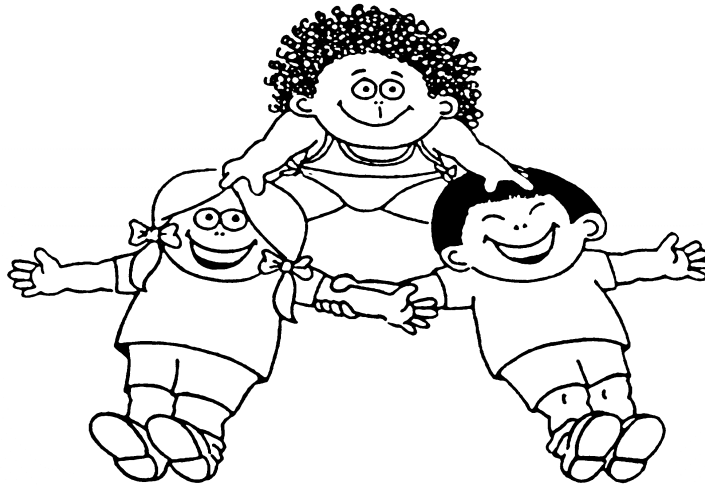


ANNE SGRO CHILDREN'S CENTRE



A COMMUNITY BASED, NON PROFIT CENTRE.
WHERE CHILDREN ALWAYS COME FIRST.

PARENT'S HANDBOOK

JULY 2010

45-47 May Street,
Coburg, Victoria, 3058

Telephone: 9354 3197 Fax: 9354 4855
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SECTION 1 ABOUT ANNE SGRO CHILDREN'S CENTRE

1.1. WELCOME!

Welcome to Anne Sgro Children's Centre! We are a friendly, community-based, not-for-profit childcare Centre located in May Street, North Coburg.

This handbook provides information for parents about how we operate. It explains the main systems and policies the Centre uses to provide effective, safe care for children from 3 months to 6 years of age. Please read it carefully and put it in a safe place for future reference.

1.2 INTRODUCTION

This handbook has been put together by parents, staff, and a council representative. It's meant to be a flexible working document for the operation of the Centre and it complements a range of policies the Centre has in place. You'll find a complete set of policies in the Anne Sgro Children's Centre Policy Folder located in the foyer at the Centre.

The way the Centre's policies are put into practice on a daily basis, depends on many varying factors and is the ongoing responsibility of the Committee of Management. The Committee of Management reviews the policies every 12 months at a general meeting in September/October, or when the Committee or Government bodies feel changes are needed.

1.3 HOURS OF OPERATION

The Centre is open Monday to Friday between 7.00am to 6.00pm.

The Centre will be closed on Public Holidays and two weeks over the Christmas period. Christmas closure dates vary slightly each year and parents will be notified in November of the dates for that year.

1.4 HISTORY OF THE ANNE SGRO CHILDREN'S CENTRE

Anne Sgro Children's Centre was established as a work-related childcare service that caters for the needs of families who work, study or live in the city of Moreland. It was initiated in 1976 by a group of migrant women in F.I.L.E.F. (Italian Federation of Migrant Workers and Families) who recognised the importance of quality childcare to working families. With trade union support, they began and maintained close contact with working women in Coburg with the aim of establishing the first work related childcare Centre in Victoria. Further support and involvement came from Local and Federal Governments.

After eight years of determined struggle, extensive negotiations and communications with Government at various levels, the Centre was officially opened on the 13th April 1985 in a residential street close to the industrial area of North Coburg. It provided an important precedent in the development of childcare as a political and industrial responsibility.

The Centre building and property is owned by Moreland City Council and provides day care facilities for 50 children from 3 months to 6 years old. It is operated by a Management Committee, which can include staff, parents and representatives of local government, unions, local employers and community members.

Moreland City Council is the Licensee of the service and there is a written agreement between Moreland City Council and the Management Committee, which establishes the role and

responsibilities of both parties. **Centrelink provides Childcare Benefit.** The Federal Government also set out the guidelines for the running of the Centre.

The bright, attractive Centre, staffed by caring and skilled workers, offers quality childcare so that parents may leave their children with confidence and peace of mind.

1.5 OUR COMMUNITY

The Anne Sgro Children's Centre aims to:

- Permit and encourage input and involvement of community groups directly concerned with the provision of "work related" child care that is employers, unions, Moreland City Council.
- Promote positive and useful interaction between the Centre and the local neighbourhood and the community at large.

1.6 PHILOSOPHY OF THE CENTRE

The Anne Sgro Children's Centre believes in:

Respect- We value respect as an integral part of our centre & it underlies all interactions, procedures & policies of the centre. It also underlies all of the following principles.

A sense of belonging- We believe that children, families & staff develop a sense of belonging to the centre. The centre also actively encourages the involvement of families in all aspects of their child's care.

The Value of Play- We acknowledge the importance of the early childhood years & our role in a young child's development. We believe that children learn through play. Staff provide a developmentally appropriate program that caters for all children's abilities & needs, both as individuals & as a group. We encourage open-ended play experiences that enable children to develop their problem solving skills & physical abilities. The program will also be flexible & stimulating, offering challenges in new experiences & enabling children to develop to their full potential. (Also refer to Program Handbook).

Cultural Diversity- We recognise & respect the importance of the cultural backgrounds of our children, families, staff & our community. The Centre encourages all children, families & staff to share their culture, as well as incorporating cultural diversity into our program. We also encourage the use of home languages & employing bilingual staff where possible.

Communication- We value & encourage open & sincere/respectful communication between children, families & staff. Staff also model positive relationships through good communication that encourage children to form positive relationships with their peers. Various communication strategies are used in order to ensure that open communication is developed & maintained between children, families & staff. This is also reflected in encouraging the employment of bilingual staff. Greater understanding comes from positive communication.

Teamwork- Co-operation & team work are vital aspects of providing quality care for children & a fulfilling workplace for staff. We encourage children, staff & families to work together as a team to the enhancement of our centre.

Equality- We believe that all children, families & staff should be able to access our service, regardless of gender, country of origin, religion or physical ability. This is also reflected in our program planning, ensuring that all have access to all parts of the program.

The Environment- We respect & appreciate the strain on the world's environmental resources & work towards minimizing our impact. Educating children on the conservation of our environment is an important part of this process & will be incorporated into our program. Using natural resources will also encourage an appreciation of the environment & lower our impact.

Staff Philosophy:-

Our Philosophy when working with your children is to ensure a safe, nurturing, stimulating environment to all children, parents & staff as individuals. Staff believe an open relationship is needed to achieve a two-way communication with all parties involved.

Working with Parents:

Staff will treat parents with respect as individuals & involve them in the program on a regular basis through verbal & non-verbal communication.

Staff will appreciate any input provided by parents & accept any issues arising which will be acted on in a professional manner.

Working with Staff:

Staff will ensure to have a good working relationship so they achieve a clear two-way communication network, **which in turn demonstrates to children appropriate role modelling behaviour to children.**

To ensure an honest relationship, staff in the room meet regularly to supply & place any input they have to run their room smoothly. As well, the staff as a whole team will meet on a monthly basis to discuss any issues that arise.

Non-verbal communication will be placed around the room to avoid any confusion that relates to the running of the room. This information will also ease relievers into the program.

Behavioural Guidance:

Staff will ensure children are guided positively, by respecting children, getting to the child's level, explaining in simple terms & actions & speaking at a child's vocabulary level.

Limits are clearly devised between the children & staff, & staff will praise children accordingly & correct terms are used. Children will be given the opportunities to express themselves & to talk about different behavioural issues & responses.

Caregiving Experiences:

The environment will be welcoming & throughout certain times, a peaceful level will be maintained to ensure a safe, inviting, smooth, positive & fun time occurs during routine times.

Throughout different transitions children will learn to gain appropriate independence skills especially through toileting, dressing & undressing.

Staff will always remember to be flexible throughout the day.

Environment & Play Experiences:

Staff will supply sufficient amount of information on a bright information board as well as around the room for all parties involved in the centre to see. This will include posters & other aids for children to enjoy.

The room set up should be bright, equipment used will be hygienic, safe & age appropriate for children to develop to their full potential. Furniture will be placed in a safe position & placed in a consistent manner.

1.7 OBJECTIVES OF THE CENTRE

The Anne Sgro Children's Centre aims to:

Children

- Meet the needs of children whose families live, work, or study in Moreland.
- To provide an environment that respects and maintains the linguistic and cultural backgrounds of the children.
- Enable children to develop to their full potential taking into account their individual needs.

Parents

- Provide support for the family as a whole.
- Involve parents in the management of the service.
- Provide an environment where parental concerns can be addressed.
- Encourage parent/family involvement in the day-to-day functioning of the Centre.

Staff

- Develop and maintain optimum working conditions, allowing opportunities for staff support and training.
- Involve staff in the decision making process, and in the ongoing evaluation of the Centre policies and development of the service.
- Provide an atmosphere in which staff can work as a team and where levels of training and personal skills are respected, valued and utilised.

SECTION 2 ENROLMENT & DAY-TO-DAY ISSUES

2.1 ENROLMENT INFORMATION

- Children from 3 months to 6 years old are eligible to be enrolled at Anne Sgro Children's Centre (ASCC). Priority is given to families working, studying or living in the City of Moreland.
- The Centre follows the enrolment guidelines outlined in the Commonwealth Department of Health and Family Services handbook and the ASCC policy. Families must fill out an enrolment form for their child before care can commence. It is illegal for the Centre to accept a child if this form is not completed. These forms are available from the Co-ordinator. The Enrolment Form is quite detailed. It is important that we have all information about your child and that you attach any further details that will be useful to the staff.
- It is the parent's responsibility to inform us of any changes to address, telephone numbers, workplace, emergency contacts, medical details and etc. It is most important that this information is kept up to date.
- The Centre is open from 7.00am to 6.00pm each weekday. Arrival and departure times are negotiated and agreed upon at the enrolment interview. These times will be determined by the:
 - needs of the child
 - needs of the parent
 - Staffing arrangements for the Centre.

Staff/child ratios are at their lowest at the beginning and the end of each day. When a parent is not working, it is expected that their child/children will attend the Centre between 9.00am and 4.00pm.

Children attend the Centre according to the times stated on their enrolment form. It is expected that where possible, any variation of these times will be communicated to the Co-ordinator or staff on or before the day

The Centre closes at 6.00pm sharp. Staff are paid overtime, therefore it is essential that parents who have their children booked till 6.00pm have collected their children prior to this time or make arrangements for someone else to collect their child.

When other arrangements are made for the collection of children, staff need to be notified in advance. If the people who pick up the children are not authorised on the enrolment form, parents must notify the Co-ordinator or staff and appropriate identification will need to be supplied.

2.2 ORIENTATION PROCESS FOR NEW FAMILIES

Before your child joins our childcare Centre, we recommend you set some time aside for them to be introduced to and get to know our staff/environment. Our orientation process helps the settling-in process to run much more smoothly. It helps children to feel secure in their environment, and gives parents peace of mind.

When you enrol your child, the Centre Coordinator will explain the orientation process to you to help you and your child settle in.

A \$30.00 non-refundable enrolment fee is payable when a child is enrolled in the Centre.

Things to do while you are attending orientation

1. Complete your enrolment form at home.
2. Make a list of questions you want to ask staff who are looking after your child.
3. Make a list of things you want staff to know about your child e.g. their likes and dislikes.
4. Bring your child to the Centre and stay with him/her for one or two hours. You may do this, as many times as you feel is needed (there is no charge for this time).
5. Talk to staff and show your child that you trust them, let your child see you talking to them about his/her needs/interest etc.
6. When you leave your child for the first time make it for a short period at the most interesting time and when your child is most rested and has the most energy. Spend some time with your child before you leave.
7. Increase the time to include a lunch and sleep routine.
8. Always say goodbye and tell your child you are leaving and that you will come back. Please do not leave without telling your child you are going. Always reassure your child you will be back to pick them up.
9. Ring the Centre as many times as you need to – we want you to feel reassured so please ring as often as you need to.
10. You are also most welcome to visit our centre at anytime throughout the day.

2.3 ARRIVAL AND DEPARTURE

- Bring the children right into the playroom. (Paddington Room before 9.00am)
- Let a staff member know that you are here.
- Sign the attendance record and write the time of arrival and departure.
- Only those people authorised on the enrolment form will be allowed to collect your child from the Centre, unless a parent has informed staff otherwise and identification will be required.

2.4 INFORMATION POCKETS

Each family has a “pocket” for newsletters and other information. They are marked in alphabetical order of each child’s first name. The Teddy and Friends Room and Paddington Room pockets are located inside their room at the door entrance. The ones in The Panda Room are located in the bathroom. Siblings share one single pocket.

Regular newsletters are sent by the co-ordinator, Committee of Management and individual rooms. These are fee invoices, receipts, notices, articles of interest and information on a range of topics will be left in your child’s pocket to keep you up to date with events and issues that are relevant to families. Please check your child’s pocket daily.

2.5 INFORMATION NOTICE BOARDS

You’ll see notice boards in the foyer of the Centre and in individual rooms, with interesting information relating to the operation of the Centre. Each room also has a white board that staff use to record information for parents about their child’s day.

2.6 SIGNING IN AND OUT

It is a requirement of both the Federal and State Governments that you sign your child in and out each day. A sign in and out folder is located inside your child's room and you will receive a verbal reminder from staff if you forget to sign your child in or out. Always be sure to tell a staff member when you are taking your child home.

2.7 WHAT TO BRING AND WHAT NOT TO BRING

- Before you bring anything to the Centre PLEASE LABEL ALL YOUR CHILD'S BELONGINGS.
- Children have a locker to place their bag, hat, coat and personal belongings.
- Please bring a change of clothing, hat, and coat and if your child has a favourite toy or blanket, feel free to bring it along too. All items belonging to your child (including clothing, bottles, dummies, toys, and medication) should be clearly labelled even if it is just the initials. Labelled items are much easier to return to their owners. We do not take any responsibility for unlabeled items.
- It is very important that children wear appropriate footwear and seasonal clothing. For example - coats and winter hats in winter and sun hats in summer. Thongs are not to be worn, as they are dangerous if children are running and provide no protection from falling objects. It is strongly recommended that **children wear closed toe sandals** in the summer months.
- For children in nappies, parents are required to supply a home nappy. The Centre uses a cloth nappy wash service throughout the day. If you like your child to be in disposable nappies, it is the parent's responsibility to provide them.
- All meals are provided except for baby formula. Please supply enough made up bottles for your child's day.
- Please **DO NOT** bring lollies or chewing gum. These can cause disputes between the children and despite the obvious danger of choking on gum, we encourage healthy habits at the Centre.

2.8 NUTRITION (meals and snacks)

As there are children within the centre that are Anaphylaxis (severely allergic) to Eggs & Nuts, the Centre has become Egg & Nut Aware. In saying this we ask that all families refrain from bringing ANY food into the centre.

- A 12-week cycle menu will reflect the cultural diversity of the families using the Centre. This is displayed on the notice board in the entry foyer, showing a variety of morning & afternoon teas, lunches and second courses. Water and milk is provided to the children.
- High standards of nutrition will be maintained for all children's meals.
- Agreements will be reached with parents regarding special dietary requirements or allergies, religious, cultural and medical issues of individual children.
- The Centre is classified as a "Class A" Food Premises as per the Food Act 1984 and is fully compliant with all aspects of the Act. The food and safety program is located in the foyer. Please see the Centre Cook if you wish to discuss this.
- Each child receives morning tea, lunch and afternoon tea. Breakfast is served between 7.00am to 8.00am. Lunch times vary according to the children's needs however is generally served at 11.30am each day. A late snack is also served between 5.30pm to 6.00pm for children who leave late.
- The Centre Cook is available from 8.00am to 1.00pm daily. Feel free to discuss any issues relating to meals with our cook.
- We are an egg, nut and MSG free centre.

ANAPHYLAXIS:

Anaphylaxis is a severe, life threatening allergic reaction. Up to two percent of the general population and up to five percent of children are at risk. The most common causes in young children are eggs, peanuts, tree nuts, cow milk, bee or other insect stings and some medications. A reaction can develop within minutes of exposure to the allergen, but with planning and training, a reaction can be treated effectively by using an adrenaline auto injector called an EpiPen.

Our centre recognises the importance of all staff responsible for the child/ren at risk of anaphylaxis under taking training that include preventative measures to minimise the risk of an anaphylactic reaction. The A.S.C.C has adopted a range of procedures and risk minimisation strategies to reduce the risk of a child having an anaphylactic reaction, including strategies to minimise the presence of the allergen in the centre. This is the main reason why our centre has become an egg free and a nut free. It is also one of the reasons why parents are asked not to bring any food to the centre. (Refer to anaphylaxis policy)

2.9 BIRTHDAYS

We enjoy celebrating your child's birthday. You may wish to order a cake from the Centre at a cost of \$8.00. Please discuss details with room staff first.

2.10 TOYS

Children may bring toys from home, especially to comfort them. Infants in particular need to have something that looks/smells and feels familiar to them, for example comfort toys/rugs etc. We understand this need, however we **do not** accept responsibility if items become lost or broken.

Please think about what you allow your child to bring into the Centre. The Centre is a **war toy free zone**. This means it is unacceptable for your child to bring any toys that do not promote peace. If your child does bring such toys, the Centre staff will request the toys are to be taken home by the parent or they will be placed out of reach until the child's home time.

2.11 ABSENCE AND CHANGING YOU'RE BOOKING DAYS

If your child is booked in but will be absent due to holidays or illness, you are still charged for these days. Please notify the Centre as early as possible if your child is going to be absent. If your child attends the Centre part-time and you wish to "swap" or have an extra day please arrange this with the Centre Co-ordinator. We will make every effort to accommodate changes, but please be aware your options depend on vacancies.

2.12 EXCURSIONS POLICY

The Centre will ensure that no child will be taken on an excursion or outside the Centre by staff without the parent or guardian's written authorisation giving full details of the date, proposed destination, and method of transport, activities and number of adults to accompany and supervise the children. Taking children out on excursions has its difficulties. Our preferred option is to organise "incursions". Throughout the year, staff will incorporate into the program, events to stimulate and encourage children's curiosity and creativity. To find out more about the Centre's planned activities, please see our 2IC (Second In Charge) staff member.

2.13 AUTHORITY TO COLLECT CHILDREN FROM THE CENTRE

On your child's enrolment form you will be required to nominate two people who have the designated legal authority to collect your child from the Centre. **A child under the age of 16 will not be recognised as having legal authority over a child at this Centre.** If anyone besides the parents arrive to collect your child, we require your consent. It is important to inform staff members,

giving the full name of the person involved. The person must have photo identification with them. Children will not be allowed to leave the Centre with an adult unknown to the staff unless parents have given prior consent.

2.14 CHILDREN REMAINING AFTER 6.00PM

- Staff will attempt to contact parents and/or emergency contacts.
- If the Co-ordinator, Second in Charge or a Committee member is not in the Centre, they will be contacted to discuss the matter.
- Parents will need to discuss with the Co-ordinator, any additional emergency contacts that can be called upon to ensure that it will not re-occur.
- If the situation is ongoing, this will then be brought to the attention of the Committee.

2.15 LATE PICK UP POLICY (AFTER 6.00PM)

We understand that late pick-ups can be unavoidable at times. However, the Centre closes at 6.00pm sharp. After the initial warning, a late fee will apply to families who collect their child after 6.00pm.

1. The first time a parent/guardian is late; it will be recorded in the Late Register, to be signed by the parent/guardian and witnessed by staff.
2. The second time a parent/guardian is late the exit time will be recorded in the Late Register and will be signed and witnessed. A fee of \$1.00 per minute per child will be incurred and added to the weekly fee.

If lateness occurs on a regular basis then the matter will be referred to the Co-ordinator or Committee.

2.16 TERMINATION OF CARE

If you are leaving the Centre and do not require future childcare you must give the Coordinator a minimum of two (2) weeks notice in advance.

2.17 GROUPING OF CHILDREN

The children attending the Centre are grouped according to their ages. This break up is consistent with the method in which the National Accreditation principles are evaluated and allows for more efficient programming and planning.

ROOM	AGE	NUMBER OF CHILDREN IN ROOM
PANDA ROOM	3 months – 2 years old	10 Children
PADDINGTON ROOM	2 years - 3.5 years old	20 children
TEDDY & FRIENDS ROOM	3.5 years - 5 years old	20 children

When vacancies occur in either the Paddington Room or the Teddy and Friends Room, and if appropriate, children are moved up into the next age grouping.

SECTION 3 FEES

3.1 FEES

The Centre is a non-profit organisation. Apart from salaries for our wonderful staff, the Centre must meet all sorts of costs including heating, equipment and food for your child's meals. Without your fees, the Centre cannot operate.

On enrolment, a \$30.00 fee must be paid. This enrolment fee is non-refundable.

Childcare fees are reviewed annually generally every July. A maximum daily and weekly fee will be determined by the annual budget projected costings, prepared by the Co-ordinator and the Treasurer in consultation with the Committee of Management. Your fee covers all operating expenses including the cost of all foods, nappies, childcare program, incursions etc.

CASUAL FEES	\$ 77.00 per day
FULL-TIME FEES	\$ 355.00 per week

3.2 HOW FEES ARE CHARGED

The individual childcare fee for each family will be either:

1. the maximum daily or weekly fee; or
 2. A daily or weekly fee reduced by the Child Care Benefit calculated according to family income as per Centrelink Assessment Notice.
- Fees are charged on a weekly basis, according to the number of days of childcare received.
 - Any additional days that you use are added to your weekly fee.
 - Fees must be paid two weeks in advance at all times.
 - If accounts are more than two weeks in arrears we may refer your account to the Committee of Management.
 - Fees are still payable for all absences due to illness, annual leave, and rostered days off.
 - No fees are charged for public holidays and Christmas close down period.
 - There may be one staff-training (child free) day per year that is charged to parent accounts.

3.3 CHILD CARE BENEFIT – CENTRELINK

Most families are entitled to Child Care Benefit (CCB) made available through Centrelink. There are two options available to parents when claiming this entitlement:

- Child Care Benefit will be paid directly to the Centre by Centrelink and parents pay the reduced cost of the daily or weekly fee or,
- Parents can pay full fees and claim a lump sum rebate at the end of each financial year via their tax returns.

For more information contact the Family Assistance Office on 13 6150.

3.4 PAYING YOUR FEES

- Accounts can be paid weekly, fortnightly or monthly, by agreement with the Co-ordinator.
- Fees can be paid to the office during the week, and on Fridays it is appreciated that fees are paid before 10.00am.
- Fees may be paid using cheques, cash, EFTPOS or direct debt. No Credit.
- Please be aware that it is your responsibility to keep your payments up- to-date and two weeks in advance at all times – even if you have not been issued an invoice/statement.

For your convenience, when the office is closed, a locked fee box has been installed in the office door. Also any money can be given to the second in charge.

Cash

If you are depositing cash in this box, a staff member must check the amount before being placed in the fee box. An envelope can be obtained from the foyer. Please ensure the following details are included: your name and signature and the amount you are paying.

After the staff member has checked the amount, the envelope must be sealed and the staff member will sign the envelope on the seal and observe the placement of the envelope into the box. The Centre will take **NO RESPONSIBILITY** for cash, which is not put in an envelope without the above information on it.

If possible, please give the correct money. If you require change you will need to pay fees directly to the Coordinator.

Personal cheques can be placed directly into the locked fee box, but if you are depositing a bank cheque or postal note please place it in an envelope with your name and the amount you are paying written on it. It is not necessary to have the cheques and postal notes checked by staff. Please make cheques payable to "Anne Sgro Children's Centre". Dishonoured cheque fees and charges will be charged to parent's accounts.

EFTPOS

EFTPOS payments can be processed by the Co-ordinator and other staff members

Direct debit

You can deposit money directly into the Anne Sgro's account, over the counter at a bank or using internet banking. Please deposit into the following account information:

BANK:	Commonwealth Bank
BRANCH:	Sydney Road, Coburg
BSB:	063 122
BANK ACCOUNT NO#:	0090 3164
ACCOUNT NAME:	Anne Sgro Children's Centre

If you use direct debit, please be sure to include your details on your transfer and advice or email Antoinette or Gilda every time you make an electronic payment. Please tell them how much you have paid and what date you paid it.

3.5 UNPAID FEES

Please see the Coordinator if you don't know how much you should be paying for each day of care, or if serious money or other problems are affecting your ability to pay fees.

- In the case of outstanding fees, parents will be notified by verbal advice or in writing by the Co-ordinator.
- After a period of two weeks from the date of notification, payment arrangements need to be negotiated with the Co-ordinator if fees are not paid by the agreed date.
- If fees are still not paid after this date, this issue will be taken up with the Committee Office Bearers, in particular the Treasurer.
- If fees are outstanding longer than two weeks from the initial negotiated fee paying day, this will again be referred to Committee and you will be contacted again by phone or mail by the Treasurer.
- If fee payment has still not been received within 7 days of the second verbal or written reminder, this issue will then be brought to the attention of the entire Committee of Management, and care may possibly be withdrawn.
- If any long term unpaid fees and/or debt are referred to an external collection agency all costs and/or fees associated with the recovery of monies will be added to your account.

4.1 PROGRAM PLANNING

1. The program will be structured to reflect a home-like environment as much as possible including a stable routine underlying the day's activities.
2. The individual needs of all the children will form the basis for program planning.
3. Planning will give equal emphasis to all areas of development including indoor and outdoor activities and be based on realistic expectations for each age level.
4. The program will be flexible and stimulating, offering challenges in new experiences. It recognises the value of play as the most important educational tool for pre-school children.
5. The program will reflect the multicultural and the environmental nature of Australian society.
6. The program will aim to provide equal opportunities for all children.
7. Program planning will be a team effort, recognising the individual talents of staff and the importance of parent involvement.
8. Evaluating the program is seen to be just as important as planning it. Evaluations are documented and referred to for reflection.
9. Every fortnight on Wednesday or Thursday the Teddy and Friends and Paddington Room staff have four hours of program planning. Every fourth Wednesday, the Panda Room has a full day of program planning. On planning day, staff will set goals and plan play experiences that relate to these children's interests, strengths and needs.
10. A copy of the program is displayed in each room. Parents are encouraged to discuss any aspect of programming with staff.

4.2 PARENT INVOLVEMENT

Communicating with staff

Parent involvement is of the utmost importance in ensuring that quality care is given to the child/ren at the Centre. It is important that frequent and open communication occurs between the room staff and the parents to ensure that daily happenings are reported.

Other opportunities for parent involvement include the discussion of your child's developmental plans and reports that are done by the room staff on a regular basis. If you would like to know more about this, you may make an appointment with the Room leader.

Attending meetings

There is also opportunity for involvement by attending the monthly Management Committee meetings and becoming part of the various sub-committees. Minutes of meetings are always on display and available in the foyer. A meeting reminder notice is also displayed.

Grievances

- Parents and staff are entitled to be treated courteously by each other regardless of individual differences in attitudes and values.
- Grievances will be dealt with in accordance with the "Parent and Staff Grievance Procedure".

4.3 GUIDING CHILDREN'S BEHAVIOUR

Some Basic Rules That Can Be Useful When Guiding Children's Behaviour

- Provide limits that are appropriate to the child's age and level of understanding.
- Provide limits and rules for important issues e.g.: potential danger issues.
- Be consistent. Children should be aware that rules and limitation are to be obeyed. Do not change any rules or limits as it can confuse the child and everyone concerned.
- Children should be aware of the consequences if they break the rules, or if their behaviour is not acceptable.
- Let children feel the consequences if limits are not met or rules are broken as this will be a more appropriate lesson than any punishment.
- Children should be given a clear explanation about why some behaviour's are not acceptable, and staff should suggest appropriate behaviour as an alternative.
- Promoting a positive self-image in the child is seen as crucial for self-management.

- Agreed limits will be established throughout the Centre, recognising that expectations may vary according to the developmental level of the children.
- It is part of staff's role to act as appropriate models of behaviour for children.
- The older children should be involved in decision-making regarding the behaviour of themselves and their peers.
- It is expected that parents and staff will work co-operatively if and when additional support is required from resource workers outside the Centre.
- A detailed Behaviour Guidance Policy for staff use has been developed, which is displayed in each room. If you would like a copy, please ask the Co-ordinator.

SECTION 5 STAFF

5.1 STAFF ROLES AND RESPONSIBILITIES

The roles and responsibilities of the staff are to:

- Provide a nurturing environment where individual needs of the children are being met.
- Plan and implement children's program that has been developed co-operatively.
- Maintain regular communication with parents with regards to their children's care and development and encourage their involvement in the operation and management of the Centre.
- Attend and contribute to staff meetings, room meetings and in-services as planned and required.
- Work co-operatively as part of a team (both within the room and the wider staff structure of the Centre).
- Be responsible for the planning and implementation of a children's program within a particular room or team.
- Assist untrained staff, as required, to provide optimum experiences for the children.
- Consult with the Co-ordinator when making and maintaining contact with various community agencies in regards to individual children/family needs.
- Welcome students on placement and assist them to meet the requirements of their courses, thereby promoting a positive association with student training colleges.

5.2 CURRENT STAFF

ROOM	STAFF MEMBER	QUALIFICATION
TEDDY & FRIENDS (3.5—5 to 6 years)		

Room Leader	Tammy	CCW Dip
Other Staff	Courtney	CCW Lvl 2
PADDINGTON ROOM (2-3—5 Years)		
Room Leader	Sarah	CCW Dip
Room Leader	Melissa	CCW Dip
Other Staff	Sabrina	CCW Lvl 3
PANDA (3 months—2 Years)		
Room Leader	Sophia	CCW Dip
Other Staff	Rita	CCW Lvl 3
COOK	Tina E.	CCW Lvl 2
CLEANERS (Contract)	Morgan Cleaning Services	
BOOK KEEPER ADMIN. ASSISTANT	Gilda	CCW Dip
CENTRE CO-ORDINATOR	Antoinette	CCW DIP
2IC- Second in charge	Hayley	CCW DIP
PART-TIME & CASUAL STAFF/RELIEVERS	Jackie Mary Sara Karen Laura Patrizia	CCW Dip CCW Lvl 2 CCW Dip CCW Dip CCW Dip CCW Lvl 3

EXPLANATION OF QUALIFICATIONS

CCW DIP	Diploma in Children's Services
CCW ADV DIP	Advanced Diploma in Children's Services
CCW LVL 1	Child Care Assistant – Year 1
CCW LVL 2	Child Care Assistant – Year 2
CCW LVL 3	Certificate III in Children's Services
BECS	Bachelor of Early Childhood Studies
PSMN	Preschool Mothercraft Nurse
BIL CCASS	Bilingual Child Care Certificate

5.3 FIRST AID CERTIFICATE

The following staff members have a current Level 2 First Aid Certificate:

Antoinette
Hayley
Sabrina
Sophia
Tammy
Tina E.
Sarah
Melissa
Rita
Gilda

5.4 BILINGUAL STAFF

Many of our staff members speak other language as well as English.

STAFF MEMBER	LANGUAGE
Antoinette	Italian
Tina E.	Italian/Greek
Rita	Italian
Sabrina	Italian
Sophia	Greek
Gilda	Italian

5.5 EMPLOYMENT CONDITIONS

All staff are employed by the Committee of Management in accordance with the current Children's Centre (Victoria) Multiple Business Collective Agreement 2008

5.6 CO-ORDINATOR

The role of the Co-ordinator is to co-ordinate and be responsible for the overall management of the Centre. This is an administration position, however the Co-ordinator visits and works in the rooms as well as:

- Provides support, supervision and co-ordination of staff.
- Co-ordinates staff rosters, planning and implementation of children's programs, staffing in-services and development and staff meetings.
- Facilitates student placements.
- Manages enrolments and placement of children.
- Maintains Centre records.
- Collects and receipts childcare fees.
- Prepares all Government and other reports as required.
- Maintains Waiting List.
- Operates the service within budget limits.
- Establishes and maintains links with parents and the community.
- Supports the Management Committee in its role as required.
- Maintains regular communication with parents using the Centre.
- Attends and contributes to a range of meetings and networks within the community.
- Maintains regular communication with appropriate organisations (e.g. Department of Human Services and other children's Centres).
- Co-ordinates the Centre including making and acting on a range of decisions. Decisions will be made by the Co-ordinator in accordance with Centre policy but also relying on the Co-ordinator's own discretion and consideration of staff thoughts and views.

5.7 2IC: SECOND IN CHARGE (ACTING CO-ORDINATOR)

- The person designated as second in charge will have the full authority of the Co-ordinator in their absence and should be consulted by staff accordingly.
- The Co-ordinator will make every effort to keep the second in charge person informed about all important matters relating to their role.
- When filling in for the Co-ordinator, the second in charge will make minor decisions for those requiring immediate attention, but will consult members of the Committee of Management or Council support staff about major decisions that have to be dealt with in the Co-ordinators absence.
- In all matters, the second in charge is expected to carry out duties as much as possible as per the practice of the Co-ordinator and in accordance with the Centre's policy.

5.8 STUDENTS AND VOLUNTEERS

The Centre assists several colleges with work experience placements throughout the year. Parents, please take the opportunity to introduce yourself to students on placement.

On some occasions we may also have a volunteer who is wanting childcare experience, both students and volunteers are not left alone in charge of any groups of children. If you have any concerns or information please see regular room staff.

5.9 COMMITTEE OF MANAGEMENT

The Committee of Management is an elected group of people primarily made up of parents whose responsibility is to manage the Centre. Members are not elected as individuals in their own right but as people required to act in the best interest of all concerned.

Members of the Committee are required to ensure that the Centre provides a quality service for the children and the users of the Centre.

The role of the Committee

- Promote the Centre in the local community
- Policy development
- Administration
- Being the employer of the staff
- Financial management

Committee structure

- Chairperson and Vice Chairperson.
- Secretary and Vice Secretary
- Treasurer and Vice Treasurer
- Staff Liaison
- General members
- Centre Co-ordinator
- Representative from Moreland City Council
- Staff representative

All Committee members are elected at the Annual General Meeting. Office Bearers are elected at the first meeting after the AGM. These positions are held for a period of one year and office bearers shall retire at the following AGM, but will be eligible for re-election.

The main work of the committee is done through the monthly meetings. Each year, a minimum of ten meetings must take place and we require 6 Committee members present to hold a meeting.

The purpose of the meetings are to:

- inform members of the committee about what has been happening at the Centre during the previous month;
- discuss, plan, and decide upon actions, which need to be taken on current (or future) issues or concerns facing the Centre, and include who will be responsible to take action;
- Monitor the implementation of earlier decisions.

SECTION 6

GRIEVANCES

6.1 PARENT AND STAFF GRIEVANCE PROCEDURE

The Centre understands that issues can arise from time to time between staff members or between parents and individual staff members. This procedure is designed to encourage individuals to resolve matters at the earliest possible stage, while ensuring that everyone knows how to progress issues to resolution.

The following procedure for handling concerns, grievances or issues aims to:

- Promote open communication and discussion about all matters.
- Provide basic guidelines for a systematic approach to resolving a range of matters.

If the matter relates to another person, discuss the matter with that person first. If agreement is not reached, but you wish to pursue the matter further, inform the other person that you will be doing so.

Discuss the matter with the Centre Coordinator. If agreement is not reached, but you wish to pursue the matter, further inform the Coordinator.

In cases where the issues involve the Coordinator, the person wanting to pursue a matter further, may discuss the matter with the following people or services

Moreland Council - Early Childhood Services Manager	9240 1111
Association of Subsidised Child Care Centre	9427 8683
Victorian Children's Services Association Inc.	9482 2696
Department of Education and Early Childhood Development	9412 5333

6.2 STAFF GRIEVANCES

Staff are encouraged to raise any issues of concern at a staff meeting (if appropriate). Following discussion in a staff meeting, if an agreement is not reached, or you are not satisfied with the decision that has been made and you wish to take the matter further, inform the staff and/or Coordinator that you wish to take the matter further.

6.3 PARENT AND STAFF GRIEVANCES

Parents and Staff can take a matter to a Committee of Management meeting by:

1. including the item in the Coordinator's report, or
2. asking the staff representative to include the matter in their staff report to the Committee, or
3. Arrange a meeting with the Committee chairperson or Secretary to discuss the matter.

The matter must be put on the Committee Meeting Agenda. The Management Committee's decision is final; however, the Committee may recommend an ongoing process or procedure in relation to the particular matter.

Decisions made by staff or within meetings should reflect the influence of other structures e.g. Department of Education and Early Childhood Development, Community Department of Health and Family Services, Local Government and Community Services guidelines, Council Policy and general trends within the child care field.

SECTION 7 HEALTH ISSUES

7.1 HYGIENE

The staff at the Centre practice and provide a role model for, and encourage children to learn good personal and general hygiene procedures to assist in reducing the spread of infection.

7.2 CHILD ILLNESS AND MEDICATION

The Centre provides care for healthy children. Parents are required to make alternative care arrangements for sick or infectious children. It is expected that parents will communicate openly and regularly with staff about their children's health.

If your child becomes ill while attending the Centre, a staff member will telephone you asking you to arrange for your child to be collected.

If your child requires any medication while attending the Centre, we need to follow Department of Education and Early Childhood Development Regulations. Parents must complete the required information in the medication folder, verbally inform and hand the medication that is to be administered to a staff member. Staff can administer medication if written permission is given and medication is in the original container bearing the original label. Staff are unable to administer expired medication, or medication not labelled with the child's name. Please refer to the Centre Policy folder in the office.

7.3 STAFF ILLNESS

Staff can take more responsibility for not spreading infections than children can. Therefore it is up to the discretion of the Co-ordinator whether staff with some infections continue to work.

7.4 DISEASE CONTROL

The Centre aims to minimise the spread of disease by:

- Ensuring up to date information is accessible.
- Following approved hygiene procedures. This includes the careful handling of all body fluids.
- Maintaining acceptable standards of personal hygiene among the adults in the Centre.
- Promoting an awareness of the importance of immunisation as a preventative measure.

7.5 INFECTIOUS DISEASES

If your child contracts an infectious disease, a doctor's certificate **MUST** be obtained stating that your child is no longer infectious before he or she can return to the Centre.

When there is an outbreak of an infectious disease that your child has **NOT** been immunised against, it is advised that the child stays home as per contact exclusion table, or a letter from the child's doctor stating that it is possible for the child to attend the Centre.

Please refer to Appendix A (Exclusion Table) for more information on infectious diseases.

7.6 HEAD LICE

When a case of head lice has been reported in the Centre, staff are unable to check the children's scalps. Staff can only observe the children and if a case is suspected, parents will be contacted and the appropriate treatment should be administered before the child can return to the Centre.

7.7 IMMUNISATIONS

The Centre recommends that all children in care be properly immunised. On your child's enrolment form you are asked to provide a copy of immunisation details. If your child has not been fully immunised due to age, please notify co-ordinator when immunisation takes place. When an infection disease is present at the Centre and a child is not immunised, the child will need to be

excluded temporarily from the Centre. Parents can contact Moreland Council Health Department for dates to vaccinate their child.

7.8 PRE - SCHOOL DENTAL PROGRAM

The Brunswick/Coburg Community Health Service makes available a free dental service for all children over the age of 3 years. Please contact Moreland City Council for further details.

7.9 CENTRE CLEANERS

The Centre permanently employs contract cleaners, to clean the Centre every day, after hours.

7.10 SAFETY AND NUTRITION

- The Centre will ensure the optimum well being of all children in accordance with the Children's Services Regulations 1998.
- The equipment, furnishing and fixtures will be regularly checked and maintained at a safe level.
- First aid kits will be kept fully stocked at all times.
- The Centre recognises that security is a high priority and expects all adults involved with the Centre to accept a shared responsibility in this matter.

7.11 ACCIDENTS AND EMERGENCIES

If a child has an accident while attending the Centre, or is seriously injured or becomes extremely ill while attending the Centre, staff will follow the illness and emergencies policy located in the office.

- Parents will be contacted by telephone to advise you of your child's condition.
- If the child continues to be very distressed, parents will be telephoned again.
- Staff will record details of any incidents or accidents and these are required to be countersigned and dated by parent's a.s.a.p. after they were informed of the incident.

7.12 SERIOUS ACCIDENTS

- Staff will apply first aid.
- Parents are contacted by telephone. If the parent is unavailable, the emergency contacts will be phoned.
- Depending on the nature of the injury, the following may be contacted:
- Emergency Services 000 (Ambulance)
- Department of Education and Early Childhood Development 9412 5333.
- Moreland City Council (Children's Services Dept. 9240 1111)

7.13 SUNSMART SUN PROTECTION POLICY

Our Centre's Sun Protection Policy has been developed to ensure that all children attending this Centre are protected from potential skin damage caused by the sun's harmful ultraviolet (UV) radiation. This policy will be implemented from the start of September through to the end of April.

When enrolling your child, parents will be:

1. Informed of the Centre's Sun Smart Sun Protection Policy.
2. Asked to buy a Centre hat, or provide a suitable hat for their child which can remain at the centre.
3. Provide an SPF30+, broad spectrum, water resistant sunscreen for their child's use if they are allergic to the sunscreen used at the centre.
4. Required to give authority and directive for staff to administer sunscreen.
5. Encouraged to practise sunscreen behaviours themselves.

7.14 EMERGENCY AND SAFETY EVACUATION PROCEDURES

All Staff working at the Centre are aware of safety procedures and emergency/evacuation procedures in the event of potentially dangerous situations such as fire, bomb threat etc. These are practised with staff and children, through emergency evacuation drills held throughout the year. Our evacuation procedures are posted up in all rooms. If you have any questions please do not hesitate to discuss them with the staff in the Centre.

SECTION 8 APPENDICES

Appendix A

MINIMUM PERIOD OF EXCLUSION FROM SCHOOLS AND CHILDREN'S SERVICES CENTRES FOR INFECTIOUS DISEASES AND CONTACTS

The following table indicates the minimum period of exclusion from schools and children's service Centres required for infectious diseases and contacts as per prescribed under Regulations 13 and 14 of the Health (Infectious Diseases) Regulations 2001 – Schedule 6.

Conditions	Exclusion of cases	Exclusion of contacts
Amoebiasis (Entamoeba histolytica)	Exclude until diarrhoea has ceased.	Not excluded.
Campylobacter	Exclude until diarrhoea has ceased.	Not excluded.
Chicken Pox	Exclude until fully recovered or for at least 5 days after the eruption first appears. Note that some remaining scabs are not a reason for continued exclusion.	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded.
Conjunctivitis	Exclude until discharge from eyes has ceased.	Not excluded.
Cytomegalovirus Infection.	Exclusion is not necessary.	Not excluded.
Diarrhoea	Exclude until diarrhoea has ceased or until medical certificate of recovery is produced.	Not excluded.
Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later.	Exclude family/household contacts until cleared to return by the Secretary.

Hemophilus type b (Hib)	Exclude until medical certificate of recovery is received.	Not excluded.
Glandular fever (Mononucleosis)	Exclusion is not necessary.	Not excluded.
Hand, Foot and Mouth disease	Until blisters have dried	Not excluded.
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness	Not excluded.
Conditions	Exclusion of cases	Exclusion of contacts
Hepatitis B	Exclusion is not necessary.	Not excluded.
Hepatitis C	Exclusion is not necessary.	Not excluded.
Herpes ('cold sores')	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.	Not excluded.
Hookworm	Exclusion is not necessary.	Not excluded.
Human immunodeficiency virus infection (HIV/AIDS)	Exclusion is not necessary unless the child has a secondary infection.	Not excluded.
Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing.	Not excluded.
Influenza and Influenza like illness.	Exclude until well.	Not excluded.
Leprosy	Exclude until approval to return has been given by the Secretary.	Not excluded.
Measles	Exclude for at least 4 days after onset of rash.	Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case they may return.
Meningitis (bacteria)	Exclude until well.	Not excluded.
Meningococcal infection.	Exclude until adequate carrier eradication therapy has been completed.	Not excluded if receiving carrier eradication therapy.

Molluscum contagiosum	Exclusion not necessary.	Not excluded.
Mumps	Exclude for 9 days or until swelling goes down (which ever is sooner)	Not excluded.
Parvovirus (erythema infectiosum fifth disease)	Exclusion not necessary.	Not excluded.
Conditions	Exclusion of cases	Exclusion of contacts
Poliomyelitis	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery.	Not excluded.
Ringworm, scabies, pediculosis (head lice)	Re-admit day after appropriate treatment has commenced.	Not excluded.
Rubella (German measles)	Exclude until fully recovered or for at least four days after the onset of rash.	Not excluded.
Salmonella, Shigella	Exclude until diarrhoea ceases.	Not excluded.
Severe Acute Respiratory Syndrome (SARS)	Exclude until medical certificate of recovery is produced.	Not excluded unless considered necessary by the Secretary.
Streptococcal infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.	Not excluded.
Trachoma	Re-admit the day after appropriate treatment has commenced.	Not excluded.
Tuberculosis	Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious.	Not excluded.
Typhoid fever (including paratyphoid fever)	Exclude until approval to return has been given by the Secretary.	Not excluded unless considered necessary by the Secretary.
Verotoxin producing Escherichia Coli (VTEC)	Exclude if required by the Secretary and only for the period specified by the Secretary.	Not excluded.
Whooping cough	Exclude the child for 5 days after starting antibiotic treatment.	Exclude unimmunised household contacts aged less than 7 years and close childcare contacts for 14 days after the last exposure to infection or until they have taken 5 days of a 10 day course of antibiotics.
Worms (Intestinal)	Exclude if diarrhoea present.	Not excluded.

Appendix B

PRIVACY POLICY STATEMENT – PARENTS *Commonwealth Privacy Act 1988*

The Anne Sgro Children's Centre Committee of Management, at the Committee Meeting, adopted this policy on 19th February 2009

This policy shall be reviewed in 01/02/2010

Policy Number: 7

SCOPE:

Anne Sgro Children's Centre (A.S.C.C.) Prospective Parent and Children.

This policy provides a framework and guidelines as the centre collects personal information, including sensitive information about all Prospective Parents and Children who have been previously or who are currently enrolled at the centre, volunteers, parents, guardians, children and the Committee Of Management, for the management of privacy and enable the centre to provide child care for your children.

The Centre has a duty of care to provide a safe and healthy environment, legal obligations and a responsibility to protect the health and safety of each individual at all times. The Centre's health and safety policies and practices affect an individual's physical and psychological health and safety.

The Privacy Policy is important not only for children, families and staff/carers, but relates to every person who enters the centre's premises.

Federal, state and territory governments have their own Occupational Health and Safety (OHS) legislation and regulations, which govern the standards of health and safety in the workplace. Therefore, services must comply with the relevant OHS legislation.

DEFINITION OF TERMS

- **A.S.C.C:** Anne Sgro Children's Centre;
- **Parent/Guardian:** a mother or father or Guardian who raises a child;
- **Personal Information:** is defined as information recorded in any form, which identifies a person or describes them in a way that their identity can be determined. This includes paper and electronic records, photographs, video recordings etc and includes both facts and opinion, if it is about identifiable person;
- **Health Information:** The Health Records Act 2001 defines "Health Information" as including information or opinion about a person's physical, mental or psychological health or disability that is also classified as personal information. This includes information or opinion about a person's health status, medical history, fitness level and vital statistics, such as weight and height;
- **Sensitive information:** applies under the information Privacy Act 2000 and is defined as personal information relating to a person's
 - Racial or ethnic origin.
 - Political opinions, membership of a political association.
 - Religious beliefs or affiliations.
 - Philosophical beliefs.
 - Membership of a professional or trade association.
 - Membership of a trade union.
 - Sexual preferences or practices.
 - Criminal record.

This is also classified as personal information about an individual. In this policy we refer to personal information as including information and sensitive information, unless we specify otherwise.

We believe in:

Your privacy is important as this policy states our personal information handling practices, as required by the applicable legislation, Information Privacy Principle 5 and Health Privacy Principle 5.

PROCEDURES

This policy will locate in the policy folder located in office and in Parent Handbook. It will be made available on request to anyone who asks for it.

1. COLLECTION OF INFORMATION

In order to provide you with the highest standard of service, A.S.C.C. collects personal, health and sensitive information about:

- The children, parents or guardians, before and during enrolment at the centre;
- To meet the statutory legal requirements and obligations under the Children's Services Regulations
- Customer Reference Number (CRN) for children attending childcare centre in order to access Childcare Benefit. Failure to provide this would result in the parent/guardian not obtaining the childcare benefit;
- Some of the information provided is to satisfy the Centre's legal obligation, particularly to enable the Centre to discharge its duty of care.
*It is the responsibility of centre co-ordinator and Committee of management to adopt, maintain and enforce this policy as part of its day to day operations;

2. PURPOSE OF COLLECTION OF INFORMATION

- (a) Certain laws governing or relating to the operation of the centre require that certain information be collected. These include Public Health and Child Protection laws.
- (b) Health information about the children is sensitive information within the terms of the Nation Privacy Principles under the Privacy Act. We ask you to provide medical reports about the children using the centre from time to time. This information is used for your child's individual and developmental assessments.
- (c) To meet the statutory legal requirements and obligations under the Children's Services Regulations and other laws governing or relating to the operation of the Centre.
- (d) To make up a personal profile of each child and family

3. HOW PERSONAL INFORMATION IS COLLECTED

- (a) Parents or guardians for each child to be enrolled at the centre complete a detailed enrolment form
- (b) Data from the enrolment form is to be kept up to date for each child Parents or guardians can assist the centre with the information.
- (c) The Centre ensures that the personal information it holds is accurate, complete and up to date. To up date information about your child using the centre parents or guardians must provide written or telephone contact about any changes to the enrolment form.
- (d) Third parties, such as the Dept of Human Services, Centre- link, Medical professional.

4. HOW WILL YOUR INFORMATION BE PROTECTED?

We are committed to respect the confidentiality of Children and Parents personal information and the privacy of individuals.

- (a) The Centre has in place steps to protect the personal information from misuse, loss, and unauthorised access, or disclosure, by use of various methods including locked storage of paper records and pass worded access rights to computerised records.
- (b) Access will be limited to staff who require this information in order to do their job and our staff is committed to respect these principles at all times.
- (c) Information will not be left in areas that allow for unauthorised access.
- (d) If a student has a valid training requirement that involves the gathering of certain information pertaining to your child or family, the student must have written consent from you and Centre Coordinator.
- (e) Emails will only be sent to a person authorised to receive this information
- (f) Telephone calls will be provided with limited personal information over the phone to persons authorised to receive that information.

The information recorded is maintained in accordance with the Information Privacy Act 2000 and the Health Records Act 2001. We treat your information with the strictest confidence and store it securely.

5. HOW LONG IS YOUR INFORMATION KEPT?

- (a) Your information is kept confidentially whilst you use A.S.C.C. services after which they are securely disposed of. Our Centre is then legally required to keep:
- (b) Childcare Benefit related records for three years after the end of the financial year in which your child finished care. Thereafter they are securely disposed of. .
- (c) Enrolment and any incident/accident records relating to children in care are legally kept for 25 years after this time. Thereafter they also are securely disposed of.

6. DISCLOSURE OF PERSONAL AND SENSITIVE INFORMATION

Disclosure of relevant parts of your personal and sensitive information will be made available to:

- (a) For the centre co-ordinator administrative purposes;
- (b) Our Child Care Professionals who are looking after your child, in order to deliver your child's care to the highest standards and respect and the principals of the privacy act at all times;
- (c) Government Authorities and organisations with legitimate legal right such as
 - i. Department of Human Services
 - ii. Centrelink
 - iii. Medical Practitioners
 - iv. Specialist visiting teachers
 - v. Counsellors
 - vi. Courts or law enforcement agencies as required by a summons, subpoena or other appropriate document or circumstances (e.g. child abuse, dangerous/threatening behaviour, and medical emergency).
- (d) Information will not be disclosed to those not associated with the care of your child without you're written consent.
- (d) For further information about your rights and the Centre's obligations refer to the Privacy Act 1988, Privacy Amendments (Private Sector) Act 2000, guidelines to the National Privacy Principles issued by the Federal Privacy Commissioner, www.privacy.gov.au. or contact the Centre Coordinator

7. CAN YOU ACCESS YOUR INFORMATION?

Under the Commonwealth Privacy Act, Parents and Guardians may seek access to personal information collected about their child. However there may be occasions when access may be denied, in these circumstances where it may have an impact on the privacy of others.

To make a request to access any information the centre holds about you or your child, can do this by contacting the Centre Coordinator.

8. NON-DISCLOSURE

- (a) We will not disclose any information to any persons or organisations requesting personal information about parents or guardians using the centre
- (b) On occasions the Centre engages in fundraising activities, we do not disclose any personal information to third parties
- (c) Direct marketing agencies
- (d) Financial institution seeking information in connection with a loan application etc.

9. RESPONSIBILITIES AND AUTHORITIES

The Committee of Management is responsible for ensuring the overall responsibility for the implementation of this policy.

Both the Committee of Management and employees are responsible for the collection, use, disclosure, access, storage and disposal of information in line with this policy and the Privacy Principles set out in the Victorian Health Records Act 2001 and the information Privacy Act 2000.

10. ANY OTHER QUESTIONS?

If you have any other questions about what happens to your information or if you wish to access your records please come and speak to the centre coordinator

11. RESOURCES AND SUPPORT

Further information can be obtained from:

- Health Service Commissioner (03) 8601 5200 – www.health.vic.gov.au/hsc/
- Victoria Privacy Commissioner (03) 8619 8719- www.privacy.vic.gov.au

12. COMPLAINTS

Any complaints about the improper use of personal information are to be made in writing

The Centre Coordinator
Anne Sgro Children's Centre
45 May Street
COBURG 3058

Appendix C

CHILD PROTECTION POLICY

This policy was adopted by the Anne Sgro Children Centre, Committee of Management, at the Committee Meeting on 19th February 2009.

This policy shall be reviewed in 01/02/2010.

Policy Number: 31

SCOPE

This policy provides a framework to all staff, volunteers, parents/guardians, children and the Committee of Management for the management of child protection. When dealing with issues of child protection that involve incidents that may have happened outside of the centre. This policy is devised to cater for the health and well being of all persons attending the centre.

As child care professionals, we have a moral and ethical responsibility to provide a safe environment for the children in our care. This extends to our role within the wider community. (Refer to 'Code of Ethics')

BACKGROUND AND RELEVANT LEGISLATION

- Family & Children's Services Child Protection in Children's Services Guidelines
- 1999.
- The Children and Young Persons Act 1989 Section 64.
- Children, Youth and Families Act 2005
- Child Wellbeing and Safety Act 2005

DEFINITIONS

The legal definition of a child in need of protection is provided by the Children and Young Person's Act 1989, Section 63.

- (a) The child has been abandoned by his or her parent and after reasonable enquires;
 1. the parents cannot be found; and
 2. no other suitable person can be found who is willing and able to care for the child;
- (b) The child 's parents are dead or incapacitated and there is no other suitable person willing or able to care for the child;
- (c) The child has suffered, or is likely to suffer, significant harm as a result of physical injury and the child's parents have not protected, or are unlikely to protect, the child from harm of that type;
- (d) The child has suffered, or is likely to suffer, significant harm as a result of sexual abuse and the child's parents have not protected, or are unlikely to protect, the child from harm of that type;
- (e) The child has suffered, or likely to suffer, emotional or psychological harm of such a kind that the child's emotional and intellectual development is, or is likely to be, significantly damaged and the child's parents have not protected, or are unlikely to protect, the child from harm of that type;
- (f) The child's physical development or health has been, or is likely to be, significantly harmed and the child's parents have not provided, arranged or allowed the provision of, or are unlikely to provide, arrange or allow the provision of, basic care or effective medical, surgical or other remedial care.

Taken from – www.cyf.vic.gov.au/child_protection_as_at_17.11.08. Also refer to attached Document 1 'What is Child Abuse'.

VALUES

The Centre is committed to the safety and well being of all children in attendance and is aware of child protection issues and, where necessary will follow directives as outlined in the manual titled **"Responding to child abuse"**

We believe in:

- Providing a safe, nurturing and healthy environment for children, staff, volunteers and parents/guardians while attending the service.
- Responding to all children attending the centre to defend their right to care and protection.
- Following the proper procedures when dealing with any allegations of abuse or neglect of children, to ensure the protection of all children attending the Centre.
- Responding to the needs of the child if injured or is traumatised, while attending the service.

REASONABLE GROUNDS

There are now two options for reporting concerns about a child's wellbeing /safety. In accordance with the Children, Youth and Families Act 2005, staff may now report concerns about a child's welfare/safety to either Department of Human Services or Child FIRST.

If a staff member has significant concerns for a child's wellbeing based on reasonable grounds then a report is made to Child FIRST. Those reasonable grounds may be any or a combination of the following:

- When a child or parent tells a staff member about significant parenting problems that may be affecting the child's development,
- When a child or parent tells a staff member about family conflict, including family breakdown
- When a child or parent tells a staff member about families under pressure due to a family member's physical or mental illness, substance abuse, disability or bereavement
- The staff member observes signs of neglect or abuse.
- If a staff member has significant concerns for a child's safety based on reasonable grounds then a report to Child Protection. Those reasonable grounds may be any or a combination of the following:
 - A child tells a staff member that they have been physically or sexually abused.
 - When someone else (e.g. relative, friend, sibling) tells a staff member that they believe a child has been abused.
 - The staff member's observation of the child's behaviour/development leads them to believe the child has been abused.
 - The staff member observes signs of abuse.

Taken from - - www.cyf.vic.gov.au/child_protection_as_at_17.11.08. Also refer to attached Document 2 'Reporting concerns about children or young people: a guide for professionals'.

Protocols

The following standards should be maintained at all times

- Maintain high confidentiality.
- The rights of the child are upheld
- The law is adhered to. In cases of physical and sexual abuse, the family will not be informed that a notification will be made.

Procedures

When staff have formed a belief on reasonable grounds, staff will:

- Provide high quality care for the child and if applicable to follow first aid procedure.
- Give a detailed report on what they suspect to the Co-Ordinator.
- Document observations.
- Continue to record observations; and date and sign the entry.
- Receive support, advice and appropriate strategies from the Co-ordinator, Department from Human Services and CSRDO pre-school adviser.

The Co-Ordinator will:

- Determine with the help of staff what the level of risk is to the child and then report to either Child FIRST or Department of Human Services Child Protection.
- Report the incident to Broadmeadows Sexual Offences and Child Abuse Unit. (If applicable).
- Document all gathered information and observations.
- Inform the Committee of Management.
- Talk to the family without jeopardising the safety of child.
- Ensure the child and family are safe and will receive the right support and counselling
- Organise support for staff from appropriate services that will aid with the care of the child and family involved.

The Committee of Management will:

Offer counselling and support to staff members.
Ensure the proper procedure are followed

Contact Details for Making a Report

- Child FIRST (Moreland) 1300 786 433
- D.H.S. General Enquires 9412 5333
- D.H.S. Intake Service 9479 0133

MANDATORY REPORTING

While mandatory reporting for child care professionals is not yet a legal obligation, it is included within the act. Therefore, this must be checked regularly in the month of June and December of each year to check the sates of the legislation. Refer to <http://www.gazette.vic.gov.au/> for further information on Mandatory reporting for 'trained early childhood professionals'.

Link to QIAS Principles Quality Improvement and Accreditation System (QIAS) Quality Practices Guide (2005) – Principle 5.1, 5.2, 5.3

Sourced: www.cyf.vic.gov.au/child_protection

– www.cyf.vic.gov.au/child_protection

“Responding to the child Abuse”, Department of Human Service, Victorian Publishing Service 2003
D.H.S and Child first

CHILDREN/STAFF PROTECTION POLICY

This policy was adopted by the Anne Sgro Children Centre, Committee of Management, at the Committee Meeting on 19th February 2009.

This policy shall be reviewed on 01/02/2010.

Policy Number: 32

SCOPE

The aim of this policy is to provide a framework for all staff, volunteers and students when dealing with issues of child protection within the centre. This policy is devised to cater for the health and well being of all persons attending the centre.

DEFINITIONS

The legal definition of a child in need of protection is provided by the Children and Young Person's Act 1989, Section 63.

- The child has been abandoned by his or her parent and after reasonable enquires;
- The parents cannot be found; and
- No other suitable person can be found who is willing and able to care for the child;
- The child 's parents are dead or incapacitated and there is no other suitable person willing or able to care for the child;
- The child has suffered, or is likely to suffer, significant harm as a result of physical injury and the child's parents have not protected, or are unlikely to protect, the child from harm of that type.
- The child has suffered, or is likely to suffer, significant harm as a result of sexual abuse and the child's parents have not protected, or are unlikely to protect, the child from harm of that type;
- The child has suffered, or likely to suffer, emotional or psychological harm of such a kind that the child's emotional and intellectual development is, or is likely to be, significantly damaged and the child's parents have not protected, or are unlikely to protect, the child from harm of that type; The child's physical development or health has been, or is likely to be, significantly harmed and the child's parents have not provided, arranged or allowed the provision of, or are unlikely to provide, arrange or allow the provision of, basic care or effective medical, surgical or other remedial care.

Taken from – www.cyf.vic.gov.au/child_protection_as_at_17.11.08.

Also refer to attached Document 1 'What is Child Abuse'.

VALUES

The Centre is committed to the safety and well being of all children in attendance.

WE BELIEVE IN:

- Providing a safe, nurturing and healthy environment for children, staff, volunteers and parents/guardians while attending the service.
- Responding to all children attending the centre to defend their right to care and protection.
- Following the proper procedures when dealing with any allegations of abuse or neglect of children, to ensure the protection of all children attending the Centre.
- Responding to the needs of the child if injured or is traumatised, while attending the service.

CODE OF CONDUCT

All Staff, students, visitors and volunteers will adhere to the following code of conduct:

- Comply with the Children's Services Regulations
- Ensure all staff are aware of the signs of child abuse and neglect and the centre's documented procedure for taking action on suspected cases of abuse/neglect.
- That the children are at all times treated and regarded in a proper, caring and respectful manner.
- Appropriately supervise children at all times.
- As far as practicable no staff members are placed in positions that could compromise them.
- Confidentiality is maintained at all times.

PROTOCOLS

Staff will ensure:

- The rights of the child and the family are upheld
- The rights of the staff, students and volunteers are upheld
- The law is adhered to. In cases of physical and sexual abuse, the staff member will not be informed that a notification will be made.

PROCEDURES

The Staff will:

- Report the suspected behaviour to the coordinator, including any witnesses, observations or other concerns including disclosures.

- Maintain confidentiality.

The Co-ordinator will:

- When allegations are made against staff, high confidentiality will be maintained.
- An investigation will take place.
- Counselling and support will be given.
- In an event of unsubstantiated allegations, the above-mentioned procedures will take place.

The Committee of Management will:

- Offer counselling and support to staff members.
- Ensure the proper procedure are followed
- When allegations are made against staff proper actions will be enforced.

Link to CCQA Principles Quality Improvement and Accreditation System (QIAS) Quality Practices Guide (2005) – Principle 5.1,5.2, 5.3

Source: www.cyf.vic.gov.au/child_protection
www.cyf.vic.gov.au/child_protection

“Responding to the child Abuse”, D.H.S. Victorian Publishing Service 2003
Child first-