



McGraths Hill Children's Centre Inc

A Child's Learning Centre

ABN 21 226 389 044

69 Andrew Thompson Drive, McGraths Hill NSW 2756
Telephone: (02) 4587 7141 Facsimile: (02) 4577 2632
mhcc@westnet.com.au

Parent Information 2013

Mission Statement

McGraths Hill Children's Centre Inc is a community based non-profit, long day care centre for children between 0 and 6 years of age, providing all daily requirements. We are open to all children and parents with an emphasis on working families requiring longer hours of care. We provide high quality babies, toddler, pre-school, and prep programs based on individual needs.

Philosophy

At McGraths Hill Children's Centre our number one priority is the children and families that attend our service. We aim to provide the highest quality care which facilitates positive learning and development through a program that offers children a safe, secure and supportive environment. We aim for children to be connected with and contribute to their world. We believe children should be treated equally and respect each child as confident, capable and involved learners. We provide opportunities for individual growth acknowledging each child's strength, needs, abilities and cultural backgrounds giving children a sense of belonging while at the centre.

We believe parents and extended family have valuable insight into their child's needs and we strive to work in partnerships with our families to provide the highest quality well rounded individual education program.

We cater to each child's interests and follow The Early Years Learning Framework (EYLF). By using the principles and outcomes of the EYLF we are able to guide children's learning and foster development in all areas. Experiences planned are designed to enhance children's interests and abilities; they are challenging promoting curiosity, questioning, exploration and discovery. We not only program for individual children but also small and large group learning.

Parents and families are welcome to approach staff at any time to discuss their child's day and progress. The children's portfolios are readily available and parents are encouraged to

look through and add comments on their child's progress. We also encourage parents to participate in our programs and spend time with their children at the centre to not only see that their child is in a caring and nurturing environment but also for their child to feel a sense of ownership, that this is their place. We aim to provide a trustful relationship with parents and the community to work as a team.

We believe that every parent, educator and staff member comes to the centre with varying ideas, experiences and skills which we encourage to share with each other. Educators and staff show professionalism at all times and are warm and friendly providing comfort when needed throughout the day.

As a community based centre we encourage involvement from and within our wider community. We regularly participate in incursions and encourage participation in local community events. We invite families to be a part of the whole centre community and to support the centre's activities; this includes being part of the centre's Management Committee. We encourage parents to become a part of the committee to not only assist with the operation of the service but to also form friendships with other parents.

With a belief that learning should be fun and interactive we assist children with beginning their lifelong journey of discovery.

Committee

- To continue to upgrade and improve the physical environment of the Centre.
- To improve the general health and safety aspects of the Centre.
- To ensure the ongoing quality of the service is maintained.
- To ensure the financial viability of the service.

Educators and Staff

- To respect individual children and treat them equally.
- To be non-judgmental.
- To provide developmentally appropriate activities based of Early Years Learning framework .
- To encourage children to respect their social and physical environment.
- To communicate effectively and follow up.
- To develop links with the community.
- For staff to be responsible for themselves and each other.

Operational Details

Open from 6.30am to 6.30pm. Monday to Friday (Public Holidays excepted).
Open 49 weeks of the year.

We offer programs for children with special needs (physical, intellectual, cultural etc). We operate under the National Quality Framework; our service has been assessed as "Meeting the national Quality Standard"

We are **licensed** by Department of Education and Communities for 40 places per day, 8 of which may be for 0-2 year olds (we operate on a 1:4 ratio therefore having only 8 0-2 years). We operate under the guidelines established by:

- National Quality Framework.
- The Early Years Learning Framework
- Department of Education and Communities

We offer Childcare Benefit and Child Care Rebate through the Family Assistance Office (CCMS Organisational I.D. 1-17MSVZ)

The Centre

We have 2 rooms. The Possums room can have up to 8 babies (0-2's) and up to 10 Toddlers (2-3's) to a maximum of 15 children. The room is airy and gives visual access to the separate cot room, nappy change facilities and bathroom. The bathroom has 2 child sized toilets with privacy screens and handrails to assist toileting, and wash basins are also at the Childs level.

The Kangaroos room has 25 Pre- schoolers (3-5). The room is large and light. The bathroom has 3 child size toilets also with privacy screens and handrails to assist toileting and wash basins at the child's level. The rooms lead to the outdoor area which has a large covered verandah, offering shelter from rain and sun. The sandpit has a roof and the sand is sanitised regularly and covered when not in use. There is a large area of soft fall covered by large shade sails on which the equipment is set, a grassed area and lots of shady trees and plants.

Within the Possums Room we have 3 care giving groups in order to provide as much individualised care as possible. The toddler and baby programs are devised to meet their individual needs.

Within the Kangaroos Room we have divided the children into 3 care giving groups:

- A small group for the younger children needing more individualised attention.
- A Pre-school group of approximately 9 children.
- A school prep program for those children who will be attending school the following year.

Orientation

Parents, prospective parents, families and children are welcome at any time to look around the Centre and talk to the educators and staff. The enrolment interview is quite extensive and hopefully will fully explain our policies, programs and all details to you.

When you have enrolled your child, dependent on your needs, we encourage you to bring your child and stay with them for one or two mornings so that they and you can learn more fully about our routines, programs and the education. We do not have one orientation day as we find it is very crowded but also because it does not suit the needs of working parents. A simple phone call to let us know which day you would like to come and organise times is all that is required.

Daily Schedules

The children are in Family Groupings, generally in the Possums room until 8:00, when they separate and move into age groupings (0-3's or 3-5).

Individual room schedules then operate until the afternoon (after 5:00) when the children are placed in Family Groupings again.

The First Day

This is often traumatic for both parents and children. Parents can feel upset and guilty about leaving their child and the child feels lost because they usually don't know anyone (this is why orientation is a great idea). Try and prepare your child for the fact that you will leave and come back later by talking to them and reassuring them.

- Talk to the educators/Director about your concerns.
- Bring 'comfort' object(s) for your child.
- Stay with your child, show them toys and play with them (as long as you wish).
- Let an educator know when you will be leaving so they can help redirect your child (to an activity, to the goodbye gate etc).
- Warn your child, "I will be leaving after we do this puzzle".
- Go when you have said you'll go and always say goodbye even if your child seems happy playing. Children feel more comfortable that you'll return if you say goodbye and reassure them that you'll be back after rest time or after afternoon tea etc.
- Ring, email or fax the Centre at any time and as many times as you wish to see how your child is going and what they are doing.

When you come to pick up your child talk to the educators and find out what they did, ask any questions you may be concerned about. The more information we can share about your child the happier she/he will be.

The First Weeks

Talk to educators. You will be asked to complete a background information sheet so that an individual education program may be commenced. Any time you wish to chat with educators, please do so however, all educators have to continue to supervise the other children.

A questionnaire will be forwarded to find out if you are satisfied with the care and education of your child and how we can assist your child to settle into our program. If

your child is still upset, meet with the Director/Teacher and organise a settling routine - the child can bring something of the parents (keys, a photo, a hankie) or something they feel comfortable with.

Access

- Access to McGraths Hill Children's Centre (Inc) is available to any child and determined by Priority of Access and Equity guidelines under the Children's Services Program of the Commonwealth Department of Education and Communities
- . Children's names are placed on a Waiting List (Appendix II) and contact is according to Priority of Access:

Priority 1: A child at risk of serious abuse or neglect

Priority 2: A child of single parents who satisfies, or of two parents who both satisfy the work/training/study test under section 14 of the Family Assistance Act.

Priority 3: Any other child

** Within each category, the following children are to be given priority:

- Children in Aboriginal and Torres Strait Islander families.
- Children in families which include a disabled person.
- Children in families with a non-English speaking background.
- Children in socially isolated families.
- Children with single parents.

Access is reviewed regularly - please inform the Director if your circumstances change.

Access and Equity Policy

We offer care to ALL families dependent on the availability of spaces. Our programs are available to high and low income families, Aboriginal/Torres Strait and South Sea Islanders, families with Non-English speaking backgrounds, socially isolated families and those requiring respite, additional need children, families who NEED longer hours of care and siblings of children already in the Centre.

Management and History

In 1988 Hawkesbury Council saw a need for workplace care in the McGraths Hill area and applied for Federal funding to build a long day care centre for working families catering for children aged between birth and 6 years of age. The Centre opened in January 1989 between the hours of 7:00 am and 6:00 pm. By 1990 the hours were increased to meet parent's needs for longer hours (6:30 am - 6:30 pm).

Hawkesbury Council established a Parent Committee to operate the service and in 1989 they became incorporated, fully responsible for all management and financial concerns and

independent of council management. Hawkesbury Council owns the land and building, McGraths Hill Children's Centre (Inc) is the caretaker.

From 1989 until 1997 the Centre received funding from the Federal Government. In 1997 the Operational Subsidy (funding) ceased. We now receive a small amount of funding from Department of Education and Communities. Parent fees pay all other costs.

We are a **NON PROFIT** service - ALL money received goes toward meeting the children's needs and operating the program.

The Committee

The Committee is an elected body of parents.

The Annual General Meeting is held every year in September when a new Committee is elected. All families are notified prior to the AGM inviting parents to attend.

Monthly meetings are held on the 3rd Wednesday each month and all parents are welcome to become involved. The Committee tries to operate by reflecting the needs of parents so your input is appreciated. The Centre CANNOT legally operate without an elected committee of parents. The Committee is jointly (not personally) responsible for financial, legal and policy management as well as being the employer. With support from the Director, educators and staff it ensures that the requirements of government bodies are met and that the Centre runs efficiently and effectively.

President - Liaises closely with the Director, educators, staff and other Committee members.

Vice President - Supports and replaces the President if necessary.

Secretary - Helps with minutes, agenda etc.

Treasurer - Liaises with Director and Administration Assistant regarding income, expenditure and fees.

Public Officer - Deals with matters of incorporation.

General Committee Members - Support and are involved with decision making during meetings.

Staff Liaison Officer - Works with Director and President on staff issues.

Staffing

We have 12 staff. In each room there are 3 staff members. We have 2 Qualified Teachers, 6 Diploma. (Including a Registered Nurse), 1 Qualified Cook, 1 Cert III, 1 trainee and an Administration Assistant and a cook.

Professional Development

All the educators and staff are required to attend two in-services per year and given further opportunity to extend their knowledge of teaching children through external studies at tertiary institutions, through in-services and staff meeting workshops. Any educators/staff attending in-services returns to the centre and then in-services the rest of the staff. Journals, videos and early childhood magazines are provided to keep staff abreast of the latest research/ideas.

Confidentiality

All committee, educators and staff members are bound by the Centre Confidentiality Policy. Any information given to the Centre remains confidential to the Centre and is not discussed beyond meeting the needs of the children and families in the program. Educators/Staff cannot give out phone numbers, cannot give names of children and cannot discuss anything relating to a child with another parent. Committee members cannot discuss anything relating to families/children, educators/ staff and the operation of the Centre outside the meeting. All centre records are kept in locked filing cabinets.

Dealing with Complaints

The Centre (Committee, Educators and Staff) appreciate parents approaching us with any concerns. We cannot attempt to meet children's and family needs if we do not know what those needs are. Any comments, concerns, complaints, even suggestions are dealt with as soon as possible by the appropriate person.

1. Talk to room leader - if nothing is followed up -
2. Talk to the Responsible person - if nothing is resolved to your satisfaction -
3. Talk to the Director
4. Put your complaint/concern in writing by completing a parent concern notification form
- ALL written issues are responded to in writing as soon as possible.
5. Take the complaint to the Committee.
Department of Education and Communities
PO Box 740, Penrith 2751
Ph: 47227400
6. Contact Community Services Commission
Locked Bag 16
Strawberry Hills 2012
Ph: 9384 4999
1800 060 409

Fees

Fees are set annually, by the Committee, after preparation of the Budget. This is discussed at a Committee meeting each year and all parents are encouraged to attend and discuss the proposed new fees.

1. Daily Attendance Fee

An attendance fee is payable on a weekly basis for each day for which a child is enrolled, whether they attend or not. This includes:

- Public Holidays.
- Sick Days.
- Days Off.
- Holidays, etc.

Fees cover all DAILY requirements - food, sunscreen, sheets, etc, as well as exceptional staff and an excellent program. Exceptions to this are for parental preferences for diet, nappies and suncream.

Long Work Related Day (As per information from Family Assistance Office).

Please contact us for current daily fee rate.

2. Fee Subsidy

- Our service is eligible to offer subsidised (reduced) fees through Child Care Benefit. The Family Assistance Office (Ph 136 150) can assist you with further details. Please enquire through your local Family Assistance Office (Centrelink), Medicare or Tax Office.
- To receive the childcare benefit **your child must be immunised** (or provide conscientious objection via Centrelink or Medicare).
- To receive the childcare benefit you **must sign in and out** on a daily basis **and** for any absences, provide a letter and a signature or doctors certificate. You are entitled to (40 days absences) per financial year.
- Childcare benefit is granted on a sliding scale according to income.
- If Childcare benefit is cancelled you will be required to pay full fees.

3. \$100 Deposit

- Is refundable:
 - (a) After 2 weeks written notice being given. EXIT letters (appendix v) are available from the office and
 - (b) If all fees are paid up to and including the final day.

4. Annual Closure - No Fee.

5. Late Fees

- **\$15.00 for the first 5 minutes or part thereof** and then \$5.00 per minute after that.
- Parent will be billed at the next fee processing day (Friday). If a parent disagrees or queries the late fee they may refer the issue to the Committee in writing.

6. Payments

- Regular payments of fees must be made to ensure your continued placement at the Centre.
- Payment methods accepted are Direct Debit, B PAY, Cheque /Money Order, EFTPOS, Credit Card (*Visa, MasterCard*) or Cash.
- Cash must be placed in a fee envelope, completed and checked/countersigned by a staff member.
- On enrollment you are issued with a B PAY number that you can use to pay your fees.

We do NOT carry cash and cannot give change. We accept NO responsibility for cash payments. Any cash over the fee amount will be credited to your account.

- Fees should be paid two weeks in advance.
- Parents may pay weekly, fortnightly, monthly etc. dependent on needs, accepted and agreed by management.
- A locked black fee box is provided in the foyer (under the bench). Please deposit your fees and any correspondence in this box.

7. Statements

- Are issued fortnightly on a Friday for the following 2 weeks, and placed in your allocated pocket or emailed if requested.

8. Receipts

- Are issued weekly on or before Friday and placed in your allocated pocket. If you have any queries regarding fees, receipts etc. please complete the Administration Enquiry Form and place in the fee box. All fee queries are dealt with as soon as possible.

9. Overdue Fees/Unpaid Fees

- The office will notify parents of fee costs when all enrolment data provided by parents has been verified with the Child Care Management System (CCMS). Parents are responsible to ensure that all details provided are/remain correct and accurate, or full fees will be payable.
- A statement and letter is issued to parents showing overdue fees if they fall one week in arrears. Parents have 7 days to pay the account or come into the office and arrange payment.

- A reminder letter and statement is sent to parents after the initial statement and 7 days allowed for payment options to be arranged.
- The unpaid account is presented to the Committee for further action.
- If no payment is made and no effort made to pay off the account, a third request for payment will be sent. If no action is made then the child's position is terminated and further steps taken to recover fees.
- A final letter is sent informing parents that the matter has been lodged with the Sheriff Office to seize goods to recover outstanding fees. Any cost of retrieving the unpaid fees will be added to the account plus interest.

Arrivals and Departures

An adult (person over the age of 18) must bring and collect the child.

The child must be signed IN and TIME arrived (or the child is classified as absent). The child must be signed out and the TIME recorded when collected. **Only designated persons may collect the child** - Parents (as per enrolment forms).

Print the name of the person collecting the child AND the approximate time in the COMMENTS column.

Walk your child into their room, place their belongings in their locker (please check their locker charts). Let educators know you have arrived. Help the child settle into an activity. DO NOT allow your child to make its own way in. It is dangerous and upsetting to leave them alone.

Leave any information for educators in the Room Communication Book (see educators for placement) and verbally inform educators as well.

Feel welcome to drop in during the day (if you can) and join in with or observe your child's play/learning.

Our specific educational program operates from **9:00 am** (group times etc.) so we ask you to be at the Centre by 9:00 am if possible.

An adult over the age of 18 must collect your child; they must sign and record the TIME your child was collected.

Emergency persons (as per enrolment form) whose names are written in the comments column as those collecting the child will be contacted, if we cannot contact parents. The emergency contacts are responsible for the child.

All educators need to be aware of WHO is collecting your child. Please ring and let educators or admin know if another person will be collecting your child. Let them know in the morning (when you drop your child off), write their name in the Comments Column or provide them with a signed, dated letter of permission.

If staff are unaware of the persons identity they will ask for Proof of I.D. (photo drivers licence), and/or telephone call to parents.

The Centre needs to be kept informed of any changes in Custody/Access arrangements and be given copies of all court orders. The centre is not too be used as a place of custody change over.

Please keep the office informed of any changes of emergency phone numbers, changes of people who have permission to collect your child, etc.

You may stay and play or watch your child but when you leave, please let educators know. This is the ideal opportunity to ask educators how your child went during the day and raise any concerns etc. While educators are happy to talk to parents, they also have to maintain their other duties and ensure their time is spent with the other children and not compromising child: educator ratios.

In the case of an emergency or illness involving your child, if we are unable to contact you, the emergency contact(s) nominated by you will be notified and your child placed in their care.

Abandoned Children

- If the Centre cannot contact ANYONE on the contact sheet, the Family Crisis Centre (Department of Education and Communities will be notified and children handed into the care of the Local Police.

Health and Safety

Immunisation

Occurs at: Birth (Hepatitis B)

2 months (DTP & /Sabin/Hib/HepB). (Pneumococcal & Rotavirus)

4 months (DTP & Sabin/Hib). (Pneumococcal & Rotavirus)

6 months (DTP & Sabin/Hib). (Pneumococcal)

12 months (MMR/Hib). (Meningococcal C)

18 months (Chickenpox)

4 years (DTP & Sabin/MMR).

Parents must provide proof of immunisation or an exemption (medical, religious, philosophical, etc) in order to obtain Childcare Benefits. Parents are asked to bring copies of updates of immunisation. The Centre keeps a record of all immunisations.

If a child is NOT immunised and there is an outbreak of a disease that can be immunised against, that child must remain at home until the Centre is cleared by a doctor from the Public Health Dept.

Medications

NO medications will be administered unless they are:

- Prescribed by a doctor (prescription or doctor's letter).
- In the original container.
- Prescribed for that child.

Written up correctly on a yellow medication form for long term illnesses (Asthma, etc), specific Medical Management Plans will be followed, completed by a Doctor and parents.

Yellow medication forms (available from staff room) must be completed with the date, the child's name, name and amount of medication. Please give yellow medication sheets to educator, which will read it and place it in the staff room (plastic sleeve on cupboard). Please check the sheets in the afternoon to ensure correct medication was given.

Place medication within the fridge in the locked medication container in the staff room or in the First Aid Cupboard (marked with a cross).

Antibiotic

Children must remain at home for 24 hours following the prescription and administration of antibiotics.

Temperatures

There is limited evidence that Panadol is effective in lowering temperatures/fever compared to cooling the child and providing fluids. Fever is one of the ways that a child's body helps fight off the infection. Panadol is more appropriate for reducing pain and discomfort in a child with acute fever or illness. Children can generally tolerate fever under 38.5°.

Panadol will not be administered to children under the age of six months while at the centre. Babies under six months with high temperatures should be seen by a doctor.

Panadol will only be administered to a child with a fever over 38.5° and is in discomfort. And only under the instruction of the parent/guardian.

To facilitate effective care and safe administration of Panadol to a child with acute pain or fever the centre will:

- Firstly attempt to bring the child's temperature down by removing covering, sponging the child with tepid water, taking care to ensure child does not become too cold. To prevent dehydration, encourage the child to drink small frequent amounts of cold water.
- Contact parent, guardian or emergency contact to collect the child as soon as possible.
- At the same time whilst talking to the parent, ask for specific consent regarding whether a dose of Panadol should be given. This is in addition to any general prior agreement made by the parent.
- Continue to offer the child small frequent drinks of cool water.
- Complete health form.

*The Centre reserves the right to exclude any child/educator/staff who is regarded by Director/responsible Person to be a health risk to other children/ educators /staff and is obviously too unwell to be actively involved in centre activities (and needs 1:1 attention).

Illness

The Centre follows Department of Public Health Guidelines and Exclusion Policy so that all the children are protected from infectious diseases and that the sick child has correct care to ensure a full, quick and satisfactory recovery. In the instance of some infectious diseases the Centre needs to notify the Department of Public Health.

Notify the Centre immediately if the doctor confirms an infectious illness/disease. Educators /Staff as certains the symptoms, completes a health record and refer parent to a doctor etc. Please sign both copies of the Health Report and return one to educator.

Symptoms

Children should be referred to a doctor and remain at home when unwell. Educator will isolate the child from others as much as possible, while still maintaining adult supervision, but we cannot offer the individualised 1:1 care young children need.

- High temperatures, fever.
- Constant runny nose, severe cough.
- Unusually tired, pale, irritable, lethargic.
- Vomiting, very loose or unusual coloured bowel motions.
- Rashes or skin irritations, open discharging sores.
- Pink/red, swollen, discharging eyes.

If exclusion is necessary we inform the parent, give information about the illness/disease and let them know how long exclusion should be. Children are referred to a doctor for confirmation and the Department of Health notified.

Information is prepared and given to all parents (either individually or on our Notice Board at the entrance to the centre). Infectious Diseases Notification Form

If your child is sent home unwell they must not return until recovered/no longer infectious.

All educators/staff follow the same guidelines.

Prevention – Maintaining a Healthy Centre

Hand washing - use soap and running water, washing all surface of hands - count to 10. Rinse and dry with paper towel.

Hand washing is to occur:

- When you arrive at the Centre.
- Before eating.
- After toileting and nappy change.
- After playing outside.
- After wiping nose/touching nose secretions.
- Before going home.

Washing and disinfecting toys, materials, benches, etc, regularly as needed/used.

The Centre's cleaners come after hours, daily to clean the Centre. All open and/or weeping sores must be covered or the child excluded. Vomit, etc, is to be absorbed and removed by using 'Vomit Clean Up'. Cleaning cloths are colour coded.

Dental Health

Educators discuss dental health. Water is provided at lunch time to rinse mouths. Incursions ordered annually by qualified dental nurse.

Sun Safety

30+ sunscreen is to be applied before going outside.

Broad brimmed or flapped hats are to be worn or children are to stay in dense shade. (Suitable hats are available for \$10.00 each with centre logo).

Stay out of sun between 11 am and 3 pm (daylight savings time).

Clothes are to be sleeved and cover major body parts.

Accidents

All educators/staff has First Aid Certificates. If an accident occurs the closest educator attends, comforts the child, finds out what has happened. Generally an ice pack or cold compress is applied to reduce swelling and soreness. If skin is broken the area is washed, dried and a dressing applied. Educators who render first aid, complete accident reports. Please sign both copies and return one to educator. Accidents are monitored to ensure that if they can be prevented they will be.

Major Accidents - First Aid treatment is carried out and the ambulance is called. The parent is called to meet the ambulance at the hospital - a staff member accompanies the child and meets parent at the hospital. Detailed Accident Reports are written up by all staff with a sketch of placements. The Director, Committee, Department of Education and Communities (within 24 hours)

Emergencies

These can include severe storms, bomb threats, hostage situations, fire and flood.

Children's then educators/staff safety is paramount. Do whatever is necessary to maintain safety and protect children and staff.

- Where possible notify the relevant authorities or the Police.
- Follow the Fire Evacuation Procedure (which is practiced 4 times per year).
- Raise the alarm and advise location.
- Attempt to contain and extinguish.
- Dial 000 and report fire - other educators/staff to move children through nearest exits.
- Collect sign in sheets from foyer - collect roll from room.
- Collect emergency bag and outdoor first aid kit - if possible close doors/windows.
- Unlock gates and report to Responsible Person.
- Children are to be assembled at the far fence (fronting Books Cres.). Sign on fence.
- Count and check off names on roll/sign in sheets.
- No-one is to re-enter premises.
- If necessary move to secondary evacuation point - park across the road.

Physical Safety

The physical environment is checked regularly to ensure safety - maintenance checks are done and recorded in the maintenance book.

Equipment is checked to ensure it is safe for the age of the child.

Adequate supervision is maintained at all times.

Children are encouraged to dress appropriately - (no thongs, gum boots or high heeled shoes), wearing sleeved dresses or shirts, jumpers if necessary and wearing hats etc. Educators model appropriate behaviours.

Poisons and chemicals are kept locked away from children. An educator discusses the dangers of poisons with children.

Safety is discussed with children - Safety House/Stranger Danger, Road Safety, Electrical Safety and Safe and Dangerous Play.

Personal Safety

Access cannot be denied to the natural parents of the child unless the Centre has copies of Court Orders which specifically deny access to that child.

Unless I. D. is shown and the educators notified of who will be collecting the child, unknown persons are not permitted to collect the child and parents will be notified.

IF you **DO NOT** know the person at the door, allow educators to answer it. You may be admitting someone who should not be admitted.

Child Protection

- The Centre abides by the Child Protection Act all educators are mandatory reporters and are required by law to notify the Child Protection Helpline if they should have any concerns regarding child protection.
- Educators and people working with the children undergo Police Checks.
- Two educators are on the premises at all times, and supervise each other.
- Children's health and development are monitored and recorded. Parents are given copies of the Health Record.
- The Centre provides information and support for parents through seminars and brochures (Napcan).
- Educators are aware of identifiers for physical, emotional and sexual abuse as well as neglect; all information is documented and confidential.
- Educators can report and discuss incidents with the Director, but they may also report any suspicions of Signification Harm themselves.
- The Director notifies Department of Education and Communities
- Educators discuss body awareness, self awareness and protection - It's OK to Say No! Programs - with children.

Nutrition

- 50% of the recommended daily requirements for children are planned for when preparing the menus.

- The diet is balanced and based on low salt, low sugar and low excess fat.
- Fruit and/or cereal are offered at each snack.
- 2 lean red meat meals are offered each week (for iron).
- Iron substitutes are offered with white meat meals also.
- 3 serves of full cream dairy foods are offered daily.
- Children's special dietary needs are taken into account. Those children who have a **diagnosed** food allergy or medical condition will be catered for. (I.e. diabetic, celiac, anaphylaxis or religious belief). Documentation is required to enable educators/staff to appropriately cater for your child.
- Meals are varied in content and culture.
- Children are encouraged to try something at each meal. They are not forced to eat.
- Milk and water are offered as a drink - water is always available.
- Nutrition is part of the education program (milk is good for bones, etc).
- Parents have access to the sleep/eat chart and menu to see what and if their child has eaten.

Incursions

The centre does not have excursions but arranges throughout the year to have visitors attend the centre covering such things as; music, dental health, fire safety, police, farm animals, insects, reptiles etc. These incur no extra charge to families.

Program

Our Program is based on the Early Years Learning Framework. All children are programmed for as an individual as well as a group, we program for children based on their needs and interests as well as parent input. We encourage parental participation in our program development as well as its evaluation, whether it is a written or verbal comment. Parents are always able to volunteer their time during the day either just helping out or sharing with us a special skill they have to offer e.g. Music, dance, cooking and craft.

Our program is inclusive, we use specialist services specific to individual children's needs as well as accessing funding to provide additional staff, and further training for educators/staff.

Behaviour Management

Educators will always guide children's behaviour in a positive way,

- Focusing on what can do rather on what they can't.
- Ensuring expectations are appropriate to each child
- Modeling correct words and behaviours by interacting with children and staff in positive ways.
- Have clear and consistent limits
- Use of Stop, Think & Do and 1, 2, 3 Magic programs.

- Taking about emotions and how they feel and affect others.

The Management Committee, Educators and Staff aim to continue to provide the highest quality service possible and request that if you have any questions or concerns, that you direct them in writing to the Director or Management Committee.