

**ROZELLE CHILD CARE CENTRE**

# **HANDBOOK**

**INFORMATION FOR PARENTS  
2009/10**

**ROZELLE CHILD CARE CENTRE  
THE GATEHOUSE GATE A  
CNR BALMAIN ROAD AND CECILY STREET, ROZELLE  
POSTAL ADDRESS: PO BOX 799 ROZELLE NSW 2039**

## Parent Management Committee 2008–09

PRESIDENT: Matt Montgomery

Secretary: Sophie North

TREASURER: Anna Gladman

Members: Rebecca Beardmore, Gai Berry,

Annabel King, Andrew Lo, Kylie Pascoe, Cindy Sciberras, Sarah Henry

[www.rozellechildcare.org.au](http://www.rozellechildcare.org.au) (02) 9555 9354 fax (02) 9810 9057

### Centre Staff 2009

<b>Dolphins</b> (Preschool Room 3–5's, 25 children)	<b>Grasshoppers</b> (Toddlers Room, 2–3's, 16 children)	<b>Possums</b> (Nursery Room, 0–2 years, 15 children)	<b>Staff Relief Floats</b>	<b>Director</b> William Blomfield
Dimi Nikoloulias	Marie Touma	Bernardita Ampuero	Stephanie Delovski	<b><i>Regular Casual</i></b> Christine Polianitis
Marie Zafiriou	Sharon Barton	Bee Piyachai	Lina Sgaramella	<b><i>Cook</i></b> Daniela Belmonte
Sandra de Gouveia	Gina Imbrogno	Ana–Maria Martinez	Kerryn Stuchbury	<b><i>Office Administration</i></b> Sharon Pashley
Evy Lie	Jenny Wild	Simona Tattoli		<b><i>Grounds</i></b> Bill Anastasiadis
	Linda Santangelo	Jessica Metcalfe		

*All of our staff members are professional, experienced early childhood educators who constantly upgrade their knowledge through training in the field and at courses. Well over half of our staff members hold formal child care qualifications through University or TAFE, while other staff members are highly experienced and are/or in the process of obtaining formal qualifications. All carers hold current First Aid certificates.*

### ABOUT THE CENTRE

- Rozelle Child Care Centre was established in 1987 in the converted Gatehouse of Rozelle Hospital. It is a community based Child Care Centre offering a high quality of care to families in the Rozelle area. When you enrol your child with us, you become a member of Rozelle Child Care Centre. RCCC is a non-profit entity managed in part by the voluntary efforts of a Management Committee elected each year and comprised of parents whose children attend the centre.
- The Committee meets once per month and all parents are welcome at any time to attend a monthly meeting and to consider standing for election, which occurs during the Annual General Meeting in October each year. At monthly Committee meetings the centre Director

and Committee members discuss policy directions, financial management, staffing, and other issues that arise relating to the management of the centre.

- We aim to provide ongoing high quality care to 56 children each day while parents are working or studying, and we also prioritise the enrolment of children with special needs and families facing other circumstances, such as sole-parent families. This is in accordance with National Priority of Access Guidelines for all Child Care Services.
- Help with fundraising is always needed, and there are plenty of opportunities to get involved in planning our social fundraising events. If you are short on time, you may be able to donate prizes or other goods to assist our events. Are you a handy-person? Come along to our quarterly Working Bees where families spend a Saturday morning assisting with gardening projects in our beautiful grounds. All families are encouraged to attend at least one of our Working Bees per year, or instead contribute the Annual Maintenance Levy of \$50.
- All families are entitled to Child Care Benefit, which reduces fees based on income. Applications are made to the Family Assistance Office and forms are available in the office. A Federal Child Care Tax Rebate is also available (see 'fees') The centre is accredited by the National Child Care Accreditation Scheme (NCAS) meeting high level ratings across all quality indicators. We are due for accreditation in 2009 and families are engaged in this process in conjunction with staff and management.
- Parents are encouraged to share information about their child with staff members and to raise any particular concerns as required. It is the role of carers working with your child to share news with you about their day and keep you informed of their progress and any incidents as they arise. Communication between staff and family is crucial to the well being of your child. Each day, please try to find some time to talk to a carer in your child's room and exchange information. There are charts available for you to look at for all groups which give an outline of the day, and a daily journal, but you will probably want to know more.
- Arrangements will be made during the year for you to have a specific meeting with your child's primary carers. If you have a matter to discuss immediately and the primary carers of your child are busy with other duties, please either talk to the Director face to face or contact us by phone.
- Fees are payable two weeks in advance and our preferred method is direct debit. Any financial problems should be discussed with the Director as they arise. As the centre is dependent on your fees to operate, it's essential that you do not fall behind. Failure to pay regularly will result in the Committee suspending your child's place so that a place becomes available for the next child on the Waiting List.

## **WAITING LIST**

To register on our waiting list you will need to complete an application form. You can download a form online and send the completed form together with a cheque for \$15 to PO Box 799 Rozelle 2039. Our web address is [www.rozellechildcare.org.au](http://www.rozellechildcare.org.au)

Alternatively you can call us on (02) 9555 9354 and we will mail an application form to you. You can also visit the centre to put your child on the waiting list. This will enable you to see the day to day operation of our program and assess the suitability of the centre for your family. The Director or a senior staff member will show you the rooms and give you general information about the centre during this visit. Our waiting list is currently very long, so while we do our best to provide care where needed, we are limited by the number of openings that come up each year. There is a non-refundable fee of \$15 to register on the centre waiting list.

## **PARENTS ARE ASKED TO.**

\*Ensure all details are completed and up to date on both the child's enrolment forms and the Emergency Contact form. These forms are completed annually so staff members always have access to current contact numbers of parents.

\*Bring in your child's Immunisation Record (Blue Health Book) to be photocopied, at enrolment, and also whenever it is updated, to enable us to keep accurate records.

\*Check that all necessary details and documentation are provided in the enrolment paperwork. This includes a certified copy or sighted original copy of your child's birth certificate, and both parents' dates of birth on the enrolment form. This is a requirement of the Family Assistance Office and the Dept of Community Services.

\*Remember we encourage you to discuss your child regularly with staff. If you have concerns, ask to arrange a time with your child's carer so that they will be able to give you sufficient attention to discuss it in depth.

\*Please make sure that all of your child's possessions are labelled, particularly garments such as shoes, socks and hats. Make sure that your child has a hat and at least three full sets of spare clothing every day, even more if they are toilet-training. Each child has a locker in which you may put a bag containing these items.

\*Please make sure that your child has a labelled hat in his/her locker, and apply sunscreen every morning (children over the age of 12 months). Sunscreen is provided at the centre and should be located next to the sign/out sheets. If it is not, please remind staff and they will ensure your child has sunscreen applied. Sunscreen is reapplied in the afternoons. We also ensure that children's shoulders are covered, and children wearing singlet tops and shoe string straps must bring a T-shirt to wear outside. Carers also role model by wearing sunscreen and hats.

\*Please do not allow your child to bring precious toys from home. Loss or damage causes distress, and staff members are not able to take responsibility for a child's toys. Only a soft toy for sleeping with at

rest-time is encouraged, or a special item from home pre-arranged with staff for the purpose of show-and-tell.

\*Please ensure that you write and sign an authorisation note if someone else is to collect your child or if there is to be a variation from your normal routine. We are not able to release your child into the care of another person without your specific consent. A person unfamiliar to staff will not be allowed to collect your child until staff have seen identification.

### **WHAT TO BRING EACH DAY – CHILDREN UNDER THREE**

Parents are required to provide disposable nappies in the Possums and Grasshoppers Rooms. For babies in the Possums, please ensure that the child has the following items every day.

- ✓ Bottles for milk or juice
- ✓ Any special formula.
- ✓ At least two complete changes of labelled clothes (shirts, socks, underwear etc.)
- ✓ A labelled hat.

### **EVERYONE ELSE**

- ✓ A bag for belongings and all items clearly labelled
- ✓ Hat
- ✓ Appropriate clothing for outdoor play (protection from sun) and for changes in weather
- ✓ At least two complete spare sets of clothing including socks and underwear

### **FOOD & NUTRITION**

*Please be aware that we have a number of children attending the centre with potentially life threatening food allergies. With this in mind we ask that no food other than fresh fruit be brought into the centre.*

We have a strict policy relating to children who experience food allergies or anaphylactic reactions to certain foods. This means no nuts, eggs or shellfish products, or foods containing traces of such products, are used in the centre whatsoever. Please see our website to read this policy in full. Children are supplied with a large proportion of their nutritional needs during the day at the centre. Our cook plans and prepares a varied, fortnightly menu that ensures we are offering 50 – 75% of children's daily nutritional needs, as recommended by the NSW Department of Health.

***Breakfast:*** Cereal or toast, and a drink of milk or water (for early arrivals).

***Morning Tea:*** Cereal-based snack such as raisin toast, muffins. All morning tea snacks are served with fresh fruit and milk.

***Lunch:*** Protein and vegetable based meal – for example, spaghetti and salad, lamb casserole and vegetables, apricot chicken and rice, followed by dessert of fresh fruit or dairy product such as yoghurt. Water is served with lunch.

***Afternoon Tea:*** Fresh fruit with a cereal-based snack, such as cheese platter with vegetables and dips, sandwiches and milk.

The centre also provides for children with special dietary needs such as gluten-free, lactose-free, and other requirements. Please discuss these with the Director during enrolment and the staff members in

your child's room, who will inform our cook. Please update your child's carers when your child's dietary needs change. At the end of the day, each room has a system for communicating to parents how all children have eaten throughout the day. This is located beside the sign-in/out sheets in each room. Please approach staff if you are unclear about any of the information provided.

### **ROUTINES & EXCURSIONS**

In accordance with best practice, our routines reflect the needs of the children, and so routines will vary through the year. An outline is posted on the wall of each room. Each child is encouraged to eat a variety of foods, to drink plenty of fluids and to rest or sleep during the busy day. Morning tea, lunch and afternoon tea are served at regular times in each room. Lunch is served before midday in each room, depending on the age group. In the nursery routines are individualised so that younger babies' needs for food and rest are met. Lunch is then followed by rest time, when children who need it, have an opportunity to sleep. All children, regardless of age, are encouraged to rest for a short time.

Each day there are times for indoor and outdoor play, group times, special activities and mixing with other rooms. Often we take the children on outings, and enjoy walks in the hospital grounds. We will notify all parents of any planned local walks ahead of time. Excursions outside the Hospital grounds are planned well in advance, and parental permission is needed in order for your child to attend. Detailed information about any planned excursion is posted in each room, and parents are required to sign permission on the sheet displayed. Risk assessments are carried out by staff prior to any excursion, to ensure all planned activities and venues will be safe for children.

### **SETTLING IN**

Settling in to a child care centre can be stressful for both parents and child.

To minimise problems we make the following suggestions:

- \* If you have the chance, bring your child to visit once you are offered a place, and spend some time asking questions. Visit as often as you can before the starting day. This will give you and your child the chance to be involved in the day and to get to know the staff.
- \* If possible, allow two or more days for settling. Try to leave your child for only a few hours on the first day. On the second day, if you feel happy about it, try leaving the child for longer. Please try to make the first few days as short as possible. Talk to the staff in your child's room to see how they think the settling in is going. Ring up whenever you feel like it.
- \* Try to establish a regular routine in the mornings and allow your child to perhaps take along a toy or comforter just for use in the mornings for settling, then staff will encourage the child to keep the comforter in their locker.
- \* Spend some time settling your child in the mornings, helping them to choose an activity or leaving them with a staff member if possible, however when it is time to go, reassure them and go. Don't leave without them realising you are going, this damages trust. Instead, reassure them that you will be back 'after lunch' for example, and then leave. Although it is hard, dragging out the goodbye by coming back if your child is upset, can actually make the settling process more difficult.

It may take several days or commonly longer, for parent and child to feel comfortable about separating. This anxiety is absolutely normal, but is hard for parents to cope with. Persistence is worthwhile, as your child will eventually settle in.

You are encouraged to telephone as often as you like during the day to hear how things are going.

Room phone numbers are.

POSSUMS 9555 9658      GRASSHOPPERS 9555 8553      DOLPHINS 9555 9352

### **CAR PARK SAFETY**

Our centre car-park is a busy place during the morning and afternoons. Please ensure your child holds your hand (or bag/stroller if your hands are busy) at all times when walking through the car park. The speed limit in the car park is 10km. You are asked to park in the designated car spaces only for the period of drop-off and pick-up. If you need to leave your car at the centre for a longer time period please use the additional car spaces down towards the neighbouring buildings in Callan Park. Children are not to be left unattended in cars at any time. Staff members develop and implement road safety principles within the centre program, so it helps when parents reinforce this on a daily basis.

### **POLICY ON CHILDREN LEFT AFTER HOURS**

The Centre operates between the hours of 7.15 am and 6.00 pm, and children are only accepted during these times. Parents are encouraged to arrive to collect their child by 5.45 pm. This allows time for brief conversation with staff and for the child's belongings to be collected before the Centre closes at 6.00 pm. Parents leaving after 6.00pm will have their names recorded in a late book. They will be asked to add \$30 for the first 15 minutes or part thereof when making their next fee payment. If the delay is beyond 6.15pm, the fine will increase at the rate of \$30 for each 1/4 hour or part thereof.

In the event of an unavoidable delay, parents must try to notify the staff members as early as possible. Staff members will attempt to call parents who have not arrived by 6pm and have not made contact with the centre beforehand. All parents must make sure that there are up to date contact details for emergency contacts which staff can call if parents have not arrived. These details are included on the enrolment form and the Emergency Contacts Form updated each year and as required. If the staff members present have not heard from a late parent by 7.00 pm, they will arrange for the Department of Community Services or the local police to take charge of a child.

### **FEE POLICY**

Our current fees per day are.

*Possums*      \$86

*Grasshoppers*      \$83

*Dolphins*      \$76

Fees are payable by direct debit/internet banking and should be kept two weeks in advance at all times. Our bank details are as follows.

Commonwealth Bank Account    BSB 062-243      Account Number 10043260

When you enrol your child you will be asked to make a 2 weeks full fees payment to secure your place, this is an advance payment which credits your account. Receipts and account statements are placed in your pigeon-hole in the hallway, please check these regularly. Account queries can be directed to Sharon in the Office on (02) 9555 9354. Fees will be charged as usual.

- for Public Holidays

- if the child is absent through illness
- if the child is on holidays (please pay prior to departure).

Please note that we are unable to waiver fees for any place held during a holiday or period of absence (other than the Christmas break). Our centre is not run for profit and we offer affordable fees for a high quality of care relative to other services. No fees are charged during the closure period between Christmas and New Year.

### **CHILD CARE MANAGEMENT SYSTEM (CCMS)**

Upon enrolment at the Centre for the first time, families will be asked to register with the Family Assistance Office – a division of Centrelink. They assess whether families are eligible for a fee reduction (Child Care Benefit) by means testing the family's total annual income. For specific information regarding income levels and entitlements, please contact the FAO on 13 61 50, or go to [www.familyassist.gov.au](http://www.familyassist.gov.au)

Even if families are not entitled to Child Care Benefit as a fee reduction, they will be entitled to the Child Care Tax Rebate, where currently 50% of your fees paid will be returned to you quarterly, up to a total of \$7500.00 per child, per year. This tax rebate is currently NOT means tested, but is conditional on the family being fully registered with the Family Assistance Office. Details will be included in your initial information package and again, [www.familyassist.gov.au](http://www.familyassist.gov.au) provides further information.

#### ***What if I need to withdraw my child from the centre?***

If you wish to terminate your child's place at the centre, two (2) weeks written notice must be given, or two weeks fees paid in lieu of notice.

#### **WHAT HELP CAN I GET WITH PAYMENTS?**

Rozelle Child Care Centre is an approved service which means all eligible families **within a certain income bracket** are entitled to receive some **Child Care Benefit** or CCB.

Child Care Benefit is administered through the Family Assistance Office, however to be eligible your child must meet certain immunisation requirements. Visit [www.facs.gov.au](http://www.facs.gov.au) and follow the 'payments' link for further details, or contact the FAO on 136150

When you enrol your child, you can obtain CCB application forms from the centre's office or the FAO. After your eligibility is checked, you will receive a percentage which we use to calculate your fee reduction.

If your income level is too high for Child Care Benefit eligibility, but you meet the work/study test, you can still claim the **Child Care Tax Rebate**. The rebate covers 50% of out-of-pocket child care costs of up to \$7,500 per child, per year. Again visit [www.facs.gov.au](http://www.facs.gov.au) and follow the 'payments' link for more information.

### **LATE PAYMENT OF FEES**

If fees are consistently late and reminders are ignored, a notice (in writing) will be given, suspending the child's enrolment from a date specified by the Committee. If an arrangement to pay is not made, your child's place will be reallocated one week later.

The process for collection of outstanding fees is as follows.

Fee Amount Owing	Action
4 weeks payable	A written reminder and request to pay full amount owing or contact office to make arrangements.
6 weeks payable	A letter of demand asking for full payment within 2 weeks and request to contact office immediately.
8 weeks payable	If no contact or payment plan has been made, notice given of child's place.

If you find yourself in financial difficulties, please speak to the Director before difficulties arise, as special arrangements may be possible.

### **CHRISTMAS ARRANGEMENTS FOR 2009/2010**

Last Day for Children: Wednesday 23<sup>rd</sup> December, 2009

Centre Closed ( No Fees Payable) 24<sup>th</sup> December – 1<sup>st</sup> January

Centre Reopens Monday 4<sup>th</sup> January

If your child is leaving for School in 2010, we ask that you let us know the exact leaving date as soon as you find out, so that we can fill places. Children attending school in 2010 may attend in January. Room changes (when children move up to the next age group) and according fee changes do not commence until the end of January or the week that school starts. We will advise of exact dates nearer the time.

### **FUNDRAISING 2009/10**

In 2008 the centre was completely repainted as a result of fundraising activities and the wish list of other items grows longer each month. Our new goal is to replace the Grasshoppers playground which is expected to cost approximately \$60,000 to \$70,000. For more information on fundraising and how you can help, contact our Fundraising Coordinator or speak with Will. Throughout the year there are many planned opportunities to get together socially and raise money for the centre, such as our fun trivia night, Big Night In (movie night), Halloween Disco and Family Fun Day. There are also fundraising drives which vary from year to year but may include Stuck on You, Toy Fundraising through Educational Experience, Hot Cross Buns, Entertainment Books, Tiny Tots Plates and more.

### **PRIVACY STATEMENT**

Protecting the privacy of personal and sensitive information collected by our service, and the need for confidentiality, is fundamental for Rozelle Child Care Centre in providing a quality child care service. In order to provide you with this service we are required to collect personal information from you

about your children and parents /guardians before and during the course of a child's enrolment in our service. We are committed to protecting your privacy and we abide by the National Privacy Principles contained within the Privacy Act.

## **PHILOSOPHY**

AIMS: The philosophy of Rozelle Child Care Centre has been developed in order to reflect the aspirations of parents, staff members and the organisation. It is an essential tool in providing the basis of our program and seeks to identify the areas in which our day to day activities should be reviewed. It is based on the belief that parents and staff can work together to provide the best possible foundation for the growth of each child.

## **CHILDREN**

We aim to provide an environment in which each child is:

- made to feel special and in which each receives loving and appropriate care
- safe and secure
- healthy and happy
- having their nutritional requirements met and where.
- a sense of security and trust and an acceptance of themselves and others is fostered.
- carers and other adults respect children and each other as individuals with various abilities and different ethnic identities
- the programme is child oriented and encourages each to develop intellectually, socially and emotionally to the best of his/her abilities
- each child's individual development is observed, strengths built on and strategies devised, to overcome problems
- children learn to express their feelings in a manner which is not hurtful to others and in which no child ever feels diminished
- they learn to gain control of their own behaviour
- each child develops self esteem.
- the parents are kept informed of incidents during the day which are important to their child
- each child learns at his or her own pace, through;
  - i) example,
  - ii) a variety of developmentally appropriate experiences which cover all curriculum areas, and stimulate thinking and learning,
  - iii) positive interaction with others,
  - iv) exposure to different cultures,
  - v) repeated practice and mastering,
  - vi) child centred play,
  - vii) programs planned for individual children,
  - viii) their environment,
  - ix) trial and error,

PARENTS NEED a service which:

- provides a loving, caring, safe and secure environment in which to leave their child/ren.
- provides a stimulating environment in which children will grow and learn.

- allows them to feel confident about leaving their child in our care, knowing that they are happy and relaxed.
- expects staff to give truthful and accurate accounts of incidents during the day which affect the child's perception of the day, whether the incident be positive or negative. Not all children are angels all of the time, and parents can be distrustful of glowing accounts.
- arranges opportunities for discussions about their child with carers, and encourages open communication and exchange of information about their child's development and routines.
- encourages them to join in the decision making process.
- encourages relations with staff members which are open and positive.
- encourages them to join in all activities and which makes them feel welcome and an integral part of the Centre and their children's lives.
- responds to and respects their needs, values and cultural diversity.
- they can get access to a full range of services offered by the community.

THE FAMILY'S ROLE is to:

- \* share information about their child's life.
- \* let staff know when they are happy with their child's care.
- \* give suggestions and constructive criticism.
- \* understand and accept the policies of the Centre.
- \* accept final responsibility for their own child's wellbeing.

STAFF NEED

- \* recognition and appreciation of the vital role they play and the responsibilities they accept in working with children
- \* open two way communication with other staff and parents
- \* opportunities to plan for individual children and to discuss these plans away from the children
- \* the opportunity to grow and develop professionally through their work.
- \* access to training and resources
- \* to have their suggestions listened to, to be involved in discussions on matters relating to their work with children and to work as part of a team where their ideas are supported and respected
- \* good working conditions, a safe, healthy and secure workplace and appropriate remuneration
- \* support in carrying out their work
- \* cooperative relations with parents and colleagues

THE STAFF ROLE is:

- \* to ensure that their work is oriented toward the wellbeing of the centre's users, the families
- \* to help the centre run smoothly through communication with parents
- \* to be friendly, open and approachable with the community, with parents and other staff
- \* to provide a developmentally appropriate program for each child through maintenance of records
- \* to provide an anti-bias curriculum
- \* to encourage children with special needs, and the participation of families from a non - English speaking background
- \* to encourage language development with bilingual staff
- \* to respect confidentiality

- \*to meet the needs of children and their families
- \*to ensure that the centre is safe, secure and hygienic

#### THE COMMUNITY NEEDS:

- \*provision of high quality child care services close to homes and /or workplaces
- \*programmes which support and respond to the multicultural composition of the community
- \*many different styles of child-care, to allow parents freedom of choice in deciding the appropriate type to fill their requirements

#### THE EDUCATIONAL PROGRAM

The program in each room is based on a series of learning centres, covering such areas as:

- Dramatic Play (Home Corner)
- Construction (Block corner)
- Books
- Drawing & Writing
- Art and Craft
- Puzzles & Cognitive
- Other table activities & interest areas

These learning centres are permanent fixtures in the room. The equipment offered in the areas is changed or modified regularly depending on the children's current interests, discoveries, strengths and needs. Our philosophy about how children learn best is reflected in the layout of the environment and staff interactions with children. Coupled with this indoor design, each room also has an outdoor playground that allows the children space and further resources for learning in all areas. Many projects begin outdoors as this is where children make many wonderful discoveries with potential for further learning, such as insects, gardening, birds and wildlife.

Each of the trained staff have a group of focus children whom they observe and develops programs for. At the start of the year you will be informed who your child's focus carer is, and they will be the staff member who will share the documentation of your child's progress and learning with you. Parents are of course encouraged to discuss your child with any caregiver, however the focus carer may be the one who is best to approach for specific developmental queries. Each child's focus carer collects samples of work created by your child, such as drawings and paintings, and also observations of their play and learning, in the form of written records, conversations and excerpts from the daily journal. These form a 'portfolio' which is a special record kept and shared with families which you are able to keep at the end of the year. Your child's focus carers will also compile developmental profiles of your child updated at regular intervals during the year.

#### *Reggio Emilia*

Our program is also influenced by an approach to education known as 'Reggio Emilia'. The basis of the Reggio philosophy, which originated in Italy, is a view of children as strong and capable learners, who learn not in isolation but in collaboration with each other. Teachers, while guiding and supporting children's knowledge and interests, actually are learners in the process as well. Families are instrumental in the philosophy and the exchange of information about children between parents

and the centre is very important. In essence, Reggio Emilia is about relationships and valuing the different perspectives children and families bring to the centre.

An aesthetic environment is also an important part of any Reggio inspired program, and the focus is on making the children's areas inviting, home-like and respectful towards children through the use of real-life equipment and careful display of children's work and conversations. Staff regularly document the children's discussions and activities through photography and written word and use these as a basis for further planning.

### **BEHAVIOUR MANAGEMENT**

The aim of the centre is to help children with the development of self discipline. Primary care givers observe, discuss and try to understand each child in their care. Special attention is given to planning and developing each individual's self awareness, self esteem, and understanding of the rights of others. When age-appropriate, children are taught to use words and "I" statements to sort out conflicts without aggression. Management of the child's behavior is based on positive reinforcement and on praise to individuals and the group whenever appropriate.

Most importantly, staff will always communicate sensitively and professionally with parents if there are behavioural issues affecting a child, and families are encouraged to share information about what is happening in the home environment as well, so that together the centre and parents can use a consistent approach. Each room has more detailed information on the behaviour management strategies used with each age-group within their room handbook, so please ask for a copy and familiarise yourself with the policies implemented with each group of children.

### **POLICIES AND ACCREDITATION**

A copy of our Philosophy and detailed policies are available for you to read on the table in the hallway, and key policies are currently being added to our website. We cannot mention all of them within this handbook so if you have any questions or concerns, please ask. We welcome suggestions for amendments. The centre is due for accreditation around mid-2009 and part of planning for Accreditation involves reviewing our policy handbook, outlining procedures for things like the educational program, health, safety and medication, and much more. As our policies are updated, drafts of amended policies will be made available in the hallway for parents to take a look and provide feedback. The reviewed policies will then be approved at the next Management Committee meeting. We strongly encourage families to be involved in this process by taking an interest in the content of our policies, as this guides our day to day decision-making affecting all children and parents.

### **HEALTH GUIDELINES FOR PARENTS**

It is our Duty of Care to establish and practise infection control procedures required to minimise the hazards of the spread of infection to families, children and staff. The Centre aim is to maintain the highest possible standard of health protection and disease prevention both for children and staff.

We are aware of the pressures on parents, but at times there will be circumstances when it will be necessary to exclude your child on health grounds. Under regulation we must have the names of

people you trust as emergency contacts, and if we cannot get in touch with you we will contact them and ask them to collect your child.

Please remember that our staffing ratio does not cater for the one to one attention needed by a child who is unwell. Carers love and understand the children in their care, and consult within the room and with the Director before a parent is contacted.

Please also keep in mind that if you are contacted to collect your child, it is only in the child's best interests and those of the other children in the Centre. We understand that parents have work commitments – however it is our responsibility to protect your child's health and to prevent cross infection as much as possible.

**PLEASE NOTE.**

1. Children who have been sent home sick will not necessarily be readmitted on presentation of a Doctor's Certificate if, in the opinion of the centre, the child appears still unwell. In cases of disagreement the centre decision will be final and will be supported by the Management Committee.
2. Parents of children with long term illnesses such as chronic discharging green noses, abnormal stools (not diarrhoea), can be asked to seek more information in relation to the problem. This is for the protection of your child as well as to safe-guard other children at the Centre.

Please write in the message book and notify a carer if your child is on antibiotics.

This enables us to make informed judgments should the child develop antibiotic related symptoms such as diarrhoea or rash. Parents are asked to keep a sick child at home to aid recovery and to minimise risks to other children, to other parents and to staff.

**PROCEDURE FOR ADMINISTRATION OF MEDICATION**

These are legal requirements and will always be adhered to by carers.

- \* All parents are asked to sign a permission to administer Paracetamol (Panadol). This allows staff to administer one appropriate dose to your child in the event of a temperature of 38.0C or more.
- \* The Carers will always try to contact you prior to giving the Panadol, and you may still be asked to come as quickly as you can, but it may be necessary to administer a dose before you have been located. A dose will be given only when absolutely necessary.

The procedure followed in the event of your child having a fever is as follows.

Symptom	Action of Staff Members
Temperature between 37.5–37.9	Keep child cool and give fluids. Contact parent to notify them of event.
Temperature of 38.0 or above	Contact parent and administer Panadol as per recommended dosage. Keep child cool and give fluids Illness/medication form completed by staff for parent to sign on arrival.
Temperature drops after Panadol given and child is coping with routine	Child is monitored throughout day and temperature re-checked.
Child is distressed, lethargic and is having difficulty coping with routine and/or displays other symptoms such as rash, more than one episode vomiting or diarrhoea, regardless of temperature.	Child is comforted and parent asked to collect child as soon as possible. If a parent is unable to collect within 1 hour or is uncontactable, emergency contacts notified. Illness form completed by staff.

\* No medication will be administered unless detailed, signed instructions are written in the Medication Register. A staff member should be told also. Medication will be given by a qualified staff member after name and dosage have been checked by a colleague.

\* All medication must be in its original container, and be labelled with the name of the medication, the child's name, the use-by date and the appropriate dosage.

\* Parents should make sure that the medication is safely stored in the medication box or in the refrigerator. For obvious reasons, please do not leave any medication in your child's bag.

#### ***Long-term Medication for Allergies***

If your child is asthmatic and has been prescribed Ventolin for example, or has another regular medication such as an antihistamine prescribed by a Doctor, you can provide this medication to the centre to store and use as required by your child. However this must be accompanied by a completed Long-Term Medication Form, which a carer can provide you with. The form must be completed along with a letter of authorisation from your child's Doctor, clearly stating the name of the medication, dosage, and circumstances in which it can be given. If you expect your child will require a dose of their long-term medication on a particular day, please fill out a medication form in the morning, so that staff members are aware that it should be given. Should the dosage change during the course of a long term medication, the label must be corrected by your pharmacist/Doctor.

*Please note. Prescription medicine will not be administered if labelled for anyone other than the child concerned. This includes medication labelled with siblings' names, for example. Please ensure the medication has your child's name on it.*

***For further information on the centre's health-related policies, please visit our website at [www.rozellechildcare.org.au](http://www.rozellechildcare.org.au), or look at our policies handbook located in the hall way of the centre.***