



Early Learning and Care Service

PARENT HANDBOOK



**Winanga-Li means to hear, to
listen, to know and to remember**



CONTACT INFORMATION

Phone:	02 6743 0999 or 0418 959 004
Email:	elcadmin@winanga-li.org.au
Facebook:	Winanga-Li Early Learning & Care Service
Website:	www.winanga-li.org.au
Service Providers:	Winanga-Li Aboriginal Child & Family Centre
Nominated Supervisor/ Director:	Jessica Small
Educational Leader:	Ashleigh Phillips



YAAMA – WELCOME TO WINANGA-LI EARLY LEARNING AND CARE SERVICE

Winanga-Li Early Learning and Care Service is a purpose-built, not-for-profit, community-owned long day care service which:

- has been established as part of the Australian government’s commitment to closing the gap on disadvantage within our Indigenous communities and to providing a better future for Indigenous children. It is a focal point for our families and therefore provides an opportunity to reflect and strengthen our Kamilaroi identity within the wider Gunnedah community.
- is a place of belonging for all children, families, and the local community. We work from a strength-based, family-focused approach to build and develop:
 - strong children
 - strong families, and
 - a culturally strong community

Our Parent Handbook is intended to guide you through your child’s journey with Winanga-Li Early Learning and Care Service. It outlines key policies and procedures, potential health and safety issues and our fees.

Please read this information carefully and ask questions to confirm your understanding of how the service operates. You will be required to sign and return the Parent Acknowledgment Form included in your child’s enrolment pack to confirm you have read and understand the information provided in this Parent Handbook.



SERVICE PHILOSOPHY



SERVICE INFORMATION

Our Long Day Care Service caters for children aged 6 weeks to 5 years. We are open from 6:30 am to 6:30 pm Monday to Friday, (49 weeks of the year) and closed on NSW public holidays. Notice will be given in our newsletters and on the sharing information board when these days occur.

Our Preschool Program caters to children aged 3 years to 5 years, with priority given to children aged 4 to 5 years. This Program is open from 8:30 am to 4:30 pm Monday to Friday, (49 weeks of the year) and closed on NSW public holidays. Notice will be given in our newsletters and on the sharing information board when these days occur.

We have 4 indoor environments:

Gaayli Room - 6 weeks to 2 years
Maliyaa Room – 2 years to 3 years

Dhiyaan Room – 3 years to 4 years
Dhiirabaa Burraburra - 3 years to 5 years



MEET OUR TEAM



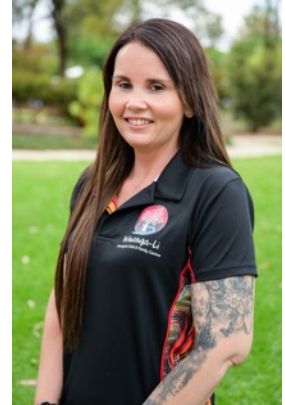
Jessica Small



Deanne Kelly



Rachel Barber



Ashleigh Phillips



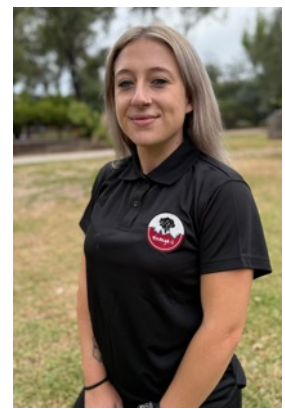
Kirsty Close



Lisa Silver



Danielle Turner



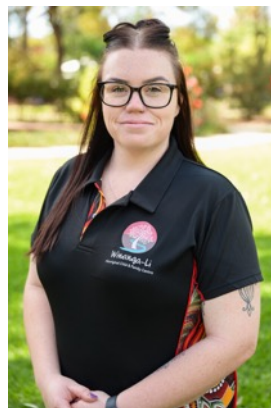
Reanna Paget



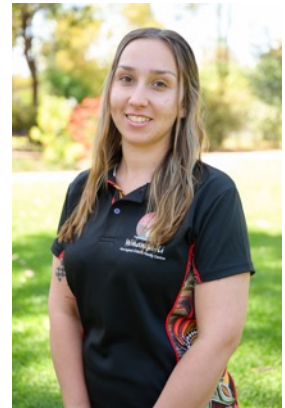
Telisha Capezio



Brooke Pringle



Jordan Phillips



Chelsea McArthur



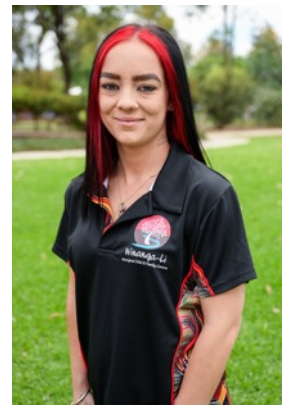
Tyra Suey



Phoebe Murray



Emily Perrett



Sammi Mckinnon



Tahliah Hall



Sonia Cameron

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, have current Criminal Checks completed and attend monthly Educators' meetings. 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.

SERVICE POLICIES AND PROCEDURES

You will find a copy of our service policies and procedures on OWNA. We expect our staff and families to always adhere to our policies and procedures to ensure we maintain compliance and abiding by the National Law and Regulations.

Educators cannot make exceptions for individuals unless the Nominated Supervisor or Management do so because 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 family's needs and meet required regulations. Your involvement helps us to improve our service and may lead us to change our policies and procedures. If you need help locating a policy, please ask either the Nominated Supervisor or one of our Educators.

REGULATORY AUTHORITIES

Our Service complies with the National Quality Framework (NQF) including the National Quality Standard (NQS), the Early Years Learning Framework (or other Approved Framework) and the National Regulations (Education and Care Services National Regulations).

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 state licensing department in our State/Territory. To contact our Regulatory Authority, please refer to the contact details below:

New South Wales

NSW Early Childhood Education and Care Directorate

Department of Education and Communities www.det.nsw.edu.au

1800 619 113, ececd@det.nsw.edu.au, Locked Bag 5107 PARRAMATTA NSW 2124



CONFIDENTIALITY

We are committed to protecting your privacy. We support and are bound by privacy laws and strict confidentiality is always maintained.

To plan programs with you 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. 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.

ENROLMENT INFORMATION

Prior to commencing at our service, completed enrolment documentation is required.

Please understand that it is essential we have up-to-date information in case of an emergency. It is important that you notify the Nominated Supervisor or Administration Officer of any changes to enrolment information including:

- Address, Contact details, family Changes
- Medical Conditions/ Dietary Requirements (Asthma, Anaphylaxis, Allergies, Intolerances etc)
- Telephone/mobile numbers
- Emergency contact information details etc.
- It is essential that we have copies of your child's birth certificate, immunisation status, Court Orders/ Parenting Orders (If any), and any Medical Conditions/ Dietary Requirements.

Court Orders

Parents must notify the Service if there are any Court Orders affecting the residency of their children and a copy is required for the Service. Without a Court Order or witness protection orders, we cannot stop a parent collecting a child.

Medication

Educators can only administer medication prescribed by a doctor. They cannot administer non-prescription drugs or dietary supplements unless the service is provided with written authorisation by a doctor.

Medication can only be administered to a child by Educators from its original packaging with pharmacy instruction sticker and MUST be clearly labelled with the child's full details (Name etc.). On arrival at the Service families need to give medication to Educators for safe storage and complete a medication authorisation form on OWNA. Under no circumstances should medication be left in children's bags.

Allergies or Asthma

It is vital that we are aware of any allergies or asthma. Families are required to explain any allergy or asthma on the enrolment form as well as provide us with the diagnosis from the doctor. The Service has a procedure the staff follow to minimise allergic reactions.

The Service requires an Action Plan filled in by your Doctor to assist in managing your child's needs. The Action Plan is to be updated every 12 months.



Occasional Care

Enrolled children may attend an extra day or occasional care day. You will need to ask the Admin or Director to make sure a vacancy exists on the day you require it.

Notice Of Withdrawal

To terminate a child's enrolment, at least 2 weeks' written notice must be given to the Administration officer via the form on OWNA. As stated on services Australia CCS generally won't be applied for any absences before your child physically attends or after the last day your child physically attends care. You'll need to pay full fees for these days.

SIGN IN/OUT PROCESS

- For the safety of all children, ONLY an authorised person listed on your child's enrolment form must sign your child in and out each day.
- Sign-in/out is completed using the OWNA system, which records:
 - Child's name
 - Date
 - Time of arrival and departure
 - Signature or digital confirmation of the authorised adult
- Educators regularly monitor attendance via OWNA throughout the day to ensure every child is accounted for during routines, transitions, and emergency drills.

SESSION BOOKINGS

- Each year, families receive re-enrolment forms with available session time.
- Parents confirm their child's booked days and session times by returning an acceptance letter. Bookings can be viewed in the OWNA app.
- If families need to make changes to their child's session times, please contact our admin team via email at any time
- Educators have access to session times via OWNA and use this information to monitor attendance and support children's participation
- Please note that additional charges may apply if the child exceeds their booked session times.

ABSENCES

Notification of Absence:

Families are required to notify the Service as soon as possible if their child will be absent.

Notification can be via:

- Phone call to the Service
- Email
- OWNA app

Advance Notice:

Whenever possible, families should provide advance notice of planned absences (e.g., holidays, medical appointments).

Reason for Absence:

Families should provide the reason for the absence. This may include:

- Illness or injury
- Family holiday
- Other unavoidable circumstances



Documentation:

For extended absences or illness, a medical certificate may be requested.

FEES

Our full fee is:

- Gaayli Room, Maliyaa Room, Dhiyaan Room & Dhiirrabaa Burraburra Room (Long Day Care) - \$90.00 per day, before CCS has been applied
- Dhiirrabaa Burraburra Room (Preschool Program) - \$5 per day for 2 days, any additional days is \$48 (NO CCS)

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, along with the child's CRN, to ensure that you are receiving the appropriate subsidy. We will also require you to pay a Bond, Long Day Care Service requires a bond of \$100 & the Preschool Program requires a bond of \$25. This Bond will be reimbursed to you at the end of your child's enrolment if your account is in credit. We also ask for a \$20 fee to purchase a Winanga-Li hat and drink bottle which is for your child to keep and use throughout the year.

Additional Items:

Winanga-Li Bag - \$10

Winanga-Li Shirt - \$15

Winanga-Li Drink Bottle - \$10

Fees can be paid by:

- Direct Deposit
- EFTPOS
- Centrepay through Centrelink

Our fees are reviewed annually by the Winanga-Li ACFC Board. While every effort will be to ensure our fees are affordable and kept as low as possible, fees may increase annually.

Direct Debit Information

BANK: ANZ

BSB: 012 665

ACCOUNT NO: 285 770 972

Reference: Child's Name

Late Payment or Non-Payment of Fees

Our service is dependent on the timely payment of fees to provide service to your child and pay the salaries of our educators.

All accounts are monitored to ensure that they are kept up to date. It is your responsibility to communicate any difficulty with the payment of fees. You can approach the Nominated Supervisor or Administration Officer to make alternative arrangements for the ongoing payment of your fees.



Families are required to ensure that their fees are kept up to date and always paid one week in advance.

In the event that the fees are not paid and maintained at one week in advance the following procedure will be applied:

Step 1 – Reminder

If a payment is not received and fees are two weeks in arrears, the family will be given a letter with their statement reminding them that a payment needs to be made within the next 14 days.

Step 2 – 2nd Reminder

If a family does not make a payment by the due date as stated in Step 1, they will receive a second reminder letter outlining either their account must be brought up to date or a payment plan is to be made with the Administration Officer within the next 7 days.

Step 3- Termination of Care

If there has been no payment received or you have made no contact to make payment arrangements, then your child/ren's position at the service may be terminated.

Child Care Subsidy (CCS)

Child Care Subsidy is a means-tested subsidy paid directly to Winanga-Li Early Learning and Care Service as a fee reduction. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

1. Combined Family Income
2. Activity Test for both parents
3. Service Type

Transitioning to Child Care Subsidy requires families to provide information and confirm current details by using your Centrelink online account through [myGov](#). Here you will be asked to provide your combined family income estimate for the financial year, hours of recognised activity including work, training, study and volunteering and the type of childcare your family uses.

Allowable Absences

You can be paid for any absence from approved care your child attends for up to **42 days per child per financial year**. Additional absences beyond 42 days for certain reasons may be approved and paid. You can access your child's absence record on your online statement by selecting 'View Child Care Details and Payments' on your [Centrelink online account](#). You can also do this using the [Express plus Families mobile app](#).

Service Closing Time and Late Fees

Please be aware, our Service closes at 6:30pm. In accordance with National Regulations and licensing, we are not permitted to have children in the service after 6:30pm. A late fee is incurred for children collected after 6:30pm.

The fee is \$15 per child for every 15 minutes 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 Service until all children are collected.



If we are unable to contact either the parent or a person nominated by the parent 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 Communities and the Police to take responsibility of your child.

ARRIVAL AND DEPARTURE

For safety and security reasons ALL children must be signed in on arrival either by an authorised Parent/carer/nominated person or Bus and signed out on departure. The times must be noted. Any relevant information, medication, changes to contact details or collection should be provided to staff at this time. All children are now signed in and out electronically, so if you need support with this please see an Educator or our Administration Officer.

No child will be allowed to be signed in or leave our Service with a person who is not stated on the enrolment form unless prior arrangements are made with the Nominated Supervisor or Administration Officer.

Preparing your child to attend education and care

Orientation is an important start for your child and family to connect to our service. We encourage each child to attend the Service in the company of a family member three (3) times before they start the 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 find things, provide Educators with additional information about your child and how we can best support their transition and settling 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. Some children like to take a book from our library to read at home and return on the next visit.

Communication between home and the service must be open and happen often to best support your child during this time. 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.

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 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 haven't had the opportunity to say goodbye. This gains trust from the child, not only in you but in the Educator who is reassuring your child about their day and when you will return. Rest assured that we will call you if your child is distressed.



MEALS AND NUTRITION

Winanga-Li Early Learning and Care Service encourages good eating habits and aims to develop a positive attitude towards healthy eating in our children.

Our children are encouraged to try new foods but are not required to eat or drink any food against their wishes. Water is always available to all children. Mealtimes are relaxed and unhurried and our educators sit with the children to ensure mealtime is an enjoyable social experience.

Our Cook

Our Cook works with our service Director & Educational Leader to plan nutritious menus that meet 50% of your child's daily nutritional requirements and ensures that there is a variety of food every day with a range of tastes, textures, aromas, and flavours.

The weekly menu is displayed at our service and on OWNA and families are encouraged to ask for recipes for any meal their child particularly enjoys. We also welcome family input into our menu, recipes, and meal ideas.

Our service is supportive of the special dietary requirements of children in our care. If your child has a food allergy, intolerance or other special dietary requirement you must provide detailed information about your child's dietary needs on enrolment at our service. Families are also encouraged to discuss their child's needs and requirements with our cook.

WHAT TO BRING TO THE SERVICE

Backpack

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

Breast / Bottle Feeding

This service supports breastfeeding. Families that are breastfeeding should speak to the Nominated 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 or certified supervisor to be aware on how we need the formula prepared and stored.

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 and at least two changes of underwear every day which can stay in your child's bag...just in case!

Nappies

You will need to provide a sufficient supply of disposable nappies for each day your child attends care.

Security Items

If your child has a security item such as a teddy or blanket, please bring it along – it may help your child settle into our service.



Clothing

It is helpful to your child if they are dressed in non-restrictive, easy to wash clothes so that they feel free to join in all the activities and to develop independence. Shoes also, need to allow children the freedom to run, climb, hop & jump as well as being easy for the child to take off and put on by him/her.

Unsuitable shoes are thongs and gumboots, and we prefer that these are NOT worn to the Service. Lace-up joggers or sandals are appropriate. Also, 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 shirts to have sleeves, no mid-drift tops and hats that are broad brimmed, these are essential for effective sun safety.

Nappy Changing & Toilet Training

Each child's individual needs for nappy changing and toileting are implemented at our service in a positive and supportive manner. When children are being toilet trained, family routines are respected to ensure a consistent approach.

Families are asked to provide enough disposable nappies for their child's day. For children who are being toilet trained families are asked to pack additional clothes and underwear. Our Educators record all nappy changes and toileting attempts.

Toys

The Service has an abundance of toys, and we ask that children ***DO NOT*** bring in toys from home. This eliminates toys getting lost or broken, disappointment for other children and the responsibility on Educators to track numerous toys throughout the day.

Behaviour Guidance

Educators follow a Behaviour Guidance Policy which extends across the whole Service giving consistency of expectation in all rooms. This policy allows children to develop self-discipline, a respect for others, for property and respect for self, whilst learning to regulate their behaviour. If you require further information on this policy, please ask Educators and refer to the policy book.

Rest and Sleep

Rest and sleep routine varies according to individual child needs. We aim to make rest time a relaxed, pleasant time for all children. We provide stretcher beds for children and play soft music in the background. Your child may wish to bring a security item to have at rest time. We encourage all children to rest their bodies for 20-30 minutes, if children are awake after this time, they will be provided with quiet activities for the duration of rest time. During this time children are not forced to sleep nor prevented from sleeping during this time. Please feel free to discuss your child's rest or sleep needs with Educators and they can guide you through the Sleep and Rest Policy.

Birthdays

It is very exciting for a child to be having a birthday. Families are encouraged to send along celebration food such as a birthday cake. Cupcakes are preferred as they are easier to distribute to the children. A detailed list of ingredients needs to be provided to your child's educators so that any



child who has an allergy can be offered an alternative food. Families are encouraged to discuss cake options with educators prior to the celebration.

Photographs

Photographs of children are taken daily undertaking various activities. Annually we arrange for formal photographs to be taken of the children for purchase by the families.

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 15+), which is reapplied according to the manufacturer's recommendations. We ask that children come to the Service with sunscreen already applied so they can participate in outdoor play immediately and not have to wait the 20 minutes after application.

Sun Hat

A sun-protective hat must be worn every day when playing outside for protection against the sun. The hat you purchase when enrolling your child can be kept at the service to ensure they have access to their own hat whenever they attend.

COMMUNICATION

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

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

- ✓ Notice Boards
- ✓ Phone calls
- ✓ Facebook, OWNA & Our Website
- ✓ Letters
- ✓ Face to face
- ✓ Family letters
- ✓ Photos and displays on walls

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 and engagement enable children to develop a positive attitude to learning. (Early Years Learning Framework)

We will create a range of short- and long-term goals for your child that we will program to and observe on which will be based on the outcomes in the Early Years Learning Framework and include:

- Mutual respect and empathy
- Concern and responsibility for self and others
- A sense of self worth
- Social awareness



- Importance of sustainability
- Self-discipline
- Habits of initiative and persistence
- Creative intelligence and imagination
- Self-confidence as an independent learner
- A love of 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.

EDUCATIONAL PROGRAM

We follow the Early Years Learning Framework as per our programming policy. This is Australia's first national Early Years Learning Framework for early childhood educators. The aim of this document is to extend and enrich children's learning from birth to 5 years and through the transition to school.

We are committed to providing a developmental and educational program which caters for each child's individual needs, abilities, and interests. Our program will continue to develop as we use the relationships children have with their families and communities, working in partnership with parents, to ensure each child's knowledge, ideas, culture, abilities, and interests are the foundation of our programs.

We encourage children to be responsible for their own learning through choices in experiences, interests, and routine. We use conversations, actions and play as the basis for teaching which involves the children being partners in teaching by seeking out ideas, opinions, thoughts, and questions. We encourage children in promoting their independence and self-help skills by assisting within the routine and involving the children in interest-based projects to further enhance their learning and knowledge. We value children and family input and encourage family involvement to gather a comprehensive and holistic view of the child.

We know that children learn effectively through play, and this is supported by Educators who are diligent in their responsiveness to each child. Applying strong intentional teaching practices will provide the children with an authentic and meaningful learning environment which challenges, supports and nurtures a child's development.

If we as Educators have any areas of concern, we will inform you and advise where help may be pursued, e.g. speech therapist. We understand this is a sensitive topic and it is always your decision to follow this up. Educators are willing to discuss any aspect of learning and development with parents.

EARLY YEARS LEARNING FRAMEWORK

Fundamental to the Framework is a view of children's lives as characterised by belonging, being and becoming. From before birth children are connected to family, community, culture, and place. Their earliest development and learning take place through these relationships, particularly within families, who are children's first and most influential educators. As children participate in everyday life, they develop interests and construct their own identities and understandings of the world.



Belonging

Experiencing belonging – knowing where and with whom you belong – is integral to human existence. Children belong first to a family, a cultural group, a neighbourhood, and a wider community. Belonging acknowledges children’s inter-dependence with others and the basis of relationships in defining identities. In early childhood, and throughout life, relationships are crucial to a sense of belonging. A strong sense of belonging is central to being and becoming in that it shapes who children are and who they can become.

Being

Childhood is a time to be, to seek and make meaning of the world. Being recognises the significance of the here and now in children’s lives. It is about the present and them knowing themselves, building and maintaining relationships with others, engaging with life’s joys and complexities, and meeting challenges in everyday life. The early childhood years are not solely preparation for the future but also about the present.

Becoming

Children’s identities, knowledge, understandings, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. Becoming reflects this process of rapid and significant change that occurs in the early years as young children learn and grow. It emphasises learning to participate fully and actively in society.

OWNA

OWNA is an All-In-One Childcare Management Software that allows families access to their child/ren’s portfolios online. Every parent will have access the following:

- Child’s Photos
- Child’s Learning Stories, work samples, Observations, Developmental summaries
- Goals from families and Educators
- Indoor & Outdoor Programs
- Objectives for further development
- Checklists
- Daily Information
- Menus
- Centre Information Sharing including events, policies and procedures, incident reports

ADDITIONAL

Accidents

The Nominated Supervisor or Responsible Person will contact parents immediately if a child is involved in a serious accident at the Service. In minor cases, the room leader will contact parents/Carers for a courtesy call to inform them of the incident. As a matter of extreme importance parents must ensure that the Service has up to date emergency contact numbers.



For every Injury, Illness and Near Miss that occurs, there will be a report completed. This will contain details of the Injury/Illness/Near Miss, any first aid that was administered, and be signed by an educator, the Nominated Supervisor and by the parent. If the incident is deemed critical (as per our childcare Regulations and Policies) we will complete all required forms for notification to ACECQA.

Emergency Drills

Throughout the year the Service will hold emergency drills which occur at any given time throughout the day. These are carried out in a well-organised and orderly manner. Educators will be trained in using the fire extinguishers that are in the Service. An emergency evacuation plan is displayed in every room. We also have a nominated fire warden within the Service who works closely with our Nominated Supervisor to ensure that our service is prepared for an emergency.

Children's Safety

- Never leave children unattended in cars while collecting children from the Service.
- Car parks are dangerous places for children. Always hold children's hands when arriving and leaving the Service.
- Never leave a door or gate open.
- Never leave your children unattended in a room.
- Children are not permitted into the kitchen and laundry areas.

Workplace Health and Safety

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, please contact the Nominated Supervisor or Administration Officer immediately.

PARENT PARTICIPATION

The Service 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 & experiences that the children and the program will benefit from.

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, Facebook, OWNA, Newsletters, Day Book Journals, and pride ourselves on strong verbal communication with our families and/or carers daily. We seek input from families on all aspects of the Service but, 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 Grievance 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 office and the resource room. You are welcome to take a copy home and review at your leisure.

Family Skills, Interests and Talents

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.

Your Occupation or Hobby

We value our families/carers who are the most important person in their child's world. 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

Your home culture is most welcome in our Service. We would greatly appreciate if you could share with our Service aspects of your culture and family life. This would assist us to enrich the lives of all our families and children.

Reading

Children love to be read to. If you or a family member have the time, please contact your room Educators to organise a day for reading.

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 much appreciated.

Special Events

Our Service organises special events throughout the year. Keep an eye out as your child is sure to be a star!

Suggestions

Parents 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 procedure if you would like to formally raise any concerns

WHEN SHOULD I NOT SEND MY CHILD TO THE SERVICE?

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:

- A runny, green nose
- High temperature
- Diarrhoea
- Red, swollen or discharging eyes
- Vomiting
- Rashes
- Irritability, unusually tired or lethargic



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, 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, so we do not re-administer and potentially overdose.

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 Medical or Doctor's certificate before your child returns.

INFECTIOUS DISEASES

The following information has been supplied by the National Health and Medical Research Council re: exclusion from the Service of a child suffering with the following diseases/ailments. Please inform staff if your child has any of the following so that we can let families and Health Department know if something is going around and avoid an epidemic. (Confidentiality is always maintained). If your child has been absent due to one of the following Infectious Diseases a Medical or Doctor's Certificate is required stating your child is fit to return to care.

Condition	Exclusion
Diarrhoea or vomiting	<ul style="list-style-type: none"> - Exclude until there has not been any diarrhoea or vomiting for at least 24 hours - If the diarrhoea or vomiting are confirmed to be due to norovirus, exclude until there has not been any diarrhoea or vomiting for at least 48 hours
Eye discharge (pus or severe wateriness)	<ul style="list-style-type: none"> - Exclude until discharge from the eyes has stopped (unless a doctor has diagnosed a non-infectious cause for the eye discharge)
Fever (temperature more than 38.0 °C)	<ul style="list-style-type: none"> - Exclude until the temperature remains normal, unless the fever has a known non-infectious cause - If the child has gone home from the service with a fever but their temperature is normal the next morning, they can return to the service - If the child wakes in the morning with a fever, they should stay home until their temperature remains normal - Normal temperature is between 36.5 °C and 38.0 °C



Condition	Exclusion
Rash	<ul style="list-style-type: none"> - Rash on its own may not be cause for concern, but rash can often be combined with other symptoms - In cases of rapidly developing rash or when rash is combined with other concerning symptoms, exclude until the concerning symptoms have gone
Respiratory symptoms (cough, runny or blocked nose, sore throat)	<p>If a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), monitor them and exclude them if:</p> <ul style="list-style-type: none"> - they have several respiratory symptoms at the same time or - they have developed new symptoms while at the service or - the respiratory symptoms are severe or - the respiratory symptoms are getting worse (more frequent or severe) or - they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding)
Fungal infections of the skin or scalp (ringworm, tinea, athlete's foot)	<ul style="list-style-type: none"> - Exclude until the day after starting appropriate antifungal treatment
Hand, foot and mouth disease	<ul style="list-style-type: none"> - Exclude until all blisters have dried
Hepatitis A & E	<ul style="list-style-type: none"> - Exclude until at least 7 days after jaundice starts, or if there is no jaundice, until at least 2 weeks after onset of other symptoms - Talk to your public health unit for advice
Impetigo (school sores)	<ul style="list-style-type: none"> - Exclude until antibiotic treatment has started - Cover any sores on exposed skin with a watertight dressing
Measles	<ul style="list-style-type: none"> - Exclude for at least 4 days after the rash appeared
Meningococcal infection	<ul style="list-style-type: none"> - Exclude until the person has completed antibiotic treatment
Mumps	<ul style="list-style-type: none"> - Exclude for at least 9 days or until swelling goes down (whichever is sooner)
Pneumococcal disease	<ul style="list-style-type: none"> - Exclude until person has received antibiotic treatment for at least 24 hours and feels well
Rubella (German measles)	<ul style="list-style-type: none"> - Exclude until the person has fully recovered or for at least 4 days after the rash appears



Condition	Exclusion
Scabies and other mites causing skin disease	- Exclude until the day after starting treatment
Shingles (zoster infection)	- Exclude children until blisters have dried and crusted
Staph infection (Staphylococcus aureus) Streptococcal sore throat	- Exclude until the person has received antibiotic treatment for at least 24 hours and feels well
Tuberculosis (TB)	- Talk to your local public health unit for advice about exclusion
Typhoid and paratyphoid fever	- Exclude until cleared by the local public health unit
Whooping cough (pertussis)	- Exclude until at least 5 days after starting appropriate antibiotic treatment, or for at least 21 days from the onset of coughing if the person does not receive antibiotics

IMMUNISATION

From 1 January 2018, children who are unvaccinated due to their parent's conscientious objection can no longer be enrolled in childcare. The Public Health Act 2010 prevents NSW childcare centres from enrolling children unless approved documentation is provided that indicates that the child:

- Is fully immunised for their age
- Has a medical reason not been vaccinated
- Is on a recognised catch up schedule

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 Childhood Immunisation Register (ACIR).

Children with medical contraindications or natural immunity for certain diseases will continue to be exempt from the requirements.

Families eligible to receive Child Care Subsidy (CCS) and have children less than 20 years of age, who may not meet the new immunisation requirements, will be notified by Centrelink.

For an up-to-date immunisation schedule, please refer to your enrolment pack.



Strong children

Strong families

Strong community

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