



# Family Handbook

## 2023-24

### Our Vision

Educating  
Rural Children  
from the mind  
and heart

### Our Mission

To create safe, happy, stimulating  
environments in rural communities where  
children are supported to reach their  
potential and learn lifelong skills.

Deniliquin Children's Centre proudly acknowledges and pays respect to the Traditional Owners of the land on which we play and learn, the Wamba Wamba and Perrepa Perrepa people. We pay respect to Elders past, present and emerging.



The Deniliquin Children's Centre provides Preschool Services and Childcare services and a Toy Library service in Deniliquin, Barham, Blighty, Bunnaloo, Pretty Pine and Wanganella.

We welcome all families to our services. These include:

***Deniliquin Preschool Service - education for children aged 3 to 5 years in school terms.***

***Barham Early Learning Service – childcare for children aged 0-6 years from 8am-6pm 49 weeks per year. Preschool education for children aged 3 to 5 years in school terms from 8.15am-3.45pm.***

***Deniliquin Childcare Centre- long day education and care for children 0-6 years for 49 weeks per year.***

***Deniliquin Mobile Preschool and Childcare service- Preschool and childcare programs for children aged 0-6yrs in your community 45 weeks per year***

***Deniliquin Toy Library- toy borrowing service.***

This Handbook contains important information for families about the services of the Deniliquin Children's Centre.

More information about the educational program, and policies of the Centre can be found in services and on our website.

Deniliquin Children's Centre recognises that families are children's first and most influential teachers. We aim to create welcoming environments where all children and families are respected. We really value your feedback- it is critical to us understanding and catering to the needs of your child.

You are encouraged to approach the Nominated Supervisor of your child's service with any feedback, concerns or complaints. There are also feedback sheets in the foyer for you to offer any suggestions, concerns or ideas. We regularly review and update our policies and we welcome any suggestions and feedback.

*Welcome to the Deniliquin Children's Centre community.*

*Thank you for choosing the Deniliquin Children's Centre for your child.*

*As a not for profit, community-based organization, our emphasis is on high quality early childhood education and care for all.*

*Research shows that children who participate in quality early education have much better lifelong learning outcomes- so the work we do is valuable and important- for your child and for our society!*

*Our educators and support staff are continually reflecting and making improvements including undertaking professional development to ensure that the experience of your family and your child is a positive one. We also seek opportunities to involve families and the community in the children's learning program- with experiences in the service and in the community.*

*We value the contribution of families in our services, and your feedback. It is how we make improvements!*

*We look forward to working with you to support your child in their learning journey*

*Felicity Michael*

*General Manager*

# Table of Contents

Service Contact Details.....	5
Our Philosophy.....	7
Our Values.....	8
Our Management Structure.....	8
Information About How We Manage our Services.....	9
<b>Absences</b> .....	9
<b>After Preschool Care</b> .....	9
<b>Cancellation of Booking</b> .....	9
<b>Casual Bookings</b> .....	9
<b>Complaint or Grievance Process</b> .....	10
<b>Confidentiality &amp; Privacy</b> .....	10
<b>Fees and Fee Assistance</b> .....	12
<b>Payment of Fees</b> .....	14
<b>Late Fees</b> .....	14
<b>Change of Bookings</b> .....	14
<b>Educator qualifications</b> .....	15
<b>Enrolment</b> .....	15
<b>Inclusion</b> .....	15
<b>Orientation</b> .....	16
<b>Self Assessment and Quality Improvement Plans</b> .....	16
<b>Service Closure Dates</b> .....	16
<b>Service User Code of Conduct</b> .....	17
<b>Social Media</b> .....	17
<b>Waitlist and Priority of Access Guidelines</b> .....	17
Information About our Service Delivery.....	19
<b>Administration of First Aid</b> .....	19
<b>Allergies and Intolerances</b> .....	19
<b>Anaphylaxis</b> .....	19
<b>Arrival and Departure</b> .....	20
<b>Behaviour Guidance</b> .....	20
<b>Children’s Clothing</b> .....	21
<b>Communication</b> .....	21

<b>Custody/ Court Orders</b> .....	22
<b>Dental Health Care</b> .....	22
<b>Emergency Management Procedures</b> .....	22
<b>Excursions/ Incursions</b> .....	23
<b>Food and Nutrition</b> .....	23
<b>Formula/ Breast Milk</b> .....	24
<b>Hygiene</b> .....	25
<b>Illness</b> .....	25
<b>Immunisation</b> .....	26
<b>Incidents, Injury, Illness and Trauma</b> .....	26
<b>Infectious Diseases</b> .....	27
<b>Interactions with children</b> .....	29
<b>Management of Medical Conditions</b> .....	29
<b>Medication</b> .....	29
<b>Participation of Volunteers and Students</b> .....	30
<b>Refusal and Acceptances of Authorisations</b> .....	30
<b>Sleep and Rest</b> .....	31
<b>Special Occasions/ Birthdays/ Celebrations</b> .....	31
<b>Sun Protection</b> .....	32
<b>Supervision of Children</b> .....	32
<b>Toileting</b> .....	33
<b>Toys and Belongings from Home</b> .....	33
<b>Water Safety</b> .....	33
<b>Information about the Educational program</b> .....	34
<b>Active Play</b> .....	34
<b>Educational Program</b> .....	34
<b>Documentation of Children’s Learning- Storypark</b> .....	36
<b>Family Involvement</b> .....	37
<b>Sustainable Practice and the Physical Environment</b> .....	37
<b>Transition to School Statements</b> .....	38

## Service Contact Details

### Deniliquin Preschool Service

370 Whitelock St, Deniliquin

Nominated Supervisor: Heidi Plant Telephone: (03) 5881 2394 Ext 2

Email: [Preschool\\_Services@denichildrenscentre.com.au](mailto:Preschool_Services@denichildrenscentre.com.au)

### Barham Early Learning Service

49 Noorong St, Barham

Nominated Supervisor, Amy Sturman.

Telephone (03) 5453 2308

Email: [Barhamelc@denichildrenscentre.com.au](mailto:Barhamelc@denichildrenscentre.com.au)

### Deniliquin Childcare Centre

362 Whitelock St, Deniliquin

Nominated Supervisor: Molly Henderson

Telephone: (03) 5881 2394 Ext 3

Email: [childcare@denichildrenscentre.com.au](mailto:childcare@denichildrenscentre.com.au)

### Deniliquin Mobile Preschool and Childcare Service

Base: 370 Whitelock St, Deniliquin

Nominated Supervisor: Tammy Cairnduff

Telephone: 0428 569 050 Or (03) 5881 2000

Email: [mobile@denichildrenscentre.com.au](mailto:mobile@denichildrenscentre.com.au)

### Deniliquin Toy Library

364 Whitelock St, Deniliquin

Telephone: (03) 5881 2000

Toy Library Co-ordinator: Penny Gallpen

Email: [toylibrary@denichildrenscentre.com.au](mailto:toylibrary@denichildrenscentre.com.au)

## Administration Office

Our administration office is located in the Community Hub building at 364 Whitlock St, Deniliquin

364 Whitelock St, Deniliquin

Open 8.45am to 3.30pm Monday to Friday

Telephone: (03) 5881 2394 Ext 1

Postal: PO Box 427, Deniliquin

Email: [admin@denichildrenscentre.com.au](mailto:admin@denichildrenscentre.com.au) Web: [www.denichildrenscentre.com.au](http://www.denichildrenscentre.com.au)

## Our Philosophy

The wide-open plains of Deniliquin and surrounding country communities, on the land of Wamba Wamba and Perrepa Perrepa people, is where we call home. We respect and acknowledge the diversity of first people across communities, and we value their contributions. Our natural landscape is one of farming, shaped around the rivers and lagoon. Generations of children and families have grown through their participation in our multiple services.

We aspire to maximise participation in our services through active involvement in our community, exercising a culturally responsive approach that welcomes everyone and a deep commitment to advocate for the value of early childhood education.

We recognise that it takes a village to raise a child. Our village believes

- Children are capable, joyful, and inspirational
- Families are to be respected as the foundations of children's learning
- Educators are passionate, caring, and responsive
- Our wider community is vibrant, knowledgeable, and robust

We believe education is “the kindling of the flame, not the filling of the vessel” (Socrates). Knowing that children learn best through play, we take a collaborative, holistic and intentional approach to our work. We value reflection, authenticity, partnerships and children's inspiration to develop a sense of belonging. We understand that when early learning is relevant and meaningful, it unlocks the potential of our community.

Freedom to play, explore, learn and be adventurous is at the core of our curriculum. Natural learning environments in all-weather are celebrated. We embrace children's sense of awe and wonder as well as their individuality and we encourage them to care for others and the world around them. Responsive relationships where children are supported and guided resonate within our services. We hope childhood is a time for happiness where each child feels valued, capable and confident that their voice will be heard.

We instill a love of learning giving each child the opportunity to reach their full potential. We know that children who are nurtured to grow and learn will be the richness and beauty we all wish to see in the world.

## Our Values

At the Deniliquin Children's Centre we value:

**Integrity** in our interactions with others

**Inclusion.** Everyone can participate and learn in our environments

**Empathy** for children, families and colleagues

**Joy** in all that we do

**Passion** for the value of quality early childhood education

**Nurture** of potential in our children, educators, and community

These values are reflected in our policies, procedures, and behaviour.

## Our Management Structure

Deniliquin Children's Centre is a not for profit, community-based organization. "The Approved Provider" is the Board of Management, which comprises families and community members. The Board of Management is responsible for overseeing the compliant operation of the early childhood education and care services, and the legal and financial operation of the organisation. Elections for the Board are held each year at the Annual General meeting, and positions are for two years. More information is available from the admin office.

You are invited to become a member of the Deniliquin Children's Centre when your child enrolls at any of our services. Community members are also welcome to become members. The annual membership fee of \$1 gives you voting rights at the Annual General Meeting and any Special Meetings of the Deniliquin Children's Centre.

The General Manager is the delegated representative of the Board and is responsible for the strategic, financial and operational management of the Centre.

Each service has a Nominated Supervisor, who is responsible for the day-to-day operation of the service within the National Law.



# Information About How We Manage our Services

## Absences

Please inform the service if your child will be absent via the Xplor Home app, text message, phone call or message in Storypark.

A discounted fee is charged if you notify of absence at least 24 hours in advance of the booking in the Xplor Home app.

Each child in CCS services is eligible to receive CCS for an initial 42 days of absences per financial year, which can be used to any reason and without proof of circumstances (includes public holidays). Once the initial 42 absence days have been exhausted additional absences may be claimed in certain circumstance such as illness (with a medical certificate), RDO's, shift work etc.

The Department of Education Skills and Employment (DESE) will maintain a count of absences used by each child across all services for the financial year. Our service can also obtain this information by querying the enrolment of the child in our computer system.

For more information, please see Deniliquin Children's Centre Policy Manual Quality Area 7 Fee Policy

## After Preschool Care

After Preschool Care is available to families utilising Preschool. See the admin office for times and fees. We prefer permanent bookings, but a casual booking may be made (if places are available) by contacting the admin office.

## Cancellation of Booking

Families are required to provide 2 weeks WRITTEN/EMAIL notice for cancellation of care. If the family fails to attend during this period, without a medical certificate, fees will still apply, but you will not be eligible for the Child Care Subsidy.

If a child has a booking and is leaving/starting at the service but does not attend on the last/first day of their booking, for compliance reasons the Centre will charge full fee for these days, as DESE will not pay CCS under a Formal enrolment for these absent days.

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 7 Fee Policy.

## Casual Bookings

Existing permanent users of the Centre and children of staff at the centre have the opportunity to book extra casual days of care at Deniliquin Childcare Centre and Barham Early Learning Service Dragonfly room. To book a casual position, apply for a Casual Booking in the Xplor Home app or contact the admin office.

For more information please see Deniliquin Children’s Centre Policy Manual Quality Area 6 Enrolment and Orientation Policy

## Complaint or Grievance Process

The Deniliquin Children’s Centre encourages all families to participate in children’s programs, to provide suggestions, feedback and reflection on daily practice.

Feedback forms are available in the sign in area of each service, and comments can be made anonymously if desired.

If you have a concern or complaint regarding the care and education of your child, this complaint will be treated seriously.

Children’s Services must notify the Department of Education in writing within 24 hours after a complaint is made if the complaint alleges:

- a) the health, safety or wellbeing of any child being cared for or educated by the children’s service may have compromised or
- b) a contravention of the Act or these Regulations

You are advised to:

1. Raise the issue with an educator OR the Nominated Supervisor of the service who will follow up the matter using the Complaints and Grievances flow chart.
2. If the matter has not been dealt with to your satisfaction, contact the General Manager or a Member of the Board.

You may also discuss complaints with the Early Childhood Education and Care Directorate on 1800619113 or email [ececd@det.nsw.edu.au](mailto:ececd@det.nsw.edu.au).

For more information please see Deniliquin Children’s Centre Policy Manual Quality Area 7 Complaints, Feedback and Grievance Policy.

## Confidentiality & Privacy

Deniliquin Childrens Centre is committed to maintaining all personal information provided by its children, families, staff, management, volunteers, students, and community in accordance with our *Privacy and Confidentiality Policy*

Each family, staff, volunteer, student and committee member are provided with a privacy collection statement upon enrolment or commencement of employment.

This statement outlines the type of personal information collected by this service and how information is acquired, used and shared. We will not sell personal information to any third parties. See our full *Privacy and Confidentiality* policy for detailed information.

### What is personal information? How is it collected and why?

What information is collected?	How we collect information?	Why we collect this?
Medical information, health and immunisation	<ul style="list-style-type: none"> <li>&lt; Enrolment form</li> <li>&lt; Employment record</li> <li>&lt; Australian Immunisation Record (AIR)</li> <li>&lt; Health care cards – Medicare and health fund information</li> <li>&lt; Administration of medication forms</li> <li>&lt; Accident, Illness, and Injury forms</li> </ul>	To ensure the health and safety of every child and as a requirement under Family Assistance Law and the NSW Public Health Act 2010.

Income and financial details, includes credit card and banking information	Enrolment form < Employment record < Fee payment and purchases < Tax File Number	For the provision of the education and care service and as required under Family Assistance legislation and as per Funding Agreements with the Department of Education and Communities
Contact details of family and emergency contact information	Enrolment form < Employment record < Updated details form	Required under the Education and Care Services Regulation.
Children's developmental records	Observations < Assessment of children's learning < Programming documents < Communications with families	Required under the Education and Care Services Regulation and to provide a high quality education and care service.
Family Assistance information, including child's name, CRN and D.O.B.	Enrolment form < Employment record < Complying Written Agreement (CWA)	Required under the Family Assistance legislation and under employment legislation under Income Tax legislation.
Legal information	Enrolment form < Employment record < Court orders, AVOs or parenting plans	Required under the Education and Care Services Regulation.
Employment, marital status, cultural background and prohibition declaration	Enrolment form < Employment record < Prohibition notice declaration for prospective staff members	Required under employment legislation, to support the Approved Provider to not engage a person prohibited from working in an education and care service, and to provide priority of access under commonwealth and state legislation.
Approved Qualifications and evidence of qualifications being worked towards	Staff Record < Certified copies of documents < teacher registration documents < application, consent and designation of Nominated Supervisor, Responsible Person and Educational Leader positions.	Required under the Education and Care Services Regulation. Teacher Accreditation Act 2004
Compliance history	Compliance history statement form	Required to support the appointment of someone in day-to-day charge or as nominated supervisor.
Staff entitlements	Payroll Tax file Number	Provision of entitlements

Personal information is information that personally identifies an individual, such as a name, residential or email address and includes information relevant to the enrolment process, credit card information, billing records, documentation of a child's learning and development, and recorded information regarding complaints.

Publicly available information, such as information on a public website profile is not considered personal information.

This service only collects personal information when individuals specifically and knowingly elect to provide this, such as when individuals enrol a child in the service, pay fees or subscriptions, and provide health or family information to support the inclusion of a child.

This service complies with the Payment Card Industry Data Security Standards (PCIDSS) when handling credit card transactions and securely stores all credit card information for Direct Debit or credit card payment/eftpos payments in accordance with the *Fees* policy.

### Direct communications

This service uses individual's personal information to send information by post, email or telephone. Individuals are provided with an opportunity to elect not to receive such information upon enrolment or through written notification to the service.

### **What happens with personal information?**

This service will strive to let individuals know how any personal information will be used at the time of collection. Individuals will be asked if personal information can be used to establish contact with them regarding other aspects of organisational business. This service will not sell or trade individuals' personal information to other third parties.

This service collects and uses personal information generally to provide individuals with the information and the services they request, to provide appropriate and relevant information pertaining to the education and care of a child/ren, and to continue to improve service quality.

### **Where is personal information stored?**

Personal information is stored in a safe and secure manner, using locked filing cabinets or a password protected database and computer. Information is backed up electronically and securely stored. Data will not be altered or destroyed except in extraordinary circumstances.

Hard copy information is stored at the service, which is secured to prevent entry by unauthorised people. Any personal information not actively being used may be archived, in accordance with regulatory requirements.

Personal information will remain stored in accordance with the NQF record keeping requirements:

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 7 Privacy and Confidentiality Policy.

## **Fees and Fee Assistance**

### *Preschool services*

Families are able to OPT IN for Fee relief for 15 hours (2 days per week) of preschool at ONE early childhood service under NSW Department of Education Start Strong Funding. If your child will be attending more than one service that offers fee relief (another community preschool or long day care service) you will need to choose which service you would like to receive fee relief from. An opt in form is required for every service that your child attends.

Fee relief will result in minimal charge for 2 days of preschool.

Families who do not opt in for fee relief OR whose child attends for a third day of preschool will be charged a daily fee.

A lower "equity fee" applies to families who identify as Aboriginal or Torres Strait Islander or who have a Health Care Card or whose child has a diagnosed disability.

A separate fee is payable for after preschool care. CCS may apply depending on the service.

### *Child Care Services*

A daily session fee from 8am to 6pm applies for each age group. Childcare subsidy applies.

Children aged 4 years and above are able to opt in to receive 15 hours per week of fee relief at ONE NSW early childhood service under the NSW Department of Education Start Strong for Long Day Care program.

**Child Care Subsidy-** Families who receive CCS are required to make a co-contribution to their childcare fees under Family Assistance Law. They do this by paying the difference between the provider's fee and the CCS amount. This is known as the out-of-pocket or gap fee. Families

access the Child Care Subsidy System through their Centrelink online account. To be eligible for the Child Care Subsidy the following requirements must be met:

the child must

- be a 'Family Tax Benefit child' or 'regular care child' and
- be 13 or under and not attending secondary school and
- meet immunisation requirements
- the person claiming the Child Care Subsidy, or their partner, must
  - meet residency requirements and
  - meet the Child Care Subsidy activity test (or be eligible for an exemption) and
  - be liable to pay for care provided under a Complying Written Arrangement (their written agreement) with their childcare provider

Childcare must be provided by an approved provider in Australia and not be part of a compulsory education program, for example school.

There are exemptions for individuals who genuinely cannot meet some eligibility requirements.

The level of subsidy a family receives will depend on three factors:

- Income – a family's (both partners) combined income
- Activity test – what activities the individual and their partner undertake or exemptions that might apply and
- Service type – the type of approved childcare service used, for example Centre Based Day Care.

**Additional Child Care Subsidy** is a top up payment in addition to the Child Care Subsidy which will provide targeted additional fee assistance to families and children who need extra support.

The Additional Child Care Subsidy has four elements:

- child wellbeing
- grandparents
- temporary financial hardship
- transition to work.

For more information visit the Department of Education Skills and Employment Child Care Subsidy website <https://www.servicesaustralia.gov.au/child-care-subsidy>

### *Preschool Services*

Preschool Services and Mobile Preschool Services receive funding from the NSW Department of Education Start Strong and Mobile Preschool Services funding. This is used to offset costs, before fees are set. Families are able to opt in for 15 hours per week (2 days) of FREE preschool at ONE NSW service.

Fees apply for children enrolled for a third day of preschool or whose families do not choose to opt in. Fee reductions apply to children from indigenous and low-income families.

For more information, please see Deniliquin Children's Centre Policy Manual Quality Area 7 Fee Policy.

## Payment of Fees

Deniliquin Children's Centre provides families with statements on a fortnightly basis. Fees are payable 14 days in advance.

Fees can be paid by EFTPOS (in Deniliquin during admin office opening hours 8.30am-3.45pm), Direct Deposit, Direct Debit (XPAY through the XPLORE app), cheque made payable to Deniliquin Children's Centre.

Fees are payable for permanent places whenever the service is fully operational, irrespective of whether the child attends. This includes illness and holiday leave.

Families will also pay for permanent places which fall on a public holiday. All accounts must be paid in full prior to the end of year. This includes families returning for the next year. If fees are not paid after 4 weeks, the child's place will be cancelled, and debt recovery proceedings may begin.

Fees will be reviewed twice a year by the Board. Families are given 2 weeks' notice of any changes to fees.

For more information, please see Deniliquin Children's Centre Policy Manual Quality Area 7 Fee Policy.

## Late Fees

Wherever possible families should notify the service if they are going to be late to pick up their child. Every endeavour will be made to contact parents and emergency contacts.

Any family who collects their child outside the operating hours will be charged a late fee of:

0– 15 minutes: charge of \$20.00 16-30 minutes: charge of \$40.00 Over 30 minutes: police will be called

Exceptional circumstances i.e., traffic accident, vehicle breakdown, will be given consideration when applying the fee.

This charge will be added to the fortnightly account.

If a family continues to collect their child after operating hours, the Nominated Supervisor will need to discuss other options with them, and suitable arrangements made or the child's place in the Centre may be cancelled

For more information, please see Deniliquin Children's Centre Policy Manual Quality Area 7 Fee Policy.

## Change of Bookings

Families may make a request in writing to change their days of education and care. Due to operational requirements, these cannot be offered on a temporary basis (i.e. reducing days for holidays)

The service will take these requests into account where possible.

For more information, please see Deniliquin Children's Centre Policy Manual Quality Area 6 Enrolment and Orientation Policy.

## Educator qualifications

### *Preschool Services and Childcare Services*

The Deniliquin Children's Centre adheres to the Education and Care Services National Regulations requirement that all educators must have or be actively working towards a minimum of Certificate 3 qualification and that at least 50% of educators must have or be actively working towards a Diploma level of Education and Care qualification. Each of our services also employs Bachelor Trained Early Childhood Teachers, who are accredited with the National Educational Standards Australia (NESA).

All educators attend professional development and training programs throughout the year to enhance their skills, knowledge and understanding.

For more information, please see Deniliquin Children's Centre Quality Area 4 Staffing Arrangements Policy

## Enrolment

Enrolment procedures in Deniliquin Children's Centre services aim to establish strong relationships between the home environment and the service.

Application forms may be completed at any time for any of our services.

Enrolment and application forms can be collected from the Administration office or via our website Apply Now tab <https://www.denichildrenscentre.com.au/>.

Completed enrolment forms must be accompanied by your child's birth certificate and immunisation statement together with health care card, court orders and medical forms (if applicable).

Enrolments for the following year of Preschool service opens mid-year. An offer of place will be sent to families once enrolments are completed and an invoice will be sent for the first two weeks of fees for those families who have not opted in for free preschool. These fees must be paid to secure the enrolment.

Orientation to the service on enrolment is offered to all families, and families are encouraged to attend orientation in the service prior to commencement.

For more information see the Deniliquin Children's Centre Quality Area 6 Enrolment and Orientation Policy

## Inclusion

The Deniliquin Children's Centre acknowledges that our services are made up of families from diverse cultural, family and ethnic backgrounds. We value equity for all children, families and educators. We recognize that children and adults from all cultures have similar needs and that each person is unique and valuable. Our educators will be actively involved with children and families of all backgrounds, showing respect, sharing ideas and experiences and asking questions.

For more information please see Deniliquin Children's Centre Quality Area 5 Inclusion Policy.

## Orientation

When a place become available in the service, the family will be offered an orientation session for their child at a mutually convenient time. The Deniliquin Children's Centre strongly encourages families to participate in the orientation program offered to help your child settle in.

We aim to form a partnership with families to ensure a smooth transition for your child and families. Information about the program and routines will be discussed with the family and child being introduced to key educators and given a tour of the service.

### *Child Care*

Children transition to the next group when developmentally appropriate. Educators will transition the children gradually and will communicate this process to families.

### *Preschool Services*

An orientation session (Meet & Greet evening) for all families and children is held in Term 4 of the year prior to attendance. This allows the family and child to become familiar with the Preschool Services, meet other families and children and receive general information about the program and routines.

An information session for parents is held for Preschool Services families in Term 1 of the Preschool Services year to discuss the Preschool Services program in more detail and to answer specific questions families may have.

For more information, please see Deniliquin Children's Centre Policy Manual Quality Area 6 Enrolment and Orientation Policy.

## Self Assessment and Quality Improvement Plans

Our services engage in reflection and planning for continual improvement. The Self-Assessment Working Document is a reflective tool which educators use to identify key practice as well as improvements to support high quality service provision.

Families are encouraged to contribute to the Service Quality Improvement Plan (QIP)

The working document is available in service, and updates about the Quality Improvement Plan are communicated each month in the organisation newsletter. You may like to add a note or suggestion to this document to tell the service your thoughts. We will seek your feedback periodically in our Family Satisfaction Survey

## Service Closure Dates

Deniliquin Children's Centre is closed for the following Public Holidays. Fees are charged for permanent bookings on Public Holidays (unless during a service closure).

- Australia Day
- ANZAC day
- Labour Day (October)
- Queen's birthday (June)
- Good Friday and Easter Monday
- Christmas, Boxing and New Year's Day



All services close for at least 2 weeks over the Christmas/ New Year period. No fees are charged for the closure period.

Preschool Services operate in accordance with the NSW school holidays.

Dates for the Christmas Closure are advertised on our website and in services.

## Service User Code of Conduct

A Code of Conduct applies to all educators, staff, families, visitors and children to

- treat all children at the service equally and respectfully.
- report any suspicious behaviour to the Nominated Supervisor or Approved Provider and encourage a safe and supportive environment.
- respect the rights, dignity and worth of every person, regardless of their abilities, gender, religion or cultural background.
- refrain from bullying, harassing or discriminating against any child or adult at the service.
- tell the Approved Provider or Nominated Supervisor if you see any instances of bullying, harassment or discrimination at the service.
- speak to the Approved Provider or Nominated Supervisor if you are worried, concerned or have a grievance about something.

Families and visitors will not:

- drink alcohol or use illicit substances while on the service's premises or come to the service under their influence.
- smoke on the premises including in car parking areas directly located in front of the services

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 7 Code of Conduct.

## Social Media

The Deniliquin Children's Centre uses our Facebook page to promote events and learning activities at our services. No children's faces are included in these posts.

Families are reminded that photos should not be taken on personal devices in the service. Photos taken at any of the Deniliquin Children's Centre services are NOT to be posted on any social media platform without written permission.

For more information please see the Deniliquin Children's Centre Policy Manual Quality Area 7- Technology Usage Policy.

## Waitlist and Priority of Access Guidelines

These are determined by the funding body of the service.

### *Preschool and Mobile Preschool Services*

Children may be placed on the waitlist during the year for the current year enrolments. For the following year enrolments, families are asked to complete enrolment packs during the enrolment period mid-year.

Children in their year before school (4/5 years) will have priority over other age groups for a minimum of 2 days a week (with highest priority given to children closest to school entry by age). Each child in this age group will receive a minimum of two days of Preschool Service before consideration of additional days. Younger children will then be offered places.

Within these main category's priority should also be given to:

- Children in Aboriginal and Torres Strait Islander families.
- Children in families which include a person with a disability.
- Children in low income families (health care holders)
- Children in families with a non-English speaking background.
- Children in socially isolated families.
- Children of single parents.

#### *Childcare and Mobile Childcare Services*

Families may place their child on the Childcare Centre waitlist at any time. To ensure the system is fair, the Deniliquin Children's Centre follows the Australian Government "Priority of Access" guidelines which apply if there are limited vacant places.

The Deniliquin Children's Centre prioritizes the enrolment of children who are

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

Enrolment will be given as a priority to educators children to support their attendance at work.

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 6 Enrolment and Orientation Policy.

# Information About our Service Delivery

## Administration of First Aid

### *Preschool Services and Childcare Services*

All Deniliquin Children's Centre services provide First Aid kits that are easily recognisable and readily accessible to adults whenever children are in the centre.

Only educators with current First Aid qualifications will administer First Aid.

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 2 Incident, Injury, Illness and Trauma policy.

## Allergies and Intolerances

There may be children attending services with food allergies that may be life threatening. Families will be made aware of the specific allergens via signage at the service. We ask that you consider eliminating these foods from your child's lunchbox to minimise the risk to these children, however, families will not be required to do so, in which case, educators will implement a range of strategies to minimise exposure. (See Anaphylaxis section)

### *Deniliquin Childcare Service*

An Intolerance/ dietary requirement plan will be developed with families for children with a dietary intolerance or requirements. Any changes of these requirements need to be made IN ADVANCE with the Nominated Supervisor so they can be communicated with the kitchen.

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 2 Nutrition Policy and Medical Conditions Policy.

## Anaphylaxis

Anaphylaxis is a severe, life-threatening allergic reaction. The most common causes in young children are eggs, peanuts, tree nuts, cow milk, sesame, bee or other insect stings and some medications.

If your child is diagnosed as at risk of anaphylaxis, you must:

- Inform educators at the children's service, either on enrolment or on diagnosis, of their child's allergies.
- Develop an anaphylaxis risk minimisation plan with educators by completing the Management of a Medical Condition form which is signed by a Registered Medical Practitioner.
- Provide staff with a complete auto-injection device kit

***Children without the necessary plan and / or medication will not be permitted to attend the service.***

In the case of children at risk of anaphylactic reaction attending a service, alert signs about the known allergen will be displayed. To minimise the risk to children we ask that families assist us

by limiting any items which may present a hazard and/ or by informing educators on arrival of products contained in your child's lunch box which may present a risk.

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 2 Medical Conditions Policy.

## Arrival and Departure

For the safety of children keypad is located at the entry of the services. The PIN code will be given to families at orientation. It will be changed at least annually and changes will be communicated to families via email and Storypark. Please provide the pin code to any people you have authorized to pick up your child.

Each child needs to be signed in and out at each session. This is done electronically using the Xplor App on the iPad located at the entry to services or via the Xplor-Home App on your phone. This information is vital as it is required by our authorised regulatory department and in case of emergency evacuations.

Families can authorise other people in the enrolment form who are able to collect children. Families need to create a Hubguest invite in the Xplor Home App.

On arrival, bring the child into the room, and make contact with an educator or teacher. It is helpful to educators if they are informed prior to another person collecting your child, even if they are listed as an approved person.

People not known to the educators will be asked to provide photo identification for the safety of your child.

In certain circumstances you can complete a 'signed authority to release' form. This is to allow anyone other than those listed on the enrolment form to collect a child from the service. Please note that any person collecting a child will be asked to produce identification.

Please assist your child to collect their belongings (drink bottle, lunch boxes hat etc.) and sign their medication form and collect medication, if necessary. At times we will give out information at pick up as well.

Wherever possible parents should advise the Centre when they will be late to collect their child. (see section on Late fees)

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 2 Delivery and Collection of Children Policy

## Behaviour Guidance

The behaviour guidance we provide children with will be guided by the following practices:

We encourage children to engage in cooperative and pro-social behaviour and express their feelings and responses to others' behaviour confidently and constructively, including challenging the behaviour of other children when it is disrespectful or unfair.

- We will support children to explore different identities and points of view and to communicate effectively when resolving disagreements with others.

- We will discuss emotions, feelings and issues of inclusion and fairness, bias and prejudice and the consequences of their actions and the reasons for this as well as the appropriate rules.
- We will support children to negotiate their rights and rights of others and intervene sensitively when children experience difficulty in resolving a disagreement.
- We will work with each child's family and, where applicable, their school, to ensure that a consistent approach is used to support children with diagnosed behavioural or social difficulties.
- We will speak in comforting tones and hold babies to soothe them when they are distressed.
- We will support educators to enhance their skills and knowledge in relation to guiding children's behaviour.

For more information please see Deniliquin Children's Centre Quality Area 5 Interactions Policy

## Children's Clothing

Please dress your child in clothes they can play comfortably in and keep in mind they may be involved in messy activities during the day. Please ensure clothes are sun safe i.e., have a sleeve and a collar and a broad brimmed, legionnaire or bucket hat.

Children should wear footwear that is secure to their feet so that they can climb and run effectively. Secure footwear includes sandals, shoes and sneakers (avoid thongs).

### PLEASE LABEL ALL BELONGINGS

For babies and toddlers please bring:

- 3 full sets of clothing for each day including underwear & socks
- 6-8 nappies
- If applicable a dummy to be kept at the service
- Bottles clearly labelled with the child's name (if applicable)

For children aged over 3 years please bring:

- A full set of clothing in your child's bag each day including underwear & socks

Families for children of all ages are asked to be mindful of the following requirements:

- Thongs/ flip flops are a safety hazard and are not suitable.
- All clothing should be clearly marked with the child's name
- Clothing should be comfortable for a busy day of art and outdoor play.
- Wet or dirty clothing will be put in a plastic bag and placed with your child's bag to take home
- In cooler weather, children are encouraged to bring warm coat/ raincoat, a warm hat (June & July), waterproof outdoor wear and gumboots.

## Communication

To ensure the transition from home to our service is as happy and stress free as possible we ask you to speak to the educators in your child's room if:

- (a) there have been any changes in your circumstances which may affect your child.
- (b) there are any concerns relating to your child or the program.
- (c) you would like to ask about your child's progress.

For example, it helps if educators know a child has had a restless night or has not eaten any breakfast. Please speak to an educator on arrival who will record such information in an educator communication book.

The Deniliquin Children's Centre publishes a newsletter once a month, which is published through Storypark to families. Educators will update the Storypark App with events at the services.

Updates on special events or spontaneous learning experiences will also be posted in Storypark. We welcome families input and feedback.

For more information please see Deniliquin Children's Centre Quality Area 6 Family Involvement Policy

## Custody/ Court Orders

Where there is a restriction of access to, or contact with the child, a copy of the relevant court order must be provided to the Centre where it will be kept on file. A court order plan will be developed in collaboration with the family.

Where a copy of a family Court Order or Injunctive Orders has been supplied the non-custodial parent will be requested to leave the premises and failing this the Nominated Supervisor will notify the police and custodial parent.

In the case of custody/access disputes where a copy of a court order has NOT been supplied, a known parent CANNOT be denied contact with their child.

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 6 Enrolment and Orientation Policy.

## Dental Health Care

The services will actively encourage good dental health practices including eating and drinking habits, tooth brushing and going to the dentist and/or dental health professionals.

- Families are asked to bring a water bottle for their child
- Children will be encouraged to drink water to quench their thirst and remain hydrated.
- Children will be encouraged to rinse their mouths with water to remove food debris after every meal or snack.

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 2 Hygiene and Infection Control Policy

## Emergency Management Procedures

Emergency situations in an education and care service can arise in a number of circumstances and for a variety of reasons. In the event of an emergency situation, the safety and wellbeing of

all staff, educators, children, families and visitors to the service are paramount and as such, Deniliquin Children's Centre is committed to identifying risks and hazards of emergency situations, and planning for their reduction or minimisation, and ongoing review of planned actions around handling these situations.

We aim to conduct evacuations or lock downs in a rehearsed, timely, calm and safe manner to secure the safety of each person using the service. The safety and wellbeing of each child, staff educator and person using the service is paramount above any other consideration in the time of an emergency management situation.

We ask for the support of families by NOT ENTERING THE BUILDING WHILE AN EVACUATION IS IN PROGRESS.

Emergency management drills are conducted every 3 months and families will be provided notice of the week that they are occurring and the type of scenarios that will be rehearsed.

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 2 Emergency Management and Evacuation policy.

## Excursions/ Incursions

The Deniliquin Children's Centre acknowledges the value of relevant excursions/ incursions in allowing children to gain a greater insight of the society in which they live and learn from these experiences. The service will actively seek to minimise any risks associated with excursions and respond promptly and appropriately to any emergency whilst on an excursion. Educators will teach children and families about road safety and play practices.

Excursions are occasions where children leave the premises with written permission of parent/ authorised person. Families are asked to authorize regular outings within the immediate area surrounding the service once every 12 months.

Incursions are when representatives of external organisations/ or the community come into our educational setting to provide experiences for the children to enjoy as part of the educational program.

Permission from the family to participate in the excursion/ incursion will be sought in advance.

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 2 Excursions Policy.

## Food and Nutrition

The Deniliquin Children Centre aims to promote healthy lifestyles, good nutrition and the wellbeing of all of children, educators, staff and families. We also aim to support and provide adequately for children with food allergies, dietary requirements, restrictions and specific cultural and religious practices.

Families are asked to provide the following for their child.

- Nutritious snacks packed for morning and afternoon tea eg. fruit, dried fruit, savoury biscuits (salads, cruskits, rice cakes) or yoghurt.
- Nutritious lunch eg. sandwich, yoghurt or salads (left over dinner can be reheated)
- Drinks - water or milk ONLY
- Bottles, prepared at home with formula, milk or substitute- must be clearly labelled with the child's name.

Please also pack a labelled water bottle with water for your child to access throughout the day.

We have a variety of handouts of lunch box ideas or please talk to the staff in your child's room if you would like to discuss lunch box suggestions, or quantities of food.

Breastfeeding is welcomed in our service. Mothers will have access to a small comfortable space to feed their child. Please see an educator if you require further information.

Note: Drinking water is always available

### *Deniliquin Child Care Centre*

Our childcare service employs a cook each day to plan and cook tasty and nutritious meals. The menu is on display and published on Storypark at least 2 weeks in advance. Please communicate with Nominated Supervisor in advance if anything on the menu poses problems for your child's dietary requirements. The menu includes morning tea, lunch and afternoon tea as well as a late afternoon snack as required. Milk or water is offered with each meal. We follow the NSW Health Caring for Children guidelines for children in care for more than 8hrs/day. 80% of their dietary requirements are met in our menu. Bread and orange is also readily available as an alternative.

It is important that families communicate with educators about your child's dietary needs, including textures and intolerances.

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 2 Nutrition Policy.

## Formula/ Breast Milk

We aim to work with families with children who are still being breastfed and provide a supportive environment by feeding children breast milk supplied by their families.

We provide a supportive environment for mothers to breastfeed.

Expressed breast milk or formula should be brought to the service in a clean sterile container labelled with the date and the child's name. Families need to provide bottles for use in the service.

Bottles will be warmed in a bottle warmer. All bottles will be washed after use.

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 2 Nutrition Policy.



## Hygiene

Maintaining an effective level of hygiene is one of the most important and regularly implemented practices in our services. Effective hygiene strategies and practices assist services to protect all persons from, and minimise the potential risk of, disease and illness.

Many of the hygiene habits developed during childhood will continue throughout life. Services should demonstrate to children the hygiene practices which reduce the likelihood of cross infection and explain the reasons for them. Experiences that promote basic hygiene awareness assist children to become competent and independent and develop valuable life skills.

Children, families and educators are encouraged to wash their hands on arrival and before leaving the service to prevent the spread of germs. Hand sanitising stations are available for family use.

Additional hygiene and infection control procedures will be put in place if there is an outbreak of an infectious disease in the service.

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 2 Hygiene and Infection Control Policy.

## Illness

For the protection all children and staff, we ask you NOT TO BRING YOUR CHILD TO THE CENTRE if he/she has:

- An elevated temperature, 38° or greater
- Vomited within a 24-hour period
- Diarrhoea within 24 hours
- Ear, eye or discoloured nasal discharge.
- Visible rashes that have not been diagnosed by a physician
- A severe cough, runny nose and/or congestion
- Have been treated for a fever with paracetamol or ibuprofen within the previous 12 hours, and for 24 hours from the commencement of antibiotics
- Any communicable disease – (please see exclusion guidelines at the back of this booklet.)

If your child develops a rash, temperature or in the opinion of the educators, becomes ill during the day, you will be contacted to collect your child. In the event we are unable to reach you, we will call the emergency contact to pick up your child.

Your child must be symptom free for 24 hours before returning to the service as per the National Health & Medical Research Council Staying Healthy in Early Childhood Education and Care Service Guidelines (2013).

If your child has discharge from the eyes, a rash or any other ailment that cannot be identified, the Department of Health requires that either the child is symptom free OR a physician's written statement or Doctor's Certificate confirms that the symptoms are not contagious may be required on the child's return

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 2 Disease Prevention and Immunisation Policy.

## Immunisation

Immunisation which is a simple, safe, and effective way of protecting people against harmful diseases before they come into contact with them in the community. Immunisation not only protects individuals, but also others in the community, by reducing the spread of disease.

To enrol in our services, families must provide a copy of one or more of the following documents:

- a current Australian Immunisation Register (AIR) Immunisation History Statement which shows that the child is up to date with their scheduled immunisations) in line with the NSW Immunisation Schedule (please note the child's personal health record or "Blue Book" cannot be accepted)
- a current AIR Immunisation History Form on which the immunisation provider has certified that the child is on a recognised catch-up schedule in line with the NSW Immunisation Schedule
- an AIR Immunisation Exemption – Medical Contraindication Form which has been certified by an immunisation provider for a child who cannot receive one or more vaccine(s) for medical reasons

If there is an outbreak of an infectious diseases, families will be notified in accordance with the Exclusion Periods recommended by the National Health and Medical Research Council.

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 2 Disease Prevention and Immunisation Policy.

## Incidents, Injury, Illness and Trauma

The Deniliquin Children's Centre and all educators will effectively respond to and manage accidents, illness and emergencies which occur at the service to ensure the safety and wellbeing of children, educators and visitors. All educators have First Aid qualifications including training in asthma & anaphylaxis.

An Incident, Injury, Trauma and Illness Record will be completed without delay, and provided to the parent/ guardian.

On collection of the child the parent/ guardian will be required to add your name, date and signature to this form. If emergency treatment is required, an ambulance will be called without delay. Authorisation for this is in the enrolment record.

The National Law requires that the Early Childhood and Care Directorate (regulatory body) be notified of any serious incident which occurs at any service, including:

- The death of a child at the service or following an incident at the Service
- An incident at the service where the emergency services attended or ought reasonably to have attended
- A child is missing
- A child has been taken from the service without the authorisations required under the regulations
- A child is mistakenly locked in or out of the service

The parent of a child will be notified as soon as possible, preferably on the same day, and no later than 24 hours of the injury, illness, trauma or incident.

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 2 Incident, Injury, Illness and Trauma policy.

## Infectious Diseases

The Deniliquin Children's Centre takes reasonable steps to prevent the spread of infectious diseases in educational services. We ensure that parent/emergency contacts for each child is notified of the occurrence of an infectious disease as soon as possible.

You will be notified of any cases of significant infectious disease in the service via a sign in the foyer/ sign in area.

You are required to notify the service immediately if an enrolled child or their sibling is diagnosed with an infectious disease.

The following infectious diseases are notifiable.

- Diphtheria
- Mumps
- Poliomyelitis
- Haemophilus influenzae Type b (Hib)
- Meningococcal disease
- Rubella ("German measles")
- Measles
- Pertussis ("whooping cough")
- Tetanus

A child with any of the conditions listed above should be KEPT AT HOME for the prescribed period. Children who are not immunised will be automatically excluded from the service in the event of an outbreak of relevant infectious diseases.

The Department of Health and will be reported as required.

We follow NHMRC Guidelines for minimal exclusion periods – see table below

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 2 Disease Prevention and Immunisation Policy.

Recommended minimum exclusion periods see

<https://www.amr.gov.au/resources/recommended-minimum-exclusion-periods-infectious-conditions>

# Recommended minimum exclusion periods

ADAPTED FROM STAYING HEALTHY | 5TH EDITION | 2013

Condition	Exclusion of case	Exclusion of contacts*
Campylobacter infection	Exclude until there has not been a loose bowel motion for 24 hours <sup>b</sup>	Not excluded
Carbunkle (flesh)	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
Cryptosporidium	Exclude until there has not been a loose bowel motion for 24 hours <sup>b</sup>	Not excluded
Dermoses (No organism identified)	Exclude until there has not been a loose bowel motion for 24 hours <sup>b</sup>	Not excluded
Fungal infections of the skin or nails (e.g. ringworm, thrush)	Exclude until the day after starting appropriate antifungal treatment	Not excluded
Gardiasis	Exclude until there has not been a loose bowel motion for 24 hours <sup>b</sup>	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
Haemophilus influenzae 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 of 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
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
Lentiginosis	Not excluded	Not excluded
Measles	Exclude for 4 days after the onset of the rash	Immunized and immune contacts are not excluded For non-immunized 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 and incompletely vaccinated contacts, or antibiotics
Pneumococcal disease	Exclude until person is well	Not excluded
Rozzle	Not excluded	Not excluded
Road River virus	Not excluded	Not excluded
Rotavirus infection	Exclude until there has not been a loose bowel motion or vomiting for 24 hours <sup>b</sup>	Not excluded
Rubella (German measles)	Exclude until 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 <sup>b</sup>	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 <sup>b</sup>	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
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-immunized children, and less in immunized children	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise, not excluded
Viral gastroenteritis (viral diarrhoea)	Exclude until there has not been a loose bowel motion for 24 hours <sup>b</sup>	Not excluded
Warts	Exclude if loose bowel motions are occurring. Exclusion is not necessary if treatment has occurred	Not excluded

\* The definition of 'contacts' will vary according to the disease—refer to the specific fact sheets for more information.

<sup>b</sup> If the cause is unknown, possible exclusion for 48 hours until cause is identified. However, educators and other staff who have a food handling role should always be excluded until there has not been a loose bowel motion for 48 hours.

Adapted from SA Health Communicable Disease Control Branch: <http://www.dh.sa.gov.au/eha/about-us/eha-branches/communicable-diseases>. Note that exclusion advice is consistent with State of National Guidelines (SNGNs) where available.

Staying Healthy, Preventing infectious disease in early childhood education and care services | 5th Edition | Printed June 2013 | NHMRC Ref. CH55



## Interactions with children

Educators provide positive interactions with children to guide and support them to develop skills to regulate their behaviour and learn to negotiate and resolve conflicts or disagreements with others.

Positive interactions with children may include methods to:

- Encourage expression
- Allow children to undertake experiences that develop self-reliance and self esteem
- Maintain the dignity and rights of each child
- Provide guidance and encouragement to each child.

For more information please see Deniliquin Children's Centre Quality Area 5 Interactions Policy

## Management of Medical Conditions

Deniliquin Children's Centre has practices in place to manage specific health care needs, allergies and medical conditions such as asthma, diabetes and those at risk of anaphylaxis.

We will collaborate with families of children with diagnosed medical conditions to develop a risk minimisation plan for their child.

If your child has a diagnosed medical condition, they cannot attend a service without a Management of a Medical Conditions form being completed, and a risk minimisation plan developed for them. This must be signed by the Registered Medical Practitioner.

A medical profile form will be completed for your child to ensure the communication of the management of your child's health need for educators in the service.

You are required to ensure that all relevant medication is at the service at all times that child is in attendance. You must ensure that you update the medical information in the service whenever there is a change or review by a doctor by filling out a new Medical Conditions form. Medical Condition forms are required to be updated ANNUALLY.

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 2 Medical Conditions Policy.

## Medication

The educators at our centre will only administer medication to a child if it is authorised by parents using the Medication Record form (or someone authorised by parents on the enrolment record to make decisions about the authorisation of medication).

We may administer medication during an asthma or anaphylaxis emergency without first receiving authorisation.

Medications (including emergency medications) must be provided by the parent to each service the child attends. Medication cannot be shared between services.

An Administration of Medication record must be completed by the parent or another authorised person. Educators will administer medication to a child:

If the medication is authorised in writing by a parent or another authorised person and prescribed by a doctor and

- Is in the original container
- has not expired
- has an original label and instructions that can be clearly read

Our service does not administer over the counter medication unless it has been prescribed by a medical practitioner.

Preventative remedies such as nappy rash lotions (not medicated), barrier creams, insect repellent, essential oils may only be applied when authorization has been received via the Administration of Preventative Remedy form. Teething gels and medicated nappy rash creams must have a pharmacy label which includes the child's name and instructions for use.

Medication may mask the symptoms of other, more serious illnesses and our educators are not qualified medical professionals. Families are asked to refrain from bringing their children to the service while any symptoms of an illness remain, if they have a fever over 38°C or have been treated for a fever with paracetamol or ibuprofen within the previous 12 hours, and for 24 hours from the commencement of antibiotics

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 2 Administration of Medication policy and Administration of Essential Oils policy.

## Participation of Volunteers and Students

Deniliquin Children's Centre welcomes and encourages volunteers. We also provide practical experiences for students from secondary schools, TAFE and universities. All students and volunteers over the age of 18 years are required to provide a current Working with Children Check and are supervised by educators. Families are asked to provide their WWCC number to the admin office if they would like to volunteer in the Centre.

For more information please see Deniliquin Children's Centre Quality Area 7 Students and Volunteers Policy.

## Refusal and Acceptances of Authorisations

The Deniliquin Children's Centre requires authorisation for actions such as administration of medications, collection of children, excursions, transporting children and providing access to personal records. This policy outlines what constitutes a correct authorisation and what does not (and may therefore result in a refusal).

The Nominated Supervisor will ensure documentation relating to authorisations contains:

- the name of the child enrolled in the service
- date
- signature of the child's parent/guardian, or nominated contact person who is on the enrolment form
- the original form provided by the service

All authorisations must be kept in the enrolment record.



Where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma the service can administer medication without authorisation, provided they contact the parent/guardian as soon as practicable after the medication has been administered.

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 7 Acceptance and Refusal of Authorisations Policy.

## Sleep and Rest

Children will have their own sleep routines which the service will implement in consultation with you and your child. Children will be offered the opportunity to rest in an appropriate area under supervision. Rest will be documented, and routines are flexible to meet individual needs.

Educators will respect the rights of the child and if the child is displaying signs of tiredness, they will be provided the opportunity to rest.

Children who do not need a rest will be able to participate in quiet activities.

All babies under 12 months will be put bed in a cot, at the service, in a way that reduces the risk of Sudden Infant Death Syndrome (SIDS) and fatal sleeping accidents. Educators will follow the child care practices recommended by the SIDS and Kids safe sleeping program to reduce the risk of SIDS and create a safe sleeping environment.

- Put babies on the back to sleep from birth. Older babies can turn over and move around the cot. Put them on their back and let them find their own sleeping position. The risk of SIDS in babies over six months is very low. Babies under 12 months will only be placed on their tummy or side to sleep if told to do so in writing by the child's medical practitioner.
- Sleep babies with face uncovered. Infant's feet should be placed at the end of the cot with the sheet folded back in the centre of the bed. Baby should be tucked in securely with no loose cot bedding.
- The Service will be a smoke free environment as exposure to cigarette smoke increases the risk of SIDS.

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 2 Sleep & Rest Policy.

## Special Occasions/ Birthdays/ Celebrations

Educators welcome the opportunity to celebrate children's birthdays or other significant celebrations with them.

To minimize the spread of germs when the child blows out the candles, families are encouraged to provide a separate cupcake (with a candle if they wish) for the birthday child and enough cupcakes for all the other children or provide a separate cupcake (with a candle if they wish) for the birthday child and a large cake that can be cut and shared.

Please

- also provide a list of the ingredients of the cupcakes and
- let the educators know in advance so that they can organize an alternative treat for any child with dietary requirements.

Lollie bags or other treats are not suitable.

We usually celebrate special occasions at morning or afternoon tea and families are welcome to come along and share this special time. Educators record the event with photographs which can be shared with the family in Storypark.

For more information please see Deniliquin Children's Centre Quality Area 2 Nutrition Policy.

## Sun Protection

To ensure all children and educators at Deniliquin Children's Centre are protected throughout the year from the sun's harmful ultraviolet radiation (UVR) a comprehensive approach considering sun protective behaviour, organisation of activities, the service's outdoor environment and education of children, educators and families is undertaken.

Families are requested to provide hats for children that protect the face, neck, ears and crown of the head for outdoor activities. Hats are available for purchase from the admin office.

During the months of June and July (where the UV index is mostly below 3) children and educators may bring beanies for warmth and wear these outdoors.

Families are requested to dress children in clothing that gives protection from the sun i.e. shirts/dresses with collars and sleeves, trousers or longer shorts/skirt, all made from closely woven material.

SPF 30+, broad-spectrum, water-resistant sunscreen will be applied to all children and educators 20 minutes before each session of outside play.

Children under 12 months of age will not be exposed to direct sunlight. Special care will be taken to avoid exposure to indirect UVR if babies are in shaded outdoor areas.

October-March: Services will minimise outdoor activity time between 11am and 3pm (daylight savings time) Sun protection is required at all times when outside.

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 2 Physical Environment Policy.

## Supervision of Children

Supervision involves direct observation and engagement of individual and groups of children to protect them from hazards and plan appropriate programs.

Effective supervision requires educators to be actively involved with children and this always requires children being within sight and/or hearing of educators. Consideration is given to children of different ages and abilities who need different levels of supervision.

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 6 Interactions with Children Policy.



## Toileting

Deniliquin Children's Centre aims to ensure that toileting and nappy changing procedures are positive experiences and meet each child's individual needs, while ensuring educators are aware of and implement correct hygiene principles to reduce the spread of disease.

Educators aim to follow the families lead regarding toilet education for children, so this can occur concurrently at home and at the service.

Please ensure that an adequate amount of underwear and change of clothes are provided. When children commence toilet training, please ensure you provide a disposable nappy for sleep time if required.

Toileting accidents are dealt with in a positive manner. Educators will at all times encourage the child to be independent in their toileting habits and provide assistance as and when needed.

Toileting and nappy changing will be carried out at frequent intervals and as needed throughout the day as required. Children who are in nappies will have this detail recorded by the educators. Educators will also be aware of the possible need to maintain privacy when toileting and dressing.

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 2 Nappy Change & Toileting policy.

## Toys and Belongings from Home

Comfort toys (e.g. Rug, teddy etc.) that help a child settle, are more than welcome.

We encourage the children to bring nature items and other items of general interest.

It would be appreciated if children did not bring toys or valuables from home unless they are required for a special event, such as show and tell. Toys from home can become lost or broken and it saves a lot of heartache if these items are left at home.

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 6 Interactions with Children Policy.

## Water Safety

Children will be supervised at all times during water play experiences.

Learning spaces and environments should offer an array of possibilities and connect children with natural materials. Water is one experience that offers children sensory-rich, open-ended experiences that engage children's curiosity and imagination. Children will encounter these resources in the service environment and/ or when on excursions. These experiences, especially those conducted with and near water, will be carefully supervised ensuring the safety of children and adults.

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 2 Physical Environment Policy.

## Information about the Educational program

Our programs for children are designed in accordance with the National Quality Framework. The NQF aims to raise quality, drive continuous improvement and consistency through the:

Education and Care Services National Law Act 2010.

Education and Care Services National Regulations 2011.

Children (Education and Care Services) Supplementary Provisions Regulation 2019 (State Regulated Services).

National Quality Standards.

An assessment and rating system.

Early Years Learning Framework- Being, Belonging, Becoming.

NSW Early Childhood Education and Care Directorate, who is the regulatory authority in NSW.

Australian Children's Education and Care Quality Authority (ACECQA).

### Active Play

Deniliquin Children's Centre recognises the impact of active/ physical activity in early childhood on immediate and long-term health. Educators provide active play experiences every day, regardless of the weather, encouraging music, movement, drama, and exercise.

Active play is about moving, being and doing. Active play uses large muscles and provides children with a range of physical, emotional and social benefits and helps develop gross motor and fundamental movement skills. Active play also helps develop a strong and healthy body, creates feelings of well-being and helps protect from disease.

We follow the Federal Government's Physical Activity Guidelines including the 24-Hour Movement Guidelines for the Early Years which recommend:

- Infants (birth to 1 year) engage in physical activity from birth eg floor-based play several times a day including at least 30 minutes of tummy time for non-mobile babies spread throughout the day.
- Toddlers (1 to 2 years) engage in daily physical activity for at least three hours spread throughout the day.
- Pre-schoolers (3 to 5 years) engage in daily physical activity for at least three hours spread throughout the day including at least one hour of energetic play.

For more information please see Deniliquin Children's Centre Policy Manual Quality Area 2 Physical Activity & Recreation Promotion Policy

### Educational Program

Our curriculum is based around the National Early Years Learning Framework (EYLF) themes of Belonging, Being and Becoming. The key principles that guide the EYLF and our own

understanding focus on creating an environment where the following are embedded in our practice:

- Secure, respectful and reciprocal relationships – with children, families and colleagues.
- Partnerships – with families, children, early childhood educators and community.
- High expectations and equity – where every child, family and educator is valued and catered for.
- Respect for diversity – where difference is acknowledged and celebrated in respectful ways that enhance our understanding.
- Ongoing learning and reflection – where we as educators take the time to reflect on what and why we do what we do and what might change and why.

Our key learning outcomes are aligned to the National Early Years Learning Framework and encompass the following key understandings:

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

The program at Deniliquin Children's Centre services is built around a play-based learning program, focused on the interests of young children and also the intentional planning undertaken by educators. Play provides opportunities for children to learn as they discover, create, improvise, and imagine.

Research shows that when children play with other children, they create social groups, test out ideas, challenge each other's thinking and build new understandings.

The Program is available in hard copy in your child's classroom. It is also available on Storypark.

The educational programs:

- evolve from the interests displayed by the children during each session and educators and teachers welcome the opportunity to discuss the program with interested parents.
- are educational and fun
- recognise that "play" is children's work
- are child centred and build on a child's natural curiosity
- recognise each child as a unique individual who will learn at his/her own level and pace
- Are created from information gained through observations of children and communications between the educators and children, and educators and parents to meet children's needs, interests and levels of development
- Focus on the child as a whole and provide a balance between all areas of development
- Encourage exploration, experimentation and discovery so that children become challenge seeking and active problem solvers.
- Encourage children to make choices to increase independence and provide opportunities for decision making.
- Are process oriented and focused on the children's involvement rather than the finished product.

- Provide a balance between active and passive play activities and include opportunities for interaction and solitary play so each child can appreciate and value himself/herself as an individual and as a member of a group.
- Allow each child to develop positive and warm social relationships with peers and adults and promote respect for the rights of each other.
- Allow children to make mistakes and feel comfortable about it, thus allowing them to learn from the experience and in so doing to create a sense of competence, confidence and worth.
- Allow children to experience success so they see themselves as competent. This will encourage them to continue taking on challenges and expanding their emerging knowledge and acquiring new skills.
- Meet the differing individual and cultural needs by promoting the value of acceptance and diversity through multicultural principals that have an anti bias approach to gender, race and religion.
- Recognise that school is the next step in a child's formal learning and to work with the schools in the transition process.

A summary of the child's development in each of the five outcome areas of the National Early Years Learning Framework will be provided to families mid year and at the end of the year (Transition to school statements are also provided for applicable children).

We will:

- determine the extent to which all children are progressing in their learning outcomes and if not, what might be impeding their progress
- identify children who may need additional support in order to achieve particular learning outcomes and provide that support, or assist families to access specialist help

We work with the family to develop goals for the child's learning and families will receive regular updates on the progress of this goal. This will be in the form of learning stories in Storypark. You are encouraged to speak to your child's lead educator about any concerns you may have. We also value your input about experiences and interests for your child. This can be done in person, or via a comment in the Storypark app.

For more information please see Deniliquin Children's Centre Quality Area 1 Educational Program and Practice Policy

## Documentation of Children's Learning- Storypark

We work with the family to develop goals for the child's learning and families will receive regular updates on the progress of this goal. This will be in the form of learning stories in the digital platform Storypark. These updates will also be about other learning and experiences which are occurring in the service.

Upon enrolment of the child, families will be invited to become a user of Storypark via email. Here you will be able to see and comment on observations of learning, and their child's learning at the Centre. It is about making the child's learning visible and reflecting on the distance of their learning.

We also value your input about experiences and interests for your child. This can be done in person, or via a comment in the Storypark app. You are also encouraged to speak to your child's lead educator about any ideas for the program or concerns you may have.

For more information please see Deniliquin Children's Centre Quality Area 1 Programming and Documentation Policy.

## Family Involvement

We believe the needs of our children are best met by working in partnership with families.

We encourage open communication and mutual respect between staff and families irrespective of culture, gender, isolation, special needs or level of income. Staff respect and are mindful of each family's values and beliefs when interacting with children and planning experiences.

Families are involved in the day to day operations of the service in a number of ways. We warmly welcome children and families to the service and encourage parents to spend time with their child and the group when possible. We encourage and invite family members with a special interest or skill to share their knowledge or experience with the children.

Families may like to participate in the program by:

- Reading a book to the children
- Participating in an art activity
- Showing the children how to play a musical instrument
- Participate in some gardening
- Showing the children a work skill- e.g. nurse may show children how to bandage, tradie may bring in their tools, farmer may bring in some produce and talk about how it is grown.

Special events are planned during the year to which family members are invited.

**WE LOVE FAMILY ASSISTANCE FOR EXCURSIONS.** Please provide your volunteer Working With Children Check number to the admin office.

Families contribute to their child's learning by completing a family profile of the child and providing feedback to learning stories on Storypark.

Families who wish to discuss their child's progress and/or the centres operations in detail are encouraged to make an appointment with the Nominated Supervisor of the service.

For more information please see Deniliquin Children's Centre Quality Area 6 Family Involvement Policy.

## Sustainable Practice and the Physical Environment

Children are encouraged to take an active role in caring for the environment and contribute to a sustainable future. By embedding sustainable practices into service operations, children are supported to become environmentally responsible, to show respect for the environment to promote learning and understanding of the world around us.

With so many children attending the services, we use a tremendous amount of reverse garbage. Could you please save some of these things for us?

Cotton reels, cardboard cylinders, wool, corks, silver foil plates, boxes of all sizes, polystyrene trays, lids off preen etc., material cut into small pieces, 1 & 2L milk cartons, anything gold or glittery, etc. Before you throw anything out, ask yourself "Could this be of use again?"

When we require certain items, we will advise in our newsletter and on the whiteboard in the foyer.

For more information please see Deniliquin Children's Centre Quality Area 3 Sustainability Policy.

## Transition to School Statements

All services at Deniliquin Children's Centre provide a transition to school statement for each child who will attend primary school the following year. Information and permission will be sought from families for these statements in Term 3 & 4.

### *Preschool Services*

Educators work with families and schools to make the transition to school as smooth as possible. We invite schools to visit the children at Preschool Services the term before they start school and staff attend the school orientation days. This provides support to children, families and the school staff.