

WONDERWORLD CHILDCARE & KINDER

Parent's Handbook

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(PLEASE REFER TO CENTRE POLICY & PROCEDURES FOLDER FOR MORE DETAILS)

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MISSION AND PHILOSOPHY

“A WONDERFUL PLACE FOR YOUR WONDERFUL CHILD”

We strive to provide a warm and loving environment where children feel safe to explore and learn through hands on play-based experiences. We aim to promote a sense of belonging in our service where all children can develop strong relationships based on mutual trust and respect with their teachers and peers.

We take a holistic approach to learning where teachers pay attention to each child's social, emotional and spiritual well being as well as the cognitive aspects of learning. Our program strengthens children's interests and focuses largely on incorporating the needs and backgrounds of individual families

At Wonderworld, we live our defining statement: **Children Always Come First**, by ensuring our children receive the highest quality of care and education as possible. The Centre management, staff, students, and children's families endeavor to put our children first in making both short-term and long-term decisions of our Centre policy, programs and procedures.

Our Philosophy of the Children's Program

We acknowledge the critical importance of children, parent and staff as partners that promote the well being, education and development of all children.

We believe that interaction, sensitivity and attachment are fundamental elements in providing opportunities for children to realise their potential.

This potential is achieved through opportunities to:

- Play
- Imitate and Model
- Express Thoughts and Ideas
- Propose Theories and Reasons
- Imagine and create
- Discover and Explore
- Reflect on Experiences
- Master Skills
- Solve problems
- Experiment

At Wonderworld we offer developmentally appropriate programs which provide maximum learning experiences and cater for varying ages, stages and abilities. All children are unique and it is important that we provide a stimulating and developmentally appropriate program. This program is based primarily on the **Early Years Learning Framework (2010)** and the principles of '**Belonging, Being and Becoming**'.

Based on our in-depth observations we plan for children on an individual basis, taking into consideration their own strengths, weaknesses and current interests. We also believe that it is important to observe and develop the child's learning experiences by focusing on the social, emotional, language, physical and cognitive development of each child. We understand that children learn in different ways and

therefore, will provide individual experiences that cater for their needs as well as co-ordinating group activities in order for all children to communicate and socialise. We aim to be flexible with our programming and routines so children can reach their full potential through different daily activities.

We recognise and value the knowledge and commitment of the educators and fully support their continuing professional development.

In Wonderworld, our educational programs and centre policy are developed primarily based upon the following:

- **Promote Social Justice, Equality, Fairness**
- **Respect for others and themselves**
- **Encourage Parent Partnerships and Participation**
- **Belief in Multiculturalism and Anti-Bias a way of life in the Community**
- **Heritage of Indigenous Australians**
- **On-going Development of Centre Philosophy**

Long Term Goals

- To provide the children with a warm, friendly and inviting atmosphere focussing on a 'home way from home' environment'
- To provide a safe and well supervised centre
- For children to develop and enhance their social skills
- For children to learn to communicate their needs and feelings to the staff and their peers
- For children to explore, discover and problem solve throughout their day.
- For children to learn independence within their environment so they can develop their self help skills eg. Looking after their belongings, toileting and dressing themselves.
- To create an environment where children can develop friendships between one another and staff
- To provide a balanced program which meets the emotional, social, physical and intellectual developmental needs of each child.
- To establish a positive, supportive and open relationship with our centre families
- To treat all children, parents and educators with respect and empathy.

Our service realises the importance of forming and maintaining positive relationships with parents, staff and the wider community and because of this we can create a safe and happy working environment. We understand the importance of incorporating global cultures in the daily program. This will be done through using music, learning dances, celebrating relevant cultural days, through play- dolls, dress ups decorations etc. It is important that we provide a cross cultural and non discriminatory curriculum to make a child feel that they are accepted and foster a pride in their family, community and ethnic heritage. All activities provide gender equality and all children will be encouraged to join in activities in a non stereotypical way.

CHILDREN'S PROGRAMS AND DEVELOPMENT RECORD

Each room has a planned program based on the Early Years Learning Framework and is displayed for parents/guardians to review and discuss with the qualified educators at a specified time. These programs offer the children experiences that are appropriate to the child's individual needs and stages of development, as it is based on weekly observations of individual children. Through observations educators are able to develop strategies and objectives for individual children to strengthen, extend, challenge and help them reach their next appropriate developmental level.

Play, both indoor and outdoor, is the greatest avenue for learning. Young children must *see, touch, taste* and *hear* if they are to learn, and children will spend their day *discovering, exploring* and *investigating* in a variety of experiences.

Children learn through a variety of enjoyable activities and experiences. For each experience we will extend and enrich the activity with guidance, making comments or asking questions, and above all, listening. We are ready to direct and support your child when necessary. All educators respect individual differences and interests, styles and rates of learning. We encourage children's independence and initiative and aim to increase their awareness of the world & environment around them. Our program takes into consideration the multicultural nature of our community, is non-sexist and endeavours to break down the traditional stereotypes while reflecting and promoting care, support and respect.

We pride ourselves on being an anti-bias, multi-cultural centre and the importance of incorporating global cultures in the daily program. This will be done through using music, learning dances, celebrating relevant cultural days, through play dolls, dress ups decorations etc.

It is important that we provide a cross cultural and non-discriminatory curriculum to make a child feel that they are accepted and foster a pride in their family, community and ethnic heritage. All activities provide gender equality and all children will be encouraged to join in activities in a non-stereotypical way.

All children are offered the opportunity to sleep rest or have quiet time. We provide cots/beds/mattresses and clean sheets and blankets for each child.

Program planning information is determined collaboratively between educators within the child's room and overseen by the Centre Director. Parents may access their child's program planning and portfolios on request. Documentation is also incorporated in the form of a 'reflections journal' which is updated weekly and demonstrates what the children are interested in and how they are learning. This is on display for parents own viewing.

OUR EDUCATORS

At Wonderworld our educators are dedicated to providing you and your child(ren) with the highest quality of care.

We believe that it is essential to have a friendly team of dedicated educators of:

- Centre Director / Second In-charge
- Qualified kindergarten teacher
- Qualified Early Childhood Educators
- Qualified and non qualified childcare assistants
- Qualified cook

All educators constantly update their skills by attending training sessions throughout the year.
All educators are required to have a current Working with Children Check and first aid certificate.

OTHER EDUCATORS

We believe that continuity of care is important for young children.

Regular relief staff maybe employed when normal staff are absent for the following reason:

Sickness	Rostered days off	Staff in-service training
Study leave	Annual leave	Maternity leave
Compassionate leave		

OPEN DOOR POLICY

We would like all parents, family and community members to feel *welcome* to participate in our programs at any time. An Open Door Policy means exactly that our doors are open at all times for others to participate in and enrich our programs.

Family and community members all have a unique interest and ideas, skills and talents. We actively encourage all parents, grandparents and special friends to contribute to our programs and therefore each child's development wherever possible. We understand that time is precious and value even the smallest visit into our happy classrooms.

There are many ways to step through our open door and become involved in discussing or displaying an occupation, playing an instrument; explaining an interest such as knitting or cooking and helping involve children in these activities; bringing in an article or item from family or cultural backgrounds; or it could be as simple as bringing in a favourite book or song to share with the children and staff. We encourage parents, grandparents and special friends to let us know if they wish to, participate in the program so we can use their special talents appropriately. All of these contributions enrich our programs and extend children's concepts and development.

We value your input and contributions. You are an important part of ensuring that appropriate programs are provided throughout our centre. We appreciate your time, interests and talents and welcome you into our Centre and talk to either the management or the qualified staff at all times.

CHILD/ EDUCATOR RATIOS

With the introduction of the latest National Quality Standard which specifies an improved child/educator ratio as follow:

If the children are aged under 3 years there must be:

- 1 staff member for every 4 children or a fraction of that number; and
- 1 qualified staff member for every 12 children or fraction of that number

If the children are aged 3 years or more there must be:

- 1 staff member for every 11 children or fraction of that number; and
- 1 qualified staff member for every 22 children or fraction of that number

STUDENTS

Students from tertiary institutions & universities are placed to gain practical experiences in their field. They are required to complete tasks relating to programs and observing the children's learn and play behaviour. Work experience students from local secondary schools are accepted from time to time.

At ALL times, students are:

1. ALWAYS Under the direction of the qualified staff.
2. UNDER constant supervision of qualified staff
3. NEVER left in charge or unattended.
4. NOT permitted to give advice to parents.
5. NOT substituting normal centre staff.

ENROLMENT PROCEDURE

Parents/guardians are invited to visit the centre during operating hours. New parents/guardians are most welcome & taken on a visit to all areas of the centre. Please feel free to ask any questions.

An enrolment form will be given to all new families & must be completed & returned before children are admitted to the centre.

Change of address or contact numbers need to be provided to management straight away.

HOURS OF OPERATION

Monday to Friday: 7.00 am to 6.30 pm

Centre opens all year round including school term breaks.

The centre will be closed on all public holidays.

SIGNING IN & OUT

On arrival at the centre you asked to do the following:

Document the time of arrival and signing your name, and then present your child to the room educator.

When collecting your child at the end of the day:

Come into the room and greet the educators and your child and collect your child belongings. With your child, say good bye to the educator and document the time and sign your child out.

No child will be released into the care of any persons not known to the educators. If the educators do not know the person by appearance they will be asked to produce some photo identification to prove that they are the person authorised to collect the child on the enrolment form.

LATE / NON COLLECTION OF CHILD(REN)

A "LATE PICK UP FEE" WILL BE CHARGED FOR CHILDREN WHO REMAIN AT THE CENTRE AFTER OPERATING HOURS.

The centre closes at 6.30pm and a late fee of \$1 will be charged for every minute you are late from collecting your child after 6.30pm. The parent/guardian will be contacted or the next person on the emergency contact list.

By law we must have two educators remain on duty at the centre even though there is only one child, the late pick-up fee is entirely payable to the remaining staff member who have to sacrifice their personal time after duty. Please contact the centre if you are going to be late, for whatever reason.

A child not collected after 1 hour.

The director or centre manager will be contacted and we will notify the police.

The police will come and remove the child/ren from the service and they will continue to call the parents. A note will be taped to the window with relevant details in case the parent/ guardian return to the centre to pick up child. The police will treat the situation as an abandoned child and the police will notify the relevant agency of the situation and the child will be placed in emergency care.

2017/18 Fees and Charges
(Effective from July 3rd 2017)

Enrolment Fee		\$30/child
	Nursery & Toddlers	Pre-Kinder & Kinder
Part Time	\$116/day	\$109/day
1 day	\$116.00	\$109.00
2 days	\$232.00	\$218.00
3 days	\$348.00	\$327.00
4 days	\$464.00	\$436.00
Full Time	\$108.00/day	\$101.00/day
5 days	\$540.00	\$505.00

Above fees are all inclusive of nappies, food and drinks, external program fees such as Hey Dee Ho and Rhythm and Moves.

Incursion / Excursion Program will be held several times during the year to provide unique education experiences for children. These program fees will be billed directly on parent accounts and advance notices will be given to all families on each event.

Notes

- Current fees will be subject to review twice a year on Jan 1st and July 1st of each year.
- Above fees are full fees only and will be reduced by claiming childcare benefits and childcare tax rebate. Pls. refer to "Net Childcare Fee Calculation Guide" for more details.
- All booked days are chargeable including public holidays and children sick days.

Payment and Billing of Fees

It is the policy of this Centre that fees are to be billed and paid two weeks in advance.

Most children are registered with Family Assistance Office to receive Childcare Benefits and/or Childcare Rebates that net weekly gap childcare fees will be billed as follow:

Full Childcare Fees payable to families
Minus
Childcare Benefits estimated (CCB)
Minus
Childcare Rebate estimated (CCR)
Equals
<u> Net Childcare Gap Amount billed</u>

Please be reminded that each family net childcare gap amount billed may change from week to week depending on the exact amount of CCB and/or CCR your child entitles from the Family Assistance Office.

It is important for all parents to note that all childcare benefits and rebates amount included in the weekly statements are estimates only and pending final approval from the Family Assistance Office. The net weekly gap childcare fee will only be confirmed when weekly CCB and/or CCR amounts are actually received roughly 3 weeks after your children attendance of the centre.

All children's fees and charges are billed two weeks in advance on every Mondays and family statements are e-mailed to include all billing and payment details with childcare benefits and/or childcare rebates available to each child and the net weekly gap amount billed.

Please be reminded that normal fees are also chargeable for public holidays, children sick days or absent days.

There are several payment methods:

Direct Debit (Most Preferred)

Direct Debit authorisation form is available from the office

BPAY

Bill code and payment reference can be found from each family statement.

Credit Card

Only VISA or Master Card acceptable
A 2% bank commission fee will be added for all credit card payment

EFTPOS

you can make a payment at the office.

A child's place cannot be maintained if family balance is not fully settled by Fridays. We reserve the right to terminate or suspend child's enrolment for accounts in arrears. Families with financial difficulty or special circumstances should contact Management immediately for possible Special Childcare Benefits or special payment plan.

The centre reserves the right to charge up to \$20 per month for all overdue accounts.

Payment collection or legal action will be taken for all unsettled accounts and all collection commission or legal costs incurred will be added on top of outstanding amount.

HOLIDAY LEAVE CREDIT

All families are advised that children's enrolment with the centre is an on-going and continuous arrangement that all fees are chargeable during children absent days because of sickness, public holidays and/or personal reasons. However, there is a special holiday credit of **25% on GAP** payment for families who would like to take their children for holidays.

In order for families to receive the holiday credit, the following terms and conditions will apply:

1. A maximum period of four weeks is allowed for holiday leave in a financial year.
- 2. A minimum of two weeks advance notice must be given before claiming holiday leave days.**
3. Child's sick days or occasional absent days cannot be regarded as holiday leave days.

CHILDREN ABSENT DAYS

It is the policy of the Centre for all absent days to be chargeable as long as they fall on booked days. Absences due to children sickness, public holidays and/or any other personal reasons are still chargeable for full fees.

Childcare Benefits are paid for up to initial 42 absence days in each financial year. These absence days can be taken for any reason (provided the day being reported as an absence is a day on which care would have otherwise been provided). However, families cannot claim childcare benefit for those absence days before a child has begun care or after a child has ceased care from us.

Once all the first 42 absence days have been used CCB will also be payable for absences taken for these reasons:

1. illness (with a medical certificate)
2. non-immunisation (with written evidence) where a child is excluded from care because of an outbreak of an infectious disease against which the child has not been immunised
3. rostered days off/rotating shift work (with written evidence)
4. temporary closure of a school or pupil-free days
5. periods of local emergency
6. shared care arrangements due to a court order,
7. parenting plan or parenting order (with copy of documentation)
8. attendance at preschool
9. Exceptional circumstances.

Absence days taken for the above reasons, after the first 42 absence days have been used, are called 'Additional absence days'. There is no limit on the number of additional absence days a family can take, provided proper documentations for the above absence reasons are given to the Centre management.

The Centre will keep accurate records of all absences and each child's year-to-date absence days will be shown on each family monthly statement.

TWO-WEEK ADVANCE NOTICE RULE

Parents are required to give a minimum of **2 weeks** advance notice for the following:

Exact date of holiday period for claiming holiday leave credit.

Changes in children's booking days, either adding or reducing booking days, requesting make up days, and termination of children enrolment. Unfortunately we do not swap days as it is unfair for families whose children are booked in for 5 days and that don't have the opportunity to do so. We will try and accommodate your needs if you require extra days.

CHANGE OF DETAILS

It is the parent's/guardians responsibility to notify the centre immediately if there is a change of address, home or mobile phone numbers, e-mails, emergency contact details, significant change of family status, such as custody arrangement.

It is equally important for parents to advise us of any changes in their child(ren) health, allergy and/or dietary restrictions details.

This also applies to changes of work address & phone number.

It is important that the Centre staff are able to make contact as quickly as possible should the need arise.

PRIORITY OF ACCESS

The Federal Government has established priority of access guidelines for child care centres which we follow:-

1. **First Priority** A child at risk of serious abuse or neglect.
2. **Second Priority** A child of a single parent who satisfies, or of parents who both satisfy, the work, training, and study test.
3. **Third Priority** Any other children.

Within these main categories, priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families on low incomes
- Children in families from culturally and linguistically diverse backgrounds
- Children in socially isolated families
- Children of single parents

ORIENTATION

For most children, entry into the centre will be the first experience of being separated from their parents. Most children will experience some anxiety leaving their parents/guardians for the first time. It is important that both parents and staff work together to build the special relationship necessary for a successful adjustment.

Even if your child has been in child care before, they will still need time to adjust to the new staff and a new environment. Orientation is a free service.

Parents can help their child adjust by:

- Taking the child to visit the centre a few times prior to leaving them.
- Initially, leaving the child for a short period
- Ensuring that the child has his/her special 'security/object such as a teddy or a blanket etc.
- Being confident in themselves (if parents/guardians are anxious they can easily influence the way a child feels).
- Always tell the child when you are going and that you will be back.
- If a child is having difficulty settling into the centre, discuss this with the educators in your child's room. If the difficulty persists, please discuss with management.

COMPLAINTS / GRIEVANCES POLICY

It is the policy of this Centre to address grievance/complaints promptly, with emphasis being placed on resolving issues in a professional and ethical manner. All complaints will be dealt in a professional, confidential and resolute manner. It is important that we encourage parents to be comfortable in approaching the Centre Manager when complaints arise.

It is not ethical to involve other staff members or parents in an individual concern, it is also not ethical to involve outside agencies before addressing the issues with the Centre Manager.

All matters are considered private & confidential and will be handled appropriately.

If you wish to discuss any issues regarding your child or the centre, please make arrangements with the educators in your child's room. Every room has a communication folder or can be contacted via email, where all concerns and issues can be addressed. It is important that we encourage parents to be comfortable in approaching the centre director/manager when complaints arise. This gives the service an opportunity to address these issues immediately.

If the problem/complaint is not resolved satisfactorily, you are welcome to bring the issue to the Centre Proprietors. The Centre Proprietors will investigate the grievance/complaints by questioning those involved, discussing issues with educators and those who may have any input into the situation. The time frame will be as short as possible but will depend on the seriousness of the problem or complaint.

There are a number of ways to address your concerns/complaints directly to us as follows:

Centre Director: Michelle Kavanagh for a face-to-face meeting
Centre Proprietors: Betty and Phileas Lee
Telephone: You can call direct to mobile at 0413289933
E-mail: wonderworldcc@bigpond.com

The Proprietors will then report back to the complainant by face-to-face meeting and if needed have staff involved.

As a final step, if not resolved to your satisfaction, you can report your concern to the Department of Education Early Childhood Development DEECD.

DEECD can be contacted at the following address;
Eastern Metropolitan Region
Level 3, 295 Springvale Road
Glen Waverley, Victoria 3150
Telephone: 9843 6000
Facsimile: 9843 6100

EXCLUSION OF SICK CHILD POLICY

For the protection of all children and staff, we ask that any child with the following infectious diseases be excluded from the centre, in accordance to the health department regulations

- Measles
- Mumps
- Chicken pox
- Ringworm/ scabies
- Conjunctivitis
- Gastroenteritis
- Rubella (German measles)
- Whooping cough
- Impetigo (school sores)
- Head lice
- Hand foot and mouth disease
- Streptococcal infection

It is a centre policy that children will not be accepted, or will be sent home and not allowed back in the centre for 24 hours if they display any of the following:

- A higher than normal temperature
- Unidentified rashes
- Had an occurrence of diarrhoea in the last 24 hours
- Had an occurrence of vomiting in the last 24 hours

Communicable Diseases Published by the Communicable Diseases Section, Victorian Government Department of Human Services — December 2005 Minimum Period of Exclusion from Schools and Children's Services Centres for Infectious Diseases Cases and Contacts

The following table indicates the minimum period of exclusion from schools and children's service centres required for infectious diseases cases and contacts as prescribed under Regulations 13 and 14 of the Health (Infectious Diseases) Regulations 2001 — Schedule 6. In this Schedule 'medical certificate' means a certificate of a registered medical practitioner.

Conditions	Exclusion of cases	Exclusion of contacts
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Amoebiasis (Entamoeba histolytica)	Exclude until diarrhoea has ceased	Not excluded
Campylobacter	Exclude until diarrhoea has ceased	Not excluded
Chicken pox	Exclude until fully recovered or for at least 5 days after the eruption first appears. Note that some remaining scabs are not a reason for continued exclusion	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded
Conjunctivitis	Exclude until discharge from eyes has ceased	Not excluded
Diarrhoea	Exclude until diarrhoea has ceased or until medical certificate of recovery is produced	Not excluded
Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later	Exclude family/household contacts until cleared to return by the Secretary
Haemophilias type b (Hib)	Exclude until medical certificate of recovery is received	Not excluded
Hand, Foot and Mouth disease	Until all blisters have dried	Not excluded
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness	Not excluded
Herpes ('cold sores')	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible	Not excluded
Human immune-deficiency virus infection (HIV/AIDS)	Exclusion is not necessary unless the child has a secondary infection	Not excluded
Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing	Not excluded
Influenza and influenza like illnesses	Exclude until well	Not excluded
Leprosy	Exclude until approval to return has been given by the Secretary	Not excluded
Measles	Exclude for at least 4 days after onset of rash	Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case they may return to school
Meningitis (bacteria)	Exclude until well	Not excluded

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Meningococcal infection	Exclude until adequate carrier eradication therapy has been completed	Not excluded if receiving carrier eradication therapy
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner)	Not excluded
Poliomyelitis	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery	Not excluded
Ringworm, scabies, pediculosis (head lice)	Re-admit the day after appropriate treatment has commenced	Not excluded
Rubella (german measles)	Exclude until fully recovered or for at least four days after the onset of rash	Not excluded
Salmonella, Shigella	Exclude until diarrhoea ceases	Not excluded
Severe Acute Respiratory Syndrome (SARS)	Exclude until medical certificate of recovery is produced	Not excluded unless considered necessary by the Secretary
Streptococcal infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well	Not excluded
Trachoma	Re-admit the day after appropriate treatment has commenced	Not excluded
Tuberculosis	Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious	Not excluded
Typhoid fever (including paratyphoid fever)	Exclude until approval to return has been given by the Secretary	Not excluded unless considered necessary by the Secretary
Verotoxin producing Escherichia coli (VTEC)	Exclude if required by the Secretary and only for the period specified by the Secretary	Not excluded
Whooping cough	Exclude the child for 5 days after starting antibiotic treatment	Exclude unimmunised household contacts aged less than 7 years and close child care contacts for 14 days after the last exposure to infection or until they have taken 5 days of a 10 day course of antibiotics
Worms (Intestinal)	Exclude if diarrhoea present	Not excluded

Exclusion of cases and contacts is NOT required for Cytomegalovirus Infection, Glandular fever (mononucleosis), Hepatitis B or C, Hookworm, Cytomegalovirus Infection, Molluscum contagiosum, or, Parvovirus (erythema infectiosum fifth disease).

IMMUNISATION OF CHILDREN

Each child's immunisation book should be kept up to date whilst attending the service and must be presented at the time of enrolment. The director will need to assess the documentation to determine if the child's vaccination status complies with requirements. The child cannot attend the service until acceptable documentation is provided and parents are required to inform staff or management at the time when the child receives an immunisation.

If a child cannot be immunised for a medical reason, the family will not hold the service responsible in any way, if their child contracts a disease and should an outbreak of a communicable disease occur their child will need to be removed until there is no risk of them contracting the illness. It is Law that all children that attend child care must be immunised or has a medical reason not to be vaccinated. As per "*No Jab No Play policy*".

Current information about child Immunisation and vaccination can be obtained from various Maternal & Child Health Centre within the Manningham City Council, phone: 9848-3357. For information on Immunisation dates & venues, parents can contact the Health & Local Laws Unit at 9840-9256.

DUTY OF CARE

The coordinator and staff within the Children services have an obligation to protect all children within the service from harm. It is our responsibility to ensure that the child/ren are being released safely from our service into the care of another person. Therefore the co-ordinator, primary nominee, nominee or any staff member whom has reasonable grounds to believe that a child may be at risk, will not release the child into that persons care, such as

- A parent/guardian or other authorised person who seems to be ill or affected by alcohol or drugs
- A young person who is authorised to collect the child from the service, but to who is not mature enough to look after a child

If these problems arise, you will be contacted and alternative arrangements for collecting the child would be made. If staff at the centre fear for the safety of the child, themselves or others than they will contact the Police.

MANDTORY REPORTING OF CHILD ABUSE

All educators are required to report any suspected instances of physical or sexual abuse. If a child is physically, emotionally or developmentally harmed by a person responsible for their care and it is not accidental, this is seen as child abuse and should be reported.

ALL EDUCATORS HAVE AN ETHICAL AND LEGAL RESPONSIBILITY TO REPORT SUCH ABUSE

Early notification of suspected child abuse and neglect often results in the family receiving the help and support needed to prevent serious harm or injury to the child.

HOW TO REPORT CHILD ABUSE/NEGLECT

If you suspect abuse, speak immediately to the centre director and document all details as accurately and specifically as possible.

The director will then contact the Department of Human Services and speak to a Children Protection Officer. The family will be visited by a Children Protection Officer and assessment will be made of the situation. Protective services will then act according to this assessment. When the report is made the following information should be given to the Department of Human Services:

Childs name, age, address and present location,

The reason for the report and details of relevant observations,

Information about the immediate danger to the child,

the names of professionals or agencies known to be involved with the family.

CUSTODY & ACCESS

By law a current copy of any Custody Order is required for our files.
Please note that any alteration to the Court Orders needs to be supplied to the centre.
If there are any issues regarding the collection of a child, management must be advised.

FOOD AND NUTRITION

The meals at the centre are carefully planned to ensure that your child has a balanced diet.
Children are NOT permitted to have LOLLIES, GUM, and CHIPS etc at the centre.
Our weekly menu is on display in the front entrance.

Please let us know if your child has any special dietary needs (eg cultural, religious or any allergies) so as to cater for their needs or make other suitable arrangements.

Breakfast is served from 7.00am till 8.30 am

Morning tea is from 9.30 –10.00 am

Lunch is from 11.30am & afternoon tea is from 3.00pm

Milk & water are also available throughout the day

Food such as chocolate biscuits, lolly pops and fruit loops etc may make arrival times easier; however these foods are not appropriate & you are asked not to bring them in.

Unfortunately we do not accept any homemade food including cakes for birthdays etc. However, we do accept food that comes in its original manufacturer's packaging including the ingredients list and if it falls within our food and safety plan.

PEANUT POLICY

To prevent peanut allergies and allergic reactions we ban all food products containing peanuts and peanut derivatives. This is to maintain the health and safety of all children and staff at the service.

FOOD SAFETY POLICY

At Wonderworld we ensure that all staff and children practice appropriate food safety procedures.
We aim to provide this by ensuring that the correct hygiene practices and preparation, storage and handling of food are met.

In relation to children we do this by-

- Providing nutritious food that meets children's daily requirements from the 5 food groups
- Comply with the dietary requirements and restrictions of any child attending the service
- Include menus that offer a variety of food from different cultures
- Provide a two course lunch and snacks as required
- Encourage and recommend the use of fresh produce and raw ingredients
- Recognise each Child individual needs
- Provide attractive meals with a variety of colour, texture and taste. Provide drinks and food that are low in sugar, salt and additives. Water is provided at all times

FOOD SAFETY PLAN

At Wonderworld we monitor the quality and safety of food preparation by ensuring potential hazards are recognised and controlled. We practice high levels of hygiene and housekeeping procedures and all our staff handling food will be trained in food handling procedures.

The food safety plan and kitchen facilities are maintained in accordance with State Government regulations relating to the preparation, storage and handling of food for all the child care centres.

At Wonderworld our staff practice appropriate food safety procedures, this is done by all staff and children practice good personal hygiene before and during the preparation, serving and eating of food.

- All hot food is maintained above 60 degrees Celsius
- All cold food is maintained below 5 degrees Celsius
- Prevent the cross contamination between raw and cooked food (especially with meat) by storing these separately, and using separate utensils when preparing and serving food
- All food is served in a separate bowl and cups for each child
- We do not reuse leftovers
- All food that is served to the children is prepared in the kitchen
- At all times the food safety plan is adhered to

In relation to families we will-

- Display the weekly menu
- Parents are encouraged to express their ideas for the menu by writing comments in our communication book
- Inform families of up-to-date nutrition practices via the centre newsletter, notice board and daily contact
- Offer pamphlets/information regarding different diets for children with special requirements
- Publish requested menus
- Provide opportunities for parents to share in multi-cultural celebrations and activities
- On a daily basis a record will be kept in the children's room on communication board stating each Child's food consumption

In relation to children's program we will

- Involve the children in the decision making process of preparing meals
- Within our program incorporate cooking experiences
- Expand children's knowledge of the food cycle- planting, growing, preparing, composting
- Encourage children's self-help skills eg. Creating independence with serving food and cleaning up
- For staff to provide positive role modelling by eating with children and encouraging the development of social and language skills

In providing a healthy and safety workplace we will ensure-

- That all principals relating to safety and hygiene in the Food and Safety Act and National Childcare Quality and Improvement and Accreditation System are met
- Secure the kitchen to ensure children's safety
- Provide a hygienic environment by performing daily, weekly and regular cleaning duties
- Store all equipment, utensils and toxic substances in a safe manner
- At all times dressing and maintaining personal hygiene practices to a high standard

In relation to our professional development we will

- Abide by the Australian Early Childhood Association Code of Ethics
- Participate in training and keeping up-to-date in changing trends in health and safety requirements of children
- Participate in yearly food audit and food safety inspections and then ensuring that all changes are made from the assessment
- Share knowledge with all centre staff

ACCIDENTS AND INJURIES

In the case of a serious illness or accident staff will attempt to contact the parents immediately. Please ensure that all your enrolment details are correct and up to date.

If emergency treatment is required, an ambulance or other appropriate transport will be arranged without delay. It is essential that all parents sign the authority for staff to seek treatment at a hospital or call a doctor/ambulance so that emergency treatment can be commenced.

In accordance with Children's Services Regulations, The Department of Health and Community Services would be notified if the injury was severe enough to call a doctor or ambulance.

It is required that educators keep records of any accidents that occur at the centre and we will inform you if your child has been injured or unwell.

You will be required to sign the accident registry.

First Aid Policy

- Qualified educators must ensure that they have a current first aid certificate
- The first aid kit must always be fully equipped
- Phone numbers of emergency services are to be kept next to the phone
- The managing director or co-ordinator and child's parent/guardian are notified of any incidents requiring first aid

PROCEDURES

- Appropriate first aid will be administered if ever required
- The managing director or co-ordinator and child's parent/guardian are to notified of any incidents requiring first
- Band- Aids will not be applied without parents/guardians permission
- Splinters/grazer will be recorded in the accident/Incident book and parents/guardians will be notified at management's discretion (splinters will not be removed by staff and lotions will not be applied)

MEDICATION POLICY

If a child requires medication parents need to ensure that they fill out the medication book in their child's room. The medication book is located next to the sign in/out book. It is required that you list the child's name, the request to administer medication, the name of the medication, the time and date the medication was last administered, the circumstances under which the medication should be next administered, the dosage, the time required and signing the instructions. We ask that parents also verbally inform staff ensuring that the instructions are fully understood.

All medication needs to be authorised this includes eye drops, Panadol, cough syrup, asthma pumps and nappy rash creams.

Medication will not be administered if a parent has written the directions stating "if needed" or "when required". It is important that staff have specific instructions. If you are authorising Panadol for example you will need to state when you would like the medication administered eg. When temperature is over 38.5 degrees.

If a child becomes ill during the day, staff can contact the parents and ask for "phone permission" to administer medication such as Panadol. The parents are then asked to sign the authorisation of this medicine on the collection of their child; this acknowledges that the medicine was administered at the appropriate time and the correct dosage as discussed.

Before educators administers the medication they will need to check the child's name with the prescribed name on the medication, check the prescribed dosage, the use by date and then have it witnessed by another staff member. The name and signature of the person who administered the medication and the name and signature of the person who checked the dosage administered needs to be documented.

Medication can only be administered if

- It has been prescribed for that child (not for another member of the family)
- That their name is clearly labelled on the medicine
- It has not passed the use by date

- Parents are not asking educators to administer more than the prescribed dosage
- The medication has not been removed from its original bottle/container
- No medication will be administered if the medication book is not completed

All medicines need to be handed to a staff member for correct storage. Under no circumstances are children allowed to be in possession of any medication, either in their bags or handing it to a staff member.

All accidents that occur at the Centre are recorded by staff in the accident book. If required parents will be contacted at the time or otherwise verbally informed when they come to collect their child/ren. In such case that an accident occurs, all qualified educators must have relevant first aid training. If a child becomes ill throughout the day a record is documented on signs & symptoms and you will be contacted and kept informed. You may be asked to collect your child if symptoms persist. Parents are asked in the interest of the child and other children not to bring sick children to the Centre. No child will be permitted to attend the centre for the prescribed period if they have an infectious disease as outlined by the Department of Human Services "Minimum Period of Exclusion from School, Pre- School and Child Care Centres.

BLOOD TRANSMITTED DISEASES

In the event of a serious accident or blood spillage appropriate procedures will be followed. At all times disposable gloves will be worn when handling blood spillages or bloody wounds. All staff are recommended to be immunised for hepatitis B.

HEALTH POLICY

The health & safety of all children is of major concern to staff and parent/guardians. Since the centre does not have separate facilities for sick children, parents are asked to keep their child/ren away from the centre until they are better. More importantly, staff/child ratios prevent the staff from providing the degree of individual care and comfort that the sick child deserves.

A trained staff member will contact you and ask you to collect your child & take her/him to the doctor.

TOILET TRAINING POLICY

Educator's aim to follow the child's and parents/guardians lead regarding toilet training for children. No pressure is placed on a child to use the toilet, but children who seem ready are encouraged to do so. Since it is important that there is consistency in expectations for successful toileting development, staff and parents/guardians should discuss the child's progress regularly.

FIRE EVACUATION POLICY

We have established evacuation plans for both fires and evacuations, these plans are located in each room. Fire and evacuation drills are held regularly for both staff and children this is to ensure that they are familiar with this procedure.

It is essential that parents sign their child in/out of the sign in book as upon evacuation staff take these attendance records and do a head count according to the information in the sign in/out book.

In the event that a parent arrives at the centre during a drill, please follow the same procedure as the staff and children.

The Centre will be prepared for all types of emergencies which may arise these include fire, bomb threats, severe storms, gas leaks and unlawful offences.

Please note- Parents will be informed immediately after an emergency evacuation.

TAKING CHILDREN OFF THE PREMISES IN THE EVENT OF AN EMERGENCY-

REG 32 in the children services regulation handbook 1998 absolves the written consent of parents/guardians written consent in the removal of a child in an emergency. Also the person removing the child does not need to have previous written consent from parents/guardians in case of an emergency. This applies to emergency evacuations and emergency medical, hospital or ambulance treatment.

SUNSMART POLICY

We pride ourselves on being a 'Sunsmart Centre' and we believe that it is essential that children are protected from potential skin damage caused by the sun's ultraviolet (UV) rays. This policy will be implemented from the start of September through to the end of April.

To accomplish this aim, all of our staff and parents are advised to observe the following:

1. The Centre requires children to wear hats that protect their face, neck and ears, i.e. legionnaire, broad-brimmed or bucket hats, and clothing that covers as much skin as possible whenever they are outside.
2. Children who do not have their hats with them will be asked to play in the shade or indoors.
3. Children will be encouraged to use available areas of shade for outdoor play activity.
4. The management will ensure there is a sufficient number of shelters and trees providing shade in the Centre grounds.
5. Whenever possible, excursions and all other outdoor activities will be scheduled before 11am and after 3pm daylight saving time (10am and 2pm at other times) to minimise time spent in direct sunlight during these hours. The availability of shade will be considered when planning excursions and outdoor experiences.
6. SPF 30+, broad-spectrum, water-resistant sunscreen will be available for staff and children's use. Parents are welcome to supply their own sunscreen for their child's use, please ensure that it is labeled clearly.
7. Staff will act as role models by:
 - 1* wearing sun protective hats and clothing outdoors
 - 2* Using SPF 30+ broad-spectrum, water-resistant sunscreen
 - 3* Seeking shade whenever possible
8. The children will learn about skin and ways to protect their skin from the sun.
9. The Sun Protection Policy will be reinforced in a positive way through educators and children's activities, and centre displays.
10. Staff and families will be provided with information on sun protection through family newsletters, notice boards and meetings.
11. Management and staff will monitor and review the effectiveness of the Sun Protection Policy every two years and revise the policy as required.

When enrolling their child, families will be:

1. Informed of the Centre's Sun Protection Policy.
 1. Asked to provide a suitable hat for their child.

2. Asked to provide SPF 30+, broad-spectrum, water-resistant sunscreen for their child.
3. Required to give permission for staff to apply sunscreen to their child.
5. Encouraged to practice Sun Smart behaviours themselves when at the Centre.

TOYS FROM HOME

The bringing of toys from home is discouraged - not only can they cause conflict, there is no guarantee that they will not be broken or that they are safe. If children want the security of a special soft toy, please ensure it clearly labelled.

During the day educators may encourage the child to store the toy in a 'safe' place.

Parents are asked that all aggressive and war toys are left at home.

"Super Hero" clothing is not permitted, we are also a no gun & sword centre, if your child brings them in, they will be put in the office until the child is collected at the end of the day.

Our educators select toys that foster peace, cooperation and education *"Aggression and violence are not acceptable and play no role in our centre."*

LANGUAGE

Wonderworld Childcare & Kinder is a multicultural centre and we welcome children and families from many different cultures and backgrounds. Obviously many of the children will be bilingual, often speaking their parent's language at home and English in the centre. For the younger child who is at the stage of language development, it is really helpful to staff if you provide us with key phrases and words in the child's home language. This helps us to give the child a clear message when using the toilet or during meal times etc. This can be done by writing down the word in your language.

BEHAVIOUR MANAGEMENT POLICY

Children are encouraged to develop social skills which will help them resolve conflicts and have their needs met without aggressive or destructive behaviour.

Staff members endeavour to anticipate conflict situations and redirect children to other activities. Educators are trained not to reinforce negative behaviour by over attending to the child and we continually display positive reinforcement and modelling of correct behaviour.

Parents are strongly encouraged to talk to the educators in regards for the best strategies in behaviour management. Once specific strategies are decided upon all staff are consistent in supporting both the parents and following through with these strategies.

The centre will provide an atmosphere in which your child will be able to practise self-control rather than just being obedient to an adult. Educators will be in control but your child will be able to make choices and learn about the responsibilities and consequences of doing so. A few simple group rules will help your child learn to respect property and the rights of others.

Expectations of children will be age appropriate and based on individual development.

To ensure that the behaviour of children is applied equitably to all children

To ensure continuity

To ensure consistency

To ensure that individual needs of children are met

When disciplinary situations occur which require staff intervention, educators aim to provide the child with a clear explanation as to why particular behaviour is unacceptable, and they try to help find alternative acceptable behaviours eg, with under 3 age group redirection is encouraged. The qualified in charge of your

child's room will be happy to talk with you regarding any behavioural problems you are having with your child.

If the unsettled behaviour continues it may be recommended by management to seek specialist advice. **Management reserves the right to exclude any child who continually exhibits unacceptable behaviour.**

BITING POLICY

Biting is a common incident that is common between the ages of 8-18 months as this is when most children go through the 'oral' stage of development. Children gain gratification by mouthing anything eg. Objects and as they cannot express themselves verbally they bite.

It is important for staff to use positive reinforcement eg. Praising positive behaviours and giving less or no attention to undesired behaviours.

When a child is bitten we need to give first aid, reassurance etc. The biting child will be removed from the accident area and then educators will tell them that "biting hurts and that it makes somebody cry." Educators will show or tell the child how they should have reacted eg. Using their words or gaining caregivers attention. When a biting incident occurs, educators will follow procedures for handling minor accidents. If skin is broken during the incident, parents of both children will be contacted and advised to seek medical advice.

Educators will always attempt to prevent biting from occurring.

If your child is bitten by another child please sign the accident book and feel free to discuss with the qualified in your child's room how it happened. Educators are not permitted to give the name of the child who bit, so we ask that you please focus on how the situation is being rectified rather than why it happened.

Educators will also keep a behaviour management diary on children who consistently bite so they can monitor and control their biting habits.

PHOTOGRAPHY OR VIDEO TAPING POLICY

Wonderworld Childcare and Kinder specify in the enrolment form for the consent or permission from parents/guardian for their child/ren to be photographed or videotaped as part of the documentation of children learning.

PRIVACY POLICY

To fulfil the statutory obligations necessary to operate the service and to provide the highest standard of service, Wonderworld Childcare & Kinder is required to collect personal information about those children and parents/guardians using the centre before and during the course of their child/children's enrolment at the centre. Wonderworld staff are committed to protecting children's and parent's/guardian's privacy whilst abiding by the National Privacy Principles, now an integral part of the Privacy Act 1988.

What information do we collect, why and how is it used.

Basic details are usually collected directly from parents/guardians such as names, addresses, phone contacts and it is also necessary for our staff to collect details regarding children's name, date of birth, medical details, health routines, likes and dislikes, which make up a personal data profile. Some of the information we collect is to satisfy the service's legal obligations under the Children's Services Regulations 1998 and the Children's Services Act 1996.

We are also required to collect and hold information regarding families Child Care Benefit entitlements and this information is vital to enable us to provide the best possible individual care for children and for processing payments. Naturally much of the children and parents/guardians information is determined to be of a strictly personal nature and at times it might be regarded as "sensitive", therefore not the sort of information that would be unnecessarily disclosed.

Parents / guardians are therefore assured that:

- Information collected will only be used by our child care professionals to enable them to deliver care of the highest standards to fulfil its statutory obligations necessary to operate the centre.
- Information collected, including identifying CRN numbers, will not be disclosed to anyone not associated with the care of your child/children without your express consent, then only used or disclosed for the centre's primary purpose unless otherwise directed by specified lawful authority.
- Reasonable steps are taken to ensure children and parent's/guardian's information collected is accurate, complete and up-to-date. Personal information collected is securely held and protected from misuse or loss and from unauthorized access or disclosure.
- You are free to seek access to the information held about you and your child/children, and access is provided without undue delay; it may entail the inspection of your child/children's records or the provision of copies of the information.
- There will be no charges made for requesting this information but there may be a fee levied to cover the cost associated with the processing of this request.
- Should the occasion arise, unless there is a good practical or legal reason to require identification, parents/guardians or other individuals have the option to provide information anonymously?
- All information needed to be discarded is shredded on the centre's premises.

TERMINATION OF ENROLMENT POLICY

Two weeks' notice in writing is required when your child is leaving the centre; or payment in lieu of two weeks' notice will be required. Please also be advised that childcare benefit CANNOT be claimed for all absence days AFTER the last attendance day of the child. Thus, the family will need to pay full fee without childcare benefit for two weeks should the family fails to give two weeks advance notice of enrolment termination.

All outstanding fees need to be paid in full upon the last day of enrolment. Any credit balance remaining in the family account will be refunded back to the parents within 14 days after the last day of child's enrolment.

Please advise the office staff as well as the qualified in your child's room to enable us to complete any relevant paperwork. All child's belongings and artworks should be collected and picked up on the last day of child's attendance. The Centre will not be held responsible for child's items not collected after child's leaving the Centre. Please explain to your child why they are leaving the Centre & give them time to prepare for farewells to staff & friends.

All parents / guardians are advised that once the child has been terminated of enrolment, he / she CANNOT be re-enrolled within 8 weeks after the last day of the child's attendance. Unless a prior arrangement has been made with the Centre for the child's long period of absence, regular fees are still chargeable to the family account. Unannounced long period of absence will not constitute enrolment termination.

In summary, a child's enrolment is formally terminated only if:

- I. An Enrolment Termination Form has been filled in and signed by parents/guardians with a minimum of two weeks advance notice or payment of full fee in lieu of notice.
- II. All outstanding fees are paid off on or before the last day of attendance.
- III. Re-enrolment cannot be done until at least 8 weeks after the last enrolment day of the child.