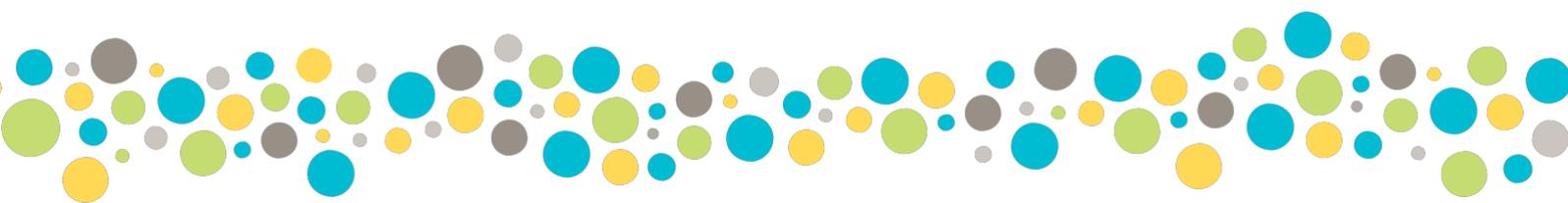


# Parent Handbook

## Long Day Care



Jake – 4 years 11 mths



# Contact Details

Address:	2 Oaklands Parade, East Brisbane, 4169
Phone	Oaklands: 3891 2016 Outside School Hours Care: 3896 2285
Email:	<a href="mailto:oaklandschildcare@churchie.com.au">oaklandschildcare@churchie.com.au</a>
OSHC email:	<a href="mailto:OSHC@churchie.com.au">OSHC@churchie.com.au</a>
<b>Hours of Operation</b>	LDC: 6:30am – 6:30pm OSHC: 6:30am – 8:15am / 3:00pm – 6:30pm VAC: 7:00am – 6:30pm
Nominated Supervisor	Asmaa Belal



Dear Parents

Oaklands is a fully authorised provider of Child Care, Kindergarten, Outside School Hours Care and Vacation Care for boys and girls, and is owned and operated by Churchie, the Anglican Church Grammar School.

At Oaklands we provide a secure, stimulating and nurturing environment of the highest standard for children to grow and develop their skills, since we understand that each child and family is unique. Through our play-based programs, our qualified and caring Educators provide individual and group experiences that are designed to enhance, extend and challenge children's thinking and learning.

Our programs are based on the learning outcomes in the Early Years Learning Framework and My Time, Our Place Framework and Queensland Kindergarten Learning Guidelines. Our programs ensure the delivery of high quality early childhood programs that not only dovetail into the Reception year at Churchie but also have a big emphasis on socialisation and group interaction.

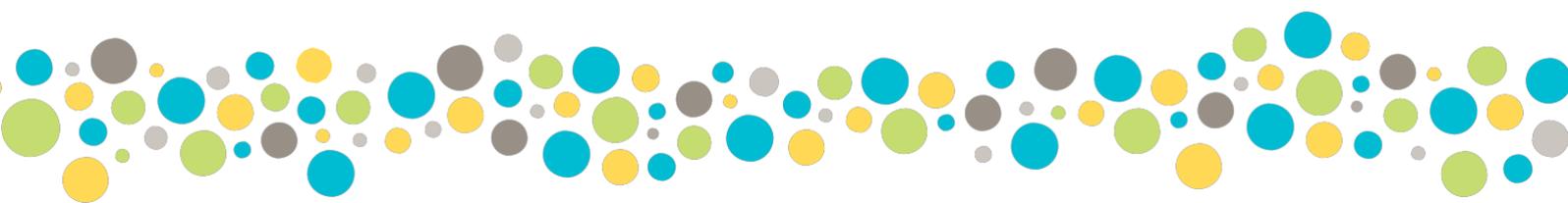
Our indoor and outdoor experiences are an integral part of our program and provide opportunities for both structured and spontaneous activities. We encourage routine to give children a sense of the passage of time as they move through the day, to ensure independence.

We welcome you and your child to what we trust will be an extension of your home. By working together, we will provide an environment that promotes quality care and education to the individual child.

Should you require translation of this Handbook, we will endeavour to provide this service.

Thank you again for choosing Oaklands to care for your child. We look forward to a long association with your family.

Nominated Supervisor  
Asmaa Belal



# Introduction

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## Centre Management

Oaklands is an authorised provider of Child Care, Kindergarten and Outside School Hours Care (comprising Before and After School Hours Care and Vacation Care) for boys and girls, and is owned and operated by Churchie, the Anglican Church Grammar School.

As well as offering high quality early childhood programs, we also provide nutritionally balanced age-appropriate menus, extra-curricular experiences and a detailed multicultural and family orientated calendar of yearly events.

## Service Approvals

The service is authorised under The Department of Education, Training and Employment, under the Education and Care Services National Law. The service must comply with the Education and Care Services National Regulations 2011.

These regulations specify the services requirements in regard to the activities, experiences, programs, number of educators to children ratios and educators' qualifications. All of these requirements are mentioned in depth in the course of this handbook.

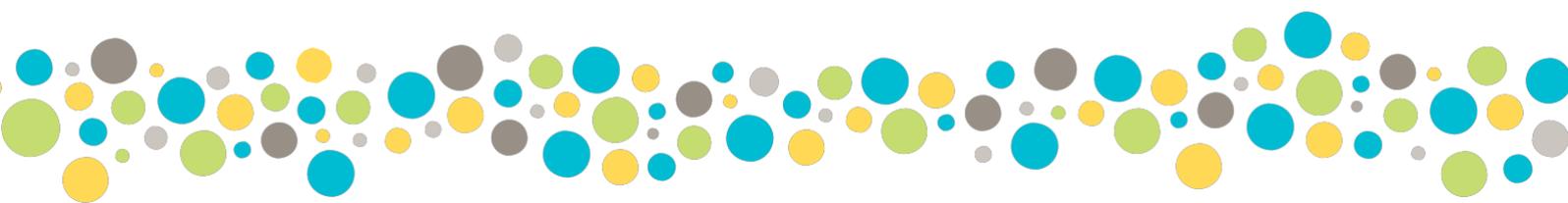
Parents are encouraged to contact the DETE for any inquiries about the Centre on:

Private mail Bag 250  
Mansfield

Phone: 3422 8363  
Fax: 3898 0277

Child Care Information Service 1800 637 711

Email: [mtgravatt.oecec@dete.qld.gov.au](mailto:mtgravatt.oecec@dete.qld.gov.au)

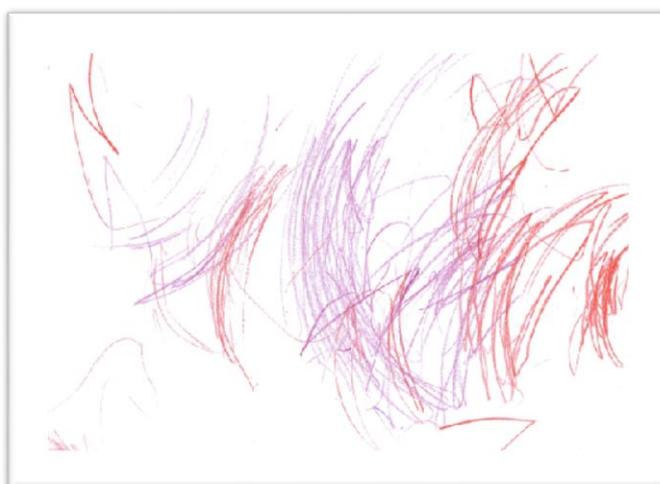


## Group Sizes and Ratios

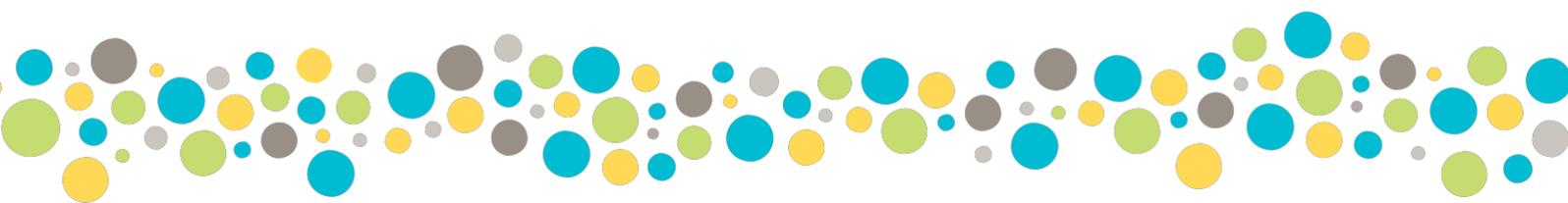
Ages of children in group	Educator: child ratio
0 to 24 months	1 : 4
15 months to 30 months	1 : 5
24 months to 35 months	1 : 5
36 months up to and including preschool age	1 : 11
Mixed Age Group- LDC	Service can cater for a Mixed Aged Group provided the ratio for any specific age range listed about is not exceeded within this group
School Age	1: 15
Ratios for Excursions - LDC and OSHC	Based on risk assessment of activity

## Oaklands Groups and Rooms

Joeys	6 weeks - 2 years
Koalas	15 month - 2.5 years
Wombats	2 years - 3 years
Emus	2 years - 3 years
Wallabies	3 years - 5 years
Kangaroos	3 years - 5 years



Ingrid – 21 months



## **Oaklands Philosophy**

Oaklands Childcare and Kindergarten is committed to building on the current skills, interests and understanding of each child by delivering play based programs that identify and implement learning experiences which support all areas of wellbeing and development, including cognitive, physical, emotional, social and spiritual. We believe that educational development is learning in any shape or form that children undertake at their own pace, facilitated by educators.

Oaklands acknowledges that each person is unique and that people come from a variety of backgrounds that may have different languages, traditions, worldviews, values and beliefs. We appreciate and celebrate each child's background, family history, cultural practices and personal story. We aim to be aware of each person's culture and how this contributes to different ways of creating knowledge.

Oaklands is supportive of each child's journey in building a personal identity and becoming self-aware. We recognise that personal growth is an ongoing life process that involves adapting to change and learning from past experiences, as well as having to problem-solve in challenging situations. We aim to provide an environment where children feel safe to have a go and try new things.

Oaklands defines community as a group of people who share common goals and beliefs who collaborate to achieve outcomes of common interest. Oaklands is committed to engaging members of the community in contributing to the educational programs for the purpose of enriching the learning and development of each child. Oaklands aims to give back to the community by being involved in projects that serve the broader aims of society.

Oaklands Supports the Early Childhood Australia "Code of Ethics" 2006

### **Oaklands Code of Ethics:**

#### **In relation to the children we will:**

Ensure the rights of the child are paramount,

Provide an environment and learning programs that foster children's sense of being, belonging and becoming,

Provide programs, experiences and interactions that promote children's learning and general wellbeing,

Acknowledge/recognise the role to support children to develop into independent individuals with positive dispositions, and to lifelong learning in their educational journey,

Guide children in making healthy nutritional choices through the food provided at the Centre.

#### **In relation to families we will:**

Recognise and value that all children and families are unique and ensure fairness among families, students and educators,

Ensure families feel welcome and involved within the Centre at a level which is comfortable to them,

Work with and support families through providing information/resources to ensure individual family's needs are met,

Promote and value all cultures in the Centre especially that of the Aboriginal and Torres Strait Islander Culture.



**In relation to my colleagues and me, we will:**

Hold a strong desire for self-improvement and critical reflection,

Acknowledge that we need to keep learning and discovering new innovative ways of teaching and are still learning ourselves,

Act as a positive role model for behaviour, language, friendship and nutrition,

Strive to build respectful, trusting and communicative relationships with fellow Educators, children and parents to support the growth and individuality of the children,

Seek professional networks and act as a mentor to other Educators and students in the service,

Be an advocate for my profession.

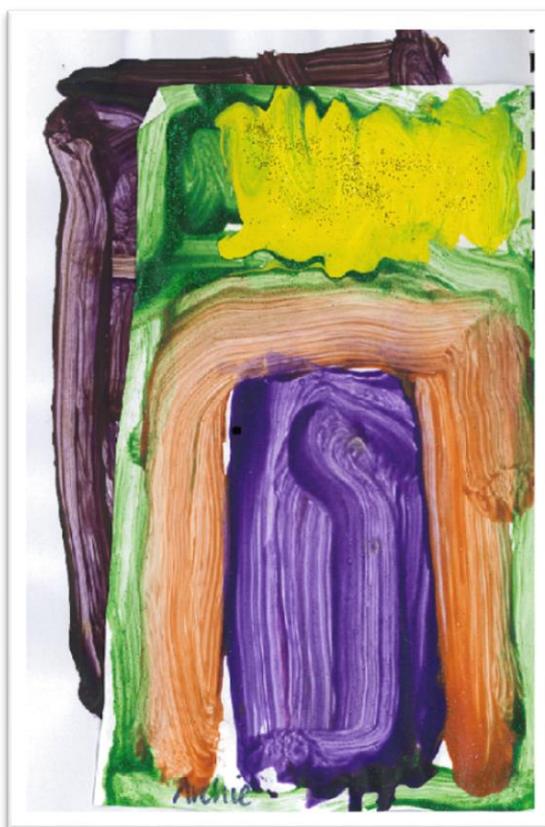
**In relation to the community we will:**

Facilitate children's learning in regards to environmental awareness and the cultures and people within our local community and the world around us,

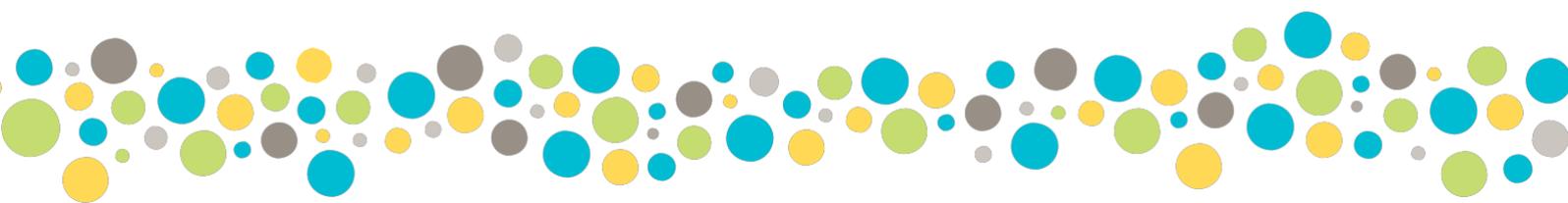
Be a part of the wider community to build skills as educators working alongside other early childhood services.

**In relation to my employer we will:**

Support and ensure the implementation of Centre policies and procedures to ensure Centre practices are in the best interests of the children and families.



**Archie** – 4yrs 9mths



# General Administration

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## Translating Information

Telephone Interpreting Service, **telephone 131450**, is available where parents who are non-English speaking require help when enquiring about, or to enroll their child in the Centre.

Educators also have access to this number to enlist the help of any bilingual workers or bilingual parents who may be able to help overcome any language barriers. The Centre philosophy and enrolment form may be translated into other community languages, if required.

## Signing a child into and out of the Centre.

Each child must be signed in and signed out of the Centre every day they attend the Centre by the authorised person who delivers / collects them. An authorized person is an adult the parents have listed on the Enrolment Form. This is a regulation and is compulsory. No person under the age of eighteen years is permitted to sign in or sign out any child.

There are two tablet devices located in the reception area for parents and authorised persons to sign in the children. These records are used for the calculation of fees, and for the calculation of Government CCB and CCR and in case of emergencies eg. Fire.

If a child is absent, ill or on holidays our admin staff will mark your child as absent through our Qikkids kiosk program. On return to the Centre you will need to confirm that absence before the system will allow you to sign-in your child.

### On arrival:

On arrival at the Centre you are asked to follow the following steps:

- Sign in your child,
- Apply sunscreen and ensure your child is wearing a hat,
- Present your child to an Educator/Teacher.

### On departure:

On departure of the Centre you are asked to follow the following steps:

- Sign out your child
- Come into the room and greet your child,
- With your child, say goodbye to the Group Leader in charge of the room

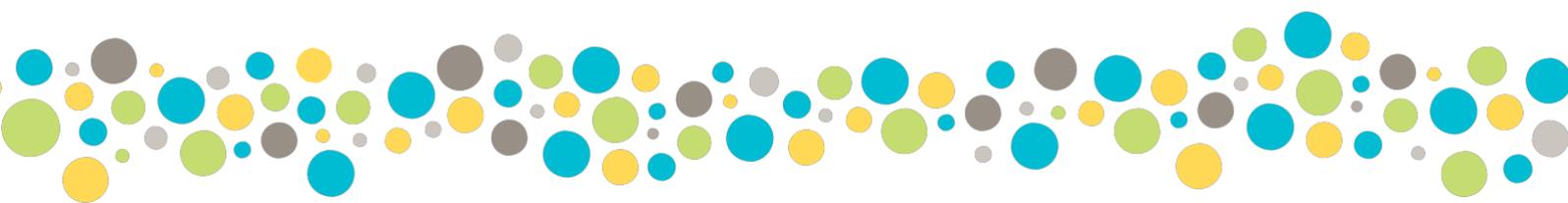
PLEASE NOTE: Signing in and out is a Regulatory Requirement. Parents and authorized persons are asked to ensure they use their own log-in, and not share their details with other persons. These records are important in the event of an emergency evacuation of the Centre.

## Extra days and emergency care

The Centre is aware at times families may require extra days for their children in addition to their regular days, due sometimes to trauma or emergency in the family.

The Centre is, however, only able to offer children extra days if the Centre's staffing and room capacity allows it. If the specified number of children is exceeded, the Centre will not be covered for insurance purposes and will be in breach of their licence.

Oaklands Child Care & Kindergarten understands the implications that this may have on families, however the Centre is obliged to act in accordance with governance set out by State Regularity bodies.



## **Attendance**

A responsible adult known to the Nominated Supervisor and/or Certified Supervisors must bring children into the Centre, and ensure an Educator is aware that they have arrived at the service by acknowledging the Educators in some way. Only authorised adults (as indicated on the enrolment form) will be allowed to collect children from the Centre.

Please notify the Nominated Supervisor with a written note of any changes regarding the adult who is collecting your child – providing their full name and their phone number (to allow the person to use the QikKids Kiosk). An adult other than one known to the Centre also requires identification (preferably photographic) otherwise the child cannot be released in their care.

Parents with custody orders must provide a copy to the Nominated Supervisor. In the case of non-custodial parent arriving to collect the child, the Nominated Supervisor will contact the police and provide the copy of the order for the police to enforce. No child will be allowed to go home with a parent/guardian in contravention of a custody/court order held at the Centre. Such custody/court orders should be brought to the Nominated Supervisors attention on enrolment. However, in the event of a non-custodial parent gaining access to a child, the Centre cannot be held liable.

Educators are always concerned about your child's welfare, so if you are aware of any intending absence please inform the Nominated Supervisor / Educators.

## **Excursions**

Excursions and incursions will be arranged from time to time as part of your child's experience at the Centre. Excursion slips will be provided for parents to complete and sign when the need arises, advising any charges that may apply. Children who are unable to attend the excursion will remain at the Centre with another Group. The ratios according to Regulations are based on an in-depth risk assessment of the planned activity. Parents are encouraged to attend at any time.

## **Educator Information**

Our Centre has a policy of employing Educators approved by the Commission for Children and Young People and Child Guardian. Our Educators are encouraged to participate in professional development in order to broaden and upgrade their skills.

The Nominated Supervisor is responsible for the overall management of the Centre. The Centre maintains correct educator ratios as defined by the [Education and Care National Regulations 2011](#). Educators are responsibly trained in providing care and education programs in early childhood settings. Programs are continually evaluated to ensure they meet the developmental needs of the children in the group. All educators hold a current First Aid and CPR Certificate.

For all Educators information please see the display in the Centre foyer.

## **Students, Volunteers and Visitors**

From time to time you will see new faces at the Centre. Relief educators and volunteers are screened before participating in our daily activities and must adhere to our philosophy whilst at Oaklands Child Care & Kindergarten Centres. At no stage will a volunteer worker be left in charge of a group of children. They will, however, interact with the children, giving help and attention as needed.



## What to bring

### 6 weeks - 2 years

Parents of children in this age group need to bring the following items in a bag: -

- Complete spare set of clothes and extra singlet
- Items the baby is attached to i.e. dummy, teddy bear, etc.
- Sunhat
- Formula and bottles
- Nappies x 5 per day
- Cot sheet set - flat and fitted
- Drink bottle

### 2 years - 5 years

Parents of children in this age group need to bring the following items in a bag: -

- Sunhat
- 2 changes of clothes including underwear
- Cot sheet set - flat and fitted
- Nappies (if not toilet trained)
- Drink bottle

Please ensure that all items are well labelled. Whilst all care is taken, we will not accept liability for loss or damage.

Please do not send children in good clothing. Play clothes that can become a little dirty, and enable uninhibited play and can be easily managed by the child are best.

Children should be dressed according to climate. For example, light cotton clothing that will provide protection from the sun and sandals are best in summer (not thongs or strappy singlet tops - shoulders need to be covered please).

In cooler months, warmer clothing layers that can be taken off as the day warms up, with shoes and socks, are most appropriate. Hats need to be brought and worn throughout the year.

A 'NO HAT, NO OUTSIDE PLAY' policy will be enforced and children without hats will be directed to play in shaded veranda areas.

## Lost Property

At the Centre there is a container for unnamed and lost property.

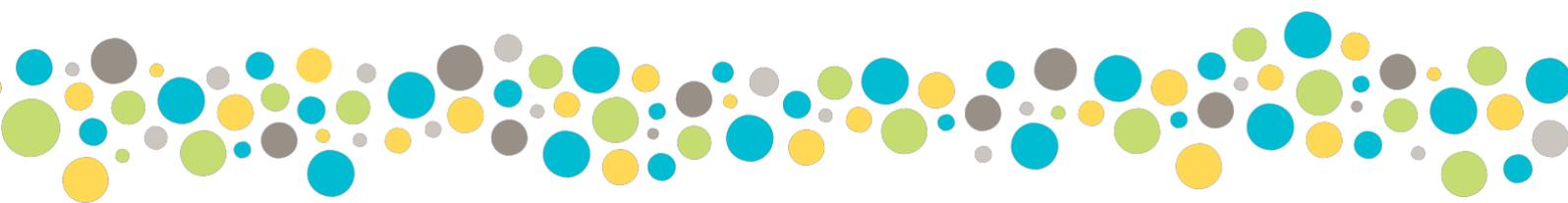
It would be appreciated if parents could check this regularly as the amount builds up. Items that remain unclaimed at the end of each month are donated to a local charity.

## Birthdays

Birthdays are special times for children and the Centre enjoys sharing the occasion. You are welcome to bring a cake along to share with your child's room. (Please speak to your child's Educator to make arrangements for you to bring cakes to the Centre).

## Special Diet

If your child has any special dietary requirements or restrictions, please convey these to the Nominated Supervisor, Educators and Food Coordinator to ensure the child is correctly fed, and ensure any changes to this are updated as necessary. Please ensure this documentation is supported by Medical evidence.



# Communication

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## Parent Involvement

We operate an OPEN DOOR POLICY, where parents and family are welcome into the Centre at anytime.

Parent involvement in the Centre can be accommodated to meet your availability and commitments. Such as: -

- Participate in Excursions
- Assist in Fund Raising / attend special activities and functions in the Centre
- Volunteer time
- Suggestions for programming
- Feedback of Service
- Attend Parent/Teacher Nights

Siblings are always welcome in our Centre when children are being dropped off or picked up, however, the educators cannot assume responsibility for them.

## Incorporating home routines into the Centre

To ensure consistency, children's home routines will be followed as far as is practical when at the Centre. Any concerns with, or changes to this routine at daycare will be discussed with the parents involved. Ultimately, educators respect parents' needs and differences.

## Informing Parents of policies

The Centre policies are reviewed monthly and parents have the option to input into this via the Policy review book on the foyer counter. Parents are encouraged to make comment on the corresponding policy review form.

Policies updates will be displayed for parents to read or take a copy home. Parents are also sent regular surveys from Management. All policies are displayed in the Centre Foyer for ongoing review.

## Parent input and feedback

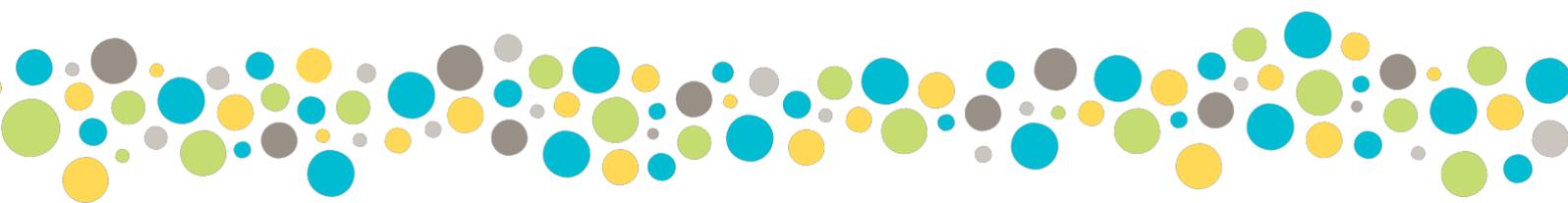
Each month parents are requested to provide constructive feedback regarding Centre practices. These will be displayed in the foyer as well as the policy of the month. Yearly, parents are asked to complete an online survey regarding their experiences with the Educators, Centre and management.

As part of the ongoing improvement process parents are encouraged to provide feedback and have input into the service they are receiving. To improve our practices, Oaklands revises and reviews the comments made, and puts into place plans of action.

## Parent Information sessions

On a regular basis the Nominated Supervisor will invite professionals within the Community to speak regarding topics of interest such as behaviour management, health, nutrition etc.

These sessions are arranged to ensure we are providing families with the most up to date information to enable them to make informed decisions regarding their children.



## **Parent Concerns**

Parents are requested to raise any concerns they may have regarding their child's care with their Lead Educator/Early Childhood Teacher in the first instance. Parents should speak to the Nominated Supervisor, who will be pleased to discuss any aspect of your child's care and education, if your concern has not been satisfactorily resolved.

If you have any concerns or complaints please do not hesitate to consult with the Nominated Supervisor, so that appropriate action can be taken. All concerns will be dealt with in a confidential and professional manner.

If parents would like to contact the Management about any unresolved or sensitive issue they may write to the Secretary of Oaklands Child Care & Kindergarten, Oaklands Parade East Brisbane QLD 4169. Parents can also contact the local office of the Office for Early Childhood Education and Care in the event that you have a complaint about Educators or the Centre, these details are available in the foyer.

## **Special Needs**

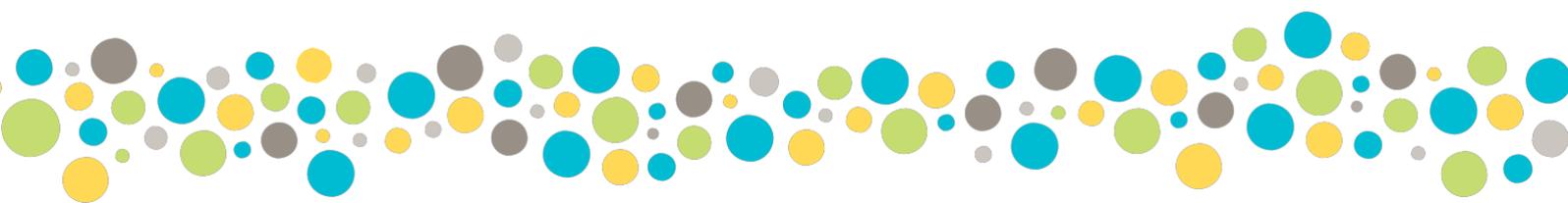
Before enrolling your child at our Centre, it is important to discuss with us any special individual needs your child might have and how we can meet them. Planning for children with special needs requires careful thought and often the assistance of specialists.

It is important to know how the specific needs may or may not affect the child's learning and activities. This information will help us to meet the needs of the child and seek assistance from specialist and support workers.

Please help us provide good care for your child by bringing to our attention any special needs or problems your child may have.

## **Notice boards/Newsletters/ Parent Communication Pockets**

Important information will be displayed on notice boards throughout the Centre and in parent communication pockets in each room. Newsletters emailed regularly provide current news on the Centre and its activities.



# Fees

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## Centre Fees

On enquiry at the Centre you will be given information outlining the fee structure and the method of payment.

It is a policy of the Centre to have all fees paid weekly. Oaklands preferred payment method is our Direct Debit facility to a Debit or Credit card – we accept MasterCard, Visa or AMEX. Payment can be made at the reception desk using your EFTPOS or Credit Card.

If you have trouble paying your fees, please do not hesitate to contact the Nominated Supervisor or Admin Staff to discuss a strategy to clear the fees. Continued failure to pay fees may lead to cancellation of your child's enrolment.

**Please note Oaklands require 2 weeks written notice of any cancellation/change to your booking.**

## Cost of Care

Please see the Nominated Supervisor or admin staff for any inquiries. Fee increases will take place from time to time, and these will be notified to the parents by email prior to the increase being instigated. Please speak with the Nominated Supervisor if you have concerns regarding any change in fees.

## Centre closed due to Industrial Action.

Fees are not charged when the Centre closes due to Industrial Action.

## Child Care Benefits/Rebate

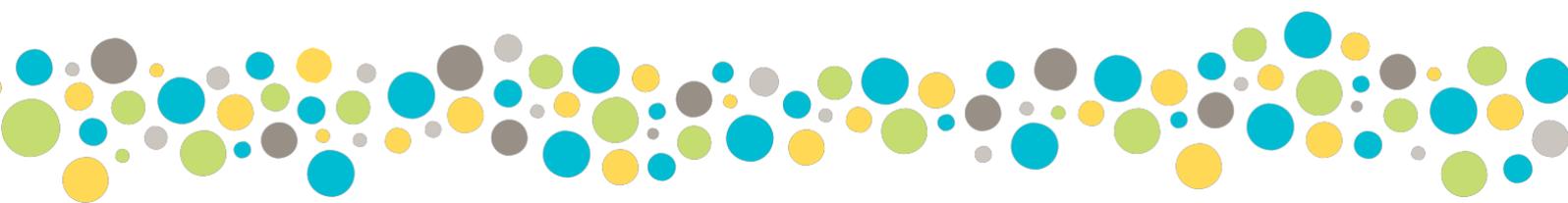
Child Care Benefit / Rebate (CCB and CCR) are payments provided by the Australian Government to help families with the cost of child care. CCB is income tested and is usually paid directly to the child care service.

## Eligibility for the Child Care Benefit

- Your child must be attending [approved child care](#) or [registered child care](#)
- You or your partner must meet the residency and child's immunisation requirements
- You must be the person responsible for paying the child care fees

Authorized long day care centres, family day care schemes, registered carers, outside school hours' programs and occasional care services. This subsidy is then used to reduce the amount that parents are required to pay to the Centre.

Parents may apply for Child Care Benefits/Rebate through their local Family Assistance Office. Child Care Benefits are based on each family's income and the onus is on each family to ensure they have a current Assessment Notice in order to receive the benefit. Full fees will be charged if you do not have a current assessment. In order to receive Child Care Benefits, parents must sign each of their children in and out EVERY day they attend care. On return to the Centre after any absence, parents also must sign the attendance sheets indicating a reason why the child was away to ensure that Child Care Benefits is given during the absence.



## **Allowable Absences for CCB**

Allowable absences occur when our service charges a fee for care and claim Child Care Benefits when the child is not present. All families will be eligible for 42 days of allowable absences and absences caused by holidays or illness without a medical certificate. Please note you will be responsible to pay fees for any missed days for any of the below reasons. In addition, please note you will be responsible to pay fees for any missed days for any of the below reasons Illness (with a medical certificate)

- Attendance at pre-school
- Rostered days off, or
- Rotating shift work

## **Child's Illness**

If a child is absent due to illness, holidays etc. full fees are payable for that day.

## **Late Collection Fee**

We ask for your co- operation in dropping off and collecting children within our operating hours. If at any time you have an emergency and are going to be delayed, please contact the Centre.

Educators can then allay your child's concerns and make plans for their own commitments. A late fee of \$1.00 per minute per child may apply if your child is left at the Centre after closing time. The late fee is not subject to Child Care Benefits.

## **Child's Illness**

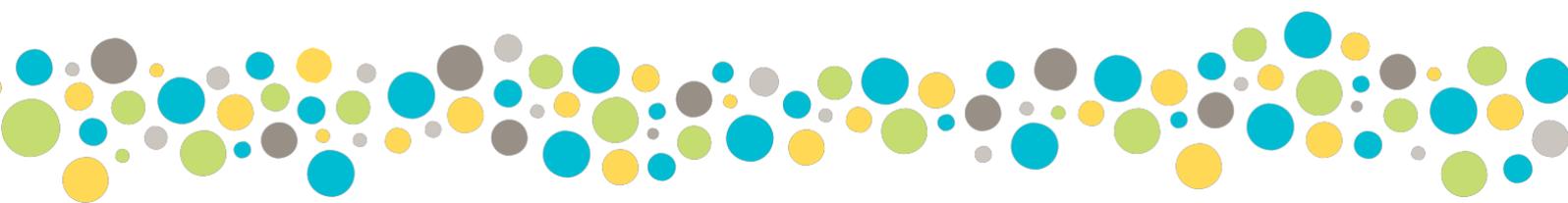
If a child is absent due to illness, holidays etc. full fees are payable for that day.

## **Public Holidays**

It is our policy that fees are payable for the days the child is booked to attend the Centre. If a public holiday falls on one of the days your child is booked in, fees are still payable even though the Centre is not open.

## **Changes**

It is a parent's responsibility to notify the Centre of any changes to the child's enrolment. But changes to your child's day needs to be in writing and we need 2 weeks' notice for dropping of days. If you are wanting to make changes to the enrollment information this is best done through email to the reception area on [oaklandschildcare@churchie.com.au](mailto:oaklandschildcare@churchie.com.au)



# Programs and Curriculum

## Child Care, Kindergarten and OSHC programs

Our Centre provides child-centered play based programs which embed the Early Years learning Framework, Queensland Kindergarten Learning Guidelines and the OSHC-My Time, Our place. Within our emergent curriculum the educators observe the children on a daily basis, planning and implement experiences based on the children's needs and interests.

We aim to develop programs to meet the children's needs and therefore enhance individual development. Each child will be guided to develop at an individual pace according to his or her unique, individual way. Parents are encouraged to contribute to the daily experiences and learning. Educators will keep up to date learning stories in each child's portfolio documenting the children's learning. Children and parents have access to these and can take them home to discuss with the child to extend learning.

The curriculum is viewed not simply as a series of activities for children, but rather as the full range of experiences provided for children, and their families at the Centre. Routines and programs are displayed in each room. They are available for you to peruse and we invite your contribution. Please speak to your child's Lead Educator/Early Childhood Teacher who can give you more information.

For a more formal meeting do not hesitate to ask.

## Implementation of Programs/Routines

Indoor and outdoor experiences are an integral part of our program and routine. Play is central to children's development by providing opportunities for both structured and spontaneous activities. Play is a child's unique way to learn about their world. It is also a means of expressing knowledge from previous experience. We aim to provide opportunities for boys and girls to play freely regardless of any stereotype roles they may choose. Television and videos will only be used as part of the planned curriculum. Routines give children a sense of the passage of time as they move through the day. Routines encourage independence and an understanding of personal hygiene.

## Learning Outcomes:

The Learning Outcomes that the curriculum aims to develop are:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators

## Outdoor play

Young children need daily outdoor experiences to enhance their rapid physical development. Outdoor experiences will be planned to:

Allow children to develop gross muscle skills. Each day, activities should be planned that will allow for development balance, co-ordination and strength.

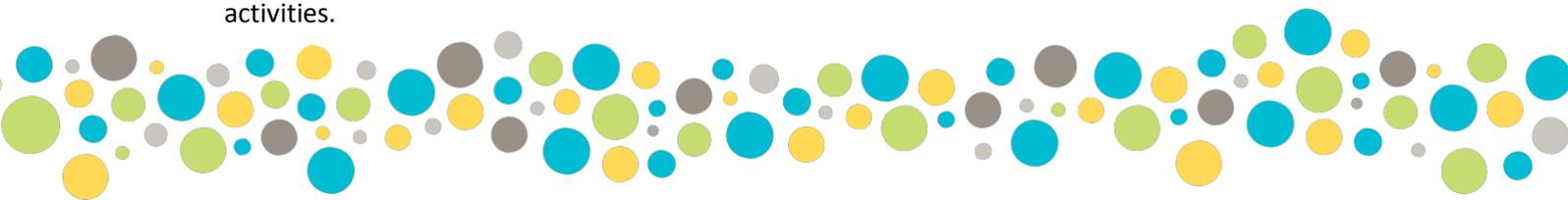
Allow children to learn about the outdoor environment. Water play and sand play are essential part of outdoor play. The environment offers many opportunities for science activities.

Give children freedom not possible inside.

Allow for passive and active areas. Perhaps inside activities could be extended into the outdoor environment, eg. Home corner, craft, book corner away from the traffic of the more active areas.

Allow for toddlers and infants to have some separate outdoor space, or time, from older children.

Allow for maximum adult / child ration, enabling adult interaction in child initiated and adult initiated activities.



Outdoor time is an integral part of the daily program and is not seen as time for undirected play supervised by adults.

Ensure children are outside during the most appropriate times with regard to the climatic conditions, eg. Avoid being outside during the middle of the day in summer, and early mornings / late afternoons in winter.

### **Routine Times**

Routine times are seen as an integral part of the daily program. Educators, in consultation with parents, are to adopt Centre procedures for children's meal times, rest time, and toilet routines. These procedures are to reflect the needs of individual children in care, therefore it is expected that all children will not be doing the same thing at the same time. The needs of children will also be constantly changing; therefore procedures will have to allow for flexibility. The following will be considered in formulating procedures:

- The child's developmental age / stage
- The need of parents / guardians

### **Electronic Media**

In today's technological society, the Centre recognises the value of electronic media including television, video, audio players, and computers, in extending children's learning experiences. If Centre's wish to incorporate electronic media into their program, they must make all decisions in consultation with educators and parents. It is not intended that all Centre's include electronic media in their programs.

Each different media will require separate guidelines, i.e. audio, television and video, and computer. The following points are to be considered when formulating guide lines for the use of electronic media:

#### **a) Audio**

Put audio media experiences in a particular context when working with children with poor listening skills. Don't always have music playing in the background as this is more likely to teach children to "tune out" rather than "tune in".

Use audio media to develop imagination and creativity by extending each experience with activities such as dramatising, movement and singing.

Tapes are to be of good audio quality. Children will often hear the higher frequency content (hiss) much more vividly than adults.

#### **b) Television, Video's & DVD's**

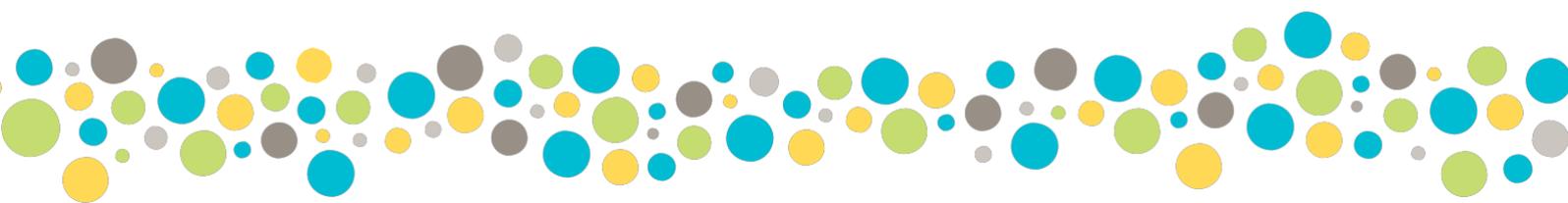
Television and video must not be used for child minding. They are to be incorporated into the daily program as a planned activity from which the children will benefit. Be aware of their potential for teaching such things as sexism and violence.

Actively involve children in lead-up and follow through activities for television or video programs.

Educators are to be actively involved with the children during viewing of television or video shows.

Preview programs where possible.

Programs are to be developmentally appropriate for all children viewing.



### c) **Computers**

It is important that children are introduced to computers in ways which enable them to develop positive attitudes and skills. Remember that such technology must assist, not control, the user. Prior to the introduction of computers, Centre's should:

- Explore the use of computers in everyday uses, e.g. Banks, check outs, libraries.
- Develop children's creativity and problem solving skill through other concrete activities.
- Involve children in key board activities with old typewriters.
- Introduce computers in a play context that does not require right answers.

Consider children's developmental level when purchasing computer software. Use resource advice before purchasing software.

Educators should become familiar with computer hardware/software being used with children, and be confident in their use. Beware of misinforming children.

Hardware selection should be based on compatibility between Centre's.

## Health, Hygiene and Safety

### **Encouraging Good Hygiene Practices**

Educators model and encourage children to develop personal hygiene through washing hands after play, toileting, nose blowing and before eating. Children are encouraged to cover their mouth when coughing or sneezing. Educators use gloves for nappy changing, wiping of noses, applying sunscreen and when performing simple first aid and in the preparation of food.

### **Toileting**

Educators encourage children on all steps of maintaining good hygiene practices i.e. hand washing with soap and drying or wiping hands when complete. Children are encouraged to go to the toilet individually. During toilet training, educators will endeavor to support efforts made at home. Please feel free to discuss your special needs with educators. Hygiene is very important to us.

Educators clean toilet and floor areas several times a day and specialists professionally clean the Centre outside operational hours.

### **Nutrition**

There is now clear evidence that childhood nutrition has a lasting effect on many aspects of health. Children need fresh, nutritional food and well balanced meals. Our menu provides a variety of highly nutritious meals, and is displayed in the foyer for your information.

### **Rest**

All children are encouraged to have a special time to relax or rest during the day, it enables them to gather their thoughts and strength for the rest of the day. It is our policy that if a child falls asleep, they are in need of a rest and will not be woken unless requested by parents personally. Some children may not need sleep, but will be encouraged to rest their bodies on their mattresses for a short period, or sit at quiet experiences. Quiet activities will be available for selection.

### **Hygiene**

Educators encourage children to practice effective hygiene procedures and implement universal hygiene precautions. The washing of hands prior to eating, and after toileting is supervised. Educators either wear gloves and/or wash their hands after wiping children's noses to assist in prevention of infectious diseases. Posters display nappy change procedures and all information is covered in our Policies and Procedures Handbook. We encourage you to read them and uphold them when visiting our Centre.



## **Health**

Epidemics of infectious illnesses such as Whooping Cough, Diphtheria, Poliomyelitis, Measles, Mumps and Rubella have been rare in QLD in recent years because most people in the community have been immunized against them. The National Health and Medical Research Council has endorsed the use of Hepatitis B vaccine (HBV) for all infants. HBV should be administered at birth, 1 month and then again at 6-12 months of age.

If an outbreak of any of the above diseases occurs within a Centre, children who are not immunized will be excluded for the period of the outbreak. It is extremely difficult for educators to provide the appropriate care for children who are ill, and still give attention to the rest of the group.

Therefore Parents will be contacted when the Nominated Supervisor feels that they are too unwell to remain at the centre. The health interests of the other children in the centre also will be taken into consideration when deciding whether a child is well enough to stay at the centre.

We do appreciate a parent's need to be at work, therefore if you are not able to collect your child, please arrange for someone else to do so.

## **Immunisation**

Immunisation programs in Australia have been very successful in controlling and reducing the number of cases of serious diseases. Immunisation is not compulsory; however, it is important that parents and educators encourage immunisation.

Oaklands Child Care & Kindergarten Centres use the following guidelines:

All Centres are to have current literature available to all parents and educators in regards to immunisation. Information can be obtained from the appropriate State Regularity Body. The times and locations for community health immunization programs are to be included in this information and is to be given to all parents on enrolment.

The Public Health (Amendment) Act 1992 requires parents of all children enrolling in child care facilities and preschools from 1994 to provide documented evidence of the child's immunisation status. Immunisations received should be appropriate to the child's age. Immunisation is not compulsory; however, in the event of an outbreak of a vaccine preventable disease at the Centre, children who are not immunized will be required to remain at home for the duration of the outbreak.

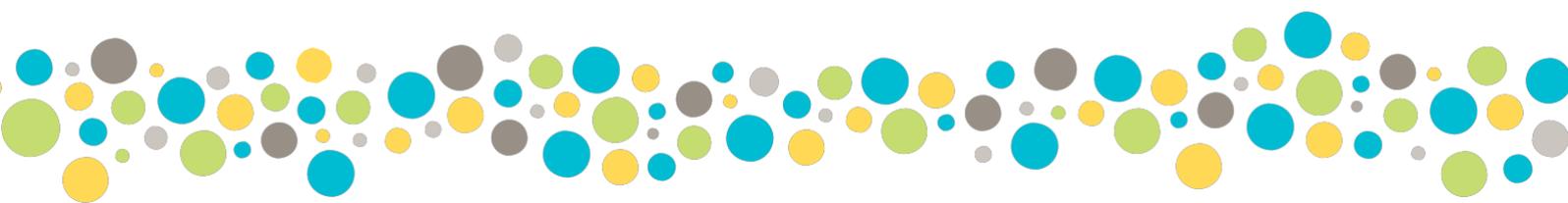
Nominated Supervisors are required to obtain documented evidence of the child's immunisation status from the parents at the time of enrolment. This information is to be recorded on a Child Immunisation Record and maintained in an Immunisation Register.

The Immunisation Register should be regularly maintained and updated, ideally when each child reaches the age of six (6) months, twelve (12) months and eighteen (18) months.

Parents must provide updates to the child's immunisation record. Failure to comply with this directive will mean that the child will be regarded as being unimmunised.

The Public Health Unit is to be advised as soon as the Centre is aware that a child has contracted a vaccine preventable disease. The Medical Officer of Health may direct that unimmunised contacts be excluded from the Centre for the duration of the outbreak. Any such directive must be complied with.

The Centre must send a note home with the child who is to be excluded, and must ensure that the child is excluded for the specified period.



The Immunisation Register must be made available for inspection by the Medical Officer of Health of the local Public Health Unit.

Special Child Care Benefit is to be claimed for children excluded due to an outbreak of a vaccine preventable disease and who were unable to be immunised because of age or health reasons.

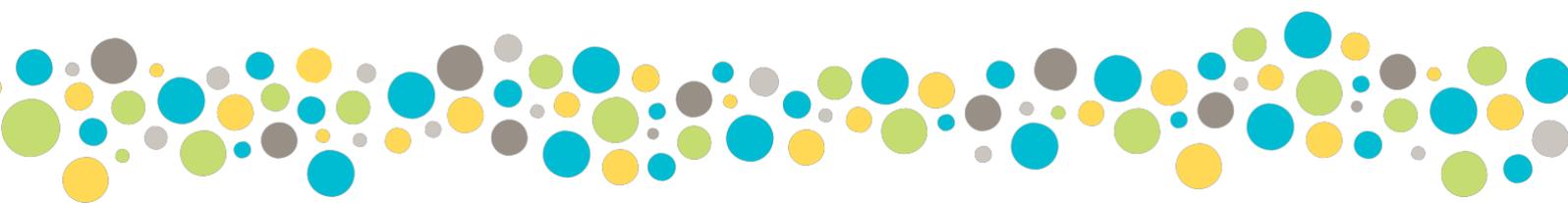
**Parents claiming exemption from immunization requirements on the grounds of health reasons of their child / children are asked to provide a certificate from a doctor to verify this claim.** Centrelink will notify us in instances when the parent component of fees (not covered by Special Child Care Benefit) is waived for children excluded due to an outbreak of a vaccine preventable disease and who were unable to be immunised because of age or health reasons.

Parents claiming exemption from immunisation requirements on the grounds of health or cultural reasons for their child/children are asked to provide a certificate from a doctor to verify this claim.

Parents should be made aware that they are required to give details of their child's immunisation record to Centrelink when applying for Child Care Benefit.

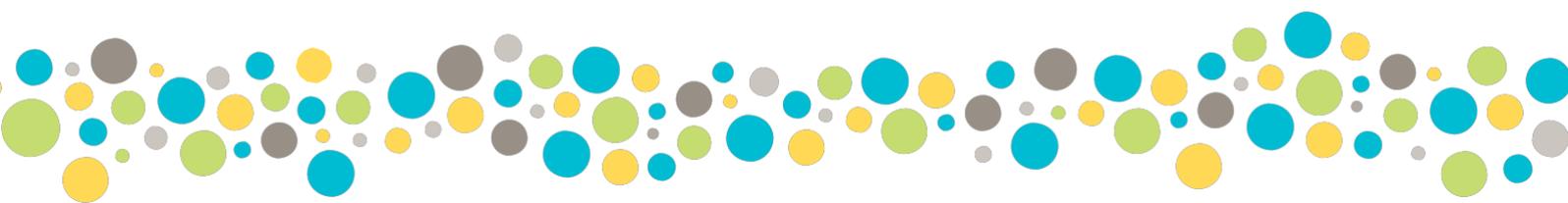
### Child Immunisation Schedule

Age	Disease
Birth	Hepatitis B
2, 4 & 6 months <i>Vaccines due at 2 months can be given from 6 weeks of age</i> 4 & 6 month vaccinations should be given at 4 & 6 months	Diphtheria – tetanus - whooping cough (pertussis) - hepatitis B - poliomyelitis – <i>Haemophilus influenzae</i> type b (Hib)
	Pneumococcal
	Rotavirus
12 months	<i>Haemophilus influenzae</i> type b – Meningococcal C
	Measles – mumps – rubella
18 months	Measles – mumps – rubella – chickenpox (varicella)
	Diphtheria – tetanus – whooping cough (pertussis)
4 years	Diphtheria – tetanus – whooping cough (pertussis) – polio (poliomyelitis)



The following is a list of the most common infectious diseases and their exclusion periods: -

<b>Condition</b>	<b>Exclusion of Cases</b>
Campylobacter	Exclude until diarrhea has ceased.
Chicken Pox	Exclude until fully recovered or for at least five days after the eruption first appears. Note that some remaining scabs are not a reason for continued exclusion.
Conjunctivitis	Exclude until discharge from eyes has ceased.
Diarrhea.	Exclude until diarrhea has ceased
Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs; the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later.
Glandular Fever (Mononucleosis)	Exclusion is not necessary.
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before seven days after the onset of jaundice or illness.
Hepatitis B	Exclusion is not necessary.
Human Immuno-Deficiency Virus (HIV AIDS Virus)	Exclusion is not necessary unless the child has a secondary infection.
Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a water-tight dressing.
Leprosy	Exclude until approval to return has been given by health authority.
Measles	Exclude for at least four days after the onset of the rash.
Meningitis (bacterial)	Exclude until well.
Meningococcal Infection	Exclude until well.
Mumps	Exclude for nine days or until swelling goes down (whichever is sooner).
Poliomyelitis	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery.
Ringworm, Scabies, Pediculosis (lice), Trachoma	Re-admit the day after appropriate treatment has commenced.
Rubella (German Measles)	Exclude until fully recovered or for at least four days after the onset of rash.
Streptococcal Infection (including Scarlet Fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received.
Whooping Cough	Exclude the child for five days after starting antibiotic treatment.



## **Clearance Letter**

A clearance letter from your child's doctor is required if they have had any of the illness listed before they are able to return to the Centre. Please also note that if you provide a doctor's letter for the time your child has been absent, this period will not be included in your 30 days' absences for your Child Care Benefit payment but this day will still be payable by the family.

## **Smoking**

All services are to be Smoke Free Zones. From March 1994 smoking is not allowed at any time within the Centre property because of the proven health risk of passive smoking.

## **Sun Care**

### **Oaklands aims to ensure sun safety in the following ways:**

Structured outside times to avoid children being in the hot sun for long periods of time, and always provide shaded areas when children are outside (Avoid 10.30 -2.30).

Sun screen (SPF 15 plus) must be applied to all children and educators prior to them going outside. Cream must be reapplied after two (2) to three (3) hours (Use sunscreen register).

Children under the age of twelve (12) months must not be exposed to the direct sun. Labels on sunscreens must be read carefully. Most are not recommended for use on children under the age of (12) twelve months.

All children and educators must wear hats when outside.

All Centre's are to provide and display sun care literature from the Cancer Council

Sunscreen will not be applied without prior written permission from the parent as per enrolment form (foreign substances).

Sunscreen is applied using disposable gloves or tissues. Older children should be encouraged to apply own sunscreen, whilst monitored by educators.

## **Food Handling**

All food is cooked and prepared by Scolarest and transported to the Centre before each meal. The Centre follows all guidelines for food transportation and food handling. Scolarest conduct food handling courses for the Educators annually.

## **Medication**

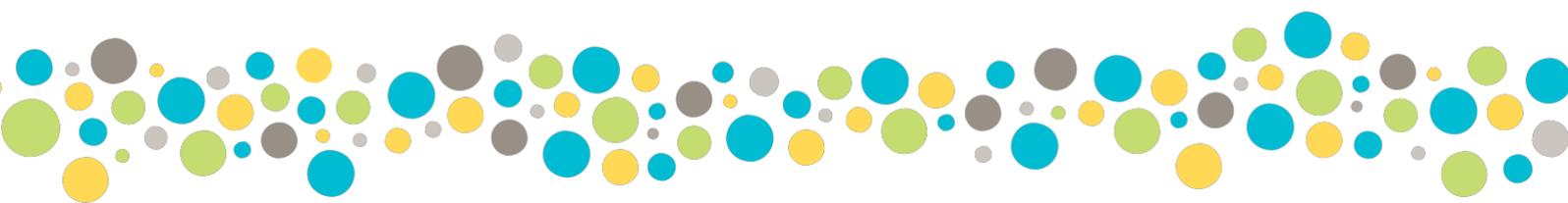
All medication must be clearly marked with the child's name and the dosage clear on the pharmacist's dispensing label.

Please do not leave medication of any nature in your child's bag. Instead, medication should be given to your child's Educator/Early Childhood Teacher or the Nominated Supervisor upon your arrival at the centre, at which time it will be stored in a designated area out of reach of children.

Medications requiring refrigeration will be appropriately stored. Please note that only medication with a pharmacy label or a letter from your doctor can be administered. If a medication form is not completed in the morning then unfortunately no medication can be given. The centre does not have any Panadol/Nurfen kept on the premises so it is the parent's responsibility to supply their own. Phone permission will not be accepted as a means of authorisation unless it is for high temperatures of 38 degrees or above.

## **Prescribed Medications**

Prescribed medications will only be administered if the pharmaceutical label or a letter from your Doctor is current and intact. The medication must have the child's own name on it; another family member's medication cannot be given. Medication will only be administered following directions on the bottle when parents have signed an authorization form.



## **High Temperatures**

In the case where your child unexpectedly develops a high temperature of 38 degrees, or at the discretion of the Nominated Supervisor should you, or another emergency contact not be able to collect the child quickly, an ambulance will be called to ensure the wellbeing of your child. Please note that parents will be responsible for all costs incurred.

## **Management of Asthma**

Nebulisers/Volumatics will be only administered with your Doctor's written consent. Medications will not be administered more often than prescribed by the Doctor. Parents are asked to demonstrate to educators, with the child, the procedure before the initial dose. An Asthma Plan will be required by your doctor in order for the Centre to administer the medication on enrolment.

In the case of a child susceptible to an acute asthma attack, medication may be permanently left at the Centre. We encourage parents to speak with their doctor to discuss an asthma management plan, which includes regular review.

## **Incidents/Emergencies**

In the event of a minor incident, first aid will be administered by educators and recorded. If a more serious incident occurs, parents will be contacted immediately. Please ensure the Centre has current contact telephone numbers, both for parents and for emergency contact persons. Changes for that day may be left with the Lead Educator/Early Childhood Teacher or written on the attendance sheet when leaving the child.

In emergency situations, should the person in charge determine the injuries are serious enough, an ambulance will be called immediately. The parent will incur the cost.

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## **Emergency and Evacuation Procedures**

In case of an unforeseen emergency situation, every effort will be made to contact parents to collect their child. The Centre is fitted with safety devices, which are maintained regularly. Regular fire drills are necessary for regulation purposes. If you are present at a fire drill, you are required by law to participate. Emergency evacuation plans are displayed in the Centre. Educators are familiar with evacuation procedures and policies. Parents and visitors to the Centre will be asked to make themselves familiar with the evacuation plan and where hoses and first aid equipment is to be found. Regular emergency procedures give the children an opportunity to become familiar with the routine and planned evacuation.

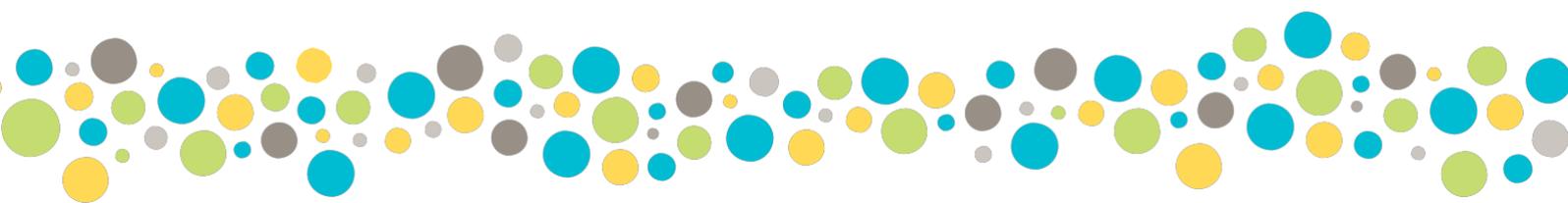
## **Safety**

Centre policies on safety precautions are continually re-enforced by Educators. Such practices include:

The storage of chemicals in locked cupboards,

Checking the safety of sandpits and outdoor equipment,

Children's awareness of personal safety, i.e. not throwing equipment, walking inside.



### **Escorted journeys policy**

An Educator(s) will escort children to or from a Centre, or to or from another place authorised by the child's parents, other than on excursions (e.g. to another child care Centre or school within walking distance).

An adult assistant may be in charge of children escorted under this section. This could constitute a bus journey to and from the centre other than an excursion. Escorted journeys will only be authorised if written permission is given by the parents.

## **Behavioural Management**

### **Behaviour Management**

Our child behaviour management policy is centered on the importance of respect and dignity for the child, acknowledging and accepting children's feelings and encouraging these feelings to be expressed. Steps that we take towards establishing good behavior management include: -

- Setting and maintaining appropriate limits of behaviour
- Explaining the appropriate uses of materials and equipment.
- Reinforcing positive behaviour with praise
- Explaining why a behaviour is inappropriate or unacceptable and providing acceptable options
- Offering children choices and encouraging decision making, and
- Setting realistic expectations which are age and stage appropriate

It is often important to remember that what works for one does not always work for all.

### **Biting**

Biting is not uncommon in young children. Children who bite usually do so because they are frustrated or angry. They usually bite because their language skills are not good enough to say what they want. Teething may also be a cause of biting. Biting is most frequent in the 13<sup>th</sup> to the 30<sup>th</sup> month old age bracket. When biting occurs, it is often VERY distressing for Parents. Please remember that this is a natural phase of development for some children, and will be dealt with in an appropriate manner by the Educator and Nominated Supervisor.

### **Strategies Educators/Parents May Consider**

The frequency of the occurrence of biting, the time, the conditions and the environment at the time, will all have an effect.

The child being bitten and the circumstances prior to the occurrence should also be considered.

### **Aggression**

A certain amount of aggression is normal in young children. Many children cannot control their strong feelings and act impulsively. They are not able to understand the consequences of their actions. We try to empower children with skills in dealing with aggression by talking about it.

### **Toys and Other Treasures from Home**

We've chosen a wide range of developmentally appropriate equipment and toys for our Centre. It would be appreciated if parents can explain to their children that the toys at the Centre are for everyone to share and that they cannot be taken home. It would also be appreciated if your child could be dissuaded from bringing in toys except items used for comfort e.g. Cuddly or security toys.

*Thank you for choosing Oaklands Child Care and Kindergarten. We look forward to a long and happy association with your family - The Oaklands Team.*

