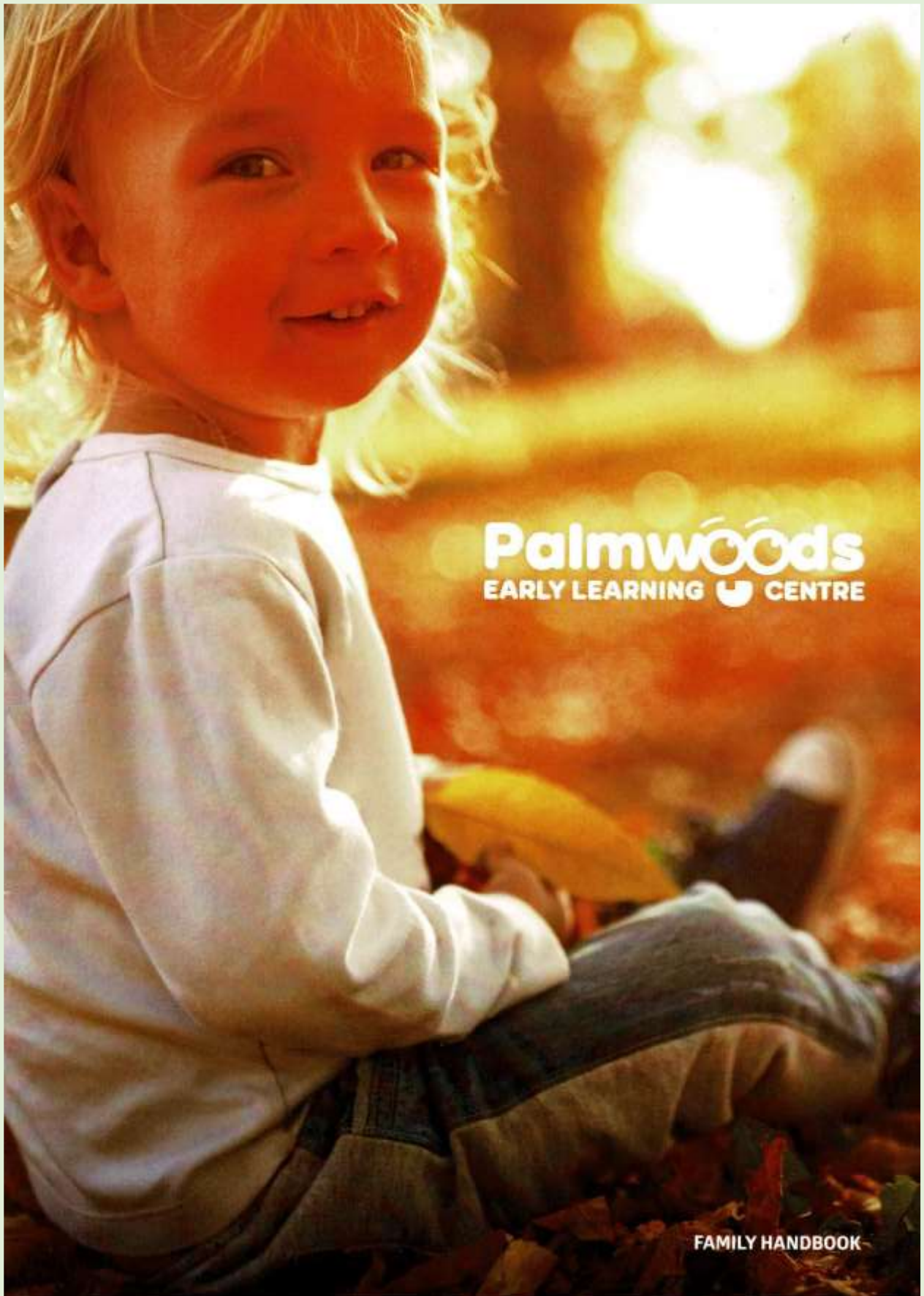


*Family Handbook*



**Palmwoods**  
EARLY LEARNING CENTRE

FAMILY HANDBOOK

*MARCH 2021*

# PALMWOODS EARLY LEARNING CENTRE

## Family Handbook

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## Operation:

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

Palmwoods ELC is a family owned Centre

### Open:

Monday to Friday  
(excluding public holidays)  
51 weeks per year  
Closed between Christmas and New Year

Hours:  
6:15am – 6:15pm

We provide family – friendly long day care & early learning for babies & children from 6 weeks to school age

Phone: 07) 53 914 742/ 0488 050 186  
Email: [reception@palmwoodselc.com.au](mailto: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 & experienced Nominated Supervisor whose role is to lead, guide & support our team & 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 & Certificates in Early Childhood Education & Care. These are all approved qualifications under National Childcare Regulations.

Our team of educators bring a diverse range of professional experience & cultural perspectives to Palmwoods Early Learning Centre. They are passionate about the provision of high-quality early childhood education & care & 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 families, each room displays the name & photo of the Educators. In Reception, the name & photo of the Person in Charge of the Centre at any given time will be displayed. Photos & information about our team are also located in the reception area.

## Our Philosophy:

- We respect and value that the Gubbi Gubbi tribe are the traditional owners of this land, we will endeavour to impart their culture amongst the children in our care with guidance and input from the traditional owners of the land.
- We are a professional, nurturing, respectful, fun, loving, and united team who possess a diverse range of skills, experiences, backgrounds, cultures and beliefs, our respect for such diversity supports our interactions with our families, children, and peers. As a team, we embrace and embed the FISH Philosophy as a core component to a positive and supportive culture.
- A core component to our enrolment process is to acknowledge families are their child's first educators; instilling family connection; key relationships & values, building their child's sense of belonging and wellbeing in the world; in line with this belief, we feel instilling a genuine sense of belonging and connection within our community and learning environment is our main focus. We support this in our daily practice through; Shared information during meaningful orientation visits & conversation. With the support of modern-day resources such as: the playground app, Story Park and Zoom, we are able to continue to connect and communicate with our busy working families.
- We support the relationship between children and their families and aim via respectful collaboration to incorporate their beliefs, traditions & perspectives through our interactions.
- On a daily basis we role model and encourage positive, caring, respectful relationships between families, children, our work peers & the environment. We establish warm, welcoming, authentic, secure, and consistent attachments through the collaborative partnerships with our families.
- We understand that within our multicultural society, people do have varying beliefs and customs, we respect and embrace these differences.
- We believe that all children are individual we will provide a warm, safe, secure, harmonious & supportive learning environment where children's individual learning is based on their own abilities and interests.
- We believe a valuable way for children to learn is through hands on discovery and believe the best way to support this is to provide each child time and space to deeply immerse themselves into their chosen learning via open ended spontaneous play, extending on children's interest amongst a nature based homelike environment.
- We will provide an open-ended curriculum that guides supports and extends each child's learning in preparation for them to become active participants in their community, including a strong embedment of sustainability practices.
- We will continually seek the latest educational strategies and reflect on traditional theories regarding curriculum and supporting children's growth, learning and sense of identity maintained through an ongoing documented cycle of planning, documenting, and critical reflection/ evaluation.
- We plan and implement appropriate, creative, and challenging experiences that value diversity and support inclusivity of all cultures, abilities, and genders.
- We believe that our centre is well designed and accessible supporting children to make independent choices, promote investigation, encourage curiosity, and nurture a respect for the natural environment and that there are ample opportunities to explore, observe, question, and discuss on a daily basis.
- We believe we are all perpetual learners who are very much capable & confident, agency is facilitated and supported as a core component contributing toward individual holistic wellbeing.

### **Our Learning Framework:**

Palmwoods Early Learning Centre is guided by 'Belonging, Being & Becoming: The Early Years Learning Framework', a key component of the Australian Governments' National Quality Framework for early childhood education & care.

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

The framework also recognises the importance of communication, language, social & 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 & contribute to their world.
3. Children have a strong sense of wellbeing
4. Children are confident & involved learners
5. Children are effective communicators

### **Active Learning**

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

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

- Storypark on your device & share your own photos & stories
- Read your child's Online Profile
- Connect with your child's Educators
- Playground App for tracking routines such as: Meal, sleep etc....

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

We develop warm, respectful relationships, providing a secure base that gives a child confidence to explore, discover & 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 this Family 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 your 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 51 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 6.15pm.

## 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 families. If a family work situation alters whilst their child is in care, they must inform the Centre immediately and therefore days in care may be altered.

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 families ensure their child is signed in via the Xplor Home App or via manual paper records upon arrival, and signed out upon departure, on a daily basis, as an official report, in case of fire or emergency and also for families to receive Child Care Subsidy. Children will only be allowed to leave the centre with another adult if we have permission from the legal guardian. Families are requested to leave up-to-date contact numbers as they must be contactable throughout the day, in case of an emergency.

Initial separation is never easy for Family 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 they 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 & Access**

This Centre requires families 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 & Communication**

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

## **Family Responsibilities**

Please ensure that your bond is paid on commencement of care and your childcare fees are paid 1 week in advance as per the fee policy/ schedule.

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 Family 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 families, our centre recognises the important role that families play in the education of their children and we value family participation in our program and involvement on a variety of levels, e.g. special skills and interest in the educational process, attending family meetings and social functions. It is our earnest desire that you feel part of your child's early years and we look forward to having you involved in your child's education & care.

## **Medical Conditions/ Diagnosis**

Families must disclose medical conditions, allergies & formalised diagnosis's within the enrolment form and provide sufficient documentation to support the development of Risk minimisation plans. Delayed enrolment may be held at the Nominated Supervisors discretion to ensure all documentation, additional support and staff training can be implemented before attendance.

## Settling In:

Prior to commencing at our centre, our staff will help you with enrolment requirements & will provide a copy of the Xplor QK Office help manual and explain our policies, procedures & practices. We will also familiarise you with our security, sign-in & Xplor office/Home – our communication, & booking App. You will be asked to complete an online Enrolment Form, & 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. We strive to ensure that this is a positive experience for you & your child.

## Clothing:

We ask that you dress your child in sun safe play clothing suitable for indoor & outdoor play and allows for self-dressing. While all care is taken, clothing may be covered in mud & paint on a regular basis. Drawstrings, belts, ties & 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 hat meet sun-safety standards, singlet tops and dresses are not accepted as being sun safe.

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

## What We Provide:

- Nappies & Wipes
- Sheets for our cots & mats
- Subscription to Xplor, Playground and Storypark
- Sun Smart Hat & Sunscreen

## What You Provide: Named:

- Small backpack or school bag
- Nut Free bento style thin lunch box (cumbersome lunch boxes/ insulated lunch bags do not fit in our fridges)
- Water bottle
- Top sheet or blanket (Weather dependent)
- Comforter if needed (Ie: dummy, items for sleep routine), please note pillows are not permitted for under 2 yr olds & soft toys for under 7 months of age; due to safe sleeping practices
- Spare clothing (labelled please) x 3 sets
- 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



## FEE SCHEDULE

	per day rates			
	10+ hours (1-3 days)	10+ hours (4-5 days)	<9 hours (1-3 days)	<9 hours (4-5 days)
Under 2s	\$99	\$97	\$94	\$92
Over 2s	\$94	\$92	\$89	\$87
Kindergarten only	6 hours (3 days)	\$77/day		

### What is included in Fees:

Palmwoods Early Learning Fees include bed linen, modern day cloth nappies, care products, sunscreen & access to our family communication Apps: Storypark and Playground. Each child's Welcome Pack includes a Palmwoods Early Learning Centre hat & a wet bag. Specialist Sessions in Sport, Yoga & Dance for children over 2 yrs of age. 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 nut free food options for your children.

### Fees:

Fees are payable for all days that your child is enrolled PELC do not charge for public holidays, fees still apply when your child is absent for any reason including illness. We offer a 50% Holiday Discount for up to 4 weeks of your child's booking per calendar year.

Families fees are to be kept one week in advance at all times to secure & maintain a child's placement.

A non-refundable \$50 administration fee may be payable for each child enrolled prior to commencement; this is charged once per family (no charge for siblings). PELC also offer a 5% discount for families of 3 or more children if enrolled for 2 days or more per week.

### Payments:

Fees will be directly debited from your nominated account fortnightly in advance through Debit Success. Statements will be sent electronically each Monday & include your charges, CCS information & 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 Nominated Supervisor 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 & Additional Days:

Vacancies within our Centre may be booked as casual bookings & are charged at the same daily rate. Additional days can be requested at any time & 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 & their children. Two weeks' written notice is required to change or cancel your child's regular booked days of attendance.

### Holiday rates:

The centre does not charge for designated Public Holidays or the 1 week closure between Christmas & new Year. In addition, 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 Nominated Supervisors discretion.

### Full Week fees:

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

### Three children:

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

**\*Child Care Subsidy (CCS):**

CCS is a payment from the Government that will provide financial assistance towards the cost of your child's care & 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 approved by the Government.

Until your CCS has been approved & has commenced, we will require full payment of your child's childcare fees. More information is available at [www.familyassist.gov.au](http://www.familyassist.gov.au) or by visiting Centrelink.

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

Families 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 Nominated Supervisor know if your child's siblings are attending another approved early learning program.

Please be aware, a percentage of your CCS is withheld by Centrelink 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](http://www.education.gov.au/ChildCarePackage)

**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 & 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 Nominated Supervisor.

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; PELC does not charge for Public Holidays.

**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, & full fees will apply.

## Connectedness

Palmwoods Early Learning Centre makes use of the latest technology with our secure online communication platform, called Storypark & Playground. Log into your smart device & connect to your child's day at Palmwoods Early Learning Centre. Photos, learning stories & Daily routines are shared with you & 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 & future planning. You can access your child's personal online journal using your email & password via the Storypark app.

### **Attendance**

Xplor Home provides a secure & quick digital sign in each day. On arrival & departure, you will be required to sign in & out by using Xplor 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 by calling or visiting the Nominated Supervisor 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 & 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 & 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. I pads are used in the Kindergarten program as part of Early Languages Learning Australia, according to our Information Technology 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 or dress for sun protection. Educator's role model appropriate sun and dress standards. It is the families 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**

### **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 Modern Day Cloth nappies that are professionally laundered off site & will send your child home in a disposable nappy.

### **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. Families may provide a cupcakes that have a list of ingredients.

### **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, i.e.: Bottles will not be provided on a bed/ in a cot & mouth rinsing after meals.

### **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 CCS.** 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 educators, 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 in order for you to collect your child. It is extremely difficult for educators to provide the appropriate care for children who are ill and maintain 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 educators at the centre. A child with a constant discharge from the nasal passages will be excluded by the nominated supervisors at their discretion.

**We use Staying Healthy in Child Care 5<sup>th</sup> Edition and the Recommended Exclusion Periods to support Exclusion of children with illness to reduce Infection.**

It is important that families 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 illness or serious incident.

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

## 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, vegetables, yoghurt, eggs and cheese/crackers for morning tea.

Please note that lollies, chips, roll-ups, sweet biscuits, packaged food items, juice, 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 unhealthy 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 families 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 eating behaviours.

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. Families are invited to participate in nutritional planning.

To meet the guidelines of the National Quality Standard we encourage **litter free** thin bento style 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 hand soap or sanitiser regularly
- The use of single use disposable gloves during first aid procedures and toileting procedures, including nappy changing and when managing bodily fluids.
- The use of separate sheets, beds, cups, plates, cutlery, washers and tissues for each child.

Children are encouraged to wash their hands upon arrival & departure, before and after meals, after using the toilet, after petting Animals and gardening. Children are encouraged to assist in keeping the environment clean, tidy and safe.

Open wounds must be covered.

Cleaning 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. 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 development & 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.

### **Gender Equity**

The centre aims to develop and extend the talents of all children regardless.

### **Inclusion and Anti-Bias**

We hold 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.

## Behaviour Management

We promote respectful behaviour in a caring environment through quality interactions and supervision. We endeavour to educate children self-regulation and an understanding of possible consequences of their behaviour. We always promote positive reinforcement.

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

- Setting boundaries/expectations of behaviour that are developmentally appropriate.
- Making them clear to children, staff, and families,
- Supporting children's efforts to meet expectations,
- Showing delight in children's successes,
- Reminding children of the boundaries, when necessary,
- Helping children explore alternatives to unacceptable behaviour,
- Ensure that children do not benefit when they behave outside the agreed boundaries.
- Helping children make decisions and choices that positively direct their behaviour
- Expecting children to learn gradually, to take responsibility for their behaviour.
- Please take the time to familiarise yourself with our Positive behaviour guidance policy.

### Exclusion Policy

Families 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 family members, then referrals will be encouraged. Should these strategies prove to be unsuccessful and the behaviour does not improve then the child's position at the centre could be terminated.

### 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 family or other responsible person of the accident or illness. If 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 always taken to ensure their safety is paramount. Families are to inform upon enrolment if their child suffers from Asthma so that steps can be taken to avoid triggers. In consultation with your medical practitioner, you will be required to provide an action plan.

Procedures will be put into place in the event of an asthma attack when families inform educators of their child's medical history. Families will be informed immediately, and educators will call an ambulance if no improvement.

### First Aid Requirements

Educators hold a Provide an emergency first aid response in an education and care setting.

First Aid certificate and regularly maintain and update their skills.

## **Anaphylaxis**

Anaphylaxis is a sudden, severe potentially fatal allergic reaction. An anaphylactic reaction usually occurs within minutes of exposure to an allergen. Families are to inform upon enrolment if their child suffers from any allergies so that steps can be taken to avoid the allergic reaction. In consultation with your medical practitioner, you will 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 must be documented upon enrolment.

### **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 Paracetamol will only be administered in the event of a high temperature over 38.5 degrees 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 PELC 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 over a child's admittance to the Centre and will use Staying Healthy in Child Care 5<sup>th</sup> Edition as a guide in steps to be taken to prevent the spread of any infectious disease.

*The following conditions will apply to your child at the Centre:*

<b>Medical Condition</b>	<b>Procedure</b>
<i>Influenza Type Cold</i>	<i>Exclude until feeling well.</i>
<i>Diarrhoea (Rotavirus, Shigella, Giardia, Salmonella, Campylobacter, Cryptosporidiosis and Viral Gastroenteritis)</i>	<i>Re-admit when diarrhoea/vomiting has ceased for at least 24 hours and patient is well.</i>
<i>Conjunctivitis</i>	<i>Exclude until discharge from eyes has ceased.</i>
<i>Impetigo (school sores)</i>	<i>Re-admit once appropriate treatment has commenced. Any sores on exposed surfaces should be covered with a watertight dressing.</i>
<i>Ringworm</i>	<i>Exclude until day after approved treatment has commenced.</i>
<i>German Measles (Rubella)</i>	<i>Exclude until fully recovered or at least 4 days after onset of rash.</i>
<i>Measles</i>	<i>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.</i>
<i>Chicken Pox</i>	<i>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).</i>
<i>Hepatitis A</i>	<i>Exclude until receipt of a medical certificate of recovery but not before 7 days from the onset of jaundice.</i>
<i>Diphtheria</i>	<i>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.</i>
<i>Hand, Foot and Mouth Disease</i>	<i>Exclude child until the blisters have dried.</i>
<i>Parvovirus (erythema infectiosum, Slapped cheek or "Fifth Disease")</i>	<i>Exclusion not necessary</i>
<i>Meningitis (Bacterial)</i>	<i>Exclude until approval to return has been given by an appropriate authority.</i>
<i>Meningitis (viral)</i>	<i>Re-admit on the production of a medical certificate.</i>

<i>Streptococcal Infection (Including Scarlet Fever)</i>	<i>Exclude until the person has received antibiotic treatment for at least 24 hours and the person feels well.</i>
<i>Tuberculosis</i>	<i>Re-admit on the advice from a public health medical officer. Each case needs individual assessment.</i>
<i>Typhoid Fever and Paratyphoid Fever</i>	<i>Exclude until production of a medical certificate of recovery.</i>
<i>Whooping Cough</i>	<i>Exclude the child for 5 days after starting antibiotic treatment.</i>
<i>Hepatitis Non A, Non B, (Hepatitis C)</i>	<i>Exclusion until a medical certificate indicates the child is safe to return.</i>
<i>Cytomegalovirus CMV Infection</i>	<i>Exclusion is not necessary.</i>
<i>Hepatitis B</i>	<i>Exclusion is not necessary.</i>
<i>Mumps</i>	<i>Exclude for 9 days or until swelling goes down.</i>
<i>Head lice</i>	<i>Exclude until completely cleared of any live eggs and lice.</i>
<i>Scabies</i>	<i>Exclude until day after approved treatment has commenced.</i>
<i>Threadworms</i>	<i>Exclude until completely cleared.</i>
<i>Herpes (cold sores)</i>	<i>Exclude until completely cleared.</i>
<i>Thrush</i>	<i>Exclude until rash and symptoms treated.</i>
<i>Glandular Fever</i>	<i>Exclusion not necessary.</i>
<i>Human Immuno-deficiency Virus (HIV/AIDS)</i>	<i>Exclusion is not necessary until the child has a secondary infection.</i>
<i>Croup</i>	<i>Exclude until fully recovered. Medical certificate of clearance required.</i>
<i>Bronchiolitis and Bronchitis</i>	<i>Exclude until child is feeling well. Medical certificate of clearance required.</i>

## Emergency/Evacuation Procedures/drills

Fire drills, emergency evacuations, drills and lock downs (hide and seek) are conducted regularly to prepare educators and children in the event of a emergency. All emergency exits are kept clear at all times. Emergency evacuation plans are clearly placed in all rooms & common areas. Fire 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-in iPads/ Folder, ensure all children and educators leave the building and assist if necessary. All doors are to be closed as everyone exits the building. Assemble outside as per procedure or where safest, roll call children from sign-in-Headcount register on Playground app, 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, Ambulance and various educational presentations and entertainment.

### 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.

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

### Policy Review

Throughout the year the Nominated Supervisor, educators and families will review the centre policies, making any changes that may be necessary. New policies will also be formulated and circulated amongst educators and families. We invite any suggestions from our families regarding the Centres Policies, we have specific input forms available for this purpose.

### Visitors/ Family members in an Unfit State

Visitors/ Family members will be discouraged from removing children from the centre whilst they show signs of being intoxicated, 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, Families are encouraged to share their suggestions via email any time: [reception@palmwoodselc.com.au](mailto:reception@palmwoodselc.com.au) The PELC team take into consideration all input that we receive from families.



## Concerns, Grievances and Complaints

All concerns can be resolved through discussion. If as a family member you have any concerns or problems regarding the care of your child/ren or the management of the Centre, please approach 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. Families have the right to express valid concerns relating to the service, and to be assured that concerns will be always managed with in a confidential and professional manner. Educators will make every effort to manage concerns in a fair and informed manner.

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 Families and Guardians

This centre is privately owned and is licensed by the Office for Early Childhood Education and Care. 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

### Physical Address

Level 5  
Mike Ahern Building  
12 First Avenue  
MAROOCHYDORE QLD 4558

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

Government Childcare Information Service – (1800 637 711)

