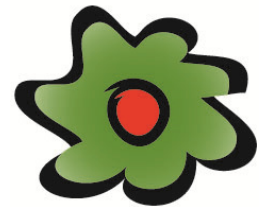


**Green  
Eggs**  
Ham<sup>RD</sup>  
Early Childhood Centre



# Parent's Information Handbook

Revised July 2018

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## 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](mailto: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 on our OASIS Parent Kiosk in reception).

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

### **Approved Provider Details:**

Suzie Cockerill

PO Box 382, Stones Corner Qld 4120

Phone: 0414 893 368

Email: [suzie@greeneggschildcare.com.au](mailto: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.

We display information about current staff, their position and qualifications in parent information area in our foyer.

### 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. In certain circumstances, to maintain educator to child ratios, we will assign a third educator to a 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 displayed on the OASIS parent kiosk in reception.

### **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 educators is rostered on the early shift and the other educator is rostered on a later shift. This allows your child to access familiar educators throughout the day.

## **OUR PHILOSOPHY**

**....A special place to *create, play, explore* and *learn*.**

### ***Our Place***

At Green Eggs Early Childhood Centre, we strive to motivate, inspire and empower children to be the best they can be and to continue to explore and discover their world through play in an environment based on kindness, fairness and consideration of others.

We strive to be a centre of excellence for early childhood education within our community.

Our Educators are highly qualified, experienced and enthusiastic and are dedicated to nurturing each child’s learning, thinking and development. There is a highly focused, active and reflective approach in the creation, design and delivery of our programs under the guiding principles of the National Quality Framework.

### ***Our Beliefs and Values***

We value children as competent and self-directed learners. We believe children should be agents of their own learning and by scaffolding this we will create a lifelong love of learning.

We strive to provide authentic and diverse environments and experiences to allow the holistic development of each child.

We encourage families to participate in our Centre’s holistic approach by creating a welcoming, inclusive environment which recognises the significant contribution of all cultures and backgrounds.

We acknowledge the traditional custodians of the land we learn, create and grow upon and recognise the valuable role early learning has in helping children understand and learn about the history, culture and lives of Indigenous Australia.

## ***Our Commitments***

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

We strongly advocate for the value of play in early childhood development and are committed to creating safe, secure and challenging environments which will engage children through play to support them to develop to their full potential.

## 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	10
Junior Kindy (Wombats)	2 yrs - 3 yrs	15
Pre-Kindy (Wallabies)	3 yrs - 4 yrs	24
Kindergarten	4 yrs - 5 yrs	25

*There are 2 Educators in the Possums Room and 3 Educators in Each of the Wombats, Wallabies, 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.

## SESSION TIMES

We provide 10-hour sessions for families. Session times are 7:15am – 5:15pm (with 45-minute grace period either side of this).

## 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 collecting their children and exiting the centre prior to centre close (6pm). In accordance with our Fees Policy a “late collection” fee will apply to parents who are late collecting 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 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. For information about priority of access – see:

[www.education.gov.au/priority-filling-child-care-places](http://www.education.gov.au/priority-filling-child-care-places)



## 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 out 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 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. To avoid cancellation of the 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.

### Financial Hardship

You may also be eligible for Additional Child Care Subsidy (Temporary Financial Hardship) gives up to 13 weeks of additional assistance to families needing extra support with their child care fees. You can apply online [Additional Child Care Subsidy](#).

### 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 CCS entitlements will cease on your last day of attendance at the centre.

## CHILD CARE SUBSIDY

In July 2018, the Commonwealth Government rolled out their “Jobs for Families” Package. For more information please refer to the following:

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

Under this package, Child Care Subsidy (CCS) is provided on behalf of families and paid directly to approved long day care centres. The subsidy is then used to reduce the amount that parents are required to pay to the centre.

CCS is based on each [family's combined income](#) and work or study hours ([activity test](#)).

As part of the enrolment process and prior to commencement at Green Eggs Early Childhood Centre, each family must ensure that they have a current **Subsidy Assessment Notice**. This includes confirming your child's enrolment with Green Eggs Early Childhood Centre (through MyGov). Parents can complete their Child Care Subsidy Assessment using their Centrelink Online Account (MyGov).

The [Child Care Subsidy Assessment](#) is a 4-step process

1. Family Income Assessment
2. Activity Test
3. Child Schooling Details
4. Confirm Enrolment

Where these tasks (listed above) have not been completed by parents via Centrelink (through MyGov), full fees will be charged to families.

For more information, visit Department of Education [resource page](#), call Centrelink on 13 61 50 or complete your subsidy assessment via your Centrelink Online Account (MyGov).

## CCS Conditions

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

- Your child must be signed in and out of the Centre every day of attendance and you must also sign for each day of absence where fees are charged (including public holidays)
- The family must have a current Subsidy Assessment Notice
- Immunisation schedules and family information provided to the Family Assistance Office must be up to date
- For further information see:  
<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

## Allowable Absences

- Child Care Subsidy 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 Subsidy is also paid for additional absences, beyond the 42 days, in certain circumstances. There is no limit on these days, however, supporting documentation may be required.

## **ATTENDANCE**

### **Authorised Persons**

Children must arrive at the centre with a responsible adult. This person should be known to the Nominated Supervisor (Director) and/or the Senior Educator/Assistant Educator in the child's room. Only authorised persons, as indicated on the OASIS Parent Kiosk (Authorised Collectors list), will be allowed to collect children from the centre.

Please notify the Nominated Supervisor, in writing, of any changes regarding authorised persons for collecting your child(ren). An adult, who is not known to staff at the Centre, will require photographic identification to collect a child. This adult must also be included on the authorised collector list at the time of collection.

### **Custody/Court Orders**

Our centre policy states that, in circumstances where details of custody arrangements have been provided to the centre (copies held at centre), children will not be released to a parent/guardian in contravention of these arrangements. 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 educator in charge.
- Leave child's belongings in their locker

Sometimes saying goodbye is more difficult for the parent than the child. We recommend that you explain to your child that you are leaving and that you will return to pick them up (explaining timing). A big hug and firm farewell before leaving will let your child know that there is no negotiation. Educators will settle your 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.

We recommend that you do not send children in good clothing. 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 day 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 their class, please speak to your child's educator 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 welcome and must 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 recorded in our online programming software (LIFT) for each room. Our programs have a strong emphasis on play-based learning.

### **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 our programs and 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 (Prep) Year at School. Children must be four years old by 30<sup>th</sup> June in the year that 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. This program is delivered by an Early Childhood Teacher whose qualifications meet the required standards. Details of our Kindergarten Program are displayed in the parent information area of our foyer.

## 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 independently. 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. We acknowledge and accept children’s feelings and encourage 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 to deal with aggression by talking about their feelings, actions and consequences.

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

## HEALTH

Children who are showing signs of being unwell 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 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.

**Parents will be called to collect their children, where children arrive at the Centre and are obviously not well or become unwell during the course of the day.**

### 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 their child's immunisation details. Parents are required 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 to following the guidelines of [Qld Health Time Out](#).. Guidelines state that if your child is suffering from either Diarrhoea or vomiting, 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 and we do not have any discretion when implementing this.

## **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 medical management plan signed by a medical practitioner. For high risk allergies, involving anaphylaxis or severe respiratory distress, the management plan must include a current photo of the child. This will be displayed in staff only areas of the centre (Staff room and kitchen). In addition, parents must complete a communication and risk minimisation form which clearly outlines procedures to be followed by educators in the event of an incident relating to the child's specific health care needs.

Please note that where a child has been prescribed an EpiPen, or long-term medication for a medical condition, this medication must be stored at the centre for the duration of the child's enrolment.

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.

## Medical Conditions Risk Minimisation

### Summary Medical Conditions Risk Minimisation Measures

Medical Condition	Medical Plan with Photo displayed in staff areas	Medical Management Plan & Medication stored in Centre Cupboard	Risk Minimisation & Communication Plan (individual child)	Red Alert Band	Special Dietary information sent to Kids Gourmet Foods and displayed in kitchen
Food Allergy with Anaphylaxis	Yes	Yes	Yes	Yes	Yes
Other Medical condition with life threatening consequences i.e. Diabetes,	Yes	Yes	Yes	Yes	No
Other Medical Condition requiring medication i.e. Asthma,	No	Yes	Yes	Yes	No
Food allergy or intolerance not requiring medication	No	No	Yes	Yes	Yes
Special Dietary (cultural)	No	No	No	No	Yes

*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. Depending on the medication, a Doctor's letter may cover a period of up to twelve months.

## **Temperatures above 37.5C**

If during the day a child experiences a temperature rising above 37.5C, parents will be contacted to collect their child from the Centre. Where authorisation has been provided at enrolment, the centre can accept verbal authorisation from the parent to administer one dose only of paracetamol to provide comfort to the child.

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 as 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 the needs of your child.

Planning for children with additional needs requires careful thought and often the assistance of specialists. It is important for us to understand how specific needs may affect your child's learning and activities.

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 several 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 yearly events calendar, quarterly newsletter, emails and notices.

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 during 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 in the foyer and are also available electronically 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 any way possible. Parent participation sends a strong positive message 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, 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 part of the success of this relationship.

## Confidentiality & Children's Records

Our service recognises that every individual has the right to ensure that 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. We understand and respect the sensitivity of this personal information. 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 Parental 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 Centre Director. Note that any parent complaints received by other staff members will be referred to the Centre 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 an email to [suzie@greeneggschildcare.com.au](mailto: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](mailto:mtgravatt.ecec@dete.qld.gov.au)

Website: [www.education.qld.gov.au/earlychildhood](http://www.education.qld.gov.au/earlychildhood)

<b>Kindy Hotline</b> <b>1800 4 KINDY</b>  <b>(1800 4 54639)</b>	For information on the Queensland Government's kindergarten reforms *Calls from mobiles charged at applicable rates.
<b>Early Childhood Information Service</b> <b>13 QGOV</b>  <b>(13 7468)</b>	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.*