

Snowy Valleys Council

Children's Services Parent Handbook



TUMBOOSH



Tumbarumba Before And After School Care
And Vacation Care

**Khancoban
Preschool**





We would like to acknowledge the traditional custodians of this land and pay respects to Elders past and present.

Welcome. Our Parent Handbook explains imperative information you will need to be responsive of whilst your child is in attendance at our Service.

Our uniqueness lies in our connections with the community, our children, employees and families. We believe that children are central to all that we do and the relationships and partnerships we have are pivotal in creating a high-quality education and care services. We have an open-door policy. You and your family are welcome to visit our Service at any time

The following are the education and care services we provide:

Carcoola Children's Services – Provides education and care for children between 6 weeks of age to school age. Located at, 39 Bridge St Tumbarumba NSW 2653. The service operates from 6.45am to 6.00pm Monday through Friday. It is a long day care facility where lunches and snacks are provided a qualified cook. The center caters for 55 children per day.

Khancoban Preschool - Provides education and care for children between the age of 3 and 5 years of age. Located at, 1 Chisholm St Khancoban NSW 2642. The services operates from 8.30am to 4.00pm Monday, Tuesday and Wednesday. The preschool is funded under the "Start Strong" program and caters up to 17 children daily.

Puggles Children Services Van - Puggles is a mobile long day care and provides care and education to six venues; Adjungbilly, Brungle, Ladysmith, Rosewood, Tarcutta and Tooma. A 6-hour session is offered at each venue.

Tumboosh - Tumboosh provides education and care for children attending primary school before and after school and vacation care. Before school and after school run from 7.00am to 9.00am and 3.00pm to 6.00pm respectively. Vacation care occurs during the school holidays and runs from 7.00am to 6.00pm Monday through Friday.

Khancoban Toy Library – This service is located within the Khancoban Preschool and requires membership to borrow children's resources for leisure. It operates on Monday, Tuesday and Wednesday from 4.00pm to 5.00pm.



Tumbarumba Toy Library - This service is located through the Visitors Center in Tumbarumba and requires membership to borrow children's resources for leisure. It operates on Wednesday, Thursday and Fridays from 10.00am to 2.00pm.

Children's Service Philosophy

Each of Snowy Valleys Council children's services are unique and reflect the type of service, and the communities they provide education and care in. Our services are vibrant, flexible and responsive to the needs of our families, communities and ever-changing environments.

The following information contained in this *Children Services Handbook* is to assist you and your child to transition smoothly to one or more of our Services' and enjoy your time with us.

Toy Library

The aim of Toy Library is to provide surrounding communities and children in isolated areas access with age appropriate toys and resources, which support their needs.

Toy Library caters for children ranging from 1month to primary school of age and have an extensive range of toys and games available and deliver resources to a point near you.

At Toy Library, you can borrow from a wide range of quality toys that have been chosen to support your child's skill development and imagination. We have resources that are developmentally appropriate for children from infancy to primary school aged - including puzzles, board games, dress ups and whole a lot more.

A membership form needs to be completed and a yearly fee is charged, making it very affordable for families to join up at any time and borrow from the extensive range of toys available at both sites. You are very welcome to come into both sites and take a look at the range of toys that we have on offer to borrow to ensure they will meet your child's needs. If you are unsure we have staff that can assist you in that process and help provide support to families to meet children's needs.

Before you Begin at Our Services

There are a few processes we must take you through and a few legal requirements we must satisfy. Taking you through your Information Handbook, satisfies most of the legal requirements, because we are giving you the information you will need to settle into our service.



You will be asked to have a *Family Induction* with your chosen service and shown through the service with important aspects pointed out e.g. Quality improvement Plan, services policies and procedures, attendance record to complete security.

Before your child begins at the services, you will need to provide the following:

- Log on to your MyGov account to accept the enrolment within 14 days otherwise you will be charged the full daily fee. (currently *not applicable to Khancoban*)
- Customer Reference Number for account paying parent and child
- Combined completed Enrolment Form and Complying Written Agreement (CCS only)
- Copy of child's birth certificate
- Current Immunisation History Statement from Medicare or Medical exemption from your GP
- Copy of parent/guardian Health Care Cards
- Updates of Immunisation History Statement as they occur from Medicare
- Copies of any Court Orders or Apprehended Violence Orders if applicable
- Transition visits to the Services for your child
- Risk minimisation and Communication form

Children with allergies. Parents are requested to fill in their child's allergies on the enrolment form & display, the symptoms or reaction, medication and treatment, foods or items to avoid.

Immunisation - Medicare

From 1 January 2018, children who are unvaccinated due to their parent's conscientious objection can no longer be enrolled in child care. The Public Health Act 2010 prevents NSW child care centres from enrolling children unless approved documentation is provided that indicates that the child:

- Is fully immunised for their age
- Has a medical reason not be vaccinated
- Is on a recognised catch up schedule

The relevant vaccinations are those under the National Immunisation Program (NIP), which covers the vaccines usually administered before age five. These vaccinations must be recorded on the Australian Childhood Immunisation Register (ACIR).

Families eligible to receive Child Care Subsidy (CCS) and have children less than 20 years of age, who may not meet the new immunisation requirements, will be notified by Centrelink.



 *Relates to Children's Services Policies Immunisation.*

Family Induction


Each service will conduct a face to face site specific induction prior to your child starting in the service. This will be organised with staff and the carer/parent/guardian. Should you have any specific questions we ask that you address them in this induction and should you have any further queries after this induction please free to contact the Coordinator or Team Leader of the Children Service.

Transition to the service

Orientation is an important start for your child and family to connect to our Service. In collaboration with families, a transition plan is developed. This gives you and your child the opportunity to gain an understanding of the service's program, the lay out of the service, where to find things, provide Educators with additional information about your child and how we can best support their transition and settling period.

If your child is reluctant to attend, please discuss this with their assigned Educator so that they can develop strategies with you to support the transition from home to the Service. You are welcome to take photos of your child in our environment to show and discuss at home. Some children like to take a book from our library to read at home and return on the next visit.

Communication between home and the Service must be open and happen often to best support your child during this time. There may be tears and extra tight hugs when saying goodbye for the first few weeks but there are always cuddles, reassurance and genuine care from Educators for both the children and their families. Sometimes this experience is upsetting more so for the family, not the child. We understand this and offer support through phone calls during the day, photos and open communication.

 *Relates to Children's Services Policies Orientation – New Families and Prior to Commencement at the Service*

Saying goodbye

Ideally, your child will be settled at an activity before you leave, however some children find it hard to settle until their parents have gone. What works best is a set routine so try to establish the care routine from the orientation process. Being well organised and avoiding a rush usually results in a calm start to the day.



Most children will want to have a look around first to see who else has arrived and to look at what activities are available. Please tell your child when you are leaving as they may become upset if they haven't had the opportunity to say goodbye. This will gain trust from the child, not only in you but in the Educator, who is reassuring your child about their day and when you will return. Rest assured; we'll contact you if your child becomes distressed

What to Bring

All inside a bag:

- A sun safe broad brimmed hat. No caps allowed. The services supply SPF 50+ sunscreen. Please supply your own if child has sensitive skin or allergies to certain brands.
- Cot sheet for summer and also a blanket for winter. These will go home with your child after each attendance.
- A spare set of season friendly clothes
- A wet bag for soiled/wet clothing
- Nappies and formula if needed
- Library bag
- Comforter e.g. teddy bear, blanket to settle
- Sensible shoes e.g. Joggers for your child to wear when walking and playing
- Water bottle
- Please label all belongings.

Clothing

Families are responsible for their children's clothing. We will endeavor to return all clothing to you, this may be difficult at first when your child is not used to putting their clothes in their bag. This is a skill taught and encouraged during a child's time at the services. The services encourage parents to dress their child appropriately and according to the weather and conditions. We also ask parents to pack a variety of extra labelled clothing for weather changes and accidents.

Some parents are concerned when their child comes home with dirt and paint on their clothes. Sand, mud, water and finger painting offer wonderful opportunities for creative play. During these times we actively encourage the use of available art smocks and aprons. We ask families to send their child in everyday play



clothes. Easy to launder, non-restrictive and inexpensive outfits are the best for their busy, varied and active day.

The Importance of Spare Clothes

Every now and then accidents occur and it may be necessary for your child to get changed into a fresh set. Please include a complete change of clothes every day which can stay in your child's bag...just in case!

Sleeveless singlets and dresses are not appropriate clothing in summertime and children will be changed into sun safe clothing if they attend in clothing that does not offer any protection from the sun. We also ask that children are sent in appropriate footwear that is supportive and meets the needs of the children's gross motor activities. Slip ons, crocs and thongs are not suitable for physical activities during play.

✚ *Relates to Children's Services Policies Clothing and Comfort*

Arrivals and Departures

For safety and security reasons ALL children must be signed in on arrival, and signed out on departure. The times must be noted.

No child will be allowed to leave our Service with a person who is not stated on the enrolment form. NO CHILD WILL BE RELEASED TO PERSONS UNDER 18 YEARS OF AGE.

If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child/children within an hour of the Service closing, then we will contact Department of Education and Communities and the Police to take responsibility of your child.

Court Orders

Parents must notify the Service if there are any Court Orders affecting residency of their children and a copy is required for the Service. *Without a Court Order we cannot stop a parent collecting a child.*

Withdrawal/Cancellation of Attendance

Parents are required to provide the services with written notice of their intention to withdraw their child from the services two weeks prior to withdrawal. Fees must be paid for these two weeks. **N.B:** Your child **MUST**



attend the sessions stipulated in the two-week notice. Failure to do so will result in full fees being charged back until the child's physical last attendance as stated in your *Complying Written Agreement*.

Fees

Fees are charged and payable fortnightly. If you are claiming CCS, the amount you have to pay will be the gap between applied CCS and our child care fees. (not applicable for Khancoban as they are funded through Start Strong)

✚ *Relates to Children's Services Policies Payment of Fees, and Overdue and Outstanding Accounts*

Payment of Fees

Fees must be paid fortnightly. Invoices/statements are issued fortnightly and are either emailed or posted as per the directive in the enrolment form. Payment can be made by;

- EFTPOS or Phone Payments
- Direct Debit

BSB: 082-865 **Account number:** 509961517 (National Australia Bank)

Stating the child's surname, first initial and the following reference for each service:

Carcoola - Car, Puggles - Pug Khancoban – Khan

Please note: Cash will not be accepted unless under exceptional circumstances and prior arrangement with the Manager. Please keep all receipts for future reference.

✚ *Relates to Children's Services Policies Payment of Fees, and Overdue and Outstanding Accounts*

Non-Payment of Fees

Fees must be paid fortnightly. Overdue fees may result in cancellation of your child's enrolment at the services. Ongoing and recurring debts will be referred to Snowy Valleys Council Administration and additional costs for debt recovery action will be an additional liability to the debtor. If you have any issues with payment, please bring it to our attention immediately.

✚ *Relates to Children's Services Policies Payment of Fees, and Overdue and Outstanding Accounts*



Allowable Absences

Children's Services that claim childcare subsidy can be paid for any absence from approved care your child attends for up to **42 days per child per financial year**. Additional absences beyond 42 days for certain reasons may be approved and paid. Please talk to us about the additional absences.

Public Holidays

The services are closed on public holidays. 50% of your gap fees (if claiming CCS) are charged for public holidays or 50% of your daily fee will be charged for public holidays (for services not under the CCS system).

Christmas Close Down and School Holidays

Between Christmas and New Year, the services have a compulsory shut down period. Exact dates are advised at the end of the year for each service. Fees are not payable during this period. Khancoban closes for all school holidays in accordance with Victorian school timetable.

Complaints

We value strong collaboration and respectful relationships between families and employees and should you feel unhappy about any aspect of the service, we strongly encourage you to talk with the service Team Leader/Co-ordinator. If you feel you need to take it further, please contact the Manager of Community Services at Snowy Valleys Council. At all times Council will need to maintain its legislative obligations under the Privacy Act and therefore, ask that social media not be used as a form of communication for voicing any complaints. If you are not satisfied with any of the actions taken you can contact the NSW Ombudsman, NSW Commission for Children and Young People or Australian Children Education and Care Quality Authority.

 *Relates to Children's Services Policies Complaints Management.*

Service Policies and Procedures

You will find a copy of our Service policies and procedures at each service. We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and Regulations.

Educators cannot make exceptions for individuals unless the Nominated Supervisor or Management do so on account of serious and/or unusual circumstances.



We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures adhere to family's needs and meet required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures

Communication

Everybody has a different communication style and time for communication. We understand that mornings and afternoons can be a little rushed, and not the best time to discuss your child's day.

There are many types of communication we use within our children's services, these may include:

- ✓ Newsletter
- ✓ Phone calls to your work
- ✓ Emails
- ✓ Letters
- ✓ Face to face
- ✓ Daily reports that are emailed
- ✓ Family weekend forms
- ✓ Mid-year and End of year interviews
- ✓ Formal meetings

 *Relates to Children's Services Policies Communication, and Family Communication*

When should I not send my child to the Service?

As all our Childcare Services are guided by ACECQA we are required to implement and encourage good hygiene practices as outlined in "Staying Healthy in Childcare". As many children enter childcare with developing immune systems they may not have been exposed to many infections. The way that children interact in education and childcare services means that infections and diseases can spread very quickly in a variety of ways.

Our Service is a busy and demanding day for the bodies and minds of our children, we are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care.



To try and prevent the spread of disease, please monitor your child's health and watch for:

- High temperature
- Diarrhoea
- Red, swollen or discharging eyes
- Vomiting
- Rashes
- Irritability, unusually tired or lethargic

Please do not bring your child to the services if they display any of the above symptoms. If a child becomes ill whilst in care and education, the child's parents or person responsible for the child will be contacted to organise collection of the child. If the child is unable to be collected, educators will contact the child's emergency contact for collection.

Your child should not attend the Service if they have had Panadol or Neurofen within 24 hours for a temperature. It is extremely important that staff members are aware if a child has had either medication so we do not re-administer and potentially overdose.

The other consideration is that medication of any type should not be added to a child's bottle. Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease.

If your child has been away due to illness, please check with the children's service as to whether or not you will need a doctor's certificate before your child returns.

✚ *Relates to Children's Services Policies Procedure for Sick Children, Exclusion from the Services for Sick Children and Staff, Infectious and Communicable Diseases and Exclusion for Fever, Prescribed Medication and Infectious Diseases*

Medication

Educators can only administer medication to a child from its original packaging with pharmacy instruction sticker.

On arrival at the Service families, must give medication to Educators for safe storage and complete a medication authorisation form. Under no circumstances should medication be left in children's bags.

✚ *Relates to Children's Services Policies Medication, Medication Procedure.*



Educational Program

We follow the Early Years Learning Framework as per our programming policy. This is Australia's first national Early Years Learning Framework for early childhood educators. The aim of this document is to extend and enrich children's learning from birth to Five years and through the transition to school.

We are committed to providing a developmental and educational program, which caters for each child's individual needs, abilities and interests. Our program will continue to develop as we use the relationships children have with their families and communities, working in partnership with parents, to ensure each child's knowledge, ideas, culture, abilities and interests are the foundation of our programs.

We encourage children to be responsible for their own learning through choices in experiences, interests and routine. We use conversations, actions and play as the basis for teaching which involves the children being partners in teaching by seeking out ideas, opinions, thoughts and questions. We encourage children in promoting their independence and self-help skills by assisting within the routine and involving the children in interest-based projects to further enhance their learning and knowledge. We value children and family input and encourage family involvement in order to gather a comprehensive and holistic view of the child.

We know that children learn effectively through play and Educators who are diligent in their responsiveness to each child support this. Applying strong intentional teaching practices will provide the children with an authentic and meaningful learning environment that challenges, supports and nurtures a child's development.

If we as Educators have any areas of concern, we will inform you and advise where help may be pursued, e.g. speech therapist. We understand this is a sensitive topic and it is always your decision to follow this up. Educators are willing to discuss any aspect of learning and development with parents.

Bush School Nature Program is also utilised at some of our services, that is based in eco-sustainability and the benefits of learning through actions and assisting children to solve problems for themselves. We believe that our children, like us have a responsibility for the environment in which they live. Bush School Nature Program is an evolving part of what we offer.

Children Services is also moving towards more online learning platforms such Story Book. Families can use this as a communication tool to interact with educators about their children's learning and day to day activities. Only those families "tagged" in the stories are able to see the photos and comments. The information used to operate these platforms comes enrolment forms which you either agree to use or not.



Photos

Photos are taken of children for observational and recording purposes. These photos are displayed with the services only. Sometimes, we may want to use a photo of your child for promotional purposes outside the services e.g. Local Show display, services brochure or website; in these circumstances we will ensure we have your permission to use the photo through the completion of the *Media and Photographic Consent Form*

✚ *Relates to Children's Services Policies Confidentiality and Privacy.*

Confidentiality

We are committed to protecting your privacy. We support and are bound by privacy laws to ensure strict confidentiality is maintained.

To plan programs with you we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law. We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time, or request a copy of information in the file.

✚ *Relates to Children's Services Policies Confidentiality and Privacy, Records Management, and Retention of Records.*

Toys

The Children's Service has an abundance of toys and we ask that children do not bring in toys from home. This eliminates toys getting lost, broken, disappointment for other children and responsibility on Educators to track numerous toys throughout the day.

Behaviour Guidance

Educators follow a Behaviour Management Policy that extends across services giving consistency of expectation in all rooms. This policy allows children to develop self-discipline, a respect for others, for property and respect for self, whilst learning to regulate their behaviour. If you require further information on this policy please ask Educators and refer to the Policy manual.



Physical Play

Physical play includes activities that use physical movements to allow children to use their energy, enhance their concentration, motivation, learning and wellbeing. We feel physical play is a vital part of everyday life. We believe in providing children with a range of physical activities and experience on a daily occurrence for them to challenge their large and small muscles, allowing them to gain increasing control over their bodies as they learn the importance of physical play.

Physical play provides children with the opportunity to:

- Develop strong bones and muscles,
- Improve strength and balance
- Develop Flexibility and coordination
- Develop Fundamental Movement Skills
- Develop spatial awareness
- Develop mathematical concepts
- Be confident as they learn to control their bodies and understand their limits
- Learn to cooperate and share with others
- Promote healthy growth and development

Sustainability

Our Children Services are passionate about sustainability. We believe in supporting children to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Services, infrastructure and teaching.

In order to empower our sustainability program we emphasise children's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, encouraging them to participate in a recycling program, reducing energy and conserving water. We aim to provide children with the skills and knowledge required to become environmentally responsible.

Sun Safety

We are a SunSmart services and follow the recommendations of The Cancer Council and Sunsmart program. Between October and March, we minimise our outdoor activity between 11 am and 3pm or when there is extreme heat. During these months please dress your child in clothing that is cool but protects them



from sun damage and supply a broad brimmed hat. **Caps** do not offer enough protection. Children who come to the services with a cap to wear will be loaned a broad brimmed hat or play indoors.

Excursions

Children are taken on regular outings (walks within the local area) and excursions that are further afield. Excursions are trips, out of any of the services, and are based on children's interests, planned for and; notice is given to parents in advance and parental permission sought. Sometimes there is a fee attached to attending excursions.

Community outings will also form part of the services excursions. These will not always be applicable to all services but may include ANZAC day, School visits, local shops, Remembrance Day, Community Reading Day. Parents will be notified in advance for each of these events.

Incursions

Occasionally we may have an artist, children's entertainer or petting zoo etc at any of the services. Families are given notice in advance of the event and siblings and other children may be invited. Sometimes there may be a fee attached to the incursion. Parents/caregivers/guardians are encouraged to participate and contribute to these incursions by sharing through career information days and life experiences.

A *Risk Assessment* is undertaken for all excursions and incursions and can be found at the service where they are being held should you wish to access them.

 *Relates to Children's Services Policies Excursions and Outings Incursions*

Meals

We encourage children to follow healthy diet guidelines and therefore, we strongly advise against children bringing the following: chips, sweet biscuits, cakes, sweets, chocolate covered foods and fizzy drinks. We would prefer that children bring fruit, sandwiches and other nutritious foods. If your child prefers to drink from their own drink bottle please send them with an empty drink bottle.

We implement the "Munch and Move" program, throughout our children services and more information can be found: <https://www.healthykids.nsw.gov.au/campaigns-programs/about-munch-move.aspx>

Carcoola Children Services supplies the children's lunches and snacks and is based on nutritional audited menus.



Birthdays

If you celebrate birthdays in your culture and would like your child to celebrate with their friends, we are happy for a cake to be brought in that has been purchased. Due to the changes to the food handling laws and guidelines for vulnerable people we cannot serve cakes to children that have been cooked at home.

✚ *Relates to Children's Services Policies Birthday Cakes*

Breastfeeding

All children's services support breastfeeding. Families that are breastfeeding should speak to the Nominated Supervisor or Responsible Person to be aware of our policies on storing and serving breast milk. Families that are formula feeding should also consult our Nominated Supervisor or Responsible Person to be aware on how we need the formula prepared and stored.

✚ *Relates to Children's Services Policies Nutrition*

Allergies or Asthma

All Children's Services require a *Medical Action Plan* filled in by your Doctor to assist in managing your child's needs. The Action Plan is to be updated every 6 months, along with a *Risk Minimisation and Communication Form*.

✚ *Relates to Children's Services Policies Allergies and Anaphylaxis, and Nut Free*

Accidents

The Nominated Supervisor will contact parents immediately if a child is involved in a serious accident at the Service. As a matter of extreme importance parents must ensure that the Service has up to date emergency contact numbers.

An incident report will be filled out for all accidents, injuries and illnesses. This will contain details of the accident /injury/illness, any first aid that was administered, and be signed by the parent.



Children's Safety

- ✓ Never leave children unattended in cars while collecting children from each Service.
- ✓ Cars parks are dangerous places for children. Always hold children's hands when arriving and leaving the Service.
- ✓ Never leave a door or gate open.
- ✓ Never leave your children unattended in a room.
- ✓ Children are not permitted into the kitchen and laundry areas.

Workplace Health and Safety

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general Work health and Safety, please contact the Nominated Supervisor immediately.

Educators

Educators' practices and the relationships they form with children and families have a significant effect on children's involvement and success in learning. Children thrive when families and educators work together in partnership to support young children's learning. Children's early learning influences their life chances. Wellbeing and a strong sense of connection, optimism and engagement enable children to develop a positive attitude to learning. (Early Years Learning Framework p.9)

We strongly encourage communication between families and educators to ensure continuity in what we are delivering to your child and acknowledge that the role of the Educator is to work in partnership with families; children's first and most influential educators

All services are staffed with Educators who hold or are working towards a minimum of Certificate III in Children's Services. Employees are selected according to the National Regulations and Snowy Valleys Councils, Human Resources policies and procedures.

Employees work under Councils *Code of Conduct and Early Childhood Australia Code of Conduct*.

✚ *Relates to Children's Services Policies staffing and Snowy Valleys Council Children's Services Qualification.*



Educator Ratio and Qualifications

We meet all legal requirements in relation to child to educator ratios (adults 1:4 (0-2 yrs.); adults 1:5 (2-3 yrs.); adults 1:10 (3-5 yrs.), and the qualifications of our educators. All Educators hold First Aid qualifications, completed Working with Children Checks and attend monthly Educators' meetings.

All educators are required by law to mandatory report.

(Our Educators are continually evaluating how our curriculum meets the education needs of our children and reflecting on ways to improve children's learning and development. They are encouraged to attend further professional training and development.

For further details on the qualifications of the Educators, please see our Nominated Supervisor.

Students and Work Experience

We believe strongly in adult education and supporting those who are studying. In the services we may have work participants that are studying or providing an experience placement for a student from a learning institution. We will advise, normally by way of a notification on the door that we have a student from an institution and who they are. All work participants are assessed for 'Working with Children Checks' before commencing their placement.

Lockdown and Emergency Evacuation

An emergency evacuation plan is displayed at every emergency exit and is practised every three months with the children. It is important that they are familiar with these procedures, as it lessens their anxiety should we have a real situation. If you are in the service when this occurs; please remain calm, take your child's hand and follow the employee to the designated areas. During drills families will not be able to leave until the drill is completed.

 *Relates to Children's Services Policies Emergency and Evacuation*

Gifts and Benefits Procedure

Children's Services often receive a number of gifts from families during the festive season and we greatly appreciate this gesture. However, the *Code of Conduct* as well as Council procedures say that we must not accept any single item of more than token value i.e. more than \$50. Any gifts received will be shared with the whole of children services.



Parent Participation

The Service has an Open-Door Policy and actively seeks and encourages families to be involved in the Service. This can range from evaluating and adding input to your child's program and observations, volunteering within the Service and sharing skills & experiences that the children and the program will benefit from.

You can be involved in the Service's Family Committee. Your involvement can be as formal or active as you like as time permits. We respect that time is limited for most families and we ask that you inform us as to your preferred way of communication. We can arrange meetings with your child's Educator at a time that suits you throughout the year and offer email, SMS, Facebook, Newsletters, Day Book Journals and pride ourselves on strong verbal communication on a daily basis. We seek input from families on all aspects of the Service but in particular, your child's goals, observations and program.

If, for any reason you question or do not understand any aspect of the Service or your child's experience we have a Grievance Policy that supports all stakeholders in our community and like all policies, is available for families to consult and implement at any time. Copies of our policies are available in each room, the office and parent library. You are welcome to take a copy home and review at your leisure.

Family Skills, Interests and Talents

We welcome and encourage the involvement of all parents/families at our Children's Services. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities and knowledge. There are many ways for your family to be involved. We understand that our busy lives can't always afford the time, however any contribution no matter how big or small is much appreciated. Here are just a few ideas.

Your Occupation or Hobby

You are the most important person in their world. We welcome all families to the Service to talk about their occupation or hobby (e.g. music, craft, cooking). Everything parents do interest children and these talks are the best educational resources you can provide for the Service.

We use information that has come from discussions about occupations and hobbies in our program and the ideas explored which can turn into interest projects providing valuable learning.



Your Home Culture

Your home culture is most welcome in our Service. We would greatly appreciate if you were able to share with our Service aspects of your culture and family life. This would assist us to enrich the lives of all our families and children.

Reading (Especially good for Grandparents)

Children love to be read to. If you or your parents have the time please contact your room Educators to organise a day for reading.

Recyclable Items

We are always on the lookout for recyclable items for the rooms. Empty food containers, ribbons, wrapping paper, towel tubes (not toilet rolls because of hygiene issues) paper or anything interesting from your work is much appreciated.

Special Events

Our Service organises special events throughout the year. Keep an eye out, as your child is sure to be a star!

Suggestions

Families are encouraged and welcomed to visit or call our Children's Services at any time. By taking an active role in the early childhood education process, parents can help ensure that their child has all the support they need to develop to their full potential. This connection is a key component of a child's development and supporting further learning. Parental and family involvement in early childhood education will help improve learning outcomes for children by ensuring that they have all the support they need to succeed. If you have any suggestions, ideas or questions please let us know.

School Transition

In all Children's Services families, children and educators will together develop a transition plan collaboratively, designed to accommodate needs of both the family, child and the children's services. This information sharing between families, early childhood services, schools, home school, other children's facilities all helps support a child's successful transition.



The transition between learning environments can be both challenging and exciting, and there are many different programs and activities that families, early childhood services and schools can use to support the process.

When children know what to expect, they are much more likely to feel confident and happy about starting school and this is supported through transition to school programs.

Educators network with teachers on how best to share a child's strengths, interests and personality. This can be done through [NSW Transition to School Statement](#), an overview summary of the child is sent to the school or a support plan that will be required for a child, and will all help school teachers get to know a child before they enter kindergarten. It helps link [the Early Years Learning Framework External link](#) to the Early Stage 1 Syllabus in kindergarten so that teachers can better understand each child's learning, development and background.

There are lots of different ways families can support children to prepare for their transition to school. Some other resources to help families prepare their children for school include:

- [Getting Ready For School](#); a school readiness checklist, useful preparation activities and information about what to expect at school
- [Starting School](#); information on when children should start school, orientation day and helping your child get ready.
- [A Special Place](#); a children's book about going to school
- [Let's go to School](#); an activity book about going to school for children and their parents.

 *Relates to Children's Services Policies School Transition.*

Regulatory Authorities

Our Service complies with the National Quality Framework (NQF) including the National Quality Standard (NQS), the Early Years Learning Framework (or other Approved Framework) and the National Regulations (Education and Care Services National Regulations).

Our Service is regulated by the new national body for early education and care – the Australian Children's Education and Care Quality Authority (ACECQA) as well as the state licensing department in our State. To contact our Regulatory Authority, please refer to the contact details below:

NSW Early Childhood Education and Care Directorate

Department of Education and Communities www.det.nsw.edu.au

1800 113, ececd@det.nsw.edu.au, Locked Bag 5107 PARRAMATTA NSW 2124



National Quality Framework (NQF)

The National Quality Framework raises quality and drives continuous improvement and consistency in Australian education and care services.

Established in 2012, the NQF applies to most long day care, family day care, preschool/kindergarten and outside schools hours care services.

The NQF consists of;

- The National Quality Law and Regulations
- The National Quality standards
- Assessment and Rating (*we were rated as 'Exceeding' in 2016*).
- The Early Years Learning Framework (birth to 5 years), and My Time, Our Place Framework (school aged children).

The Early Years Learning Framework

The Australian Governments', Early Years Learning Framework (EYLF) is implemented in the Services. The EYLF is a curriculum for children aged birth to five years and is serviced around the child as a whole and as an integral aspect of their learning and development.

There are three main concepts of the curriculum;

Belonging - 'Knowing where and with whom you belong'. Our children belong to families, cultural groups, neighbourhoods and the Tumbarumba community. Belonging acknowledges children's interdependence with others and the basis of relationships in defining identities. In early childhood, and throughout life, relationships are crucial to a sense of belonging. Belonging is central to being and becoming in that it shapes who children are and who they can become.

Being recognises the significance of the here and now in children's lives. It is about the present and them knowing themselves, building and maintaining relationships with others, engaging with life's joys and complexities, and meeting challenges in everyday life. The early childhood years are not solely preparation for the future but also about the present.

Becoming - Children's identities, knowledge, understandings, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. *Becoming* reflects this process of rapid and significant change that occurs in the early years as young children learn and grow. It emphasises learning to participate fully and actively in society.



From time to time you will receive a format for you to complete, asking you about your child, what they like, who is important in their life at that particular time etc. This information is used by Educators to build healthy relationships and plan for your child.

Quality Improvement Plan (QIP)

The aim of a QIP is to help providers self-assess their performance in delivering quality education and care, and to plan future improvements. The QIP also helps regulatory authorities with the assessment of the service. A Quality Improvement Plan must:

- include an **assessment of the programs and practices** at the service against the National Quality Standard and National Regulations
- identify **areas for improvement**
- include a statement about the **service's philosophy**.

A QIP should also document and celebrate the service's strengths. All Children's Services QIP's are available to families on request.



Infectious Diseases Summary

Condition	Exclusion of case	Exclusion of contacts^a
<i>Campylobacter</i> infection	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Candidiasis (thrush)	Not excluded	Not excluded
Cytomegalovirus (CMV) infection	Not excluded	Not excluded
Conjunctivitis	Exclude until discharge from the eyes has stopped, unless a doctor has diagnosed non-infectious conjunctivitis	Not excluded
<i>Cryptosporidium</i>	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Diarrhoea (no organism identified)	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Fungal infections of the skin or nails (e.g. ringworm, tinea)	Exclude until the day after starting appropriate antifungal treatment	Not excluded
Giardiasis	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Glandular fever (mononucleosis, Epstein–Barr virus [EBV] infection)	Not excluded	Not excluded
Hand, foot and mouth disease	Exclude until all blisters have dried	Not excluded
<i>Haemophilus influenzae</i> type b (Hib)	Exclude until the person has received appropriate antibiotic treatment for at least 4 days	Not excluded Contact a public health unit for specialist advice
Head lice (pediculosis)	Not excluded if effective treatment begins before the next day at the education and care service The child does not need to be sent home immediately if head lice are detected	Not excluded
Hepatitis A	Exclude until a medical certificate of recovery is received and until at least 7 days after the onset of jaundice	Not excluded Contact a public health unit for specialist advice about vaccinating or treating children in the same room or group
Hepatitis B	Not excluded	Not excluded
Hepatitis C	Not excluded	Not excluded
Herpes simplex (cold sores, fever blisters)	Not excluded if the person can maintain hygiene practices to minimise the risk of transmission If the person cannot comply with these practices (e.g. because they are too young), they should be excluded until the sores are dry Sores should be covered with a dressing, where possible	Not excluded
Human immunodeficiency virus (HIV)	Not excluded If the person is severely immune compromised, they will be vulnerable to other people's illnesses	Not excluded
Human parvovirus B19 (fifth disease, erythema infectiosum, slapped cheek syndrome)	Not excluded	Not excluded



Condition	Exclusion of case	Exclusion of contacts ^a
Hydatid disease	Not excluded	Not excluded
Impetigo	Exclude until appropriate antibiotic treatment has started Any sores on exposed skin should be covered with a watertight dressing	Not excluded
Influenza and influenza-like illnesses	Exclude until person is well	Not excluded
Listeriosis	Not excluded	Not excluded
Measles	Exclude for 4 days after the onset of the rash	Immunised and immune contacts are not excluded For non-immunised contacts, contact a public health unit for specialist advice All immunocompromised children should be excluded until 14 days after the appearance of the rash in the last case
Meningitis (viral)	Exclude until person is well	Not excluded
Meningococcal infection	Exclude until appropriate antibiotic treatment has been completed	Not excluded Contact a public health unit for specialist advice about antibiotics and/or vaccination for people who were in the same room as the case
Molluscum contagiosum	Not excluded	Not excluded
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner)	Not excluded
Norovirus	Exclude until there has not been a loose bowel motion or vomiting for 48 hours	Not excluded
Pertussis (whooping cough)	Exclude until 5 days after starting appropriate antibiotic treatment, or for 21 days from the onset of coughing	Contact a public health unit for specialist advice about excluding non-vaccinated contacts, or antibiotics
Pneumococcal disease	Exclude until person is well	Not excluded
Roseola	Not excluded	Not excluded
Ross River virus	Not excluded	Not excluded
Rotavirus infection	Exclude until there has not been a loose bowel motion or vomiting for 24 hours ^b	Not excluded
Rubella (German measles)	Exclude until the person has fully recovered or for at least 4 days after the onset of the rash	Not excluded
Salmonellosis	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Scabies	Exclude until the day after starting appropriate treatment	Not excluded
Shigellosis	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Streptococcal sore throat (including scarlet fever)	Exclude until the person has received antibiotic treatment for at least 24 hours and feels well	Not excluded
Toxoplasmosis	Not excluded	Not excluded



Condition	Exclusion of case	Exclusion of contacts ^a
Tuberculosis (TB)	Exclude until medical certificate is produced from the appropriate health authority	Not excluded Contact a public health unit for specialist advice about screening, antibiotics or specialist TB clinics
Varicella (chickenpox)	Exclude until all blisters have dried—this is usually at least 5 days after the rash first appeared in non-immunised children, and less in immunised children	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection as they are at high risk of developing severe disease Otherwise, not excluded
Viral gastroenteritis (viral diarrhoea)	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Worms	Exclude if loose bowel motions are occurring Exclusion is not necessary if treatment has occurred	Not excluded



Contacts at a Glance

Children's Service	Contact Person	Phone	Email
Carcoola	Emily Lewis	02 6948 2319	elewis@svc.nsw.gov.au
Puggles	Kylie Wilesmith	0409987456	kwilesmith@svc.nsw.gov.au
Khancoban	Kate Smith	0409507695	Khancobanpreschool@svc.nsw.gov.au
Khancoban Toy Library	Kate Smith	0409507695	toylibrary@svc.nsw.gov.au
Tumbarumba Toy Library	Kylie Wilesmith	0409987456	kwilesmith@svc.nsw.gov.au

Agency	Contact	Website
Centrelink	Call 13 77 88	www.servicesaustralia.gov.au
NSW Dept of Education	Call 02 8289 4777 DoEinfo@det.nsw.edu.au	www.education.nsw.gov.au
Medicare	Call 136 240	www.servicesaustralia.gov.au/individuals/medicare
Poisons info	Call 13 11 26	www.poisonsinfo.nsw.gov.au
Health direct	Call 1800 022 222	www.healthdirect.gov.au
Parent line	Call 1300 1300 52 info@parentline.org.au	www.parentline.org.au
Nursing mums	Call 1800 686 268 actnswoffice@breastfeeding.asn.au	www.breastfeeding.asn.au
Dad's for kids	support@dadsforkids.org	www.dadsforkids.org
Domestic Violence line (24 hours)	call 1800 65 64 63	www.facs.nsw.gov.au/domestic-violence/helpline
Kids helpline	call 1800 551 800 counsellor@kidshelpline.com.au	www.kidshelp.com.au
Kids safe	call 02 9845 0890 SCHN-KIDSAFE@health.nsw.gov.au	www.kidsafensw.org
Life line	call 13 11 14	www.lifeline.org.au