

# Parent Handbook

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*At Subicare we endeavour to provide a safe environment for all our children.*

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## Welcome to Subicare

Welcome to our centre. Please read this information carefully to assist you in settling your child into the Centre and to answer any questions you may have. If you require more detailed information please do not hesitate to consult with the Director or the Deputy Director. The centre policy manual is available in the foyer for you to view at any time.

Subicare is a community based Long Day Care. As such we are a non-profit organisation and our bottom line is the quality of care we provide to the children and families that use our service.

Parents are invited to contribute to the running of the centre by offering their services and being elected to the committee. The Annual General Meeting is held in September.

Please visit our website [www.subicare.com.au](http://www.subicare.com.au) or read the latest edition of "The Scoop" (our centre newsletter) for more information about Subicare and current events.

## The history of Subicare

A public meeting was called in 1984 and saw the formation of the steering committee. Elizabeth Brash, a Subiaco Councillor at the time was elected Chairperson and interested people from the public filled the other positions. The committee negotiated with Government Departments and land was granted by the State Government for a Childcare Centre to be built. The purpose-built child care centre was funded by Federal Funds and occupied by children in May 1986

## Our Philosophy for the centre is:

At Subicare Early Learning Centre we value early childhood education and aim to positively contribute to the development and learning of every child while adhering to the standards, principles, practices and outcomes set out within the National Quality Framework and the WA Kindergarten Curriculum Guidelines. We recognise that every child is unique and as such, need to be supported as they develop and learn in their own way and at their own pace.

At the foundation of our curriculum are the values of establishing and maintaining nurturing and respectful relationships and the importance of learning through play. We believe that secure, caring and consistent relationships and fostering opportunities for children to build resilience, explore their natural curiosity and engage in meaningful interactions, are both vital elements of learning and development during children's formative years.

We at Subicare consistently strive to:

- Recognise and respect the traditional owners of our land, the Whadjuk Noongar people, and Indigenous elders past, present and future.
- Embrace diversity and promote multiculturalism, which further strengthens a sense of belonging.
- Establish and uphold strong, respectful and reciprocal relationships with children, families, staff and the wider community.
- Provide safe, stimulating, engaging and inclusive environments and experiences that extend on children's knowledge and skills and encourage confidence, building resilience and independence.

- Encourage children's agency and involve them in decision making about their learning and environments, respecting that their ideas, interests and opinions are an integral part of their own learning journey.
- Inform, seek input from and maintain effective communication with service families.
- Value all staff, their experiences and opinions, offering regular opportunities to contribute ideas and input, and further enhance knowledge and encourage professional development.
- Uphold sustainable practices and be environmentally responsible.

Our service's ethos places emphasis on the importance of social connection and with this belief in mind, our service practices encompass key elements of many different early childhood theories. Each care area within our service has its own philosophy, derived from input sought from children, families and staff and linking to elements of relevant early childhood theories, based on the age and abilities of the children within them.

## *The Staff*

Subicare is staffed as follows:

1. Director
2. Management team – consisting of Education Manager, Training and Development Manager and Operations Manager
3. Senior Educator / ECT
4. Educators with varying experience in the care of children
5. Administrators
6. Bookkeeper
7. Food Co-ordinators

Subicare recognises that our staff are our most valuable asset and we are therefore committed to offering staff the best possible terms and conditions bearing in mind necessary constraints.

Staff are supported with opportunities for professional and personal development and all undertake appropriate training courses during the year. Continuous professional development for all staff is not only encouraged but actively supported i.e. time off to attend learning activities, course fees are paid by Subicare and study time given

## *Places and ages*

Subicare is licensed to care for 60 children daily for children 3 months – 5 years old.

## *Management of the centre*

Subicare's parent body is Subicare Child Care Centre Incorporated. All families using Subicare are required to be members of the Association and pay the annual fee currently set at \$10

The Association is legally obliged to maintain a register of association member's names, address and contact details. Please note that members of the association can, upon request, have access to the register

Subicare is administered by an appointed Director (qualified and experienced) who meets with elected Committee Members of the Association.

Management committee meetings are held on the 3<sup>rd</sup> Monday of each month. Committee members names are displayed on the foyer noticeboard. Copies from committee meetings are filed in the foyer for association members to access.

Communication boxes for committee members are in the centre foyer. The management committee are ultimately responsible for the legal and financial operations of Subicare.

## *Parent Participation*

Parents are our biggest support. Their encouragement and assistance, in whatever way, is invaluable. This can be demonstrated by attending a parent night/meeting, with collecting bits and pieces, help with fund raising, helping at busy bees, help with minor maintenance i.e. replacing light bulbs and participation in surveys.

You are encouraged to become involved with the program of the centre and your ideas and suggestions will be greatly appreciated. We are always happy to have people come into the centre with interesting things to show. Sing, teach, make etc., especially activities of a multicultural nature.

You can be involved by explaining your child's temperament, stages of development and likes and dislikes to the caregivers. Even though a parent's life is very busy, we would appreciate a few minutes every morning and evening as you bring and collect your child to talk about how he/she is progressing. Tell the caregivers the little things they need to know e.g. changes in the sleeping patterns, any development you observe, the cold your child appears to be contracting, or how an activity was enjoyed. Information concerning changes in the home environment may be difficult to share but please talk to your child's educator confidentially

To give the children the best opportunity for development, child care staff and parents work hand-in-hand. We want children to gain the best that is possible from our Centre, so please do keep in touch and discuss your joy, problems, concerns and feelings with staff.

Prior to placement, to reduce parting anxiety, familiarisation visits are put in place so that the family/child has the opportunity to be introduced to staff and the care area

## *Familiarisation visits*

Children all react differently to being away from their parents. Familiarisation visits are arranged with the families of children entering Subicare prior to placement. Your initial visit is often the enrolment visit. This visit is arranged by appointment and if possible, we ask that your child attend as part of the familiarisation of the Centre. During the visit, you will be able to visit and speak to your caregivers and put at least 2 additional visits in place. These familiarisation visits are quite short possibly 1 hour each in length and it is hoped that your child feel secure enough to allow you to be out of the care area for a short time during this visit so that he/she experiences separation without anxiety. This will allow you to say goodbye with confidence on your first day of using care. A phone call to the Centre during the day for you to check on your child is expected but if we felt that the day was becoming too difficult we would contact you.

Also, a comforter or special toy belonging to your child will assist in the settling process and for the very small children an item of clothing worn by you will help during sleep or bottle time. It is important to say goodbye to your child when you are leaving even if your child becomes upset, to establish trust that you will not disappear and to reassure him/her of your return. Alert the staff of your intention to leave, so they can help your child say goodbye.

Please telephone the centre during the day for reassurance that your child has settled. The staff will always tell you honestly how your child is. Be aware that some children settle quickly and others take longer or may be distressed by group care. Our staff will assess your child's emotional needs and discuss this with you. Regular attendance also helps a child settle.

The following information will help you to understand the administrative requirements of enrolling your child and the operational policies that you need to know.

## *Hours of operation*

Subicare is open from Monday to Friday: 7.15am – 6.00pm

Subicare is closed on Statutory Public Holidays

Subicare is closed for a 2-week period during the Christmas period

## *Enrolment*

Should you wish to enrol your child you will need to know the following enrolment procedures:

### *Enrolment details*

You will be asked to complete an enrolment form containing information regarding your child's health, development, custody arrangements and emergency contacts. You will need to name all persons who may deliver or collect your child from the Centre. These persons must be over 18 years of age. It is your responsibility to ensure your nominated people are responsible and available when required.

The details required on the enrolment form are needed by our staff to help them take the best possible care of your child. It is also a licensing requirement. All information is strictly confidential. If any of the details of the enrolment form changes you are asked to advise the Director in writing immediately.

At the time of enrolment, you will be asked to fully disclose any medical or health concerns relating to you child and agree to lodge your application with the Department of Human Service within 28 days for your child starting care if you haven't already done so.

### *Priority of Access*

The Commonwealth Government has set specific priorities of access to childcare services.

## Security

To protect the staff and children Subicare has a security system that allows entry by a registered fob. Families are issued with two fobs. Visitors without a fob must ring the bell for manual face to face admittance. Staff are able to see and communicate with people ringing the doorbell via individual room monitors. Parents are asked not to hold the main door open for people they do not know. Please close the door, if they have a fob they can enter by themselves and if they don't they can ring the doorbell or you can alert a staff member who will handle it.

## Priority Details

The Commonwealth Government requires the Centre provide access to the service according to the following priority of access. This means that when the centre is full those families who are third priority may be asked to alter their care arrangements to allow families with higher priority to access the service.

First Priority: Children at risk of serious abuse of neglect

Second Priority: Children whose parents satisfy the work/training/study test under section 14 of the Family Assistance Act

Third Priority: Any other child

## Electronic Signing in and Out

Signing children in and out of the Centre is a daily requirement. The following applies to all families:

Accurate attendance records need to be kept and checked each day. Whoever brings your child to the centre or collects your child at the end of the day is required to record the child's times of arrival and departure. Staff cannot release children to people under the age of 18 years. Signing IN and OUT portals have been developed for this purpose. The tablets can be found in the foyer.

This is a legal requirement and all records are audited by the Department of Education, Employment and workplace relations

If you do not complete these records accurately:

- You will not be eligible to claim Child Care Subsidy
- The Centre can be fined

Thank you for your help with this

## Current Fees

Our Fees are currently reviewed coinciding with the financial year schedules at 9<sup>th</sup> July 2018

Balloon Room: 3 months – 2 years \$115 daily

Sunshine Rooms: 18months – 3 years \$115 daily

Rainbow Room: 3years-5years \$115 daily

## Payment of fees

Our Centres operation is dependent on maintaining fees. Please read the following information carefully.

The operation of Subicare is dependent on the prompt payment of fees to remain financially viable

Child care fees are paid by way of Direct Debit. Each family will receive a Direct Debit Request (DDR) Service Agreement and a DDR form that outlines this arrangement. Once enrolled, you are liable to pay the required fees irrespective of whether your child attends. For instance, fees are payable during public holidays, days of illness and family holiday. Please notify the centre if your child is going to be absent.

If you wish to withdraw your child from the centre, you are required to provide written notice as specified under 'termination of care'

Details of individual family's accounts and all completed forms are confidential and may only be accessed by the family concerned and those Centre Staff that need to access the information.

Anyone experiencing difficulties in meeting their fee payments can speak to the Director. At times of financial hardship, assistance can be offered. For outstanding accounts, a Debt Collection Agency will be used to recover 'any' outstanding monies with costs billed to the debtor.

Please inform the Director if your child is going to be away longer than one week by phone, in person or by email. A phone call / kindyhub message regarding daily absence is appreciated. Also, prior knowledge of holiday times allows the Centre to place additional children during that time.

## Fundraising

Other fundraiser initiatives will continue to be held, but these will be optional and you only need to participate in these if they offer products that you would like to purchase. These may include activities such as:

- The annual toy catalogue: this is a popular fundraiser with parents and has no cost to Subicare
- Christmas tea-towel, aprons, calendars or other items designed by the children

## Child Care Subsidy

As from 2 July 2018, families may be eligible for Child Care Subsidy to assist with the cost of childcare.

This will replace the current Child Care Benefit and Child Care Rebate.

If you are currently receiving the CCB or CCR, you must apply for the new CCS payment/fee reduction by completing an online assessment to receive the new payment.

If you think you may be eligible to claim the CCS, more information regarding the subsidy can be found on the Australian Government, Department of Human Services website <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>



## *Dropping off and collecting children*

Our primary concern is the welfare and safety of your child. We therefore request that you comply with the following requirements:

Arriving at the centre, we request that staff be notified of your child's arrival and of your intention to leave.

Authorised persons, the centre's primary concern is for the safety and welfare of your child and will release your child into the care of the custodial parent or authorised persons identified on your child's enrolment form. To avoid embarrassing situations any changes to these authorised persons should be advised in writing to the Centre as soon as possible. It is a requirement of our care arrangement that you confirm who will collect the child each day. Being authorised to collect a child is not enough, we must be informed that they are collecting on the day otherwise that child will not be released. If an unauthorised person arrives to collect your child, the child will not be released until your authorisation (preferably in writing) has been obtained. You must ensure your child's collection from the centre is reliably organised, as uncertainties and irregularities can cause anxiety for your child and the centre.

## *Late collections*

Parents are required to plan their day in order to ensure they are at the centre prior to closing time. This also means that parents need to arrive in time for staff to give parents information about their child's day. Parents need to recognise that staff have commitments to fulfil. If you are unavoidably detained and unable to collect your child at the agreed time you must telephone to the centre and advise of your expected time of arrival. If you need to arrange for another person to collect your child you must provide full details about this person in the centre. If you have not contacted the Centre and your child has not been collected, the Centre will attempt to telephone you, or if this is not successful the authorised/emergency contact people listed on your child's enrolment form will be asked to stand by as their assistance may be required. If no-one can be contacted and your child has not been collected 45 minutes after the centres normal closing time the local police station will be contacted and asked to take responsibility for your child.

The late fee charge is \$50 for the first 15 minutes then \$5 per minute for each minute after this for any child collected after 6.00pm. When a family is late three times (that is fined three times) their child care space will be withdrawn effective immediately.

## *Termination of care*

A non-payment of fees warning will be issued (in writing) when outstanding child care fees (and charges) are identified on a weekly basis. If three such warnings are issued, you will be deemed to have breached the Conditions of Enrolment for Subicare. We will notify you in writing that your child care place has been forfeited and your account will be placed with a debt collection agency for action. Any family with child care fees that are unpaid and/or history of outstanding child care fees will not be included in the waiting list for child care places. Subicare reserves the right to terminate child care for families that demonstrated an inability to work within the ethos of Subicare

## *Termination by Parents/Families*

If parents wish to withdraw their child(ren) from the centre the following requirements apply:

- During the months of January to November the centre requires a minimum of 4 weeks written notice. Termination by parents is acceptable by the centre if the termination date as a consequence of 4 weeks' notice is effective on or before 30 November
- During the month of December termination by parents is not possible. Care will be provided, and charged for, the full calendar month of December.
- For accounts arising from cancellation of direct debit facilities to avoid termination notice period, fees will be placed with a debt collection agency for action

In extreme circumstances, it may be necessary to terminate a child's care

## *Causes leading to exclusion*

Exclusion of children from the service will only occur after all other avenues of communication and support have been exhausted and when:

- The staff feel that the child shows an inability to settle into care away from the parent
- A child puts the majority of the children at risk through inappropriate behaviour
- The parent continually fails to observe Centre Hours of operation or fails to pay the required fee.
- Subicare reserves the right to terminate child care for families that demonstrate an inability to work within the ethos of Subicare

## *Custodial issues*

Where a child attending the Centre is not living with both parents and where disputes arise in relation to responsibility for the child, the following will apply:

- Parental responsibility remains with both parents jointly and individually except where it is altered by an order of the Family Court of Australia. In the absence of such an order the child will be released to either parent who is the authorised person to collect the child
- Where a non-enrolling parent cites an Order of the Family Court giving her/himself lawful access to the child, the order needs to be produced for inspection by the Director. The enrolling parent will be telephoned both to check the existence of the order and to be informed about the situation
- The children will not be released into the care of the parent with parental responsibility for the child, or other person specifically authorised by that parent except when family and children's services or the police specifically direct otherwise under the provisions of the Child Welfare Act.

In the case of a parent with parental responsibility for the child arriving at the centre to collect the child in a visibly intoxicated or unfit state to drive, the parent will be encouraged to contact an alternative adult to drive them and their child home, or the centre will offer to call a taxi on their behalf.

## *Family access*

We will work in partnership with families at all times and welcome your input and access to the service according to our centres guidelines.

## *Communication with parents*

Staff at the centre are supportive of children and their parents. Both parents of the child will be treated equally. Without legal documentation, staff cannot act as though one parent is more fit than another to the legal rights of their child. Parents may visit the centre at any reasonable time whilst their child is in care. However, you are requested to give consideration to the time of the day so that other children are not disturbed e.g. rest time. Any concerns you may have may be discussed with your child's educator or the director at any reasonable time. All information about your child will always be treated with the utmost confidentiality

## *Complaint procedures*

Please let us know if you are unhappy with any aspect of the service provided for you and your child

### *Keeping Relationships Alive*

If you have a complaint or concern you may discuss your problem with the relevant staff member or with the Director. If you feel the problem is not resolved at this level you may take the matter to the Management Committee for resolution, either through the Director or by writing directly to the Management Committee.

Parents are also entitled to direct their complaints to the Education and Care Regulatory Unit. The number you can ring is 08 6551 8333 or free call 1800 199 383

## *Centre Routines*

The activities that happen at the centre are built around the daily routines. Children need routines to help them to settle and feel comfortable in the centre. Please discuss your child's routines with their keyworker

## *Organisation of the day*

Routines are built around the regular events of the day i.e. arrival, morning tea/afternoon tea, drinks, toileting/nappy change, main meals, washing, dressing, sleeping and departure

Also taking into account the developmental needs of individual children, children's attendance patterns, climate and physical environment, the numbers and ages of children within a given age group, children with special needs, new children entering the group and parent's expectations

A copy of your care area routine and the programme of the week's daily experiences being offered to your child is prominently located in the room

## Educational Programs

As stated in our philosophy, learning through play and establishing and maintaining nurturing, respectful relationships are key values that form the basis of our curriculum.

Educational Programs are formulated for each care area by educators adhering to the guidelines set out within the National Quality Framework and/or WA Kindergarten Curriculum Guidelines, while extending on children's individual interests and developmental needs, through an ongoing cycle of collaboration with families, observation, planning and reflection.

Each care area's educational programs are displayed clearly within the learning environment and work in conjunction with area's daily routine to encourage children's agency, independence and resilience whilst providing opportunities for; indoor and outdoor learning experiences, sustainable practices, inclusiveness, quiet and active times, individual, small group and large group experiences, cultural awareness, and remaining flexible enough to allow for spontaneity and intentional teaching opportunities.

Service staff are supportive and encouraging, and communicate clearly with the children in a friendly, positive and courteous manner, to maintain a warm and caring relationship with each child. We encourage effective communication daily through verbal conversations between families and staff at drop off/pick up times and through use of technology such as email and the communicate tool via Kindy Hub, for delivery of instant messages, reminders and to deliver children's educational information such as photos and learning stories.

Our service employs a 'Key Educator System' to help monitor children's progress, which aides us in our goal of maintaining consistency and continuity of care and encouraging input and collaboration from all educators and families. Upon enrolment, each child is assigned to a Key Educator group and allocated a 'Key Educator' from within their care area. Each Key Educator observes, gathers and updates specific educational information relevant to the children within their assigned group, such as creating learning stories or updating individual developmental checklists and liaises with team members, to share such information.

## Kindyhub (Parent App)

We use an app called Kindyhub to easily share your child's early learning experiences and information with you. **Kindyhub** is an early childhood documentation software that streamlines documentation and enhances communication between educators and families.

Our educators provide you with a daily report of the day's activities and capture your child's achievements through regular photos and learning stories. Kindy Hub also provides an opportunity for easy, instant communication throughout the day, supporting the daily communication we already have at drop off/pick up times and encouraging input from families.

For further information regarding Kindyhub, please visit: [www.kindyhub.com.au](http://www.kindyhub.com.au)

## "Me book"

Subicare Childcare uses our Kindyhub App as a means to create a documental journey of your child's learning and development experiences:

All children will also have an individual "me book" (Portfolio). The child will be involved and consulted in the content of their "me book". Families will be encouraged to reflect on their child's book or on our application to allow families to actively participate in the child's learning. Parents are encouraged to provide feedback about their child's learning. Staff will add to each child's portfolio on the App and the in-centre book with documentation reflecting on the child's learning and experiences at Subicare.

For example:

- Photos of the children's experiences
- Art work
- Scripts of child conversations with peers
- Learning Stories
- Routine and Individual Profile

## Meals

Meals form a significant part of the daily routine

### Nutrition

Please make sure that any food allergies, strong dislikes and special dietary requirements your child might have are recorded on the enrolment form and discussed with the Director, Cook and Keyworker.

We cannot modify a child's diet unless it is for religious, cultural or medical reasons. The Director employs an experienced cook who prepares morning and afternoon tea, and lunch. The menu is multicultural and nutritious. The weekly menu is displayed at the entrance to each care area and posted on Kindyhub at the beginning of each week. Ideas and recipes are welcome. Please put your ideas through via Kindyhub or feel free to email it through.

From time to time recipes from the cook will be printed in our quarterly newsletter.

Meals are appetising and provide variety in colour, texture and taste. At meal times children are always encouraged to help themselves and to feed themselves. Meal times are treated as social occasions. The staff sit and eat with the children during meal times to interact with them and to set a good role model.

We take particular care to ensure bottles are hygienically stored and ask parents to place bottles into the fridge. Hands need to be washed prior to opening the fridge. Used bottles are placed back into the fridge so that parents can see the quantity of liquid consumed. We ask parents to assist us in complying with the following requirements:

### Nutrition & Health Statement

We at Subicare Early Learning Centre believe children have the right to develop to their full potential in an environment which provides for their health and wellbeing. We believe good nutrition is essential to healthy physical and mental development, growth and wellbeing.

We understand it is a duty of care to ensure that children's nutritional needs are met and that they are provided with healthy, balanced meals. Menus are always created with input from service children, families and staff and with the knowledge of children's dietary needs and cultural beliefs.

When the service menu lists items such as cake, muffins or biscuits, please be advised that the recipes used, have already been adjusted to provide a greater nutritional content.

For example, recipes contain little to no sugar, flour content is adjusted to use wholemeal flour and fresh pureed fruit is used to add a natural sweetness.

Children are served a minimum of between 4-6 different types of fresh vegetables within recipes daily, and between 6-8 different types of fresh fruit. Crackers used in service are either rice crackers or wholemeal crackers.

Water is available throughout the entire day via the children's drink bottles and served with the meal at lunchtime and morning and afternoon tea is served with fresh full cream cow's milk (or an alternative such as soy).

Assisting with dental hygiene, Balloon Room (0-2 years) children are offered yoghurt after their lunch (also a great source of extra calcium for developing bones) while Sunshine (2-3 years) and Rainbow (3-5 years) Room children are given slices of apple and cheddar cheese.

Fresh white and wholemeal bread and various meats used within our menus, are also purchased daily from local businesses (Bakers Delight and The Meat Safe).

The importance of good nutrition, a healthy lifestyle and safe hygiene practices are always of the utmost importance to us at Subicare ELC, should you have any concerns or queries at any time please do not hesitate to contact the Food Coordinator, Wendy Miller.

## Comfortable clothing

Please dress your child suitably for play activities in clothes that you do not mind getting grubby with paint, mud, sand or glue. Children need to have a hat that can be left at Subicare. We do provide aprons but clothes will still get stained.

You will also need to provide an extra set of clothes in your child's bag to change into should the need arise. We recommend that at least two pairs of undies are included. Babies need at least 4 spare nappies.

Your child's bag and all personal items should be clearly labelled with your child's name. This helps to minimise loss of items. If your child is accidentally sent home with something that does not belong to him or her, we ask you to return it the next day you attend.

Families are encouraged to ensure their children attend Subicare wearing appropriate footwear. "Clogs" and or thongs are not suitable footwear for the day care environment

Other requisites we ask you to provide

To help us to keep our costs to a minimum we ask parents to provide the following

Your care area will issue you with a small list of common requisites such as a pillow, sun hat, water drink container and other items.

## Personal toys

We understand that many children would like to bring their toys to the Centre, however 'sharing' these with other children can be a difficult concept for a child to grasp. We believe it is better therefore to leave personal toys at home

## Ownership

Please let your child bring a security toy only (i.e. dummy, rug, sleep teddy etc.). Ensure these toys are clearly labelled with the child's name. No other toys are to be brought into the centre. Great distress is caused to children by their own toys being lost, broken or played with by other children. Children who bring toys will be asked to place them in the Director's office for the duration of the day.

Sometimes children accidentally put Centre Toys into their bags and take them home. Please bring these toys back and hand them to an educator as sets of equipment need all pieces to be of educational value. We understand that the right of ownership is something that is learnt and certainly there will be no reprimand.

## Children with special needs

### Integration

Children with special needs that can after assessment be seen to be able to be catered for within the usual day care routine, will be integrated into the whole group with additional support from an inclusion support worker (ISP). Referral to the ISP or other professionals is made either directly by the parent, or by the Director after permission is given by the parent.

## Children moving rooms

Children will be moved through the different care areas when it is appropriate. The decision to move a child up to the next room is based on, a space being available and the child being ready to cope with the move. The staff recognise that all children develop at their own pace and our professional judgement and personal knowledge of the child is used to ensure that the child's needs are put first.

## Supervision

The centre will maintain high levels of supervision of children at all times.

## Staff Ratios

The staff: child ratios contained within the Community Services (Child Care) Regulations 1988 will be strictly adhered to at the centre. These Ratios are:

0-2 years is 1:4 ratio

2-3years is 1:5 ratio

3-5 years is 1:10 ratio

Child care staff are called Early Childhood Educators. The staff that have industry specific Tertiary Qualifications are called Senior Educators. Staff that assist the Senior Educators are rotated each year. The system of rotation allows children who are progressing to an older age group to be with familiar staff.

Staff appreciate the room change and the challenge of a different age group. The Qualified staff changes room less frequently and usually at the beginning of the year. Subicare also



employs two to three staff above the license requirements. These staff members are utilised daily by need demands.

Children will be appropriately supervised at all times. Staff will position themselves where they can see all the children under the supervision, listen carefully to what is happening and know the children individually so they can anticipate their needs. Staff will join the children's play and encourage them to try new experiences.

Children outdoors will be supervised in small groups safely, however children will be given opportunities for self-discovery and freedom of choice. Staff will judge when children need an adult to facilitate play or will join in at the child's request. Children will be regularly reminded of safety procedures for fixed play equipment. Children will be encouraged to try new challenges as appropriate.

## *Guiding Children's Behaviour*

Learning appropriate behaviour is part of your child's social development. Our staff aim to help children to be responsible for their own behaviour and to develop an understanding of what is appropriate in different situations. You are encouraged to discuss your child's behaviour with the qualified staff in your child's playroom to ensure consistent behaviour expectations between home and the Centre. Limits to children's behaviour will always be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way. Children will be encouraged to settle differences in a peaceful manner. The staff will focus on positive behaviour, providing praise and encouragement where appropriate. Wherever possible, problems will be prevented before they arise by using methods such as diversion and providing enough equipment for all.

After the child has been given every chance to respond positively and if all methods fail to result in an improvement in behaviour, the Director will discuss alternative solutions with the parent in consideration of the health and safety of other children in care.

## *Behaviour Analysis*

If children consistently display unacceptable behaviour the following points will be considered.

The expectations of the child's behaviour and realistic and appropriate to their developmental level.

- The child understands the limits
- There is no conflict between the Centre and home expectations
- The child's needs are being met
- The child has no impediments which may cause the unacceptable behaviour e.g. dietary problems, poor hearing, poor co-ordinator, communication difficulties, illness or emotional distress
- The child is not copying observed behaviour
- Events at the centre have not encouraged the behaviour
- Consequences of the behaviour do not encourage it to persist
- Strategies are consistently followed by all caregivers in contact with the child

Biting and hitting are normal behaviours in the development of most children, usually caused by the lack of verbal communication skills. These behaviours will be dealt with using the same



positive behaviour guiding strategies that staff use to deal with other unacceptable behaviours.

Parents will be asked to assist staff at times of seen problems and if necessary; with the parents' permission, outside assistance will be sought.

## Alternative care

After the child has been given every chance to respond positively and if all methods fail to result in an improvement in behaviour, the Director will discuss alternative care with the parent, in consideration of the health and safety of other children in care.

## Special Events

We consider that special events which happen during the year provide an excellent learning and socialising opportunity for the children.

The diversity of the Australian population is acknowledged as an opportunity to explore many cultures.

All children are treated as equal and special events are approached with sensitivity to other people's beliefs. Individual cultural differences are treated with respect. We attempt to broaden children's knowledge of other customs/land by stories, tapes, dress ups, lunch menu, resources, parent input and excursions. We keep religious celebration information minimal so as not to offend beliefs.

## Birthdays

Children's birthdays are a special day that many families would like us to celebrate. Subicare staff are happy to celebrate individual children's birthdays.

Parents are asked to inform staff or the Centre Food Coordinator of their intention to provide a cake. A full list of ingredients must accompany any homemade food sent in. If you would like to celebrate a birthday etc. but don't have time or know how please see the Centre Food Coordinator, who is only happy to assist in your baking needs. Please note no drinks or lolly handouts are allowed.

Parents are welcome to be part of the celebration or to choose to leave a camera for the staff to take photos

At Subicare we endeavour to provide a safe environment for all our children. Please do not bring nuts or products containing nuts into our centre. Great care must also be taken with products containing eggs.

Our food co-ordinator who plans the menu and prepares the food for the Centre can be asked for ideas.

## Excursions

Children will be taken on excursions outside of the Centre as part of the planned activities of the Centre

Places of interest

Excursions are considered to be an integral part of the children's program and will therefore be arranged from time to time, to provide a broad range of learning experiences for children.

Permission for walks to the local park is granted or denied on the enrolment form.

Permission will be sought from parents and details for the outing provided in writing. All excursions will comply with the Education and Care Services National Law and the Education and Care Services National Regulations 2011.

It is hoped that at times of excursions all children will participate and arrive on time. Children unwell on the day should be kept home. Parents should advise the Centre of the illness so that others may depart on time.

## Hygiene Control and Safety Issues

In group care situations one of the most troublesome problems is to control the spread of infections among the children and staff  
Emphasis on hand washing techniques

The application of universal hygiene procedures will be followed at the Centre at all times to control the spread of infection within the Centre

Staff role model a high level of personal hygiene at all times, and place emphasis on the children learning and understanding why hygiene is important.

Hand washing is central to this system and children will be introduced to washing their hands before all clean tasks (i.e. meals) and after all dirty tasks (i.e. after using the toilet) as soon as they are developmentally ready.

## Immunisation

Immunisation of children who attend the Centre will help to limit the spread of infection. We encourage parents to immunise their children against all diseases appropriate to the child's age. A record of your child's current immunisation status is taken at enrolment and parents are asked to provide an update after further immunisation.

Children who are not immunised will be excluded from care during outbreaks of some infectious diseases in accordance with the National Health and Medical Research Council exclusion guidelines (on display in the foyer), even if the child is well. This is to limit the spread of infection and protect children without immunisation

## Child Protection

Subicare has a responsibility to all children attending the centre to defend their right to care and protect. To support this right, the centre will follow the procedures set down in the Department of Community Development document "Child Protection in Children's Services", when dealing with allegations of abuse or neglect of children, to ensure the protection of all children attending the centre.

We believe we also have a responsibility to our employees to defend their right to confidentiality unless allegations of abuse against them are substantiated.

The "Child Protection in Children's Service's Guidelines" are held at the centre and are read by staff and are available to parents of children attending the centre. Please see the policy

file for the full Child Protection Policy. All Centre staff will receive training in Child Protection each year. ALL concerns are to be brought to the attention of the Director or in the absence, the Deputy Director Immediately.

## *Exclusion*

As a protection for all children and staff, the following exclusion policy applies to all children enrolled in the Centre.

### *Infection Control*

Children with infectious diseases will be excluded from the Centre in accordance with the "Staying healthy in Childcare 5<sup>th</sup> Edition" on display in the foyer

A medical certificate is required after contracting diphtheria, hepatitis A, polio, tuberculosis, typhoid and paratyphoid before your child can be re-admitted to the centre.

If your child is unwell at home please do not bring him/her to the centre. Children with more than a slight cold should not be brought to the Centre and may not be accepted at the Director/Staff discretion. Fevers, vomiting, diarrhoea or unexplained rashes are indications that a child should not be brought to the centre.

## *Unwell children at the centre*

The Centre is not able to care for children who are ill. The following policy has been developed to protect your child and the other children attending the centre.

### *Emergency contacts*

It is important the Director or the Child's caregiver be notified if your child has been unwell or received an injury since last attending the centre.

In the case of your child becoming ill at the centre, every effort will be made to contact you to ask you to take the child home. If it is seen that your child has a temperature you will be contacted and asked to collect your child within the hour.

The Director has the prerogative to call an ambulance or doctor if urgent medical attention is required. Every effort will be made to contact you or your nominated emergency contact people as soon as possible. All medical and ambulance costs are the parent's responsibility

Please note, children who have been admitted to hospital, sought advice (or reasonably should have sought advice) or care from an emergency department or out of hours Doctor's service within the last 24 hours will be excluded from care for at least 24 hours.

Parents should note that children entering a group care environment for the first time have a tendency to pick up any bugs that may be going around. The reason for this is not poor standards of hygiene etc. but is due the fact that the child has not been exposed to bugs before and therefore has no immunity.

## *Medication*

The giving of medication to children will be strictly monitored to ensure the child's safety and welfare.

### *Administering Medication*

Medication will be administered by Centre Staff if:

- It is prescribed by a doctor and has the original label detailing the child's name and required dosage and has not reached expiry date.
- The parent has completed and signed the Centres authority to give medication form.
- Medication is administered by Qualified Staff and checked by another.

No over the counter medication will be administered

You must never leave medication in your child's bag or locker. All medication must be handed to a staff member.

To understand your child's health care, staff should also be notified if your child is receiving medication at home.

## *Occupational Health and Safety*

Our centre is concerned to protect health and Safety of children and staff at the Centre

### *Safety Care*

In the interest of Occupational health and safety and the wellbeing of the children, the Child Care Centre including grounds is a smoke free zone.

Equipment and play areas are checked regularly to ensure they are clean and safe for children's use.

### *Sun Protection*

To ensure all children attending the Centre are protected from the skin damage caused by harmful ultra violet rays of the sun applies:

- Children will wear a hat provided by the family which should protect the face, neck and ears
- Everyday 30+ Cancer Council Sun block will be provided for children and applied to children going outside.
- Staff will act as role models, by wearing hats, applying sunscreen and seeking the shade wherever possible.
- Parents are encouraged to apply sunscreen to children before or on arrival before entering the room. Sunscreen will always be available in the foyer.

### *Sun Smart Accreditation*

Subicare is classed as a SunSmart Centre with this classification we have a duty of care to minimise children's exposure to the sun and provide an environment that encourages sun protection behaviours. The SunSmart Centres program assists Subicare to develop and maintain sun protection policies and procedures. Joining the SunSmart Centres program demonstrates a commitment to securing the future health and well-being of children and staff. Subicare is accredited under this program.

## Safety Drills

Emergency evacuation and safety drills will be practiced at the Centre every 3 months. Evacuation procedures are displayed in the foyer and in each play room. Parents are asked to familiarise themselves with these procedures.

## Accidents

Despite every precaution accidents will occur at the centre from time to time. The following will apply to protect your child and keep you informed should an incident occur.

## Accident reports

You are required to provide written authority (included in the enrolment form) for staff of the Centre to seek medical attention for your child if required.

In the case of a minor accident staff will attend to the injured child and apply first aid. Depending on the injury you will be contacted at the time of the accident and be informed about the incident when you arrive to collect your child.

If a serious accident occurs which requires more than first aid treatment you will be contacted immediately or if you cannot be contacted your emergency contact person will be phoned. Your child's injuries will be assessed and either an ambulance will be called or your child will be taken to a local clinic or medical practitioner for medical treatment.

A staff member will accompany your child until you are able to be there. You will be provided with a copy of the accident report completed by the person in charge of the Centre at the time of the accident.

## First Aid Qualifications

It is requirement that at least one staff member with a current First Aid and CPR qualification is on duty at the Centre at all times while children are on the premises

On Duty at all times

First aid for other than minor injuries will only be administered by staff with First Aid qualifications. A First Aid Kit is maintained at the centre. In the event of that not being possible appropriate action will be taken by senior staff.

*Thank you for taking the time to read our Parent Handbook. Please speak with our staff if you require any clarification.*