



ABBOTSFORD COMMUNITY CENTRE

Parent Handbook

Effective Date: November 2020

350 Great North Rd
Abbotsford NSW 2046
Tel: 9713 1608
www.accoosh.org.au

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Welcome

Welcome to Abbotsford Community Centre (ACC) where we provide Before School Care (BSC), After School Care (ASC) and Vacation Care (VAC). Our goal is to provide quality care for your children which is relevant and responsive to the needs of families and the wider community.

We have designed this handbook to give families an overview of how ACC operates, services provided and important information you may need to ensure effective communication amongst all involved (staff, families, and the larger community).

Please familiarise yourself with this handbook. If you have any questions or would like further information, do not hesitate to contact us.

Contacts

Director: Aidan Blaxell

Staff and Operations Manager: Bonita Nelson

Assistant Director: Tom Garrick

General enquiries can be made to the following email addresses:

E-mail: enquiries@accoosh.org.au

Phone Number (02) 9713 1608

Website www.accoosh.org.au

Centre Hours 7:00am to 6:30pm

The Centre Executive Staff can be reached by email or via the phone to make an appointment between 9:00am and 5:00pm Monday to Friday.

Centre Philosophy

Our Centre's environment is built to cater for the needs and desires of all children, where diversity and uniqueness is encouraged and fostered. We strive to create an atmosphere that is fun, friendly and welcoming where social interaction is promoted and we recognise PLAY as a tool to achieve this aim. The intention is for our Centre is to be engaging and enjoyable where children can learn new skills and nurture their interests and talents. Overall, we want to provide a safe environment where children can build friendships, make memories and develop their sense of self.

Our staff are passionate about children's learning and show care and compassion in their interactions with children and recognise that these interactions make a lasting impact on a child's social, cognitive, emotional and physical development. Our Educators look to build positive relationships with children encouraging them to take chances and explore the environment. Our Educators endeavour to support children's growth helping them to form their own confident and resilient identities. We see every child as an individual and recognise that they deserve tailored learning and development. We believe that in order for children to develop their highest potential, we need to provide an environment that promotes positive attitudes to learning. We aim to

provide a relaxed, safe and caring environment where children can have fun through participating in a diverse range of age appropriate yet stimulating activities.

ACC promotes partnerships between home and the centre. We strive for open communication and good relations between parents, Educators, children, management and the community. We invite and welcome families to be involved in programming and planning by working collaboratively with the Educators.

General Information

Abbotsford Community Centre (ACC) is a non-profit organisation supporting families through the provision of Out-Of-School Hours Care (OOSH) and Vacation Care in a safe and friendly environment.

ACC is regulated by the Department of Education and Communities (DEC) under the *Education and Care Services National Regulations 2011*, *Education and Care Services National Law Act 2010* and *Children and Young Persons (Care and Protection) Act 1998*.

ACC ('the Centre') is licensed to take 150 children per session. The Centre has its own designated building and grounds and due to the close collaboration with Abbotsford Public School, the Centre is also able to access school facilities including the library, hall and outdoor grounds.

The Centre retains appropriate insurance cover which is reviewed annually by the Centre Management Committee including:

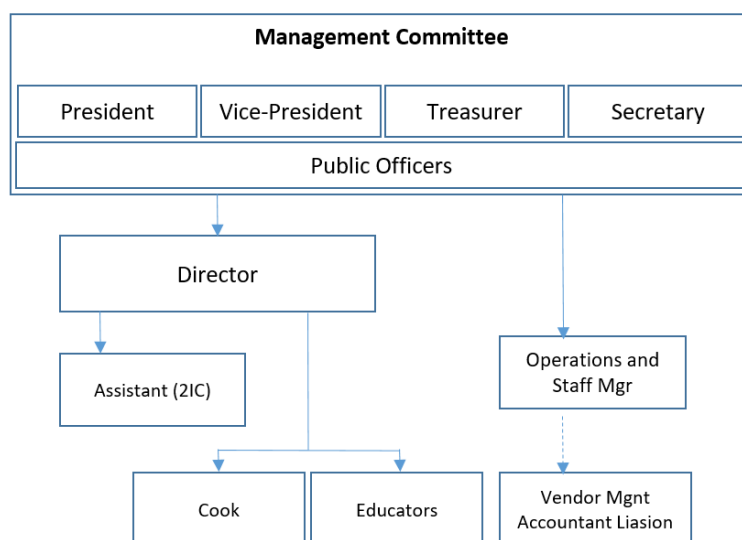
General insurance for building, property and equipment

Public liability insurance

Professional indemnity insurance

Workers compensation insurance and voluntary worker's insurance (where applicable)

The Centre is overseen by a volunteer Parent Management Committee. The Centre employs a Director (Nominated Supervisor (NS)), an Assistant Director, Staff and Operations Manager, Educators, and a Cook. The Centre structure is as follows:



Approved providers of childcare services must not operate without a Nominated Supervisor. At ACC the Nominated Supervisor is the Centre Director. The Nominated Supervisor has responsibility for the overall management of the Centre. In the absence of the Nominated Supervisor at the Centre a Responsible Person is nominated by the Nominated Supervisor to be responsible for the day-to-day management of the Centre.

Educators undergo a comprehensive induction process and generally have completed training in first aid, anaphylaxis asthma management, and child protection. Educators must have a current 'Working with Children' check at all times.

National Quality Framework

The National Quality Framework aims to raise quality and drive continuous improvement and consistency in education and care services through the *Education and Care Services National Regulations 2011 (under the Education and Care Services National Law Act 2010)*, the National Quality Standard, the National Quality and Rating Assessment Process, and 'My Time Our Place' framework.

Regulations require that approved services have a Quality Improvement Plan (QIP). The aim of a QIP is to help providers of services self-assess their performance in delivering quality education and care and to plan future improvements. The QIP also helps the regulatory authorities with their assessment of the service.

The QIP is an ongoing process requiring the identification of areas of strength, the setting of personal goals for the improvement of the Centre and developing a Statement of Philosophy for the Centre.

Enrolment

The Centre accepts enrolments to the Centre for primary school age children in accordance with government funding priorities and guidelines. The Centre can make exceptions in vacation care to cater for children in their first year of high school. We are unable to provide care to any child who has not commenced primary school.

Enrolments will not be accepted from families without full completion of the Centre's enrolment form, and other relevant paperwork has been received.

Priority of Access

The Centre is a child care benefit approved service and must abide by the government's 'Priority of Access Guidelines' to ensure that the Centre allocates places to families with the greatest need for care.

The Priority of Access Guidelines must be used by approved services to allocate available child care places where there are more families requiring care than places available.

When filling vacant places, a service must fill them according to the following priorities:

The categories for priority of child care are:

- **Priority 1** – a child at risk of serious abuse or neglect
- **Priority 2** – a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test
- **Priority 3** – any other child.

Within these main Priority categories, priority should also be given to children in:

- Aboriginal and Torres Strait Islander families
- families which include a disabled person
- families which include an individual whose adjusted taxable income does not exceed the lower income threshold of **\$43,727 for 2015-2016** or who or whose partner is on income support
- families from a non-English speaking background
- socially isolated families
- single parent families.

Once the above categories for priority of access have been applied, the allocation of places to families with siblings will be prioritised.

Immunisation

In an effort to improve childhood immunisation rates, the NSW Government has amended the *Public Health Act 2010. The Public Health Amendment (Vaccination of Children Attending Child Care Facilities) Act 2013* mandates that child care services cannot enrol a child unless the parent/guardian has provided documentation that shows the child:

- is fully vaccinated for their age (Immunisation History Statement from the Australian Childhood Immunisation Register) or;
- has a medical reason not to be vaccinated, or;
- has a parent/guardian who has a conscientious objection to vaccination or;
- is on a recognised catch-up schedule if their child has fallen behind with their vaccinations.

Children must meet the immunisation requirements when a family wants to claim the Child Care Subsidy. From 1 January 2016, parents/guardians of children who have not been immunised due to conscientious objection on non-medical grounds may not be eligible to receive Child Care Subsidy. Please visit the following website for more information.

<https://www.humanservices.gov.au/individuals/enablers/immunisation-requirements/>

Child's Attendance Once Enrolled

The Centre's responsibility for the child begins when signed into the Centre's care by parent/guardian, or when they are signed in from school for the afternoon session

If a casual after school booking request for a child attending Abbotsford Public School is made on the same day that a place is required, it is the parent's/guardian's responsibility to notify the child via the school on 9713 6220.

If a child is to be absent on a day they are normally enrolled, the family must notify the Centre as soon as possible by phone, email or via the My Family Lounge app.

Cancellation of Enrolment

Families wishing to cancel their child's place at the Centre are required to provide two (2) weeks written notice to the Centre, or they are liable to pay the equivalent of two weeks' full child care fees to the service.

Confidentiality and Freedom of Information

Enrolment forms and information pertaining to children and families are kept confidential and locked in a secure filing cabinet.

Under the interagency information exchange amendments, government agencies and non-government organisations (NGOs) can share relevant information to assist with responding to the safety, welfare and wellbeing of a child.

When requested to share information, the Centre will only disclose in writing information which is relevant to the safety, welfare and wellbeing of a child.

Injuries and incidents are recorded in writing and are kept confidential in the Director's office.

Direct Debit forms are retained in the Centre until they have been processed in the system at which time they will be destroyed.

Fees and Payments

Fees

The Centre sets fees in accordance with its annual budget to meet the income required to develop and maintain a quality Centre for children and families. We strive to ensure that our Centre is affordable and accessible to families in our community. The Centre Management Committee ratifies the budget annually, or as necessary, and monitors it carefully throughout the year.

Fees will be deducted from nominated accounts a day after the invoices have been sent via e-mail. This provides families an opportunity to discuss any discrepancies. Families will be provided with access to their accounts once enrolled in the Centre.

Failure to pay fees may result in debt recovery action being taken and discontinuation of care for the child unless the family has initiated a repayment schedule for the unpaid fees with the Centre's Staff and Operation Manager and approved by the Director.

The Centre fee schedule is as follows (effective 01 Feb 2022):

FEES			
Permanent		Casual	
Before School Care	After School Care	Before School Care	After School Care
\$17.50	\$31.00	\$22.50	\$36.00
Vacation Care (Per Day)			
\$52.50 first child	\$47.50 Additional child	\$57.50 Late bookings	There may be additional costs if incursions and excursions are planned

Fees are subject to change and reviewed on an annual basis.

Membership of Association

The Centre is an Incorporated Association and families enrolling their child in the Centre are bound by the rules of the Association for the period of the child's enrolment.

As a member of the Incorporated Association, one representative of the child's family is entitled to voting rights at any General Meeting held by the Centre and may be nominated (with consent) for a position on the Management Committee at the Annual General Meeting.

A membership fee of \$25.00 is payable on an annual basis. For vacation care/ casual users of the Centre you may opt to pay \$10 per visit.

Fundraising

As we are a non-profit organisation we rely on grants and fundraising as a source of income to help maintain and improve the Centre's facilities. The Centre charges families an annual fundraising levy of \$20 (per family) which will be charged at the time of enrolment and at the beginning of every school year thereafter.

Child Care Subsidy (CCS)

The Government provides a number of subsidies and programs to help with the cost of child care, with the Child Care Subsidy being the main type of assistance that most families will use.

Child Care Subsidy will be paid directly to OOSH to pass onto families as a fee reduction so that fees are reduced at the time you use the Centre. Families will pay the difference between the subsidy and fees charged; this is known as the GAP fee.

It is the family's responsibility to let Centrelink know that you are attending the Centre. This will ensure you receive your CCS payments.

More information on eligibility, application and entitlements, can be found on the following website;

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Absences

If a child is to be absent on a day they are normally booked, the family must notify the Centre as soon as possible by phone, email or via the My Family Lounge app.

Fees are payable for family holidays and sick days if two (2) weeks written notice has not been given to the Centre Director. The Centre can hold an allocated place for a maximum of two weeks at a time, providing written notice has been provided.

Families are entitled to receive Child Care Subsidy for up to 52 allowable absence days per child, per financial year, and may be entitled to additional absence days in certain circumstances (including illness of the child, a parent or sibling). Please note that during the COVID-19 Pandemic, the government has provided additional absences for families.

More information on Absences and Child Care Subsidy can be found on the following website;

<https://www.humanservices.gov.au>

Please indicate on My Family Lounge, call the office, e-mail or write in the diary located at the sign in area if your child will not be attending care that day.

Vacation Care Cancellations

The Centre permits cancellation of booked vacation care as long as two weeks' notice in writing is provided in order for full fees to be waived. If your child does not attend the Centre on a day they are booked in for vacation care, they will still be charged full fees for that day. Excursion costs may also be charged if the Centre is unable to secure appropriate refunds.

Centre Closure and Public Holidays

The Centre does not apply fees during the annual shut down period during the Christmas /New Year period. No fees are applied for NSW public holidays.

Late Collection

The Centre operates from 7am – 6.30pm. Educators are unable to accept children in the Centre outside of these hours. Should children be present after the closing time, a late fee of \$5.00 per minute will apply. Refer to section 'Sign In and Sign Out Procedures' of this handbook for further details.

Extra-curricular Lessons

The Centre can escort children to and from extra-curricular lessons provided they are on the school site or very close by (e.g. church hall across the road). A levy of \$5 per child per lesson will be charged for this service. We require families to complete a signed permission slip for extra-curricular lessons every term as children will not be taken to lessons without this written authority.

Family Participation

Family participation plays an important role in making the Centre a true part of the community, creating an environment that is welcoming and inclusive and supporting a sense of belonging for children, families and educators.

We encourage family participation in the following ways:

- Participate as a member of the Centre Management Committee
- Make suggestions on the Centre's programming activities
- Organise and participate in fundraising activities and working bees
- Share in special Centre events
- Share skills and hobbies with the Centre
- Share information on cultural activities

Sustainability

ACC has a vegetable garden situated at the back of the Centre, to the left of the shed. This garden is tended by children, educators and families. All families are welcome to take herbs and vegetables that are grown. Produce from garden is used in our afternoon tea wherever possible. All produce ready for picking will be detailed in the newsletter. We also have a worm farm, composting bin and water tank.

The Centre's administrative work has moved to a "paper free" model with all tasks that can be done digitally, including enrolments, are done so.

Communication

ACC Website

The centre's website is at www.accoosh.org.au

The website is updated regularly.

Suggestion Form

We welcome any feedback/suggestions from parents/guardians and children that benefit the operation of the Centre. The suggestion form can be found on the website. Please feel free to use this or the communication diary to document suggestions.

Communication Diary

A communication diary is located in the sign in area and is available for parents/guardians and educators to communicate any changes in the daily routine for the Centre. Casual positions for children must be discussed with Centre staff BEFORE being placed in the diary.

Surveys

Surveys are sent out regularly to continuously make improvements to the Centre's operation and to ensure we are providing a safe and caring environment that caters for your family's needs. Surveys are administered through SurveyMonkey. If you are not receiving within the first term please let the office know so we can update your email address in the system.

Newsletters

A newsletter is distributed via email. The newsletter details current news and upcoming events e.g. Vacation Care Program etc. We welcome parent/guardian contributions to the newsletter. If you have something you would like to include, please feel free to pass your contributions to educators.

Minutes of ACC Committee Meeting

The Centre Management Committee meets together every month. Copies of the meeting minutes are available upon request.

Management of Complaints

If an individual has a complaint or comment about the Centre, they are encouraged to talk to the Director or Assistant Director who will arrange a time to discuss their concern and come to a resolution to address the issue.

If the issue is not handled at this level to the satisfaction of the person making the complaint, a written complaint can be forwarded to the Management Committee by email at executivecommittee@accoosh.org.au

If still unsatisfied, or you believe the Centre is not compliant with National Regulations, you may contact the NSW Department of Education, Early Childhood Education division on:

Ph: 1800 619 113

Email: ececd@det.nsw.edu.au

Permission Slips and Notes

There are files in the sign in area where all forms can be located including permission slips, enrolment and evaluation forms. These can also be found on the website.

Incident Reports

Incident reports that need to be signed by families can be found in the sign in/out area. You will be notified that you need to sign an incident report via the kiosk. Incident reports are filed under first name of child.

When Your Child Starts Care

Effective communication between families and educators is one of the most important aspects of successful care. As your child develops and their needs change, it is important to regularly discuss these changes. Talk to the educators about your child and his/her experiences whilst in care.

Separation Anxiety

Separation anxiety is a natural response a child has when they lose sight of and are separated from their parents/guardians. It is a fear that they feel, and they express this feeling by being unsettled, crying and for some children, feeling panic stricken. Therefore, this can be a very stressful time for the child and parent/guardian when a child goes into a new environment.

Farewells may be filled with guilt, confusion and tears. Be assured that separation anxiety is a stage that some children experience and with support and reassurance it does pass.

The following suggestions may help the transition into a positive experience for both you and your child:

It can be helpful to familiarise your child with the Centre before they commence at the Centre. Educators are only too happy for you to visit and will show you around.

Be confident and positive yourself - your own anxiety can easily be transferred onto your child. Accept that your child may take some time to settle into care, however, they will soon learn the 'going' is always followed by 'coming back'.

Generally, children settle into care more confidently if you can follow the same routine and keep changes to a minimum.

Try not to delay your parting. Settle your child with an educator. Once you are prepared to leave, tell your child that you are leaving and that you will be coming back to pick them up. Say goodbye and then go. Never sneak out of the door while your child is temporarily distracted. It may seem to work in the short term but in the long term your child will feel that you cannot be trusted and may become more dependant and clingy around you.

Try to arrive a little before time or on time when collecting your child from care.

Keep open communication with educators; discuss concerns no matter how small. You may wish to arrange a suitable time to phone the educators to discuss how your child is settling in.

Programming

Educators collaborate with children to provide play and leisure opportunities that are meaningful to children and support their wellbeing, learning and development.

The 'My Time Our Place' framework for school aged care identifies school age as a time of choice and collaboration to extend life skills and develop dispositions towards citizenship.

The framework supports children's need for *Belonging*, *Being* and *Becoming* and acknowledges the following outcomes:

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

Educators use reflection, learning stories and conversations to gauge individual ability, limits and interests.

Parents/guardians can view these reflections in their family lounge app.

Parents/guardians are invited to discuss the activities and experiences provided as part of our learning programs and the goals achieved through our programs.

Clothing

When dressing your child for activities at the Centre including vacation care, please consider clothing and footwear which allows freedom of movement for climbing, running, painting and messy play. A sun hat and sunscreen are essential all year. The Sun Safety Policy provides more information about this.

Thongs, crocs or poorly fitting shoes can be a hazard and should not be worn by children while attending the Centre.

Before and After School Care

Hat
Warm clothes in winter
Water bottle
Spare clothes in children's bags for the first few years.

Vacation Care

Hat
Warm clothes in winter
Water bottle
Lunch
Closed in shoes
Appropriate clothing for activity being held on the day

Centre hats are to be worn for ALL excursions. This is to ensure that all children are easily identified while out in public areas. The hat can be purchased (cost \$10) during Vacation Care. If a child doesn't have their hat on day of excursion, the parent/guardian will be contacted and the \$10 is added to their account. Should the parent decline the purchase of the hat, they may have to come collect their child. The vacation care hat is the responsibility of the family once purchased.

Routines

The following provide an outline of the routines for before and after school care:

Before School Care Routine

7:00 am	Centre opens Indoor/programmed activities
7.30 am – 8:15 am	Breakfast
8:00 am	Free play outside
8:30am	Older children with written permission notes are signed out and able to walk directly to school unescorted.
8:45 am	Roll call
8:50 am	Children escorted to school: <ul style="list-style-type: none">• Kindergarten and Year 1 students are escorted to school. (Note: In 2nd term and onwards, Year 1 students are permitted to walk directly to school unescorted).• Years 2-6 walk over unescorted after roll call

After School Care Routine

3:00 pm – 3.30 pm **Kindergarten** are collected at 3.00pm from their classroom. The roll is checked and children are escorted to the Centre. Children place their bags on the hooks surrounding the front veranda.

Years 1 – 2 walk to the back gate of the Centre where they are signed in

Years 3 – 6 walk to the front gate of the Centre where they are signed in.

Years 1-6 children place bags in allocated cubicles inside, wash hands and sit in the back room eating area where afternoon tea is served.

(Please note that this procedure will be altered slightly to accommodate the front yard upgrade)

4:00 pm	Programmed activities commence.
5:00pm	Program wraps up and children are offered afternoon tea, before being allowed to initiate their own play
6:30pm	Centre closes

Children at lessons will be signed in and out when attending lessons.

Sign in and Sign Out Procedures

Children must be signed in and out of every session (before school care and after school care). Children are not to be left at the Centre unattended at any time prior to the opening hours of the Centre. Educators will be aware of each child's arrival at the Centre and exchange information with the person delivering the child such as who will be collecting the child.

If a child requires medication to be administered whilst at the Centre, the person delivering the child must document this in writing as required by the Centre's Administration of Medication policy. Refer to section 'Medication' of this handbook for further details.

The attendance record is a legal document which is required to be completed and is directly linked to CCS payments. It is essential to ensure that all children are accounted for especially in emergency situations. The authorised nominee who is collecting a child must sign the child in using the QK Kiosk. This will record the time of collection.

If a person who is not an authorised nominee arrives to collect a child, written authorisation of name and mobile number will be sought from the parent/guardian before the child can leave the Centre. An educator will also request identification from the person collecting the child.

In the case of an emergency where a child's authorised nominees cannot collect the child and someone not on the collection list will be collecting the child, the Centre must be notified by phone as soon as possible by an authorised nominee. Written authorisation should be gained where possible; however verbal consent from the parent/guardian and an identification check will be sufficient in the case of an emergency.

Late Collection

Children must be collected by the closing time of the Centre. Wherever possible, educators should be notified as soon as possible if the authorised nominee will be later than expected and the child will be informed to avoid unnecessary anxiety.

In circumstances that are beyond the control of families, for example, weather and traffic accidents, which may result in them arriving late to collect their child, the Centre Director will have discretion to decide if families will be charged the late fee. Families who are continually late collecting their children, without a valid reason, may jeopardise their child's place at the Centre. Should this be the case, the Centre Director will meet with the family to discuss this.

If a child has not been collected by 7pm and the parent/guardian is unable to be contacted, the child will be accompanied by two educators to Five Dock police station in a taxi. A note will be left on the Centre door with details of child's whereabouts and parent/guardian will be charged for the taxi fare and the late fee.

Missing Children

Should a child not arrive at the Centre or not be waiting in the designated area when expected, educators will:

Ask the other children of their knowledge of where the child might be.

Approach the school office and ask for information regarding the child's attendance at school.

If the child was absent from school, call the child's parent/guardian at a suitable time to remind them of their notifying responsibilities and find out when they should expect the child to return to the Centre.

If the child was present at school and the other children and school staff are unaware of their whereabouts, educators will ask the school staff for assistance in searching for the child in the school area. Supervision will be maintained always for the other children at the Centre during this process.

If the child is still unable to be located, educators will return to the Centre and call the child's authorised nominees to gain further information. The educators will continue to call the authorised nominees on the contact list until contact has been made. Contact with the authorised nominees will be maintained until the child has been located.

The Centre will continue to keep in contact with the school during this time.

Appropriate supervision of children at the Centre will continue to be maintained whilst an educator returns to the school area to continue looking for the child. During this time, the educator will follow up on any leads regarding children going to a friend's home and check common places in the local area.

If the child remains missing, the police will be contacted, and the authorised nominees and school will be kept informed of the situation.

The Nominated Supervisor will notify the Department of Education and Communities within 24 hours of the incident occurring.

Meals

The Centre provides a variety of healthy and nutritional foods for breakfast and afternoon tea. The Centre's Nutrition and Food Safety policy encourages good eating habits and takes into account cultural considerations and children with food allergies. The Centre has a nut free policy which includes whole nuts and any products that may contain nut products (e.g. hazelnut chocolate spread). Please inform the Centre Director at the time of enrolment of any issues relating to diet that may apply to your child. The menu for each school term can be found in the sign in area and on the website.

All children's individual needs such as allergies, cultural requirements, and health needs will be addressed in the menus and parents/guardians advised if they will be required to supply specific foods for their child.

The Centre believes that good nutrition is essential for a child's healthy growth and development. For this reason, the Centre will provide nutritious, good quality food consistent with the *Dietary Guidelines for Children and Young People in Australia*.

We aim to provide a relaxed and enjoyable environment for children to eat their meals and snacks.

All food served at the Centre will be consistent with the child's own dietary requirements and take into consideration the children's like and dislikes as well as meet any cultural requirements of families.

Fresh drinking water will always be available in the room located at the back of the Centre. Children are asked to use their water bottles.

During vacation care, parents/guardians will be asked to provide their child's lunch and drinks, unless otherwise stated on the program.

Children and parents/guardians are encouraged to share family and cultural traditions, ideas and recipes to contribute to the menus devised at the Centre.

Technology

Children are permitted to bring electronic devices only on selected days during vacation care, or if they will be used for educational purposes. Use of electronic devices at other times is not permitted unless it is part of the program. Electronic devices are not permitted for "free play". The Centre has a phone and children may ring family members where appropriate. The Centre also has a stereo and a selection of music for children to enjoy during their time in care.

Please see the Centre's *Digital Device and Social Media Use Policy* for more information.

Toys, Bikes and Scooters

We do not encourage children to bring toys to the Centre. If children do want to bring in toys from home, they should be clearly labeled with the child's details.

THE CENTRE TAKES NO RESPONSIBILITY FOR LOST OR BROKEN TOYS, ELECTRONIC DEVICES, BOOKS AND ANY WHEELS BROUGHT INTO THE CENTRE. BIKES AND SCOOTERS ARE TO BE LEFT AT THE SCHOOL BIKE AREA

School Events and Discos

Educators will take children to special events with written permission by parents/guardians. This can be via e-mail or written in the Centre diary. Educators will sign children out and leave in the care of teachers at the event.

Behaviour Guidance

The Centre provides an environment that reflects the principles in “My Time, Our Place” framework, where the development of secure, respectful and reciprocal relationships with children are fostered and encouraged, and genuine respect for diversity and a commitment to equity is reflected in all interactions with children.

The Centre also bases its behaviour guidance approach on the Positive Behaviour for Learning (PBL) framework. PBL involves creating clear expectations and rules that rely on positive language, for example “walk” not “don’t run”.

We will endeavor through our interactions with children to nurture their optimism, happiness and sense of fun and we will aim to recognise and respond to barriers which may impact on children achieving a positive sense of self identity.

Educators will utilise opportunities in their interactions with children to develop an understanding of each other’s expectations leading to a deeper understanding of each other and the negotiation of clear boundaries regarding safety, respect for others and procedures for creating a caring environment.

Where a child demonstrates unacceptable behaviour consistently, educators will:

- Ensure the child is aware of the limits and understands what appropriate behaviour is.
- Ensure the expectations are appropriate for the child’s level of development and understanding.
- Look for and assess possible causes for the behaviour such as environmental factors.
- Discuss the issue with the child and their family members.
- Record all incidents that occur in relation to inappropriate behaviours, making note of the events leading up to the incident, the date and time, who was involved and how the incident was managed.
- Develop an action plan for the management of the specific behaviours and include a plan for regular discussions with all educators, children’s families, school professionals etc. to review the action plan's effectiveness and progression.

Where a child demonstrates behaviours that are physically harmful, educators will:

- Remove the child from the situation as quickly as possible.
- Ensure any children or educators involved have not been hurt and, if so, apply first aid where required.
- Record the details of the incident including date, time, people involved, people injured, and the action taken.
- Ensure that the family members of all children involved in the incident are notified.
- The Director may rescind a child’s enrolment if physically harmful behaviour continues

Blue Cards

Conversely, the Centre is always keen to acknowledge positive behaviour and blue cards are awarded to acknowledge such behaviour. Once children have collected 3 blue cards they are given the opportunity to select something from the Centre's prize draw.

All children have an opportunity to demonstrate positive behaviours and receive a Blue Card.

Please see the Centre's *Child Wellbeing and Behaviour Management Policy* for more information.

Code of Conduct for Parents and Caregivers

The Centre provides an environment that promotes the safety, health and wellbeing of children, staff and visitors to the Centre. As a parent or carer, you play an important role in contributing positively to this environment.

This Code of Conduct details the responsibilities of parents and caregivers. By observing and adhering to these responsibilities you are helping to create a supportive, safe and caring place for our children to thrive.

Responsibilities of parents and carers

Treat everyone with respect, honesty and courtesy, including staff, children and other parents and caregivers. Abusive language, threatening, or violent behaviour to anyone at the Centre is not acceptable.

Act as a role model and refrain from using insulting, offensive or derogatory language or conduct while at the Centre, or within hearing or sight of our children.

Value, respect and support the staff in undertaking their role.

Exercise discretion, tact and confidentiality when it is appropriate. Conversations with staff which are sensitive in nature, are not to be conducted in the presence or hearing of other parents or children.

Report issues regarding the behaviour of other children to Centre staff. Parents and caregivers are not to discipline, reprimand, lecture, warn or otherwise negatively interact with another parent or caregiver's child at the Centre.

Parents and caregivers are not to approach other parents and caregivers regarding incidents with their children. These issues should be referred to the Centre Coordinator.

Resolve complaints using the Centre Management of Complaints policy.

Familiarise yourself with the Parent Handbook and observe Centre policies and procedures.

Inappropriate behaviour

Parents or caregivers who are acting inappropriately may be subject to the provisions of the *Enclosed Lands Protection Act (1901)* which considers inappropriate behaviour to include:

Actual physical assaults or threatened physical assaults on children, staff, parents, caregivers or community members visiting the Centre.

Behaviour in the presence of children, staff, parents, caregivers or other visitors to the Centre that causes alarm or concern to the children, staff, parents, caregivers or other visitors

Use of offensive language (i.e. swearing) in the presence of children, staff, parents, caregivers or other visitors to the Centre.

The Centre will attempt to address instances of inappropriate behaviour with individuals and provide parents and caregivers adequate warning of the consequences should the behaviour persist. Parents or caregivers who continue to act in an offensive manner following a warning may be asked to leave the premises. If the individual refuses to leave the premises, a penalty under the above legislation in the amount of \$2,200 may be incurred. If the parent or caregiver continues to behave in an offensive manner, the Centre will act to restrict access to the premises for an extended period.

Parents or caregivers can also be requested to leave the premises immediately without warning if the following occurs:

- actual physical assault or threatened physical assault on children, staff, parents, caregivers or community members at the Centre.

- inappropriate behaviour in the presence of children, staff, parents, caregivers or other visitors that is so serious that it warrants action being taken immediately.

Parents and caregivers should also note that incidents involving violence or threatened violence will be reported to the police. Any directive banning an individual from the premises will also be communicated to police. The police will be called if an individual who has been denied entry to the premises attempts to gain entry. The individual can be arrested and charged under the *Enclosed Lands Protection Act (1901)*.

The ACC Management Committee does not expect its staff, the children, other parents and caregivers or visitors to our facility to accept occurrences of inappropriate behaviour. In addition, the Centre has legal obligations under work health and safety legislation and child protection legislation to ensure its premises are safe for children, staff and other visitors. We are confident that in the vast majority of instances our parents and carers will work with us in our endeavours to create a Centre that is safe, welcoming, enjoyable for the children, and respectful of others.

Illness and First Aid

The Centre believes that, to ensure the highest level of care is maintained for children attending the Centre, all educators should be suitably qualified in emergency first aid management. The Centre will ensure that first aid equipment and support is available to all children, educators and visitors to the Centre and whilst on excursions. All educators are required to undertake senior first aid, asthma management and anaphylaxis management training as part of their conditions of employment to ensure full and proper care of all is maintained.

All injuries are recorded on an incident, injury or trauma report and parents/guardians are advised. All head injuries are recorded, and the parents/guardians are contacted immediately. This is a courtesy call as head injuries are so delicate and unpredictable; we then allow parents/guardians decide how they would like to deal with the situation.

When dealing with sick children we will call families if a child's temperature is above 37 degrees or if we feel that the child is not comfortable, or they may need to go home.

A separate travelling first aid kit is taken on all excursions and to outdoor activities.

Parents/guardians or emergency contacts will be informed immediately where an incident, injury or trauma is deemed serious and all serious incidents will be reported to the relevant authorities including the Department of Education and Communities.

Parents/guardians are required to provide written consent for educators to seek medical attention for their child, if required, before they start in the centre. This will be recorded in the enrolment form.

Please see the Centre's *First Aid, Infectious Diseases, Medical Conditions, Incident, Injury, Illness, and Trauma Policies* for more information.

Medication

The Centre seeks to ensure the proper care and attention to all children through specific guidelines regarding use of medications. To ensure the interests of educators, children and parents/guardians are not compromised, medication in its original packaging will only be administered with the explicit permission of the parents/guardians or in the case of an emergency with the permission of a medical practitioner.

To support children to take increasing responsibility for their own health and wellbeing specific consideration will also be given to children who are carrying medication in their school bags and whose parents/guardians have given permission to self-medicate. In order for the educators to properly care for children the Centre has an expectation that parents/guardians will inform educators if children are receiving medication at home or school, the nature and purpose of the medication and possible side effects it may have for the child. Educators will use this information to support the child's participation in the Centre

Parents/guardians who wish medication to be administered to their child or have their child administer the medication at the Centre will complete a medication form. Medication is administered by a Nominated Supervisor and witness during Centre operating hours.

Non-prescription medication will not be administered at the Centre unless authorised by the parent/guardian. Authorisation from anyone other than the parent/ guardian or a medical practitioner cannot be accepted.

No authorisation is required in the event of asthma or an anaphylaxis emergency however the parent/guardian and/or emergency services are notified as soon as possible after the administration of any medication.

Medication must be given directly to a Certified Supervisor and not left in the child's bag. Educators will store the medication in the designated secure place, clearly labelled and ensure that medication is kept out of reach of the children at all times.

If anyone other than the parent/guardian is bringing the child to the Centre, a written permission note from the parent/guardian, including the above information, must accompany the medication. An exception to the procedure is applied for asthma medication for severe asthmatics in which case the child may carry their medication on their person with parental permission. Where a child carries their own asthma medication they should be encouraged to report to an educator their use of the inhaler as soon as possible after administering and the Centre maintain a record of this medication administration including time, educator advised and if the symptoms were relieved.

Where medication for treatment of long term conditions such as asthma, epilepsy, or ADHD is required, the Centre will require an individual medical management plan from the child's medical practitioner or specialist detailing the medical condition of the child, correct dosage of any medication as prescribed and how the condition is to be managed in the Centre environment.

In the event of a child having permission to self-medicate this must be detailed in an individual medical management plan including recommended procedures for recording that the medication has been administered. This plan must be provided by the doctor. Parents/guardians will need to sign a release form to allow us to display this in the kitchen for all educators to see.

Please see the Centre's *Administration of Medication Policy* for more information.

Child Abuse Reporting Requirements

All Centre staff are mandatory reporters under Section 27(1) of the *Children and Young Persons (Care and Protection) Act 1998*. Under Section 27(2) a person who is mandated has reasonable grounds to suspect that a child is at risk of harm must, as soon as practicable, report to the Department of Family and Community Services the name, or a description, of the child and the grounds for suspecting that the child is at risk of significant harm.

Please see the Centre's *Child Protection Policy* for more information.

Photography and Publicity

The Centre uses photos of the children to share experiences with parents/guardians and to record proof of interactions and activities. There may be times these photos go into onto the Centre website, Centre's social media, school newsletters and the Centre newsletter. There is a section in the enrolment form you must fill in to give us permission to take photos of your child. If you would prefer photos of your children not to be published, please specify this on the enrolment form.

Policies

Policies and procedures reflect compliance with an extensive list of Commonwealth and State legislation and regulations as well as various government health and dietary guidelines. Further information can be found in our Policy and Procedures Folder which is located on the Centre website. The policies and procedures include:

Acceptance and Refusal of Authorisation	Anti-Bullying
Administration of Medication	Work Health and Safety
Child wellbeing and Behaviour Management	Anti-Discrimination
Code of Conduct for Parents and Caregivers	Governance and Management
Confidentiality	Hygiene
Dealing with Infectious Diseases	Illness and Infectious Diseases
Dealing with Medical Conditions	Inclusion
Delivery and Collection of Children	First Aid
Digital Device and Social Media Use	Management of Complaints
Emergency and Evacuation	Management of Incident & Trauma
Enrolment and Orientation	Nutrition and Food Safety
Excursions	Policy Development and Review
Fees	Staffing
Child Protection	Sun Protection
Working with Children Checks	Water Safety
Interactions with Children	