



PARENT INFORMATION BOOK

294 North Rocks, North Rocks 2151

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The service:

Little Green Tree House is a family owned and family run childcare centre. The approved provider of the centre Mrs Nawal Khattar holds a Masters in Early Childhood Education (0-6). The director of the centre, Mrs Dahli Abi-Khattar holds a double Degree in Early Childhood Education and Primary (birth-12). As a family, we aim to provide the best quality service and care possible being on the floor and 100% engaged with the children, staff and parents. As a team, we aim to provide an outstanding level of service to ensure our families feel comfortable in leaving their children within our care.

The architecturally designed, purpose-built service is approved for 44 children between the ages of 0-6. Children are grouped into 3 rooms according to their age range. The babies room caters for only 8 babies per day between the age of 6 months -2 years, the toddlers room caters for 16 children between the age of 2-3 years and finally, the preschoolers room caters to 20 children between the ages of 3-6 years.

Each room is fully air-conditioned and fitted with natural and neutral resources and furniture that provide a welcoming, inclusive and stimulating environment for children. The indoor and outdoor environment is designed and furnished with natural elements to promote sustainable practices and a connectedness with nature and its beautiful elements.

Children are provided with all meals throughout the day, which are prepared fresh each day to meet their nutritional requirements. All meals include fresh organic produce such as fruits, vegetables, meats and milk (where possible). We provide breakfast (for early arrivals), morning tea, lunch and afternoon tea. A late afternoon snack is provided for the late stayers. Milk is offered at all meals and water is accessible throughout the day. Please see our 4-week seasonal menu for more information. All cultures are considered when planning the menu to include the different flavours of the world. If you have any suggestions that your child loves to eat at home, we encourage you to submit your recipe to the nominated supervisor to review and include within our menu.

Children with allergies will have their photo displayed with the appropriate information regarding the individual child to ensure they are adequately catered for. Parents will need to

ensure that they fill in the space provided on the enrolment form if your child has an allergy to any foods or any special dietary requirements. Our centre is Allergy aware; we do not cook using eggs and nuts as active ingredients- however we cannot guarantee that children will not be exposed to certain allergens while in our centre.

Our centre practices inclusion by promoting and encouraging ALL children to participate in education and care. As Educators, we support an inclusive practice across our entire program, so that it embraces the right of every child to be, to belong and become in a diverse world. We liaise with KU inclusion support and to seek support, equipment and funding for children who required additional support in order to be included within our program and our everyday practices.

Hours of operation:

Our hours of operation are between 7:30am-6:00pm. We are closed on public holidays and for two weeks over Christmas. Fees are not payable for the Christmas closure; however, fees apply for all public holidays, personal/family holidays and sick/absent days from the service.

Educators:

Little Green Tree House has a team of early childhood educators who wear their uniform with pride. Educator to child ratios are adhered to at all times with the number of qualified educators required to ensure that your child's learning and care is optimal whilst at our service. If your child does have needs that require additional support, we request that this information is provided to us on the waitlist application form and the enrolment form so that adjustments to our ratios and environment can be made before your child commences their first day. Each room at our centre has a qualified Early Childhood teacher implementing a school readiness program. Please see our photo wall at the entrance of the service to identify the staff and their qualifications and roles. To stay up to date within the early childhood industry, the service ensures that all educators attend training workshops on a regular basis.

Eco-friendly practices:

Given that our centre is an eco-friendly centre, we foresee our children growing up recognising and practising ways to prevent as much harm as possible from occurring to the environment through their interactions with it. In this way, we create opportunities to educate the children on eco-friendly practices. We believe that future generations have a major impact on the world through the little things that they do within their everyday life. In one way or another, we know that their influence could change the world!

Why do we use fresh organic produce in our meals?

Our farming partners use a variety of environmentally friendly methods to grow beautiful and healthy fresh produce without the use of synthetic pesticides or fertilisers. We choose organic because it reduces the risk of exposure to toxic pesticides in our diet. Furthermore, by supporting our organic farmers, their growing practices instantly improve the environment by eliminating toxic chemicals from the air, soil, water and food supply.

Our curriculum:

Little Green Treehouse offers your child an innovative play-based curriculum that is guided by the Australian Early Years Learning Framework, informed by internationally recognised best practice and current research and underpinned by the importance of nurturing strong relationships. Integral components include: Numeracy and literacy, communication, the visual and performing arts, the sciences and technology, Understanding society, Principles of social justice and equity and Inclusion.

Other areas explored include: The diversity of families, diversity of ability, the importance of nutrition and physical activity and fitness, the concept of wellbeing and belonging.

Reflections, observations and evaluations of our programs are published each day for families to read, respond to and share.

Waiting list and enrolment procedures:

To place your child/children on the waitlist, please complete a waiting list form and return it to secure your child's position on the waiting list along with the \$50 non-refundable fee. You will be notified as soon as your child's place and days of attendance can be offered.

Upon enrolment, we require the completed enrolment form, immunisation history form, birth certificate and 2 weeks full fees which secures your place. When securing your child's spot, a charge of \$200 will be applied as an enrolment fee to cover the administration cost.

- **Please note that Little Green Treehouse has a minimum 2 days a week enrolment policy.**
- **Any day chosen will need to be accompanied by a Monday OR Friday.**
- **We do not provide swap days or casual days.**

Our fees for 2022:

Children aged between 0-2: \$160 per day

Children aged between 2-3: \$155 per day

Children aged between 3-5: \$150 per day

Our fees cover the cost of:

-Fresh organic produce included within the meals (where possible) prepared on the premises by our qualified cook.

- Nappies, wipes
- bed sheets and a Hat
- A high quality school readiness program delivered by Early Childhood Teachers.
- We are approved to receive the Childcare Subsidy.

Procedure for payment of fees:

1. Upon enrolment, a \$200 Administration/Enrolment fee is payable. This is non-refundable. If there are no positions available, a fee of \$50 will be charged to be placed on the waitlist. Once the position is available the fee of \$200 will be charged to officially enrol.
2. An initial bond of two weeks' full fees (no child care subsidy) and two weeks payment in advance (full fees with no subsidy) is to be paid before your child's first day of attendance. Four weeks' notice is required when terminating care in order to receive the refund of your bond.
3. Fees are always to be paid 2 weeks in advance at all times from your child's first day of attendance.
4. The service uses direct deposit to pay waitlist, administration fee and 2 weeks bond + 2 weeks in advance fees only.

However, all other fees can only be paid by Direct debit: fees will be debited via Direct Debit system on a fortnightly basis. The amount debited will be the amount that is due on your statement on the date of each scheduled debit (Wednesdays).

Direct debit form will be attached to the enrolment form.

The Bank Details for Direct Deposit are:

Account Name: Kinder Palace Pty Ltd

BSB: 032282

Account number: 347761

Reference: **Please put your child's full name as the reference**

If four weeks' notice is given for your intention to relinquish your position at the service, your bond will be refunded 10 weeks after your child's last day of attendance.

Child Care Subsidy is available to most families. Please contact the Department of Human Services on 13 61 50 for further information. They will provide you with a Customer Reference Number (CRN) for you and your child. Once you have provided this information to us, we will enter this information into our system which will enable your account to reflect your Child Care Subsidy.

Priority of access guidelines:

Little Green Tree House Early Education Centre operates with a waiting list, therefore the service follows the Australian Government 'Priority of Access Guidelines' for allocating places in these circumstances.

Below are the Priority of Access levels which the Service follows when filling vacancies:

1. A child at risk of serious abuse of neglect.
2. A child of a single parent/guardian who satisfies, or of parents/guardians who both satisfy the work/training/study test under Section 14 of the Family Assistance Legislation Amendment (Child Care) Act 2010.
3. Any other child.

Within these three categories priority is also given to the following children:

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

Please note: If your child is a priority 3 under the Priority of Access Guidelines, it may be required that their child leave or reduce their days in order to make a place for a higher priority child. If this is necessary, you will be given at least 14 days' notice of the need for your child to vacate.

Immunisation:

Each child's immunisation status must be current and an Immunisation History Statement must be presented upon enrolment, in line with the NSW Immunisation Program Schedule. If your child is not immunised, you must provide an Immunisation Exemption Certificate due to medical contraindications. If an outbreak occurs of a notifiable disease, your child must adhere to the exclusion periods directed by the National Health and Medical Research Council.

Orientation:

Parents are encouraged to visit with their children prior to their first day for a period of 45mins (as part of our orientation procedure). Orientation provides opportunities for our educators to see how parents care for and communicate with their child. It allows educators to ask questions to the parent about how they can best keep the care and support consistent with the home environment. Our orientations are limited to 1 day so the child does not become accustomed to the parent being present within the care environment. This

also encourages the child to turn to the educators for comfort and support when settling in the new environment. This helps build and strengthen the relationship between the educator and the child from day 1.

Settling in:

Some children will still cry during drop off. It is often best to say goodbye to the child and leave promptly. We find that children usually settle fairly quickly when an educator comforts and stays with that child until they feel confident and independent. No child will be left to cry and, in the event, that a child is quite distressed, the parent will always be contacted. Parents are welcome to phone at any time to see how their child is going as well as visit (please see Parent Involvement listed below).

As per our current covid safe plan: Parents can only enter the care environment if children are not in the room or are in an outdoor environment. Parents will need to wear a mask at all times. This is subject to change according to current health recommendations.

Family Involvement/ Open door Policy:

At Little Green Tree House, we have an **open-door policy** (Appendix A). We believe that children will achieve their highest potential when educators and families work together.

Families are welcome to visit at any time of the day. (The Approved Provider, Nominated Supervisor and educators will not allow a parent to enter the service premises if they have reason to believe this would contravene a court order).

Families are encouraged to make suggestions and offer critique on our program, philosophy, management and food menu. Also, to assist management to set goals for the service, help in writing, reviewing and implementing policies. They are also encouraged to help us meet aims of the NQF assessment process.

Families are encouraged to share aspects of their culture with the educators and children as well as appropriate experiences. Families are invited to participate in the service's daily routine by helping out with activities such as craft, preparing morning or afternoon tea and attending special events. Minutes and notes about all staff meetings will be made available for parents and educators to make suggestions.

Interactions with children:

Our educators interact with each child in a warm and friendly way. This provides a foundation for children to learn from and also imitate within their interactions. Educators help each child to express and explore their ideas whilst respecting the need for personal space. Educators engage children in playful interactions about things the children find interesting and amusing. They consistently modify their approach in response to each child's temperament, cultural background and competence. Educators actively involve themselves in interesting and sustained conversations with children at mealtimes.

Arrival/Departure:

Every child attending Little Green Tree House will need to be signed in and out by an adult upon exact arrival and departure time. The sign in/out kiosk is located in the foyer on entry. On the enrolment form you will be asked to supply the service with names of persons authorised to collect your children. It is your responsibility to notify the service of any changes (including change in address or numbers). **No child will be able to leave with an un-authorised person. Selected nominees must have signed the declaration on the enrolment form.**

We recommend that children arrive no later than 10am to benefit from the day's curriculum. **All children must be picked up by 6:00pm.** If you wish to speak with the educators about your child's day, ensure that you arrive 15 minutes earlier than our closing hours to safeguard that the centre is closed by 6:00 which is within our operating hours and for the educators to leave at the end of their shift.

Late fees will be charged for children collected outside the service's operating hours. These late fees will be charged to your fortnightly account. Please see our fees policy in Appendix B regarding late fees.

Our beliefs, values and philosophy:

At Little Green Treehouse, we believe that children should be entitled to a high-quality standard of care that is not only warm, caring and safe – but also stimulating, fun, educational and inclusive. In order to achieve this, a consistent and safe environment is essential for each child's development. The welfare of our children is our first and foremost priority. Our centre is a family owned and family run childcare centre. As a family we aim to provide the best quality service and care as possible being on the floor and 100% engaged with the children, staff and parents.

As our centre is an eco-friendly centre, we foresee our children growing up practising and recognising ways to prevent as much harm from occurring to the environment through their interactions with it. In this way, we create opportunities to educate the children on eco-friendly practices. We believe that the future generation has a major impact on the world through the little things that they do within their everyday life. In one way or another, we know that their influence could change the world!

Why do we use fresh organic produce in our meals?

Our farming partners use a variety of environmentally friendly methods to grow beautiful and healthy fresh produce without the use of synthetic pesticides or fertilisers. By doing this, their growing practices instantly improve the environment by eliminating toxic chemicals from the air, soil, water and food supply. Organic produce is never genetically engineered or modified in any way. Our products grow in the most natural way which in turn, conserves resources such as soil, water and species that thrive in harmonious ecosystems.

As kindergarten is a major transition for our little ones, we provide an engaging school readiness program, implementing the use of all Key Learning Areas of the NSW National Curriculum for primary schools. By using the Key Learning Areas, along with the Early Years Learning Framework, we are able to provide an enriching environment for our children to develop with, each at their own pace, helping our children gain the confidence and self-esteem to take on kindergarten with ease. When children begin school, it can be quite a daunting reflection for them so we encourage our children to participate in group experiences throughout their time in the preschool room, to gain confidence and learn how to positively build relationships with those around them. Our school readiness program is delivered in a fun and engaging environment which helps our children build confidence and create a solid foundation to learning in all areas.

Little Green Treehouse focuses on 5 developmental and learning outcomes for each child:
Their **Identity**: children are encouraged to express their individual personalities
Their **Wellbeing**: children are made to feel safe and secure at all times
Their **Confidence**: children are taught how to actively involve themselves in their learning
Their **Communication**: children learn effective communication skills for a lifetime of success
Their **Connectedness**: children are encouraged to connect with and contribute to the world around them

Our indoor and outdoor spaces are created to inspire wonder, delight and the exchange of ideas, and to value the relationships that are important to children's lives.

In this stimulating learning environment children:

- Feel safe, respected and valued as unique individuals.
- Learn to make friends, share happily, and respect and cooperate with others.
- Learn to communicate well, act responsibly and play an active role in the community.
- Work in harmony with teachers and families to explore and develop their potential.
- Play creatively, enjoyably and in educationally dynamic ways.
- Connect with, and care for, the natural world.

In order to maintain positive interactions with children, Little Green Treehouse will provide a relaxed and happy atmosphere for the children. To encourage respectful and positive relationships between children, their peers and educators, Little Green Treehouse will encourage children to participate in enjoyable interactions with their peers, respond positively to ideas, negotiate roles and relationships, contribute to shared play, and develop friendships.

At Little Green Treehouse, Communication between family members and the Service are considered crucial for a child to reach their full development. Therefore, we aim to provide an environment where there is a strong emphasis on family/Service communication to allow

consistency and continuity between the home and the Service environment. By encouraging family members to be involved in the service, we aim to provide a service that best meets the needs of our community. In this way, we welcome visits, ideas, suggestions and participation from each family.

We also believe it is essential that the centre plays an active role in the local community through our own inquiries, interactions and participation in local activities. We believe that we can act as social advocates for our children, helping the broader community understand the importance of early childhood.

To ensure that we remain abreast of changing attitudes and new ideas, our philosophy, goals policies and practices will be evaluated by all stakeholders on an annual basis.

We welcome your questions, suggestions and comments.

The team at Little Green Treehouse 😊

Incursions:

Every year we aim to have several incursions where each is invited to participate in a special activity within the service. Some of these include an animal farm, storyteller, dentist, fire brigade visit or an entertainer. These incursions are usually an introduction to or a culmination of what we are learning about.

Grievances/complaints:

If you have a grievance or complaint, we urge you to please see the nominated supervisor immediately. Appointments will be made to ensure you are guaranteed the time and attention to your matter that you deserve. They will also be within the office to ensure the matter is discreet and confidential. Every effort will be made to ensure the grievance or complaint is resolved in the shortest time possible. You will be informed of the steps being taken to ensure this happens. Please see our Grievance/Complaints policy which details for more information (Appendix C).

Communication:

Emails will be sent regularly to families regarding upcoming events, reminders and general information relating to the service. Please read them carefully so you do not miss any important information. Invoices will also be emailed to families every fortnight.

Policies:

Our policies and procedures folder is displayed in the foyer and in the office. You are welcome to view them at any time and we encourage you to do so at your child's enrolment. Families are also encouraged to have input in our policies as they are reviewed. Each week we will print out and display the policy that is currently being reviewed on our parent information shelf and ask for your input. We will also ask a yes or no question that relates to the policy to know where our areas of improvement are.

Policies are reviewed regularly and in line with current health guideline and recommendations. Please note that recommendations are changing very rapidly, we will try our best to adapt our policies to reflect these changes as soon as practical.

Child protection:

The Children and Young Persons (Care and Protection) Act 1998 states that educators are mandatory reporters in the course of their professional world and are obligated to protect all children in children's services. The educators at Little Green Tree House adhere to the Early Childhood Australia Code of Ethics (2006). All supervisors have attended refresher Child protection Training annually.

Health:

it is the policy of our service to exclude sick children or those suffering from an infectious disease on the basis that it may compromise the health of another child or of an educator. Please see Appendix E 'Administration of Authorised medication' policy. A doctor's certificate stating that the child is no longer contagious may need to be presented before the child can return to the service. There is a 24-hour exclusion period after a child has had a temperature, and a 48hr exclusion after any sign of vomiting or diarrhoea. All illnesses and their exclusion times are included within this policy.

Sun Protection:

Little Green Tree House Early Education Centre is a 'sun smart centre'. All children and educators must wear sun safe hats while outdoors at all times. **Please ensure your child has sunscreen on before they arrive in the mornings.** For your convenience sunscreen is also available throughout the service. Sunscreen is re-applied throughout the day before children go outside to play. Children are required to be dressed appropriately for protection from the sun. Please see our sun protection policy for more information (Appendix D). The SunSmart UV alerts can also be accessed on the SunSmart website and displayed in the foyer for your reference.

Medication:

A medication form is to be completed in the event that medication needs to be administered to your child by an educator. Dosage and times will be noted. All medication **MUST** be labelled by a practitioner with your child's name and the required dosage. **No medication will be administered if the form has not been completed and signed or if dosage instructions are not clearly outlined on the medication with the child's name by a practitioner.** A child will need to be excluded for the first 24 hours of starting a course of antibiotics.

Rest/Quiet time:

Children will be given the opportunity to have a rest or sleep after lunch. Little Green Tree House has 'quiet time' between 11:30am-2pm each day. If you prefer your child to rest only, and not sleep, quiet activities will be provided while other children are asleep. Please advise educators of your preferences in this matter.

Celebrations:

The service celebrates Easter, Christmas, Mother's/Father's Day, Australia Day, Harmony Day and

various other Multicultural occasions throughout the year. If you have a particular event you would like to celebrate, please include it in the space provided on the enrolment form.

Graduation:

We have a special graduation ceremony for our children who are going off to 'big school'. This includes a presentation of their graduation certificate, a reflection of their time at Little Green Tree House and a small performance by the children. The children are also provided with a gown and hat to wear for the presentation. Families are invited to attend.

Fundraising:

Several fundraisers are held each year to assist with costs associated with incursions and various resources. It is voluntary and parents are not obliged to participate.

Birthdays:

At Little Green Tree House we aim to help children celebrate their special day with their peers, carers and parents. We can supply birthday cakes at a cost of \$40. This enables us to ensure hygiene dietary requirements and allergies are taken into account. The cake will be shared for afternoon tea along with the usual menu.

We ask that parents do not bring in party bags due to allergies and cultural/religious reasons also as some items may be a choking hazard. Party hats are welcome.

Educators are happy to take photographs with the services' camera and email them to parents.

What to bring:

All items are to be clearly labelled.

For babies:

- A Bottles per feed. Breast milk or formula replenished daily.
- Dummy/Pacifier (must have a cover or be in a container)
- Anything your baby requires throughout the day that reminds them of home e.g. comforter
- A wet bag, to place wet or soiled clothing (no plastic bags accepted)
- 2 spare changes of clothes

Each child (1-5) will need to bring a bag large enough to contain the following:

- A minimum of 2 complete changes or clothing- appropriate to the weather (more if toilet training)
- A water bottle
- A wet bag, to place wet or soiled clothing (no plastic bags accepted)

The service will supply the following:

- All meals using organic fresh produce
- Disposable nappies
- Hats
- Bed sheets
- Full cream or light organic milk for bottles
- Sunscreen

We hope this information has been helpful to you. Please do not hesitate to phone if you have any further questions. We look forward to receiving your enrolment form and welcoming you to Little Green Tree House Early Education Centre.

Little Green Tree House welcomes any child with additional needs. If any child has any additional needs and services, educators will be required to observe and assess the child's development. Should your child require any additional support or early intervention, Please notify the Nominated Supervisor/Director upon enrolment.

Please do not hesitate to contact us at any time for any queries or questions.

The implementation of policies are outlined below. For full policies, including sources for each policy, please see the policies and procedures folder located on top of the sign in/out kiosk or ask the office.

Appendix A- Open Door Policy

- O** Our centre is always open for parental inspection
- P** Please come and see how we help your child's development
- E** Entry by you anytime shows that we are happy for you to see our practices at any time of the day
- N** Never leave your child in a service unless you feel 100% competent in their ability to provide for your child

- D** Don't hesitate to ask any questions about your child, their development or our service philosophy
- O** Our centre is proud of the quality of the care we provide
- O** Our staff are qualified, experienced, trained and talented
- R** Rather than take our word for this
- S** See for yourselves!

Appendix B- Fees policy

Aim

Parents fully understand fee payment procedures and requirements, and pay their child care fees on time.

Implementation

Enrolment

- A **booking fee of \$200.00** is required when lodging an enrolment form. This is non-refundable if your child does not take a place at our service. A **waitlist fee of \$50.00** is required if there is no current place available at the centre and you will need to be placed on the waitlist. The fee of \$200 will then be charged once your spot is secured and are enrolled.
- Upon enrolment families must pay a security deposit of **two week's full fees**
- **Late pick up fee apply for children picked up later than closing time. \$20 as soon as the time is 6:01 and then \$1 per child, per minute the child remains on the premises thereafter. The total amount will be included in the next billing cycle.**

Fees must be paid:

- **two weeks in advance**
- fortnightly on Wednesdays in advance by direct debit.
- on the first morning your child is expected to attend the service for the week
- in advance for every day that your child is enrolled at the service. This includes public holidays, sick days and family holidays but excludes the two weeks the service is closed at the end of the year (over Christmas and new year).

Due to administration costs, dishonoured payments will incur a charge of \$19.95 which will be charged to your account by Debit Success.

Child Care Subsidy

Child Care Subsidy is available to all families who are Australian Residents if the child meets immunisation requirements and parents meet eligibility requirements. Entitlement is determined by an activity test which determines the number of hours of subsidised care to which families are entitled.

<i>Hours of activity per fortnight</i>	<i>Maximum number of hours of subsidy per fortnight</i>
8 hours to 16 hours	36 hours
More than 16 hours to 48 hours	72 hours
More than 48 hours	100 hours

A broad range of activities meet the activity test requirements, including paid work, self-employment, unpaid work in a family business, active job hunting, volunteering or studying. You can also include reasonable travel time to and from a place of activity to the centre. In two parent families, both parents must meet the activity test, and subsidy hours are calculated on the lower number where parents have different levels of activity. There are exemptions for parents who legitimately cannot meet the activity test requirements. Low-income families who do not meet the activity test can access 24 hours of subsidised care per fortnight.

The percentage of subsidy a family receives is based on their estimated combined annual income. All families wishing to access Child Care Subsidy need to complete an online Child Care Subsidy assessment through their myGov account. Assessment asks families to provide information about

their expected combined family income, activity level of parents and types of child care service being used.

Additional children:

Families with more than one child aged 5 or under in care will get a higher Child Care Subsidy (CCS) for their second child and younger children.

The standard rate child will get the standard CCS rate. This is usually the eldest CCS-eligible child aged 5 or under in the family. Younger children will get a higher subsidy.

Eligible higher rate children will receive a 30% higher subsidy, up to a maximum 95%.

The **Additional Child Care Subsidy** may be available to help support:

- families needing help to support their children’s safety and wellbeing
- grandparents on income support who are primary child-carers
- families in temporary financial hardship
- families moving to work from income support

Families can claim Child Care Subsidy or Additional Child Care Subsidy online by signing into their myGov and completing a Child Care Subsidy claim. If eligible, the Subsidy will be paid directly to the service on families’ behalf and we will reduce the fees owed. This can occur after our service enters families’ enrolment information online, and families confirm their enrolment information through their myGov account. Until Child Care Subsidy details are available, families will need to pay full fees.

Families are entitled to receive Child Care Subsidy for up to 42 days where their child is absent, for example due to illness, public holidays and parental leave. Evidence to support these absences is not required. Additional absence days may be available if they meet the situations outlines in the Family Assistance Law and there is evidence to support these.

Statement of Account

We will issue fortnightly statements (with the child/children’s full name/s, date of care, date of payment etc) detailing the fees paid and the amount of Child Care Subsidy received. (Parents’ My Gov accounts will also have how much care families have received and how much Child Care Subsidy has been paid.) If families pay more than the fee amount required at the time, change will not be given but will be credited to the family’s account.

Receipts

Receipts for payment will be provided upon request

Termination

Should you wish to end your child’s place at the service or should management make the decision to terminate your child’s place, 4 weeks written notice is required from the ending/terminating party. The notice will not count on the weekend and will begin calculating from the following business day.

Notice will not be considered during our 2 week closure period as the centre will not be operational and cannot book the position during this time. If you do not provide this notice, you will continue to be charged 4 weeks fees or your bond will not be refunded depending on which amount is equivalent. *Please allow 10 weeks after your child's last day for the bond to be refunded to give Centrelink enough time to make any final changes it needs to make with the child's entitlement.*

Overdue Fees

The Nominated Supervisor will issue a **Friendly Fee Reminder** letter to any family who is one week late paying their fees. **If families are having difficulty making fee payments they should immediately speak with the approved provider or nominated supervisor to discuss fee payment arrangements.** Information provided by families will be treated as strictly private and confidential.

In cases of non-payment of fees, where the service is unable to contact families about the debt, or families do not meet agreed arrangements for repayment of the debt and ongoing payment of fees:

- bond payments will be applied to outstanding debt amounts and
- the Nominated Supervisor may immediately suspend or terminate the child's place at the service. Families will be advised of this action in writing.

Fees of **\$10.00 a day** will apply to any overdue fees.

Appendix C- Grievance Policy

Aim

To ensure that all grievances (complaints) are investigated in a timely, transparent, thorough and impartial manner, and that affected parties are advised of the outcome and their rights of appeal.

Managing Breaches and Complaints/Grievances

All breaches of our Code of Conduct (including corruption, maladministration and waste of resources) and complaints or grievances from educators, staff members, families, visitors and volunteers associated with the workplace will be managed in line with our Grievance Guidelines. This includes incidents of bullying, discrimination and harassment at the Service. Our Service takes any incident of (alleged) bullying, discrimination or harassment very seriously because it can cause significant health and wellbeing issues for employees.

Grievances can occur in all workplaces and handling them properly is important for maintaining a safe, healthy, harmonious and productive work environment. Documented grievance procedures are important because:

- staff and visitors need to know a process exists for receiving and managing grievances and complaints fairly, impartially, promptly and thoroughly.
- they help to ensure small issues or problems do not escalate.
- supervisors and managers need to be aware of issues causing conflict.
- documentation provides evidence and a record of the grievance and the outcome.
- complaints facilitate continuous improvement of Service operations.

Grievance Guidelines

These guidelines explain the procedure for reporting and managing grievances, the roles and responsibilities of educators, staff and managers and the potential consequences of breaching our policies , procedures and Code of Conduct.

Educators, staff, volunteers, families and visitors will:

- raise the grievance/complaint directly with the person concerned. Both parties should try to resolve the issue and develop solutions to ensure the problem does not happen again. Discussions should remain private, confidential, respectful and open-minded, will not involve other educators, staff, volunteers or visitors (eg parents) and will take place away from children
- raise the grievance/complaint with the Nominated Supervisor (or with the approved provider if the Nominated Supervisor is involved) if they are unable to resolve the concern, or feel unable to raise the matter directly with the person concerned. The Approved Provider or Nominated Supervisor (or supervisor) may request the issue be put in writing. Employees should provide all relevant information, including what the problem is, any other person involved in the problem and any suggested solution. Educators are encouraged to communicate openly about the issue.
- raise any grievance involving suspected or actual unlawful activity (including bullying) with the Approved Provider or Nominated Supervisor immediately and privately
- be confident that their concerns will be thoroughly investigated, but aware that the outcome may not result in the action requested.
- Abide by the parent 'code of conduct'.

Union members may seek assistance or support from their trade union at any time.

Educators, staff, volunteers, families and visitors will not:

- get involved in complaints/ grievances that don't concern them. This is not ethical or helpful in managing the complaint
- raise complaints with an external complaints body, such as a court or Tribunal, without using our grievance procedures and appeal process first.
- Parent will not become aggressive, loud or confrontational to any staff. Parents are especially not allowed to use course language when addressing staff. If an issue arises they must discuss the issue in an orderly manner with the nominated supervisor. The nominated supervisor will address the issue with the staff.

The Nominated Supervisor will:

- discuss the issue with the complainant within 24 hours of receiving the verbal or written complaint
- properly, fairly, confidentially and impartially investigate the issue including:
 - thoroughly investigating the circumstances and facts and inviting all affected parties to provide information or respond where appropriate. To encourage teamwork and respect, the issue may be discussed at an educator meeting if the privacy of the people involved can be protected.
 - inviting the complainant to have a support person present during an interview (eg health and safety representative, but not a lawyer acting in a professional capacity)

- provide all affected parties with a clear written statement (letter, email or SMS) of the outcome of the investigation within seven working days of receiving the verbal or written complaint.
 - If the resolution of the complaint involves a written agreement, all parties must agree with the wording etc.
 - If the Nominated Supervisor decides not to proceed with the investigation after initial enquiries, he or she will give the complainant the reason/s in writing.
- keep appropriate records of the investigation and outcome, and store those records in accordance with our Privacy and Confidentiality Policy and Record Keeping and Retention Policy. Unsubstantiated complaints against educators/staff may be retained on file if the person has been given the opportunity to record a comment on the documentation
- monitor ongoing behaviour and provide support as required
- ensure the parties are protected from victimisation
- offer external review by a Tribunal or alternate organisation where employees, visitors and volunteers are unhappy with the outcome of the grievance procedure. Workplace bullying matters may be referred to the Fair Work Commission which can direct employers to take specific actions against workplace bullies or the Work Health and Safety (WHS) Regulator which may investigate whether WHS duties have been contravened
- request feedback on the grievance process using a questionnaire
- track complaints to identify recurring issues within the Service
- notify the regulatory authority within 24 hours if a complaint alleges the safety, health or wellbeing of a child is being compromised. Refer Incident, Injury, Trauma and Illness Policy.

Outcomes may include:

- an apology and a commitment that certain behaviour will not be repeated (monitoring this over time)
- education and training in relevant laws, policies or procedures (eg bullying awareness, leadership skills)
- assistance in locating relevant counselling services
- disciplinary procedures including a verbal or written warning, termination of employment, termination of child's position at the centre or transfer to a different position at the Service
- ensuring any inequality or inequity is remedied
- providing closer supervision
- modifying Service policies and procedures
- developing new policies and procedures.

Outcomes will take into consideration relevant industrial relations principles and guidelines and make provision for procedural fairness. The Nominated Supervisor will consider:

- the number of complaints (or breaches)
- the opportunities given to adhere to a policy or procedure and/or change behaviour.
- the opportunities given to respond to the allegations.
- the seriousness of the complaint (or breach), and whether it impacted the safety and welfare of other employees, volunteers or visitors.

whether a policy, procedure or complaint is reasonable.

Appendix D- Sun Safe Policy

Aim:

This sun protection policy has been developed to protect all children and staff from the harmful effects of ultraviolet (UV) radiation from the sun.

Our sun protection strategies are:

Outdoor Activities

- **From October to March** sun protection is required at all times. Extra sun protection is needed between 11am and 3pm and during this period outdoor activities should be minimised. Minimising outdoor activities includes reducing both the number of times (frequency) and the length of time (duration) children are outside.
- **From April to September (excluding June and July)** outdoor activity can take place at any time. However, from 10am – 2pm sun protection is required.
- **In June and July sun protection is not required.** Extra care is needed for services in the far west and north of NSW and for all children who have very fair skin. All sun protection measures will be considered when planning excursions and incursions.

Shade

All outdoor activities will be planned to occur in shaded areas. Play activities will be set up in the shade and moved throughout the day to take advantage of shade patterns.

The centre will provide and maintain adequate shade for outdoor play. Shade options can include a combination of portable, natural and built shade. Regular shade assessments should be conducted to monitor existing shade structures and assist in planning for additional shade.

Hats

Staff and children are required to wear sun safe hats that protect their face, neck and ears.

A sun safe hat is:

- Legionnaire hat.
- Bucket hat with a deep crown and brim size of at least 5cm (adults 6cm).
- Broad brimmed hat with a brim size of at least 6cm (adults 7.5cm).

Please note: Baseball caps or visors do not provide enough sun protection and therefore are not recommended.

Children without a sun safe hat will be asked to play in an area protected from the sun (e.g. under shade, veranda or indoors) or can be provided with a spare hat.

Clothing

When outdoors, staff and children will wear sun safe clothing that covers as much of the skin

(especially the shoulders, back and stomach) as possible. This includes wearing:

- Loose fitting shirts and dresses with sleeves and collars or covered neckline.
- Longer style skirts, shorts and trousers.

Children who are not wearing sun safe clothing can be provided with spare clothing. Please note: Midriff, crop or singlet tops do not provide enough sun protection and therefore are not recommended.

Sunscreen

All staff and children will apply SPF50+ broad-spectrum water-resistant sunscreen 20 minutes before going outdoors and reapply every 2 hours. Sunscreen is stored in a cool, dry place and the use-by-date monitored.

Babies

Babies under 12 months will not be exposed to direct sunlight and are to remain in dense shade when outside. They will wear sun safe hats and clothing and small amounts of SPF30+ broad-spectrum water-resistant sunscreen may be applied to their exposed skin.

Role Modelling

Staff will act as role models and demonstrate sun safe behaviour by:

- Wearing a sun safe hat (see Hats).
- Wearing sun safe clothing (see Clothing).
- Applying SPF30+ broad-spectrum water-resistant sunscreen 20 minutes before going outdoors.
- Using and promoting shade.
- Wearing sunglasses that meet the Australian Standard 1067 (optional).

Families and visitors are encouraged to role model positive sun safe behaviour.

Appendix E- Administration of Authorised Medication Policy:

Aim

Educators at Little Green Tree House will only administer medication to a child if it is authorised or the child is experiencing an asthma or anaphylaxis emergency. We recognise it is essential to follow

strict procedures for the administration of medication to ensure the health, safety and wellbeing of each child using the service.

Implementation

Our service and educators will only administer medication to children if it is authorised by parents (or by someone authorised by parents on the enrolment record to make decisions about the administration of medication). If there is a medical emergency, we will also administer medication when authorised verbally by a parent, medical practitioner or an emergency service, however we may administer medication during an asthma or anaphylaxis emergency without first receiving authorisation.

Medication under the Regulations includes medication covered by the Therapeutic Goods Act 1989. Therapeutic goods include those for therapeutic use to:

- prevent, diagnose, cure or alleviate a disease, ailment, defect or injury
- influence, inhibit or modify a physiological process.

This covers products like sunscreen and nappy cream.

The Nominated Supervisor will ensure children's medication is regularly audited to ensure it has not expired, and is in the original container with legible labels.

Administration of Medication (non-emergency)

Educators will administer medication to a child if it complies with our policy requirements and:

1. if the medication is authorised in writing by a parent or another authorised person and
 - is the original container
 - has not expired
 - has an original label and instructions that can be clearly read and, if prescribed by a doctor has the child's name
 - is administered in accordance with any instructions on the label or from the doctor.
2. after the child's identity and the dosage of the medication is checked by an educator who is not administering the medication. This educator will witness the administration of the medication.

Over the Counter Medication (non-prescription medication)

Our service does not administer over the counter medication unless it has been prescribed by a medical practitioner. Medication may mask the symptoms of other, more serious illnesses and our educators are not qualified medical professionals. However, we will administer nappy cream and sunscreen without prescription if a parent or authorised person authorises this.

Anyone delivering a child to the service must not leave medication in the child's bag or locker. Medication must be given directly to an educator on arrival for appropriate storage. Auto injection devices (eg: Epipens) and asthma puffers will be stored up high in rooms so they are inaccessible to children. All other medication will be stored in accordance with the storage instructions on the medication in a locked labelled container in a cabinet or fridge. Non-refrigerated medication will be kept away from direct sources of heat.

Administration of Medication in emergencies other than anaphylaxis or asthma emergencies

1. Educators will administer medication to a child in an emergency:
 - if a parent or another authorised person verbally authorises the administration of the medication or
 - they receive verbal authorisation from a registered medical practitioner or emergency service if the parent or authorised person cannot be contacted.
2. The child will be positively reassured, calmed and removed to a quiet area under the direct supervision of a suitably experienced and trained educator.
3. The Nominated Supervisor will contact the child's parent, and provide written notice to the parent, as soon as possible.
4. The Nominated Supervisor will ensure the service completes an Incident, Injury, Trauma and Illness Record.

Educators will not administer medication if parents provide verbal authorisation in circumstances that are not emergencies. If educators are unsure whether they should be administering a medication in an emergency after receiving verbal authorisation from a parent or responsible person, educators will obtain authorisation from a registered medical practitioner or emergency service.

Administration of Medication during Anaphylaxis or Asthma Emergencies

1. Educators may administer medication to a child in an anaphylaxis or asthma emergency without authorisation.
2. The child will be positively reassured, calmed and removed to a quiet area under the direct supervision of a suitably experienced and trained educator.
3. The Nominated Supervisor will contact the child's parent and the emergency services as soon as possible.
4. The Nominated Supervisor will advise the child's parent in writing as soon as possible.
5. The Nominated Supervisor will ensure the service completes an Incident, Injury, Trauma and Illness Record.

Medication Record

Educators will complete a Medication Record with the name of the child which:

- contains the authorisation to administer medication
- details the name of the medication, the dose to be administered and how it will be administered, the time and date it was last administered, and the time and date or circumstances when it should be administered next
- if medication is administered to a child (including during an emergency), details the dosage that is administered and how it is administered, the time and date it is administered, the name and signature of the person that administered it, and the name and signature of the person that checked the child's identity and dosage before it was administered and witnessed the administration.

APPENDIX F- Incident, injury, trauma or illness policy:

Aim

The service of Little Green Treehouse and all educators can effectively respond to and manage accidents, illness and emergencies which occur at the service to ensure the safety and wellbeing of children, educators and visitors.

Implementation

This policy and related policies and procedures at the service will be followed by nominated supervisors and educators of, and volunteers at, the service in the event that a child -

(a) is injured or

(b) becomes ill or

(c) suffers a trauma or

(d) is involved in an incident at the service

The Approved Provider/Nominated Supervisor will ensure that:

- a parent of a child is notified as soon as possible, preferably on the same day, and no later than 24 hours of the injury, illness, trauma or incident
- an Incident, Injury, Trauma and Illness Record is completed without delay
- the regulatory authority is notified within 24 hours of any serious incident (see heading 'Notification of serious incidents')
- the regulatory authority is notified within 24 hours of any serious complaint about the health, safety and welfare of a child, that regulations have been breached, children are being cared for in an emergency or incidents that require service to close or reduce attendance
- the regulatory authority is notified within 7 days of circumstances that pose a risk to the health, safety and wellbeing of a child
- at least one first aid qualified educator (with asthma and anaphylaxis training) is present at all times at the service
- first aid qualifications (including anaphylaxis and asthma management training) are current and updated at least every 3 years
- all components of first aid qualifications are current if some require an earlier revision (eg CPR)
- first aid qualified employees receive CPR refresher training annually
- first aid qualified educators never exceed their qualifications and competence when administering first aid

The Nominated Supervisor will also diarise to ensure the contents of first aid kits and their location are reviewed monthly and after every use. Audits will ensure each Kit has the required quantities, items are within their expiry dates and sterile products are sealed. Consideration will also be given to whether the contents suit the injuries that have occurred, based on our incident, injury, trauma and illness records and action taken to obtain additional resources if required.

During our induction process for new educators and staff the Nominated Supervisor or delegated staff member will:

- advise which (other) educators and staff have first aid qualifications
- the location of the first aid kit(s)
- obtain information about any medical needs the new employee may have that could require specialist first aid during an incident or medical emergency. This information will only be shared with the employee's consent or in order to meet our duty of care to the employee.

The Nominated Supervisor will review the following matters in consultation with employees (eg at staff meetings) where appropriate, at least annually or when there are staff changes:

- our first aid procedure
- the location of our first aid kit(s)
- the nature of incidents occurring at the service

If children are injured or become ill at the service, educators or staff members will request parents or authorised nominees to collect children as soon as possible.

Parent's must comply with this direction and pickup the child within 1 hour.

We will display photos of all educators and staff, together with their qualifications, in a prominent position where they can be easily viewed by families and team members.

We will also display appropriate first aid signage (eg CPR posters) in prominent locations.

Our service will use the Incident, Injury, Trauma and Illness Record template published by ACECQA.

Administration of First Aid

If there is an accident, illness or injury requiring first aid an educator with a current first aid qualification will:

- assess any further danger to the child, other children and any adults present and take steps to remove or mitigate the danger
- respond to the injury, illness or trauma needs of the child or adult in accordance with their current first aid, asthma and anaphylaxis training, and in accordance with the child's medical management plan and risk minimisation plan if relevant . As part of first aid response educator may if required:
 - call an ambulance (or ask another staff member to call and co-ordinate the ambulance)
 - notify a parent or authorised nominee that the child requires medical attention from a medical practitioner
 - contact a parent or authorised nominee to collect the child from the service if required as soon as possible
- notify the nominated supervisor and parents of the incident, illness or injury the same day that it occurs
- complete an Incident, Injury, Trauma and Illness Record without delay

The Nominated Supervisor and educators will supervise and care for children in the vicinity of the incident, illness or injury as appropriate.

First Aid Kit Guidelines

First aid kits will be easily recognised and readily available where children are present at the service and during excursions. They will be suitably equipped having regard to the hazards at the service, past and potential injuries and size and location of the service.

We will use the checklist in Safe Work Australia First Aid in the Workplace Code of Practice as a guide on what to include in our first aid kits, and tailor the contents as necessary to meet our service needs (Tab B).

We will display a well recognised, first aid sign which complies with AS 1319:1994 – Safety Signs for the Occupational Environment to assist in easily locating first aid kits.

Notification of serious incidents

The Approved Provider will notify the regulatory authority within 24 hours of any serious incident at our service (s. 174). This includes any serious injury or trauma to, or illness of a child which a reasonable person would consider required urgent medical attention from a medical practitioner or for which the child attended, or ought reasonably to have attended, a hospital.

Serious injuries, traumas and illnesses include:

- head injuries
- broken limbs
- burns
- removal of fingers
- meningococcal infection
- anaphylactic reaction requiring urgent medical attention
- witnessing violence or a frightening event
- epileptic seizures
- bronchiolitis
- whooping cough
- measles
- diarrhoea requiring urgent medical attention
- asthma requiring urgent medical attention
- sexual assault

A serious incident also includes:

- The death of a child at the service or following an incident at the Service
- An incident at the service where the emergency services attended or ought reasonably to have attended
- A child is missing
- A child has been taken from the service without the authorisations required under the regulations
- A child is mistakenly locked in or out of the service.

If our service only becomes aware that the incident was serious afterwards, we will notify the regulatory authority within 24 hours of becoming aware that the incident was serious. We will notify the regulator using form SI01 Notification of Serious Incident .

Notification of serious complaints and circumstances

The Approved Provider will also notify the regulatory authority in writing using form NL01 Notification of Complaints, Incidents and Additional Children in an Emergency:

- within 24 hours of any complaints alleging that the safety, health or wellbeing of a child is being compromised at the service
- within 24 hours of any complaints that the National Law has been breached
- within 7 days of any circumstances arising at the Service that pose a risk to the health, safety and wellbeing of a child
- within 24 hours of the attendance of any children being educated and care for in an emergency. This includes where the child needs protection under a child protection order or the parent of the child needs urgent health care. The emergency care can be for no more than two consecutive days the service operates. We will advise the regulatory authority what the emergency is and make a statement that the Approved Provider has taken into account the safety, health and wellbeing of all the children attending the service before deciding to accept the additional child/children
- within 24 hours of any incidents that require the Service to close or reduce attendance

Below is a list of policies that also apply to all families enrolled at Little Green Treehouse Early Education Centre:

Parent Code of Conduct

Little Green Treehouse is committed to engaging with the families of children enrolled at its services in accordance with its values of respect, integrity, safety, collaboration and courage.

Little Green Treehouse encourages families to actively participate in its education and care programs and aims to engage in constructive and co-operative working relationships with families. Little Green Treehouse is also committed to protecting the safety and wellbeing of the children in its care, their families, volunteers and all other invitees or visitors to Little Green Treehouse. To achieve these aims, it is expected that all parents, guardians and family members of children enrolled in the service will conduct themselves in a manner which is in accordance with the service values.

Application

This Code applies to all parents, carers, guardians and family members of children enrolled in Little Green Treehouse and to any of their invitees or guests (including Emergency Contacts nominated to the service from time to time). The Code must be observed in all conduct and interactions with the service; including attending the service, interacting with children, their families, volunteers, and at any function or event held by or on behalf of Little Green Treehouse.

Conduct

In all matters associated with Little Green Treehouse parents/guardians must, at all times act in accordance with the service values and:

1. Comply with the law and Little Green Treehouse Policies and Procedures (as amended from time to time);
2. Comply with the Little Green Treehouse values when interacting with children and their families, staff members and volunteers. Aggressive, bullying or intimidating behaviour will not be accepted;
3. Be respectful of cultural diversity and refrain from harassing, discriminating against or vilifying children, their families, staff members and volunteers on the basis of gender, race, ethnicity, sexuality, religion, age, disability, beliefs or opinions, or background;
4. Be respectful of the privacy of children, their families, staff members and volunteers and refrain from taking photographs at the service without the prior written consent of approved provider;
5. Comply with the reasonable directions given by staff members to foster a safe and welcoming environment within the services
6. Raise any concerns in accordance with service grievance and complaint management procedure;
7. Use the service facilities and property and services in an appropriate manner;
8. Refrain from smoking at the service and events;
9. Provide the appropriate notice when terminating care.
10. Not be adversely be affected by alcohol or other substances (with the exception of medically prescribed drugs) when attending the services or events; and
11. Ensure that all family members and Emergency Contacts associated with a child's enrolment are made aware of this Code and ensure their compliance with this Code.
12. Be honest and transparent in disclosing all important information about your child to the director. Information such as learning support, additional needs, feeding requirements, allergies and 1:1 care needs to be disclosed prior to enrolment (on enrolment documents or verbally with the director) to ensure the appropriate environment and care is provided to your child from their first day attending.

Illnesses

Parents will ensure they:

- Pickup their child if the educator contacts them to inform them about their child's illness and requests their child to be picked up.
- Provide a doctor's clearance on return to confirm the child is well and no longer contagious.
- Comply with our clearance hours in regards to temperatures (24hrs) and gastro symptoms (48hrs).
- Their child is well at the time of drop off.
- They have not given their child paracetamol before drop off.

Separated Parents

Where children have parents who are separated or divorced, parents should not attempt to involve the centre in any parental dispute that may arise. The centre is not able to make judgments on the merits of claims made by one parent against another and should not be asked to do so. Nor should it be asked to take any action, which would or is designed to disadvantage one party. The centre will of course, observe any orders made by a Court in relation to a child or communications with parents.

Consequences of Non-Compliance

Not complying with this Code may have serious consequences. The service will endeavor to resolve any matter involving this Code by facilitating discussion between the parties. If the non-compliance is of serious nature or if, in the opinion of the approved provider, there is a risk of future non-compliance, the approved provider may take any action it considers appropriate in the circumstances. This may include cancelling a child's enrolment at the service.

The centre may suspend or terminate the enrolment of a child, either temporarily or permanently at any time for reasons which may include, but are not limited to:

- a) a serious breach of the centres policies and procedures
- b) conduct prejudicial to the reputation of the centre or the well-being of its students or staff, and;
- c) where the Director or provider believes that a mutually beneficial relationship of co-operation and trust between the centre and the Parent/carer(s) has broken down to the extent that it adversely impacts on that relationship

This Code may change at any time without prior notice.

Medical Conditions Policy

Aim

The service and all educators can effectively respond to and manage medical conditions including asthma, diabetes and anaphylaxis at the service to ensure the safety and wellbeing of children, staff and visitors.

Implementation

Little Green Treehouse will involve all educators, families and children in regular discussions about medical conditions and general health and wellbeing throughout our curriculum. The service will adhere to privacy and confidentiality procedures when dealing with individual health needs.

A copy of the Medical Conditions Policy will be provided to all educators and volunteers at the service. The Policy will also be provided to parents of children enrolled at the service including those whose child has been identified as having a specific health care need or allergy. Educators are also responsible for raising any concerns with a child's parents about any medical condition/suspected medical condition, or known allergens that pose a risk to the child.

No child enrolled at the service will be able to attend the service without medication prescribed by their medical practitioner. In particular, no child who has been prescribed an adrenaline auto-injection device, insulin injection device or asthma inhaler is permitted to attend the service or its programs without the device.

Families are required to provide information about their child's health care needs, allergies, medical conditions and medication on the Enrolment Form and are responsible for updating the service about of these things, including any new medication, ceasing of medication, or changes to their child's prescription. Where children have specific health care needs or medical conditions, medical, risk minimisation and communication plans are required as discussed below.

The Nominated Supervisor and educators will provide support and information to families about resources and support for managing specific health care needs and medical conditions, including allergies, anaphylaxis asthma and diabetes.

Where a child has been diagnosed at risk of anaphylaxis, a notice stating the anaphylaxis risk and the nature of the allergen will be displayed so it is clearly visible from the main entrance. The privacy and confidentiality of the child will be maintained at all times and the notice will not name the child.

Medical Information that must be provided in the Enrolment Record

Medical Management Plan

The Enrolment Form provides an opportunity for parents to help the service effectively meet their child's health and medical needs. All educators and volunteers at the service follow a child's medical management plan, including in the event of an incident related to the child's specific health care needs or medical condition.

Families must:

- advise details of specific health care needs or medical conditions including asthma, diabetes and allergies, and whether the child has been diagnosed at risk of anaphylaxis on the enrolment form.
- Information such as learning support, additional needs, feeding requirements, allergies and 1:1 care needs to be disclosed prior to enrolment (on enrolment documents or verbally with the director) to ensure the appropriate environment and care is provided to your child from their first day attending.
- provide a Medical Management Plan prepared by the child's doctor in respect of any specific health care needs or medical conditions before enrolment. The Plan should:
 - include a photo of the child
 - state what triggers the allergy or medical condition if relevant
 - state first aid needed
 - contact details of the doctor who signed the plan
 - state when the Plan should be reviewed
 - have supporting documentation if appropriate
- While our centre is allergy aware, we cannot 100% guarantee that the child will not be exposed to this allergen.

Medical Conditions Risk Minimisation Plan

The Nominated Supervisor and relevant educators will prepare and implement a medical conditions risk minimisation plan in consultation with families which is informed by the child's Medical Management Plan. The Plan will include measures to ensure:

- any risks are assessed and minimised
- practices and procedures for the safe handling of food, preparation, consumption and service of food for the child are developed and implemented if relevant (we will follow all health, hygiene and safe food policies and procedures)
- all parents are notified of any known allergens that pose a risk to a child and how these risks will be minimised
- a child does not attend the service without medication prescribed by their medical practitioner in relation to their specific medical condition.

This plan will be signed by parents, the Nominated Supervisor and relevant educators. We have a template resource for this purpose titled 'Medical Conditions Risk Minimisation Plan'.

The Medical Management and Risk Minimisation plans will be kept in the child's file and a copy of the plans stored securely with the child's medication, emergency evacuation kit and first aid kit. A copy of the plans will also be displayed in a prominent position near a telephone (eg kitchen) to ensure all procedures are followed. If parents have not authorised display of the plans in public areas, the plans will be displayed in areas which are not accessed by families and visitors to protect the child's privacy. We will explain to families why the prominent display of their child's plans is preferable.

The medical plans will also be taken on any excursions.

Medical Conditions Communication Plan

The Nominated Supervisor will implement a medical conditions communication plan to ensure that relevant educators, staff and volunteers:

- understand the Medical Conditions Policy
- can easily identify a child with health care needs or medical conditions
- understand the child's health care needs and medical conditions and their medical management and risk minimisation plans
- know where each child's medication is stored
- are updated about the child's needs and conditions

The Nominated Supervisor will also ensure the medical conditions communication plan sets out how parents may advise changes to their child's medical management and risk minimisation plans. The Nominated Supervisor will regularly remind families to update their child health and medical information as outlined in the Plan.

The plan will be signed by parents, the Nominated Supervisor and relevant educators. We have a template resource for this purpose titled 'Medical Conditions Communication Plan.'

The Nominated Supervisor will ensure:

- any new information is attached to the child's Enrolment Form and medical plans where relevant and shared with relevant educators, staff and volunteers
- displays about a child's health care needs or medical conditions are updated.

Anaphylaxis/Allergy Management

While not common, anaphylaxis is life threatening. It is a severe allergic reaction to a substance. While prior exposure to allergens is needed for the development of true anaphylaxis, severe allergic reactions can occur when no documented history exists. We are aware that allergies are very specific to an individual and it is possible to have an allergy to any foreign substance.

Symptoms of anaphylaxis include difficulty breathing, swelling or tightness in the throat, swelling tongue, wheeze or persistent cough, difficulty talking, persistent dizziness or collapse and in young children paleness and floppiness.

Anaphylaxis is often caused by a food allergy. Foods most commonly associated with anaphylaxis include peanuts, seafood, nuts, eggs and cow's milk.

To minimise the risk of exposure of children to foods that might trigger severe allergy or anaphylaxis in susceptible children, educators and staff will:

- ensure children do not trade food, utensils or food containers
- prepare food in line with a child's medical management plan and family recommendations
- use non-food rewards with children, for example, stickers for appropriate behaviour
- request families to label all bottles, drinks and lunchboxes etc with their child's name
- consider whether it's necessary to change or restrict the use of food products in craft, science experiments and cooking classes so children with allergies can participate
- sensitively seat a child with allergies at a different table if food is being served that he/she is allergic to, so the child does not feel excluded. If a child is very young, the family may be asked to provide their own high chair to further minimise the risk of cross infection
- hold non-allergic babies when they drink formula/milk if there is a child diagnosed at risk of anaphylaxis from a milk allergy
- closely supervise all children at meal and snack times, ensure food is eaten in specified areas and children are not permitted to 'wander around' the service with food

The Nominated Supervisor will also:

- instruct educators and staff on the need to prevent cross contamination
- consider requesting parents to not send food that contains highly allergenic elements, even if their child does not have an allergy eg by placing a sign near the front door reminding families about this. In the case of a nut allergy this may prevent, for example, parents or other individuals visiting the service from bringing any foods or products containing nuts or nut material such as:
 - peanuts, brazil nuts, cashew nuts, hazelnuts, almonds, pecan nuts
 - any other type of tree or ground nuts, peanut oil or other nut based oil or cooking product, peanut or any nut sauce, peanut butter, hazelnut spread, marzipan

- any other food which contains nuts such as chocolates, sweets, lollies, nougat, ice creams, cakes, biscuits, bread, drinks, satays, pre-prepared Asian or vegetarian foods
- foods with spices and seeds such as mustard, poppy, wheat and sesame seeds
- cosmetics, massage oils, body lotions, shampoos and creams such as Arachis oil that contain nut material

In relation to nuts and nut products, commercial food processing practices mean it is not possible to eliminate nuts and nut products entirely from our service eg there will be traces of nuts in many products. **For this reason, we are an allergy aware service rather than a nut free service.**

- consider the food allergies of all children. It may not be practical to prohibit all foods triggering food allergies. Nut allergy is the most likely to cause severe reaction and will take precedence
- consider requesting parents of children with (severe) food allergies to prepare food for the child at home where possible
- instruct food preparation staff and volunteers about measures necessary to prevent cross contamination between foods during the handling, preparation and serving of food and organise training as required eg careful cleaning of food preparation areas and utensils, use of different tools and equipment for allergic children
- ensure meals prepared at the service do not contain ingredients like nuts, and other allergens including eggs and milk if appropriate
- ensure food preparation staff consult risk minimisation plans when making food purchases and planning menus
- provide information about anaphylaxis and organise training for all educators on how to administer adrenaline auto injector devices eg EpiPens
- encourage all educators to undertake anaphylaxis management training
- ensure all educators administer medication in accordance with our “Administration of Medication Policy”
- ensure educators and staff regularly reflect on our documented risk management practices to prevent the triggering of an anaphylactic reaction, and implement improvements if possible

Allergic reactions and anaphylaxis are also commonly caused by:

- animals, insects, spiders and reptiles
- drugs and medications, especially antibiotics and vaccines
- many homeopathic, naturopathic and vitamin preparations
- many species of plants, especially those with thorns and stings
- latex and rubber products
- Band-Aids, Elastoplast and products containing rubber based adhesives.

Educators will ensure body lotions, shampoos and creams used on allergic children are approved by their parent.

The service will display an Australasian Society of Clinical Immunology and Allergy (ASICA) Action Plan poster for Anaphylaxis in a key location at the service, for example, in the children's room, the staff room or near the medication cabinet (see www.allergy.org.au)

Educators will react rapidly if a child displays symptoms of anaphylaxis and will:

- lay child flat or seat them if breathing is difficult (child will not be allowed to walk or stand)
- ensure a first aid trained educator with approved anaphylaxis training administers first aid in line with the child's medical management plan. This may include use of an adrenaline autoinjector device eg: EpiPen® and CPR if the child stops breathing in line with the steps outlined by ASICA in the Action Plan for Anaphylaxis (see www.allergy.org.au)
- call an ambulance immediately by dialling 000

The Nominated Supervisor will ensure that an emergency auto-injection device kit is stored in a location that is known to all staff, including relief staff, easily accessible to adults (not locked away), inaccessible to children, and away from direct sources of heat.

Asthma Management

Asthma is a chronic lung disease that inflames and narrows the airways. Asthma symptoms include wheezing, cough, chest tightness or shortness of breath. Educators and staff will implement measures to minimise the exposure of susceptible children to the common triggers which can cause an asthma attack. These triggers include:

- dust and pollution
- inhaled allergens, for example mould, pollen, pet hair
- changes in temperature and weather, heating and air conditioning
- emotional changes including laughing and stress
- activity and exercise

To minimise exposure of susceptible children to triggers which may cause asthma, educators and staff will ensure children's exposure to asthma triggers are minimised. This may for example,

- implement wet dusting to ensure dust is not stirred up
- plan different activities so children are not exposed to extremes of temperature eg cold outdoors and warm indoors
- restrict certain natural elements from inside environments
- supervise children's activity and exercise at all times
- keep children indoors during periods of heavy pollution, smoke haze or after severe storms which may stir up pollen levels etc

The Nominated Supervisor will also:

- consider banning certain plants and vegetation from the outdoor and indoor environments
- consider children's asthma triggers before purchasing service animals or allowing children's pets to visit

- ensure indoor temperatures are appropriate and heating and cooling systems are being used appropriately
- assist educators to monitor pollution levels and adverse weather events
- ensure educators and staff regularly reflect on our documented risk management practices to prevent the triggering of an asthma attack, and implement improvements if possible

The service will display a National Asthma Council Australia Action Plan Poster in a key location at the service, for example, in the children's room, the staff room or near the medication cabinet (see www.nationalasthma.org.au)

An asthma attack can become life threatening if not treated properly. If a child is displaying asthma symptoms, educators will:

- ensure a first aid trained educator with approved asthma training immediately attends to the child. If the procedures outlined in the child's medical management plan do not alleviate the asthma symptoms, or the child does not have a medical management plan, the educator will provide appropriate first aid, which may include the steps outlined in the National Asthma Council Australia Action Plan:
 1. Sit the child upright - Stay with the child and be calm and reassuring
 2. Give 4 separate puffs of a reliever inhaler (blue/grey)
 - Use a spacer if there is one
 - Shake puffer
 - Give 1 puff at a time with 4-6 breaths after each puff
 - Repeat until 4 puffs have been taken
 3. Wait 4 minutes - If there is no improvement, give 4 more puffs as above
 4. If there is still no improvement call an ambulance on 000
 - Keep giving 4 puffs every 4 minutes until the ambulance arrives

The service will ensure that an Emergency Asthma First Aid Kit is stored in a location that is known to all staff, including relief staff, easily accessible to adults (not locked away), inaccessible to children, and at room temperature in dry areas. An Emergency Asthma First Aid kit should contain:

- Blue or grey reliever puffer
- At least 2 spacer devices that are compatible with the puffer
- At least 2 face masks compatible with the spacer for use by children under 5

Spacers and masks can only be used by one person. That person can re-use the spacer or mask but it cannot be used by anyone else. Educators will ensure the child's name is written on the spacer and mask when it is used.

Diabetes Management

Diabetes is a chronic condition where the levels of glucose (sugar) in the blood are too high. Glucose levels are normally regulated by the hormone insulin. The most common form of diabetes in children is Type 1. The body's immune system attacks the insulin producing cells so insulin can no longer be

made. People with type 1 diabetes need to have insulin daily and test their blood glucose several times a day, follow a healthy eating plan and participate in regular physical activity.

Type 2 diabetes is often described as a 'lifestyle disease' because it is more common in people who are overweight and don't exercise enough. Type 2 diabetes is managed by regular physical activity and healthy eating. Over time type 2 diabetics may also require insulin.

Symptoms of diabetes include frequent urination, excessive thirst, tiredness, weight loss, vision problems and mood changes. People who take medication for diabetes are also at risk of hypoglycaemia (they may have a "hypo") if their blood sugar levels are too low. Things that can cause a "hypo" include:

- a delayed or missed meal, or a meal with too little carbohydrate
- extra strenuous or unplanned physical activity
- too much insulin or medication for diabetes
- vomiting

Symptoms of hypoglycaemia include headache, light-headedness and nausea, mood change, paleness and sweating, and weakness and trembling. If left untreated people may become disorientated, unable to drink, swallow or stand, suffer a lack of coordination, loss of consciousness and seizures.

Educators and staff will implement measures to reduce the risk of children suffering adverse effects from their condition. These may include, for example:

- ensuring medication is administered as outlined in the medical management plan
- ensuring children eat at regular intervals and have appropriate levels of carbohydrate

The Nominated Supervisor will also ensure information about the child's diet including the types and amounts of appropriate foods as outlined in the child's Medical Management Plan is considered when preparing service menus.

If a child is displaying symptoms of a "hypo" a first aid trained educator will:

- immediately administer first aid in accordance with the child's medical management plan. This may include giving the child some quick acting and easily consumed carbohydrate eg several jellybeans, 2-3 teaspoons of honey or some fruit juice. Once blood glucose is at regular levels the child may be given some slow acting carbohydrate to stabilise blood sugar eg slice of bread, glass of milk, piece of fruit

If a child is displaying severe hypoglycaemia (eg they're unconscious, drowsy or unable to swallow) a first aid trained educator will:

- immediately administer first aid in accordance with the child's medical management plan
- call an ambulance by dialling 000
- administer CPR if the child stops breathing before the ambulance arrives.

We will refer to as1diabetes (as1diabetes.com.au) for more information and resources, including child friendly resources, on diabetes.

Delivery and Collection of Children Policy

Aim

To ensure the safety and wellbeing of children at all times.

Implementation

The Nominated Supervisor, educators, staff and volunteers will adhere to the following procedure at all times to ensure the safety of children.

Children and families will not be allowed to enter our building for education and care prior to the advertised operating hours of the service as we are not licensed or insured to accept children before this time.

Arrival:

- All children must be signed in by their parent or person who delivers the child to our service. If the parent or other person forgets to sign the child in they will be signed in by the nominated supervisor or an educator.
- An educator will greet and receive each child to ensure the child is cared for at all times.
- A locker or shelf space will be made available to children and their families. A sign is posted above the lockers nominating a symbol for each child.

Departure:

- All children must be signed out by their parent or person who collects the child from our service. If the parent or other person forgets to sign the child out they will be signed out by the nominated supervisor or an educator.
- Children can only be collected by a parent, an authorised nominee named on their enrolment record, or a person authorised by a parent or authorised nominee to collect the child. Authorisations from parents or authorised nominees must be made in writing, unless parents or authorised nominees are unable to collect the child before the service closes (eg in an emergency). In this case educators may accept verbal authorisation for an alternate person who can be adequately identified to collect the child
- Children may leave the premises if a parent or authorised nominee provides written authorisation for the child to leave the premises.
- No child will be released into the care of an unauthorised person. If the person becomes aggressive or violent and will not leave the premises the Nominated Supervisor or educator will:
 - ensure the safety of all children and adults at the service, and implement lockdown procedures if required
 - ring the police on 000.

- Nominated Supervisors will ensure that the authorised nominee pick-up list for each child is kept up to date. It is our policy that we do not allow anyone under the age of 16 to collect children.
- No child will be released into the care of anyone not known to educators. Parents must give prior notice where:
 - the person collecting the child is someone other than those mentioned on the enrolment form (eg in an emergency) or
 - there is a variation in the persons picking up the child, including where the child is collected by an authorised nominee who is unknown to educators.

If educators do not know the person by appearance, the person must be able to produce some photo identification. If staff cannot verify the person's identity they will be unable to release the child into that person's care

- If a parent appears to be intoxicated, or under the influence of drugs, and staff feel that the person is unfit to collect their child, they will:
 - discuss their concerns with the parent, if possible without the child being present
 - suggest they contact another parent or authorised nominee to collect the child
 - inform the police of the circumstances, the person's name and vehicle registration number if the parent insists on taking the child. Educators cannot prevent an incapacitated parent from collecting a child, but must consider their obligations under the relevant child protection laws
- If an authorised nominee, or person authorised by a parent or authorised nominee, appears to be intoxicated, or under the influence of drugs, and staff feel that the person is unfit to take responsibility for the child, they will not let the child leave with the person. They will contact the parent and advise that another person needs to collect the child
- If a child has not been collected by the time we are due to close the service, the Nominated Supervisor will:
 - (again) attempt to contact the parents or other authorised nominees
 - leave a voicemail or SMS message on the parent's phone if they do not answer advising he or she will wait up to 30 minutes before ringing the police or Child Protection Hotline
 - wait for 30 minutes and, if the parents or authorised nominee has not arrived, ring the police or Child Protection Hotline for guidance on the appropriate action to take.
- At the end of each day educators will check all beds and the premises including outdoors and indoors to ensure that no child remains on the premises after the service closes (refer Lock Up Policy).
- Children may leave the premises in the event of an emergency, including medical emergencies.
- Details of absences during the day will be recorded.

Infectious Diseases Policy

Aim

Immunisation is a simple, safe and effective way of protecting people against harmful diseases before they come into contact with them in the community. Immunisation not only protects individuals, but also others in the community, by reducing the spread of disease.

Implementation

Educators and the Nominated Supervisor will:

- minimise the spread of potential infectious diseases between children by excluding children who may have an infectious disease or are too ill to attend the service and facilitating the prevention and effective management of acute illness in children
- notify the local public health authority when required of notifiable disease within 24 hours
- use the attached Recommended Minimum Periods of Exclusion to exclude children with infectious diseases and inform parents of exclusion and non-exclusion periods

Educators will also advise the Nominated Supervisor as soon as they believe they have an infectious disease and are unable to care for children

Children might be brought to care with symptoms or signs of illness or while in care suddenly develop an illness that has not been diagnosed by a doctor, and that might be potentially infectious or potentially life-threatening for the child. Symptoms may not clearly fit those listed in exclusion diseases making it difficult for educators to decide whether to accept or exclude the child. **If educators suspect a child may have an infectious disease, they will exclude the child until they receive a medical certificate stating the child is not contagious and is okay to attend the Service.**

Parents must advise educators on arrival verbally or in writing of any symptoms requiring administration of medication to their child in the past 48 hours and the cause of the symptoms if known. This advice must be provided the first time the child attends after the medication has been administered

Many illnesses, while not fitting exclusion criteria, can transmit disease to other children in care, and can make a child too ill to participate in normal activities. All children who are unwell should not attend the Service and educators will ask parents of children who are unwell to collect the child from the residence/venue within 1 hour or to make alternative arrangements for their child's care.

The Nominated Supervisor will:

- assist educators in making notification to public health authorities
- organise a pool of regular relief educators to cover educators who are ill and unable to care for children
- request a medical certificate from educators who have been ill stating they are not contagious and are okay to return to work. All medical certificates must state the nature of the illness.

If an infectious disease arises at a residence/venue educators will respond to any symptoms in the following manner -

- Isolate the child from other children
- Ensure the child is comfortable and appropriately supervised
- Contact the child's parents or nominated emergency contact (if the child's parents are unavailable we will contact authorised nominees) and ask them to pick the child up as quickly as possible (and within one hour). Educators will provide information in the child's home language if possible
- Any person picking the child up from the service must be able to show identification if unknown to the educator
- Ensure all bedding, towels and clothing which has been used by the child are washed separately and if possible air dried in the sun
- Ensure all toys used by the child are disinfected
- Ensure all eating utensils used by the child are separated and sterilised.
- Inform all families of the presence of an infectious disease verbally and by placing a notice near the front door. The child's name will not be revealed
- Ensure confidentiality of any personal or health related information related to any child or family

Parents will:

- Pickup their child if the educator contacts them to inform them about their child's illness and requests their child to be picked up. If parents refuse to comply termination of enrolment will be issued for failure to comply with policies and procedures.
- Provide a doctor's clearance on return to confirm the child is well and no longer contagious.
- Comply with our clearance hours in regards to temperatures (24hrs) and gastro symptoms (48hrs).

Fevers

Unwell children include those with fevers. Fevers refer to temperatures above 38°C, and are usually a sign of infection (eg virus). When children develop a fever at the service, educators and staff will:

- contact parents and ask them to collect the child immediately unless we have written advice from a medical practitioner that the fever is not caused by an infectious disease (eg teething). Babies less than 3 months old with fevers must always be collected by parents /authorised nominees who will be advised to take the child to a doctor.
- administer first aid if required in line with service procedures. This may include calling an ambulance. Educators and staff will be especially vigilant caring for babies less than 3 months old with fevers

- if the child is distressed, bath their face in lukewarm water and administer paracetamol if parents have given written permission. Educators can also administer paracetamol if verbal permission is given providing that the parent signs as soon as they enter the service.
- offer water to the child and ensure they are not overdressed and their clothing is comfortable
- monitor the child's behaviour, alertness and any other symptoms that could indicate serious infection including rash, stiffness, vomiting, coughing or convulsions

24hr Clearance: Children are unable to attend the service for 24hrs after the last sign of a fever. They can only attend within the 24hrs provided they have clearance from the doctor stating they do not have any infectious disease.

48hr clearance: Children cannot attend the centre till 48hrs after from their last sign of vomiting/ diarrhea/ temperature.

Infectious Diseases requiring Notification to the local Public Health Unit

Our nominated supervisor will notify the local Public Health Unit by telephone as soon as possible (and within 24 hours) after they are made aware that a child enrolled at the service is suffering from one of the following vaccine preventable diseases and will comply with any direction:

- | | | |
|---------------|-------------------------|--------------------|
| • Diphtheria | • Mumps | • Poliomyelitis |
| • Haemophilus | • Meningococcal disease | • Rubella ("German |
| • Measles | • Pertussis ("whooping | • Tetanus |
| • Coronavirus | | |

NSW local Public Health unit directory and contact details are available on the following NSW Health website –

<http://www.health.nsw.gov.au/Infectious/pages/phus.aspx>

Enrolment policy:

Implementation

Our service accepts enrolments of children aged between 6 months-6 years.

Enrolments will be accepted providing:

- The maximum daily attendance does not exceed the approved number of places of the service.
- Child-educator ratios are maintained across the service.
- A vacancy is available. (Please see Priority of Access Guidelines below.)

Priority of Access Guidelines:

Children who are enrolled at the service or whose families are seeking a place at the service will be given Priority of Access in accordance with the guidelines that have been established by the Federal Government.

Below are the Priority of Access levels which the Service must follow when filling vacancies.

1. A child at risk of serious abuse or neglect.
2. A child of a single parent/guardian who satisfies, or of parents/guardians who both satisfy the work/training/study test under Section 14 of the Family Assistance Legislation Amendment (Child Care) Act 2010.
3. Any other child.

Within these three categories priority is also given to the following children:

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

Upon enrolment families will be notified of their priority and advised that if the service has no vacancies and their child's position is a priority 3 under the Priority of Access Guidelines, it may be required that their child leave or reduce their days in order to make a place for a higher priority child.

Enrolment:

When a family has indicated their interest in enrolling their child in our service, the following will occur:

- A tour of our service. During this tour, the educator conducting the tour will give the family information about the service including, but not limited to, programming methods, meals, incursions, inclusions, fees, policies, procedures, our status as a Sun Smart service, regulations for our state and the licensing and assessment process, signing in and out procedure, the National Quality Framework, room routines, educator qualifications, introduction of educator in the room the child will be starting in and educator and parent communication. Families are also invited to ask any questions they may have.
- Families are given a copy of the Parent Handbook to read and are invited to ask questions.

- Direct debit form is completed and returned in line with our fees policy.
- Discussions are held between office staff and families regarding availability of days, a start date and tailoring an orientation process to suit the needs of the family and child. Families are informed of the Priority of Access Policy, and have their position assessed as to how they place within this system. Any matters that are sensitive of nature, such as discussing a child's medical needs, Court Orders, parenting plans or parenting orders, will be discussed privately with the Nominated Supervisor at this time. We request that parents begin to fill out enrolment forms at that time, and discuss their child with us so we can accommodate their needs in the service from the first day they start with us. Should a child use English as a second language, or speak another language at home, we request that families provide us with some key words in the languages the child speaks at this time so that educators can learn the words.
- Families can claim Child Care Subsidy online by signing into their Centrelink online account through my Gov and completing a Child Care Subsidy claim. If eligible, the Subsidy will be paid directly to the service on families' behalf and will reduce the fees owed. This can only occur after our service enters families' enrolment information online, and families confirm their enrolment information through their myGov account. Until Child Care Subsidy details are available, families will need to pay full fees.
- As per our Orientation for Children Policy, families will be invited to bring their child into the service at a time that suits them so the child and family can familiarise themselves with the environment for 45mins with parent supervision.
- Before the child begins their first day with us, the service must have all required documentation for the child. The child will not be accepted into the service without this being completed.

On the child's first day:

- The child and their family are welcomed into their room for the first day.
- Parents are encouraged to stay with the child for 45 min, say goodbye then leave their child to familiarise with the environment independently.
- Staff will be given the childcare survey that has been filled in by the parents so they are aware of their interests and plan accordingly.
- The Nominated Supervisor will ensure all details are finalised and complete and sign the Enrolment Checklist.

Other information about our service's enrolment includes:

- We will try and accommodate families so that children from the same family can attend our service. This will be carried out in line with our obligations under the Priority of Access Policy.
- There are strict immunisation requirements for children who are enrolled at our service. Please see our Immunisation Policy for further information.

- There is a requirement that a Monday or Friday are always picked up with any other day/s.
- Enrolment of educator's children at the service is generally not encouraged.
- In accordance with the National Law and Regulations, our educators will support each child to manage their own behaviour, respond appropriately to the behaviour of other children and communicate effectively to resolve conflicts. We will also work with each child's family to support any children with diagnosed behaviour and social difficulties. However, a child's enrolment at our service may be terminated if the nominated supervisor decides the child's behaviour threatens the safety, health or well being of any other child or educator at the service.

Conditional Enrolment

1. All enrolments are conditional upon the centre being satisfied in its discretion that the Student's needs can be met by the centre. The centre may cancel the enrolment if it determines prior to the start of the enrolment that the Child's needs cannot be met. The enrolment fee of \$200 and will be refunded in these cases.
2. The Child may require Parent/carer(s) to provide reports and assessments necessary to determine the particular needs of the student.

Suspension & Termination of Enrolment

The centre may suspend or terminate the enrolment of a child, either temporarily or permanently at any time for reasons which may include, but are not limited to:

- a) a serious breach of the centres policies and procedures
- b) conduct prejudicial to the reputation of the centre or the well-being of its students or staff, and;
- c) where the Director or provider believes that a mutually beneficial relationship of co-operation and trust between the centre and the Parent/carer(s) has broken down to the extent that it adversely impacts on that relationship
- d) The parent has displayed any sort of confrontation or abuse towards the educators and staff at the centre.

1. The centre will only exercise its powers under this clause to terminate the enrolment of a student if it has provided the student and their parent/guardian(s) with details of the conduct which may result in a decision to terminate the child's enrolment and provided them with a reasonable opportunity to respond and where there has been procedural fairness.
2. The centre may terminate the enrolment of the child without notice if, either before or after the commencement of enrolment, the school finds the relevant needs of the child have not been provided to the centre or the particulars provided are materially incorrect or misleading.

Information and Authorisations to be kept in the Enrolment Record

Our Record Keeping and Retention Policy outlines the information and authorisations that we will include in all child enrolment records.

Immunisation and Disease Prevention Policy

Aim

Immunisation is a simple, safe and effective way of protecting people against harmful diseases before they come into contact with them in the community. Immunisation not only protects individuals, but also others in the community, by reducing the spread of disease.

Note homeopathic immunisation is not recognised.

Immunisation Records

Parents who wish to enrol their child are required to **provide a copy of one or more of the following at the time of enrolment:**

- a current Australian Immunisation Register (AIR) Immunisation History Statement which shows that the child is up to date with their scheduled immunisations) in line with the **NSW Immunisation Schedule**
- a current AIR Immunisation History Form on which the immunisation provider has certified that the child is on a recognised catch-up schedule) in line with the **NSW Immunisation Schedule**
- an AIR Immunisation Exemption – Medical Contraindication Form which has been certified by an immunisation provider for a child who cannot receive one or more vaccine(s) for medical reasons

The following groups of children have 12 weeks from the date of enrolment to provide immunisation documentation as it's recognised they may need extra time to source records:

- children subject to a guardianship order under the Children and Young persons (Care and Protection) Act 1998
- children placed in out of home care
- children being cared for by an adult who's not their parent due to exceptional circumstances like illness or incapacity
- children who've been evacuated following a state of emergency
- Aboriginal or Torres Strait Islander children.

The AIR maintains immunisation records for children up until their 20th birthday and can be contacted on 1800 653 809. AIR Immunisation History and Exemption forms are available on the Department of Human Services website <http://www.humanservices.gov.au/>

Parents/guardians must provide the Service with an updated copy of their child's immunisation record when the child receives a vaccine which is on the National or State immunisation schedule. We will regularly remind parents to do this via newsletters, emails or letters.

Immunisation Register

Our service will keep an Immunisation Register which:

- records the immunisation status of each child enrolled at the Service and
- contains immunisation certificates and other certificates provided by parents.

An Immunisation register template is available from

<http://www.health.nsw.gov.au/immunisation/Documents/Immunisation-Enrolment-Toolkit.pdf>

If requested, our Service will provide a copy of the record and certificates kept for a child in the Immunisation Register to:

- the parent of the child so they can enrol the child at another education and care Service or
- the Approved provider or Nominated Supervisor of another Service at which the child may enrol.

Information about each child will be kept for three years from the date a child last attends the service.

Catering for Children with Overseas Immunisation Records

Overseas immunisation records must not be accepted. They often differ from the schedule recommended in Australia and a child may require extra vaccinations to be up to date with the Australian schedule. Parents are responsible for having their child's overseas immunisation record transcribed onto the AIR.

Children vaccinated overseas must attend an immunisation provider (eg doctor) to have their overseas record assessed and be offered appropriate immunisations. The Provider will complete an Immunisation History Form which should be provided to the Service. A copy of the AIR Immunisation History Statement should also be provided to the service when it is received by families.

Exclusion Periods

Any child that is not fully immunised may be excluded for a period of time if there is a case of a vaccine preventable disease at the service, or if the child has been in contact with someone outside the Service who has a vaccine preventable disease. We will consider the Exclusion Periods recommended by the National Health and Medical Research Council.

It is the responsibility of families to inform the Service that their child has come into contact with someone with a vaccine preventable or infectious disease.

Parents are responsible for payment of fees while their child is excluded.

Immunisation Related Payments for Parents - Child Care Subsidy

Families are eligible for Child care Subsidy if their child is fully immunised, on an approved catch-up schedule or has an approved exemption from immunisation. Approved exemptions include a general practitioner has certified the child can't receive one or more vaccine(s) for medical reasons or the child has a natural immunity, but do not include conscientious objection.

This initiative reminds parents about the importance of immunising their children at each of the milestones. Further information is available at <http://www.humanservices.gov.au/>

Privacy and Confidentiality Policy

Privacy Statement

Our service recognises that every individual has the right to ensure their personal information is accurate and secure, and only used or disclosed to achieve the outcomes for which it was initially collected. Personal information will be managed openly and transparently in a way that protects an individual's privacy and respects their rights under Australian privacy laws.

Implementation

Our Privacy Notice and Disclosure Statement are at the end of this Policy.

Our Service practices are consistent with the Australian Privacy Principles.

Collection of personal information

We collect personal information if it is necessary for us to carry out Service operations or to comply with our legal obligations. This includes information required to comply with the National Education and Care Law and Regulations and to promote learning under the Early Years Learning Framework. Information may also be collected to comply with other Laws including State or Territory Health Laws.

During the enrolment process the Approved Provider or Nominated Supervisor will:

- explain what personal information we need to collect, why we need to collect it, whether the information is required or authorised by Law and how it may be shared.

Personal information includes name, address, date of birth, gender, family contact details, emergency contact details, authorised nominee details, parents' occupations, cultural background, home language, religious beliefs, payment details, child care benefit information, immunisation records, medical information, medical management plans, photos of children and family members and information about children's strengths, interests, preferences and needs, including special

needs. Personal information also includes “government related identifiers” like Medicare numbers and CCS references.

- advise families about our Privacy and Confidentiality Policy and how to access it.
- attach a copy of our Privacy Notice to our Enrolment Form and other forms we use to collect personal information.
- verbally advise children’s emergency contacts and authorised nominees that we have some of their personal information on file and explain the advice in the Privacy Notice.
- explain the advice in the Privacy Notice to individuals who provide personal information verbally (eg by phone).

We usually collect personal information directly from a parent or guardian either in writing or verbally, for example during enrolment, when completing waiting list applications, or as we establish a partnership with families in caring for and educating a child. We may also collect information through our website, Family Law court orders or agreements, special needs agencies and training courses.

We may occasionally request information from other organisations which you would reasonably agree is necessary for us to educate and care for a child. For example, we may request a copy of a child’s immunisation records where they are transferring to us from another Service, or where we request information about a child from a special needs educator or organisation. We will not request information without obtaining the consent of the individual (or parent) concerned.

In most cases, if we are unable to collect relevant personal information, we will be unable to enrol a child at the Service.

The Approved Provider or Nominated Supervisor will advise individuals about any unsolicited personal information we receive from other organisations and keep because it is directly related to our functions and activities (unless we are advised not to by a Government authority). The Approved Provider or Nominated Supervisor will destroy any unsolicited personal information that is not directly related to our Service operations unless it adversely impacts the health, safety and wellbeing of a child or children at the service. If this happens the Approved Provider or Nominated Supervisor will contact the appropriate Government authorities and take action as directed while protecting the confidentiality of the individuals concerned.

Use or disclosure of personal information

We will not use personal information for any purpose that is not reasonably needed for the proper or effective operation of the service. Personal information may be accessed by and exchanged with staff educating and caring for a child or by administrative staff.

We do not disclose your personal information to others unless you would have reasonably expected us to do this or we have your consent. For example, personal information may be disclosed to:

- emergency service personnel so they can provide medical treatment in an emergency
- special needs educators or inclusion support agencies
- volunteers, trainees and work experience students (with consent)

- trainers or presenters if children participate in special learning activities
- organisations related to the Service (eg other Services)
- another Service to which a child is transferring where you have consented to the transfer.
- the new operator of the Service if we sell our business and you have consented to the transfer of enrolment and other documents listed in Regulation 177 of the National Education and Care Regulations.

We may disclose personal information where we are permitted or obliged to do so by an Australian law. For example, personal information may be disclosed to:

- authorised officers when our service is assessed and rated under the National Education and Care Law and Regulations
- Government employees (eg for CCS, Immunisation, Medicare purposes)
- software companies that provide child care management systems
- management companies we may engage to administer the Service
- software companies that provide tailored computer based educational tools for children
- lawyers in relation to a legal claim.
- officers carrying out an external dispute resolution process
- a debt collection company we use to recover outstanding fees
- authorities if we are taking action in relation to unlawful activity, serious misconduct, or to reduce or prevent a serious threat to life, health or safety.

We do not disclose personal information to any person or organisation overseas or for any direct marketing purposes.

Quality of personal information

The Approved Provider or Nominated Supervisor will take reasonable steps to ensure the personal information we collect, use and disclose is accurate, current and complete. Educators and staff will:

- view original sources of information if practical when information is collected.
- collect and record personal information in a consistent format, for example using templates for enrolment, incident, injury, trauma and illness and administration of medication.
- record the date personal information was collected or updated.
- update information in our physical or electronic records as soon as it's provided.

In addition the Approved Provider or Nominated Supervisor will:

- regularly remind families via newsletters, emails or through displays on the Service notice board to update their personal information including emergency contact details and their child's health information.
- ask parents to update their enrolment details annually, or whenever their circumstances change.
- verify the information is accurate, current and complete before disclosing it to any external organisation or person.
- ensure documentation about children and families is based on facts and free from prejudice.

Security of personal information

The Approved Provider or Nominated Supervisor will take reasonable steps to protect personal information from misuse, interference and loss, unauthorised access, modification or disclosure.

These steps include:

- taking responsibility for the security of personal information and regularly checking the practices implemented to protect it. This will include management of access privileges to ensure only people who genuinely need to see personal information can access it.
- ensuring information technology systems have appropriate security measures including password protection, anti-virus and 'malware' software, and data backup systems.
- ensuring physical repositories of personal information are secure within the Nominated Supervisor's Office in a filing cabinet which is locked when a Responsible Person is not present.
- ensuring all educators and staff are aware of their obligations in relation to the collection, use and disclosure of personal information, through activities like mentoring, staff meetings or on-line training courses.
- requiring all educators, staff, volunteers and work experience students to sign a 'Confidentiality Statement' acknowledging that personal information:
 - can only be accessed if it is necessary for them to complete their job
 - cannot be disclosed to other organisations (including colleges, RTOs) or discussed with individuals outside the service including personal family members unless they have written consent from the person (or parent) concerned.
 - must be stored in compliance with service practices which safeguard its security.
- ensuring records which we don't need to keep, including unsuccessful job applications and records which fall outside the record keeping timeframes under the National Education and Care Law and Regulations (refer to our Record Keeping and Retention Policy) are destroyed in a secure way as soon as possible by, for example, shredding, incinerating or permanently deleting electronic records including archived or back-up copies. Where possible, the destruction of records containing personal information will be overseen by two staff members.
- 'de-identifying' personal information so that people (eg our accountant) who require the information may access it without being able to identify individuals. We will do this by not using last names.
- 'de-identifying' personal information which may come into the public domain. For example, removing identifying names or details from newsletters etc.
- ensuring staff comply with our Social Media Policy (for example by obtaining authorisation from a child's parents before posting any photos of their child on the Service social media page, and not posting personal information on any social media page which could identify children or families.)
- ensuring confidential conversations with parents or with staff are conducted in a quiet area away from other children, parents and staff.

Access to personal information

Individuals may request access to their (or their child's) personal information and may request the correction of any errors. These requests may be made to the Approved Provider or Nominated Supervisor by telephone on 86287027 or email info@littlegreentreehouse.com.au or by mail to 294 North Rocks rd North Rocks.

Personal information will be provided as soon as possible, and no later than 30 days from a request. We will provide the information in the form requested, for example by email, phone, in person, hard copy or electronic record unless it is unreasonable or impractical to do this for example due to the volume or nature of the information.

The Approved Provider or Nominated Supervisor will always verify a person's identity before providing access to the information, and ensure someone remains with the individual to ensure information is not changed or removed without our knowledge.

There is no charge for making a request to access the information. However, we may charge a reasonable cost for staff, postage and material expenses if the information is not readily available and retrieving the information takes a lot of time. We will advise you of the cost and get your agreement before we proceed.

There may be rare occasions when we are unable to provide access because we believe:

- giving access would be unlawful, the information relates to unlawful activity or serious misconduct, or it may prejudice the activities of a law enforcement body.
- there is a serious threat to life, health or safety.
- giving access would unreasonably affect the privacy of others.
- the request is frivolous or vexatious, for example to harass staff.
- the information relates to legal proceedings (eg unfair dismissal claim) between the Service and the individual.
- giving access would reveal sensitive information about a commercial decision.

We may, however, provide the information in an alternative way for example by:

- deleting any personal information which cannot be provided
 - providing a summary of the information
 - giving access to the information in an alternative format
 - allowing the individual to inspect a hard copy of the information and letting them take notes.
- We will advise you promptly in writing if we are unable to provide access to the information, or access in the format requested. The advice will include the reasons for the refusal to provide the information (unless it is unreasonable to do this) and information about how to access our grievance procedure.

Correction of personal information

Individuals have a right to request the correction of any errors in their personal information. These requests may be made to the Approved Provider or Nominated Supervisor by telephone on 98733242 or email info@littlegreentreehouse.com.au or by mail to 294 North Rocks rd North Rocks.

The Approved Provider or Nominated Supervisor will take reasonable steps to correct personal information that is inaccurate, out of date, incomplete, irrelevant or misleading as soon as it is available. The Approved Provider or Nominated Supervisor will:

- take reasonable steps to ensure information supplied by an individual is correct.
- verify the identity of an individual requesting the correction of personal information.
- notify other organisations about the correction if this is relevant, reasonable or practical.
- advise the individual about the correction to their information if they are not aware.
- if immediately unable to correct an individual's personal information, explain what additional information or explanation is required and/or why we cannot immediately act on the information provided.
- if unable to correct the information, include reasons for this (for example we believe it's current) and inform the individual about our grievance procedure and their right to include a statement with the information saying they believe it to be inaccurate, out-of-date, incomplete, irrelevant or misleading.
- correct the information, or include a statement if requested, as soon as possible.

We will not charge you for making a request to correct their personal information or for including a statement with your personal information.

Complaints

If you believe we have breached Privacy Laws or our Privacy Policy may lodge a complaint with the Approved Provider by telephone on 98733242 or email info@littlegreentreehouse.com.au or by mail to 294 North Rocks rd North Rocks. The Approved Provider will follow the Service's grievance procedure to investigate the complaint. Individuals who are unhappy with the outcome of the investigation may raise their complaint with the Office Australian Information Commissioner www.oaic.gov.au GPO Box 5218 Sydney NSW 2001 or GPO Box 2999 Canberra ACT 2601, phone 1300 363 992 or email enquiries@oaic.gov.au

Last Reviewed: 11/01/2023