

Parent Handbook

Cire Children's Services Badger Creek

2017



Badger Creek Primary School
Badger Creek Rd, Badger Creek Vic 3777
(7.00am to 9.00am, 3.30 pm to 6.30pm daily)

Bookings:

Out of School Hours Direct Line: 0499 400 250
(Program operating hours only)

Email: cc-badgerck@cire.org.au
Website: www.cire.org.au

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Management Structure

Operator/Licensee

CIRE Inc.
Chief Executive Officer
 Augusta (Gus) Seremetis
Manager Family and Children's Services
 Alison Forbes

Cire Outside School Hours Staff

| | |
|----------------------|---------------------------------------|
| Crystal Ponton | Coordinator and Program Leader |
| Melissa Green | Program Assistant |
| Ysabell Russo | Program Assistant |
| Melissa Saaghy-Walsh | Director of Outside School Hours Care |
| Amanda Qulity | Educational Leader and Care Teacher |

From the beginning

Cire Inc. early childhood education and care service originated to enable parents to attend Cire programs and courses, but has expanded over the years to meet the early childhood education and care requirements of the broader community.

In keeping with our mission, Cire Family and Children's Services aims to provide services which are relevant to families with young children; to encourage families to support each other; to consult with and involve the community in planning and developing services in response to demonstrated need, and to provide an integrated children's care and educational program of the highest quality.

Philosophy

We believe all children and educators are on a journey of discovery and that learning never ends.

We recognise that a child's learning and development is enhanced by a partnership between early childhood educators and family.

We believe that each child and family should be respected for their individuality and personal beliefs. We will respect the rights of each child, family, culture and community.

We believe that children are capable, competent, co-contributors to their own learning and intentional teaching techniques through open ended play, forms an integral tool to enhance children's learning and development.

Mission Statement

We will strive to create a sense of belonging by developing strong adult-child interactions and interventions through warm and affectionate relationships.

We will provide a natural environment that is safe and secure, where children can play, develop and wonder at their world. We believe learning and development is dependent on the outdoor world, because this is where life occurs.

We will offer programs where children are respected and valued for their individuality. We will guide and support children in their freedom of choice and in their expression of ideas.

We will aim to provide a service that encourages and strengthens ongoing partnerships with families.

We will provoke critical reflection leading to cultural understandings and quality improvement practices using current teaching techniques and professional tools.

Goals/Objectives

To provide children with facilities, programs and resources which respect and value their individuality, their right of freedom of choice and expression of ideas.

To develop and promote the concept of open-ended/child initiated play within the service, the early learning industry and also within the broader community.

To develop and promote systems within the service which support the concept of building "partnerships with parents"

To develop and promote professional development opportunities that addresses both individual training needs and actively support and enhance the general health and well-being of staff

To develop opportunities to promote the growth of community based services within the region

To actively participate and contribute to the provision of quality services to families.

Forming Partnerships

Cire Family and Children's Services is community-based not for profit. This means that the program your child attends belongs to the community, managed by members of the community and that all profits are returned directly to the program. This is your program. Although Cire staff are there to ensure safety and quality and to oversee the day-to day

management of each service, the program relies on and values the input and feedback from the families who use it, to ensure that the aims and objectives of the service are being met.

Sometimes putting your child into the care of someone else can be extremely challenging for parents, especially for the first time. Please know that you can discuss your child's care with staff at any time, assist in activities, make suggestions and be involved in any part of your child's program.

The staff will always keep you informed about your child's day, and will seek direction from you as to the most appropriate form of care for your child. Sometimes things happen at home that can affect how children are feeling and behaving. Part of this team approach is that you keep the staff informed as best you can so that they can know, understand and are able to respond appropriately

We actively seek your input in a range of operational issues including our policies and procedures, how the program meets your family needs and areas of our service delivery which you feel could be improved. Your feedback is sought in a number of ways including our suggestion box; mid-year and end of year service evaluations; our philosophy and policy and procedures review; making suggestions to the Cire Inc. committee, as well as through everyday conversations and discussions with staff.

We encourage families to be involved in their child's program/service through social events which are presented at different times throughout the year.

To ensure we are able to keep parents up to date on what is happening in and around their service we have initiated a communication system which includes this Handbook; our termly newsletter and notice boards throughout each of our services; in the case where notices are important they maybe attached to weekly invoices; meeting minutes displayed at each venue; and communication board located outside each service entrance.

Welcome to Cire Family and Children's Services

It is very important to us that both you and your child are comfortable and relaxed when you begin at any of our programs. The Cire firmly believes that you are the best person to assist and support your child into this new environment. Our staff are very supportive of parents being actively involved in this important transition time, as it provides an opportunity for us to get to know your child and for you and your child to get to know us, as we work together towards a happy and relaxed beginning.

Operating Hours

The Cire Badger Creek Outside School Hours Service (Before and After School Care) operates from 7.00am to 9.00am each school morning and from 3.30pm to 6.30pm each school afternoon.

Cire Woori Yallock Vacation Care Program operates from 7.00am to 6.30pm Monday to Friday, during school holiday periods. (TBA)

Closure Dates

All Cire Children's Services programs are closed on all recognised public holidays and extreme and code red fire danger days. (refer to Emergency Management Bushfire Policy).

Public Holidays

Cire Children's Services will be closed on all Public holidays.

Australia Day
Labour Day
Good Friday
Easter Monday
Anzac Day
Queens Birthday
AFL Grand Final Day
Melbourne Cup Day

Christmas Closure Period

The Cire Woori Yallock OSHC will be closed to families from 6.30pm 23rd December 2017 to TBA from School term 1, 2018.

School Curriculum Days/Student Free Days/School Sports Days

The Cire Before and After School Care Program services Badger Creek Primary School and as such may not operate on school curriculum or student free days.

Family Orientation

Each program provides an orientation procedure for families. This involves being provided with this Parent Handbook and meeting with the OSH Coordinator or Director to talk about your child's care needs. It is important that you and your child have the opportunity to tour the venue, meet the staff and share information about your child's individual care needs. This is a very important phase in your child's orientation and we strongly encourage you to spend time introducing your child in to the program prior to their commencement, educators will work closely with you to support your child during this orientation time.

State Regulations and National Standards

The Cire Children's Centre operates under the Education and Care Services National Regulations administered by the Department of Education and Early Childhood Services. The Cire Before and After School Care and Vacation Care Programs operate under the National OSH Standards. Occasional Care operates under the Children's Services Regulations 2009.

Our Policies and Procedures

To ensure you are adequately informed regarding Cire Family and Children's Service programs, a copy of all policies and procedures are displayed at each Cire service. We urge you to take the time to read these documents. If you would like a copy of any or all policies, this can be arranged for you. We also actively encourage you to have input in the formation and annual review of all our policies so that we can ensure they remain responsive to the needs of the community and the families who use the service.

Emergency Procedures

Fire/emergency involving building or grounds

Should an emergency e.g. fire, gas leak, flood occur within the Primary School Grounds, Cire OSHC will follow the Primary School's emergency evacuation procedures.

Evacuation procedures are displayed throughout each service. Parents are required to follow the directions of educators in the event of an evacuation procedure. Evacuation procedures are practiced regularly (min. each term).

Bush Fire Management

The Upper Yarra and Healesville regions are located in high fire prone areas. Cire has policies and procedures in place to respond, should a bushfire occur in the community.

Should a bushfire erupt in the immediate Yarra Junction/Healesville district during operating hours, children may be evacuated. Please see our Emergency Management Bushfire Policy.

Although we fully understand your need to contact your child's program during any local emergency, we urge you to assist by leaving phone lines clear for communication between staff and the emergency services.

Should a serious bushfire situation erupt out of hours the Cire reserves the right not to reopen the program until advised by the Department of Education and Early Childhood Development that it is safe to do so. Cire will make every effort to advise parents of any program closure.

Cire Children's Programs

Cire Out of School Hours Service

Cire Family and Children's Services provides an integrated early childhood education and care program which meets the needs of children aged 0-5. Cire Out of School Hours Service operates from Badger Creek Primary School, Badger Creek Rd, Badger Creek Vic 3777 and provides (Before and After School Care) to primary aged children from prep to 12 years of age.

The Before School Care Program commences at 7.00am each school morning. Children are served breakfast and take part in a range of activities prior to school for 9am.

The After School Care Program operates from 3.00pm to 6.30pm each school day. Staff provide the children with a healthy fruit snack and a range of recreational/and art activities specifically designed to meet the individual needs of each child, as well as the group.

Cire Vacation Care Program (TBA) not currently available

The Cire Vacation Care program provides care to primary aged children during the school term breaks. The program operates from the Woori Yallock Primary School OSHC Room. Vacation Care Programs provide a range of recreational and art/craft activities which are specifically designed to meet the individual needs of each child, and the group.

The Vacation Care Activity Calendar is distributed to the community and local schools approximately one month prior to the end of term. To ensure equal access to all bookings for Vacation Care are only accepted once the program is distributed and operate in accordance with Priority of Access Guidelines.

Promoting Excellence in Children's Services

In line with Cire Inc. Mission Statement, Cire Children's Programs are also a training venue for future early childhood professionals. The Cire Education and Training department

delivers a range of Nationally Accredited Courses in Children's Services and Community Services and as such our programs often support students undertaking their on-the-job training.

Our Educators

As part of our commitment to a quality service Cire Family and Children's Services employ highly committed, qualified early childhood professionals. Educators are selected not only for their qualifications, skills and experience, but also for their personal approach and philosophy towards the care of children.

All playroom leaders and program leaders hold a minimum Diploma level qualification with all playroom and program assistants holding minimum Certificate 111 in Children's Services (or equivalent). All Cire Family and Children's Services staff are required to hold a current First Aid qualification and Food Handlers Certificate.

All Cire children's services staff undergo a Working With Children Check and Police checks prior to employment.

Photographs of our educators, their role within the service, and their qualifications are displayed in each Cire early childhood education and care service.

National Quality Standard

The National Quality Standard (NQS) is a national quality assurance program focused on ensuring continued quality improvement in children's services. Administered by the Australian Children's Education and Care Quality Authority it is directly linked to the Victorian Early Years Learning and Development Framework (VEYLDF).

Cire Family and Children's Services have a strong reputation for providing services that meet these quality standards, regularly achieving the highest standard possible against each principle of good practice identified within the quality and assessment rating process.

With direct input from parents all Cire Family and Children's Service staff continuously monitors their workplace practice against each of the VEYLDF outcomes and NQF areas of high quality.

It is important to recognise that each program's involvement and commitment to the NQF must involve staff, parents and management. Each of us has a responsibility to ensure that children receive the very best care and each program strives to continuously improve the quality of their service delivery.

Information about the National Quality Framework and how parents can be involved is available at each service. Please speak with educators for more information.

Your Child's Routine

Cire Family and Children's Services staff are aware of the importance of a regular routine for children, and the security this provides. Therefore all programs allow children time to meet new friends, join in fun activities; develop new skills; enjoy quiet moments, as well as spend time at the end of the day to share their experiences with their family.

By providing a routine and rhythm, children are able to anticipate their day. A copy of the program routine is available in each service.

Developmental Observations/Child Portfolios (not offered at Occasional Care)

Each fortnight or in the case of Vacation Care, each school term break, our early education and care staff members create a developmental program that meets the needs of specific individual children as well as the group. Using written observation records maintained by staff and recorded during the children's play, a fortnightly/term break developmental program or activity calendar is designed and implemented to meet the individual needs of each child. Each plan will reflect the cultural diversity of the community, and incorporate the views of families and the children themselves.

You have direct access to your child's observations and we actively encourage you to have direct input in the information gathered by educators and used in developing a program which meets your child's individual needs.

The current developmental program/daily activity plan is displayed in each individual playroom and or program venue. Staff are only too pleased to discuss the program with you as we value the partnership between parent and staff as being central to your child's ongoing development.

The importance of sharing information with each other in terms of your child's day in care is again a priority and is usually carried out in an informal manner at the beginning or end of the day. However, should you require a more formal, private discussion, this can certainly be arranged.

Cire Children's Programs strive to create an atmosphere and understanding amongst the children where self-value, dignity and respect are paramount. Building on children's self-value is an intrinsic component of each program. Children of all ages are encouraged to develop skills that assist in forming relationships with other children in a positive and productive manner.

Information sharing

Noticeboard

An information Notice Board is also located at each of our venues. This is used for posting notices and articles that may be of interest to parents. Please check the board regularly to keep up to date with what is happening. Again, you are invited to contribute relevant notices or items interest to share with others.

Cire Out of School Hours and Vacation Care Programs

Children attending Vacation Care Programs are required to bring a packed lunch unless otherwise advised by staff.

Although fresh fruit and water is available to children at all times, additional healthy snacks will need to be provided.

Healthy Food

We encourage parents to read our "Nutrition Policy" displayed at each service, which guides the provision of food in each of our services.

Our policy is based on children's recognized daily nutritional requirements and therefore we strongly discourage parents from providing items such as chocolate bars, potato chips, sweet biscuits etc. to supplement their child's food intake (as you can appreciate, with

young children in a group care setting items such as a chocolate bar can cause a great deal of conflict). Therefore items of food or drink which are identified as being outside the service's nutrition policy will be stored away and returned to the child's bag when they are collected from care.

High Risk Food Groups

In addition parents are asked not to bring food items that cause a hazard to children or are recognized as high-risk allergy foods. These include, nuts or nut based products (i.e. peanut butter), eggs and popcorn.

The risk of anaphylactic shock can be life threatening, and in some cases a child's allergy may be undiscovered. We therefore ask that parents respect our efforts to safeguard the health of all children in our care.

Special Diets

To ensure that special dietary requirements (e.g. vegetarian, non-dairy etc.) are accommodated parents are required to provide details of their child's special dietary needs at the time of enrolment. As a child's diet changes, these details must be updated with the respective early education and care leader and/or with the Manager.

We recognise however that on occasion, exceptions do occur e.g. a parent whose child is normally on a specific diet may give permission for their child to share a particular meal or dish being provided. In this situation, it is important that this information is relayed to staff.

To help parents in this task a "Special Diet Note" is available to accommodate this. The notice needs to be completed and signed by the child's parent (or authorised person) before being lodged with the respective staff member. It should be noted that without this notification being given staff will automatically serve the food identified as being appropriate for the child's special diet as recorded on their current enrolment form.

Food brought to the program which is not in line with that recorded on the child's enrolment form, nor against which a "special diet note" has not been completed, will not be served.

Sun Protection

All Cire Children's programs follow the principles of "Sun Smart" facilities and provide a supply of 30+ Broad Spectrum Sunscreen for all children and staff to use. However, should your child suffer from a particular allergy to sunscreen or you prefer to supply your own, please ensure you detail this on your child's enrolment form and advise playroom staff.

Please supply your child with a suitable sun hat (compulsory during summer months), which protects the ears and neck area, and of course these items will be labeled with your child's name.

Excursions/Incursions

From time to time excursions or incursions are organized within Cire children's programs. These may involve travel by bus and/or involve a cost to parents. Some excursions will involve specific age groups whilst other excursions include the entire program. In this instance parents will be advised in advance and can decide whether or not they would like their child to take part. In the case of a whole program excursion should you prefer your child does not attend you will need to seek alternative care on the day (of course the regular early childhood education and cares charge will be waived). In the case where a particular

age group or playroom is taking part in an excursion and a particular child or number of children will not be taking part efforts will be made to accommodate them in another playroom. Of course your written permission will always be sought prior to excursions taking place.

Bookings

Priority of Access Guidelines

In line with the Government's Priority of Access Guidelines which prioritises care usage to families accessing commonwealth funded services.

Agreed Hours of Care

Once your child commences care with us, it is important to remain within the hours of early childhood education and care agreed upon between yourself and the Centre. This is to ensure that we always maintain the correct staff/child ratio as per Regulations. Children can become worried if their usual routine is not maintained. We will endeavor to be flexible to accommodate variations in your care needs, however this will depend on the availability of places.

Permanent/Regular Bookings (excluding Vacation Care)

In terms of After School Care it is imperative that parents advise the program should their child not be attending. If the program is able to fill the child's position on the day, then fees will be waived. However, this is not guaranteed. Should a vacancy not be filled, fees will be payable as usual.

It is also important that you are aware also that the Commonwealth Government Child Care Benefit policy limits the number of absent days against which early childhood education and care benefit can be applied as a discount to fees, to a maximum of 42 per financial year. This means that should you exceed 42 absent days per year, any additional days will be charged at full fee (no child care benefit discount can be applied). Please ensure you check with the Director if you are concerned that you may be close to your absentee limit.

Additional Care

Should you require additional care outside of your normal booking as a once off or for a short period of time, please speak with the coordinator or director to arrange. Additional care can only be provided if a vacancy exists.

Casual/On-call bookings

This type of booking is for families who do not wish to hold a permanent or regular booking with the program. To make a casual booking parents need to contact the program directly, however the availability of a position cannot be guaranteed.

Waiting Lists

Waiting lists are managed in line with the Government's Priority of Access Guidelines". A copy of which is displayed in the program's foyer. Expressions of interest for care positions at the program must be arranged and formally lodged, through the services coordinator or director.

Payment of Fees

Invoices are created weekly and played in parent pockets or located at the sign in area.

- Outside School Hours Care and Vacation Care are invoiced weekly charging 2 weeks in advance and must be paid in full **by the end of each operating week. Availability of further care cannot be guaranteed against an unpaid account. (please see Fees Policy)**
- Fees for casual bookings are payable **on the day of care.**
- Fees can be paid by EFTPOS, or Direct Payment via BSB 083982 Account No. 037855491 Cire Inc.

It is essential that fees payments are kept up to date. This ensures that we can maintain our service for your family. If you have difficulty paying your fees by the end of each week, please discuss this with coordinator or director.

Concessions

Child Care Benefit

Child Care Benefit and Child Care Rebate

As a registered Children's Service, families are able to have their fees reduced by accessing Commonwealth Child Care Benefit. Child Care Benefit is available to all eligible parents and the application is based on the family's gross weekly income. Consequently, the level of discount will vary from family to family. Child Care Rebate is available to all families.

Families have a choice between having fees reduced each week, or paying full fee and receiving a bulk payment at the end of the financial year.

Registration with the Family Assistance Office (FAO) is compulsory irrespective of whether or not you wish to access child care benefit to reduce your fees. When registering with the FAO you need to quote the respective program's Service Provider Number as follows:

Cire Children's Centre SE-00003812

Cire Outside School Hours Care Program Badger Creek SE-00005800

Cire Outside School Hours Care Program –Woori Yallock SE-00005655

Cire Outside School Hours Care Program -Yarra Junction SE-0005091

Cire Occasional Care Program – Licence ID 13936

Should you fail to advise the Family Assistance Office that you are using the particular program, the service itself is obligated to inform them on your behalf. Brochures on Commonwealth Child Care Benefit are available from all Cire services.

When your Child Care Benefit eligibility is assessed by the FAO the percentage quoted on the assessment letter is then used by the program to calculate the actual fee payable by you. The formula used in this process is set by the FAO and parents are urged to discuss this with the service to avoid any confusion or misinterpretation of out of pocket costs e.g. 100% CCB eligibility does not mean that the entire fee is covered by child care benefit.

As with any government allowance or family payment, you are held accountable in relation to Child Care Benefit and need to make sure that you have completed all the required documentation both at the time of the application, and in terms of your continued eligibility whilst your child is in care.

The program can take no responsibility for costs incurred by parents due to the cancellation or expiration of child care benefit eligibility.

Change of enrolment details

Please remember to notify the program of any change in details pertaining to your child's enrolment e.g. change of address, contact details, allergies or illness. It is vital that the program staff are able to contact you quickly should the need arise. Care will be immediately suspended for any child whose enrolment details are out of date and care will not be resumed until such time as a new enrolment form is lodged with the service.

Late Fee

A fee of \$5 per every 5 minutes or part thereof, after 6.30pm will be charged to cover the cost of overtime for staff. Please note that Child Care Benefit is not applied to a late fee.

Children with additional needs

The program endeavors to support the needs of all families within the community, and understands that specific considerations may be required when enrolling a child with additional needs.

We are committed to working with you in linking into resources and support networks. Should the need rise for additional resources beyond which the program is able to provide, we will then consult with the families and other agencies/networks as appropriate to determine the best steps to take.

Illness, Injury and Medications

Should your child become unwell at the program, our educators are fully trained and experienced in dealing with illness appropriately. You will be contacted immediately to discuss the situation and you may be asked to collect your child from care at this time. Unfortunately programs simply do not have the facilities to care for sick. If we are unable to contact you, your emergency contact person will be notified and asked to collect your child as soon as practicable.

If it is decided that your child requires urgent medical attention, then under the direction of the Manager Family and Children's Services or coordinator or director an Ambulance will be called. In such cases every effort will be made to ensure that an educator is able to accompany your child to the hospital until you arrive.

Under no circumstances can a staff member transport a child to medical help.

To assist us in preventing illness and infections from being transferred to other children and educators, if your child is absent due to recent illness, please contact us before bringing him/her back to the service. In some circumstances Health Regulations require a health certificate to be receipted.

Any child who requires medical treatment including Asthma medication or pain relief (e.g. Panadol) within a four (4) hour period, or is suffering from, or in the previous 24 hours has

suffered from a high temperature, loose bowel motions or vomiting will be excluded from care. Children must be absent from the service for a minimum of 24 hours after the last vomit or loose bowel motion.

Should a child display signs or symptoms of illness whilst in care, and staff arrange for them to be collected, program policy stipulates that they will be excluded from care for a **full operational day**, unless the child's parent/guardian provides the service with a Doctor's Certificate stating that they are fit to return earlier.

Before and After School Care

Any child attending Before School Care who has been identified by staff as showing signs of illness or injury will not be released to school but will remain under staff supervision until they can be collected by their parent or emergency contact person.

Any child scheduled to attend After School Care who has been identified by the school as showing signs of sickness or injury during school hours will not be accepted into care. The school will be required to contact the child's parent or emergency person to collect the child from school.

Infectious Diseases

For the health and well-being of all children and staff members attending the Care children's programs, it is vital that we make every effort to protect against the spread of infectious diseases. The Department of Education and Early Childhood Services has supplied an "Exclusion Table" to guide staff members when assessing confirmed cases of infectious diseases.

If your child is confirmed to have an infectious disease please make sure you:

- Advise the program immediately, even if your child is still absent. The respective program will then place a notice on the entrance door of the service to advise families of the outbreak of an infectious disease in the community, the signs and symptoms, and the number of cases confirmed at the program (no names will be disclosed).
- Contact the Director or Coordinator before your child returns to care.

Please do not send your child to the program if:

You are aware or suspect that he/she may be unwell AND/OR he/she has or has had:

- A fever of more than 38 degrees within the last 24 hours
- Diarrhea (until he or she has been free of symptoms for a full 24 hours)
- Vomiting (until he or she has been free of symptoms for a full 24 hours)
- Conjunctivitis (until their eyes are free of discharge or irritation)
- Hand Food and Mouth Disease (until the blisters are healed and the fever subsided for a full 24 hours)
- Head Lice (until your child's hair has been treated **and all eggs, including dead eggs**, have been removed.
- Persistent coughing and/or excess nasal mucous e.g. green nose (until the mucous subsides or a doctor's certificate confirms that the child's symptoms are not contagious.

Accidents and Injuries

If your child has an accident or is injured whilst at any Cire children's program, they will be attended to using approved First Aid practices. All details will be recorded in the Accident and Injury Register. Government regulations require you to read and sign this document prior to leaving the program.

Should the injury cause concern, or require medical attention every effort will be made to contact you. However if you are unable to be contacted, staff will immediately contact your emergency contact person and/or an ambulance depending on the severity of the injury.

Medications

Staff protocols are subject to strict government regulations in relation to the administering of medication to any child. It is important that you understand these requirements so that proper care can be given to your child during the day.

Should your child require medication, either prescription or over the counter, herbal or homeopathic, oral types or in the form of a cream or lotion, please ensure that you:

- Complete all the relevant columns in the Medication Register
- Hand the medication to a staff member for safe storage.

Prescription, chemist, herbal or homeopathic medication must be stored in its original container and be clearly identified as belonging to the relevant child. A handwritten label on a prescribed medication is not sufficient. The label must be clearly identified as having been issued by the prescribing doctor/therapist and show clearly the name of the child for which the medication was prescribed, the name of the medication and dosage. Please note that should you require medication to be provided to more than one service e.g. your child's school and early childhood education and care service, local pharmacists have advised us that they will be only too pleased to dispatch your prescription in multiple packages.

In the case of creams purchased "over the counter" parents are required to clearly label the item with their child's name and complete the medication register. Staff will then administer the medication according to program's policies and procedures.

Staff are unable to administer medication for which details have not been fully completed unless it is considered to be of an urgent nature e.g. Asthma treatment or Insulin. In this situation staff will contact the child's parents/guardian to seek verbal authorisation. The parent/guardian's signature is then required when the child is collected from care.

Medications of a non-urgent nature e.g. antibiotics, will not be administered without correct authorisation, however staff will notify the parent as soon as possible as to their inability to administer the medication.

PLEASE REMEMBER: NEVER LEAVE MEDICATIONS OF ANY TYPE IN YOUR CHILD'S BAG

After School Care Program

To overcome the issue of authorising medication for children who attend After School Care, we advise that where possible you arrange for your child to be administered the medication by school staff prior to their arrival at After School Care. Long term or blanket authorisations for medication may be arranged in some circumstances. Please speak with the Director if this is an issue.

Asthma/ Action Plan

If your child has an asthmatic condition, we need to know as much as possible about his/her condition to ensure that the appropriate action is taken when necessary. Therefore parents are asked to:

- Complete an “Asthma Action Plan” and attach it to your child’s enrolment form. A copy of this plan will be displayed in your child’s playroom, or in the service venue.
- Supply the Service with a supply of medication and the relevant applicator to enable staff to respond effectively to your child’s medical needs.

Please ensure that you are familiar with the service’s procedure in the case of a child becoming ill. Although staff are trained in emergency Asthma Management, staff will always follow our standard procedure in relation to contacting parents and/or an ambulance. This procedure forms part of our Safety, Accident and Illness Policy which is displayed in our foyer.

Allergy and/or Anaphylaxis

If your child has an allergy it is very important that you let us know. Allergies can vary immensely in their intensity and severity. An allergy can be as slight or can result in a more serious skin condition like a rash or hives. In some cases an allergy may also result in a life-threatening situation, and we must have this information at hand.

If your child has a very mild allergy i.e. certain food; can get loose bowl motion etc., which are uncomfortable but not serious enough for any medical intervention, then parents are required to complete a Mild Allergy Form which is available from reception. This form will indicate to staff what the allergy is and what the usual symptoms are, so we can make every effort to avoid the allergen.

However, if your child’s allergy is more serious and may involve them having to receive some form of medication i.e. an anti-histamine, or even an Epi-Pen, then you must have your doctor complete an Anaphylaxis form which is also available at Reception. This enables staff to respond quickly to your child’s allergy and administer the medication as your doctor prescribes. The law states that we cannot have a child in care who has an allergy with requires medication response, without this form being completed and medication provided.

In the case where medication and/or an EpiPen is required it is preferred that this medication remains at the Centre to reduce the risk of it being forgotten when a child is brought into care.

Please read our Anaphylaxis Policy for more details.

Hand washing

As part of our overall strategy to control the spread of infection within our programs, we ask that you, together with your child, wash your hands on arrival at the service and prior to completing the sign-in sheet. In-fact research has shown that this simple procedure alone can reduce the spread of infection in a service by up to 60% therefore your support in following this routine/procedure is vital.

Immunisation

Cire Children's Programs provide a range of information for parents relating to the benefits and side effects of immunisation. Immunisation dates are displayed on our notice boards. Families who access Child Care Benefit are required by the Family Assistance Office to declare their child's immunisation status when lodging the application.

Should confirmed cases of an infectious disease be present at the program, you will be advised by way of a notice placed on the entrance door. Children who are not immunised will not be excluded from care unless the program is directed to do so by the Department of Health e.g. in the case of an outbreak of measles. Full fees will be payable for any non-immunised child excluded from care either voluntary or under instruction from the Health Department in response to an outbreak of an infectious disease.

Please see centrelink website re: new child care benefit regulations in regards to new enrolments of non immunised children receiving child care benefit.

Please ensure you keep the program up to date with their child's immunisation status following enrolment.

Smoking

For the health and well-being of the children both the buildings and grounds of all Cire Children's Programs are "Smoke Free Zones".

War Toy Free Zone

Programs actively discourage children from bringing play items that reflect violence or may encourage inappropriate behavior in a group care setting (including Super Hero outfits). Toys and dress-ups that are considered inappropriate will be placed in the office area until the child is collected by his/her parent.

Information Technology

Programs actively discourage children from bringing personalized electronic games such as Nintendo, iPod, iPad and Phones as they may encourage inappropriate behavior in a group care setting. Personalised information technology deemed inappropriate will be placed in the office area until the child is collected by his/her parent.

Security Measures (including Signing in and out)

An overall sense of safety and security for your child in care is of the utmost importance to all programs, for both your child's welfare and your own peace of mind.

We have designed the following procedure to ensure that your child is safe and secure at the service. Your support in ensuring that our standards are maintained is essential.

On arriving at the program, please sign your child in and ensure that the staff member is aware of your child's arrival. The signing-in procedure formally transfers the responsibility of care to the program and gives us a record of your child's attendance in the event of an evacuation. On departure, please remember that once again sign your child out of care, it is important that he/she remains with you at all times to ensure their safety within the building and the car park area.

On your child's arrival at the After School Care staff will ensure he or she is signed into the program, however again when you collect your child please ensure you sign them out.

Government regulations and National Standards require parents to nominate a specific person authorised to collect their child on their behalf in situations such as an unexpected delay or in the case where the child is ill or injured. Should your nominated/emergency person arrive to collect your child, staff may request formal identification e.g. driver's license. Where possible please contact the program prior to such an arrangement taking place so staff are alerted to this.

Staff are unable to transfer responsibility for your child to any other person other than the child's legal parent/guardian, or in specific circumstances your authorised collector or emergency contact person.

Custody and Access Issues

It is important that the Coordinator or Director are made aware of circumstances pertaining to the custody of your child so clarity prevails at all times.

Should a non-custodial parent arrive to collect a child and no court order is present on file, staff are legally obliged to hand over responsibility for the child to the said parent. However, staff will make every effort to discuss the situation with them and where necessary inform the relevant authorities and the other parent/guardian accordingly.

Photographs

Outside agencies or individuals will not be permitted to share or display any photograph of children who attend Care programs outside the premises without the permission of their legal parent/guardian.

A co-operative approach

It is our aim to nurture a supportive and cooperative approach between yourself and staff members in the care and well-being of your child. Remember, the program belongs to you and it is only through your feedback and questions that we are able to evaluate our service.

Staff encourage you to discuss any aspect of your child's health and development and will help you access resources or refer you to other services should you require them.

A suggestion box is displayed in all services and we encourage its use. Half way through each year and again at the end of the operating year, each program carries out a full service evaluation involving the issuing of a detailed questionnaire to service users. We appreciate you taking the time to complete this important evaluation tool. Should you be departing the service prior to the end of the year, we ask that you complete a brief exiting questionnaire that also plays an important part in our program evaluation.

Procedure for complaints

Occasions may arise where you have concerns regarding the care of your child or program policy. If so, please:

- Speak to the staff member directly involved in your child's care, or if you prefer, speak to the Coordinator or Director of Outside School Hours Care.

If the issue is still of concern and a resolution has not been reached, Cire Inc. Committee of Management can be contacted via Cire Chief Executive Officer Augusta (Gus) Seremetis on 59 671776. The Cire is situated in the Main Street in Yarra Junction, just near the traffic lights and opposite the Commonwealth Bank.

Please note, you have the right to contact a Children's Services Officer, Department of Education and Early Childhood Services, Level 3, 295 Springvale Road, Glen Waverley at any time. The telephone number is displayed in our centre's foyer area.

In closing

We consider it a privilege to play a part in your child's life, and we hope that this handbook has answered some of your questions. Please do not hesitate to speak with our educators who will be only too happy to assist you.

Feedback

Your feedback on this publication and any issues pertaining to the Cire Family and Children's Services is valued and forms an important part of our evaluation process.

Please record your comments and return either to the administration office directly or drop it into our suggestion box in your program venue.