



Kallahra

CHILD CARE CENTRE

621 Norman Rd
North Rockhampton
QLD 4701

Ph: 0749263400 / 0434036826

Email: office@kallahrachildcare.com.au

Open: Mon-Fri 6.30am-6.30pm

Open-51 Weeks per year

Service closed between Christmas and New Year

Our Philosophy

"Building a Foundation for Learning"

Knowing – our communities, children and families helps build the foundation for us to enhance children's learning.

Advocate – educators support, promote and defend the rights, needs and interests of all children.

Leadership – educators collaborate and empower each other to build a sense of shared responsibility and professional accountability.

Learning environments – are welcoming spaces where children feel comfortable to participate, explore and grow, fostering a sense of belonging.

Agency – educators holistically recognise that children have a right to make choices and decisions and are capable of initiating their own learning.

Harmony – educators place emphasis on genuine engagement with and valuing of children and young people and create environments where their safety and wellbeing is at the centre of thought, values and actions.

Reconciliation – educators are committed to learning how to connect with Aboriginal and Torres Strait Islander people in ways that are inclusive, respectful and builds trusting relationships.

Acknowledge – educators respect the diversity of all cultures by placing children, families and communities at the core of the teaching and learning process.

Code of Conduct

Guideline for Educators:

- Educators shall behave honestly and with integrity.
- Educators shall avoid any act which may bring our profession into disrepute.
- Educators shall work in partnership with colleagues and community organisations to support the well-being of families.
- Educators shall treat colleagues and families respectfully and courteously and without harassment.
- Educators shall maintain a professional relationship with colleagues and parents. Where educators feel a colleague's or parent's behaviour, competency or integrity is in question, they should discuss this with the colleague or parent, if deemed appropriate.
- Educators are expected to follow the service grievance policy when raising a complaint.
- Where an educator receives a complaint from a parent, they should listen carefully to the nature and substance of the complaint. Give due consideration and full account to its content and advise the parent of the formal and informal avenues to obtain consideration of the complaint. If an educator is in any doubt of the appropriate action, they shall seek guidance from senior educators.
- Educators shall not make improper use of:
 - Information imparted to them.
 - Their duties, status, or authority.
- Educators shall work in ways that enhance human dignity and carry out their duties professionally and conscientiously.
- Educators shall ensure that they provide all children and young people with adequate protection against harm.
- Educators will not have personal devices on them while working with children.

Guidelines for Parents:

- Parents shall treat educators with respect and courtesy and without harassment.
- Parents shall become familiar with service policies and procedures.
- Parents shall work collaboratively with their child's educators and management to ensure the best possible educational outcomes for their child.
- Parents are expected to communicate daily with educators and management about their child.
- Parents will notify educators upon drop off that their child is within the service – children are not to be left in rooms unattended.
- Parents are to adhere to the opening and closing hours of the service.
- Parents shall follow the grievance policy in raising concerns about the service.
- Parents will not belittle, harass, intimidate, or threaten educators, the management or another parent- behaviour such as yelling, swearing, using any part of the body to intimidate – pointing fingers in another person's face.
- Parents shall refrain from relentless complaints over the legislative or philosophical operation of the service.
- Parents shall refrain from making constant threats to take legal action against the service as a means of intimidation.
- Parent shall refrain from asking for Educators' or parents' sensitive or personal information.
- Parents will refrain from taking photos or videos of children while at the service.

Guidelines for Volunteers, Trainees and Students:

- Volunteers, trainees, and students are to follow the code of conduct.
- Volunteers, trainees, and students are to agree with the service manager on what times/days they wish to attend the centre.
- The centre must be contacted if the volunteer, trainee, or student is ill or no longer wishes to attend the service.
- To assist educators and children in the running of the daily program.
- Volunteers and students are never left alone with the children or a child. They are not to take a child from a paid educator's sight.
- Volunteers, trainees, and students are to speak to their supervisor if a problem or concern arises.

Failure to comply with this code of conduct may result in the termination of your child's care or, in the case of Educators your employment.

Behaviours Considered a Breach Includes

- Inappropriate language such as swearing, yelling, or screaming at educators or management, using demeaning or non-supportive language, inappropriate written material, or sexual material on work premises or functions.
- Using discriminatory language about another person's culture, language or ethnicity.
- Inappropriate conduct, such as the consumption of alcohol or drugs at the service or during an excursion or work functions.
- Inappropriate contact with young children - no parent or educator shall strike a child as a method of discipline.
- Inappropriate use of facilities and resources such as the personal usage of the company credit card, theft of work belongings or sending inappropriate emails.
- Any behaviour deemed to extend an educator's professional boundaries as outlined in the child protection policy.
- Giving personal information about families or educators to people not authorised to have that information.
- Inappropriate gossip, malicious, negative talk and backstabbing are destructive and will not be tolerated.
- Inappropriate use of social media platforms that bring the company, work colleagues or our profession into disrepute e.g., Discussing work policies negatively on Facebook. Posting memes on Facebook that are very obviously about the workplace work issues or directed at specific educators.
- Inappropriate use of passwords and unauthorised access to email or social media platforms-hacking company computers or those of work colleagues.
- Breaches to the Child Care Subsidy systems or fraudulent behaviour that contravenes the Child Care Provider Handbook.

Welcome to our Service

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.

Kallahra Child Care Centre is licensed under the Education and Care Services National Law Act 2010. The regulations state the requirements that all Child Care Centre's must abide by in relation to activities, experiences and programs, the child staff ratio's, and staff members' qualifications. Kallahra has copies of both the Child Care Act and Child Care Regulations for your perusal.

Early Childhood Education and Care, Department of Education is responsible for the monitoring of Centre's to ensure that they comply with the Act and the Regulations. The telephone number for the Department's information service is 13QGOV (137468).

Kallahra Child Care Centre is open from 6:30am to 6:30pm 51 weeks per year (excluding public holidays). We close for one week between Christmas and New Year. The Centre is currently operating under the following room configurations;

Director – (Responsible Person)

Debbie Matthews

Qualifications – Advanced Diploma in Children's Services
Diploma of Leadership and Management

Infant Room – 6 weeks to 15 months

Maximum children – 8

Child educator ratio – 1 : 4

Educators in Room – Jenny Marsh

Lead Educator

Qualifications – Diploma in Children's Services

Shanella Braseiro

Assistant Educator

Qualifications – Certificate III in Early Childhood Education and Care

Emily Haaksma (support in both Infant and Toddler Rooms)

Assistant Educator

Qualifications – Diploma in Early Childhood Education & Care

Toddler Room – 15 months to 2 ½ years

Maximum children – 8

Child educator ratio – 1 : 4

Educators in Room – Rajwinder Kaur Nandha

Lead Educator

Qualifications – Diploma in Early Childhood Education and Care

Kiraleigh Garvey

Assistant Educator

Qualifications – Cert III in Early Childhood Education and Care

Studying – Diploma in Early Childhood Education and Care

Jnr Kindy Room – 2 ½ to 3 ½ years

Maximum children – 21

Child educator ratio – 1 : 5 (children 2-3 yrs) 1 : 11 (children 3-4 yrs)

Educators in Room – Tracey Coombes

Lead Educator / Educational Leader / Assistant Director

Qualifications – Associate Diploma in Education (Child Care)

Aaliyah Mason

Assistant Educator

Qualifications – Certificate III in Early Childhood Education & Care

Chloe Johnstone

Assistant Educator

Qualifications – Certificate III in Early Childhood Education & Care

Letti Stray

Assistant Educator

Qualifications – Certificate III in Early Childhood Education & Care

Kindy Room – 3 ½ to 5 years
Maximum children – 22
Child educator ratio – 1 : 11

Educators in Room – Tammy Jaspersen
Lead Educator
Qualifications – Diploma in Early Childhood Education and Care

Halima Akhter
Lead Educator
Qualifications – Diploma in Early Childhood Education and Care

Jordan Malone
Assistant Educator
Qualifications – Certificate III in Children’s Services

Schoolies Room – 5 to 12 years
Child Educator Ratio – 1 : 15

Educator in Room – Jordan Malone
Lead Educator
Qualifications – Certificate III in Children’s Services

Judy Clancy
Assistant Educator/Bus Driver
Qualifications – Cert III in Children’s Services

Float/ISS Support

Tiffani Trembath
Assistant Educator
Qualifications – Certificate III in Early Childhood Education and Care

Chloe Haaksma
Assistant Educator Casual Relief
Qualifications – Certificate III in Early Childhood Education and Care

Amy Marsh
Lead Educator Casual Relief
Qualifications – Diploma in Children’s Services

Programming

The Centre's Programs are based on developmental observations and the interests of the individual children and the group. Lead Educators display a Weekly Program and Daily Photo Page to show families the educational activities that their children participate in. Educators take samples of children's work, photos and meaningful events and compile a Journal for each individual child. These are available for parents to view and on completion of the year or if the child ceases care the parent can take them home. This gives the children and their families a record of their time at Kallahra.

The Centre is guided in Programming by the "Early Years Learning Framework" and "My Time Our Place" for school aged children. It conveys the highest expectations for all children's learning from birth to five years and through the transition to school. The "Queensland Kindergarten Guidelines" are also used for those children enrolled in the Kindergarten Program in the Pre-Prep Room.

The "Early Years Learning Framework" communicates these expectations through the following five Learning Outcomes;

- 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.

The Centre can provide on request from parents and guardians, information about the activities and experiences given by Kallahra, the Centre Philosophy about learning and child development outcomes and the goals about knowledge and skills to be developed.

Centre Goals

To incorporate the Early Years Learning Framework in the Program;

- 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.

To grow and improve Centre Programming through Emergent Curriculum;

- Participate in workshops, become educated in Emergent Curriculum.
- Support each other.
- Share Programming ideas.

To grow as a team and strengthen our relationships;

- Support each other.
- Respect each other's ideas
- Communicate effectively

To meet National Quality Framework Guidelines and abide by National Regulations;

- Increase knowledge and confidence.
- Create displays in rooms.
- Professional development and training.
- Reading and understanding.

Feng Holdings Pty Ltd

Our Centre is owned by Feng Holdings Pty Ltd and J&A Childcare Services. The Approved Providers are Sam and Pauline Feng (Phone – 0408156802) and our Operations Manager is Julie Watts (Phone – 0433449600). They are a small privately owned company that owns 14 child-care centres throughout Queensland. Feng Holdings firmly believe in providing quality care for every family that uses the service and upholds a strong commitment to educators and professional development. Your thoughts and suggestions are greatly appreciated and valued by Management. They are open and honest and look forward to providing a stimulating, educational and enjoyable program that allows the individual child to grow and learn.

Educator Information

Our Centre ensures that upon employing educators, their qualifications meet the minimal standards set out in the Education and Care Services National Law Act 2010 and are encouraged to participate in professional development to broaden and upgrade their skills. The Director is responsible for the overall management of the Centre. The Centre maintains correct staffing ratios as defined by the Education and Care Services National Law Act 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 C.P.R. Certificate as well as Emergency Management of Asthma and Anaphylaxis. We support the concept that child free preparation time is desirable. However, it is conditional on the availability of the Director to maintain child/educator ratios. Additional educators may be employed to assist children with special needs.

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 the Centre. At no stage will a volunteer worker be left in charge of a group of children. However, they will interact with the children, giving help and attention as needed.

Parent Involvement

We operate an OPEN-DOOR POLICY, where parents and family are welcome into the Centre at ANYTIME. Parent participation sends strong positive messages to your child that you support them and are part of the child-care environment. There are many levels of PARENT PARTICIPATION and we appreciate that time is of a premium for all parents, but we are happy to accommodate any form of involvement. Educators sincerely wish for you and your child to be happy and feel welcomed at our Centre. Be aware that a three-way relationship between parents, caregivers and the child exists in this setting. Communication is a vital ingredient to the success of this partnership.

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

- Participate in excursions
- Assist in fundraising
- 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, educators cannot assume responsibility for them.

Parent Concerns

Parents are requested to raise any concerns they may have regarding their child's care with the Group Leader in the first instance. Speaking to the Director if the concern has not been satisfactorily resolved should follow this up. The Director will be pleased to discuss any aspect of your child's care and education. If you have any concerns or complaints *please* do not hesitate to consult with the Director, 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 service about any unresolved or sensitive issue, they may phone **0408156802** and your concern will be passed on to the relevant Operations Manager. Further to this, parents are encouraged to contact the Licensees, which can be done writing to Licensee Sam Feng, PO Box 4449, Eight Mile Plains, Qld, 4113. You have the right to contact your local Office for Early Childhood Education and Care on 1800 637 711.

Additional Needs

Before enrolling your child at our Centre, it is important to discuss with us any additional needs your child might have and how we can meet them. Planning for children with additional 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 additional needs or problems your child may have.

School Bus Service

The Centre offers a School Bus Service to children that attend Glenmore State School and St Anthony's Catholic Primary School. We can drop off and pick-up children from these schools for Before and After School Care. Please refer to our Bus Policy in the foyer.

Priority of Access

There are no mandatory requirements for filling vacancies, and providers can set their own policies for prioritising who receives a place.

However, as vacancies in a service arise, providers are asked to consider prioritising children who are:

- Priority 1 – a child at risk of serious abuse or neglect
- Priority 2 – a child of a sole parent who satisfies, or of parents who both satisfy, the activity test through paid employment.

This meets the Australian Government's aims of helping families who are most in need and supporting the safety and wellbeing of children at risk.

Child Care Provider Handbook 2022

Centre Fees/Child Care Subsidy

On enquiry at the Centre, you will be given information outlining the fee structure and the method of payment. Fees may be paid via Eftpos, Direct Deposit, Centrepay or through our Esidebit system (please ask for a Direct Debit form). It is a policy of the Centre to have all fees paid weekly, fortnightly, or monthly in advance. Failure to pay fees in advance may lead to cancellation of your child's enrolment. If you have trouble paying your fees, please do not hesitate to contact the Director, as we may be able to help.

We require advance notice of any cancellation/change to your booking to enable us to fill the place in good time. Fees may be charged in lieu of notice.

To aid in the payment of childcare fees, the Government provides Child Care Subsidy to eligible families. Families need to apply for this by creating or accessing their Centrelink online account via www.my.gov.au to lodge a claim. Parents, please note it is your responsibility to apply for Child Care Subsidy, to follow the relevant guidelines and to notify the Centre of any changes in your circumstances. If your child begins care before the Child Care Subsidy has begun families will be charged full fees.

Child Care Subsidy is not paid when an enrolment ends on an absence so please ensure if you intend on cancelling your enrolment your child attends on their last booked day. If not, full fees will be payable.

If your child does not attend their booked days for 3 consecutive weeks and you have not notified the Service, your enrolment will be cancelled. Any absent days will automatically be charged at full fees.

Parents will be notified in writing 14 days in advance of any fee increase and any change that occurs in how fees are collected and/or charged.

Fees

Kindy 3½ - 5 yrs	12/10/9/6 hr sessions	\$133.00/day
Jnr Kindy 2½ - 3½ years	12/10/9 hr sessions	\$138.50/day
Toddler 15 mths - 2½ years	12/10/9 hr sessions	\$138.50/day
Infant 6 wks – 15 mths	12/10/9 hr sessions	\$138.50/day
Before School Care		\$43.00/day
After School Care		\$52.00/day
Before & After School Care (same day)		\$80.00/day

A bond of \$50.00 is required before a child commences at the Centre which is returned on the child's vacating the Centre provided no fees are owed. Fees increase biannually in January and July.

Allowable Absences

Allowable absences occur when your service can charge a fee for care and claim Child Care Subsidy 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. In addition, Child Care Subsidy will be paid for all absences due to:

- Illness (with a medical certificate)
- Attendance at pre-school
- Pupil free days
- Rostered days off, or
- Rotating shift work

Child's Illness

If a child is absent for one day at a time due to illness, full fees are payable for that day.

Late Fee

We ask for your co-operation in dropping off and collecting children within our operating hours and within your chosen session times. 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 may apply if your child is left at the centre after closing time or after your session time ends. The late fee is not subject to Child Care Subsidy.

Public/Family Holidays

If your child's booked day falls on a public holiday the centre charges half fees. If vacancies allow, the centre may offer a change of day or make up day. The centre also has a holiday rate that can be applied when you take holidays. The rate is half your normal fee, and each family is entitled to four weeks of holidays per year.

Changes

It is Parents responsibility to notify the centre of any changes to the child's enrolment. Two weeks' notice is required to cancel your enrolment or decrease/increase required days of care.

Attendance

A responsible adult known to the Director and/or the Lead Educator/Assistant must bring children into the centre. Only authorised persons (as indicated on the Enrolment Form) will be allowed to collect children from the centre. Please notify the Director either verbally or with a written note of any changes regarding the adult who is collecting your child. An adult other than one known to the centre requires identification (preferably photographic). Parents with custody orders must provide a copy to the Director.

In the case of a non-custodial parent arriving to collect the child, the Director will contact the Police and provide the copy of the order for the police to enforce. On no account will a child 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 Director's 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 could you please inform the Director.

Excursions

Excursions and performances will be arranged from time to time as part of your child's experience at the centre. Parents are encouraged to attend at any time and must sign and pay for their child to participate. The excursion slips will be on display for parents to complete when the need arises. Children who are unable to attend the excursion will remain at the centre with another group. A risk assessment will be completed before any excursion and will be available for families to view.

What to Bring...

Infants (6 weeks – 15 mths)

Parents of babies need to bring the following items in a bag:-

- Enough food for lunch (morning and afternoon tea provided by the service)
- Bottles, comforters, etc (Infant formula needs to be sent in the original tin and clearly named, breast milk will be stored and heated according to best practice)
- At least 2 complete sets of spare clothes, training pants if toileting
- Nappies/baby wipes will be provided by the service

Toddlers (15 months – 2 ½ years)

Parents of toddlers need to bring the following items in a bag:-

- A water bottle
- Enough food for lunch (morning and afternoon tea are provided by the service)
- At least 2 complete spare set of clothes, training pants if toileting (nappies provided by service)
- Items the toddler is attached to, ie. Dummy, teddy bear, etc.
- Sheet and pillowcase (for storage) for rest time, blanket (in cooler months)

Jnr Kindy/Kindy 2 ½ - 5 years

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

- Lunch (including drink bottle) – morning and afternoon tea provided by the service
- Two changes of clothes; and
- Sheet and pillowcase (for storage) for rest time, blanket (in cooler months)

Do not send children in good clothing. Play clothes that can become a little dirty, that enable uninhibited play and that 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.

In cooler months, warmer clothing layers that can be taken off as the day warms up, with shoes and socks, are most appropriate. A bucket hat will be provided free of charge to each child on enrolment. We prefer for the hat to be left at the centre to ensure there is always one available for your child to wear. A NO HAT, SHADE PLAY policy will be enforced and children without hats will miss out on outdoor playing times. Please ensure all items brought to the centre are CLEARLY LABELLED/MARKED. Whilst all care is taken, we will not accept liability for loss or damage.

Child Care and Developmental Concepts

Our Centre provides child-centred developmental programs. The programming is based on observing children on a regular basis, evaluating their needs, and planning activities from these observations. We aim to develop programs to meet the children's needs and therefore enhance individual development. Each child will be pace guided to develop at an individual pace according to his or her unique, individual way. Programs are evaluated on a regular basis. The skills that the curriculum is based on through the Centre are:

- Fine motor (small muscle development eg. Manipulation)
- Gross motor (large muscle development eg. Running, jumping)
- Social (learning to work cohesively with others)
- Emotional (self-esteem, self-worth)
- Cognitive (thinking, problem solving)
- Language (speaking, communicating)

Educators develop programs that are supported by the Early Years Learning Framework for children aged 0-5 years, the Queensland Kindergarten Guidelines for children aged 3-5 years and My Time Our Place for school aged children. The curriculum starts with the children's interests and includes principles of respect, responsibility, and community. 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 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. Videos will only be shown 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.

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 and in the preparation of food. Please refer to our Health and Safety Policy in the foyer.

Toileting

Educators encourage children on all steps of maintaining good hygiene practices ie. Hand washing with soap and drying or wiping hands when complete. Children are encouraged to go to the toilet individually. During toilet training, staff will endeavour to support efforts made at home. Please feel free to discuss your special needs with staff. Hygiene is very important to us....educator's clean toilets and floor areas several times a day. Please refer to our Toileting Policy in the foyer.

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. Please support us by making healthy choices when packing your child's lunch for the day. Recommended foods include sandwiches, cheese, cold meats, fresh or dried fruit, yoghurt and milk or water. The service provides a healthy well-balanced snack for morning and afternoon tea. For more ideas and guidelines, speak to your Director or Group Leader. Please refer to our Food and Nutrition Policy in the foyer.

Rest

All children are required 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 beds for a short period. Quiet activities will be available for selection. Please refer to our Sleep and Rest Policy in the foyer.

Behaviour Management

Our Interactions with Children Policy is centred around 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 behaviour 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 often act impulsively and quickly, being too young and immature to think of other choices or consequences. 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 – 30 month age bracket. When biting occurs, it is often VERY distressing for parents. If your child is bitten, you will probably feel angry. If on the other hand your child is the biter, you may feel uncomfortable. Please remember that this is a natural phase of development for some children and will be dealt with in an appropriate manner by the Lead Educator and Director.

Strategies Educators and Parents may Consider

The frequency of the biting, the time, the environment, and the circumstances prior to the occurrence. Educators also find biting very distressing, often feeling very guilty that they have been unable to eliminate the problem whilst maintaining the self-esteem of all parties involved.

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. For further information, please refer to our Interactions with Children Policy in the foyer.

Hygiene

Educators will encourage children to practice effective hygiene procedures and implement universal hygiene precautions. Hand washing prior to eating, and after toileting is supervised. Educators wear gloves and 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. Please refer to our Health and Safety Policy in the foyer.

Health

Epidemics of infectious illnesses such as Whooping Cough, Diphtheria, Poliomyelitis, Measles, Mumps and Rubella have been rare in Queensland in recent years because most people in the community have been immunised against them.

These diseases do continue to exist in our communities and unimmunised children are not only at risk themselves, but also put other children at risk. 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, unimmunised children will be excluded for the period of the outbreak.

We feel sure you will agree that the problem of sickness and infectious diseases is very serious where so many children are in constant contact with each other. 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.

When children are sick, they need more attention, as well as quiet, warmth and rest. It is impossible to give a child who is placed in a group situation this type of care, as it requires educators to lessen their involvement with the remainder of the group.

THEREFORE, WE REQUEST THAT CHILDREN WHO ARE SICK ARE NOT BROUGHT INTO THE CENTRE.

Please don't feel that we're going to phone you at every sign of a "sniffle" etc, but if we feel your child is in need of medical attention or would benefit from being home or somewhere quiet, we will contact you to inform you of your child's condition. We do appreciate your need to be at work, therefore if you are not able to collect your child, please arrange for someone else to do it. The educators in the centre are not qualified to diagnose your child's condition, they can only voice their concern and suggest what the problem is, using their knowledge and experience from working with children.

IMMUNISATION

The service does not accept children who are not immunised and we are required to keep an up to date copy of your child's Immunisation History Statement (available from Medicare) on file at all times.

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

Condition	Exclusion of Cases
Campylobacter	Exclude until diarrhoea has ceased for at least 24 hours.
Chicken Pox	Exclude until all blisters have dried. This is usually at least five days after the rash first appeared.
Conjunctivitis	Exclude until discharge from eyes has ceased
Covid-19	Exclude 7 days from date of positive test and until well. (Refer to Qld Health for updates and changes to exclusion periods)
Diarrhoea	Exclude until diarrhoea has ceased for at least 24 hours.
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 489 hours later.
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 and has received the appropriate antibiotics.
Meningococcal Infection	Exclude until appropriate antibiotic treatment has been completed.
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 may be required if we have any doubt of your child's suitability to return to the Centre.

Diarrhoea and Vomiting

Diarrhoea and vomiting are potentially contagious, and it is our policy that if your child is suffering from either of these, regardless of the cause, they must be kept away from the centre. This means that if your child has a loose motion or vomits before leaving home in the morning the child is **NOT** to be brought to the centre. Our policy is that a child will be excluded for 24 hours from their last vomit or diarrhoea. We can appreciate that it may be caused by something the child ate, but we can't be sure. We often find that a child who has been sick in the morning usually repeats this throughout the day or even becomes worse, and we have to contact you in any case to take the child to the Doctor. If you are in any doubt at all regarding your child's health, and unsure whether to bring your child, PLEASE DO NOT, as they are usually not well enough to come. The following symptoms will alert you to the fact that your child could be unwell:-

- Unusual spots or rashes
- Unusual behaviour (your child is cranky or less active than usual, cries more than usual, feels general discomfort, or just seems unwell)
- Feverish
- Conjunctivitis (tears, redness of eyelid lining, irritation, followed by swelling and discharge)
- Breathing trouble
- Mucus discharge from the nose (thick, green, or bloody)
- Diarrhoea
- Vomiting
- Loss of appetite
- Sore throat or trouble swallowing
- Infected skin patches
- Severe, persistent, or prolonged coughing
- Frequent scratching of the scalp or skin
- Headache, stiff neck
- Yellowish skin or whites of eyes; and
- Unusually dark, tea coloured urine

What to do when a child has symptoms?

- Consult your Doctor
- Keep your child away from the centre so that others are not infected.
- Contact an appropriate educator and enquire if other children are suffering similar symptoms; and
- Consult the centre handbook for exclusion times and procedures in relation to giving medication at the centre.

It is important that you report any illness to appropriate educators as this allows them to;

- Watch for signs of illness in other children; and
- Alert other parents, particularly those who may be at risk themselves or who may have children who are at risk.

What will Educators do if your child develops symptoms?

As soon as educators become aware that your child is unwell, they will contact you. As educators do not have the facilities to take care of sick children adequately for any length of time, and as infection can move swiftly through a group, we will ask you or your nominee to come as quickly as possible. Please refer to our Health and Safety Policy in the foyer, a clearance from your Doctor may be required for you to return.

Parents, please ensure that the Centre has your correct phone number.

Injections

Injections will not be administered whilst your child attends the service as educators are unqualified to do so.

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 Lead Educator or the Centre Director 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. Parents will have to fill out a Medication Form authorising educators to administer the medication. Please refer to our Administration of Medication Policy in the foyer.

Prescribed Medication

Prescribed medications will only be administered if the pharmaceutical label is correct and intact, medication will only be administered following directions on the bottle when parents have signed an authorisation form eg. Dimetapp, Demizon, and Panadol. Should this continue for three consecutive days, it would be advised that the Director ask for a Doctor's opinion rather than continue administering a non-prescriptive medication.

Management of Asthma

Nebulisers/Volumatics will only be administered with your Doctor's written consent. Parents are asked to demonstrate to educators, with the child, the procedure before the initial dose. In the case of a child susceptible to an acute asthma attack, medication may be permanently left at the service. We also require an Asthma Management Plan to be written by the Doctor and left on file at the service. This needs to be reviewed every 6 months.

Parents with a child with a medical condition will receive a copy of the services Medical Conditions Policy.

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. 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. Please refer to our Incident, Illness, Trauma, and Injury Policy in the foyer.

Emergency and Evacuation Procedures

In case of an unforeseen emergency, 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. Every effort will be made to make evacuation procedures enjoyable rather than stressful events for the children. 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 and children. Such practices include:

- The storage of chemicals in locked cupboards.
- Checking the safety of sandpits and outdoor equipment.
- Children's awareness of personal safety, ie not throwing equipment, walking inside.
- Risk assessments.

Child Protection

Our service is committed to the protection of all children in our care by providing child safe environments. Just like adults, children have human rights across the full spectrum of civil, cultural, economic, political, and social rights.

From 1 July 2017, early childhood education and care (ECEC) professionals are mandated by law to report child safety concerns to the department, where there is a reasonable suspicion that the child has suffered, is suffering, or is at unacceptable risk of suffering, significant harm caused by physical or sexual abuse, and there is not a parent willing and able to protect the child from harm. Please refer to our Child Protection and Safety Policy in the Foyer.

Noticeboards/Newsletters

Important information will be displayed on notice boards throughout the centre. Newsletters emailed regularly provide current news on the centre and its activities. Important information will also be sent to families via Email. Please ensure the Service has your correct details on file.

Birthdays

Birthdays are special times for children and the centre enjoys sharing the occasion. You may like to help in this regard by providing cupcakes, biscuits, packet cake (for the children to prepare) etc on your child's birthday or the closest day to it. To minimise cross infection, we ask that cupcakes are provided. Please consider the children in your child's group may be allergic to sugar, flour, etc. (you may like to consult your child's Lead Educator first)

If your child has any special dietary requirements or restrictions, please convey these to the Director and Lead Educator to ensure the child is correctly fed.

REMEMBER we can always arrange celebration time to coincide with your availability to join us. As children get older, they often have birthday parties at home with their friends from the centre. In order not to hurt feelings, the issuing of invitations is best handled quietly between parents outside of the centre.

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 be appreciated if your child could be dissuaded from bringing in toys. Cuddly or security toys are welcome but need to be clearly named, if you have any CD's that you would like to have played during rest time, please bring them in and we will be happy to play them for your child.

Lost Property

At the Service 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 are still uncollected after a period are donated to a local charity.

Arts and Crafts Materials

In our quest to extend each child's imagination and creativity, and to support the Service's commitment to caring for country we are happy to recycle your unwanted items.

We can use any of the following;

Alfoil	Old typewriters	Dolls, toys	Old pots and Pans
Pot plants	Old calculators	Sheets	Wool, Felt, Lace
Cotton reels	Old cameras	Buttons	Wrapping paper
Wood off cuts	Paper	Cardboard	Dress up clothes
Matchboxes	Any old furniture	Hessian	
Pipe cleaners	Lids	Material scraps	
Sawdust	Paddle pop sticks	Old bedspreads	
Seeds	Sandpaper	Old phones	
Shells		Old radios	

Please collect these items for us. They would be much appreciated and well used. Before you throw them out please consider the service first.

THANK YOU AGAIN FOR CHOOSING US TO CARE FOR YOUR CHILD. WE LOOK FORWARD TO A LONG AND HAPPY ASSOCIATION WITH YOUR FAMILY.