

East Melbourne Child Care Co-operative.

Parent Handbook

2017

Welcome to East Melbourne Childcare Co-operative (EMCC). EMCC was set up in 1992 to provide high quality childcare and funded kindergarten programs. We have two Centres in East Melbourne, Powlett Reserve Children's Centre and Kindergarten and Yarra Park Children's Centre and Kindergarten.

This handbook is designed to give an overview of EMCC, our educational programs, Policies and Procedures and to provide assistance to you and your child in preparation in starting childcare.

Thank you for taking the time to read this and familiarise yourself with how EMCC operates. We look forward to a long and happy partnership with you and your family.

Our Mission Statement

Quality learning in a nurturing environment

Our Philosophy

East Melbourne Childcare Co-operative acknowledges the importance of providing children with high quality education in the early years as this lays the foundation for the future development, health and wellbeing of children.

We believe in:

- building strong, warm, enduring, respectful and reciprocal relationships with the children, their families and each other, this is fundamental to the learning and development of children.
- respecting children as individuals, acknowledging and supporting their independence and enabling them to become successful learners and confident and creative individuals.
- play based learning as children learn most effectively when they actively engage in their surrounding environment and are having fun. Therefore we value and support a program which facilitates meaningful and stimulating experiences where children can thrive, make their own decisions, use their imagination and enhance their interests.
- creating an inclusive environment where children, families and educators feel they belong, irrespective of their culture, values, abilities, beliefs, background or gender. We also respect, recognise and incorporate the diversity of cultures, languages, values, beliefs, interests and strengths of everyone within our environment
- striving to show sensitivity to families, educators, children and community members from Aboriginal and Torres Strait Islander backgrounds, so that they have a strong sense of belonging within the Centre and pride in their culture. We respect, value and embrace their involvement within our Centre
- the critical role of the family in the life of the child and the importance of the collaboration and effective partnerships between families and educators.
- providing a supportive and stimulating environment for our educators. We recognise and value the expertise and commitment of our educators and encourage them to employ reflective teaching practices. We believe it is vital for educators to openly communicate with one another about their ideas, opinions and feelings as this assists in establishing a shared vision. To ensure our educators are providing the highest quality and most current practices of education, we support their continuing professional development through further study and training within the community.

East Melbourne Childcare Co-operative incorporates the guiding principles of the National Quality Framework. The Framework entails the Education and Care Services National Law, Education and Care Services National Regulations, National Quality Standard and the Early Years Learning Framework (EYLF).

The National EYLF and the Victorian VEYLFD support educators in enhancing young children's learning and development through the early years by building on their interests and knowledge as well as that of the wider community. The framework contains principles, practices and learning outcomes which assist in fostering the development of the whole child.

Contents Page

<u>General Information</u>	Page
1. Location and Contact Information	4
2. Centre Description	4
3. Operating Hours	4
4. Management and Operations of EMCC	5
5. Management and Educators	5
6. Structure of Rooms at EMCC	5
7. Fees and Payment Information	6
8. Delivery and Collection of Children	6
<u>Educational Program</u>	
1. Educational Program	7
2. National Quality Rating and Assessment	7
3. Assessment of Children’s Learning	7
4. Funded Four Year Old Kindergarten Program	7
5. Orientation	8
6. Transitioning form Room to Room	8
7. Toys	8
<u>Collaborative Partnerships with Families</u>	
1. Working Bees/Voluntary Contribution	9
2. Fundraising/Social Activities	9
3. Communication	9
<u>Policies and Procedures</u>	
1. Enrolment	10
2. Illness, Accidents and Immunisation	10
3. Anaphylaxis, Asthma and Intolerances	12
4. Clothing and Footwear	12
5. Sleep and Rest	13
6. Nutrition, Food and Beverages	13
7. Interactions with Children	14
8. Parent Code of Conduct	15
9. Dealing with Complaints	17

General Information

Location and Contact Information

EMCC Website: www.emcc.org.au

Powlett Reserve Children's Centre and Kindergarten

Corner of Grey and Simpson Streets, East Melbourne VICTORIA 3002

Phone: 03 9419 4301

Fax: 03 9417 7761

Email: prmanager@emcc.org.au

Yarra Park Children's Centre and Kindergarten

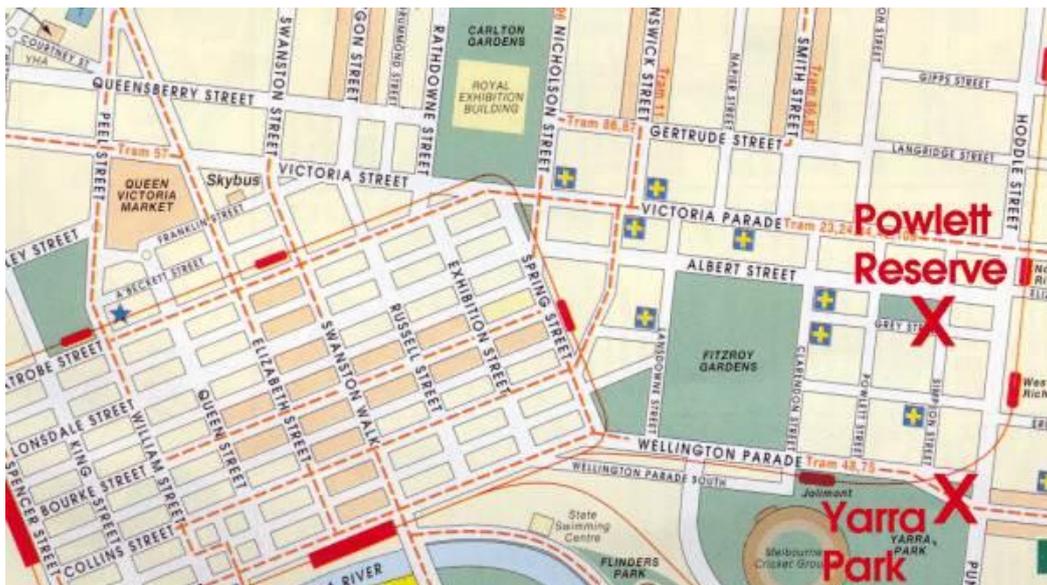
27 Berry Street, East Melbourne, VICTORIA 3002

Phone: 03 9428 0896

Fax: 03 9428 5010

Email: ypmanager@emcc.org.au

Map:



Centre Description

Powlett Reserve Children's Centre and Kindergarten and Yarra Park Children's Centre and Kindergarten are located on quiet leafy streets in East Melbourne. They each feature designated indoor and outdoor areas specifically developed for their age group which allow for interactive, supervised free play and modern, moveable play equipment which allows children to experience a range of activities both indoors and out. There is a strong influence at both Centres' in using the natural environment in our educational programs.

Operating Hours

The Centres are open from **7:30am to 6:00pm Monday to Friday** and offer **Full Time, Part Time and Occasional Care** (when available).

Management and Operations of EMCC

Legal Framework

EMCC is a registered Co-Operative under the Co-operatives Act and has its own Constitution. Its parents, educators and interested members of the community are its shareholders (members). EMCC has a current lease arrangement with the City of Melbourne for the Powlett Reserve Children's Centre and Kindergarten and the Department of Sustainability and Environment for Yarra Park Children's Centre and Kindergarten.

Committee of Management

In accordance with the Rules of the EMCC, the Committee of Management is made up of eight members. Seven elected EMCC members and EMCC's Executive Director (who is appointed by the Committee of Management). EMCC Centre Managers are ex-officio members. All Policies and Procedures established by the Committee of Management must be in accordance with the Rules of the EMCC. The Committee of Management will be composed of three members from one Centre and four members from the other Centre wherever possible. Committee Meetings are held once a month, while our Annual General Meeting is held September/October. Parents are welcome to attend meetings. Meeting dates are in the foyer of each Centre

Sub-Committees

The Committee of Management may delegate some of its powers to sub-committees, each consisting of at least one Committee member and such other EMCC members, as it sees fit. Any sub-committee so formed shall conform to any regulations imposed on it by the Committee of Management and shall report to the Committee of Management on a regular basis. Sub-committees may elect a convenor and secretary of their meetings. Occasional sub-committees may be created as required and will consist of one member of the Committee of Management and interested users of the EMCC. Four standing sub-committees have been created: Finance Sub-Committee, Policy and Procedures Sub-Committee, Building and Maintenance Sub-Committee and Social and Fundraising Sub-Committee

Management and Educators

We take great pride in our educators at EMCC. All educators are selected based on their tertiary qualifications, experience in the field and commitment to the philosophies of our Centres. EMCC is a workplace that fosters good practice, a strong and committed family of educators and broad opportunity for professional growth.

All full time permanent educators receive one rostered day off a fortnight as well as planning time each week. On these occasions they will be replaced by permanent relief educators. Sometimes we may need to use the services of a Professional Relief Agency when educators are ill or on annual leave. EMCC endeavours to engage regular relief educators to ensure continuity of education and care for the children. EMCC is also committed to assisting student and volunteer training. Students and volunteers are fully supervised by EMCC educators at all times and are not included in the calculation of educator/child ratios.

All educators educating and caring for children at the Centre must have a current Working with Children Check to work at EMCC and these are regularly reviewed and updated by Management as is required by the *Education and Care Services National Regulations 2011*

Our Management team consists of

Rebecca Vouch: Executive Director

Stephanie McNamara: Centre Manager of Powlett Reserve Children's Centre and Kindergarten

Stacey Macdonald: Centre Manager of Yarra Park Children's Centre and Kindergarten

Structure of Rooms at EMCC

Each Centre has three Rooms

- Babies Room (0 – 2 years) 12 children with 3 educators
- Toddler Room (2 – 3 years) Up to 15 children with 3-4 educators
- Kindergarten (3 – 5 years) Up to 33 children with 3 educators

Fees and Payment Information

Fees are set by the Committee of Management and are subject to change, depending upon budget requirements. A weekly fee is calculated, according to the service provided and any rebate provided by Child Care Management Services. Each family is individually responsible for applying for childcare benefit or a customer reference number (CRN) with the Family Assistance Office. Families must advise the Centre of the CRN within a month of starting at the Centre

- The weekly fee is payable at all times, including during absences taken by the family due to illness, public or other holidays, or for any other reason, unless arrangements are made in advance and approved by the Centre Manager. Families may be able to access Special Childcare Benefit in hardship situations
- When families request occasional care, this is charged the day the child attends the Centre.
- Families cannot swap days, for example, if the child normally attends Monday and Tuesday, and they are away on the Monday and take occasional care on Wednesday, the family will be charged for the three days that week.
- Fees can be paid by EFTPOS, or preferably direct debit into the EMCC's account. Cash payments must be paid to the Centre Manager or Executive Director. A receipt will be given to all families who make cash payments
- The following arrangements regarding payments of fees will be strictly enforced:
 1. **Bond:** All new enrolments must pay a bond of two weeks fee in advance as well as a deposit, to secure their spot within EMCC. The deposit is determined by the Committee of Management and is subject to change. The bond should be paid within one week of accepting a position at EMCC otherwise the offer of a position is terminated
 2. **Payment of Fees:** Families must ensure that their fees are kept two weeks in advance at all times. Families may, of course, still wish to pay fees weekly or monthly as convenient, however it is necessary that payments are two weeks in advance
 3. **Overdue Fees:** If fees are one week overdue, the Centre Manager will send statement with an **"Immediate Payment Please"** note attached. If fees are not paid before two weeks has elapsed, a second statement with a note requesting prompt payment will be sent. If no payment is made after three weeks has elapsed, the matter will be referred to the Committee of Management with no further delay. EMCC reserves the right to re-fill the position, if the fees are not kept up to date and take appropriate action aimed at recouping any outstanding fees
 4. **Debt Recovery:** Should the services of a debt recovery agency be used to recoup outstanding fees, the cost of this will be borne by the family

Delivery and Collection of Children to the Centre

- Parents or authorised nominee must sign the attendance book in the foyer when delivering the child to the Centre. The time that the child arrived, contact number, expected person to collect the child and expected time of collection
- A child cannot be delivered to the Centre before 7.30am
- Parents or authorised nominee must sign the attendance book in the foyer when collecting the child from the Centre. The time the child was collected needs to be also written
- Children need to be collected by 6.00pm

Late pick up of Children

Children must be collected by 6.00pm. In the event of a late pick up, the following protocol shall apply:

- Parents shall sign a Late Pick Up Book, noting their time of arrival at the Centre
- A fee of \$50.00 for every 15 minutes (or part thereof) will be levied after 6.00pm
- Wherever possible, families should ring to inform educators if they have been detained. However the late pick up fee will still apply in order to cover educator costs
- The late fee will be billed on the next statement
- Requests to waive the late pick up fee must be made in writing to the Committee of Management, within one week

Educational Program

Educational Program

EMCC believes in play based learning as children learn most effectively when they actively engage in their surrounding environment and are having fun. Therefore we value and support a program which facilitates meaningful and stimulating experiences where children can thrive, make their own decisions, use their imagination and enhance their interests.

EMCC provides an educational program that is

- Based on two approved learning frameworks 'Belonging, Being, Becoming – The Early Years Learning Framework (EYLF) for Australia and 'Victorian Early Years Learning and Development Framework (VEYLDF)'
- Delivered in accordance with the two frameworks
- Based on developmental needs, interests and experiences of each child and group of children
- Takes into account the individuality of each child
- Open-ended experiences for the children to explore at their own level and pace
- Contributes to the following outcomes
 1. Children have a strong sense of identity
 2. Children are connected with and contribute to his or her world
 3. Children have a strong sense of wellbeing
 4. Children are confident and involved learners
 5. Children are effective communicators

The information about the educational program is displayed in each Room and is easily visible and accessible to parents.

When requested the following information is given to the child's parents:

- The content and operation of the educational program as it relates to their child
- Information about their child's participation in the program
- A copy of assessments or evaluations relating to their child

National Quality Rating and Assessment

Both Centres are assessed against the National Quality Standard (NQS) by regulatory authorities and are provided with a rating level. These are Significant Improvement Required, Working towards NQS, Meeting NQS, Exceeding NQS or Excellent. Each centre has a Quality Improvement Plan.

Collecting Information

We understand the holistic way that children learn, value responsive and reciprocal relationships, value partnerships with families and view children as capable and competent learners and communicators. We develop methods of assessment in which children and families have more opportunity to contribute to the planning that occurs. The educators collate all the information of the individual child and place it into Learning Portfolios. These are interesting for children, families and educators to look through and they are used to show the 'distance travelled' in relation to the child's learning and development. The Learning Portfolios are available for children and families to view at any time. Educators strongly encourage families to have input into their child's Learning Portfolios, whether it be a story, photos or writing comments on the child's documentation.

Funded Four Year Old Kindergarten Program

EMCC runs two funded four year old Kindergarten programs one at each centre with funding from the Department of Education and Early Childhood Development. While we run our Kindergarten Programs for extended hours (over a full day) they are provided with the same funding as Sessional Kindergarten Programs. Each of our Kindergarten Programs is designed and run by a Qualified Early Childhood Kindergarten Teacher.

The extra hours in our Kindergarten Programs allow more time for the children to explore, engage in long uninterrupted play, come together more frequently for group experiences, enjoy meal times together, learn how to problem solve and

resolve social conflicts, practice new skills, develop friendships and bonds with educators and peers, to observe their peers and learn from them and participate in physical activity.

Orientation

We acknowledge and respect that settling into a new environment can be hard for both the child and the family. We value all information that is given to us to support the child and family into the new environment. Through experience we have devised ways of settling children into the environment so that they feel safe, secure, comfortable and most of all happy.

Once you have accepted a position at EMCC, the educators will arrange with you, orientation into the child's new environment

Below is the procedure we follow to support the orientation in to the Centre:

- We require a minimum of four visits before your child can start at the Centre. This is to ensure that your child, you and educators are happy that your child is settled into their new environment.
 - You are introduced to the educators within your child's Room and the educators in the Centre
 - A series of short visits are set up with the educators in the Room. This is a time where information sharing happens, routines are discussed and information about the educational program and the Rooms are discussed. We do endeavour to ensure that your child experiences different times of the day when orientating, such as morning or afternoon tea, lunch, and sleep or rest time
 1. First visit is generally 30 minutes – 1 hour, where the you stay with your child in the Room
 2. Second visit, extends a little longer and an attempt to leave the child for the first time for 15-20 minutes
 3. Third visit extends again in time. Again another attempt at leaving the child longer, 30-60 minutes
 4. Fourth visit extends again, about 2-3 hours. Again another attempt at leaving the child longer, 1-2 hours
- Please be aware, that you cannot leave the Centre whilst your child is in the process of orientation**
- Orientation is tailored to meet the individual needs of the children and the family

Once your child has started

- When your child is left for the first time, it is suggested that for the first few days they are shorter to allow your child to get use to the Centre slowly. Long days are too much on a child at first
- We encourage you to call throughout the day to see how your child is going.

Suggestions to support your child to settle into their new environment:

- Talk about the Centre, the educators and the activities your child will be taking part in before you go
- Put up pictures at home of educators and other children they may know at the Centre
- Read books with your child about first days
- Spend as many hours at the Centre together as possible
- Be calm and confident when dropping off your child – they will take your emotional lead
- Get to know the educators in your child's room and at the Centre
- Say goodbye to your child every time before you leave (they can become anxious if you don't)
- Discuss how long you will stay and how you will say goodbye before you come

Transitioning from Room to Room

Transitioning to a new Room usually happens at the beginning of the year although occasionally a child will move up earlier if educators and you feel they are ready. Transitioning to a new Room is much like the Orientation Process and is carried out in a similar manner although usually familiar educators are the ones to spend time with your child in their new Room rather than you (unless you want to). Educators in both Rooms will talk to you about how best to help your child transition before they begin the process.

Toys

EMCC strongly encourages children to leave personal toys at home. Educators cannot be responsible for lost toys. Comfort toys are, of course, acceptable. All comfort toys that are brought into the Centre are to be clearly named.

EMCC has declared all Centres are a WAR TOY FREE ZONE (for example, no toy guns, or other war apparatus). Superheroes' capes are also discouraged as they can become caught up on trees and climbing equipment and seem to encourage reckless and aggressive behaviour.

Collaborative Partnerships with Families

Families' active involvement and confidence in a care and education program is essential to its success. EMCC believes in the critical role of the family in the life of the child and the importance of the collaboration and effective partnerships between families and educators. Therefore, the EMCC is geared to meet the needs of children and their families

Active participation by parents is essential to the successful operation of EMCC. Such participation ensures that EMCC services best meet the needs of parents.

Parents can best contribute to the EMCC by:

- Joining the Committee of Management or one of its regular or *ad hoc* sub-committees
- Providing assistance in their area of specialist expertise for example, accounting, fund raising, building maintenance, or secretarial.
- Participating, either regularly or occasionally, in day-to-day childcare activities. Stay for a play!
- Helping supervise children during excursions.
- Mending books, toys and furniture, tidying up storerooms, gardening etc.

Working Bees/Voluntary Contribution

- Active participation of parents at the Centre is required as a way of maintaining lower costs and to provide opportunities to get to know other families and establish social networks.
- Families are required to contribute five hours per year (pro rata for families who commence throughout the year).
- We recognise that some families are unable to make a contribution of time. A Maintenance Levy Fee of \$100 will be charged to your account at the start of the year if you are unable to participate in any way. A refund will be issued to those families who help out.

Fundraising/Social Activities

Activities organised by the Social and Fundraising sub-committee rely on all parents support for success, and we encourage active participation by parents in the activities. Funds raised by these activities are used for the replacement of toys, equipment and other items for the benefit of the children.

Communication

We at EMCC believe that communication is the key to a good Centre. If everyone knows what's going on, then nobody is confused and a clear way is paved for educators, children and parents to enjoy trusting relationships based on mutual knowledge and respect.

Below is a list of ways that we communicate with our families at EMCC. You can also use some of these methods to communicate with us.

- Telephone calls
- Email
- Face to face feedback at drop offs and pick ups
- Newsletters
- Meetings
- Notices or letters in parent pockets
- Parent surveys
- Open nights
- Policy and Procedures Folder
- Notice board in the foyer and Information boards in the Rooms

Policies and Procedures

Parents are advised to read and abide by EMCC Policies and Procedures and the Parent Handbook, which gives clear guidelines to the expectations and operations of the EMCC. Policies and Procedures are reviewed and updated regularly to reflect up-to-date information. We welcome and encourage feedback from families as well as educators. The Policy and Procedures Folder is located in the Foyer and in each Room. Below is a summary of our important Policies and Procedures for parents

Enrolment

EMCC will provide equal access to families living in the community, based on the Priority Access criteria. Once a position has been offered to a family, an Enrolment/Information Pack will be posted or given to the family and the family will be required to have all information completed and brought back before the child starts in the Centre. The child will also be required to orientate into their new environment before they start. **Four weeks' notice** is required by the family for any changes to the booking or cancelling of care requirements. The notice must be given to the Centre Manager in writing, email is acceptable. EMCC requires children to attend a minimum of two days per week. One day a week attendance is at the discretion of the Centre Manager.

Early Start Kindergarten

Early Start Kindergarten (ESK) provides free or low cost kindergarten to eligible Aboriginal and Torres Strait Islander three year old children where programs are offered by a qualified teacher. All Aboriginal and Torres Strait Islander children who turn four by 30 April are eligible for either Kindergarten Fee Subsidy (KFS) or ESK extension. These grants provide three and four year old children with free kindergarten for up to 15 hours per week.

Second year funded kindergarten

If a family chooses to enrol their child for a second year of funded kindergarten, they are required to notify the Centre by the end of Term 2 to ensure all necessary documentation can take place.

Illness, Accidents and Immunisation

All incidents, injury, trauma and illnesses that occur at the Centre will be recorded on the Incident, Injury, Trauma and Illness Record Form. A parent needs to be notified as soon as possible and within 24 hours of the incident occurring. The parent needs to sign and date the form.

Illness

To ensure that the Centre maintains a safe and healthy environment for all children and educators and to protect them from cross infection, children will not be allowed to attend the Centre if due to illness, they:

1. Are unable to cope in a group situation;
2. Require an unmanageable level of educator time; or
3. Are in the opinion of educators, too unwell to attend the Centre

When a child is visibly distressed and suffering an illness, **parents are required to pick up sick children within 90 minutes of notification.**

Parents should take their child to the Doctor if they notice any of the following:

- Pussey or sticky eyes;
- Persistent green/yellow nasal discharge;
- Severe diarrhoea or vomiting;
- Unusual skin rashes;
- Fever at 38°C or above; or
- Persistent pain

In cases where educators have reasonable suspicion that a child is suffering from an illness or disease, EMCC reserves the right to require medical certification that a child is safe to attend the Centre. Failure to provide EMCC with the

appropriate medical certificate may result in the exclusion of the child from attendance until such time as the Centre Manager is satisfied that the child is no longer suffering from the illness or disease

Care of sick children

When a child is visibly distressed and/or suffering from symptoms, such as those listed below, **parents are required to pick up sick children within 90 minutes of notification**. If the parent is unable to pick up the child within this time or if a parent cannot be contacted within 30 minutes, then the emergency contacts will be called. If no contact can be made with either the parents or emergency contacts, then an ambulance will be called. Every effort will be made for an educator to accompany the child in the ambulance to hospital, however this will depend on child: educator ratios and may not be possible at the time. Where possible, educators will remove the child away from direct contact with other children.

Signs and symptoms that a child is unwell:

- Vomiting
- Diarrhoea
- Influenza or influenza like illnesses
- Shortness of breath
- Pain
- Dizziness or drowsiness
- Lethargic and decreased activity
- Poor feeding, not feeding
- A fever of 38°C or above
- Uncontrolled bleeding (for example a bleeding nose which cannot be controlled)
- Other symptoms, for example a rash, which the Centre Manager and educators believe could be indicative of a serious illness or could pose a serious risk to the health and wellbeing of the child, other children or educators

The Centre reserves the right for the child not to return to the Centre within 24 hours of showing any of these symptoms or until the child is well.

When a child is sent home, educators will:

1. Where available, print a Fact Sheet from National Health and Medical Research Council (2012), Staying Healthy: Preventing Infectious Diseases in Early Childhood Education and Care Services (5th Edition) and give to the parent
2. Advise the parent of the recommended exclusion period of the illness

Please refer to National Health and Medical Research Council 'Recommended Minimum Exclusion Period' Fact Sheet or National Health and Medical Research Council (2012), Staying Healthy: Preventing Infectious Diseases in Early Childhood Education and Care Services (5th Edition)

Accidents

- A fully equipped First Aid Kit is maintained at the Centre at all times. In the case of a minor accident, the child will be given appropriate treatment by an educator who has a current first aid certificate.
- The Regulatory Authority will be contacted if any incident involving serious injury or trauma to, or illness of, a child while being care and educated for at the Centre, such as: (Please also refer to Serious Incidents Policy and Procedure)
 1. Which a reasonable person would consider urgent medical attention from a registered medical practitioner, such as whooping cough, broken limb, anaphylaxis reaction
 2. For which the child attended, or ought reasonably to have attended a hospital
- In the event of serious incidents, the child/children involved will be transported by ambulance to the Casualty Section of the Royal Children's Hospital. Parents will be informed and are required to attend their child as soon as possible. Every effort will be made for an educator to accompany the child in the ambulance to hospital, however this will depend on child: educator ratios and may not be possible at the time. The Regulatory Authority will be notified of any incident at the Centre where the attendance of emergency services was sought, or should have been sought (Please refer to Serious Incidents Policy and Procedure).

Administration of medication

Medication (including prescription, over the counter and homeopathic medications) will not be administered to a child at the Centre without authorisation by a parent or person with the authority to consent to administration of medical attention to the child. The Medication Form to be filled out by parent.

In the case of an emergency, it is acceptable to obtain verbal consent to two educators from a parent, or a registered medical practitioner or medical emergency services if the child's parent cannot be contacted. In the case of anaphylaxis or asthma emergency, medication may be administered to a child without authorisation. In this circumstance, the child's parent and emergency services must be contacted as soon as possible

The medication must be administered:

- From its original container, bearing the original label and instructions and before the expiry or use by date
- For prescribed medications, from an original container that bears the original label with the name of the child to whom it is prescribed and before the expiry or use by date
- In accordance with any instructions attached to the medication or provided by a registered medical practitioner
- With a second educator
 1. Checking the dosage of the medication being administered
 2. Confirming the identity of the child the medication is being administered
 3. Witnessing the administration of the medication
- Details of the administration must be recorded on the Medication Form

EMCC recognises the right of parent to use a variety of health remedies and will administer these as written in the Medication Form. However, where drugs cannot be administered orally (for example, those requiring injection or the use of suppositories), the Centre must be guided by the ability and willingness of educators to administer such drugs.

Medication

- Educators are to be advised by parents of any prescription or non-prescription medication, such as Paracetamol, Dimetapp, cough medicine, that has been administered in the last 24 hours. This is so educators can monitor the child more closely
- Medication to be given to educators. Medication will be stored appropriately according to instructions on the container, such as refrigerator, medicine cabinet
- Medicine not to be stored in child's bag or locker

Administering pain relief

Where telephone consent from a parent is obtained and audibly witnessed by two educators, then Paracetamol (Tempra, Panadol, Dymadon or similar preparations) may be given. Paracetamol will be kept at the Centre for this reason. The dosage administered will not exceed the recommended dosage unless accompanied by a letter of authorisation from a medical practitioner. Parents will be required to sign a Medication Form on arrival. **The child still needs to be collected from the Centre within 90 minutes of notification.**

Immunisation Status of Child

Under the new 'No Jab, No Play' Legislation (1st January 2016), when enrolling a child, the Centre needs to first obtain evidence that the child is:

- Fully immunised for their age OR
- On a vaccination catch-up program OR
- Unable to be immunised for medical reasons

To finalise enrolment, an immunisation status certificate must be presented to the Centre Manager. The most common type of certificate is an Immunisation History Statement from the Australian Childhood Immunisation Register (ACIR). A child cannot attend the Centre until acceptable documentation is provided.

It is the responsibility of the families to keep the Centre up to date with the most current immunisation status certificate.

All funded 4 year old children need to have an up to date Immunisation History Statement.

Anaphylaxis, Asthma and Intolerances

Those children who suffer from Anaphylaxis or Asthma must provide us with a written Action Plan which has been signed by their medical practitioner. It must be current and up to date. An adrenaline auto-injection device (EpiPen or Anapen) or Reliever inhaler and Spacer and any other associated medications must also be provided by you to the Centre and remain on our premises AT ALL TIMES whilst your child is attending. An Emergency EpiPen and Reliever Inhaler are available at each Centre however these are only to be used under the direction of an ambulance officer or 000. It is important that you communicate to educators any symptoms or attacks that your child has before coming to the Centre that day. If your child's needs change during their time here it is important to inform educators immediately to ensure any risk is minimised. Food intolerances can be catered for however we ask that you provide a letter from your doctor outlining the intolerance specifically.

Clothing and Footwear

Clothing and dressing, play important roles in children's learning and development. Clothing and footwear should be easily manageable as possible in order to facilitate and promote children's independence

- All clothing and footwear needs to be clearly named
- Children need to bring at least one change of labelled clothes and footwear in their bags as children may need to change during the day due to various reasons
- When children are toilet training, they need to have several pairs of underwear, pants/shorts and change of shoes to change into when needed

Clothing

- Sun protective clothing
 1. All children are required to wear a hat that covers their face, neck and ears, for example, legionnaire, broad-brimmed or bucket hats. No baseball caps as they do not offer enough protection.
 2. When outside, children are required to wear loose fitting clothing that covers as much skin as possible. Clothing made from cool, densely woven fabric is recommended.
 3. Children are not to wear singlets or singlet dresses outside.
- Clothing appropriate for messy play. Aprons will be worn, during painting and water experiences
- Appropriate clothing for changing weather conditions and temperature of play environment. During winter, a jacket is to be worn outside and a warm hat is recommended.

Footwear

Safe, comfortable footwear that fits well is essential. Footwear must provide support as well as protection for the feet

- Footwear that is appropriate to children at the Centre, such as sneakers, sandals and shoes
- Thongs are not be worn, as they are dangerous if the child is running, jumping, or climbing
- Wearing appropriate footwear for babies and infants
- Footwear that is easily manageable to facilitate self-help and promote independence

Sleep and Rest

Effective sleep and rest procedures are important for each child to feel safe and secure in their environment. EMCC will not endorse practices for sleep and rest time other than the SIDS and KIDS Safe Sleeping Practices unless provided with written advice from a medical practitioner:

- Children either sleep and rest in a cot or on a mattress
- When cots and mattresses are side by side, children will sleep alternatively head to toe, to therefore to prevent the spread of infectious diseases, for example, children not coughing on each other
- A comfort toy is provided if required or a child may bring their own toy from home for sleep and rest time
- Children who do not require a sleep will have an opportunity to seek rest and relaxation throughout the day
- An educator to be supervising children at all times whilst they are sleeping and resting

We encourage children not to wear restrictive clothing during rest time. Please dress them appropriately.

Nutrition, Food and Beverages

Whilst attending the Centre, children will have access to safe drinking water at all times and have food and drinks available throughout the day. The food will be nutritious and adequate in quantity and will take into account dietary requirements appropriate to each child's growth and development needs, cultural, religious or health requirements. Only food or drink (with exception to formula) supplied by Registered Kitchens and whom we have their Registration number, will be consumed by children at the Centre

Allergies and Special Dietary Requirements

Parents must inform Centre Manager and educators if their child is allergic to any food or if, for medical, cultural or religious reasons, their child cannot eat certain foods. Parents are required to keep any special dietary requirements up to date with the Centre, in written form, email is acceptable. Substitute food will be prepared for children where possible with special dietary requirements and every attempt made to provide a good balanced diet in accordance with those requirements. Parents may be required to provide special food items. Due to high allergies to nuts in some children, EMCC will not use nuts in their cooking; however, some pre-packaged goods may contain traces of nuts. A Food Allergies Request form will be displayed in all Rooms, the office and the Kitchen to ensure children do not receive the food they are allergic to or not allowed to eat.

Childrens Cooking Experiences

Children love to cook and we encourage the experience in the Centre. Cooking is a safe and enjoyable activity for the children at the Centre. We follow the following procedures:

- Children to wash and dry their hands before cooking, during if needed, and after the cooking experience
- Always be aware of dangers of heat
- Tie up any long hair
- To reduce the spread of germs being spread through food, only prepare food that will be cooked afterwards as the heat will destroy any germs. If the food is not going to be cooked, the risk can be lowered if the child only prepares food to eat themselves
- If children have been vomiting or diarrhoea, they should not participate in the cooking experience until they have been symptom free for 48 hours. If the Centre has had an outbreak of gastrointestinal disease, no cooking experiences will be offered, and the Public Health unit will be contacted before resuming cooking experiences.

Breakfast

The morning is a very busy time at the Centre, set up for the day occurs, children need help to say goodbye to parents and it is very hard to be continuously serving food throughout the whole morning, therefore, breakfast will be served to children until 8.30am, this is either weetbix or toast. After 8.30am, children who are hungry will be served morning tea at 9.00am.

Birthdays

EMCC believes the celebration of birthdays enhances children's sense of belonging. In order to ensure that all children receive equal recognition, the Centre will provide an iced cake for each child's birthday (complete with candles) to be shared with other children in their Room. Siblings will be invited to join in the birthday celebrations. Special diet cakes can be provided where required. Parents are asked to refrain from bringing in additional food or materials to the Centre, for example, lollies, soft drinks, chips, snack foods and party items (such as hats, whistles etc.)

Interactions with Children

Interactions with Children

EMCC is committed to ensuring children have opportunities to interact and develop respect and positive relationships with each other and educators. To ensure children have positive interactions at the Centre, educators will

- Incorporate EMCC Mission Statement and Philosophy into their daily interactions with children
- Encourage children to verbalise feelings and ideas
- Encourage children to be self-reliant and develop self esteem
- Ensure each child is able to engage meaningful, open interactions with educators that support the acquisition of skills for life and learning

- Encouraging children to initiate conversations about their experiences, interests, what is happening around them
- Role model pro social behaviours of:
 - Listening to others and responding appropriately
 - Accepting different cultures, races and religions
 - Cooperating with others
 - Turn taking and sharing with others
 - Respecting others and their belongings

Relationships in Groups:

To encourage respectful and positive relationships between children and their peers and educators, educators will adhere to the following practices:

- 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.
- Engage children in ongoing group projects that involve research, planning, problem solving and shared decision making.
- Role-model strategies for children to initiate interactions with each other and participate in group play and social activities
- To assist children when they are having trouble understanding or communicating with each other
- Ensure that the children have many opportunities for peer scaffolding.
- Promote a sense of community at the Centre

For more information, please read our Interactions with Children Policy and Procedure

Interactions with Children in Relation to Positive Guidance and Rights

EMCC is committed to a positive behaviour guidance policy and procedure that encourages acceptable behaviour through strategies which build children's self-worth and provide support, guidance and opportunities to self-regulate their behaviour. A collaborative approach between Management, educators, families and if needed external agencies is of utmost importance. We acknowledge a shared responsibility between the Management, educators, families and all other stakeholders that this Policy and Procedure is adhered to. Management recognises their duty of care to educator's wellbeing and are committed to providing support and assistance in cases of aggressive behaviour. For more information, please read our Interactions with Children in Relation to Positive Guidance and Rights Policy and Procedure

Sibling interaction

- Children will be given the opportunity to visit and spend time with their siblings while at the Centre where possible
- During the day children will have an opportunity to interact with their siblings, for example am and pm family grouping
- If children are not coping during their day visits, siblings are encourage to help settle children

Parent Code of Conduct Policy and Procedure

Rationale:

This code of conduct for parents outlines the type of practice EMCC require all adults entering our Centre to follow. It will assist in ensuring the safety and wellbeing of children, families and educators. All parents will abide by the procedures of conduct set out in this policy and procedure

Procedures:

General guidelines for interactions

- **Safety:** Comply with all Policies and Procedures at EMCC. These are in each of the Rooms, in the foyer or on our website. Be aware of emergency evacuation procedures
- **Ethical conduct:** Always act in the best interests of the children, families and educators
- **Support:** Work in a co-operative and positive manner
- **Communication:** Use courteous and acceptable verbal and non-verbal language. Refrain from the use of profane, insulting, harassing, volume and tone of voice, aggressive or otherwise language

- **Respect:** Value the rights, religious beliefs and practices of individuals. Refrain from actions and behaviour that constitute harassment or discrimination
- **Confidentiality:** Comply with EMCC Confidentiality and Storage of Records Policy and Procedure. Respect the confidential nature of information gained or behaviour observed, whilst participating in the program, in relation to other children and adults
- **Children's Program:** If participating in the program, seek guidance and direction from educators. If unsure, ask educators for more information. Be guided by educators in relation to the orientation process when settling your child into the Centre. Behaviour guidance of the children is the responsibility of the educators, immediately refer any issue or concerns related to managing children's behaviour to educators
- **Photography:** Discretion and respect of parent's wishes to be used at all times of children regarding photos taken of children whilst at the Centre

In general

- The Centre and educators are responsible for the children who are enrolled and signed in, whilst attending the Centre
- Parents attending the Centre with children whilst not enrolled for that day, are responsible for supervision of their children at all times
- Educators may ask parents to remove children not enrolled and signed into the program if they are disturbing the program
- Parents will be responsible for their children's behaviour when attending other activities at the Centre, such as working bee, Christmas party, fete

In relation to children

- Be a positive role model at all times
- Always speak in an encouraging and positive manner
- Listen actively to children and offer empathy, support and guidance where needed
- Physical contact with children other than your own should be avoided
- Regard all children equally and with respect and dignity
- All photographic material taken whilst children are at EMCC are not to be used outside the Centre unless written consent is given by the parent

In relation to other adults

- Use respect, encouraging and accepting language
- Respect the rights of other individuals
- Discipline of the children is the responsibility of the educators
- Refrain from public criticism of children and adults at the Centre
- Be aware of routines and guidelines for children's play within the Centre, abide by them and seek advice when needed
- Any issues or grievances should be raised as outlined in Dealing with Complaints Policy and Procedure
- Under no circumstances should a child, parent or member of staff be approached directly in a confrontational manner

Procedures for dealing with a breach of Parent Code of Conduct Policy and Procedure:

On notification of a potential breach of the Code of Conduct, the Committee will activate the Dealing with Complaints Policy and Procedure. The Committee will commence a course of action, which may include, however is not limited to:

- A warning meeting or the issue of a letter to inform relevant person of the outcome of the investigation and that another breach of the Code of Conduct will not be tolerated
- A restraining order (via the legal system) being sought against the relevant person. Success in obtaining a restraining order will then prevent this person from attending the Centre to deliver or collect their child or to participate in the program
- The withdrawal or suspension of a child's place at the Centre due to the parent's serious breach of Code of Conduct. This action will only be taken if no other alternatives are deemed appropriate by Committee.
- Possible Police intervention, if deemed necessary, regarding misuse or breach of photographic material by unauthorised parties

Emergency Situations:

In an emergency situation, where it is believed the educators, staff, children or parents/guardians are at immediate risk (such as, violence has been threatened or perpetrated), the Centre Manager and/or Executive Director and/or educators and/or Committee involved need to be able to act quickly and decisively. The Committee, Executive Director, Centre Manager and educators are authorised to contact the local police to advise them of the current situation.

The Committee is delegated authority to determine the suitable actions which may include, however not limited to:

- Applying immediately for a restraining order (via legal system)
- Suspending the relevant person/s from attending the Centre until Committee has investigated and decided on an appropriate course of action. If required, notify the parents/guardians that alternate arrangements will need to be organised for the delivery/collection of their child to ensure that the suspended person does not attend the Centre
- Suspending a child's place at the Centre due to the suspended person still attending the Centre after they have been advised not to.

Dealing with Complaints Policy and Procedure

Purpose:

From time to time unforeseen issues may arise and we believe the best way to deal with them is when the issue first arises. We encourage you to approach us at any time to discuss any concern you may have about our Centre, our educators and our general operations. We welcome your feedback as the ongoing high standards of our Centres depend on reflection which is best achieved through information gathered from families.

We encourage you to make an appointment with any of our educators and Management to discuss your concerns and we will endeavour to resolve any issue you may have. Staff and educators have an obligation to deal with issues in a positive, constructive and professional manner. You should also deal with any concerns in a positive and constructive manner when speaking with staff and educators.

Rationale:

EMCC is required to deal with and respond to the complaint in a discreet, effective and timely way. EMCC must tell the Department within 24 hours of a complaint if the complaint alleges that:

- The health, safety or wellbeing of a child or children was or is being compromised whilst that child or children is or are being educated and cared for at EMCC: or
- The National Law and/or National Regulations has been contravened

Direct complaints to the Regulatory Authority

Direct complaints can be made to the Regulatory Authority where the complaint alleges that:

- The health, safety or wellbeing of a child or children was or is being compromised whilst that child or children is or are being educated and cared for at EMCC: or
- The National Law and/or National Regulations has been contravened

Procedures:

- Approach the Centre educators:
Talk to the relevant room educators or the Centre Manager about your child or any concerns you have about your child's care. Work together to come up with a viable solution, there may need to be a follow up meeting to ensure a satisfactory outcome has been achieved
- Approach the Executive Director of the EMCC:
If there is no satisfactory outcome in the above instance please approach the Executive Director. Reflection on why a satisfactory outcome was not achieved at the Centre will take place and a new solution will be implemented.

EMCC Executive Director

Rebecca Vouch

9419 4301

emccmanager@emcc.org.au

- Approach the Committee of Management:
If the above two methods have not met your satisfaction you may write to the Committee of Management or attend a meeting. The Executive Director will table your letter in correspondence on the Agenda of the next monthly meeting and a written response will be issued to you.
- Contact the Department directly:
You can make a complaint directly to the Department regarding the operation of a children's service at any time. In this situation, an authorised office from your local regional office will assess how serious the complaint is and then take further action. An authorised officer will always investigate any complaints that allege a child's health, safety or wellbeing has been compromised or there has been a contravention of the relevant legislation. Among other things, the authorised officer may telephone the Centre, inspect the Centre, question staff members, take written statements, conduct formal interviews, or seize evidence when investigating complaints.

Department of Early Childhood Services details

Western Metropolitan Region

Early Childhood Services

Postal Address: P O Box 2141, Footscray 3011

Location: Level 9/1 McNabb Street, Footscray 3011

Phone: (03) 8397 0246

Email: wmr.qar@edumail.vic.gov.au

- Contact the Licensed Children's Services helpline on 1300 307 415 or by email licensed.childrens.srvices@edumail.vic.gov.au

Things to consider before you make a complaint

Before you approach the educators or Management you should:

- Be clear about the topic or issue you want to discuss
- Focus on the things that are genuinely affecting your child
- Always remain calm and remember you may not have all the facts relating to the circumstances of the topic or issue you wish to discuss
- Think about what would be an acceptable outcome for you and your child
- Be informed; check the Act and Regulations and the Centre's Policies and Procedures, where relevant.

What happens when you make a formal complaint?

- Writing down your complaint is a useful way to put all of your information together and clarify your concerns. It also means you'll have a clear record of the complaint.
- All notifications to the Department are treated confidentially. Your identity cannot be disclosed unless you give written consent or a court grants leave for this to occur.
- If you provide your name and contact details when you make a complaint, the Department will provide you with details of the outcome of their investigation.

We look forward to getting to know you and being a part of your child's education and care whilst attending EMCC

Kind regards,

Management and educators at EMCC