



OUR PHILOSOPHY

At Palmwoods Early Learning
Centre we believe that children
should be active participants
in their environment and as such
allow children's' ideas to shape
play on the day with some
structure provided to guide
children through their learning.

We want to provide a 'home like' atmosphere which incorporates realistic, natural and culturally rich environments, while using the latest technology in communication, security and operations.

Our educators plan for the children with a focus on the Early Years Learning Framework (EYLF) and QLD Kindergarten Guidelines (QKLG) outcomes.



Palmwoods Early Learning Centre is a family owned Centre providing family friendly, long day care and early learning for babies and children from 6 weeks to school age.







OUR OPERATION

Approved Service Provider of Palmwoods Early Learning Centre is: Palmwoods Child Care Pty Ltd

Palmwoods ELC is a family owned Centre. We provide family – friendly long day care and early learning for babies and children from 6 weeks to school age.

Opening Hours

Monday to Friday (excluding public holidays) 6:15am – 6:15pm

Phone

(07) 5391 4742

Fmail

reception@palmwoodselc.com.au

Physical Address

1 Harris Drive, Palmwoods, QLD, 4555

Postal Address

PO Box 1439, Buderim, QLD, 4556



OUR TEAM

Palmwoods Early Learning Centre is under the direction of our qualified and experienced Director whose role is to lead, guide and support our team and each family, assisted by our Assistant Directors. Our Centre Owners support the operations of Palmwoods Early Learning Centre.

All Educators at Palmwoods Early Learning Centre hold appropriate early Childhood qualifications. These include Bachelor of Education Early Childhood; Advanced Diploma of Children's Services, Diploma of Children's Services and Certificates in Early Childhood Education and Care. These are all approved qualifications under National Childcare Regulations.

Our team of educators bring a diverse range of professional experience and cultural perspectives to Palmwoods Early Learning Centre. They are passionate about the provision of high-quality early childhood education and care and are committed to continuing professional development in this area.

Each room has a Lead Educator and Support Educators, which satisfy the required educator/child ratios required for each room. Our kindergarten program is delivered by qualified Early Childhood Teachers.

To assist parents, each room displays the name and photo of its Educators. In Reception, the name and photo of the Person in Charge of the Centre at any given time will be displayed. Photos and information about our team are also located in the reception area.



It places emphasis on play and discovery-based learning, which is recognised as the best vehicle for a child's learning and development.

The framework also recognises the importance of communication, language, social and emotional development.

The Early Years Learning Framework focuses on five 'Learning Outcomes' that we often link to in our program. These are:

- 1. Children have a strong sense of identity
- 2. Children are connected with and contribute to their world
- 3. Children have a strong sense of wellbeing
- 4. Children are confident and involved learners
- 5. Children are effective communicators

ACTIVE LEARNING

Your child's Lead Educator will prepare a learning program that is both child initiated and teacher led.

You can share and contribute to your child's learning in several ways:

- View Storypark and My Family Lounge posts on your device and share your own photos and stories
- Read your child's Online Journa
- Connect with your child's Educators

In our program, we encourage creativity and recognise the many ways in which a child learns and communicates. We allow children the space and time to make choices, develop their own ideas through active play, exploration and discovery of their environment.

We develop warm, respectful relationships, providing a secure base that gives a child confidence to explore, discover and connect to their world, building a foundation for a love of learning.

POLICY DOCUMENTS

The centre's policies are available in the front foyer for perusal should you wish to view these documents. A condensed version of policies relating to your time with us can be found in the Centre Handbook that will be emailed to you on enrolment. Our policies are reviewed regularly so please take the time to familiarise yourself with the centre policies. We value you input so please offer any valuable ideas and suggestions. In order to maintain your position in the centre, please abide by the centre's Expectations of Families.

HOURS

The Centre opens from 6.15am to 6.15pm Monday to Friday, and is in operation approximately 50 weeks of the year.

Children will not be accepted by educators outside of these hours. Please notify us of your child's absence by 9.00am. The centre charges a late fee (refer to Fees) for any children not collected by 6.15mm

PRIORITY OF ACCESS

This Centre adheres to the guidelines set down by the Commonwealth Department of Human Services and Health regarding priority of access.

- Priority One: A child at risk of serious abuse or neglect.
- Priority Two: A child of a single parent who satisfies, or of parents who both satisfy the work/training/study test
- Priority Three: Any other child.

The Centre caters primarily for working parents. If a parent's work situation alters whilst their child is in care, they must inform the Centre immediately and therefore days in care may be altered.

A parent taking maternity leave is regarded as working and days may be negotiated if needed

ARRIVAL AND DEPARTURE OF CHILDREN

Children must arrive at the Centre accompanied by a parent or responsible adult. Please ensure your child is presented in a clean nappy. It is essential that all parents sign their child in upon arrival, and sign out upon departure, on a daily basis, as an official report, in case of fire or emergency and also for parents to receive childcare benefit. Children will only be allowed to leave the centre with another adult if we have permission from the legal guardian. Parents are requested to leave an up-to-date contact number as they must be contactable throughout the day, in case of an emergency.

Initial separation is never easy for parents or child and the educators will always offer support at these difficult times.

If your child is upset when you leave, chances are that before long he/she will have settled. If you are concerned throughout the day regarding your child, please feel free to phone us. If your child is unduly upset, we will phone you.

Please ensure siblings remain with you at all times and that children leaving the centre do not enter the office without your supervision

CUSTODY AND ACCESS

This Centre requires parents to supply a JP certified copy of any current custody or access agreement/order from the Family Law Courts. At no time can the centre refuse a parent the right to pick up their child without a court order.

Family and Communication Policy It is the aim of this centre to have positive relationships between parents and teachers and that we all establish and maintain effective communication.

FAMILY RESPONSIBILITIES

Please ensure that your 2 week bond is paid on commencement of care and your childcare fees are paid up to date.

Please remember to notify administration if:

- You have changed your address or phone number
- · Your emergency contact has changed
- Custody or access arrangements have changed
- Immunisation is kept up to date and centre receives a hard copy of this at due times
- It is a parents responsibility to sunblock your child on commencement of the day at the centre.

FAMILY INVOLVEMENT

Parents and guardians are welcome at the centre at all times. We appreciate that time is extremely precious to working parents however, this centre recognises the important role that parents play in the education of their children and we value parent participation in our program and involvement on a variety of levels, e.g. special skills and interest in the educational process, attending parent meetings and social functions.

It is our earnest desire that you feel part of your child's pre-school years and we look forward to having you involved in your child's education.



ENROLMENT

SETTLING IN

Prior to commencing at our centre, our staff will help you with enrolment paperwork and explain our policies, procedures and practices. We will also familiarise you with our security, sign-in and Storypark – our communication, programming and booking App. You will be asked to sign an Enrolment Form, Payment Authorisation and pay a \$50 Acceptance Fee, which will hold your place for two weeks.

On confirmation of enrolment, you will receive a welcome pack containing a sun hat, wet bag and colouring book and pencils. We strive to ensure that this is a positive experience for you and your child.

CLOTHING

We ask that you dress your child in comfortable clothing suitable for indoor and outdoor play and allows for self-dressing, such as elastic shorts. While all care is taken, clothing may be covered in mud and paint on a regular basis. Drawstrings, belts, ties and jewellery are to be avoided. Amber beads will be removed at sleep times.

Sun smart clothing, such as T-shirts with sleeves, are required. Our Palmwoods Early Learning Centre hats meet sun-safety standards.

Please label all your child's belongings, including clothing, socks and shoes. Children are encouraged to have bare feet during their time in our Centre as this helps develop their motor skills.







What We Provide

- · Nappies and care products
- Sheets for our cots and mats
- Subscription to Storypark
- Sun Smart Hat and Sunscreen









What you provide

- Small backpack or school bag
- Spare clothing (labelled please)
- · Comforter if needed
- Any special products your child may need due to sensitivities or allergies (labelled)
- Special items such as photos or books can be shared but toys are to remain at home
- Healthy, nutritional lunch box with minimal packaging, raw foods preferred in a bento style lunch box
- · Water bottle
- All items belonging to your child must be named



FEE SCHEDULE

Please see current fee schedule on our website as our fees are subject to change.

WHAT IS INCLUDED IN FEES

Palmwoods Early Learning Fees include all bed linen, modern day cloth nappies, care products, and sunscreen and access to our family communication Apps: Storypark and My Family Lounge. Each child's Welcome Pack includes a Palmwoods Early Learning Centre hat, a wet bag, colouring book and pencils. Families provide food at PELC and our team guide families on nude food options to reduce packaging and the impact on the environment as well as healthier food options for your children.

FEES

Fees are payable for all days that your child is enrolled including when your child is absent for any reason including illness.

Families fees are to be kept two weeks in advance at all times to secure and maintain a child's placement.

A non-refundable \$50 administration fee is payable for each child or infant enrolled prior to commencement, this is charged once per family (no charge for siblings).

PAYMENTS

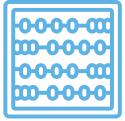
Fees will be directly debited from your nominated account fortnightly in advance through Storypark Payments/Debit Success. Statements will be sent electronically and include your charges, CCS information and receipt details for any payments made.

OUTSTANDING FEES

It is important that your fees are kept up to date. If your account goes into arrears for 14 days or more, your child's place may be cancelled. If you have a problem with payment of your fees, please talk to the Director as soon as possible so alternative arrangements may be discussed.

LATE FEES

The Centre is staffed until 6.15pm. If a parent is late collecting a child, late fees will apply at \$15 for every 15 minutes or part thereof.





CASUAL BOOKINGS AND ADDITIONAL DAYS

Vacancies within our Centre may be booked as casual bookings and are charged at the same daily rate. Additional days can be requested at any time and taken immediately if available. The centre does not guarantee casual or additional days will be available. If unavailable, your request can be added to our centre's waiting list.

CHANGES TO BOOKINGS

We will do everything possible to support the changing needs of families and their children. Two weeks' written notice is required to change or cancel your child's regular booked days of attendance.

HOLIDAY RATES

If you provide notice of two weeks in advance, a holiday discount on the full fee may be available for up to four weeks of care per calendar year. This provision is at the Centre's discretion.

FULL WEEK FEES

For families attending 5 days a week, a discount will apply to your fees.

WITHDRAWAL FROM CARE

Families must provide two week's written notice to cancel a child's booked attendance at the Centre. The two weeks' advance payment we hold will be applied to your notice period. If your child does not attend on their last booked days, CCS cannot be applied, and full fees will apply.

THREE CHILDREN

For families with three siblings attending Palmwoods Early Learning Centre at one time, a discount will apply to your fees.

INITIAL ABSENCE DAYS

Fees are payable for the reservation of the place, not the attendance. When your child is away the day still needs to be paid for.

Each financial year, Centrelink will pay your child's CCS entitlements for the first 42 absence days. These absences can be for any reason including public holidays and the initial 42 days must be used before any additional absences can be claimed.

ADDITIONAL ABSENCE DAYS

If you use over your child's 42 allowable absences, you will be charged the full fee as Centrelink will not provide subsidies for any absences over 42 days; unless supporting documentation is provided. To find out what counts as an "additional absence"; and the associated documentation required, please see the Director.

Supporting documentation must be provided to the Centre within 2 days of the child's absence.

PUBLIC HOLIDAYS

Our centre is closed on public holidays; however, we are currently not charging families for public holiday days.



*CHILD CARE SUBSIDY (CCS)

CCS is a payment from the Government that will provide financial assistance towards the cost of your child's care and reduce the cost of your total childcare fees. It is available to you if you are a parent, grandparent or a foster parent with a child in your care who is attending a childcare program

Until your CCS has been approved and has commenced, we will require full payment of your child's childcare fees. More information is available at www.familyassist.gov.au or by visiting Centrelink.

The Child Care Subsidy will be paid directly to Palmwoods Early Learning Centre by Centrelink. Storypark, our Child Care Management System, will calculate a family's 'out of pocket' fee and process this using Debit Success, our direct debit system.

Parents need to inform Centrelink of any changes that may affect their assessment including changes to your family income or your hours of care. Please let our Director know if your child's siblings are attending another approved early learning program.

Please be aware, a percentage of your CCS is withheld by Centrelinl until taxable income for the financial year is confirmed.
This ensures that families are not overpaid by Centrelink resulting in a debt to be repaid.

*To find out more, visit www.education.gov.au/ChildCarePackage



TECHNOLOGY IN OUR CENTRE



CONNECTEDNESS

Palmwoods Early Learning Centre makes use of the latest technology with our secure online communication platform, called Storypark. Log into your smart device and connect to your child's day at Palmwoods Early Learning Centre. Photos and learning stories are shared with you and any family members you nominate. You can like or add comments in real time. Every child at Palmwoods Early Learning Centre has an online journal where Educators add observations learning outcomes and future planning. You can access your child's personal online journal using your email and password via the Storypark app.

ATTENDANCE

Storypark provides a secure and quick digital sign in each day. On arrival and departure, you or any person you have nominated on your family records, will be required to sign in and out by using Storypark on the smart device in our reception area.

CASUAL BOOKINGS

If you require care for your child outside of regular days, you can make a casual booking using My Family Lounge – Log in, check the calendar and book an available place. You can also call or visit our Director to enquire. Casual bookings are charged as per your daily rate and will be added to your next account.



KEEPING IN TOUCH

We email regular newsletters to keep you up to date with what's happening at Palmwoods Early Learning Centre. You can also visit our Facebook page. You can access these from our website. Each room has a parent communication book, as does Reception.

The best form of communication is face to face, so feel free to chat with the team. If you would like to have a longer conversation about your child, we'd appreciate you making an appointment so we can give you our undivided attention.

BACK TO BASICS

Palmwoods Early Learning Centre uses technology to add to our security, our sustainability and our Centre's efficiency. Our primary goal with our technology is to give our educators more time to spend with the children in our care and improve parent connections.

Computers are not a regular part of the children's daily activities as we believe young children learn best with open ended, play based resources. iPads and Smart boards are used in the Kindergarten program as part of Early Languages Learning Australia, according to our Technology and Media Policy





SUN AND CLOTHING POLICY

We promote positive attitudes towards skin protection and develop lifestyle skills which help to reduce skin damage. We require children to be appropriately dressed for the weather, activity and health factors.

A broad brimmed hat and sleeved T-Shirt for sun protection. Educator's role model appropriate sun and dress standards. It is the parent's responsibility to apply sunscreen to their child on arrival to the centre and the educator's responsibility to reapply in the afternoon before outdoor activities commence. NO HAT NO SUN PLAY.

DENTAL HYGIENE

Good eating habits are encouraged for dental care. Children's first teeth are in their mouth from six months to thirteen years of age. Parents are encouraged to teach their children tooth brushing at an early age. Dental care will be incorporated into our learning experiences.

IMMUNISATION

Immunisation is compulsory to be eligible for the Child Care Subsidy.

- Have age appropriate immunisation, or
- · Be on a catch-up immunisation schedule, or
- Have their immunisation updated accordingly, or
- Have documented evidence of their immunisation. A copy will be kept on record at the centre.

It is mandatory for us to keep copies of up to date immunisation records on all children. It is imperative that we have the most up to date history statement on the premises for you to claim CCB and CCR. As each child's immunisation is updated please present new documentation (Medicare Printout) to office staff to be photocopied.

HEALTH CONCERNS

For the well-being of the children and teachers, any child entering the centre must be well enough to participate in all activities. If at any time we feel your child is not well, we will contact you (parent) in order for you to collect your child. It is extremely difficult for staff to provide the appropriate care for children who are ill and to still give attention to the rest of the group. Please keep all children that are sick or showing signs of an illness at home to protect the remaining children and the teachers at the centre. A child with a constant discharge from the nasal passages will be excluded by the nominated supervisors at his/her discretion.

It is important that parents realise that we try to minimise the incidence of disease and it's spreading by various sanitary precautions and by endeavouring to exclude children with suspected infections. If your doctor has diagnosed an infection and placed your child on antibiotics, we ask that you keep your child at home for at least 24 hours so that the antibiotics have some time to take effect and your child has the rest they need. This is also important so that other children and staff are less likely to become infected.

An illness register will be maintained and infectious diseases will be recorded It is a requirement on enrolment that emergency contacts, preferable two, are provided for your child in case of sickness.

In the event of a parent or contact person not being available, the nominated supervisor will take whatever steps he/she considers necessary to reduce discomfort and distress and/or prevent a dangerous situation arising.









WATER SAFETY

All children will be supervised by educators during water-based activities. Educators will be mindful at all times regarding any collection of water on the premises.

NAPPIES

As per our Nappy Policy, this Centre only uses disposable nappies upon sending children home. Reuseable cloth nappies are used during a child's time at the centre.

TOYS

Please do not allow children to bring their toys to the centre as these can be broken or lost.

BIRTHDAYS

Birthdays are very important learning experience for children and we always enjoy celebrating them at the centre. Parents may provide a cake and a camera if photos are wanted.

NUTRITION AND FOOD EDUCATION

The educators are dedicated to promoting nutritional and well-balanced diets in the best interests of growth and development of young children. We aim to develop good eating habits by working with families and educators.

Children will be encouraged to eat fruit, raw vegetables, yoghurt, eggs and cheese/crackers for morning tea.

Please note that lollies, chips, roll-ups soft drinks and cordial in water bottles will not be accepted at the centre in daily diets due to their lack of nutritional value and unacceptable foods will be returned home in their lunch boxes.

Special dietary requirements including cultural and religious preferences and constraints are respected and supported by educators at the centre, who will work with parents/guardians on planning for children's individual needs. Water is available at all times. Readily perishable foods and drinks are named and stored in the refrigerators.

Families will be given opportunities to provide a wide variety of cultural foods including those associated with special celebrations, birthdays, festivals and religious occasions.

Mealtimes are a pleasant, social, learning experience for young children. At no time will a child be forced to eat.

Children are encouraged to learn to eat independently and to develop acceptable eating manners.

Educators and children are required to wash their hands prior to children's mealtimes.

Educators are required to wear gloves during food preparation. Ongoing professional development training for staff will include nutrition issues. Parent/Guardians are invited to participate in nutritional planning.

To meet the guidelines of the National Quality Standard we encourage litter free lunches to educate children about sustainable practices.

Nutritional education opportunities are made available for educators and families to facilitate positive and meaningful learning experiences.

HYGIENE

A high standard of hygiene practices are implemented in this Centre. These include:

- The washing of hands with soap or antiseptic wash regularly
- The use of disposable gloves during first aid procedures and toileting procedures, including nappy changing,
- The use of disposable gloves when serving and preparing food,
- The use of separate sheets, beds, cups, plates, cutlery, washers and tissues for each child.

Children are encouraged to wash their hands before and after meals and after using the toilets. Children are encouraged to assist in keeping the environment clean, tidy and safe.

Open wounds must be covered.

Washing of equipment used by the children, particularly the toys used by babies and toddlers who are constantly putting equipment/toys in their mouths, takes place at regular intervals.

SAFETY AND SUPERVISION

Your child's safety is of paramount importance at our Centre. Educator/child ratios play an important part in your child's safety. These will, at all times, be maintained in accordance with current regulations.

All play equipment meets current Government regulations and is checked constantly to ensure it continues to meet the necessary safety requirements at all times.

Students and volunteers are encouraged to participate in the Centre's activities and will at no time be left unsupervised with the children.

MANDATORY REPORTING

CHILD PROTECTION AND RISK MANAGEMENT

Educators are committed to the safety and well-being of all children and are mandated to report a reasonable suspicion that a child in care has suffered, is suffering or is at an unacceptable risk of suffering significant harm caused by physical or sexual abuse. Educators have attended professional development workshops addressing risk management of children and are aware of the procedures that they must adhere to when required.

STAFFING LEVELS, QUALIFICATIONS AND CURRICULUM

Qualifications and staffing levels are in accordance with the Education and Care Services National Regulations. A copy of this document is kept in the office and is available for your perusal.

As required by the National Quality
Framework our curriculum is designed using
the Early Years Learning Framework for our
under 4 year old children and the Queensland
Kindergarten Curriculum Guidelines for the
kindergarten program. The children's learning
experiences stem from children's interests
and family input. All learning experiences and
interactions are reflected upon regularly.

We offer the children a wide variety of experiences to enhance their mental, physical, social and emotional growth. The learning experiences are flexible, enjoyable and stimulating, incorporating both indoor and outdoor activities.

Planning time for educators document, evaluate and reflect on the curriculum is provided weekly at times that are suitable. Educators are encouraged to participate in ongoing professional development in order to provide high quality care.

CULTURAL DIVERSITY

We recognise that Australia is a multicultural society composed of people from a wide variety of ethnic backgrounds. Therefore, we aim to help foster within each child awareness and acceptance of other cultures through integrating multiculturalism into the curriculum with the use of a variety of resources.

Where parents are from non-English speaking backgrounds they are invited and encouraged to contribute knowledge of their own culture to enhance the overall curriculum. All activities in the centre will be checked to ensure that negative and discriminating images of particular cultures are avoided.

GENDER EQUITY POLICY

The centre aims to develop and extend the talents of all children regardless of sex, race or social origin.

INCLUSION AND ANTI-BIAS POLICY

This policy has been formulated to express the belief that positive self-esteem is one of the keys to developing secure and happy children. Anti-bias curriculum enables children to comfortably explore the differences and similarities which make individual group identities and to develop skills for identifying and countering the hurtful impact of bias on themselves and their peers.







BEHAVIOUR MANAGEMENT

We promote harmonious behaviour in a caring environment through quality interactions and supervision. We endeavour to teach children self-discipline and an understanding of consequences of their behaviour. We promote positive reinforcement at all times.

A positive approach to behaviour management is implemented by all educators. Guidelines involve:

- Setting expectations of behaviour that are developmentally appropriate
- Making them clear to children, staff and parents.
- Supporting children's efforts to mee expectations,
- Showing delight in children's successes
- Reminding children of the boundaries when necessary.
- · Stopping children firmly, when necessary,
- Helping children explore alternatives to unacceptable behaviour,
- Making sure that children do not profit by it when they behave outside the boundaries set.
- Helping children make decisions and choices that positively direct their behaviour
- Expecting children to learn gradually, to take responsibility for their behaviour, which includes taking responsibility to try to make amends after poor behaviour.

*Please take the time to familiarise yourself with our behaviour management policy.

EXCLUSION POLICY

Parents will be consulted regarding the child's behaviour and given strategies to apply at home similar to the strategies used at the centre. If the unacceptable behaviour continues after having held arranged meetings with educators and parents, then referrals will be suggested. Should these strategies prove to be unsuccessful and the behaviour does not improve then the child's position at the centre could be terminated.

* For a more detailed explanation of our Exclusion Policy please refer to the policy in the front office

MANDATORY REPORTING

MANAGEMENT OF UN-WELL CHILDREN, EXCLUSION AND ISOLATION POLICY

The staff at the centre will ensure that an un-well child is cared for swiftly, and that appropriate action is taken to prevent the spread of infection. For the general health and well-being of children and educators it is necessary to minimise the risk of cross infection both through the practise of strict hygiene codes and isolation of children from the centre when infection occurs.

MANAGEMENT OF AN INJURED CHILD

If a child requires immediate medical aid, all reasonable steps will be taken to notify the parent or other responsible person of the accident or illness. In the event that educators cannot contact the parent, it will be at the educator's discretion to phone for an ambulance officer to attend. Written information on medical emergencies and accident procedures are available.

HEALTH AND WELL BEING

Children with Asthma will be treated appropriately. Educators have a duty of care towards children with asthma and steps will be taken at all times to ensure their safety is paramount. Procedures will be put into place in the event of an asthma attack when parents inform educators of their child's medical history. Parents will be informed immediately, and teachers will call an ambulance if no improvement.

FIRST AID REQUIREMENTS

Educators hold a Senior First Aid certificate and regularly maintain and update their skills.

MEDICATION

Medication can only be administered to the children attending the Centre if the medication has been prescribed by a Doctor. All medication needs to be labelled adequately, showing the name of the Doctor, name of the patient, date of issue, instructions and frequency of dosage. It is necessary for the parent/guardian to complete a Medication Form available in your child's room, recording all details and the educators must be informed.

Medications must not be left in with your child's belongings as there is a very high risk of danger to other children. Please hand medication on to the educators responsible for your child. Bonjela will be administered if required after consultation with the parent. One dose of Panadol will only be administered in the event of a high temperature by an educator and witnessed by another. If the temperature does not decrease within 30 minutes from time of administering initial dosage parents or emergency pick up will be called to collect child.



INCIDENT, INJURIES, TRAUMA AND ILLNESS/INFECTIOUS DISEASE

The experiences we provide are organised and supervised to eliminate accidents/injuries to children and educators. However, should an accident occur educators will act immediately to administer first aid. All educators at Buderim Meadows Early Learning Centre hold a current Senior First Aid Certificate.

If an injury requires medical treatment the parents will be contacted. If the parent or designated emergency contact person cannot be reached the Nominated Supervisor will have the authority to call an ambulance.

Report forms are completed by educators present at the time of any incident or injury and are maintained within the Centre.

The Nominated Supervisor must be informed if any child has contacted an infectious illness as listed below or any other form of contagious illness that is not mentioned.

The Nominated Supervisor has the final say

ANAPHYLAXIS

Anaphylaxis is a sudden, severe potentially fatal allergic reaction. An anaphylactic reaction usually occurs within minutes of exposure to an allergen. Parents are to inform teachers in writing if their child suffers from any allergies so that steps can be taken to avoid the particular allergic reaction. In consultation with your medical practitioner you may be required to provide an action plan.

ALLERGIES

It is essential that the Centre is aware of any allergies or medical conditions associated with a child. This information should be included on the enrolment forms.





MEDICAL

Please see the table for the conditions that will apply to your child at the Centre

MEDICAL CONDITION	PROCEDURE
Influenza Type Cold	Exclude until feeling well.
Diarrhoea (Rotavirus, Shigella, Giardia, Salmonella, Campylobacter, Cryptosporidiosis and Viral Gastroenteritis)	Re-admit when diarrhoea/vomiting has ceased for at least 24 hours and patient is well.
Conjunctivitis	Exclude until discharge from eyes has ceased.
Impetigo (school sores)	Re-admit once appropriate treatment has commenced. Any sores on exposed surfaces should be covered with a watertight dressing.
Ringworm	Exclude until day after approved treatment has commenced.
German Measles (Rubella)	Exclude until fully recovered or at least 4 days after onset of rash.
Measles	Immunised children not excluded. Non-immunised contact should be excluded until 14 days after the rash appears in the last case. If non-immunised persons are vaccinated within 72 hours of their first contact with the index case, they may return to the Centre.
Chicken Pox	Exclude for at least 5 days after the first appearance of the rash and the last blister has scabbed over. (some remaining scabs are not a reason for continued exclusion).
Hepatitis A	Exclude until receipt of a medical certificate of recovery but not before 7 days from the onset of jaundice.
Diphtheria	Exclude until medical certificate of recovery following at least two negative throat swabs, the first not less than 24 hours after cessation of antibiotic treatment and the other 48 hours later.
Hand, Foot and Mouth Disease	Exclude child until the blisters have dried.
Parvovirus (erythema infectiosum, Slapped cheek or "Fifth Disease")	Exclusion not necessary.
Meningitis (Bacterial)	Exclude until approval to return has been given by an appropriate authority.
Meningitis (Viral)	Re-admit on the production of a medical certificate.
Streptococcal Infection (Including Scarlet Fever)	Exclude until the person has received antibiotic treatment for at least 24 hours and the person feels well.
Tuberculosis	Re-admit on the advice from a public health medical officer. Each case needs individual assessment.
Typhoid Fever and Paratyphoid Fever	Exclude until production of a medical certificate of recovery.
Whooping Cough	Exclude the child for 5 days after starting antibiotic treatment.
Hepatitis Non A, Non B, (Hepatitis C)	Exclusion until a medical certificate indicates the child is safe to return.
Cytomegalovirus CMV Infection	Exclusion is not necessary.
Hepatitis B	Exclusion is not necessary.
Mumps	Exclude for 9 days or until swelling goes down.
Head Lice	Exclude until completely cleared of any live eggs and lice.
Scabies	Exclude until day after approved treatment has commenced.
Threadworms	Exclude until completely cleared.
Herpes (Cold Sores)	Exclude until completely cleared.
Thrush	Exclude until rash and symptoms treated.
Glandular Fever	Exclusion not necessary.
Human Immuno-deficiency Virus (HIV/AIDS)	Exclusion is not necessary until the child has a secondary infection.
Croup	Exclude until fully recovered. Medical certificate of clearance required.
Bronchiolitis and Bronchitis	Exclude until child is feeling well. Medical certificate of clearance required.



EMERGENCY/EVACUATION PROCEDURES

Drills, emergency evacuations and lock downs are conducted regularly to prepare educators and children in the event of a fire or emergency (stranger danger). All fire exits are kept clear at all times. Emergency evacuation plans are clearly placed in all rooms. Drills and lock downs are practiced regularly.

A person suspecting a fire or emergency situation should immediately activate the alarm and notify the Nominated / Certified Supervisor, call the appropriate authorities, collect the sign-on registers, ensure all children and educators leave the building and assist if necessary. All doors and windows are to be closed as everyone exits the building. Assemble outside as per drills or where safest, roll call children from sign-on registers check rooms again or put out fire if possible.

These emergency and evacuation procedures will be rehearsed every three months by the Nominated supervisor, educators and children. These procedures will be documented.

CENTRE VISITORS

It is a requirement that all centre visitors sign in and out of the visitors register located upon entry.

On occasions the Centre will be visited by various community groups and people, e.g. Fire, Police and various educational presentations and entertainment, (such as: Puppet shows, etc.) Parents will be notified of the time and cost of these events prior to each visit.

STUDENTS AND VOLUNTEERS

The Centre recognises the importance of including students in the program. Field placements are an important aspect of training people to work in the area of early childhood. These students may come from High Schools, TAFE colleges, Distance Education, Universities or Skill share Programs. The number of students in the Centre at any one time will be limited so that there are not too many different adults for children to relate to.

The placement of students and volunteers in the Centre will be overseen by the educators.

POLICY REVIEW

Throughout the year the Nominated Supervisor, educators and families will review the policies in this handbook, making any changes that may be necessary. New policies will also be formulated and circulated amongst educators and families when deemed necessary. We invite any suggestions from our parents regarding the Centres Policies.

PARENTS IN AN UNFIT STATE

Parents will be discouraged from taking children from the centre whilst the parent is showing signs of being intoxicated, obviously under the influence of a drug, or in emotional distress. In such cases, the emergency contact will be referred to and/or the appropriate Children's Services Department and Police.

COMMENTS AND SUGGESTIONS

Comments and Suggestions regarding any matter within the Centre are welcome at all times. A suggestion box is located in the foyer should you wish to make a confidential comment at any time.

Educators look forward to and take into consideration all input that we receive from parents.

CONCERNS, GRIEVANCES AND COMPLAINTS

All problems and concerns can be resolved through discussion. If as a parent you have any concerns or problems regarding the care of your child/ren or the management of the Centre, please speak to the nominated supervisor. If you would like to speak to the nominated supervisor or educators at length, please let us know in advance so that we may make the necessary arrangements to give you our full attention. Parents have the right to express valid concerns relating to the service, and to be assured that issues will be managed in a confidential and professional manner at all times. Educators will make every effort to deal with issues in a fair and informed way without prejudice.

Please feel free to approach your child's educator at any time with questions or concerns regarding the care of your child. If at any time you feel your concerns are not being met or that you feel uncomfortable discussing it with your child's educator please do not hesitate to discuss this with the nominated supervisor.





INFORMATION FOR PARENTS AND GUARDIANS

This centre is privately owned and is licensed by the Office for Early Childhood. In order to maintain our high standard of care, we must comply with the rules and regulations of the above governing parties.

To contact the Early Childhood Education and Care Office for more childcare information please see below.

Postal Address:

Early Childhood Education and Care Maroochydore Regional Office P.O. Box 4589 MAROOCHYDORE BC QLD 4558

Telephone (07) 5352 9910 Fax (07) 5459-8611

Government Childcare Information Service – 1800 637 711

Postal Address:

Level 5 Mike Ahern Building 12 First Avenue MAROOCHYDORE QLD 4558





