and a pro-active accident minimisation plan.

In the event of an accident or incident staff will:-

- Provide necessary assistance or first aid.
- Ensure the safety of the immediate environment, for children, staff and visitors.
- Complete the accident/incident record form.
- As soon as possible report to the Director who will then contact parent/guardian.
- Request the parent to sign the incident/accident report form on collection of child.

If emergency medical treatment is required and we are unable to contact the parent/guardian or responsible adult, the Director and one other staff member will act on their behalf.

## **Safety Precautions:-**

Safety is the main priority of our centre, some of the precautions taken are:

- Safe storage of poisons and medications.
- Cleanliness of the centre.
- Maintenance of equipment and playground areas.
- Smoking is prohibited throughout the centre both indoors and outdoors.
- Regular Fire Drills are performed.
- All doors and gates are kept closed at all times.

## **HIV/Aids**

We are aware that HIV/Aids is an emotive and often misunderstood issue. In order to best deal with this we undertake the following strategies:

- Community education and awareness program.
- All staff and parents will be made aware of the facts relating to HIV/Aids.
- Resources will be available at the centre and through specific parent education and staff development programs.
- All staff will be trained in work practices that promote infection control measures.

## **Rights of Access/Anti-Discrimination**

The Brighton Child Care & Preschool Centre acknowledges that all children have a right to access the centre. We welcome children from different cultures, varying levels of socio-economic status and children with disabilities and other special needs to enter and be part of the centre. To support this policy the children's programs nurture their self-esteem, self-reliance and competence and meets the individual needs of children from different cultures. The program values minority groups whilst addressing the individual needs of children with disabilities and other special needs.

The appointment of staff will be on the basis of merit.

## **Professionalism and Confidentiality**

At all times individuals will be treated with dignity and in a professional manner. Any information shared with staff or Director or that they become aware of will remain confidential at all times.

## **Occupational Health and Safety**

Our obligations are:

To provide a safe environment, suitable facilities for parents, children and staff, to ensure no one has their health or safety compromised.

To provide relevant training in infection control procedures and have access to a first aid kit to minimise any risks associated with accidents, illness or injuries.

## **Immunisation**

The Brighton Childcare & Preschool Centre believes the immunisation of children is an important element in the reduction of preventable childhood disease and mortality.

All families using the centre must ensure that their child is up to date with immunisations or obtain an exemption.

The Federal Government has linked Child Care Benefit Payments to immunisation and will only process your benefits if your child's immunisations are current or you have lodged an objection with Centrelink.

The Brighton Childcare and Preschool Centre has an obligation to follow directives from both State and Federal Governments in relation to childhood immunisation. We request parents inform the Director of immunisation updates to enable the keeping of accurate records.

## **Food and Nutrition**

The Brighton Childcare & Preschool Centre follows a policy of encouraging nutritious, healthy foods. Therefore it is requested that parents do not include chocolates, chips, packaged deserts, soft drinks, chocolate coated muesli bars etc. in their children's lunchboxes.

Meal times are an important social and educational occasions to be enjoyed by children and staff.

As part of the educational program the children will participate in regular cooking activities.

It is developmentally appropriate to provide finger foods for those children developing independence. Children will be encouraged to try different foods. Choices will be given to children as they independently select their food. Whilst children are encouraged to eat food they are never forced, children who eat little will have this recorded and told to parents. Regular eating problems will be addressed on an individual basis.

Special diets will be catered for, Cultural and religious beliefs related to food will be respected.

## **Birthday Parties**

Parents are welcome to provide for their children's birthday please ensure consideration for the dietary and cultural needs of some children in the room are met to ensure we are acknowledging the needs of all the children that will be present at the time of the celebration.

Please take the time to consult with your child's Group Leader prior to the celebration so the above dietary and cultural needs are met.

## **Rest or Sleep**

Children are given the opportunity to rest or have quiet time through out the day. Parents are encouraged to indicate the sleep needs of their child and staff will adhere to these. The exception being when children are obviously tired and request a sleep. A top and bottom sheet is to be provided by parents and washed by them each week. All bedding is stored in the children's locker. Shoes and top layer of clothing will be removed prior to rest time.

## **Toilet Training**

With consultation staff will work in conjunction with parents when a child is showing the sign of readiness for toilet training. Children will always be made to feel secure and comfortable at these times. Encouragement and praise will be given through out this training process.

## **Infectious Diseases**

It is unfair and potentially dangerous on children, parents of other children and staff for any child with an infectious disease to attend the centre. Department of Communities Policy and State health regulation require the exclusion of any children with an infectious disease and the centre is obliged to follow such legislation requirements.

It is essential parents inform staff and Director of any health related problems your child may have. Any allergies or chronic illnesses your child might have should be recorded on the enrolment form and discussed with staff. This ensures knowledge and an awareness of the needs of every child in the centre.

If your child is diagnosed as having an infectious disease it is vital to inform the Director immediately. This is particularly important given the potential impact of diseases such as Rubella and Hepatitis on pregnant women.

No child should attend the centre if suffering from:-

- A fever of more than 38 degrees. It is advised that your child stay home until fever free for at least 24 hours at which time normal activity level and appetite should be back to normal. It is important that you watch for secondary infections, such as tonsillitis and ear infections following a fever.
- Been prescribed antibiotics for an acute illness. Your child should be kept at home for at least 24 hours.
- Diarrhoea, a child who has watery stools should not return to the centre until he/she has been free from diarrhoea for 24 hours. If however, your child has an allergy or condition which causes diarrhoea, please advise staff.
- Vomiting , a child who has been vomiting should be kept at home until the vomiting has stopped for 24 hours, Micro-organisms which cause vomiting and diarrhoea are highly contagious and will spread throughout the centre rapidly.
- Contagious conjunctivitis, this is an infection of the eyes, characterised by redness, a yellow discharge and watering. This condition requires specific medical treatment and your child may not return to the centre until 24 hours on medication and the discharge has cleared.
- Impetigo (school sores), this contagious skin infection characterised by crusty sores which usually appear first on the face area. This condition requires specific medical treatment and your child should be kept home until the sores have healed, or treatment has been continuous for 24 hours and the sores are covered.
- Pediculosis (Head Lice), your child should be excluded until treatment has commenced, other members of the family have been checked.
- Cold Sores (Herpes Simplex), these painful sores usually appear around the mouth and possible fever. This condition requires medical treatment if the infection is severe or if the sores become secondarily infected.
- Hand, Foot and Mouth Disease, is a highly contagious infection. It consists of small lesions, which tend to spread quickly on the side of the tongue or inside the mouth around the cheek region. Also lesions appear on hands, feet and legs. You are asked to keep your child away from the centre until he/she has recovered fully from this infection.

All parents will be notified if there is any incidence of infectious diseases amongst any child/adult attending the centre.

The centre believes that in order to protect the health and safety of staff, children and their families any child that has contracted an infectious disease a medical clearance stating the following must be presented upon the child's return to the centre.

Date

Name Of Child

Condition

Date fit to return to child care.

If a child whilst attending the centre contracts or is found to have an infectious disease such as measles, mumps, chicken pox, glandular fever, conjunctivitis or hand foot and mouth he/she will be sent home until the condition is cleared. Before the child's return to the centre a medical clearance as outlined above must be obtained.

## **When Children Are Ill**

The Brighton Childcare & Preschool Centre believes it is not in the best interests of children or staff for children to attend the centre when sick. It is at the discretion of the centre Director to request the exclusion of a child if it is believed the particular child is sick. The Director has the right to request a medical certificate prior to the child returning to the centre. Should a child become sick at the centre they will be isolated whilst all attempts are made to contact the parent/guardian or emergency contacts to come and collect the child.

If a child develops an extremely high temperature then with parent's verbal authorisation we will administer one dose of paracetamol to reduce the chances of a febrile convulsion. The verbal authorisation will be recorded on a medication form and later confirmed in writing by the parent.

## **Medication**

The Brighton Childcare & Preschool Centre is bound to follow the regulations requirements in relation to the administration of medication.

- If prescribed medication is to be administered, it must have a chemist label, stating the child's name, dosage and times. Parents/Guardians permission must also accompany this medical advice.
- Off the shelf medication will not be administered unless it has a chemist label with the child's name and dosage.
- All medication to be administered must be documented by parent/guardian on a medication form located in each room.

## **Administering Medication**

Medication is refrigerated in the staff room fridge in locked containers. The medication is administered by the Group Leader and the Assistant check the amount given, time and patient name. On completion the Group Leader signs medication form and the Assistant witnesses the signature, to verify the procedure was carried out correctly.

## **Sunsmart**

To enjoy plenty of outdoor activity whilst observing sun protection behaviours at all times. The staff and children are encouraged to adhere to Sunsmart practices.

Staff and children wear appropriate hats and SPF30+ sunscreen applied before going outdoors. Staff supervise wearing appropriate clothing which covers shoulders and backs.

Staff model to the children explaining the dangers of not being sun protected. Through display posters and books staff educate the children on the importance of sun protection.

Outside activities between the hours of 11 a.m. and 3.00 p.m. will be kept to a minimum. In program planning the Sunsmart Philosophy will be encouraged amongst the children. All our playgrounds meet the Sunsmart protection requirements.

## **Excursions and Regular Events**

Due to the inability of accessing extra responsible adults, it is the policy of our centre to encourage community organisations and groups to visit the centre rather than escorting the children to these occasions.

## **Access and Custody**

We respect the different family arrangements that may be experienced by children and their families. We aim to provide a safe and secure environment and to ensure staff have all relevant information relating to children in their care.

Parents are to inform centre staff of any access and/or custody arrangements that relate to children attending the centre. This is to be done at enrolment and any changes conveyed to staff immediately.

Documentary evidence is to be provide and kept with the child's file. Without this staff will not be able to act in accordance with the specific arrangements they have been informed of.

Staff will endeavour to comply with the intent of custody/access arrangement but will never compromise their safety nor that of children or other adults at the centre. In the event of a conflict situation, either actual or potential staff will immediately call the police and follow the guidelines set down in the centre Emergency Procedure.

Parents will ensure staff are provide with current details and documentation relation to access and custody.

Staff will ensure they do all possible to comply with access and custody arrangement relating to children in their care.

## **Confidentiality**

The Brighton Childcare & Preschool Centre is committed to respecting the individual rights of all staff, parents and children. All actions of the Director and employees will be based on this premise and form the basis of all work practices.

Confidentiality applies to anything which might identify a person.

Storage of all records is according to legislative requirements.

All information transfer is based upon the need to know principle.

At all times any information that would identify an individual or child will be restricted.

Children's individual records will remain in each room during their year of attendance and then by filed in the child's file in the office. They are then stored for the required statutory period.

Any breach of confidentiality is a serious occurrence and compromises the professional integrity of the whole centre.

Staff are aware of and understand the Code of Ethics developed for the Early Childhood profession and ensure this forms part of their work practices.

## **Staff**

Only professional and fully qualified staff of an extremely high calibre are employed at our centre. In order to provide quality care for your child staffing levels are in accordance with the Child Care Act 2002 and Child Care Regulations 2003.

## **Volunteers**

The Brighton Childcare & Preschool Centre believes a variety of different experiences should be presented to the children as part of the educational program offered to the children.

As such people with a range of skills and experience are welcomed into the centre to work alongside permanent staff. There will be no disruption to the centre program. Volunteers are screened at an interview and are required to present current police check prior to commencement. Volunteers are supervised by centre staff at all times.

## **Students**

The Brighton Child Care & Preschool Centre welcomes the opportunity to support students via on the job training. In addition the new ideas students have to offer is of benefit to existing staff and the centre as a whole. Students are expected to actively participate as a member of the team within the guidelines and policies of the centre.

Students will be supervised by centre staff at all times.

Students are not responsible for programming or supervision of the children and act under the directions of the Group Leader and Director.

## **Parent Participation and Responsibilities**

Parents are viewed as important teachers of young children and it is therefore viewed that both the centre and the parents should work together. Parents are encouraged to feel free to join in with the centres activities and share any talents, such as sewing, cooking, music, hobbies etc. If you have some free time and would like to see how our program operates, please indicate your availability to your child's Group Leader.

## **Policy Review**

The Brighton Childcare & Preschool Centre Policies are reviewed annually and copies are circulated to all staff and parent committee for comments and suggestions.

Staff are to familiarise themselves with the centre policy document, updated versions are available in the parent room and office.

# PRIVACY POLICY STATEMENT

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## **We respect your privacy**

In order to provide you with the highest standard of service our organisation is required to collect personal information from you about your children and parents/ guardians before and during the course of a child's enrolment in our service. We are committed to protecting your privacy and we abide by the National Privacy Principles contained within the Privacy Act.

Privacy of your personal information is important to us and we conduct our business with respect and integrity.

## **What information do we collect, why and how is it used?**

Basic details are usually collected directly from parents such as your names, dates of births, address, phone contacts but it is also necessary for staff to collect details regarding your child's name, date of birth, medical details, health, routines, likes and dislikes which make up a personal profile.

In addition we are required to hold information regarding your child's Child Care Benefits entitlements.

All this information is vital in assisting us to provide the best possible individual care for your child and for processing payments. Some of the information we collect is to satisfy the service legal obligations under the relevant childcare legislation.

Naturally much of this information is of a personal nature and some of it might be regarded as "sensitive" and not the sort of information that you would wish to have unnecessarily disclosed to others.

## **We assure you that**

This information will only be used by our child care professionals in order to deliver your child's care to the highest standards.

It will not be disclosed to those not associated with the care of your child without your express consent.

You may ask to seek access to the information held about you and your child and we will provide access without undue delay.

This access might be inspection of your child's records or by providing copies of information.

There will be no charge made for requesting this information but there may be a fee levied to cover the cost associated with the processing of this request.

We will take reasonable steps to ensure at all times that the details we keep about your family are accurate, complete and up to date.

We will take reasonable steps to protect this information from misuse or loss and from unauthorised access or disclosure.

Our staff are committed to respect these principles at all times

If a student has a valid training requirement that involves the gathering of certain information pertaining to your child or family, the student must have written consent from you and the Director of the centre.

All privacy related comments, feedback or complaints should be directed to the centre Director.

We will follow up all comments, feedback or complaints within 14 days and resolve them to maintain our high standards of service provision.

# ADDITIONAL INFORMATION

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## Contact

Child care centres in Queensland are licensed by the The Office for Early Childhood Education and Care. Their nearest office is:

The Office for Early Childhood Education and Care  
Level G Crossroads  
454 Gympie Road  
Strathpine Qld 4500

Telephone: 07 3384 8280

Website: [www.education.qld.gov.au/earlychildhood/](http://www.education.qld.gov.au/earlychildhood/)

Free Call: 1800 637 711  
Child Care Information Services

Copies of the Child Care Act 2002 and Child Care Regulations 2003 are available at our centre, please see the Director if you wish to borrow a copy.

## Please Remember

- Daily contact between parents/guardians and centre staff is integral part of the program. Sharing information concerning your child will enable us to work together to meet individual children's needs.
- If you have any complaints or concerns please let your child's Group Leader know or speak to the Director.
- It is the responsibility of each individual, parent/guardian to notify the Director of any changes of family circumstances regarding address, phone, health, court orders affecting the children etc.
- By enrolling your child in our centre you have agreed to abide by the policies outlined in this handbook.

*We hope that you and your  
children enjoy growing at  
The Brighton Childcare  
& Preschool Centre.*



## **Additional Absences**

Absence records can be cancelled and an 'additional absence' recorded for a child when supporting documentation is provided by parents. CCB will be automatically calculated and paid.

After the initial 42 absence days have been paid for a financial year only absences which meet the additional absence criteria will attract CCB.

### **Additional absence reasons are:**

- An illness (with a medical certificate);
- An outbreak of infectious disease, when the child is not immunised;
- Any other absences due to sickness of the child, parent or sibling, supported by medical certificates;
- A parent being on a rotating shift or rostered day off;
- A temporary closure of a school or a pupil free day;
- Shared custody arrangements due to a court order, consent order or parenting order;
- Attendance in a preschool;
- Exceptional circumstances.

The initial 42 days must be exhausted before additional absences can be claimed.

### **Additional absences in exceptional circumstances:**

Where a child's first 42 days absence days have all been used, CCB may still be payable for additional absences if all of the following criteria are met:

- The initial 42 days have all been used; and
- 31 or more days of their first 42 absence days were used for one of more of the following reasons:
  - an illness or illnesses
  - rostered days off
  - court order, consent order or parenting order; and
- The family has provided supporting documentation to show that 31 or more days of the initial 42 absences were used for those reasons; and
- Less than 20 days of exceptional circumstances have been claimed for that child across all services.

If all of these criteria have been met then your service can approve a MAXIMUM of 20 additional absences for exceptional circumstances.

Supporting documentation must be at the service BEFORE you can record an additional absence