



# HERVEY BAY NEIGHBOURHOOD CENTRE

Limited Hours Early Learning Centre

POLICIES AND PROCEDURES

## AIMS & OBJECTIVES

The Limited Hours Childcare service is to provide occasional care to small groups of children under school age. The service is located at the Hervey Bay Neighbourhood Centre, 57 Taylor Street, Pialba.

The primary objectives are complementary to the State Government guidelines and are:-

- To provide opportunities for parents that work, stay home, study and for young children to access to quality childcare on an on-going or occasional basis.  
With this broad objective the centre priorities are towards:-
- Promoting the social, emotional, intellectual and physical development of children in a healthy and safe environment.
- To provide an environment that supports the cultural diversity of the children in the community
- To provide a learning environment that encourages and supports the learning diversity of children.
- Complementing the parental care children receive and supporting families in the provision of this care.
- Encouraging parent participation.
- Focusing on under school age children.

## METHOD OF OPERATION

### **PRIORITY OF ACCESS POLICY**

All children are welcome but there is special consideration for families who may need emergency care on any day. We will make every effort to make time available for these families. We are non discriminative and we welcome all families.

The Australian Government has Priority Access Guidelines for allocating places in these circumstances. [http://www.facsia.gov.au/childcare/handbook2006-07/p1\\_6\\_3.html](http://www.facsia.gov.au/childcare/handbook2006-07/p1_6_3.html). They set out the following three levels of priority, which child care services must follow when filling vacant places:

- Priority 1—a child at risk of serious abuse or neglect
- Priority 2—a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under section 14 of the A New Tax System (Family Assistance) Act 1999
- Priority 3—any other child.

Within these main categories priority should also be given to the following children:

- children in Aboriginal and Torres Strait Islander families
- children in families which include a disabled person
- children in families on low incomes
- children in families from culturally and linguistically diverse backgrounds
- children in socially isolated families
- Children of single parents.

## **PARENT PARTICIPATION POLICY**

The Early Learning Centre recognises that parents have an important part to play in the delivery of quality care child care provided to young children. Children benefit most when parents and carers work together to plan and provide care. The Centre believes that this partnership provides the basis for the development of goals for each child within the setting and that parents are able to assist and provide support through communication, information about their child or developmental concerns and are welcome to spend time helping with activities, outside play or observing. The Centre believes that time spent with families and children provides and builds a feeling of trust, builds on communication and allows parents to see how their children spend their time with us.

Parents are encouraged to become involved in the Centre in each or one of the following ways:

- Parents and carers communicate on regular basis.
- Talking to staff about your child, their interests and the program.
- Asking questions about the daily activities and room program.
- Suggesting things that you would like staff to consider when planning the program.
- Parents are encouraged to ask about child development and how we can work together to ensure each child reaches their potential
- Taking an interest in the Centre, reading all notices, newsletters and responding to surveys.
- Contributing to the program by sharing special skills in music, languages, cooking, and gardening or anything that interests the children.
- Spending time at the Centre, helping with activities with your child and others, joining in and observing how children interact with each other.
- Attending events arranged by the centre.
- Supporting our Centre through fundraising and donations.
- Where necessary be available for help with specific projects.
- Where possible be available to help with excursions, assisting the with the adult / child ratio.

## **STUDENTS AND VOLUNTEERS POLICY**

### **All students and volunteers will need to have a current blue card before entering the childcare centre.**

All prospective volunteers will need to have an interview with Angela in administration  
All students will have an interview with Joyce (Centre Coordinator)

Students and volunteers are supervised at all times. During the year we may have students from the:  
University of Southern Queensland (1<sup>st</sup> year practicum)  
TAFE – certificate 111, children's studies – 200 hours  
SITE students from Urangan High School – years 11 & 12 Certificate 111, Children's Studies –  
Attend for day per week for the year.  
Work experience or SITE Week – 1 week

We support the training of students within Early Childhood and will encourage their participation in our Centre.

Students may take observations and ask to take photos of the children at different times during the day for their assignments. The students will provide a consent form to be filled out, signed and returned to them. It is the parent's decision for the children to participate or not.

Volunteers can enrich the experiences we are able to offer children in our care.

See Student and Volunteer handbook for detailed information.

### **. PROGRAMMING POLICY AND PROCEDURES**

Programming for multi age children revolves around children's interests, developmental interests or concerns, parent concern and topics that have captured the interests of the children through play or family situations.

- The Director prepares an age appropriate development program for all children.
- The Director, staff and volunteers will discuss program, activities and use observations for planning process.
- Preparation of the program activities will be provided at a time suitable to the centre.
- This Centre uses multicultural and inclusive activities in the curriculum and these are integrated throughout the program.
- There will be a pro-active stance taken towards reducing sexual, anti bias and gender discrimination throughout play and programs at the Centre.
- Sharing and empathy towards each other through group, individual and an ongoing part of the program.
- Outside play program is designed and changed to provide gross motor, cognitive, language, sharing and turn taking. Children are encouraged to have input into how areas are set up, ownership of play areas encourages consideration of others and respect for equipment.
- Observations and interests of children will be used in the programming and planning.
- Photo observations may be taken under the direct supervision of the director and with permission of family on letterhead or formal request.

## **MULTICULTURAL POLICY**

This centre recognises that Australia is a multicultural society, composed of people from a wide variety ethnic backgrounds and cultures. We understand that each family has different values and beliefs. Our aim is to foster acceptance of the individual and family differences through interactions within the educational program and day to day activities.

The Centre cannot and does not wish to substitute for the home or parents. It recognises the child's need to be valued, as an individual and the staff will ensure that each child will have an opportunity to bring his/her own background and culture or experiences into the program. Parent's input into the program is always encouraged.

- We will discuss any cultural areas with parents on enrolment. Staff and volunteers will be notified of these areas. Strategies will be put in place so that each child has the ability to interact and be able to engage in day to day activities.
- Notify staff and volunteers of the cultural areas. This may be special words, sensitive issues, diet, verbal or non verbal cues, strategies that are important to the child's health and wellbeing.
- If necessary introduce the child to everyone, allowing questions to be answered sensitively and with consideration to the child's health and wellbeing and comfort within the setting.
- All families will have the opportunity to be included in events, special days and happenings at the centre.

At times other departments may require care for particular families and we will make every effort to provide care. Emergency care is available to families who are not regularly booked in on that day for a maximum of two hours. An emergency form is to filled and placed in a prominent position in the sign in area.

## **ENROLMENT POLICY AND PROCEDURE**

- Initially arranged by contacting the Centre for an appointment with the Director.
- Hourly or daily bookings are available. When a place cannot be offered in total, parents may be offered some of their requested time until the additional time is available.
- All parents and children will meet with the Director prior to placement to complete all appropriate forms and familiarise themselves and their child with the staff and environment. Each child has their own enrolment form. Immunisation details are to be provided.
- Parents indicate their requirements for childcare on the form and discuss any variations with the Director. To ensure a placement this form must be returned to the Director. Failure to complete this form will indicate to the Director that childcare is not required.
- Returned forms are processed by the Director, ensuring phone numbers, emergency contacts, allergies or important information are filled in and current. Immunisation details are available and sighted by the director and the Director will sign and date specific areas on the form.
- Areas of concern or interest will discussed as well as important information about the child in regards to settling in and separation issues.
- Dates and times of care will be finalised and a start time and day will arranged.

## **CHILDREN WITH SPECIAL NEEDS POLICY**

We will endeavour to provide care for children with special needs. The centre will be sensitive concerning issues which reflect the families' cultural values or background.

Following an interview with parents and child, the Director will assess the needs of the child. The Centre will look at how to support the family and ensure quality childcare; offer access to childcare for children and families with additional needs; and support equitable access to childcare for children and families in areas and/or circumstances where services would not otherwise be available. We will work together with other agencies to provide care for children with special needs.

- The Director will communicate with the Centre Coordinator, staff and related services and a decision regarding the child's involvement in the program will be made.
- The Centre will support staff that is catering for a special needs child in their group by linking in with appropriate services and being responsive to staff needs, child's needs and families needs and, by engaging appropriate support staff.
- The Centre retains the right to exclude children when interaction endeavours are deemed to have failed in the eyes of the Director and staff, and after consultation with Centre Coordinator and Committee and support staff to help locate a place better suited for the level of care required.

## **ABSENTEEISM POLICY**

The Early Learning centre does not charge parents or carers for time away from the centre due to illness or holidays.

- If for any reason a child is going to be absent, the Centre a courtesy call is required.
- There is currently no charge if the child does not attend on the booked in day.
- A child who is continually absent with no communication to the director may be deemed to no longer need our care and the place may be sold to another family.
- When there is a waiting list of families the time frame for parents to inform the centre that they are going to be late or absent is 10am to give other families the opportunity to receive care.

## **DISCIPLINE POLICY**

There is no physical punishment used at the Centre. Respect, cooperation and trust for all children and carers are expected. Role modelling of appropriate behaviour and language by carers through positive guidance gives the children strategies for dealing with conflict which encourages responsible behaviour and respect of each other and the equipment.

- Inappropriate and unacceptable behaviour will be dealt with on an individual basis. As a team, the entire staff will monitor behaviour and provide suitable strategies for unacceptable actions allowing for conflict resolutions to be put in place.
- There is no toleration of staff and volunteers that use techniques designed to intimidate, humiliate or force a child to comply with a request. Children will respect each other, staff and volunteers through appropriate language and actions.
- The word 'no' is not used at the centre (negative connotations) when speaking to children, the word 'stop' is used and children are encouraged to use it along with the stop hand action (arm forward hand open and flat) and 'stop, I don't like that'.
- behaviour management policy attached
- Bullying policy attached.

## NUTRITION POLICY

**Healthy eating is important to a child's growth and wellbeing. Our policy is to encourage healthy choices at morning tea, lunch and afternoon tea.**

- We encourage healthy eating habits at L.H.ELC. by providing food that easy to consume and appetising. These could be sandwiches, crackers, cheese, fruit, custard, yoghurt, milk, juice, muesli bars, dried fruit, baked beans, spaghetti, etc. Enough food is important also; please pack more than they would eat at home as we have morning tea, lunch and afternoon tea.

**We do not keep food on the premise.**

A water bottle is also important, the children are able to access this at any time during the day and they are encouraged to drink water, please label.

- Prepared bottles are required to be labelled with the child's name and notify staff f before placing in the fridge. Staff are able to make up bottles for the babies, specific directions will be required (see babies bottle form). Also let staff know if there are allergies to cow's milk.
- NO Glass bottles. Chips, lollies, chocolate and candy bars, soda or fizzy drinks will be returned home unopened.

## POLICY FOR CHILDREN ATTENDING NUT FREE ENVIRONMENT

Attending a nut free (or any allergy) environment ensures that any child with a known or yet to be diagnosed allergy is able to attend with confidence. While all care is undertaken to ensure parents understand the requirements I have provided a web page that can be accessed to provide a more in depth and comprehensive understanding of the allergy.

All cooking recipes are presented to parents to ensure ingredients will not pose a problem.

What does this mean to us?

: No sandwiches, cakes, biscuits with nuts – peanuts, hazelnuts, pecan, coconut, walnut, etc....

: No individual muesli bars that contain nuts, nut bars, packets nuts, Coconut covered cakes, coconut covered bars, and anything that states 'may contain nuts'.

Please note: while we sit together for meals, sharing food is not allowed or encouraged and there is no random eating while doing something else. All eating is done sitting down for the purpose intended and hands are washed afterwards. Staffs do check lunchboxes for inappropriate items which are removed and placed in child's school bag and parents are informed. If unsure at any time please ask.

Web page from Education Queensland.

<http://education.qld.gov.au/schools/healthy/docs/anaphylaxis.pdf>

## **EXCURSION POLICY**

Excursions from the ELC require permission from the Centre Coordinator and must be accompanied with a plan for time away from the centre, time frame of arrival and departure of centre, expected time for transporting children, staff and volunteers attending and participating as well as parents attending and adult: child ratio being met.

- All major excursions will be presented to the Management Committee and approval gained.
- Parents will be notified of all details of the excursions and their permission requested. A signed form will be required.
- The Centre will comply with the stated Government Regulations regarding excursions.
- An excursion will be sent home to be filled in; if the excursion form is not returned it will be considered the child will not be attending the excursion.
- Any late children arriving will be accompanied to the excursion venue by their parent.

## **POLICY FOR USE OF DIGITAL CAMERA**

The use of **camera phones will not be accessed within the Childcare centre at any time**

There is a digital camera that is used for observations, special occasions (birthdays), and special events and at the child's request.

All parents are offered to sign the consent form so their children can enjoy the moment. Please state if you disagree and all efforts will be made to ensure the child is not photographed. If a photo event other than what is stated a special consent form will be used.

**Permission slips on enrolment form.**

## **SMOKING POLICY**

There is a total smoking ban in the childcare setting, surrounding fenced area and within 4 metres of the entry into the Childcare centre.

There is nil tolerance for drugs and alcohol in or near the surrounds of the childcare setting while children are attending.

## **FIRE, SAFETY AND EMERGENCY EVACUATION POLICY**

Evacuation may be necessary in case of fire, chemical spill, bomb scare, gas leak, flood, or emergency.

It is the policy of the Limited Hours ELC to hold an emergency drill each month, so that children will not panic in case of an emergency. The procedure is to be short, simple and cover all the necessary steps that staff, volunteers and children need to know what to do quickly and efficiently.

- All staff, volunteers and students are to ensure they are familiar with the fire extinguishers, the evacuation procedures in the Hervey Bay Neighbourhood Centre Emergency Procedures handbook and the emergency evacuation map.
- Staff will have current Senior First Certificates and CPR certificates.
- Fire Drills are to be conducted monthly to prepare staff and children in the event of a fire. An assessment is carried out after each fire drill.
- All fire and emergency exits are to be kept clear at all times.

- A procedure statement for staff to follow is attached.
- The evacuation chart on the wall near fire extinguisher is to be followed.

#### Emergency procedure record book

- This evacuation is then evaluated and written up in a book attached to the notice board taking note of areas that may need addressing.
- In the book write how many children, staff, volunteers attended
- Time took to do fire drill – starting and stopping time
- What areas need addressing (eg roll call)
- Once a year do a fire drill with the fire department

#### **Assembly area**

Area chosen is away from the centre at the back of the car park, away from emergency crew needing to have access to the building

Whistle will be blown assistant and volunteers are to move children as quickly as possible getting them to hold onto yellow chain and move out of yard through the gates.

The gate through Mr Otto's property to Charles Street will enable parents to pick up children easily without disturbing emergency crew.

The director will take with her – phone, booking sheet, emergency first aid backpack.

Staff will direct children using the yellow chain, through two gates and to the rear of the car park. Babies will be in pram or adult arms.

The doors to the centre – inner door, bathroom door and exterior door will be closed to contain the fire.

Director will check yard, shed for children

Do not go back in to yard until given the all clear.

#### **POLICY FOR MANAGEMENT OF FIRST AID**

The Centre will ensure that there is provided at the child care centre a child resistant first aid kit or cabinet out of reach of children.

- The first aid kit or cabinet must contain sufficient first aid materials to cater for the likely first aid needs of children.
- All out of date items will be disposed of intelligently.
- The Director or another person authorised by the Director must inspect the first aid kit at least once a month and replenish its contents as necessary.
- Backpack containing essential first aid items will be in plain sight on bathroom door in the event of an emergency evacuation.

#### **HEALTH AND MEDICATION POLICY**

- For the wellbeing of the children and staff, any child entering the ELC must be well enough to participate in all activities.

- If in the opinion of the staff a child becomes unwell the child will have their temperature taken, health and wellbeing monitored through written observations and the Director will contact the parent or

guardian/carer first and then the person stated as emergency contact on the enrolment form if contacting a parent is unsuccessful.

- If a child is receiving medication and is well enough to attend the Centre, parents can arrange administration of medication. It is a requirement that a parent/guardian must record all details in the medication sheet and the Director or a member of staff is informed. Only staff will administer medication.
- The ELC will not administer alternative medication to a child.
- A parent authorised medication form must be filled in and signed if staff are required to administer medication. Parent must state time and date of last dosage and sign and the time and dose of the next and subsequent doses – inform carer immediately if problems arise from administering medication to the child.
- Panadol or any pain relieving medication is NOT KEPT ON PREMISES.
- All medication needs to be labelled explicitly showing the name of the child – first and surname, name of physician, date of issue, use by date, instructions – dosage and time between doses. (see form). Parent will provide measuring equipment – syringe or cup which shows exact dosage to be given. ELC does not have medication cups or syringes on premises and will not estimate dosage.

### **HANDWASHING POLICY**

Handwashing is an important part health and hygiene management. Children are expected to wash hands after an activity, where they are deemed to have dirty hands. Handwashing is monitored and children are shown how to wash their hand effectively. A poster describing the procedure is on the wall and children are encouraged to follow it. Adults are expected to wash hands the same as children, role modelling is important between carer and child.

Wash hands:

- a) After going to toilet or toilet training children
- b) After messy activity, outside play, gardening, painting, playdough, etc.
- c) Before eating
- d) Before cooking activity and after if necessary
- e) After meals
- f) After nappy changing and removal of gloves
- g) After removing bodily fluids from floor and glove removal
- h) After helping children change clothes or underwear
- i) After using tissues for nose for self or children
- j) Before helping children where infection could arise – scrapes, sand in eyes, etc
- k) Any reason at all for washing hands which will continue to provide a healthy environment for all is acceptable.

### **REMOVAL OF BODILY FLUIDS POLICY AND PROCEDURE**

Removal of body fluids from floor must be done immediately and with gloves, paper towel, bag suitable to be tied and spray disinfectant and no children to be in the area.

Move other children to another area; staff member will take child to bathroom and remove and bag children's clothes, child will change clothes, wash hands and all of the children's items they were wearing will go into the bag and put in a secure area until end of day or the parent has picked the child up.

Spray disinfectant on area, lay paper towel on top of area and mop up with gloved hands until all is removed, add gloves to bag, tie up and put in garbage bag and put in outside garbage bin, wash hands, mop area with hot soapy water.

Never use cloths on floor, change mat or toilets (paper towel only). Throw away cloths at end of day.

### **ARTICLES OF CHILDREN'S CLOTHING THAT ARE WET, SOILED or DIRTY.**

Policy of attending to soiled, wet or dirty clothing of children attending the Hervey Bay Neighbourhood Centre: Limited Hours, Early Learning Centre.

Any wet, dirty, soiled items of clothing will be retained in plastic bags labelled with the child's name in the container labelled 'soiled, wet, and dirty', and can be collected when the child is picked up. You will be notified of the reason the child has changed. This container is located on the second shelf in the children's bathroom.

While every effort will be made to retain all articles of clothing, the Early Learning Centre does not have the facilities to retain heavily soiled articles of underwear and we seek the permission of parents to dispose of such items that they cause distress to others. If you find this offensive, you may prefer to send the children in items that are 'kindy clothes' and inform staff of how you are toilet training so that we can continue along the same way. When beginning toilet training, we ask you to send the child in nappies and we will alternate between nappies and underwear during the day. This allows the child to feel comfortable and in control while toilet training.

### **INJURY & ACCIDENT POLICY**

In accordance with the Childcare Regulations 2003- Licensee must ensure that if a child has an accident or becomes ill while attending a child care centre:

- The child's health is monitored and documented and kept comfortable under adult supervision until the child's parents or some other responsible adult takes charge of the child; and
- If the child requires immediate medical aid, the parent or other responsible person is contacted immediately and notified about the illness or incident.
- A parent or other responsible person is notified of any medication administered to the child and any other matter concerning the child's health that comes to the notice of the Licensee while the child is at the Centre; and
- If a child has a serious accident or dies at a Child Care Centre (section 81 Act), the Office for Early Childhood Education and Care is notified immediately, Reporting Of Serious Injury Form (childcare form 27a) filled out and forwarded to the Regional Office and a copy retained on the child's file. (Serious Injury – means an injury for which treatment from a doctor has been sought or ought reasonably to have sought (s.81 (5) Childcare Act 2002)
- If it comes to the attention of the centre staff that harm is happening to a child the staff will take steps that ensures that the child feels safe and reporting through correct channels will be followed. Reporting of harm form (CC form 25) will be filled and out and correct procedure will be followed. 'Harm' to a child is any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing. It is immaterial how the harm is caused. Harm can be caused by physical, psychological or emotional abuse, or by sexual abuse or exploitation (s.9 child protection act 1999)

If the Director or person in charge at the time of the accident decides to phone an ambulance, responsibility for the forgoing will be taken.

An accident and injury form register including reports of injuries is maintained within the Centre.

It is essential that the Centre is aware of any allergies or medical condition associated with the child. This information is to be included on the enrolment form.

The Centre must be informed if any child has been in contact with an infectious illness. A child having an infectious illness shall not be re-admitted following an infectious illness unless a doctor's certificate or clearance is given.

All parents must sign an indemnity form authorising staff to seek/provide medical aid when such aid is required.

### **Policy For minor scrapes and injuries**

When children have a fall, scrape or minor injury it is important to check that they are okay and ensure that nothing is broken, damaged or needs a doctor's attention. Children are checked for bruising, blood, swelling, and overall wellbeing. After assessment that it is a minor injury, the child will be given TLC, cool wet paper towel will be used to clean area, be used as a compress, and the child will be asked to sit out for a while to see how they feel, any changes are noted, a second adult will also assess the child, the area of the injury will be monitored for changes and an accident report will be filled in with relevant details. The child will continue to be monitored during their stay at different intervals and asking the child if they feel okay and check the injury. Parents are informed, shown accident report and asked to sign so they can see the treatment received.

It is also the policy of the Centre to ask parents about scrapes and bruises on the child on arrival. The health and wellbeing of the child is important and an incident elsewhere can affect the wellbeing of the child during their stay.

### **HAZARDS**

Any items which have the potential to cause harm, illness or injury are hazards that may include cleaning products, garden chemicals, medications, pest control agents, broken or damaged toys, equipment or surfaces, electrical equipment, sharp objects, soiled materials, spiders and vermin and poisonous plants.

All cleaning products are kept in a locked cupboard away from children and are not used around children playing, eating or engaged in any activity.

Sharp objects are kept in a locked cupboard away from children.

Soiled materials are bagged and tagged and kept in sealed container away from children Electrical equipment is locked away from children and power points not used are inserted with power point protectors.

Pest control is done yearly during holiday break (December/ January)

Spiders and vermin checks are help regularly, play equipment is checked daily and children are to tell staff immediately if they see something – they are not allowed to touch or move, be around area or play on something until the all clear from staff or specialist person.

Poisonous plants are checked for regularly and new plants are checked for safety before being planted. There are no garden chemicals stored at ELC.

### **HARMFUL PLANTS**

There are not any plants that are poisonous or otherwise pose an unacceptable risk, accessible to children in care.

Staffs are familiar with poisonous and harmful plants contained within the Queensland Health publication "Plants and Fungi poisonous to people in Queensland".

Poisonous plants are checked for regularly and new plants are checked for safety before being planted. Harmful plant booklet is kept at sign in desk at all times and the web page is accessible

[WWW.health.qld.gov.au](http://WWW.health.qld.gov.au)

## **GENERAL CONDITIONS OF ENTRY AND EXIT POLICY**

No responsibility will be accepted for a child until they enter the Centre.

Parents must advise the Director of any change in enrolment information and change information on the enrolment form.

Disruptive Children: The Committee, through the Director and Coordinator, reserve the right to have a child removed if he/she grossly disturbs the proper functioning and desired atmosphere of the children's Centre.

When Leaving the Centre: Children are not permitted to leave the ELC grounds without a parent in attendance. No responsibility will be accepted after the child has left the ELC at the end of care.

- An authorised adult must sign out on the Booking sheet.
- If a child is going home with a non-custodial parent a signed letter stating such will be handed to the Director on arrival and proof of identity will be required before child leaves the centre (Drivers License) with current address. If this is going to be an ongoing arrangement the custodial parent will add this person to the enrolment form.
- If a child is not collected by closing time the emergency contact number will be rung and arrangement for the child to be sent by Taxi to that address, at no cost to the Centre.
- In the event that the emergency contact does not answer, extended care will be limited to one hour.
- If the Centre has been advised of an emergency which delayed the collection of a child then extended child care will be limited to one hour during which time authorised alternative arrangements can be organised.

**If no authorised alternative arrangements have been made at the time of closing of the Neighbourhood Centre, the Centre Coordinator will be contacted and the Hervey Bay Police will be notified.**

**Only persons 18 years and over are able to sign children in and out, and take responsibility for their pick-up.**

## **PARENTAL COURT ORDERS POLICY**

Court orders for picking a child must be adhered to and all information needs to be provided to the Director so the child's safety can be provided.

This relates to changes in family situations for current children and new children attending. When changes to picking up children change documentation must also follow. New changes will not happen without new documentation.

Please note: verbal changes do not signify approval and will not be considered approved, signed documentation must accompany any changes.

NAME of child \_\_\_\_\_ DATE \_\_\_\_\_

Name of person \_\_\_\_\_

RELATIONSHIP TO CHILD \_\_\_\_\_

Give details of any person, known to the child, who does NOT have legal authority to take the child from the Limited Hours Childcare, located at 57 Taylor Street, Pialba during the times of 8.30am – 3pm

NAME: \_\_\_\_\_

Relationship to child \_\_\_\_\_

Give details of Court Order \_\_\_\_\_

Copy Sighted YES/NO

N.B. Parents, or a responsible adult over **the age of eighteen**, must personally sign child/children out each time.

At any time that an adult that is not familiar is to the staff arrives to pick up a child, they will be required to provide adequate proof of the knowledge of the family before the child will be released to them. This proof will be in the way a driver's license with current address and phone number or another suitable verification of identification. A signed letter from the parent will not be enough.

### **POLICY AND PROCEDURES FOR DEALING WITH THE CONCERNS OF PARENTS**

With concerns or complaints, parents are encouraged to voice their concern.

The Director is available to discuss matters concerning the day-to-day operation of the Centre or any other concern parents may have. Parents can also address their concerns in writing to the Licensing Committee:

MANAGEMENT COMMITTEE  
HERVEY BAY NEIGHBOURHOOD CENTRE  
57 TAYLOR STREET  
(PO BOX 1226)  
PIALBA 4655

If however a parent feels unable or unwilling to discuss the problem with the Director or Committee, you can also contact:

Early Childhood Officer  
Maryborough Regional Office  
Office of Early Childhood Education and Care  
PO Box 142  
Maryborough QLD 4650  
PH: 1800 637711

### **POLICY AND PROCEDURE FOR DISPUTES, ISSUES OR CONCERNS STAFF OR VOLUNTEER OF THE HBNC LIMITED HOURS EARLY LEARNING CENTRE**

- Staff will attend meetings with the director where issues are raised and general discussions about concerns.
- Actions recorded.
- Where concerns are of sensitive nature a meeting between the parties will be called and issues discussed.
- Written concerns are recorded

- Concerns are discussed and actions to be taken.
- A meeting within two weeks of the issues of concern will be attended by all parties. Actions will be discussed and if outcome is successful no further action will be required.
- A meeting between the Director and the Principal Coordinator will be called and outcome will be discussed.
- This meeting will decide if further action will need to be taken.
- Any concerns that are not able to be dealt with successfully between the Director of Childcare and the staff will be directed to the Principal Coordinator of the Neighbourhood Centre.
- A meeting will set up between the Neighbourhood Centre Principal Coordinator and the staff member.
- The Principal Coordinator of the Neighbourhood Centre will discuss issues raised by the staff member and if necessary a mediator will be used to settle the dispute.
- The outcome of the meetings will be recorded and the Management Committee will be notified of the outcome.
- Management Committee of the Neighbourhood Centre may take its own action and if necessary relevant government bodies will notified.
- See behaviour management plan.

## **POLICIES AND PROCEDURES FOR INFORMING STAFF OF POLICY UPDATES**

Staff meetings for policy and procedure updates will occur annually. It will be noted that from this time on, being called a 'review of the staff policies and procedures' of the Neighbourhood Centre Limited Hours Early Learning Centre. This is to maintain current policies and up to date information in accordance of the Childcare regulations and Childcare acts 2003.

Meetings will be called to update staff handbook and volunteer and student handbook. Staff can request replacement handbooks at any time. A copy is available to peruse in the handout display booklet in the signing in area of the office. Also this is to be noted in section 5 – staff meetings.

New staff is given handbooks on commencement of employment.

## **SUNSMART POLICY**

### **Rationale**

Our SunSmart policy has been developed to ensure that all children staff, volunteers and visiting people attending this school are protected from skin damage caused by the harmful ultraviolet rays of the sun. It is to be implemented throughout the year.

### **Guidelines**

As part of general SunSmart strategies our school will:

- \* Require children to wear broad-brimmed or legionnaire hats whenever they are participating in outside play.
- \* Work with the parent community to provide SPF 30 + broad-spectrum, water-resistant sunscreen for staff, volunteer and child use

- \* Encourage the daily application of sunscreen on arrival at the centre and again at outside play after 11am.
- \* Encourage children to use available areas of shade for outdoor activities
- \* Staff, volunteers and parents to act as role models by practicing SunSmart Behaviours by wearing hats and collared T-shirts, long shorts or long pants. Singlets and short shorts will not be tolerated.

### Program

- \* Incorporate activities about sun safety into the program and sun safe awareness.
- \* Regularly reinforce SunSmart behaviour in a positive way through newsletters, information brochures, and activities.
- \* Ensure the SunSmart policy is reflected in the planning of all outdoor events including excursions and social events throughout the year.

### Environment

- \* Provide information on sun protective clothing and hats, bathers and sunscreen
- \* promote clothes that have longer sleeves and collars as a children's skin is very easily burned.
- \* Outdoor activities to be held in areas with plenty of shade whenever possible and encourage children to access shady areas.
- \* ensure all staff and parents are able to operate and move the umbrella to allow for maximum shade during outside play.
- \* Update and promote program material relevant to SunSmart activities

### Evaluation

HBNC Limited Hours Early learning Centre will review the effectiveness of this policy each year. Will:

- \* Review the SunSmart behaviour of students, staff, parents, volunteers and visitors and make recommendations for improvement.
- \* Assess shade provision and usage and make recommendations for increases in shade provision
- \* Update and promote program material relevant to SunSmart activities

### Conclusion

By implementing this policy the school is ensuring that students the potential risk of damage by the harsh Queensland sun are minimized.

## **BULLYING POLICY**

Bullying amounts to harm as referred to in the Child Protection Policy then the matter must be dealt with under the Child Protection Policy.

HBNC Limited Hours Early Learning centre is committed to providing a safe and secure environment for all of its children and will therefore not tolerate any action that undermines a person's rights in relation to this. The centre will take whatever steps are necessary to prevent, or intervene in, such behaviour.

Every child of the centre has the right to be free from bullying.

Therefore all children and staff have a responsibility to actively practise and promote:

- Tolerance for individual differences,
- The values of courtesy, respect, compassion, and care for others in the conduct of relationships,
- A supportive and encouraging climate where the achievements and efforts of others are applauded,
- A commitment to adhering to, and upholding, all aspects of this policy

A safe, secure environment requires all children and staff to be sensitive to others.

## **WHAT IS BULLYING?**

Bullying is a systematic abuse of power. It typically involves repeated acts of aggression that aim to dominate and cause hurt, fear, or embarrassment in another person. Bullying is generally deliberate and planned, but can also be a result of thoughtlessness.

### **Physical bullying:**

pushing and shoving (where hurt is intended), kicking, invasion of personal space, the destruction of property, tripping, punching, tearing clothes, standing over someone, pushing or throwing objects at someone.

### **Verbal bullying:**

Any comment of an offensive nature that refers to ability, race, religion, gender or sexuality; including name-calling, offensive language, using words that suggest stupidity or physical problems, mocking, imitating, teasing, intimidation, laughing at someone's mistakes, using unwelcome nicknames.

## **STRATEGIES FOR PREVENTION:**

All centre staff have the responsibility to work actively towards the prevention of bullying.

### **Staff**

This requires staff to:

- Be positive role models at all times, in both words and in actions
- Be vigilant in monitoring for signs of bullying behaviour
- Make efforts to remove occasions for bullying by proactive supervision at all times
- Take steps to help victims by removing sources of distress
- Actively seek appropriate ways to help students develop resilience
- Recognise instances of bullying and be able to differentiate them from playful activity
- Report suspected incidents of bullying to the Early Learning Centre Director and /or Joyce Chorny Coordinator of Hervey Bay Neighbourhood Centre
- Develop program that will help develop children's awareness and coping skills

### **All Children**

When a child who is being bullied has the courage to speak out, this may help to reduce the distress and the child will have a better chance of a long term solution to the problem.

### **Parents**

This requires parents to:

- Watch for, and report, signs of distress in their son - eg. Unwillingness to attend school
- Advise their child to tell a member of staff if bullying has occurred
- Not encourage children to retaliate

- Be willing to work with the centre if their son is involved in incidents of bullying (either as victim or bully)
- Be willing to inform the Centre of any cases of suspected bullying even if their child is not directly affected.

When staff, children and parents work together to prevent incidents of bullying there is a much greater chance of creating a safe, secure, tolerant and happy environment.

See Behaviour Management Policy, Pg 19 for further information

## **POLICY FOR EMPLOYMENT AT HBNC LIMITED HOURS EARLY LEARNING CENTRE**

### **126A Policies—Act, s 76, amendment**

‘(1) Monitoring the progress of staff of a child care service through a relevant course of study is a matter prescribed for section 76(2)(e) of the Act.

‘(2) In this section— *relevant course of study*, means a course of study leading to a qualification for an assistant, group leader, director or coordinator.’ childcare regulations 2008 amendment, pg 6

Director for less than 30 children – completed 2 yrs study for Diploma of Children’s Studies or higher  
Assistant – completed Certificate 111, Children’s Services.

Any persons being employed to perform duties of Director or Assistant the person must commence study within three months of start date of employment and complete study within two years of that start date.

Monitoring the progression of study for the Director will be the Centre Coordinator with informational updates provided to management committee via monthly reports.

Monitoring assistant will be through the Childcare Director and updates provided through monthly report to management committee.

When a staff, student or volunteer undertakes or is undertaking study to improve their working environment, there will be time set aside at the end of the day to ask questions, review tasks, assignments or procedures and address areas of concern. All efforts to support staff or volunteers in their studies will be met by the individual Director employed at that time.

Certified copies of completed study to be retained at the place of employment

**All staff will hold current First Aid certificate and CPR – certified copies held at centre**

## **POLICY**

### **Confidentiality of Record Keeping at Limited Hours Early Learning Centre**

#### **As per childcare regulations 2002**

Aim :

Our aim is to protect children, parents, families using the Centre and the Centre's staff against any legal liability as a result of disclosing any information or records which we might come across or made available to us as a result of enrolment of a child at the Centre and/or on the daily basis, and the manner we deal/treat and have to know about the children, their families and our staff.

The only way to achieve this is by preventing any illegal disclosure of any information or records and by keeping information and records strictly confidential and for the professional use it is intended for.

Explanation :

The Early Learning Centre environment is like home for the children and families using the Centre.

Because of the way this type of service is treated by Government Departments (State and Federal) agencies and the nature of the service provided, families might have to disclose private and sensitive information about their children and families. Also by acting responsibly, cautiously, courteously and professionally at all times.

Thirdly, the children at the Centre are observed and observations are recorded by senior staff for the developmental and educational purpose. Any unusual physical signs, marks or behaviours the Centre's staff observe are required by law and regulation to record it.

Lastly some parents choose to get close to the carer of their children, and the line between professionalism and friendship can become a blur to either or both sides.

It is the Centre's moral and legal obligation to protect children, families and staff of the Centre against any illegal or lawful and intentional disclosure of any information or records at the Centre's position to any unauthorised person(s).

#### Implementation :

1. By way of law and regulation the Centre is required and obliged to disclose any information or record what it may have on children at the Centre to Government Departments, and their agencies.

Example: Office of Early Childhood Education and Care, Centrelink, (Health Dept.), Police, Court of Law, and medical authority.

2. It is part of child development requirement and Government Departments to keep children's records (some types of records must be kept for a number of years).

3. The Centre exercises a great deal of precaution in securing those records in safe places and limiting access to them as well as having police checks on every staff member having access or might professionally need these records for the child's well being.

#### \* Staff :

1. All staff must be aware of the moral and legal obligation in relation to the rules and regulation of keeping children's and families' record.

2. All children's observations, records must be kept at all times in the Centre's office in a secure place and locked overnight.

3. All staff must be aware of the Centre's Code of Ethics and policies in particular in relation to the information which might be available to us in the course of executing our duty of care.

4. No staff member is allowed to discuss or disclose any information or records to anyone outside the Centre without the written permission of the Director and in the absence of the Director it is the written permission of the Authorised Supervisor of the Centre.

5. Failing to do so is illegal and the Centre can and will take a legal action, which could result in the loss of any entitlement one might have and or prosecution.

6. Government Department, and or the family which might suffer as results of that discolour can take legal action or defamation action independently from the Centre.

7. At all time one must act in a caring and friendly but professional manners with, children, parents / guardians and other staff members.

#### \* Parents.

1. It is your right to feel safe discussing any issue in relation to your child with the staff at the centre according to their professional position and responsibilities.

2. While the Centre put and have in place all precautions required to protect your right, your child and your information and records, in occasions the Centre is powerless against human nature and weakness.

3. Therefore it is your responsibility to exercise care, precaution of how you might discuss what, and with whom at the Centre.
4. Your discussion with any staff member should be informative about your child needs, professional and to the level of responsibility of those member professional positions at the Centre.
5. The Centre releases itself from any responsibility, if you chose to disclose any private and or personal information which is not required to the well being of your child to any staff member, and or you allow the line of being friendly and being professional between you and staff member to become blurring.
6. Trust is a virtue the Centre will never abuse conscientiously or intentionally.

**Child care regulation 2002 states that:**

**(1)** The licensee of a child care service must ensure that the service's records, so far as they contain personal information relating to a child in care, are kept in a way that ensures no-one has access to them other than an authorised person for the service, a parent or guardian of the child or the child.

**(2)** A person who, as an authorised person for a licensed service, obtains personal information about a child in care from the service's records must not disclose the information to anyone other than another authorised person for the service, a parent or guardian of the child or the child.

**(3)** Subsections (1) and (2) do not apply to the giving of access to a record, or the disclosure of information, relating to a child—

- (a) For a purpose of this Act; or
- (b) With the consent of a parent or guardian of the child; or
- (c) For a purpose directly related to the child's protection or welfare;

Or

(d) In compliance with lawful process requiring production or documents or giving of evidence before a court or tribunal; or

(e) Under another Act.

**(4)** In this section— "**Authorised person**", for a licensed service, means the licensee of the service, a staff member of the service or a carer in the service. "**Personal information**", relating to a child in care, means—

- (a) Information about the child's health; or
- (b) Information about special needs of the child; or
- (c) Other information, relating to the child, prescribed under a Regulation.

**s 88 53 s 89**

*Child Care Act 2002 No. 55, 2002*

"**Records**", of a child care service, means the records kept by the licensee that relate to the operation of the service, including the records kept under section 85.

## POLICY FOR EXCLUSION OF CHILDREN THROUGH INFECTIOUS DISEASES

If your child contracts an infectious disease please keep them away from the centre. The children require this time to get over their illness and can have a relapse or infect others if they are returned before they have properly healed. Following is a list of diseases which require exclusion. These exclusions apply to staff and children.

Condition	Exclusion Period
Acute Conjunctivitis Allergy Conjunctivitis	Until eye is no longer red and is free of discharge. Allergy conjunctivitis discharge to be cleaned and no red in eye visible.
Chicken Pox, Shingles	Exclude for at least 5 days after the spots first appear and until all blisters have formed scabs.
Coughs, Influenza	Until child looks and feels well. If prescribed antibiotics, 24 hours after the first dose. During flu epidemic, we will be advised by the Public Health Unit.
Diarrhoea (including, Rotavirus, Salmonella)	Until 24 hours have passed since first normal stool.
Giardia	All persons considered having Giardia, whether as an isolated case or during an epidemic should be excluded until treatment has been given and diarrhoea has ceased.
Haemophilus Influenzae B (HIB)	Exclude until well.
Hand Foot and Mouth Disease	Until blisters have dried.
Hepatitis A	Until 7 days after jaundice has appeared.
Herpes simplex (cold sores)	Only very young children unable to comply with good hygiene practices should be considered to be excluded while sores are weeping. Otherwise no exclusion necessary when sores are covered with dressing.
Impetigo (school sores)	Until 24 hours after treatment has commenced and sores covered with a proper dressing.
Measles	Until 4 days after the onset of the rash. Unimmunised contacts are to be immunised within 72 hours of contact with a case or they be excluded for the duration of the outbreak.
Meningitis	Until 9 days after the swelling appeared. Unimmunised children over 12 months are excluded for 21 days from last reported case.
Rubella (German Measles)	Until 4 days after the rash appears. Pregnant women should seek medical advice.
Streptococcal Infection and Scarlet Fever	Until 24 hours after treatment has commenced.
Vomiting	12 hours after last vomit.
*#Whooping Cough	Exclude 14 days from onset of coughing or until child has taken 5 days of a 7-day course of antibiotics (erythromycin). #Recommended for exclusion of persons exposed to pertussis (contacts) is specific to Qld Health and may differ slightly to recommendations in 'Staying Healthy in Childcare'.

**Parasites and Pests which are easily spread and require exclusion**

Head Lice	Until 1 day after treatment has commenced.
Ringworm	Until 1 day after treatment has commenced.
Worms	Until worming treatment has been given.

**Diseases which do not require exclusion**

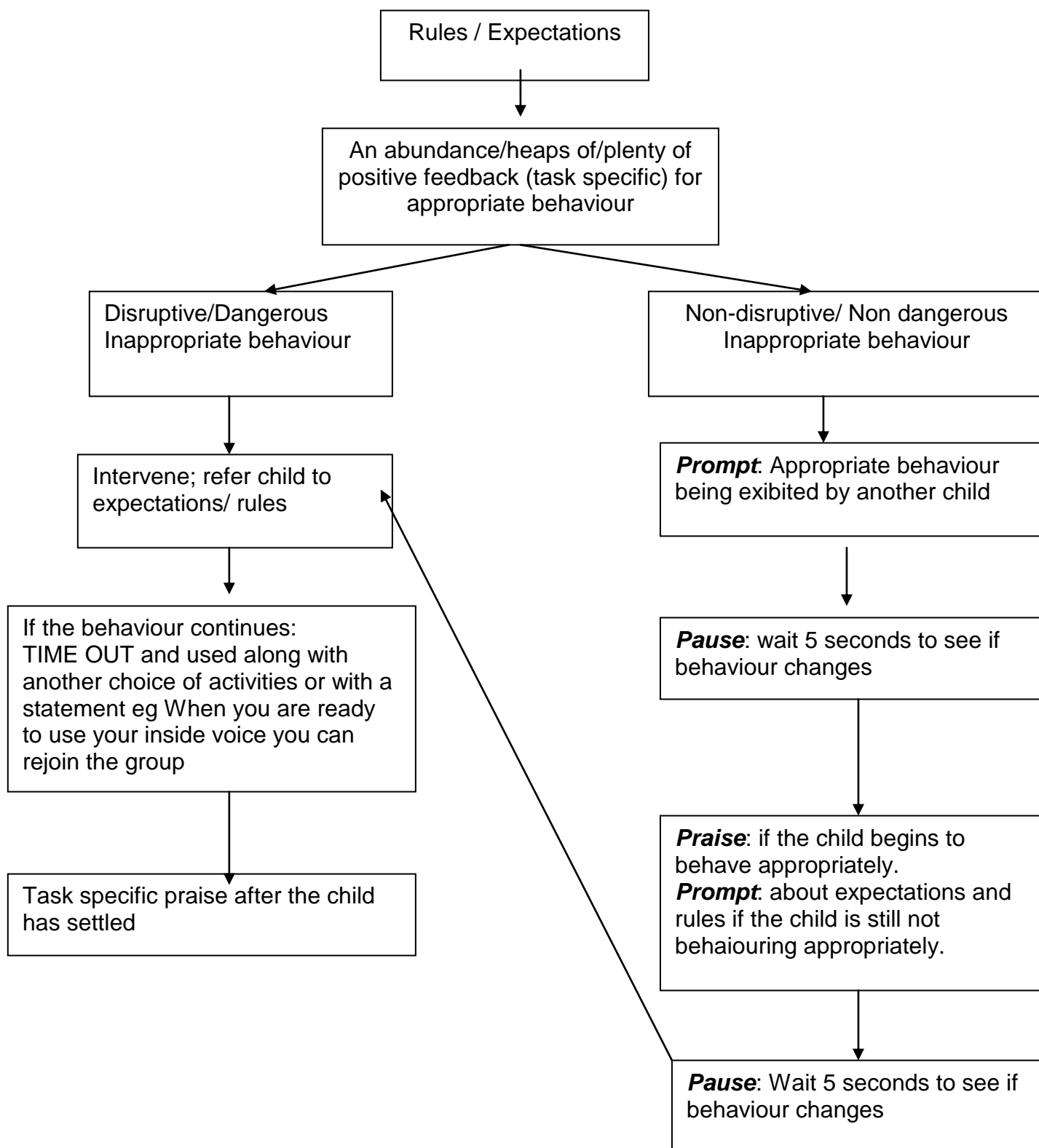
Cytomeglovirus	Hepatitis B & Hepatitis C
HIV+ or AIDS	Glandular Fever
Erythema Infestiosum (Fifth Disease)	

Staying healthy in childcare version 4

[http://www.nhmrc.gov.au/publications/synopses/\\_files/ch43poster4.pdf](http://www.nhmrc.gov.au/publications/synopses/_files/ch43poster4.pdf)

<http://www.health.qld.gov.au/>

## Behaviour Management Policy Children



**Hervey Bay Neighbourhood Centre  
Limited Hours Childcare  
Behaviour Management Policy  
Staff and Volunteers**

