

Anne Sgro

Children's Centre



PARENT HANDBOOK 2016

A community based, non-profit
centre.
"Where children always come first"

45-47 May Street,
Coburg, Victoria, 3058

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Website: www.annesgro.com

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2IC/Educational leader: educationalleader@annesgro.com.au

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, Coburg.

This handbook provides information for parents about how we operate. It explains the main systems and policies and procedures 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, educators, and a council representative. It's meant to be a flexible working document for the operation of the Centre and it accompanies 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 office at the Centre.

The way the Centre's policies and procedures are put into practice on a daily basis, depend on many varying factors and are 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 approximately two weeks over the Christmas holiday period. Christmas closure dates vary slightly each year and parents will be notified in November of the dates for that year. The Centre also closes for one staff professional development day (child free) each year in November on the Monday before Melbourne Cup.

The Centre's Kindergarten program is an integrated program for 4 and 5 year old Kindergarten children. Kindergarten sessions run from 8:15am to 4:15pm each day in the Kindergarten Room.

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. Family Assistance provides a Childcare Benefit to families who use childcare centres to care for their child. The Federal Government also has guidelines for the running of the Centre.

1.5 OUR COMMUNITY

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 and 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 Philosophy of the Centre was adopted by the Anne Sgro Children Centre Committee of Management in September 2015

Philosophy Statement - At Anne Sgro Children's Centre we believe in providing each child with a strong sense of belonging within our community, forming secure respectful and reciprocal relationships with peers and educators. We feel it is important to build positive partnerships with each of our families recognising the parents as the child's first teachers and forming an open ended relationship that will help us provide for the "whole child". Our Centre strives to provide a quality, interest based program that reflects and collaborates in accordance with the Victorian Early Years Learning Framework. We believe having high expectations is especially important in achieving the five Learning Outcomes, which we incorporate into our program.

Outcome 1: Children have a strong sense of identity

Outcome 2: Children are connected with and contribute to their world

Outcome 3: Children have a strong sense of well being

Outcome 4: Children are confident and involved learners

Outcome 5: Children are effective communicators

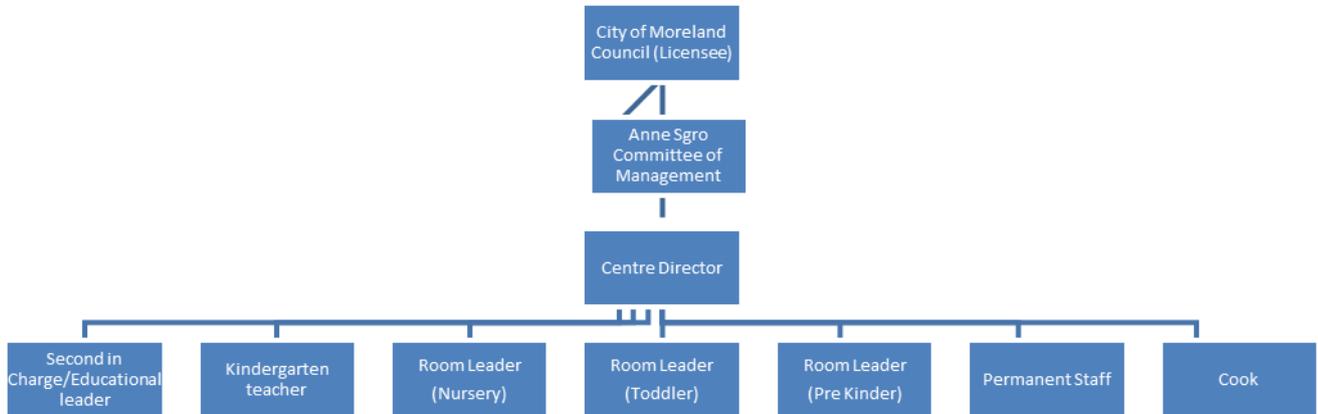
We value the importance of reflective practice where all involved continually develop their skills and professional knowledge to provide the best opportunities for all children and families within our service.

Learning Environment/ Value of Play - We understand that children are capable of investigating and exploring their environment to further their own learning experiences. Their ideas, opinions and values are highly respected and the child's interests are taken seriously and form the basis of our play based curriculum. Educators support engagement within the early learning setting through the setup of permanent learning areas. This allows for solitary and group learning where children are encouraged to experiment, explore and investigate through play at their own pace.

Partnerships with Families- We believe forming a relationship between an Early Childhood Educator and the child's parents is the first and most important relationship. We feel it is important that parents and educators build and maintain a reciprocal relationship based on respect and understanding, in order for them to work in collaboration with one another.

Inclusion, Equity and Diversity- We believe all adults and children at Anne Sgro Children's centre are to be treated equitably and with respect, regardless of their background, ethnicity, culture, language, beliefs, gender, age, and socioeconomic status, level of ability, additional needs, family structure, sexual diversity or lifestyle. We recognise and respect the importance of the cultural backgrounds of our children, families, staff and our community.

1.7 STRUTURE OF THE CENTRE



SECTION 2 ENROLMENT and 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 Centre Director or 2IC. It is important that we have all the information we require about your child and that you provide any additional information that may assist the educators in caring for your child/children.
- It is the parent's responsibility to inform us of any changes to address, telephone numbers, workplace, emergency contacts, medical details etc. It is most important that this information is kept up to date.
- The Centre is open from 7.00a.m. to 6.00p.m. each weekday. Arrival and departure times will be determined by the:
 - needs of the child
 - needs of the parent
 - staffing arrangements for the Centre.

The Centre closes at 6.00pm sharp. It is essential that parents collected their children before this time or make arrangements for the authorised emergency contacts to collect their child.

When alternate arrangements are made for the collection of your child/children, Educators need to be notified in advance. If the people who pick up your child/children are not authorised on the enrolment form, parents must notify the Centre Director or staff and appropriate identification will need to be supplied.

2.2 ORIENTATION PROCESS FOR NEW FAMILIES

Before your child joins our childcare Centre, you will be required to pay an additional deposit of \$30 to secure your place at the service. It is a requirement that your child is inducted into the centre before the care for your child commences so your child can be introduced to the educators and become familiar with the centre. Our orientation process helps the child feel secure in their environment, and gives parents peace of mind.

When you enrol your child, the Centre Director will explain the orientation process to you to help you and your child settle in. We allow a minimum of 2 weeks and a maximum of 4 weeks of orientation for your child/ren. This falls in line with our orientation policy. During orientation parents must stay on site and are not allowed to leave the premises without their child.

THINGS TO DO WHILE YOU ARE ATTENDING ORIENTATION

1. Complete your enrolment form at home or whilst sitting in the staff room.
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 for the first or second orientation.
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. Increase the time to include a lunch and sleep routine.
7. 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.
8. When you leave your child for the first time, make it for a short period when your child is most rested and has the most energy. You may spend some time with your child before you leave.
9. You are also most welcome to visit our centre at anytime throughout the day.

2.3 ARRIVAL AND DEPARTURE

- Bring your child/children into the family grouping room (Toddler Room before 8.00am)
- Let a staff member know that you are here.
- Sign the attendance record and write the time of arrival and departure and a contact number.
- 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.
- If you collect your child past the closing time of 6:00p.m. You will incur a late fee. Please read late fee policy.
- If it is after 6:00p.m. and you have not collected your child the staff at Anne Sgro Children's Centre will contact the parents in the first instance, if there is no response they will then contact the authorised person/s listed on the child's enrolment form. If there is no response, the Police and/or the Approved provider will be contacted and the child/children will be handed to authorities. Please refer to the Centre late collection policy.

2.4 INFORMATION POCKETS/ EMAILS

Each family has a "pocket" for newsletters and other information. The "pockets" are located in the hallway between the foyer and the Kindergarten room. Depending on the number of pockets available in each room siblings may share one single pocket.

Regular newsletters are sent by the Centre Director, Committee of Management and individual rooms. Fee statements, notices, articles of interest and information on a range of topics will be

emailed; however, families can request to receive a hard copy that will be left in your families' pockets.

2.5 INFORMATION NOTICE BOARDS

You'll see notice boards in the hallway between the foyer and Kindergarten room that provide interesting information relating to the operation of the Centre, the Community, program, children's work and much more. The Nursery and Toddler room also has a white board that educators use to record information for parents about their child's routines for the day i.e. meals, sleep/rest, bottles.

2.6 SIGNING IN AND OUT

It is a requirement by Regulation and Law 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 have forgotten to sign your child in or out. Always be sure to tell a staff member when you are taking your child home. The person/s who has been nominated on the enrolment form will be the only people allowed to collect your child from the Centre, unless a parent has informed staff otherwise and identification will be required. Parents/Guardians need to ensure they write the full name of the person picking up their child as this is a requirement from Department of Human Services.

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 comfort item or blanket, feel free to bring it along too. All items belonging to your child (including clothing, bottles, dummies, 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 lost 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, open toe shoes are not to be worn to the centre, 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. If your child is wearing the wrong footwear they will be sent home



- The Centre uses a cloth nappy wash service throughout the day and we provide cloth nappies as an alternative to disposable nappies. If you would like your child to wear disposable nappies, it is the parent's responsibility to provide at least 5 nappies per day. For the children who use cloth nappies it is a requirement that the parents supply a disposable nappy for the trip home. As part of the nappy service we use the cloths as wet wipes.
- 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 in to the centre, these can cause disputes between the children and despite the obvious danger of choking on gum, we encourage healthy eating habits at the Centre.
- Any medication is to be handed to a staff member or placed in the red medication box situated in each room's bathroom. **Do not** leave medication in the child's bag.

2.8 NUTRITION (meals and snacks)

We have children/staff who are at risk of Anaphylaxis (severely allergic) that are enrolled at this centre. We kindly ask you to refrain from bringing any unauthorised food into the centre. All Children's meals are supplied and prepared by our qualified cook.

Anne Sgro Children's Centre is an MSG and NUT AWARE 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 foyer, showing a variety of morning and afternoon teas, lunches and second courses. Water and milk are also 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 office. 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. Morning tea is served from 9-9:30am Lunch times vary according to the children's needs however is generally served at 11.30am each day (Panda's 11:15am) afternoon tea is 3:00pm.
- 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 MSG and NUT aware 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, 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 ensures that all staff who are responsible for the child/ren at risk of anaphylaxis undertake training that includes 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 a nut free centre. 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 Birthday cake from the Centre at a cost of \$8.00 (please note: parents cannot bring their own birthday cakes in to the centre, due to the allergy issue/s discussed above). All birthday cakes will be made by the centre cook. Please discuss your child's birthday details with room staff first. Order forms are located in the foyer.

2.10 TOYS

We do not encourage children to bring toys from home, however if toys are brought in we, **do not** accept responsibility if items become lost or damaged. Children can bring a comfort item such as blanket or teddy.

2.11 ABSENCE AND CHANGING YOUR BOOKING DAYS

If your child is booked in but will be absent due to holidays or illness, you are still charged for these days. You can buy/sell days of care. A form can be found in the front foyer (Refer to buy/ sell day of care policy). 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 have an extra day, please arrange this with the Centre Director/2IC. We will make every effort to accommodate, but please be aware your options depend on vacancies and opportunity to sell days or buy days within the same week for record taking purposes.

2.12 INCURSIONS/ EXCURSIONS

The Centre will ensure that no child will be taken on an excursion or outside of 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. 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 Educational Leader.

2.13 AUTHORITY TO COLLECT CHILDREN FROM THE CENTRE

On your child's enrolment form you will be required to nominate four 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 arrives 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 Centre Director or Second in Charge is not in the Centre, they will be contacted to discuss the matter.
- The late pick up book must be signed by the nominated person who collects the child.
- Parents will need to discuss with the Centre Director, 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 of Management.

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 pick up book that is 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 pick up book that is to 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 Centre Director or Committee of Management.

2.16 CANCELLATION OF CARE and CHANGE OF PERMANENT DAYS

If you no longer require childcare or you need to make permanent changes to existing booked days for your child/ren, you must fill in the cancellation of care or change of permanent days' form and provide it to the Centre Director in advance (with a minimum of four (2) week notice). Please note: you will find the cancellation or request to change permanent days of care form in the foyer. You can hand them to office staff.

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 Quality Frameworks principles are evaluated and allows for more efficient programming and planning.

ROOM	AGE	NUMBER OF CHILDREN IN ROOM
NURSEY ROOM	3 months – 2-year-old	12 Children
TODDLER ROOM	2 years - 3-year-old	20 children
PRE-KINDER ROOM	3 years - 4-year-old	22 children
KINDERGARTEN ROOM	4 years – 6 years	22 Children

Children are moved up into the next age grouping when vacancies occur in either rooms, but is first discussed with room staff and the Director.

SECTION 3 KINDERGARTEN PROGRAM

3.1 KINDERGARTEN INFORMATION

The Centre's Kindergarten Program is an integrated program for 4 and 5-year-old kinder children. Kindergarten sessions run from 8:15am to 4:15pm each day in Kindergarten Room accommodating 4– 6-year-old children. All children enrolled in the Kindergarten Room will be involved in the Kinder Program.

How many sessions should my child attend?

Children enrolled in funded 4-year-old Kindergarten Program will need to attend a minimum 15 hours per week to receive the kindergarten funding.

Children can attend between the Centre's operational hours of 7:00am to 6:00pm. Children can remain after 4:15pm participating in the childcare program in the Kindergarten Room until home time or family grouping time in the Toddler Room.

We plan activities and learning outcomes based on the Victorian Early Years Learning and Development Framework, for each individual child's learning and development and for the group as a whole. The children's interests are the main basis for our program planning, however, this does not mean that the children 'just do whatever they want'. We use what is called 'emergent curriculum'. This means we use children's interests as a basis for the activities and the learning we provide, but also use intentional teaching to further develop and explore these interests. Children

learn so effectively learn through play, our curriculum is developed through play-based learning and this incorporates science, maths, problem solving, concentrating, literacy, social skills and all developmental areas preparing the children for Primary School.

In order to plan the curriculum, we observe what the children are playing, how they play and engage in planned activities, how they interact with other children and teachers, what they are interested in, ask them directly what they would like to do and learn in the kinder room and also ask families for their input.

We talk to families on a daily basis about their child's learning and development but at the end of each term, we will send home a 'reflection' page. This is a reflection about your child's learning over the past term and ideas that we would like to continue with to help their learning and development.

We focus strongly on encouraging the children to become confident, creative and independent learners.

SECTION 4 FEES

4.1 FEES

The Centre is a non-profit organisation. Apart from salaries for our wonderful staff, the Centre must meet all sorts of expenses in order for our centre to operate.

Childcare fees are reviewed annually generally every June. A maximum daily and weekly fee will be determined by the annual budget projected costings, prepared by the Centre Director, Book Keeper 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.

DAILY FEES \$ 96.00 per day

FULL-TIME FEES \$ 450.00 per week

4.2 HOW FEES ARE CHARGED

The individual childcare fee for each family will be either:

- A daily or weekly fee reduced by the Child Care Benefit calculated according to family's income as per Family Assistance Assessment Notice.
- Fees are charged on a weekly or fortnightly basis, according to your Direct Debit request form, arranged with the Centre Director.
- Extra days of care fees are required to be paid via direct debit or direct deposit within the fortnight.
- Fees are withdrawn via direct debit either on a weekly or fortnightly basis as stated on the direct debit form.
- Fees must be paid two weeks in advance at all times. (2-week advance payment used in the last two weeks before Christmas/centre closure)
- If accounts are more than two weeks in arrears we may refer your account to the Treasurer and/or the Committee of Management.
- Fees are still payable for all absences due to illness, or holidays.
- Child care fees are not charged for public holidays or over the Christmas close down period.
- The Centre closes for one staff Professional Development Day (child free) each year on the Monday before Melbourne Cup public holiday. Parents will not be charged child care fees for this day.
- If your permanent days are sold due to requested sell days your fees remain in credit and are reviewed in June and December.

4.3 CHILD CARE BENEFIT – Family Assistance Office

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

- Child Care Benefit will be paid directly to the Centre by Family Assistance 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.

4.4 PAYING YOUR FEES

- Accounts can be paid weekly or fortnightly, by agreement with the Centre Director.
- A direct debit form will be handed to you prior to your child commencing care.
- Fees are paid via Direct Debit and one off fees for extra days can be paid by direct deposit (EFT - electronic funds transfer).
- Payments by direct deposit can be deposited directly into the Anne Sgro's cheque account, over the counter at a bank or by using internet banking. Please deposit into the following account information:

A/C Name: Anne Sgro Children's Centre
 B.S.B. 063-122
 A/C Number: 0090-3164
 Bank: C.B.A. Coburg

- If you are going to pay via direct deposit, please include your child/s full name on your transfer (EFT) and advise or email the Centre Director or the 2IC each time you have made a payment.
- Please be aware that it is your responsibility to ensure your payments up-to-date and two weeks in advance at all times – even if you have not been issued an invoice/statement.
- EFTPOS facilities are not available at the centre.

What happens if my CCB/CCR (Child Care Benefits/Childcare Rebate) changes?

Once notified by the Family Assistance Office of any changes to your CCB/CCR, the Centre Director will adjust the amount to be debited via Direct Debit Authority (DDR) to your bank account. Permanent changes will be notified in writing or by email within 14 days and then the amendment will be processed on the next scheduled DDR payment or within 14 days (whichever occurs first).

Security of your bank account details?

As with all personal information and our Privacy Policy, Anne Sgro treats all bank account details with the strictest of confidence. Direct Debit (DDR) forms will be kept in a locked cabinet, to which only the Centre Director and the 2IC will have access. The Centre Director may designate office staff to record and check bank details.

Your Commitment

As with any other debit obligations you may have, it is your responsibility to ensure you have sufficient cleared funds in your bank account to allow payment (direct debit) to be made. If there are insufficient funds, you may incur bank fees and charges. Default payments will incur a fee of **\$2.50** on each occasion unless it is a direct result of Anne Sgro's DDR administration.

Parents will be advised in writing or by email 14 days in advance of changes (if any) to your Direct Debit Request – i.e. frequency of payments / amount to be debited, etc.

It is your responsibility to ensure that:

- (a) sufficient cleared funds are in the Account when the payments are to be debited
 (b) The DDR authority form to debit your account is in the same name as the Account signing instruction held by the financial Institution where your Account is held.

4.5 UNPAID FEES

Please see the Centre Director if you don't know how much you should be paying for each day of care, or if financial or other problems are affecting your ability to pay fees. Please refer to the Fee Policy

- In the case of outstanding fees, parents will be notified verbally initially by the Centre Director. A date for payment in full will be given or a payment plan can be provided and agreed upon.
- After a period of two weeks from the date of verbal notification if payment is not received or the payment plan is not met, the Centre Director will remind you in writing of outstanding fees.
- If fees are still not paid after two weeks from the second notification date, this matter will be taken up with the Committee Office Bearers, in particular the Treasurer. You will then be contacted in writing by the Treasurer who will provide a further reminder of your outstanding fees.
- If fee payment or payment plan has not been received within 7 days of the Treasurer's written reminder, this matter will then be brought to the attention of the Committee of Management, and care may be withdrawn.
- If no payments of fees have been received after a period of eight weeks from the initial notification by the Centre Director your outstanding debt will be referred to an external collection agency for recovery.
- Once any long term unpaid fees and/or debt, is referred to an external collection agency, all costs and/or fees associated with the recovery of the monies owed will be added to your account.

SECTION 5

DAILY ROUTINES

5.1 EARLY YEARS LEARNING FRAMEWORK

Our Centre's comply with the new quality standards frameworks. This new framework will replace the old accreditation system. This is a really positive change, with many benefits to you and your child (including improved staff ratio, access to skilled and qualified educators, a new rating system which puts you in control to make informed choices about your child's education and care).

They have completed a Quality Improvement Plan, which can be assessed at any time. The plan consists of quality areas which are:

- 1: Educational and program practice
- 2: Children's health and safety
- 3: Physical environment
- 4: Staff arrangements
- 5: Relationship with children
- 6: Collaborative partnership with families and communities
- 7: Leadership and service management

The Centre program planning and curriculum reflect the new quality frameworks. All rooms have adopted an emergent curriculum, this means being proactive and meeting the child's needs and interest. When we have program planning the educators are working hard to ensure we are all on the same page, and that they have a strong understanding of the National Frameworks.

5.2 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 children's learning 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. A copy of the program is displayed in each room. Parents are encouraged to discuss any aspect of programming with staff.
10. It is also based around the Victorian Early Years learning and Development Framework.

Families are able to share their understanding of their child's strengths, interest, abilities and needs.

5.3 EDUCATIONAL LEADER

The educational leader's role is to:

- To lead the development and implementation of appropriate educational program for the children for whom the Room Leader is directly responsible. This program is to be developed in consultation with the room staff, the Director and the parents of the children attending and be responsive to the needs of the community;
- Guide other educators in their planning and reflection while mentoring colleagues in their implementation practices (Regulation 118,148)
- Provide all educators and staff with ongoing training and professional development sessions in order to enhance their education and abilities.

If you have any suggestions or questions regarding our centre's educational programs, please feel free to set up a meeting with the Educational Leader.

5.4 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 includes the discussion of your child's developmental plans and reports that are done by the room staff on a regular basis, Families are able to have private discussions with the nominated supervisor, educators and the centre director

Attending meetings

There is also opportunity for parental involvement via the monthly Committee meetings and through becoming part of the various sub-committees. Minutes of meetings are available in the office.

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 centre's Complaints and Grievances Policy

5.5 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 experience the consequences if rules are broken as this will be a more valuable lesson than any form of punishment.
- Children should be given a clear explanation about why some behaviours are not acceptable, and staff will discuss appropriate behaviour/ the child/ren.
- Agreed limits of behaviour will be established throughout the Centre, recognising that expectations may vary according to the developmental level of the child/ren.
- Staff are expected to be role models to the children of the centre
- The older children at the centre should be involved in deciding what behaviours are acceptable towards all of the children at the centre 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 Procedure for staff use has been developed. If you would like a copy, please ask the Centre Director.

SECTION 6 STAFF

6.1 RESPONSIBLE PERSON

The staff record must display the name of the responsible person at the centre-based service for each time that children are being educated and cared for by the service (Regulation 150).

Please notice the Responsible person sign, located in the foyer on the office window. If you have questions or queries please feel free to ask the Educators, whose name is located on the notice.

6.2 STAFF ROLES AND RESPONSIBILITIES

The roles and responsibilities of the staff are to:

- Provide a nurturing environment and work towards meeting the individual needs of the children.
- Plan and implement a children's program that has been developed co-operatively.
- Maintain regular communication with parents in regards to their child'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).
- Assist and guide untrained staff, as required, to provide optimum experiences for the children.
- Consult with the Centre Director when making and maintaining contact with various community agencies in regards to individual children/family needs.
- Welcome students on placement and assist them when needed to meet the requirements of their courses, thereby promoting a positive association with student training colleges.
- The Early Years Learning Framework is a new endeavour by the Federal and state governments, to ensure that children receive quality early childhood educating programs.

This framework extends from birth to 12 years and is reflected in the centres philosophy of play based learning. If you would like more information speak to the staff or go to www.education.vic.gov.au

6.3 CURRENT STAFF

ROOM	STAFF MEMBER	QUALIFICATION
KINDERGARTEN ROOM (4- 5 to 6 years)		
Kindergarten Teacher	Pauline Falls	Bach (EC)
Room Staff	Anita Omerhodic	CCW Dip
Room Staff	Kylie La Rocca	CCW Adv Dip
PRE KINDER ROOM (3-4 years)		
Room Leader	Melissa Mallia	CCW Adv Dip
Room Staff	Andrew Polydrou	CCW Dip
Room Staff	Tenille Davies (Part time)	CCW Dip
TODDLER ROOM (2-3 years)		
Room Leader	Sarah Lugg	CCW Dip
Room Staff	Elizabeth Perri	CCW Dip
Room Staff	Danielle Mugria	CCW Dip
Room Staff	Ella Fengxiang	CCW Dip
Room Staff	Maria Palcich	CCW Lvl3
NURSERY ROOM (3mths-2 years)		
Room Leader	Marcella Aprico-Wister	CCW Dip
Room Staff	Lina Nasr	CCW Adv Dip
Room Staff	Erin Williams	CCW Dip
Room Staff	Erin Daye (Part time)	CCW Cert 3.
COOK	Joanne Amatore	CCW Dip
PART TIME STAFF	Rita Brown Patrizia Cardamone Jackie Gold Maria Luu	CCW Dip CCW Dip CCW Dip CCW Dip
CENTRE DIRECTOR	Sophia Prokopiou	CCW Adv Dip
CENTRE 2IC/ EDUCATIONAL LEADER	Kylie La Rocca	CCW Adv Dip
CASUAL STAFF/RELIEVERS	Karen Bologna Michelle Page Yesra Akkari Marianne Perri Mai Le Sara Crupi Haley Bourke	CCW Dip CCW Dip CCW Dip CCW Lvl 2 CCW Lvl 3 CCW Cert 3 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
Bach (EC)	Bachelor of Early Childhood and Primary

6.4 FIRST AID, ASTHMA and ANAPHYLAXIS CERTIFICATE

All Educators hold a current certificate in First-aid, CPR, Asthma and Anaphylaxis

6.5 BILINGUAL STAFF

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

• STAFF MEMBER	• LANGUAGE
• Ella Fengxiang	• Chinese/ Cantonese
• Sophia Prokopiou	• Greek
• Lina Nasr	• Lebanese
• Danielle Monforte	• Italian
• Maria Luu	• Vietnamese
• Mai Le	• Vietnamese

6.6 EMPLOYMENT CONDITIONS

All early childhood educator staff is employed by the Committee of Management in accordance with the current Children's Multiple Business Agreement - "Professional Childcare Standard 2015": This is an Agreement for Staff employed in Victorian Early Childhood Education and Care. The Kindergarten Teacher is employed under the Victorian Early Childhood Teachers and Assistants Agreement 2009 (V.E.C.T.A.A.).

6.7 CENTRE DIRECTOR

The role of the Centre Director is to co-ordinate and be responsible for the overall management of the Centre. This is an administration position, however the Centre Director visits and assists staff 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 where required.
- Maintains Waiting List.
- Operates the service within budget limits.
- Establishes and maintains links with parents and the community.
- Supports the Committee of Management 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 Education and Early Childhood Development)

- The Director of the Centre makes and acts on a range of decisions. Decisions will be made by the Centre Director in accordance with Centre policy but also relying on the Centre Director's own discretion and consideration of staff thoughts and views.

6.8 2IC: SECOND IN CHARGE

- The person designated as second in charge will have the same authority as the Centre Director in the Centre Director's absence and should be consulted by staff and parents accordingly
- When filling in for the Centre Director, the second in charge will make decisions for those requiring immediate attention, and will consult with the Committee of Management members or Council's support staff. When required. The second in charge will carry out the same day to day operations as per the practice of the Centre Director and in accordance with the Centre's policy.

6.9 STUDENTS AND VOLUNTEERS

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

On some occasions we may also have a volunteer who has studied and is working at the centre to gain work experience in childcare. The students and volunteers are guided and trained by the regular room staff. Please note: Volunteers and students are never left alone with the children or left in charge of any groups of children. If you have any concerns, please liaise with the regular room staff.

6.10 COMMITTEE OF MANAGEMENT

The Committee of Management is an elected group of people primarily made up of parents. It is the Committee's responsibility 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 the Centre

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

The role of the Committee is to:

- Promote the Centre in the local community
- Maintain policy development
- Manage the administration of the centre
- Support the director in managing the staff of the centre
- Manage the Financials for the centre

Committee structure

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

All Committee members are elected at the Annual General Meeting (AGM) held in November each year. Office Bearers are elected on the night of the AGM or at the first meeting after the AGM.

These positions are held for a period of one year and all committee members shall vacate their position at the following AGM, but will be eligible for nomination and re-election.

The Committee meet on a monthly basis to discuss the operations of the centre. Each year, a minimum of ten meetings must take place and 6 Committee members must be present to form a quorum.

The purpose of the meetings is to:

- inform members of the committee about what has been happening in the Centre during the previous month;
- Plan and discuss, actions, that need to be taken on current (or future) issues or concerns that the centre is facing, Monitor the progress of projects, issues, concerns and the overall operations of the centre.

The Committee of Management 2015

Chairperson	Lara Stent	Vice-Chairperson	Rohini Sharma
Secretary	Gemma Walsh	Vice Secretary	
Treasurer	Amelia O'Neill		
Staff Liaison	Marinda Hill	Staff Liaison	Amelia Matthews
Fundraising	Nina Cavicchiolo	Fundraising	Antonia Lawson
General Members	Hamish Butler, Melissa Mills, Matt Kerr, Anne McGann, Claire Spillman, Louise Zoanetti, Alex Moloney and Adam Grinberg		

SECTION 7

GRIEVANCES

7.1 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, and you wish to pursue the matter further, inform the other person that you will be doing so. (Written documentation such as grievance form required).

Discuss the matter with the Centre Director. If agreement is not reached, but you wish to pursue the matter further to inform the Staff Liaison Officer. (Written documentation such as grievance form required)

In cases where the issues involve the Centre Director, the person wanting to pursue the matter further, may discuss their concerns with the Committee of Management in the first instance or in the second instance with the following people or services

Moreland Council - Early Childhood Services Manager	9240 1111
Kindergarten Parents Victoria (KPV)	9489 9500
Victorian Children's Services Association Inc.	9482 2696
Department of Education and Early Childhood Development	9412 5333

7.2 STAFF GRIEVANCES

Staff is encouraged to raise any issues of concern at the 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 Centre Director that you wish to take the matter further.

7.3 PARENT AND STAFF GRIEVANCES

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

1. including the item in the Centre Director'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 Committee of Managements decision is final; however, the Committee may recommend an ongoing process or procedure in relation to the matter raised.

SECTION 8 HEALTH ISSUES

8.1 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.

1. PARENTS/GUARDIANS ARE RESPONSIBLE FOR:

- keeping their child/ren home if they are unwell or have an infectious disease that requires their exclusion from the education and care service
- informing the service if their child has an infectious disease
- supporting this policy by complying with the hygiene practices when attending the service or when assisting with a service program or activity
- Encouraging their child/ren to develop and follow effective hygiene practices at all times, including hand washing on arrival at the service.

HAND WASHING GUIDELINES

These guidelines are based on information provided in the publication: ***Staying Healthy in Child Care: Preventing infectious diseases in child care (4th Edition)***, National Health and Medical Research Council (2005).

(Note: this publication is currently being revised and will have significant changes. It is important that services refer to the most up-to-date version of this resource.)

HANDWASHING TECHNIQUES:

Hands are the body parts most responsible for transferring infectious organisms, which can then lead to the spread of illness and disease.

It is essential that hands are properly washed upon arrival and at intervals throughout the day. Correct hand washing techniques are a vital part of good hygiene practices, and all staff should be trained in a set hand washing procedure.

The process of thoroughly washing, rinsing and drying your hands or a child's hands should take around 30 seconds. This is the approximate amount of time it takes to sing *Happy Birthday* twice,

or the *Alphabet Song* once. Alternately, you could count to 10 while you wash and then count to 10 again while you rinse.

There are five steps to washing hands:

- Wet hands with running water (warm water is most comfortable).
- Apply soap to hands.
- Lather soap and rub hands thoroughly, including the wrists, palms, between fingers, around the thumbs and under the nails. Rub hands together for 20 seconds.
- Rinse under running water.
- Dry thoroughly.

8.2 CHILD ILLNESS AND MEDICATION

The Centre follows and abides by "Staying Healthy Preventing infectious diseases in early childhood education and care services Fifth edition 2012", Centre's policies and procedures regarding illness and medication.

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 contact 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 on the medication form located 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 and proscribed label. Staff are unable to administer expired medication, or medication not labelled correctly with the child's name etc. Panadol or Nurofen cannot be administered unless prescribed by your GP.

If a Gastroenteritis outbreak occurs within our centre and children become ill and symptoms occur while at the centre, parents will be contacted immediately and requested to take the child home as soon as possible. All ill children with Gastro are required to remain at home until 48 hours after symptoms have ceased and provide a medical clearance certificate. Parents must notify the centre.

Centre policies and procedures are available to read at any time upon request. Unfortunately, we do not allow our policies to leave the centre.

Reference:

Dealing with infectious diseases policy - Policy Number: 15
Administration of Medication policy - Policy Number: 14
Incident, injury, trauma and illness policy - Policy Number: 13
Regulation 84(1) of the Public Health and Wellbeing Regulations 2009

8.3 STAFF ILLNESS

Staff can take more responsibility for not spreading infections than children can. Therefore, it is up to the discretion of the Director whether staff with infections continues to work. Staff must notify the centre.

8.4 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.

8.5 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 for, it is advised that the child stays home as per a clearance 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.

8.6 HEAD LICE

If staff suspect that a child may have head lice parents will be contacted. Their child will need to be collected and the appropriate treatment must be administered before the child can return to the Centre.

8.7 IMMUNISATIONS

It is a requirement that children are immunised in order to attend the centre.

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 or medical condition, please notify Centre Director 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.

8.8 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.

8.9 CENTRE CLEANERS

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

8.10 SAFETY AND NUTRITION

- The centre will ensure the optimum wellbeing of all children in accordance with the Education and Care Service National Regulation 2011
- 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. (Please remember to close doors and gates after you)

PROCESS FOR MONITORING WHO ENTERS AND LEAVES THE CENTRE:

Entering and leaving the centre;

Staff, parent, children, students and visitors are monitored as they enter the service by the centre's security system. The security system is activated by a bell. All room and the Office, can all view the person on the monitor screen. Access is then obtained by a staff member pushing the key, to allow entrance. If the person at the door is unknown to the staff, the staff member will open the door and greet them and ask for ID, and they will need to sign in via the visitor's book. In accordance with our policies and the staff handbook, Educators are aware of the process for monitoring people entering and leaving the centre.

8.11 ACCIDENTS AND EMERGENCIES

If a child has an accident, or is seriously injured or becomes extremely ill while attending the Centre, staff will follow the "Incidents, injury, trauma and Illness Policy" located in the office.

- Parents will be contacted by telephone to advise them of their child's condition.
- If the child continues to be very distressed, parents will be telephoned again and the child may need to be collected from the centre.
- Staff will record details of any incidents or accidents and these are required to be countersigned and dated by parent as soon as possible after they were informed of the incident.

8.12 SERIOUS ACCIDENTS

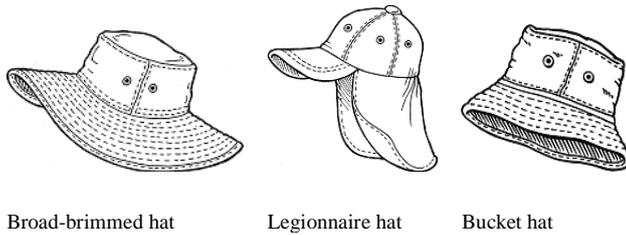
- Staff will apply first aid.
- Parents are contacted by telephone. If the parent is unavailable, the emergency contacts will be phoned.
- Depending on the nature of the injury, the following may be contacted:
 - Emergency Services 000 (Ambulance)
 - Department of Education and Early Childhood Development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

8.13 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 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.
6. Children are required to wear closed toe shoes no open sandals or crocks for safety reasons



8.14 EMERGENCY MANAGEMENT PLAN AND PROCEDURES

All Staff working at the Centre are aware of the emergency management plan and emergency/evacuation procedures in the event of potentially dangerous situations such as fire, and bomb threat etc. These are practised with staff and children, through emergency evacuation drills held throughout the year. Our emergency management plan and 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 9 APPENDICES

Appendix A

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

See table attached 'Minimum period of exclusion from primary schools and children's centres for infectious diseases and contacts.' Also refer to Staying Healthy Preventing infectious diseases in early childhood education and care services Fifth edition 2012.

Appendix B

PRIVACY POLICY STATEMENT – PARENTS

Commonwealth Privacy Act 1988

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.

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 be located 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 director 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 Director.
- (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 24 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).
- (c) Information will not be disclosed to those not associated with the care of your child without your 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 Director.

8. NON-DISCLOSURE:

- (a) We will not disclose any information to any persons or organisations requesting personal information about other parents or guardians or staff 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 Director

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 Director
Anne Sgro Children's Centre
45-47 May Street
COBURG 3058