

STURT STREET COMMUNITY CHILDREN'S CENTRE



PARENT HANDBOOK 2024

The Governing Council and Staff welcome you to
the Sturt Street Children's Centre



Welcome

**Children's
Centre**
for Early Childhood
Development and Parenting



Government
of South Australia

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1 Children's Centre Contact Information:

Telephone: 8231 3100 (Preschool/School) 8231 3150 (Childcare) Fax: 8231 3188

Admin email address: ssccelc.admin532@schools.sa.edu.au

Leadership

Early Childhood Director: Ali Wells (Alison.Wells569@schools.sa.edu.au)

Assistant Director ELC: Jillian Richardson (Zero3.Admin275@schools.sa.edu.au)

Principal: Darrin Briggs (Darrin.Briggs886@schools.sa.edu.au)

Administration

Administration Office (ssccelc.admin532@schools.sa.edu.au) (Mon – Fri)

Finance Officer ELC: Susannah Andrews (Mon – Thurs)

(Suzie.Andrews898@schools.sa.edu.au)

School/Preschool Finance Officer: Debra Kember

(Debra.Kember9@schools.sa.edu.au) – located upstairs in main building

Cook: Dianne Leak

Contact Staff:

Our educators have a collective range of qualifications and experience in working with children that ensures the delivery of very high quality of education and care. Ongoing professional development for educators is actively encouraged, and regular relievers are employed whenever possible to provide continuity and stability for children, staff and families. Our noticeboard displays photos of our staff team.

We aim to provide a high quality service and take pride in the child/staff ratios, group size and qualifications of our educators. Relationships with children are a priority and we use primary care giving to build strong relationships with children and parents.

Room 1: 0-3 Group

Leah Gasson – Child Care Educator (Mon, Wed, Thurs, Fri)

Diaa Watts– Child Care Educator (Mon, Tues, Wed, Thurs, Fri)

Juhee Choi - Child Care Educator (Mon, Tues, Wed, Thurs, Fri)

Hang Tran – Child Care Educator (permanent support)

Room 2: 0-3 Group

Cate Pontifex – Child Care Educator & Team Leader (Mon-Fri)

Ike Herwidi – Child Care Educator & Team Leader (Mon – Fri)

Gill Curnow - Child Care Educator (Mon, Tues, Thurs. Fri)

3-4 year olds:

Nadia Vernari: Child Care Educator (Mon – Fri)

4-5 year olds:

Pooja Sharma: Child Care Educator (Mon – Fri)

Preschool: 3 - 5 years

Caroline Martin: Preschool Teacher and Educational Leader (Mon - Fri)

Shu-Hua Kuo: Preschool Teacher (Monday and Tuesday)

Felicity Charlton: Preschool Teacher (Wednesday and Thursday)

Silvana Bajic: Early Childhood Worker (Mon – Fri)

2 Operating Times

Children aged birth – 5 years	<i>Long Day Care</i>	7.45 am to 6.00 pm
Preschool School Aged Children	<i>Before Preschool Care</i>	7.45 am to 8.15 am
	<i>After Preschool Care</i>	3.45 pm – 6.00 pm
	<i>Holiday Care</i>	7.45 am – 6.00 pm

Our Long Day Care service operates for 50 weeks of the year with a 2 week close-down period over Christmas and New Year.

Children attending care are required to be collected on time or a **late fee will apply** to cover the extended staffing costs.

Priority of Access to Long Day Care Services.

The Australian Government has determined guidelines for allocating places in long day care as follows:

Priority 1

a child at risk of serious abuse or neglect.

Priority 2

a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of *A new tax system (Family Assistance) Act 1999*.

Priority 3

any other child.

Priority should be given to children in Aboriginal and Torres Strait Islander families, children in families which include a disabled person, children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold or who are on income support, children in families from a Non English speaking background, children of single parents.

Child Care Bookings

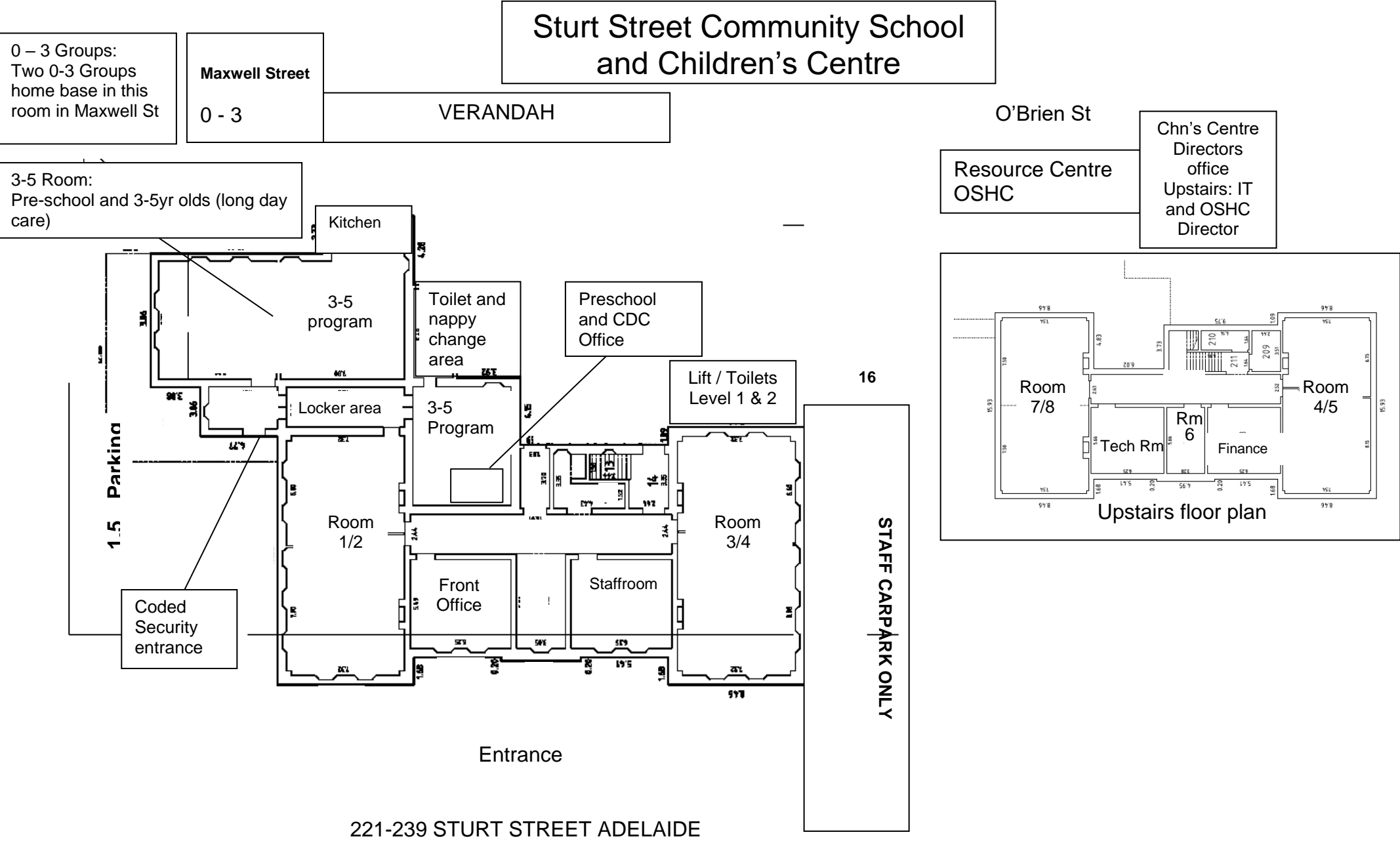
When you enrol you will be 'booked in' to the days which are available that meet your needs. If you wish to change these booked days, you need to

- notification of changes must be received by email to ssccelc.admin532@schools.sa.edu.au
- if the days that you requested are not available – you will be placed on a waiting list
- if the days are available you will be contacted to let you know the starting date for the new arrangement of bookings.

You need to provide **2 weeks' notice for changes to**

- **bookings**
- **cancellation of bookings**

3 The Centre



4 Philosophy Statement

We believe all children have the right to be successful learners in a positive educational environment where they feel safe, secure and supported. Partnerships with families, educators and the wider community will enable our service to provide a fun, caring and high quality care and educational environment which is fundamental to all children's growth and development. We foster a culture of inclusion, where children and family needs, interests and cultural beliefs are respected, acknowledged and supported.

Families

We believe that building trusting, positive relationships and connections with families and having open communication about children's learning is paramount to the wellbeing and development of each child. We respect, acknowledge and support families in their parenting role. We encourage family involvement within our centre and believe that working in partnership ensures the best possible outcome for children. We welcome and respect the diverse cultures, values and beliefs within our community and strive to be inclusive of all families.

Children

We recognise the individuality of each child and the importance of play in the early years. We believe that all children are capable, powerful learners who learn through social experiences with their peers, educators and the environment. We aim to develop healthy attachments so that children feel secure and supported and can thrive in our learning environment. We acknowledge that all children learn in different ways, at different times, and have individual strengths. It is through cultivating these strengths that we provide a solid foundation which will assist children to meet challenges and promote successful learning across their lifetime.

Educational program

We provide a flexible program that caters for all learning styles. Our program fosters children's rights to be curious and enthusiastic learners, to have fun, and to learn to challenge their own abilities. We believe it is important for our program to be flexible and use every day experiences and interactions to build on individual strengths. Our program acknowledges the importance of social learning across different age ranges – we support seamless transitions between the age groups at our service and also support transition to school for children when they leave our service. We document children's experiences and learning and share this with children, families and educators within our service.

Educators

We believe it is important to respect and value all educators and recognise their skills, knowledge and experiences. Educators have a strong respectful support base, and promote open communication. Professional development is used to reflect and build on practices, using the latest research.

Environment

We aim to create a place of belonging, being and becoming that empowers children to learn and grow. We provide a safe, stimulating, welcoming and nurturing learning environment that provides for active, physical, creative, sensory, messy, peaceful and social play. Our play spaces encourage children's play, curiosity, exploration, enthusiasm, creativity, appropriate risk taking and extend individual interests. Our environment reflects sustainable practices, cultural diversity and enables inclusion of all learning capabilities.

We believe all children have the right to be successful learners in a positive educational environment where they feel safe, secure and supported. Partnerships with families,

educators and the wider community will enable our service to provide a fun, caring and high quality educational environment which is fundamental to all children's growth and development. We foster a culture of inclusion, where children and family needs, interests and cultural beliefs are respected, acknowledged and celebrated. Our service is also a sustainable business based on financial viability, quality improvement processes and sound management systems. This builds our reputation as an employer of choice – a place where dedicated and committed educators are motivated to stay, constantly improve, reflect on their practices and show pride in their achievements.

5 Partnerships with parents

We value parents' contribution and seek to work in partnership with you. You are welcome to visit the centre at any time during your child's time with us (dependant on COVID restrictions).

This means that we are interested in finding out about

- your perceptions of your child and their development
- strategies to support your child's development, routines that work for you at home
- information about home and family events that we can help children to share
- information about home and family events that we can help children to manage e.g. changed family routines, stressful family events, bereavement

You can contribute to the Centre by

- becoming a member of the ELC Advisory Committee
- supporting social events
- volunteering on Excursions (although are required to have a Working With Children Check) and Responding to Abuse and Neglect (RAN) training for volunteers – or suggesting places to visit
- supplying resources e.g. coloured paper, “junk” material, props for pretend play (sustainable materials)
- sharing a skill or spending time with us in the Centre
- offering suggestions for the program of what you think children might like to experience
- providing feedback to questionnaires and policy reviews
- letting us know what you think of the service and asking questions

5.1 Communication

The notice board in the children's rooms contains

- Timetable and Program information
- Weekly menu
- Information sharing e.g. child development, parenting info, community events

The Centre newsletters are emailed.

Educators provide documentation to show each child's learning and development and the curriculum planning. This is done through

- Daybooks
- Floorbooks
- Appointments e.g. parent/teacher interviews (in addition to informal chats)
- Seesaw (electronic learning journal), includes snapshots of children's learning, videos, learning stories

We also offer information about parenting through parenting sessions, and newsletters.

5.2 Confidentiality

We treat all information regarding children and their families with the utmost confidentiality. Personal information of staff and families is not given out to anyone without prior consent.

6 Fees – child care and preschool

Fees are set in accordance with the Children's Centre's operational budgets. They are reviewed and implemented by the Governing Council and the Finance Committee. The portion of fees payable for child care by the families is determined by family income and eligibility for Child Care Subsidy paid by the Department of Family and Community Services through the Family Assistance Office.

As our child care service are Community Based (i.e. non-profit making and government subsidised) the fees collected are to pay staff salaries and to cover operating costs. Therefore it is vital that fees are paid regularly and on time.

If you are having trouble paying fees you need to talk to the Early Childhood Director. Financial Assistance may be available through Additional Child Care Subsidy (ACCS) for a limited time, or if you are studying or preparing for your future funding may be available through Transition to work as part of the ACCS by contacting Centrelink.

Schedule of Fees for 2023

Group	Charge
0 – 5 child care group	\$140 per day
Before preschool care	\$19 per day
After preschool care	\$35 per day
Termly Pre-school Materials and services fee (Invoiced by and Payable to the school)	\$165 per term

6.2 Payment of Fees

Fees can be paid by:

- Internet transfer to the
Sturt Street Community Child Care Fee Account
BSB No. 105-029
Acc.No 070 876 540.

(Please Note: Remember to enter the name of your child to allow your funds to be credited to your correct account).
- **EFTPOS** in the finance/admin office. (Or parents can record credit card details on Authority form and place in fee box or Office).
- Fortnightly automatic deduction to credit card (forms available from Admin staff)
- For Preschool Term fees; **Qkr!** A smartphone app available in IOS or Android where you can pay all your Sturt Street Community fees in one place, download it from the App Store or GooglePlay

All families are required to pay their fees on a weekly basis. If, however, you receive your wages on a monthly basis, you need to see the Director or Finance Officer to make alternative arrangements.

Where a family's account becomes more than three (3) weeks overdue the family may be asked to leave the service and their child/ren will be denied care. Please refer to the service Fee Policy.

6.3 Child Care Subsidy

Families who wish to claim Child Care Subsidy should apply prior to, or within 28 days of their children commencing care at the service.

- Contact the **Family Assistance Office 13 61 50** or through your **MyGov** application to be assessed for Child Care Subsidy Eligibility. This is an activity and income test.
- We require the Date of Birth and CRN Number of the parent who is claiming CCS, as well as the child's DOB and CRN

7 Enrolling and Settling In.

We encourage all families wishing to enrol their child to make an appointment to visit the Children's Centre. The Early Childhood Director will show you around and answer your questions regarding functions, routines and policies. You are invited to spend time with your child in the service so that both you and your child can meet the educators and feel comfortable before starting Child Care.

Preschool offers families a transition meeting prior to your child attending transition visits.

It will help your child and the educators if you share your child's special routines, comforters, food preferences etc. when enrolling.

Breastfeeding is welcomed and there is a comfortable chair available in room 1 if you wish to use it.

You must inform the Early Childhood Director when enrolling about any existing illnesses, allergies, asthma etc. and the appropriate management strategies. There are particular forms required by the Centre for medications, illnesses etc which we require prior to the child attending e.g. asthma, anaphylaxis.

7.1 What do you need to bring?

- Named bag
- Broad brimmed hat or legionnaire as this complies with our Sun Safety Policy Drawstrings to be removed for safety reasons.
- A complete change of clothes
- Bottles for babies (formula or breast milk) and any special food requirements
- Comforters as required e.g. dummies, blankets, teddy

Please label all of your child's belongings

Please Note: While every endeavour will be made to protect children's belongings, educators are unable to monitor every item that comes from home. Often toys brought from home can cause conflicts or devastation when they are lost or broken, which is counterproductive to a positive social climate - we ask that you please do not bring special items from home. The Centre is unable to take responsibility for lost personal items.

7.2 Arrival & Departure Routine

On arrival, educators will greet you and your child. We are here to support you should you need help at separation time. Please say "Goodbye" to your child even if this is difficult for you. It is important that your child knows that you are leaving and that you will return.

On arrival we ask you to:

- Help your child to place their belongings in their named drawer/locker
- Leave a change of clothes - please label all clothing
- Sign your child in on the attendance sheet or iPad
- Assist educators by applying sunscreen on your child
- We welcome you to read a story or share an activity with your child if time permits
- Say goodbye to your child – staff will assist by helping your child say goodbye or direct your child to an activity
- Make sure that all doors and gates are **closed securely** when entering or departing
- Wash/sanitise hands

On leaving we ask you to:

- Help your child collect their day's work and their belongings

- Sign your child out on the attendance sheet or iPad
- Take your child to farewell educators

PLEASE SIGN THE ATTENDANCE SHEETS OR IPAD – including time of arrival and departure. This is a child care requirement of the Commonwealth Department of Family and Community Services and failure to sign in and out will result in the withdrawal of Child Care Subsidy. The Department of Education also requires preschool children to be signed in and out.

If you are going to be late collecting your child PLEASE telephone the Centre. A late collection fee of *\$15 per 15 minutes or part thereof* applies.

7.3 Security & Collection of Children

The safety of children attending our services is of paramount importance to families, children and staff. Only parents/caregivers and authorised persons nominated on the enrolment form may collect your child. If you want a different person to collect your child you need to advise the staff beforehand, preferably in writing, or a telephone call. If educators are concerned about an unfamiliar person collecting your child, identification such as a driver's licence, will be requested.

CHILDREN WILL NOT BE RELEASED TO UNAUTHORISED PEOPLE.

If a Family Court order is in place, (e.g. Parent Order or Residential Order) the Early Childhood Director needs to be advised and provided with a copy of any such order that restricts access of one of the parents.

No information will be given to persons over the telephone if our staff cannot establish their identity.

8 Parenting, Caregiving and Relationships

Children's wellbeing is vital for their learning and development. Relationships are the heart of developing wellbeing. Caregiving either from parents or from educators is based on developing warm relationships with children, learning to read their cues and being responsive to their needs. Strong relationships mean that educators also know how to support children through difficult times, tantrums, changes of routines, separation, and their developing mastery and control of themselves and acceptance of limits. Educators respect for children, together with a warm and caring environment enables them to identify and provide for individual children's developmental and learning needs.

To ensure that we are providing the best care and outcomes for our families we follow the primary care model. You will meet your primary carer on your child's first day of preschool and childcare and they will be responsible for providing ongoing information to you and your family about your child's learning and development.

Primary care does not mean an exclusive or dependent relationship between one educator and a child. Rather it is a way of ensuring that each child has an educator who is responsible for developing relationships, communicating with families, and programming for children's needs. Our educators work on different shifts over the week and therefore primary educators will not always be at the Centre e.g. at drop off, or pick up time. If you need to speak to an educator please ring the Centre to request that the staff member makes contact with you.

Community Development Coordinator – *currently on leave*

As a Children's Centre for Early Childhood Development and Parenting we also have services to support you in your important parenting role. Kat Ochan our Community Development Coordinator runs playgroups and facilitates sessions about a range of information that is pertinent to your role as a parent – please don't hesitate to make contact with her if you are seeking information to support you.

If you have some particular concerns about parenting or family issues/ crises that you need support with we can assist you to seek initial support and also recommend further services where necessary.

9 Children's Learning

9.1 Programming

Children will grow and learn best in a safe and caring environment. Educators use the routines, planned activities and child initiated play as learning experiences. Educators meet regularly to program and plan for each individual child and for their group as a whole. Learning stories are written to document and share aspects of children's learning. Educators welcome the opportunity to share these with the child's parent/caregiver.

Routines include times for arriving and leaving, setting up, eating, sleeping, toileting and packing up.

Planned experiences include problem solving, creative and imaginative play, music, stories, physical activities, excursions etc.

Child initiated play occurs across the day in response to the planned experiences, routines and learning environment. Educators pay attention to the play that children choose and seek to extend this by further planning and providing resources.

We believe that children learn and develop skills best through play and educators will continually support and challenge children through interactions of the highest quality.

Our Centre uses the Early Years Learning Framework (EYLF) to plan and evaluate our programs. This is the National Curriculum document framework that caters for children 0 – 5. This framework describes childhood as a time of *Belonging, Being and Becoming*. Play is seen in the framework as a foundational process by which all children learn. Relationships that are secure and caring are also seen as crucial for children to develop important life skills and a sense of confidence.

The framework describes 5 overarching learning outcomes from which learning goals are set. Educators will plan for children to develop:

- a strong sense of identity
- connections with their world
- a strong sense of wellbeing
- confidence and involvement in their learning
- effective communication skills

Preschool

Our Centre offers a funded preschool program for children in their eligible year – either starting at the beginning of the year or mid year for a 12 month period prior to school.

Children who turn 4 years of age

- Before 1 May, can start preschool at the beginning of the year
- From 1 May to 31 October, can start in term 3
- After 31 October, can start preschool at the beginning of the following year

Children are eligible for 15 hours per week, during school term time.

Preschool is offered over 2 full days, either Mon and Tues OR Wed and Thurs

The session times are 8.15am-3.45pm although families can also choose to access before and after preschool care if required. As we are an integrated service, many families also access child care in addition to their preschool sessions.

9.2 Guiding Children's Behaviour

We believe that children need guidance and assistance to help them learn to

- express their feelings, needs and wants
- make positive choices
- get on with other children and adults
- regulate their emotions when managing change and frustrations.
- develop skills to support their social and emotional literacy/well-being.

Through role modelling, appropriate language and positive interactions each child will be guided and supported to behave and interact within consistent and realistic limits.

Crucial to supporting children's positive behaviour is planning effectively to support their learning needs. Children who are provided with warm relationships and interactions, positive guidance and support and learning experiences geared to their capacity are more likely to develop positive and pro-social behaviour.

All children go through different phases of development and all children have different dispositions and tolerance for working with others, handling changes / frustrations and working within limits. Educators communicate with families about behaviour as a part of their children's needs. Please do not hesitate to ask questions, seek support or get more information about developing children's behaviour.

9.3 Excursions

Excursions are an important way to extend children's experiences. They provide variety, fun and interesting opportunities for learning and are planned as part of the developmental program.

A risk assessment is undertaken as part of the planning before going on an excursion. This ensures that adequate supervision and safety of young children is given a very high priority.

You will also be provided with details of any intended excursions that are planned, and your written consent must be given for each excursion.

9.4 Additional Services

If your child has additional developmental and learning needs, our Centre is able to access services and/or by referral to:

- Child and Family Health Service (CaFHs)
- Inclusive Directions (disability support programs for child care)
- Department for Education (DfE) support services for Preschool children only, including speech pathology, psychology, behaviour management and other services in response to individual needs.

Please speak to your child's primary carer or the Team Leader in your child's room, if you would like more information about these services

10 Nutrition

We believe that a balanced diet and good nutrition is vital for the physical and mental well-being and development of children. Children attending our childcare/preschool services will be provided with wholesome meals and snacks incorporating all of the essential food groups according to their individual needs and the times they are in care. We also aim to provide a diversity of styles of cooking to accommodate different cultural traditions.

Milk and water are the drinks that are provided at childcare/preschool. We support children to have drinks regularly throughout the day.

Our Centre cook is responsible for the Food Safety program, and ensures the menu is nutritious and meets children's daily requirements. Special dietary needs are catered for i.e. in relation to allergies and modified dietary needs.

We encourage and support parents to continue breastfeeding and follow the nutritional guidelines for storage and handling of breast milk.

We ask the parents/caregivers of children under 2 years to provide breast milk or formulas for their babies or any special food requirements. Apart from this requirement, we will provide cow's milk and suitable food for all children using our services.

We welcome your feedback on menus and we also monitor children's responses to the different dishes provided in the menu in order to provide food which is both nutritious and enjoyable.

Sample Menu

	Monday	Tuesday	Wednesday	Thursday	Friday
Breakfast	Cereal, milk, water	Cereal, milk, water	Cereal, milk, water	Cereal, milk, water	Cereal, milk, water
Morning Tea	Fruit, milk, water	Fruit, milk, water	Fruit, milk, water	Fruit, milk, water	Fruit, milk, water
Lunch	Tuna Patties and Mixed Veg Wholemeal bread and nutellex	Lentil and Lamb Casserole Wholemeal bread and nutellex	Chicken Chow Mien Wholemeal bread and nutellex	Minestrone Soup with Toast Wholemeal bread and nutellex	Hedgehogs with Brussel Sprouts and Carrots Wholemeal bread and nutellex
Afternoon Tea	Fruit Loaf Fruit Platter	Vanilla Pikelets Fruit Platter	Apple Muffins Fruit Platter	Cheese Scones Fruit Platter	Fruit Yoghurt Fruit Platter

NUT / ALLERGENS / EGG awareness policy:

We do not allow nuts in the Centre and ask for parents' support not to send any nuts or foods containing nut products to the Centre at any time. We are also an egg free site; all meals are cooked without egg.

If we find that children have brought a product containing nuts or egg it will be stored in a safe place and we will provide an alternative.

We have children and staff at the Centre who are highly allergic to nuts, nut products and eggs, therefore it is vital that this policy is adhered to.

11 Health Care and Safety

11.1 Emergency & Accident Procedures.

11.1.1 Accidents

Our Centre has a safe and secure environment. Every effort is made to prevent accidents, however if a child does have an accident, staff will take appropriate action. All staff have had appropriate first aid training, first aid kits are checked regularly and restocked with supplies, and a first aid kit is taken on all excursions.

- If medical action is required, every effort will be made to notify the parent/guardian.
- Depending on the severity of the accident an ambulance will be called and the child taken to the nearest hospital.
- If an ambulance is not required, first aid will be provided and an accident report will be filled in for the parent to sign. Parents will be contacted in this instance if the child is distressed and cannot be comforted or if there is a head injury or need for the parent to take further action

11.1.2 Emergency procedures

Emergency procedures are displayed in prominent places throughout the Centre.

Evacuation procedures are practised on a regular basis. When this occurs, children will be evacuated and kept together in the designated and protected area – the meeting point for evacuations is in the middle of the play yard.

An invacuation is a procedure where we gather children together inside, in case of an external threat.

It is important that telephone numbers of parents and emergency contacts are kept up to date - please advise us of any changes to your contact details immediately.

11.1.3 Hygiene and Infection control

Our Centre follows hygienic practices relating to

- Nappy change and toileting procedures
- Food handling
- Handwashing by staff and children – including supervision and instruction in handwashing
- Cleaning routines for toys, equipment, linen, kitchen, bathroom, dining areas, outdoor area inspections
- First Aid provision and cleaning up accidents, handling bodily fluids
- Keeping records of cases of infections diseases and providing information to parents and where necessary, the SA Health department about outbreaks

11.2 Immunisation and Illness

Since 7 August 2020 changes to the Act prohibit early childhood services from enrolling a child and must exclude attendance at that service if all immunisation requirements are not met.

Sturt Street Children's Centre must request that the parent or legal guardian of a child who is enrolled or attends Sturt Street Children's Centre provide an approved current immunisation records at the below times:

- At the child's enrolment.
- At two (2) months after immunisations.

- At four (4) months after immunisations.
- At six (6) months after immunisations.
- At twelve (12) months after immunisations.
- At eighteen (18) months after immunisations
- At three (3) – four (4) years after immunisations.

An Immunisation History Statement provided to Sturt Street Children's Centre must be extracted from the Australian Immunisation Register no earlier than one month prior to a child's enrolment or within the specified age ranges

Child Care Subsidy - Cancellation

Your child must meet immunisation requirements to get Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS). If your child stops meeting these requirements, you have 63 days to start meeting them again. ***If you do not, your subsidy will cease.***

Immunisation History Statement

The early childhood services must request that the parent or legal guardian of the child supplies approved immunisation records for their child. For most children an approved immunisation record will be an extract from the Australian Immunisation Register called an *Immunisation history statement*. The *Immunisation history statement* is a record of immunisations given and recorded on the Australian Immunisation Register, as well as any approved exemptions. It contains a statement as to whether, or not the child is up to date with immunisations. In a few special circumstances, a certificate from the Chief Public Health Officer or a document approved by the Chief Public Health Officer will be required.

Sample of an Approved Immunisation History Statement:

The screenshot shows the Medicare online accounts interface. The left sidebar contains a menu with options: Home, Lodge a Medicare Claim, History and statements, Personal details, Immunisation history statement (highlighted), Organ donor details, Support, Contact Us, and Submit a complaint or provide feedback. The main content area is titled 'Immunisation History Statement' and includes a download link for a PDF version of the statement. Below this, a preview of the statement is shown, featuring the Australian Government logo and the Medicare logo. The statement details the user's information and lists upcoming immunisations.

Immunisation history statement

As at: 28 March 2017
For: AMY JOHNS
Date of birth: 10 October 2008
Immunisation status: not up to date

Schedule	Date given	Immunisation	Brand name given
		No Immunisation Services Recorded	

Next immunisation/s due	Date Due
Diphtheria Tetanus Pertussis	10 Dec 2008
Hepatitis B	10 Dec 2008
Polio	10 Dec 2008
Measles Mumps Rubella	10 Oct 2009
Meningococcal C	10 Oct 2009
Varicella	10 Apr 2010

Notices/s

Request New Statement | RETURN TO ONLINE ACCOUNT

DOES NOT INCLUDE: a letter from a doctor, South Australian Child Health and Development Record (the 'Blue Book') or an overseas immunisation record.

If a child is sick and unable to attend preschool or child care, parents are asked to telephone the service and inform staff about their child's illness and absence.

11.3 Infectious Diseases

The NHMRC recommends that children who are physically unwell should be excluded from attending school, preschool and child care centres

Recommended minimum periods of exclusion from school, pre-school and child care centres for cases of and contact with infectious diseases (Staying Healthy 5th edition, 2013). All information can be accessed from the following site's publication.

<https://www.nhmrc.gov.au/about-us/publications/staying-healthy-preventing-infectious-diseases-early-childhood-education-and-care-services>



11.4 Medication Policy

Educators will store and supervise medication that has been prescribed by a doctor for the individual child, for the period of time specified. This ensures the medication is medically warranted. Analgesics (pain killers) such as *Panadol* or other medications which can be purchased over the counter without a prescription **must** also be prescribed by a doctor. It should be noted that analgesics can mask signs and symptoms of serious illness or injury so will not be used by educators as a standard first aid strategy.

Consequently, you are advised that we will require a letter from your doctor if you want any over the counter medication to be administered to your child/ren

Where the medication has been prescribed for a child, the parent/caregiver must record the dosage and times of administration in the medication register in the child's room and sign to give permission before it can be administered.

*The medication must be **handed** to an educator who **knows the child** and the **information checked before the parent leaves**.*

*Medication given to a child **must have the child's name and dosage on the label, and be 'in date' before staff are allowed to administer it. No medication prescribed for a specific child will be given to a sibling.***

Medication will only be administered by a qualified educator who knows the child, and the dosage will be checked by a second educator. Both educators will then sign the register.

The child will be observed for any reactions which may be attributable to the medication. These will be noted in the register and parents informed.

Paracetamol

If children require or have paracetamol in the morning, they are not to attend child care/preschool. Paracetamol masks symptoms and children may still be infectious to other children and staff. Paracetamol will not be administered unless there is a medication authority form filled out by a suitably qualified practitioner. There would still be an expectation that the child would need to be collected.

Medication from alternative "health care professionals".

Medication from registered chiropractors and/or naturopaths will only be given if educators are provided with a letter from a doctor authorising the medication for the specific child, and the medication form is completed and signed by the parent/caregiver.

11.5 Sending Children Home

There are several situations when you will be requested to collect your child immediately. If your child has:

- any infectious or contagious conditions e.g. conjunctivitis, school sores etc.
- instances of diarrhoea or vomiting
- a very high temperature
- head lice
- become overly distressed for a prolonged period of time and cannot be pacified.

11.6 Sun Smart Policy

As part of our Sun Smart Policy, children and educators are required to wear a Legionnaire or Broad Brim Hat and sunscreen whilst outside between August 1st until April 30th, and whenever the UV is over 3. Clothing needs to cover the shoulders chest and arms, therefore no singlet tops or midriff tops.

We encourage play in shady areas, especially between the hours of 11 am and 3 pm. The service will supply sunscreen, parents may provide sunscreen for sensitive skin if preferred. Parents are asked to support educators to apply sunscreen on arrival, educators will re-apply sunscreen after rest time prior to afternoon play.

11.7 Child Protection

Our Centre is committed to the prevention of child abuse and neglect. All staff are trained to respond to abuse and neglect. We are required by law to report suspected abuse or neglect to the Department for Child Protection. You are encouraged to come and talk to the Director about any concerns you may have, as the needs and care of young children are paramount to our educators.

12 Centre Management

The ELC Advisory Committee is a sub-committee of the Sturt Street Community School Governing Council.

This committee makes recommendations to Governance about financial management, staffing issues, development of the outdoor learning areas and maintenance of the building and grounds. It also has an important role in developing and reviewing the service philosophy and policies.

No experience is necessary to join the ELC Advisory Committee, just interest, enthusiasm and commitment. The Early Childhood Director or any member of the current committee will be happy to give more information to any interested parties.

12.5 Policy Development and Review

This information booklet provides an overview of information about our policies and practices. Parents are welcome to read our full policies which are available in a policy folder in each room. We have a system of reviewing policies on a regular basis.

When a policy is being reviewed, the ELC Advisory Committee will

- ask for feedback in newsletters/emails,
- seek staff feedback
- source updated information including legislative changes, advice from health practitioners, child development information or safety standards
- accommodate the feedback and make a draft policy
- formally ratify and adopt the policy

12.6 Regulations and Standards

Our Centre is subject to the regulations and standards administered by the Australian Children's Education and Care Authority (ACECQA). As we are a Children's Centre for *Early Childhood Development and Parenting*, we are registered under the auspices of the Department for Education and Child Development.

Parents can access hard copies of the regulations and standards from our Centre or via the internet on www.acecqa.gov.au.

12.7 Quality Improvement.

Each year our Centre updates its Quality Improvement Plan (QIP) and Preschool Quality Improvement Plan (PQIP) with consultation from a range of sources e.g. parents, staff, children, AEDC data and the Department for Education (DfE). We use this plan to guide the Centre's development throughout the year and it is also used by ACECQA when the Centre is formally assessed. Services are assessed every 3 years. There are 7 areas of quality that are reviewed in this process.

- Educational program and practice
- Children's health and safety
- Physical environment
- Staffing arrangements
- Relationships with children
- Collaborative partnerships with families and communities
- Governance and leadership

Our Centre was last assessed in 2017 and received an 'Exceeding' rating for all 7 quality areas.

12.8 Parent Fee Policy

Procedures.

Setting and Payment of Fees

- The Governing Council determines the fees required to meet operational costs each year. The Centre will provide 2 weeks' notice of any fee changes, unless circumstances occur beyond our control i.e. change of Government, direction or policy.
- Fees are not charged when the Centre is closed, i.e. Public Holidays and during the Christmas / New Year closure.
- Fees will be charged and are payable for all care booked regardless of use, including all absences. This covers employment of staff in anticipation of numbers enrolled.
- All families must sign, date and return the Agreement to Pay Fees in acknowledgment of having read and understood the terms and conditions.
- Accounts are generated each Tuesday for care already used and are forwarded that day either by email, post or placed in communication pockets.
- Direct Debit deductions will occur fortnightly on a Tuesday after invoices have been sent out.
- Excursions and special events are invoiced separately and payable in advance.
- A receipt which meets Commonwealth Child Care Subsidy requirements will be issued for all payments.
- Preschool fees are charged each term and invoices are posted out and payable to the school.

All fees due must be paid within 7 days of the account being issued unless otherwise negotiated with the Director in writing

Difficulties with payment of fees

Families who are experiencing financial hardship or a change in circumstances are encouraged to contact the Director to discuss and negotiate a payment arrangement before the account becomes in arrears. Periods of care may have to be negotiated should the difficulties remain for an extended period.

Non-payment of fees

When fees become overdue parents will be contacted by email as a reminder and if non-payment of fees occurs within a moderate timeframe, care will be withdrawn.

Any payment arrangements that are not strictly adhered to will be withdrawn immediately upon default and recovery action on the outstanding debt will commence.

Child Care Subsidy

- Assistance with the cost of fees is available from the Commonwealth Department of Family and Community Services via the Family Assistance Office in Centrelink or Medicare offices
- The billing system will display the amount of Child Care Subsidy that is deducted from the full fee.
- Child Care Subsidy can only be claimed if attendance records are verified electronically or signed by the Parent/Guardian on the attendance sheets.
- Child Care Subsidy is not claimable for the late penalty fees.
- Parents must provide the Centre with all ACCS (Additional Child Care Subsidy) paperwork for the reductions to be applied to their account.
- Additional Child Care Subsidy may be applied for by the parent directly to Families

Assistance Office outlining the reasons for financial hardship.

For further information, contact the Director or Finance Officer at the Centre.

Bond

- A Bond is requested in the Letter of Offer and must be paid prior to commencement for childcare children.
- The Bond is held on your behalf until you leave the Centre when it becomes your last one or two weeks of fees, depending on note below.
- If parents opt to have Child Care Subsidy reduce their fortnightly fees, the Bond will be 1 week's fees.
- If parents are ineligible for CCS, the Bond will be 2 weeks fees.

Late Fee

- Booking times must be adhered to, to maintain the required ratio regulations.
- A Late Fee of \$15 per 15 minutes or part thereof will be imposed after 6pm to cover staffing costs. CCS is not claimable for the late fee.
- Before Preschool Care & After Preschool Care will be charged if a child arrives or leaves 15 minutes before or after scheduled time.

Withdrawal Notification

- A minimum of two weeks written notice is required when withdrawing a child.

Sickness

- Full fees are charged. CCS eligibility will apply during illness absences if a doctor's certificate is provided. After 42 days absence without sickness certificates, CCS subsidy will cease.

12.9 Grievance Procedure for Parents

RATIONALE:

- We provide high quality care in accordance with the National Quality Standards (NQS) principles.
- We endeavour to carry out our work in a professional manner being sensitive and responsive to the needs of families.
- As a team of professionals we acknowledge that we constantly need to review, monitor and modify our programs and practices.
- We acknowledge this as a positive part of our continual growth.
- There may be times when parent/caregivers feel dissatisfied, annoyed or unhappy with aspects of our service, and we need to be aware of your concerns.

The following is a range of options that will assist parents to bring concerns to our attention:

Procedure:

- Discuss the matter with the staff person concerned
- Discuss with the Team Leader / Assistant Director in the relevant room
- Failing that - discuss matter with the Early Childhood Director
- Send a letter to the Early Learning Centre Advisory Committee or Governing Council

Resolution Guidelines:

- Clarify and state the problem

- Focus on the problem and not the person
- Offer constructive solutions or alternatives
- Confidentiality should be maintained by all parties.

If an adequate resolution cannot be found through the above procedures, parents are able to contact the Education Complaint Unit on ph.1800 677 435

We are committed to working in partnership with families and finding a solution, but if we are not aware of your concerns we cannot address them 😊

**Welcome once again to the
Sturt Street Children's Centre**



**We look forward to a happy and successful
relationship with your family.**