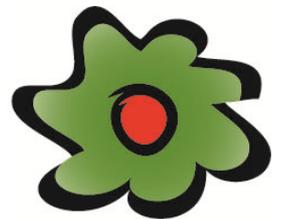


**Green
Eggs**
HamRD
Early Childhood Centre



Parent's Information Handbook

Revised August 2017

CONTENTS

CONTENTS.....	2
WELCOME	4
CONTACT US.....	4
MANAGEMENT.....	4
OUR TEAM.....	5
Qualifications.....	5
Staffing Levels.....	5
Responsible Person.....	5
Rosters.....	6
OUR GOALS.....	6
OUR PHILOSOPHY.....	7
GROUPS.....	9
HOURS OF OPERATION.....	9
PRIORITY OF ACCESS.....	9
CENTRE FEES.....	10
Payment Options.....	10
Statements.....	10
Absences Due to Illness.....	10
Public Holidays.....	10
Holiday Subsidy.....	10
Fee Penalties.....	11
Annual Re-Enrolment Process (Continuing Children) – Commitment Bond.....	11
Health Care Card Holders.....	12
Financial Hardship.....	12
Debt Escalation Procedures.....	12
Notice Required.....	12
CHILDCARE ASSISTANCE.....	12
CCB Conditions.....	13
Allowable Absences.....	13
ATTENDANCE.....	13
Authorised Persons.....	14
Custody/Court Orders.....	14
Arrivals.....	14
Departures.....	14
WHAT TO BRING.....	15
Treasures from Home.....	15
SUN PROTECTION AND HATS.....	16
FOOD PROVIDED.....	16
EDUCATIONAL PROGRAMS & PRACTICE.....	16
Observational Records and Portfolios.....	16
Kindergarten Program.....	17
Gardening Program.....	17
REST POLICY.....	17
TOILETING.....	17
BEHAVIOUR GUIDANCE.....	17
Biting.....	18
Swearing.....	18

Aggression	18
HEALTH.....	19
Infectious Diseases.....	19
Non-Immunised Children	19
Diarrhoea & Vomiting	20
Medical Clearance	20
MEDICAL CONDITIONS POLICY	20
INJECTIONS	20
MEDICATIONS	20
Medication Authorisation Form.....	20
Prescribed Medication	21
Nebulisers, Volumatics and EpiPens	21
Non-Prescribed Medication	21
Temperatures above 37.5C	21
Safe Storage	21
ACCIDENTS AND INJURY	22
WORKPLACE HEALTH & SAFETY	22
Emergency Exits	22
Tripping Hazards	22
Emergency	22
Hand washing.....	22
Car Park	23
Our Practices	23
ADDITIONAL NEEDS	23
EXCEPTION TO ADDITIONAL NEEDS POLICY - EXCLUSION.....	24
CHILD PROTECTION	24
GENERAL INFORMATION	24
Special Visits/Excursions.....	24
Photographs and Videos	25
POLICIES & PROCEDURES	25
PARENTS RIGHTS & RESPONSIBILITIES	25
Involvement	25
Communication.....	26
Confidentiality & Children’s Records	26
Change to Personal Details	26
Responsibilities of Parents	27
Grievance Procedure for Parents	27
Compliance History Logbook.....	28
FINAL THOUGHT	28

WELCOME

The team at Green Eggs Early Learning Centre welcomes you and your family. We understand children are active participants in their own learning, and that the best learning outcomes for children are more achievable if a collaborative relationship is developed between children, families, educators and the community.

Our dedicated educators are highly qualified and are guided in best practice by the Education and Care Services National Law and Regulations 2011, National Quality Standards 2011 and Belonging, Being & Becoming: the Early Years Learning Framework for Australia 2009, as well as other relevant government regulatory bodies. Green Eggs Early Childhood Centre has been rated as Exceeding the National Quality Standards by the Office of Early Childhood Education and Care. Should you require translation of this Handbook, we will endeavour to provide this service.

CONTACT US

Phone: (07) 3349 3233

Email: mail@greeneggschildcare.com.au

Address: 72 Ham Rd, Mansfield QLD 4122

Postal: PO Box 382, Stones Corner QLD 4120

MANAGEMENT

The Nominated Supervisor, also known as the Centre Director, is responsible for the day to day running of the centre. As a privately-owned centre, our approved provider is also active in the running of Green Eggs. In the absence of both the Nominated Supervisor and the Approved Provider, a Certified Supervisor assumes responsibility (displayed in the foyer of the centre).

An Educational Leader has been appointed by Green Eggs Early Childhood Centre; the details of our Educational Leader are displayed in the foyer of the centre.

Approved Provider Details:

Suzie Cockerill

PO Box 382, Stones Corner Qld 4120

Phone: 0414 893 368

Email: suzie@greeneggschildcare.com.au

OUR TEAM

Team members at Green Eggs have been selected to fill vacant positions based on their qualifications, experience, supportive and caring nature and professional attitude to the early childhood profession.

All staff are employed under the Child Care Industry Award – State. The Centre complies with the guidelines of the Education and Care Services National Regulations 2011 (Division 2).

Qualifications

All our Educators meet or exceed the following qualification levels.

Position	Qualification
Director/Nominated Supervisor	Advanced Diploma in Early Childhood, (or studying this qualification)
Teacher	Bachelor of Education (Early Childhood) or Bachelor of Education (Primary) plus relevant Early Childhood Qualification
Senior Educators	Diploma in Children’s Services (or studying towards this qualification)
Assistant Educators	Certificate III in Children’s Services (or studying towards this qualification)

In addition, all our Educators hold and maintain a current:

- Working with Children Suitability Notice (“Blue Card”)
- First Aid and CPR Certification

All staff are encouraged and assisted to undertake continuous Early Childhood studies and to attend regular (relevant) professional development. In-house seminars and workshops are arranged to keep staff abreast of the latest early childhood reforms and initiatives associated with the implementation of the national quality agenda.

Information about current staff, their position and qualifications is displayed in the foyer of the Centre.

Staffing Levels

Each Group has at least one Senior Educator (or Teacher) and, where more than half the maximum number of children in the group are in attendance, an Assistant Educator will also be assigned to the group.

Responsible Person

At all times when children are being educated and cared for at the Centre, a “responsible person” will be placed in day to day charge. In the absence of both the Nominated Supervisor (Director) and the Approved Provider, a Certified Supervisor will be nominated to become the “responsible person”. This person will be clearly shown on the Responsible Person display on our parent kiosk.

Rosters

Rostered shifts are planned to provide a maximum contact time between the children and their primary carers. For example, where possible one of your child's carers is rostered on the early shift and the other carer of your child is rostered on a later shift. This allows your child to access familiar carers throughout the day.

OUR GOALS

Through reflective practices and ongoing professional development, we will continue to diligently work towards improving the quality of the program provided to our children, families and the community at large.

To extend and develop each child's skills and knowledge and promote the development of a healthy self-concept, and positive self-esteem. This will help children to achieve best possible outcomes.

To be sensitive and respectful of the varied socio-cultural practices and recognise the important influence family has on a child's ability to engage in learning.

As part of our ongoing quality improvement plan, educators, families and children will feel safe and secure in their environment and will understand their individual responsibilities of ensuring the environment is safe for all participants.

To provide qualified, experienced and caring educators who meet the needs of the individual children and value their creativity, self-expression and individuality.

OUR PHILOSOPHY

Green Eggs Early Childhood Centre **....A special place to Create, Play, Explore and Learn**

At Green Eggs Early Childhood Centre, we are committed to providing your child with the highest quality of care and education in a dynamic, nurturing and stimulating environment. We value the rights of children to develop to their full potential in an environment where they feel safe, secure and supported to **create, play, explore** and **learn**.

Children..... At Green Eggs Early Childhood Centre, we believe that each child is an individual, with unique abilities and interests. We acknowledge that children are capable and confident learners who have the ability to take an active role in their own **learning** and development.

Through **play**, we strive to motivate, inspire and empower children to be the best **learners** they can be, and continue **exploring** and discovering their world. Children are supported and encouraged to be confident, socially-responsible, resilient and active contributors to their world, and to show respect for diversity and themselves. We are committed to promoting the physical health of all children through healthy eating and physical activity. We pride ourselves on the high standard of our indoor and outdoor environments, which invite children to **explore**, discover and **create** through **play**-based learning guided by the “Early Years Learning Framework”.

Educators.....At Green Eggs Early Childhood Centre we provide highly qualified, experienced and enthusiastic Educators who are dedicated to nurturing each child’s **learning**, thinking and development. Our Educators adopt a highly focused, active and reflective approach in the **creation**, design and delivery of our programs.

Our Educators strive to provide the best possible care for each individual child by working in close partnership with families to ensure a strong mutual focus on the best interests of the child and their development.

Our Educators are supported in a collaborative, team-based environment where their contributions are acknowledged and valued, and their professional development is promoted. We are committed to creating a culture of continuous improvement where Educators support and **learn** from each other

Families..... At Green Eggs Early Childhood Centre, we recognise that families form the foundation in their child's growth and development. We are committed to developing positive relationships and strong partnerships with families based on mutual trust, respect and a high level of open communication. We strive to support families in their parenting role, while also **learning** from families in order to achieve the best outcomes for their children.

We believe in the right of all families to use our centre, including families with additional needs, people from non-English speaking backgrounds and Aboriginal and Torres Strait Islander people. We acknowledge the uniqueness of each family and recognise the significance of its culture. We aim to provide opportunities for all families to share their individual cultural needs and beliefs within the program. We encourage families to actively participate in the centre's daily activities and in their child's **play** and **learning**.

Community..... At Green Eggs Early Childhood Centre, we strive to be a centre of excellence for early childhood education within our community.

We are committed to maintaining a strong understanding of the emerging needs of children, families, educators and our community in order to ensure that our service is sensitive and responsive to these needs.

GROUPS

The centre caters for children aged 15 months to 6 years, in the following groups:

Group	Age Group	Children
Toddlers (Possums)	15 mths – 2 yrs	12
Junior Kindy (Wombats)	2 yrs - 3 yrs	15
Pre-Kindy (Wallabies)	3 yrs - 4 yrs	22
Kindergarten	4 yrs - 5 yrs	25

There are 2 Educators in the Wallabies Room and 3 Educators in Each of the Possums, Wombats, and Kindergarten Rooms. Current information regarding groups is displayed on the doors of each of our rooms.

We have a two-day minimum enrolment per child per week across all rooms.

HOURS OF OPERATION

The hours of operation are strictly 6:30am to 6:00pm Monday to Friday. Green Eggs Early Childhood Centre is closed on weekends and public holidays. Our Educators, have commitments outside work hours and appreciate parents being punctual. Late collection fees apply to parents who are late picking up their child. If a parent is late and has not notified the centre, and where listed emergency contacts cannot be reached, police will be contacted.

PRIORITY OF ACCESS

The Priority of Access Guidelines set by the Family Assistance Law 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:

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 and 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 with and individual on a low income or on income support
- ❖ Families from a non-English speaking background
- ❖ Socially isolated families
- ❖ Single parent families

CENTRE FEES

A schedule of current fees is available in our foyer. There is no charge to be placed on our waiting list. Once you are offered a position, we require two weeks fees in advance prior to commencing care and a **\$50 enrolment fee**.

We also charge an **annual programming levy of \$10** per child to access our online programming software through the Raise Learning secure portal.

It is a policy of Green Eggs Early Learning Centre to have all fees paid to two weeks in advance at all times. Fees must be paid regularly; weekly, fortnightly or monthly and always in advance.

Fees are reviewed twice a year and adjusted accordingly in the months of January and July.

Payment Options

Our preferred method of payment is periodic direct bank transfer. This can be setup through your internet banking with regular payments to the Green Eggs bank account:

ANZ

BSB: 014 002

Account: 902958111

Alternatively, you may use EFTPOS facilities in our reception or setup a Credit Card Authority for regular deductions (weekly or fortnightly).

Statements

Statements are sent via email each Tuesday or Wednesday. These include information regarding charges, government payments, payments received and the number of absences accrued to date.

Absences Due to Illness

Fees are payable for all days that your child is booked into the centre (including absences due to illness).

Public Holidays

Our Centre is closed on public holidays. Fees are payable for the days that your child is booked into the centre (including public holidays). The holiday subsidy will not be applied to all public holidays.

Holiday Subsidy

Holiday rates are available at a subsidised rate of **\$10** discount per day for all leave (excluding public holidays), without a maximum limit. The application of this subsidy is conditional upon the following two criteria:

- ❖ two weeks' notice of leave must be given in writing (via the OASIS parent kiosk)

- ❖ fees must be up to date at the commencement of the holiday period i.e. two weeks in advance.

It is important that extended periods of absence are paid for in advance and that the Centre is notified of the impending absence (prior to commencement) if you wish to retain your booking. If fees are not up to date, and a child is absent for more than two weeks without notification, the booking will be cancelled.

The Centre does not offer make up days.

Fee Penalties

- Failure to comply with the fees policy may result in cancellation of enrolment
- A parent who arrives after centre close will incur a **late fee** of \$30 for the first 15 minutes or part thereof and then \$20 for every additional 5 minutes or part thereof. This fee is applied per child.
- A fee penalty will be applied to families who provide late cancellation for extra booked days. Where notice of cancellation of extra booked days is less than two business days, the booking will be removed and a **late cancellation penalty of \$30** will be applied per child.
- Any family who is two or more weeks late with their fees will be charged a \$20 **overdue account fee**. This fee will be applied weekly on a Friday.
- Families who have entered into payment plans will not be charged overdue account fees

Annual Re-Enrolment Process (Continuing Children) – Commitment Bond

Each year we undertake a re-enrolment process for our continuing children. Parents have an opportunity to nominate changes to preferred days as we roll over into a new calendar year. This process takes place prior to offering positions to children on our wait list.

After parents have accepted a position, as part of this process, this constitutes a commitment to the Centre to take up the position as specified. As a result of holding a spot for you, Green Eggs may turn away other parents and children. Dropping days after confirming your enrolment is unfair on both the Centre and other parents looking to place their children in our Centre.

A commitment bond of **\$150** may be applied if for any reason you need to drop days (or cancel your enrolment) during the commitment period. The commitment period will be the period from the date that the confirmation of enrolment form was returned to the end of term 1 (in the new school year).

Health Care Card Holders

A subsidy is offered to families of Kindergarten children, who hold Commonwealth Government (Centrelink) Health Care Cards. A copy of the Health Care Card must be provided to the Centre Director to qualify for this subsidy. It is the responsibility of families receiving this subsidy to provide the centre with updated copies of their health care card as these are renewed or cancellation of the subsidy may occur.

Financial Hardship

Parents are encouraged to communicate with the Director and/or the Approved Provider in situations where paying their fees will cause financial hardship. Every attempt will be made to support these families.

Debt Escalation Procedures

The following debt escalation procedures do not relate to families who are genuinely suffering from financial hardship.

Accounts in arrears will be handled as follows:

- > 1 week – friendly reminder
- > 2 weeks – overdue account fee
- > 5 weeks – payment plan
- Failure to take up a payment plan or to meet the obligations of the payment plan (to enter into a credit card periodical payment arrangement and make weekly payments to reduce the outstanding balance) will result in cancellation of enrolment
- Outstanding debts at this stage will be passed on to our debt collection agency and there will be no further contact with the Centre.

Notice Required

Two week's advanced notice in writing of any cancellation or change to bookings is required to enable us to fill the childcare place in good time. **Fees will be charged in lieu of notice.**

Note that CCB entitlements will cease on your last day of attendance at the centre.

CHILDCARE ASSISTANCE

Child Care Benefit (CCB) is a subsidy provided by the Commonwealth Government to approved long day care centres. The subsidy is then used to reduce the amount that parents are required to pay to the centre.

Parents may apply for CCB through their local Family Assistance Office in person, by phone on 13 64 50 or online at www.centrelink.gov.au. CCB is based on each family's income and to receive the benefit, the onus is on each family to ensure that they have a current Assessment Notice. Full fees will be charged if you do not have a current assessment.

CCB Conditions

The following conditions must be met to qualify for and receive the Child Care Benefit:

- Your child must be signed in and out of the Centre every day of attendance and each day of absence where fees are charged (including public holidays)
- The family must have a current assessment notice
- Immunisation schedules and family information provided to the Family Assistance Office must be up to date
- For further information see:
<http://www.humanservices.gov.au/customer/subjects/assistance-with-child-care-fees>

Allowable Absences

- Child Care Benefit is paid for each child for up to 42 absences per financial year from all approved child-care services except occasional care. These absence days can be taken for any reason, with no evidence required. Please talk to your child-care provider regarding the details of the absence policy.
- Child Care Benefit is also paid for additional absences, beyond the 42 days, for certain reasons. There is no limit on these days, however, supporting documentation may be required.

CHILD CARE REBATE

A 50% Child Care Rebate is also available to families. This is not means tested, however, families must register with the Family Assistance Office for this entitlement. As of the 1st July 2011, parents can nominate if they wish for the rebate to be paid directly to the centre. Families are responsible for contacting their Family Assistance Office to initiate this option.

CHILD CARE SUBSIDY

In July 2018, the existing Child Care Benefit and Child Care Rebate will be replaced with a single Child Care Subsidy. This Subsidy forms part of the new “Jobs for Families” Package. For more information please refer to the following:

<https://www.education.gov.au/jobsforfamilies>

ATTENDANCE

A parent or authorised adult must accompany all children on arrival to and departure from the centre.

Authorised Persons

A responsible adult known to the Nominated Supervisor (Director) and/or the Senior Educator/Assistant Educator in the child's room must bring children into the centre. Only authorised persons as indicated on the OASIS Parent Kiosk (Authorised Collectors) will be allowed to collect children from the centre.

Please notify the Nominated Supervisor either verbally or with a written notice of any changes regarding the adult who will be collecting your child. An adult other than one known to the Centre will require photographic identification.

Custody/Court Orders

Our centre policy states that, in circumstances where details of custody arrangements have been provided to the centre, children will not be released to go home with a parent/guardian in contravention of these arrangements (copies held at centre). However, our priority is the safety of our educators and children. If this is questioned at anytime, the child will be allowed to leave with the parent in contravention of the custody order and relevant persons/authorities will be notified immediately.

Such custody/court orders should be brought to the Nominated Supervisor's attention on enrolment and a copy of the order supplied. Any concerns regarding access to the Centre should also be discussed.

Arrivals

On arrival at the centre, please;

- Sign in (using the OASIS parent kiosk)
- Take children to the playground and transfer them to the care of the person in charge there.
- Leave child's belongings in their locker

Sometimes saying goodbye is more difficult for the parent than the child. We recommend that you tell your child clearly that you are leaving and that you will return to pick them up. A big hug and firm farewell before leaving will let the child know that there is no negotiation. Educators will settle the child after you leave and ensure that they join in activities and become happily distracted.

You are most welcome to telephone us if you would like to check on your child's progress throughout the day.

Departures

At departure time, please: -

- Come in and greet your child
- Together, say farewell to the Senior Educator in charge of the group. Please feel free to take some time to discuss your child's day

- Together, collect your child's belongings
- Sign out (using the OASIS parent kiosk)

Please ensure that your child and his/her siblings remain in your sight during this process. Note that school aged siblings may not collect your child from the centre.

WHAT TO BRING

Please bring the following each day:

- 1 sunhat (provided at enrolment)
- a sheet set (one flat, one fitted - cot size) in a sheet bag (not plastic)
- (Please include a small blanket during the cooler months)
- at least 1 complete change of weather appropriate clothes
- A named water bottle

Children under 3 (in addition to the above):

- if not toilet trained, at least 6 disposable nappies (or more as required)
- if toilet trained, at least 5 trainer pants/underpants/nappy pants if required
- cleansing lotions or barrier creams as required.
- another complete change of clothes.

Do not send children in good clothing. Clothes that can become a little dirty, enable uninhibited play and be easily managed by the child are best. Children should be dressed according to the climate. In summer, light cotton clothing that provides protection from the sun (no shoestring/singlet tops or dresses please). In cooler months, children should wear warmer clothing layers that can be taken off as the days warms up.

Please ensure that all items are **CLEARLY LABELLED**. Whilst all care is taken, we will not accept liability for loss or damage.

Treasures from Home

It is natural that children will wish to carry familiar toys with them or show friends other treasured items that they own. Unfortunately, this can create conflicts in group situations and may result in these special items being lost or broken.

If you, or your child, have something special to share with the centre, please speak to your child's teacher so that opportunities can be made for these items to be viewed by everyone during a group time or show and tell. Items used for transitions and security, such as a blanket or a favourite stuffed animal are welcomed and need to be clearly labelled.

SUN PROTECTION AND HATS

Green Eggs Early Childhood Centre is a sun smart centre. Our centre encourages the use of sun protective clothing and SPF30+ broad spectrum sunscreen as well as maximising the use of shade available for outdoor activities to reduce time spent in the sun. Hats offering maximum sun protection are provided at enrolment and a “**NO HAT, SHADE PLAY**” policy will be enforced when children do not wear their hats.

FOOD PROVIDED

We provide nutritionally balanced foods to suit the dietary requirements of your child. These are prepared by a qualified and experienced practicing dietician and a team of chef’s from “[Kids Gourmet Foods](#)”. Meals use only fresh quality ingredients and are free from artificial flavours, colours, additives and preservatives. Food is delivered to the Centre Daily.

EDUCATIONAL PROGRAMS & PRACTICE

Green Eggs Early Childhood Centre is guided by the Early Years Learning Framework and promotes children’s learning by providing opportunities to maximise the potential of each child. Children’s learning will be promoted across the following best 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
- Children are effective communicators

Our aim is to enrich children’s learning experiences through purposeful actions by our educators in collaboration with families.

Daily routines and the Educational Program are displayed in each room and have a strong emphasis on play-based learning. They are available for you to peruse and we invite your contribution. Please speak to your child’s Educational leader if you have any questions regarding the educational program.

Observational Records and Portfolios

We use LIFT Online Programming software to maintain our observational records and child portfolios. Staff are continually observing each child and recording their interests, needs and levels of development in LIFT. From these observations, activities are introduced to heighten each child’s curiosity and extend their learning.

Children’s observational records and portfolios are an important component of our programming. We encourage parents to review portfolios (via LIFT) and discuss observations with our Senior Educators.



Kindergarten Program

Green Eggs Early Learning Centre is certified to offer an Approved Kindergarten Program. This program is approved by the Department of Education and Training and is provided to children in the year prior to their Preparatory Year at School. Children must be four years old by 30th June in the year they participate in the Kindergarten program. We have a minimum booking in the Kindergarten Program of 2 days per week for each child.

The Kindergarten program is aligned with the Queensland Kindergarten Learning Guidelines and the principles, practice and outcomes of the Early Years Learning Framework for Australia 2009. This program is delivered by an Early Childhood Teacher whose qualifications meet the required standards.

Gardening Program

Gardening is great for children as they learn new skills and have fun. Our educators run a gardening program at the centre. The children are involved in growing an edible garden from which they learn about science, nature, the environment and nutrition. They plant herbs, vegetables and fruits as well as quick growing, colourful flowers and shrubs.

REST POLICY

At Green Eggs Early Childhood Centre, we provide an opportunity for every child to rest during the day. Most children require a daily sleep (especially in the younger age groups). Children in the older groups are positively encouraged to rest during “quiet time”, quiet activities will be provided for children who do not wish to rest or sleep.

Please refer to our Sleep, Rest, Relaxation and Clothing Policy located in the foyer of the Centre.

TOILETING

Children are encouraged to go to the toilet individually. During toilet training educators will endeavour to support efforts made at home. Please feel free to discuss your child’s individual needs with us.

Toileting procedures are displayed in all children’s toilets.

BEHAVIOUR GUIDANCE

Our focus is centred on the importance of respect and dignity for each child, acknowledging and accepting children’s feelings and encouraging these feelings to be expressed.

Steps that we take towards establishing good behaviour management include;

- Establishing and maintaining appropriate limits for behaviour

- Explaining the appropriate use of materials and equipment
- Reinforcing positive behaviour with praise
- Explaining why certain behaviour is inappropriate or unacceptable and provide acceptable options
- Offering children choices and encouraging good decision-making
- Setting realistic expectations, which are age and stage appropriate

Biting

Biting is not uncommon in young children. Children who bite usually do so because they are frustrated or angry. They often act impulsively and quickly and are too young and immature to think of other choices or consequences. They usually bite because their language skills are not good enough to express their needs. Teething may also be a cause of biting. Biting is most frequent in the thirteen to thirty-month age bracket.

When biting occurs, it is often very distressing to parents. If your child is bitten, you will probably feel angry. If, on the other hand, your child is the biter, you may feel uncomfortable. Please remember that this is a natural phase of development for some children. Educators find biting very distressing, often feeling guilty that they have been unable to prevent it. Be assured that they will be actively seeking ways to eliminate the problem whilst maintaining the self-esteem of all parties involved.

Please refer to our Relationships with Children Policy located in the foyer of the centre

Swearing

Children who swear do so because it elicits a reaction from adults. The secret is to remove this power by ignoring the swearing and to make the child feel powerful in more acceptable ways. Some parents are concerned that their children will learn unacceptable language from children at the centre. The reality is that most children hear these words outside the centre: from older children, adults in the community and the media. They are now at an age when they are interested in trying out new words especially words that seem powerful.

Aggression

A certain amount of aggression is normal in young children. Many children cannot control their strong feelings and act impulsively. They are not able to understand the immediate consequences of their actions. We try to empower children with skills in dealing with aggression by talking about it.

Please refer to our Relationships with Children Policy located in the foyer of the centre.

HEALTH

Children who are showing signs of being unwell or feeling off colour should not be brought to the Centre. Sick children benefit from the care, attention and quietness of home. We request your co-operation in this regard to alleviate the possibility of spreading an infection to other children, staff and families at the Centre. Sooner or later all children get sick, so please be prepared and have a contingency plan should illness occur e.g. arrange a standby care-giver.

Children who arrive at the Centre and are obviously not well or become unwell during the course of the day will be required to be taken home.

Infectious Diseases

In the case of infectious disease, the following procedure applies;

- Parents must immediately notify the centre if their child has been diagnosed with an infectious disease
- All parents will be notified by the centre when an infectious disease is diagnosed in any room and information will be made available about the outbreak and the necessary precautions
- Our policy regarding non-immunised children (below) will apply
- Should a child contract an infectious disease, exclusion periods set down by the National Health and Medical Research Council (minimum exclusion periods for infectious conditions for schools, pre-schools and child care centres) will apply.
- Our policy regarding medical clearance (below) will also apply

Please refer to our Infectious Diseases Policy located in the foyer of the Centre.

Non-Immunised Children

Epidemics of infectious illnesses such as Whooping Cough, Diphtheria, Poliomyelitis, Measles, Mumps and Rubella (German Measles) have been rare in Australia in recent years because most people in the community have been immunised against them. It is therefore easy to become complacent about the need to have children immunised.

These diseases do continue to exist in our communities and children who are **NOT** immunised are not only at risk themselves, but also put other children at risk. On enrolment, carers are asked to provide a copy of the child's immunisation details. Parents are requested to keep immunisations up to date and to provide the centre with updates as these occur.

Should an outbreak of any of the above diseases occur within the centre, children who are **NOT** immunised will be excluded for the period of the outbreak.

National Immunisation Guidelines are available at the Centre.

Please refer to our Immunisation and Disease Prevention Policy located in the foyer of the Centre.

Diarrhoea & Vomiting

Diarrhoea and vomiting are contagious and it is our policy that if your child is suffering from either of these, regardless of the cause, they must be kept away from the centre for 24 hours from when the last symptom appeared. This policy is in place to protect the health of all children in our care.

Medical Clearance

A medical clearance letter from your child's Doctor may be required if we have any doubt about your child's suitability to return to the Centre.

MEDICAL CONDITIONS POLICY

The centre should be informed on enrolment, or when diagnosed, that a child has a long-term medical condition (such as an allergy, anaphylaxis, diabetes or asthma). In these circumstances, parents/guardians must provide a management plan signed by a medical practitioner. This management plan must include a current photo of the child and must clearly outline procedures to be followed by educators in the event of an incident relating to the child's specific health care need.

Please note that any child, who has been prescribed an EpiPen, is not permitted to attend our centre without that EpiPen.

In certain circumstances, specialised staff training will need to be arranged before we can accommodate the specialised health care needs of a child with a medical condition that we are unfamiliar with.

A copy of the Medical Conditions Policy is located in the foyer of the Centre.

INJECTIONS

If your child has an illness that requires injections as part of their treatment, it is the parent's responsibility to provide educators with a management plan from a medical authority. Injections will only be administered after our staff have received formal training from a recognised medical professional.

MEDICATIONS

Medication Authorisation Form

Medication can only be administered by Staff at the centre when a "medication authorisation form" has been filled out and signed by the child's Parent (this form must be accurate and complete)

Prescribed Medication

Where a 'medication authorisation form' has been completed, in relation to prescribed medication, this medication will be administered, where it is in a properly labelled container, dispensed by a pharmacist. The label must detail the following:

- the child's name,
- the doctor's name,
- the name of the medication,
- the correct dosage and frequency of medication
- date of dispensing and expiry date.

Under no circumstances (including requests from parents) will staff deviate from the prescribed medical instructions for medication. Any concerns should be raised with the Centre Director or Approved Provider.

Nebulisers, Volumatics and EpiPens

Will be administered with a Doctor's consent (these must be accompanied by a medical management plan).

Non-Prescribed Medication

The Centre policy is that all non-prescribed medications e.g. cough mixture, paracetamol, topical creams/ointments and some asthma medications must be accompanied by written instructions from your Doctor before they can be administered. A Doctor's letter may cover a period of up to six months.

Temperatures above 37.5C

In cases where a child experiences a temperature rising above 37.5C during the course of the day, parents will always be contacted. The centre will accept verbal authorisation from the parent to administer one dose only of paracetamol to provide comfort to the child. In these circumstances, the parent will be asked to collect their child from the Centre.

It should be noted that, as a precaution, the centre will not administer the child's first ever dosage of paracetamol.

Safe Storage

Please ensure that medication is not left in your child's bag. Medication must be handed to a staff member to be stored safely.

Please refer to our Administration of Authorised Medication Policy located in the foyer of the Centre.

ACCIDENTS AND INJURY

The Centre is equipped with a First Aid Kit and all staff members hold current Senior First Aid certificates.

In the case of a serious injury or accident, the parent or emergency contact person will be contacted as soon as possible. The Director may seek medical assistance by either calling an ambulance or contacting the family's designated doctor (as authorised on the Enrolment Form). The Centre does not accept responsibility for any costs associated with medical treatment of children.

Incident reports are completed for accidents and injuries occurring at the Centre. These reports will be shown to you and you will be asked to sign them for our records.

WORKPLACE HEALTH & SAFETY

The health and safety of our children, our educators, our families and visitors to the centre is of utmost importance to us.

Parents must be aware of their responsibilities under the Workplace Health and Safety (WHS) Act when visiting the centre.

Emergency Exits

We ask that you make yourself aware of the emergency exits as you move through the centre. Take care when opening doors into a room as children often stand nearby entrances, and please close all doors you leave a room or the playground.

Tripping Hazards

Please pay attention to toys and other tripping hazards on the floor and in our playground.

Emergency

In the unlikely event of an emergency, please follow the directions of our educators.

Hand washing

Please remember that good hand washing (with anti-bacterial foam or soap and water) is the single most effective method of reducing the spread of illness. We ask that you incorporate hand washing into your arrival and departure routine at the centre. Have your children wash their hands as they arrive (to avoid bringing germs to the centre) and again when you pick them up in the afternoon, this will minimise the chances of your children taking home germs. Please note that anti-bacterial foam is available in the foyer of the centre and on the shelves in our playground.

Car Park

Parents should hold their children's hands in the car park area. In accordance with national law, young children should not be left in your car while you are inside the Centre.

Our Practices

The hygiene procedures and practices employed at the centre cover areas such as:

- Personal Hygiene
- Food Preparation and Handling
- Cleaning routines
- Toileting procedures
- Nappy Changing
- Precautions to avoid contamination

We conduct regular audits of health and safety practices and hold targeted training across the centre. We also hold monthly fire drills with the children. If you identify risks, or have any concerns, please speak with an educator immediately.

Please refer to our Physical Environment (WHS) Policy located in the foyer of the centre.

ADDITIONAL NEEDS

Before enrolling your child at our centre, it is important to discuss with us any additional needs that your child might have and how we can meet them.

Planning for children with additional needs requires careful thought and often the assistance of specialists. It is important to know how the specific needs may or may not affect the child's learning and activities. This information will help us to meet the needs of the child and seek assistance from specialist and support workers.

Please help us to provide excellent care for your child by bringing to our attention any concerns that you may have regarding your child's development.

Please refer to our Additional Needs Policy located in the foyer of the centre.

EXCEPTION TO ADDITIONAL NEEDS POLICY - EXCLUSION

The overall health, safety and well being of our educators and the children attending our service must always be protected above the needs of any individual. We acknowledge that in extreme circumstances, where a child's behaviour (for whatever reason) compromises the health and safety of others, we must;

- work with parents in obtaining appropriate assessments, professional assistance and support;
- Determine whether the centre and its Educators are adequately able to provide for the additional needs of the child in a caring and supportive way which allows for continuity in delivering their programs under the Early Years Learning Framework.

It will be the joint decision of the Director and the Approved Provider to permanently exclude a child from the Centre where it is deemed that continued attendance by the child would pose an unacceptable risk to the welfare of educators and children.

CHILD PROTECTION

Green Eggs Early Childhood Centre takes our responsibility to provide a safe and caring environment for all children seriously. We believe that the safety of children is paramount and we aim to protect a child's right to be safe from abuse of any kind.

We conduct annual staff training to reinforce educator roles in child protection and in recognising the signs of abuse. All staff are aware of the requirements of the Child Protection Act, including mandatory reporting.

Please refer to our Child Protection Policy located in the foyer of the centre.

GENERAL INFORMATION

Special Visits/Excursions

During the year we host a number of special visits e.g. hatching program, shows, emergency services (police/fire/ambulance). These experiences are a valuable part of the children's program as they extend concepts and provide a broad range of learning experiences.

We also have occasional visits from health care or special needs staff e.g. speech therapists, and other resource workers e.g. multicultural assistants etc.

All special visits are notified in advance through the newsletter or yearly events calendar.

The Centre also encourages student participation from local schools and



T.A.F.E. Colleges. These students have direct supervised involvement in our programmed activities. Volunteers are occasionally present at the Centre and these people are accountable to the Director and are always under direct supervision.

On some occasions during the year, a group from the Centre may undertake a short excursion to a special or interesting venue outside the Centre. Full details will be outlined on such occasions and an "Excursion Permission" form must be signed by parents. Support will be sought from parents of participating children to provide additional supervision during these excursions.

Photographs and Videos

Photographic permission is sought upon enrolment at the Centre. Photos of your child at various developmental stages provide the staff with evidence of milestones reached and are used to enhance the Centre environment. On a yearly basis, the Centre arranges for professional photos to be taken of the various Groups and individual children. You will be advised of the date in advance and provided with an opportunity to select and order the photos of your choice.

Photos or videos taken by parents/guardians at the centre and/or centre events containing images of children (other than their own) must not be shared on social media.

POLICIES & PROCEDURES

Abridged versions of our Centre's policies have been included in this Handbook. Copies of our policies and procedures are available at any time for your perusal and are located in the foyer and are available through LIFT.

PARENTS RIGHTS & RESPONSIBILITIES

Involvement

Parents are welcome in the centre at any time. We encourage and invite parents to share their talents and time with the centre by participating in whatever way they feel most comfortable. It may vary from donating old toys or dress-ups to helping with fundraising. Parent participation is not only important because it helps the centre, but more importantly it sends strong positive messages to your child that you support them and are part of their child care journey.

Please refer to our Parental Interaction and Involvement in the Service Policy located in the foyer of the centre.

Communication

In keeping with our philosophy, Green Eggs Early Childhood Centre aims to foster a positive relationship between parents and staff. Our regular communication with parents will include the following;

- Daily contact and exchange of information between parents and staff (informal)
- Daily programming information posted to LIFT
- Quarterly newsletter
- Notices displayed in the parent information areas of each room and the foyer
- Emails from the Director and Senior Educators
- Daily Charts and Alerts on OASIS

Parents can request information at any time regarding the Centre's philosophy and goals, the daily routine and details of how these are incorporated into activities, programming and evaluation. Parents can also leave feedback on LIFT and request a parent interview.

A three-way relationship between parents, educators and the child exists in an early childhood setting, and communication is a vital ingredient to the success of this relationship.

Confidentiality & Children's Records

Our service recognises that every individual has the right to ensure their personal information is accurate and secure, and only used or disclosed to achieve the outcomes for which it was initially collected. Personal information will be managed in a way that protects an individual's privacy and respects their rights under Australian privacy laws.

It is important for the centre to collect relevant personal information from parents for enrolment purposes and for the educators to maintain records of each child's individual development. As much of this information is of a personal nature and some of it may be considered "sensitive", we understand that you may not wish to have it disclosed to others unnecessarily.

Our practices are consistent with the Australian Privacy Principles.

Please refer to our Privacy and Confidentiality Policy located in the foyer of the centre.

Change to Personal Details

It is essential that our records are kept up to date. You are required to notify the Centre Director or Approved Provider immediately regarding changes to any of the following:

- Home Address or Phone Number
- Work Address or Phone Number
- Doctor or Phone Number
- Emergency Contacts/Authorised Collectors

- E-mail Address
- Custodial Arrangements
- Immunisation
- Child's General Health and Special Needs

This is to ensure that we can contact you promptly in the event of an accident, illness or any other situation affecting your child whilst in attendance at our Centre.

Responsibilities of Parents

It is the parent's responsibility to comply with our policies and all parents must agree to our code of conduct for parents (acknowledged and signed on enrolment). Parents are responsible for the supervision of other children in their care, when dropping off and collecting enrolled children at the Centre.

Parents must be respectful towards centre staff and are required to use appropriate language and tone when communicating with our Educators and Centre Management. Failure to comply with the Code of Conduct may result in termination of enrolment without notice.

Please refer to Code of Conduct for Parents/Guardians in our Enrolment Booklet

Grievance Procedure for Parents

We encourage open communication with parents and welcome any suggestions or comments you may have. Any parent/caregiver with a concern or complaint in relation to the running of our Service either in relation to administration matters or child-related matters should:

- Voice their complaint or concern with the Director. Note that any parent complaints received by other staff members will be referred to the Director.
- If required, document the complaint

The Centre Director will explain intended follow-up actions to be taken by the Centre and will keep communication channels open until the complaint is resolved.

If a parent would like to contact the Approved Provider about unresolved or sensitive issues, please send email to suzie@greeneggschildcare.com.au

Any serious complaints which allege a breach of legislation will be referred to the relevant authorities.

Parents can also contact the Office of Early Childhood Education and Care to discuss concerns or raise complaints regarding our Centre.

The Office of Early Childhood Education and Care (OECEC)

MT GRAVATT REGIONAL OFFICE

Department of Education and Training

Level 1 Block C, Garden Square, 643 Kessels Rd, Upper Mt Gravatt QLD 4122

PMB 250 Mansfield DC QLD 4122

Telephone: 07 3028 8063

Fax: 07 3028 8011

Email: mtgravatt.ecec@dete.qld.gov.au

Website: www.education.qld.gov.au/earlychildhood

Kindy Hotline 1800 4 KINDY (1800 4 54639)	For information on the Queensland Government's kindergarten reforms *Calls from mobiles charged at applicable rates.
Early Childhood Information Service 13 QGOV (13 7468)	For information about a Queensland early childhood education and care service *Calls from mobiles charged at applicable rates

Compliance History Logbook

A compliance history logbook is kept on our premises in the foyer of the centre and can be accessed by families. This logbook contains details of any compliance direction or notice issued to the service provider. (*Education and Care Services National Law and Regulations 2011*).

Please refer to our parental interaction and Involvement in the Service Policy located in the foyer of the centre.

FINAL THOUGHT

We look forward to getting to know your family and we sincerely hope that your stay with us will prove both enjoyable and rewarding.