



Park Orchards Community House & Learning Centre



Early Learning Centre - Family Handbook

Quality Area 6: Collaborative Partnership with Families

Welcome - Our Handbook explains imperative information you will need to be responsive of whilst your child is in attendance at our Service. We strongly recommend you read the provided information and ask questions to confirm your understanding of how the Service operates.

Service Information

Our Service caters for children aged 6 weeks to 6 years. We are open from 8:30 to 4.00pm Monday to Friday (during school terms) and closed on Victorian public holidays.

We also offer school holiday sessions.

Contact Information

Phone: 03 9876 4381

Address: 572 Park Road, Park Orchards, Victoria 3114

Email: office@parkorchards.org.au

Website: www.parkorchards.org.au

Management Structure

Approved Provider: Park Orchards Community House & Learning Centre Inc.

Persons with management or control (PMC): Kelly Cooper, Hilary Ramadge

Nominated Supervisor: Hilary Ramadge

Regulatory Authorities

Our Service is regulated by the new national body for early education and care – the Australian Children’s Education and Care Quality Authority (ACECQA) as well as the Victorian Department of Education. To contact our Regulatory Authority, please refer to the contact details below:

Department of Education

2 Treasury Place, East Melbourne

GPO Box 4367, MELBOURNE, VIC 3001

Website: www.vic.gov.au/department-education

Educator Ratio and Qualifications

We meet all legal requirements in relation to child to educator ratios and the qualifications of our educators. All Educators will hold First Aid qualifications, have Working with Children Checks completed.

Our Educators are continually evaluating how our curriculum meets the education needs of our children and reflecting on ways to improve children’s learning and development. They are encouraged to attend further professional training and development.

For further details on the qualifications of the Educators, please see our Nominated Supervisor.

Goals for your child at our Service

“We discovered that education is not something which the teacher does, but that it is a natural process which develops spontaneously in the human being.” - Maria Montessori

Educators’ practices and the relationships they form with children and families have a significant effect on children’s involvement and success in learning. Children thrive when families and educators work together in partnership to support young children’s learning. Children’s early learning influences their life chances.

Wellbeing and a strong sense of connection, optimism, resilience and engagement enable children to develop a growth mindset, and a positive attitude to learning.

We strongly encourage communication between families and educators to ensure continuity in what we are delivering to your child and acknowledge that the role of the Educator is to work in partnership with families; children’s first and most influential educators.

Acknowledgement of Country

We acknowledge the traditional custodians of this land, the Wurundjeri people, and pay our respects to the elder’s past, present and emerging: for they hold the memories, the traditions, and culture and the hopes of Aboriginal Australia. We remember that under the concrete and asphalt this land was, and always will be, traditional Aboriginal land, another’s Dreaming. We make this statement believing that can walk together to a better future.



Enrolment Information

Prior to commencing at our Service, you will be required to complete all enrolment documentation via our website www.parkorchards.org.au/ - Childcare – Childcare Enrolment form.

**** It is important that the primary parent/guardian through MyGov, be the same as the primary parent/guardian through our childcare system – Xplor****

If applicable, please list both parent/guardians as carers and as emergency contacts, along with any other emergency contacts, a minimum of 4 are required inclusive of parent/guardian.

Please understand that it is essential we have up-to-date information in case of an emergency.

It is essential that we have copies of your child’s birth certificate and up to date immunisation statement from the MyGov website. We are also required to have certified copies of any court orders relating to the child.

You will be asked to enrol and or review your child’s enrolment details each year.

Medical conditions- Allergies, Asthma, Diabetes or Epilepsy

It is vital that we are aware of any medical condition including diabetes, epilepsy, allergies, eczema, asthma, risks of anaphylaxis of your child including any potential triggers. Families are required to indicate any allergy or asthma on the enrolment form.

Our Service requires a Medical Management Plan or ASCIA Asthma/Anaphylaxis Action Plan to be completed by your General Practitioner to assist in managing your child's needs. This needs to be provided prior to your child's commencement at the Service. In consultation with the Nominated Supervisor, you will be asked to develop a Risk Minimisation Plan and Communication Plan to assist our educators and staff. Any prescribed medication that your child may require must be provided each day they attend our Service.

To ensure the safety and wellbeing of your child, please update your child's Medical Management Plan/Action Plan every 12 months or whenever a change in their medication or treatment occurs. (Australasian Society of Clinical Immunology and Allergy) (ASCIA).

Family Law and Access

Our Service will uphold any responsibilities or obligations in relation to Family Law and access to the service. We require certified copies of any court order, parenting orders or parenting plans, relating to your child as part of the required enrolment documentation and request that if situations change, a copy of the Court Order is provided to our Service. We will only allow children to leave the Service with the written permission of the custodial parent/guardian.

Without a Court Order we cannot stop a parent collecting a child.

Authorised Nominees

You will be requested to provide information about authorised nominees on your child's enrolment form. These are persons that you provide permission to:

- Authorise to be an emergency contact
- Authorise to collect your child (this will give them access to Xplor and allow them to sign in and sign out)
- Authorise to authorise administration of medication on behalf of a child
- Authorise this person to authorise an educator to take your child outside the education and care service premises.
- Authorise person to authorise child being transported by the service or on transportation arranged by the service.

Please understand that it is essential we have up-to-date information on your child's enrolment record in case of an emergency. It is important that you notify the Nominated Supervisor (or Responsible Person) of any changes to enrolment information including:

- your residential address
- health of your child
- telephone/mobile numbers
- contact details for any parent or authorised nominee
- family changes (parenting orders)
- emergency contact information details etc.

Authorisations

The enrolment form will include additional authorisations for our Service to seek medical treatment and emergency transportation for your child if required. Authorisations will also be requested for application of sun cream, permission to administer emergency medication to your child in the case of an asthma or anaphylaxis emergency (Ventolin or EpiPen®), permission for an educator with current first aid to administer paracetamol in an emergency and permission to access medical treatment and transport in case of an emergency. Parents must also provide the name, address and contact details of any person authorised to authorise our service to transport your child or arrange transportation for your child. This

may be for authorisation for your child to go on an excursion and/or for your child to be transported by our service.

Emergency medication is only administered under advice from Ambulance Victoria.

Incursions and Excursions

Incursions and excursions are an important and valuable part of learning in early education. They expose a child to a range of different experiences and help them to observe and understand the world around them. For any excursion or regular outing in our community, we will complete comprehensive risk assessments to minimise any identified risks as part of our planning for excursions.

We provide parents with information about the incursion/excursion in advance and require written authorisation for each child to participate.

Fees, Child Care Subsidy (CCS) and attendance

Childcare operates Monday to Friday during school terms and we cater for children aged 0 - 6 years. There is also limited care available during school holidays. Fees listed are before Child Care Subsidy (CCS has) been applied.

Sessions & Fees for 2023

8:30 am - 1:00 pm \$72.00

8:30 am – 4:00 pm \$120.00

Hourly sessions \$18 per hour, up to 2 hours - subject to availability.

Sessions & Fees for 2024

8:30 am - 1:00 pm \$81.00

8:30 am – 4:00 pm \$135.00

Hourly sessions \$20 per hour, up to 2 hours - subject to availability.

Enrolment fee (one-off per child) \$ 20.00

Includes a Park Orchards Early Learning Centre SunSmart hat

Note: session times are correct at time of printing and may vary – ask at the office or check our website.

Families are required to complete the online Child Care Subsidy assessment via [MyGov](#) website prior to starting at the Service. This will determine your eligibility and level of Child Care Subsidy entitlement.

On enrolment, we will need the CRN of the person linked with the child deemed Parent 1, along with the child's CRN so we can confirm that all correct Child Care Subsidy is linked correctly and ensure that you are receiving the appropriate entitlements.

Child Care Subsidy (CCS)

Child Care Subsidy offers assistance to families to help with the cost of childcare aged 0-13 years. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

1. Combined annual family income
2. Activity test – the activity level of both parents
3. Service type

Families who wish to receive Child Care Subsidy as reduced fees must apply through the [myGov](#) website. This includes completing the Child Care Subsidy activity test. Child Care Subsidy is paid directly to our Service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by our Service and the subsidy amount received. This is called the 'gap fee'.

Payment Methods

On enrolment families are required to complete a Fees Agreement Form, specifying their payment method. CCS is paid directly to the Service and this is used as a fee reduction (visible on a family's statement) and families are required to pay the difference between the fee charged and the subsidy amount- the 'gap' amount.

'Gap Fees' must be paid via Electronic Funds Transfer (EFT), cash payments will no longer be accepted (effective 01 July 2023).

- Fee Payment via direct debit is our preferred option. The default payment period is fortnightly. This is automated via our childcare management software (Xplor - Xpay) and DebitSuccess.

Refer Appendix C - Setting up Direct Debit for Fee Payment

Complying Written Arrangement (CWA)

A Complying Written Agreement (CWA) is an agreement between our Service and a parent or guardian to provide childcare in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details and details of the fees to be charged. Before Child Care Subsidy can be paid, you must approve the enrolment information within the CWA via the [MyGov website](#).

If your sessions change you will be required to sign a new CWA. *Refer Appendix B - Instructions for completing CWA*

Bookings

Childcare bookings can be made in advance up to a year at a time. You can book sessions over the phone or in person at our office.

Fees are due every two weeks and can be also paid in advance. All statements can be viewed at any time through the family portal in Xplor.

Session Extension

If you plan on extending a session beyond the original booking time, please notify office staff as soon as possible. Due to staffing ratios this may not always be possible on the day.

Absences and Cancellations

We encourage families to notify the Service as soon as possible if your child will be absent for any day or session you have booked. We have an answering machine so a message can be left out of office hours on 9876 4381 or email office@parkorchards.org.au

In 2023 cancellations up to 24 hours before the session will not be charged. Cancellations of less than 24 hours will be charged in full.

In 2024 Cancellations up to 48 hours before the session will not be charged. Cancellations of less than 48 hours will be charged in full.

Child Care Subsidy will be paid for any absence from an approved childcare service your child attends for up to 42 days per child per financial year.

Service Closing Time and Late Fees

Please be aware the Program closes at 4:00pm. In accordance with National Regulations and licensing, we are not permitted to have children in the service after 4:00pm. A late fee is incurred for children collected after 4:00pm.

The fee is \$6 per child for every 15 minutes or part thereof and will be added to your next account. The late fee is strictly adhered to, as two staff members are required to remain at the program until all children are collected.

If we are unable to contact either the parent/guardian or a person nominated on the enrolment form to arrange collection of the child/children within an hour of the Service closing, then we will contact Department of Education and the Police to take responsibility of your child.

Orientation-Preparing for your child's first day

Orientation is an important start for your child and family to connect to our Service. We encourage each child to attend our Service in the company of a family member before they start their first day with us. This gives you and your child the opportunity to gain an understanding of our program, the lay out of the room, where to put your child's belongings, provide educators with additional information about your child and how we can best support their transition and settling in period.

If your child is reluctant to attend, please discuss this with their assigned educator so that they can develop strategies with you to support the transition from home to the Service. You are welcome to take photos of your child in our environment to show and discuss at home with them, for privacy reasons though need to ensure only your child is taken in the photo.

The First Day/Week

The first day is a big step for you and your child. Please don't be alarmed if your child experiences some separation anxiety. This is normal and our experienced educators will assist you and your child through this transition period. There may be tears and extra tight hugs when saying goodbye for the first few weeks but there are always cuddles, reassurance and genuine care from educators for both the children and their families. Sometimes this experience is upsetting more so for the family, not the child. We understand this and offer support through phone calls during the day, photos and open communication.

Arrival and Departure

Each day, you must sign your child in upon arrival and sign out upon departure and note the date and times. We are required by legislation to maintain our attendance record at all times. This record may be used in the event of an emergency situation at the Service.

Our staff have a duty of care to your child and will only allow your child to be released into the care of either a parent, guardian or an authorised nominee as listed on your child's enrolment record. If your child needs to be collected by another person for some reason, an authority to collect form must be provided in writing to the Nominated Supervisor. An electronic form can be emailed and completed on your phone. Our staff may ask to view photo identification of the adult collecting your child from care to confirm their identity.

Saying goodbye

Ideally, your child will be settled at an activity before you leave, however some children find it hard to settle until their parents/guardians have gone. What works best is a set routine so try to establish the care routine from the orientation process. Being well organised and avoiding a rush usually results in a calm start to the day.

Most children will want to have a look around first to see who else has arrived and to look at what activities are available. Please tell your child when you are leaving as they may become upset if they have not had the opportunity to say goodbye. This will gain trust from the child, not only in you but also in the Educator who is reassuring your child about their day and when you will return. Rest assured; we will contact you if your child becomes distressed.

What You Need to Bring

Backpack

For independence, we work towards all children being able to recognise and open their own bag. You can help by allowing them to be involved in selecting their bag and taking ownership of it. Please ensure it is large enough to hold all their belongings and is clearly labelled

Drink Bottle

A labelled drink bottle is required every day for water.

Sun Hat

A protective sun hat (either broad brimmed or legionnaire hat) must be worn every day when playing outside for protection against the sun. Our preference is a named wide brimmed hat, that we now have available to purchase for \$25.00 with our Park Orchards logo, that would remain at the Early Learning Centre, to ensure your child has a hat on the days they attend care. Hats are available for purchase from the office.

Hats with NO ties or cords. Baseball or peak caps or visors are not considered a suitable alternative.

Spare Clothes

Every now and then, accidents occur, and it may be necessary for your child to get changed into a fresh set of clothes. Please include a complete change of clothes every day which can stay in your child's bag...just in case!

If your child is still in nappies, please include at least two extra nappies, baby wipes, and nappy cream labelled with child's name if consent has been provided.

Morning Tea and Lunch

Children are asked to bring their lunch in a lunch box with a lid that they can open. As all lunches must be placed into the fridge in each room, please do not send it in a cooler bag, as these are not effective in the fridges. We ask you clearly mark your child's name on the bottom of the box and lid.

We encourage healthy food choices for your child.

If packing grapes or cherry tomatoes, please cut them up to prevent them becoming a choking hazard. Cherries need to have pips removed

Due to several children with allergies and who may suffer from anaphylaxis please DO NOT send food containing any nuts and nut products, shrimp, or egg.

Also please do not send POPCORN as it is a choking hazard due to our mixed age group setting

Breastfeeding & Bottle-Feeding

This Service supports breastfeeding. Families that are breastfeeding should speak to the Nominated Supervisor or Responsible Person to be aware of our policies on storing and serving breast milk. Families that are formula feeding should also consult our Nominated Supervisor or Responsible Person to be aware on how we need the formula prepared and stored. Regular communication is encouraged to ensure your infant's needs are met as they grow.

Clothing

It is helpful to your child if they are dressed in non-restrictive, serviceable and easy to wash clothes so that they feel free to join in all the activities and to develop independence

Please consider clothing that enables the child to move around easily and allows children to be independent in dressing. Clothing such as long dresses, overalls, braces, belts, and stiff buttons can prove a problem for children who need to go to the toilet. We require all t-shirts to have sleeves (no midriff tops) and hats that are broad brimmed are essential for effective sun safety.

Please remember to label all items of clothing especially jumpers, jacket, and hats.

Coats and warm hats are required in colder weather.

Shoes

Shoes need to allow children freedom to run, climb, hop & jump as well as being easy for the child to take off and put on by themselves. Lace up joggers or closed-toe sandals are appropriate. Gumboots are an option as a second pair of shoes to bring during winter.

Thongs and crocs and open toe sandals unsuitable footwear, and we prefer that these be NOT worn to the Service.

Toys

The Service has an abundance of developmentally appropriate toys and equipment available and we prefer that children do not bring in toys from home. This eliminates toys getting lost, broken, disappointment for other children and responsibility on educators to track numerous toys throughout the day.

Please do not send to Childcare toys that contain small items such as rings, beaded necklaces, toys containing batteries or soft toys that contain small beads inside them acting as stuffing, as this poses as a choking hazard to all children that participate in our program. If you find that the item is of comfort to your child, please ensure that an alternative for stuffing is replaced with an age-appropriate option such as recycled material.

We appreciate your support with ensuring that we keep all children safe whilst attending our centre.

Behaviour Guidance

Educators follow a Behaviour Management Policy that extends across the whole Service giving children consistency of expectation. This policy allows children to develop self-discipline, a respect for others, for property and respect for self, whilst learning to regulate their behaviour. We use a positive approach to guiding children's behaviour to help them develop a respect for others, for property and respect for self. If you require further information on this policy, please ask educators and refer to our Policy manual.

Wellbeing

Wellbeing is more than just feeling happy, it is about our overall health- physical, social, emotional and mental. We provide opportunities for your child to develop a strong sense of wellbeing through dance, movement, yoga, mindfulness, music and relaxation.

Physical Play

Physical play includes activities that use physical movements to allow children to use their energy, enhance their concentration, motivation, learning and wellbeing. We feel physical play is a vital part of everyday life. We believe in providing children with a range of physical activities and experience on a daily occurrence for them to challenge their large and small muscles, allowing them to gain increasing control over their bodies as they learn the importance of physical play.

Physical play provides children with the opportunity to:

- develop strong bones and muscles
- improve strength and balance
- develop Flexibility and coordination
- develop Fundamental Movement Skills
- develop spatial awareness
- develop mathematical concepts
- be confident as they learn to control their bodies and understand their limits
- learn to cooperate and share with others
- promote healthy growth and development

Rest and Sleep

Rest and sleep routines vary according to individual needs. We aim to make rest time a relaxed, pleasant time for all children. We provide cots and beds for children and play soft music in the background. Please feel free to discuss your child's rest or sleep needs with educators. Children are monitored in accordance with our Sleep and Rest Policy.

Sustainability

Our Service is passionate about sustainability. We believe in supporting children to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure, and teaching.

In order to empower our sustainability program, we emphasise children's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, developing an appreciation of the natural world, encouraging them to participate in a recycling program and reducing energy and conserving water. We aim to provide children with the skills and knowledge required to take an active role in caring for the environment and to think about ways they can contribute to a sustainable future.

Birthdays

It is very exciting for a child to be having a birthday. If a cake is required for a child's birthday it is recommended that cupcakes be provided as this reduces the major allergy risks associated with most other cakes and helps us to provide a hygienic celebration with only the birthday child blowing out the candles on their cake.

The team acknowledges birthday celebrations for children at the centre and celebrate as a group. Families are required to discuss celebration options with educators prior to the special day. *For further information, please see our Celebration Policy.*

Sun Safety

Children and Educators will wear hats and appropriate clothing when outside. Staff will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 30+), which is reapplied according to the manufacturer's recommendations. *For further information, please see our Sun UV Safe Policy.*

Between mid-August and end of April, and when the UV level reaches 3 and above outside the August to April timeframe, make sure that sunscreen is applied prior to the session and Educators will re-apply if required.

If you do not wish the childcare staff to apply our sunscreen Coles brand SPF50+ broad spectrum to your child, please advise via email to office@parkorchards.org.au outlining that your child has sensitivities to sunscreen, and that you will provide your own labelled SPF30+ with your child/children's name on it and we will then update the enrolment information. Or alternatively you can complete the Application of Sunscreen form, (available from the office and as an online form – *link in Appendix D*).

All children are required to wear hats that protect their faces, neck, and ears, i.e., legionnaire, broad-brimmed or bucket hats. Baseball or peak caps and visors are not considered a suitable alternative.

Please make sure to include a hat in your child's bag every day regardless of the weather conditions. Our preference would be if a named broad-brimmed hat or legionnaire hat could remain at the Early Learning centre for ease of access, to ensure your child has a hat on the day they attend care. We have suitable hats for sale for \$25.

Family Participation and Feedback

Our Service has an Open-Door Policy and actively seeks and encourages families to be involved in the Service. This can range from evaluating and adding input to your child's program and observations, volunteering within the Service and sharing skills and experiences that the children and the program will benefit from and providing feedback

You can be involved in our Board of Management. Your involvement can be as formal or active as you like as time permits. We respect that time is limited for most families and we ask that you inform us as to your preferred way of communication. We can arrange meetings with your child's Educator at a time that suits you throughout the year, and offer email, SMS, Newsletters. We pride ourselves on strong verbal communication on a daily basis. We seek input from families on all aspects of the Service but in particular, your child's goals, observations and program.

If, for any reason you question or do not understand any aspect of the Service or your child's experience we have a *Dealing with Complaints Policy* that supports all stakeholders in our community and like all policies, is available for families to consult and implement at any time. Copies of our policies are available in the Early Learning Centre room, in the office and on our website. You are welcome to take a copy home and review at your leisure

Family Involvement

We welcome and encourage the involvement of all parents/families at our Service. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities and knowledge. There are many ways for your family to be involved. We understand that our busy lives can't always afford the time, however any contribution no matter how big or small is much appreciated. Here are just a few ideas.

Your occupation or hobby

We welcome all parents to the Service to talk about their occupation or hobby (e.g. music, craft, cooking). Everything parents do interest children and these talks are the best educational resources you can provide for the Service.

We use information that has come from discussions about occupations and hobbies in our program and the ideas explored which can turn into interest projects providing valuable learning.

Your Home Culture

We aim to foster relationships among families and community and invite you to share aspects of your culture, history, language and celebrations with our Service. Your involvement greatly assists us to enrich the lives of all our families and children.

Recyclable Items

We are always on the lookout for recyclable items for the rooms. Empty food containers, ribbons, wrapping paper, towel tubes (not toilet or egg or milk because of hygiene and allergy issues) paper or anything interesting from your work is appreciated.

Special Events

Our Service organises special events throughout the year. We will communicate these to families in a timely manner. We encourage parent input in all aspects of these events. Some of these include fundraising, celebrations and information sessions. Keep an eye out for flyers, newsletters, emails and messages through Xplor.

Suggestions

Parents/Guardians are welcome to visit or call the Service at any time. If you have any suggestions or ideas on how we best can work together in the Service, please let us know.

If you have any concerns, please see your child's educator or the Nominated Supervisor. We have a grievance/complaints procedure if you would like to formally raise any concerns.

Communication

Everybody has a different communication style and time for communication. We understand that mornings and afternoons can be a little rushed and may not be the best time to discuss your child's day.

We have many types of communication we use for families, which include:

- Xplor notifications
- Phone calls
- Emails
- Letters
- Face to face
- Newsletters

Health and Hygiene

Our Service has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices.

All staff diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of tissues. We request that all children and visitors to our service wash their hands or use the alcohol-based hand sanitiser upon arrival.

Our educators teach and model correct hand washing techniques to children and regularly clean and disinfect high touch objects throughout the service to reduce the spread of infection.

When should I **not** send my child?

Please monitor your child's health and do not bring your child to the Service if they are suffering from any illness or infectious disease.

To minimise the spread of infections and diseases, and maintain a healthy environment for all children, educators and staff, we implement recommendations developed by the National Health and Medical Research Council (NHMRC)- *Staying Healthy in Childcare*.

Our Service is a busy and demanding day for the bodies and minds of our children, we are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care. To try and prevent the spread of disease, please monitor your child's health, and watch for:

- Runny, green nose
- High temperature
- Diarrhoea
- Red, swollen or discharging eyes
- Vomiting
- Rashes
- Irritability, unusually tired or lethargic
- Drowsiness
- Breathing difficulty
- Poor circulation
- Poor feeding
- Poor urine output
- A stiff neck or sensitivity to light
- Pain

Please do not bring your child to the Service if they display any of the above symptoms. If a child becomes ill whilst at the Service, the child's parents/guardians, or person responsible for the child will be contacted to organise collection of the child. If the child is unable to be collected, educators will contact the child's emergency contact for collection.

When the child is collected, the family will have the following information made available to them to present to their doctor: symptoms, date of onset, general behaviour of the child leading up to the illness and any action taken.

Your child should not attend the Service if they have had Panadol or Nurofen within 24 hours for a temperature. It is extremely important that staff members are aware if a child has had either medication.

The other consideration is that medication of any type should not be added to a child's bottle. Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest

and the risk of spreading the infection to decrease. If your child has been away due to illness, please check with the Service as to whether you will need a certificate before your child returns.

Infectious Diseases

The National Health and Medical Research Council have supplied the following information regarding minimum exclusion period for children from an early childhood education and care service. Please inform staff if your child has any of the following so that we can notify the Public Health Unit and other families of any infectious disease/illness. (Confidentiality is always maintained).

CONDITION	EXCLUSION
Conjunctivitis	Exclude until discharge from the eyes has stopped, unless a doctor has diagnosed non-infectious conjunctivitis
Diarrhoea, Giardiasis, Norovirus	Exclude until there has not been a loose bowel motion for 48 hours
Hand, Foot, And Mouth Disease	Until all blisters have dried.
Haemophilus Influenzae Type B (Hib)	Exclude until medical certificate of recovery is received.
Hepatitis A	Exclude until a medical certificate of recovery is received and until at least 7 days after the onset of jaundice
Herpes Simplex (Cold Sores, Fever Blisters)	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.
Influenza And Flu-Like Illnesses	Exclude until well.
Measles	Exclude for at least 4 days after onset of rash.
Meningitis (Bacterial)	Exclude until well.
Meningococcal Infection	Exclude until adequate carrier eradication therapy has been completed.
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner).
Poliomyelitis	Exclude for at least 14 days from onset. Readmit after receiving medical certificate of recovery.
Rotavirus Infection	Exclude until there has not been a loose bowel motion or vomiting for 48 hours
Rubella (German Measles)	Exclude until fully recovered or for at least 4 days after the onset of rash.
Salmonella, Shigellosis	Exclude until there has not been a loose bowel motion for 48 hours
Streptococcal Infection (Including Scarlet Fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received.
Varicella (Chickenpox)	Exclude until all blisters have dried—this is usually at least 5 days after the rash first appeared in non-immunised children, and less in immunised children
Whooping Cough	Exclude the child for 5 days after starting antibiotic treatment.
Worms (Intestinal)	Exclude if loose bowel motions are occurring. Exclusion is not necessary if treatment has occurred

Medication

If your child requires medication whilst at our Service, you must complete an *Administration of Medication Record* to give your consent for an educator to administer prescribed medication to your child. Medication must be given directly to an educator for appropriate safe storage. **Under no circumstances should medication be left in children's bags.**

Educators can only administer medication that is:

- prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)
- in its original packaging and have the original label clearly showing your child's name
- before the expiry/use by date.

Any child's prescribed medication such as asthma inhalers, adrenaline auto injectors (EpiPen) or Insulin (for diabetes), must accompany the child each day to our Service or parents ensure our Service has adequate supplies of the required medication at all times. An action plan should also be provided.

Upon collection of your child at the end of the day, you or an authorised person will be requested to sign the *Administration of Medication Form*.

Incidents, Injury or Trauma

We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, children sometimes have accidents. We always have an educator with a First Aid, emergency asthma, anaphylaxis management and CPR qualification on shift at all times we provide education and care to children. First Aid kits are located throughout the Service.

In the event of a minor injury, first aid will be provided as required. An *Incident, Injury, Trauma and Illness Record* will be completed and when you collect your child, you will be notified about the injury and asked to acknowledge and sign the record. If your child injures their head, even if it is a small bump, you will be contacted to advise you of the injury. Our educators will continue to monitor your child closely and advise if you should come and collect them.

If an injury or incident is serious and we believe urgent medical attention is required, the Nominated Supervisor will contact an ambulance immediately. We will attempt to contact a parent or guardian or an authorised nominee to advise of the situation. If you are unable to meet the ambulance at the Service, we will send one of our educators/staff members to accompany your child in the ambulance.

Please note that Ambulance cover is the responsibility of each family.

An *Incident, Injury, Trauma and Illness Record* will be completed, and a parent will be required to acknowledge and sign this record. A copy of any documentation from the hospital or treating doctor will also be requested. Our Service will also be required to notify the Regulatory Authority in the event of any serious incident or injury. In these circumstances, you may be contacted by our Approved Provider and the Regulatory Authority to follow up the incident and actions taken by our Service.

Nappy Cream

If you wish for your child to have nappy cream applied whilst attending the Early Learning Centre, we require the **Application of Nappy Cream form** to be completed (available from the office and as an online form – [link in Appendix D](#)).

Immunisation

The Public Health Act 2010 requires all families to provide an Immunisation History Statement from the Australian Immunisation Register (AIR) for their child prior to enrolment in an early childhood education and care service. The immunisation history statement must show that each enrolled child is up to date with immunisations for their age. The relevant vaccinations are those under the National Immunisation Program (NIP), which covers the vaccines usually administered before age five. These vaccinations must be recorded on the Australian Immunisation Register (AIR).

In the case of an outbreak of any vaccine preventable disease, management will contact families as soon as possible. We ask that families immediately inform our Service if someone in their family is diagnosed with an infectious disease to help minimise the risk to other children, families and educators.

We are legally required to notify the Public Health Unit of any cases of vaccine preventable diseases occurring at our Service.

Safety in our Service

Emergency drills and evacuation procedures

Our Service conducts risk assessments regularly and develops emergency management plans for a range of possible hazards. Throughout the year we follow our policies and procedures to carry out emergency and evacuation drills. These may occur at any given time throughout the day and week to ensure all children know what to do in case of an emergency. Emergency and evacuation drills are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire (bush fire), lock down or flood. Under regulations, we are required to practice emergency and evacuation drills every three months.

Educators are trained to use the fire extinguishers that are in the Service. An emergency evacuation plan and lock down procedure are displayed in the room and exit locations are clearly indicated.

Drop off and pick up time

Early childhood education and care services are busy places especially during the morning drop off and afternoon pickup. We ask that parents be extremely mindful of danger when arriving and departing from our Service.

- Please always hold your child's hand in the carpark area
- Be alert of reversing drivers in the car park as it is very difficult to see small children
- Use the kerbside, rear passenger door when getting your child into and out of their restraint
- Never leave a child or infant in the car unattended
- Never leave the front entry door/gate open
- Always do a visual check around your vehicle before driving
- Please ensure children do not enter areas in the Service that are for adults/staff only.

Workplace Health and Safety

We are committed in providing an environment that is safe and healthy for every employee, volunteer, child, family and visitor. We have made every reasonable effort to minimise the risk of serious injury and request all persons to our Service to adhere to our policies regarding Workplace Health and Safety.

Each morning, our educators conduct daily safety checks of the indoor and outdoor environment and will alert management of any potential risk or hazard to children to ensure this is rectified before children use the equipment or area. We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general work health and safety issues, please contact the Nominated Supervisor immediately.

Privacy and Confidentiality

We are committed to protecting the privacy and confidentiality of children, individuals and families and have policies in place to ensure strict confidentiality is maintained.

To plan programs for your child/ren, we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent unless we are required to do so by law. (This may include [Child Information Sharing Scheme](#) or [Family Violence Information Sharing Schemes in our Victoria](#)).

We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time or request a copy of information in the file.

Our *Privacy and Confidentiality Policy* is available to view at any time. This policy sets out how we ensure our Service acts in accordance with the requirements of the Australian Privacy Principles and the Privacy Act 1988. We ensure all personal information is protected, records and documents are maintained and stored in accordance with Education and Care Services National Regulations and that all staff understand the requirements of the Notifiable Data Breaches (NDB) scheme. Any Privacy complaints will be managed promptly and in a consistent manner as outlined in our *Dealing with Complaints Policy*.

Our Service is required to keep and maintain detailed records about children, parents and staff in accordance with relative legislation contained in the National Law and Regulations and Family Assistance Law. We ensure all records are stored in a secure and locked location. We must keep records for the prescribed periods of times as legislated related to child enrolment, attendance, medication records, incident, injury, trauma and illness records, child assessments and any relevant legal information/documents. Full details about record keeping is available in our *Record Keeping and Retention Policy*.

Policies and Procedures

You will find a copy of our Service policies and procedures in the childcare room, office and selected policies and procedures are also available on our website. We expect our staff and families to always adhere to our policies and procedures to ensure we maintain compliance and abide by the National Law and Regulations. Educators cannot make exceptions for individuals unless the Nominated Supervisor or Management do so on account of serious and/or unusual circumstances.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures adhere to the needs of our families and meet required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures.

Statement of Commitment to Child Safety

Our Service is committed to safety and wellbeing of all children and young people. We understand our responsibilities and statutory duty of care to comply with both the Victorian Child Safe Standards and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our Service is committed to implementing and abiding by our *Child Safety and Wellbeing Policy* based on Child Safe Standards in Victoria (2022), which accentuates our *zero tolerance* for child abuse and raising awareness about the importance of child safety in our Service and the community.

We are dedicated to protecting children from abuse and neglect and promote a child safe environment, maintaining children's wellbeing. We adhere to our comprehensive *Child Protection Policy*, standing by our mandatory reporting responsibilities to protect children from physical, sexual, emotional and psychological abuse and neglect.

We work to ensure there is clear awareness between appropriate and inappropriate behaviour concerning adults and children. We require clear precincts between children and employees, volunteers and the community to maintain children's safety.

We are dedicated to promoting cultural safety for Aboriginal children, cultural safety for children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

We value diversity and do not tolerate any discriminatory practices.

We are committed to ongoing professional development for employees to maintain their ability to distinguish and respond to situations of abuse and neglect, ensuring employees are responsive to their responsibilities in keeping children safe.

We work in collaboration with the United Nations Convention on the Rights of the Child and have confidence in educating children about their right to be safe. We believe in teaching children what to do if they feel unsafe and encouraging them to express their view and thoughts on matters that directly affect them.

As educators and staff, we listen to and empower children to act on any concerns, they or others may raise which is reflective in our policies and procedures in keeping children safe.

Child Safe Standards

Our Early Childhood Educators are committed to providing a safe environment for all children, promoting physical, emotional, and cultural safety. As an Organisation we are required to comply with the child safe standards and are supportive with implementing all aspects of the 11 standards that came into effect 1 July 2022. Refer Appendix A – Victoria's Childs Safe Standards <https://ccyp.vic.gov.au/child-safe-standards/>

Complaints

Any parent or guardian who has a complaint about the Early Learning service, may discuss it with the Child Care Coordinator. The coordinator is available to discuss any concerns regarding child development, safety, health or the daily program.

Hilary Ramadge – Child Care Coordinator
572 Park Road Park Orchards, Victoria, 3134
via email childcare@parkorchards.org.au or on 03 9876 4381

If there is no satisfaction gained, parents/guardians can speak to the Manager about their concerns. Any formal complaints should be put in writing to the Manager.

Kelly Cooper – Executive Manager
572 Park Road Park Orchards, Victoria, 3134
via email manager@parkorchards.org.au or on 03 9876 4381

If no satisfactory outcome has been achieved the parent/guardian can contact;

Department of Education,
Quality Assessment and Regulation Division,
Eastern metropolitan Region,
Level 2, 295 Springvale Road, Glen Waverly, Victoria, 3150
via email nevr@edumail.vic.gov.au or on 1300 333 231

Where the conduct of any person within a children's services Centre causes a complaint to be made to the proprietor concerning the care, protection and safety of any child within the Centre,

You must notify the [regulatory authority](#) within **24 hours** of any complaint alleging that a serious incident has occurred while the child is educated and cared for or complaints alleging that the Law has been contravened (Section 174(2)(b)).

The Children's Services Officer will visit the Centre to investigate the complaint. The Children's Services Officer will discuss the issues with the proprietor and staff and forward a confidential report to the Director General. The proprietor will be advised if further action is recommended. The Children's Services Officer will also provide a response to the complainant about the outcome of the investigation of the complaint.

All complaints will be treated confidentially.

Victoria’s Child Safe Standards

Plain language summary

1

Your organisation welcomes Aboriginal children. You support them to express their culture and to enjoy their rights. You don’t allow racism.



2

Child safety is important to everyone at all levels in your organisation. You document how you find, avoid, and stop risks of child abuse or harm.



3

Your organisation supports children to know their rights to be safe from abuse, informed, and involved. You help them to talk openly and take part in decisions that affect them.



4

Your organisation tells families and the community about what you do, and how you keep children safe from harm and abuse. You help families to have a say and to take part in decisions that affect their child.



5

Your organisation understands that every child is different and has different needs. You make sure that they can get the information and help that they need.



6

Staff know what they must do to keep children safe from abuse and harm. They record, report, and share information about child safety when they should. Staff who work with children have had the background checks they need.



7

Children and their families know how to make a complaint and what happens when a complaint is made. Your staff know how to respond properly to complaints.



8

Your organisation trains and supports staff to keep children safe from abuse and harm. Your staff know the signs of child abuse and harm and what to do if there are issues of abuse and harm.



9

Your organisation makes sure children are safe when they use your services, settings, and activities. This includes when children are online.



10

Your organisation checks and improves the ways you keep children safe from abuse and harm.



11

Your organisation has written policies about how you keep children safe from abuse and harm. They are easy to understand, and all staff follow them.



For more information, contact the Commission for Children and Young People
www.cryp.vic.gov.au

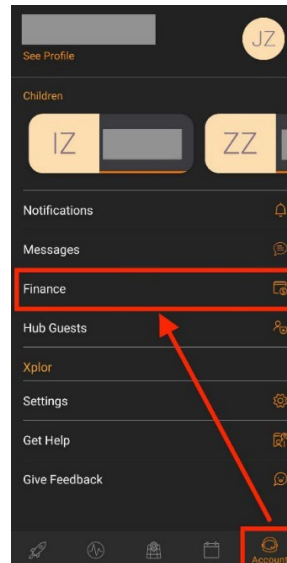


Appendix B - Signing the CWA

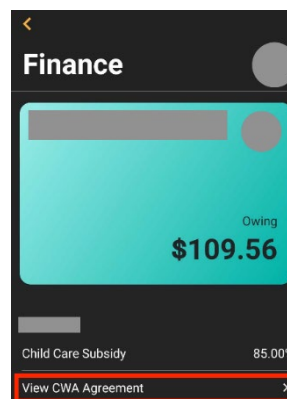
There are **two** ways a CWA can be signed.

Option 1: via the Home App

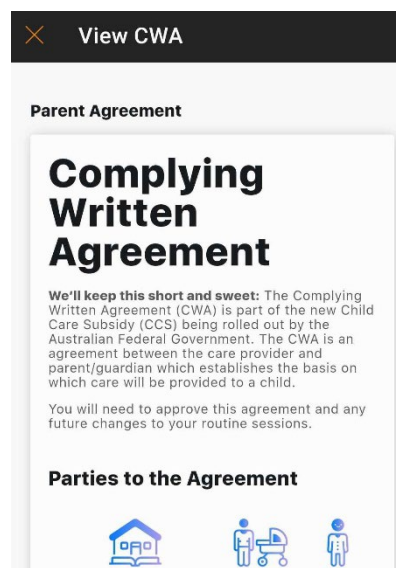
1. Open the Home App. Click "Account" then "Finance"



2. Click on "View CWA Agreement". If you do not see this button, please reach out to your administrator.

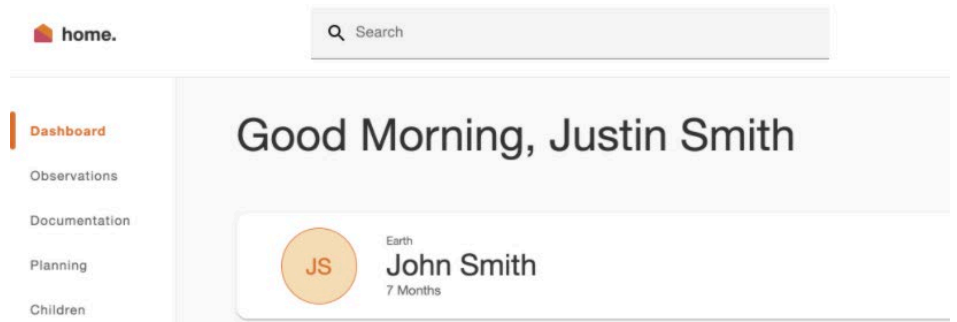


3. The CWA should appear. Click "I Agree". If you dispute the session days or fees, please reach out to your administrator.



Option 2: via Home web (home.myxplor.com)

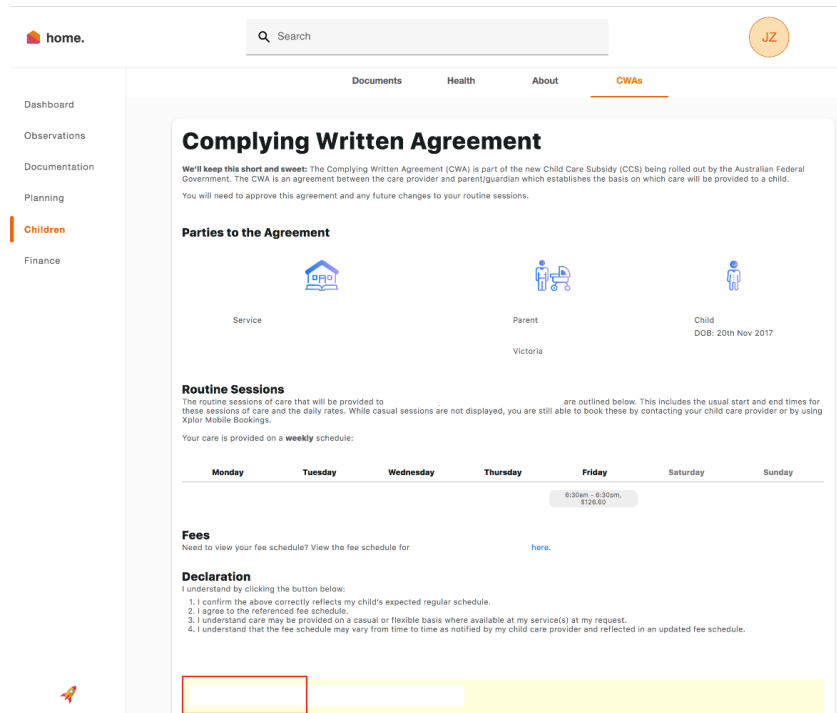
1. use a computer (not phone or tablet) to use [Google Chrome](https://www.google.com/chrome/) as a web browser
2. Log in to <https://home.myxplor.com/> using the Primary Carer's account. If you do not know who the primary carer is, please ask your centre admin.



3. Select the name of your child from the dashboard.



4. Select **CWAs** on the child's profile.
5. Check through the bookings and the fees. If correct, scroll to the bottom of the page and click 'Accept'



Troubleshooting No CWA

- Ensure that the parent/guardian is using a computer to login to <https://home.myxplor.com/>
- Check that the parent/guardian is using **Google Chrome** as a web browser.
- Ensure that the service has released the CWA.
- Confirm that the 'Primary Carer' is the same parent/guardian checking the CWA.
- Please check the internet is working on the device by turning the connection off & on again, then logging out and back in again.

If you cannot resolve this issue using these suggestions, please contact [Support](#).

After the CWA is signed, give the system some time for the CCS enrolment to appear in MyGov. This may take up to 48 hours. The steps to confirm the enrolment can be found here: [Confirm your child's enrolment](#).

Please contact the office on office@parkorchards.org.au or on 9876 4381 if you need assistance

Appendix C - Setting up Direct Debit for Fee Payment

Fee Payment via direct debit is our preferred option. The default payment period is fortnightly. This is automated via our childcare management software (Xplor - Xpay) and DebitSuccess. You can either complete the *Direct Debit Request – Authorisation Form* (available from the office) or follow the instructions below to setup in your Xplor account.

Parent/Guardian Set Up

For parents/guardians, the process for setting up direct debits is simple:

1. If you are the Primary Carer, sign in to Xplor Home
2. Select Finance from the list of options on the left-hand side of the page
3. Select the Auto Debit Setup tab, at the top of the screen.

The image shows two screenshots from the Xplor Home system. The top screenshot is the 'home.' dashboard, which has a sidebar menu with options: Observations, Documentation, Planning, Children, and Finance. The bottom screenshot is the 'Finance' page, specifically the 'Auto Debit Setup' tab. It shows a form for 'Earth XPay Create Account' with fields for First Name (john), Middle Name, Last Name (Appointed), Email (john@example.com), Phone, Address 1, Address 2, Country, State, Suburb, and Postcode. Below the form is a declaration section with three numbered points and a checkbox for 'I agree to the terms and conditions'.

4. Enter your details, tick the checkbox and read through the terms and conditions. Click 'Agree' if you'd like to proceed.

I agree to the terms and conditions

Upon submission of this form you will be redirected to a secure page where you can add your payment details.

Submit Form

5. Click on 'Setup Payment Method'


Finance Statement Auto Debit Setup

This account does not have a payment method set. Please click below to setup a payment method.

Setup Payment Method

6. Select either Credit Card or Bank Account

Finance Statement Auto Debit Setup


Save Payment Details


7. Enter your details, tick the authorisation check box, then the 'Add details' button and you're all done!

Credit card details

Name on card

Card number

Valid To MM / YYYY

 I confirm that I have authority over this credit card, and that it can be operated severally.

Important – please ensure you check the card details entered are correct and have sufficient funds available as Debit Success implements a Default Charge (Rejection Fee) associated with an unsuccessful direct debit payment attempt, charged to the Primary Parent/Guardian or account holder of **\$19.95**

To avoid Default Charges, please ensure you have enough funds available in/on your nominated direct debit account 1 day prior to your scheduled direct debit, our service has payments activated on a Thursday.

Appendix D - Online Forms & QR Codes

Additional Collection Authority

<https://form.jotform.com/210278675531862>



Application of
Nappy Cream

<https://form.jotform.com/210541081341845>



Application of
Sunscreen

<https://form.jotform.com/210541081341845>



Appendix E - Useful Resources

The Royal Children's Hospital Melbourne

www.rch.org.au/kidsinfo/About_Kids_Health_Information/

Asthma Organisation

www.asthma.org.au/about-asthma/triggers/thunderstorm-asthma/

Anglicare

www.anglicarevic.org.au

SunSmart

www.sunsmart.com.au

Emergency Vic

www.emergency.vic.gov.au

Melbourne Pollen Count and Forecast

www.melbournepollen.com.au

Healthy Kids – healthy lunchbox ideas

www.healthy-kids.com.au/parents/packing-a-healthy-lunchbox/the-basics-to-healthy-choices

www.woolworths.com.au/shop/recipes/back-to-school/healthier-lunch-box-ideas

Starting Blocks—Information for families ACECQA (Australian Children's Education and Care Quality Authority)

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