

**WELCOME
TO
TREASURE
ISLAND
CHILD
CARE
CENTRE**

PARENT HANDBOOK

Revised March 2004, March 2005, May 2006, February 2007, May 2007, September 2008,
February 2010

Parent Handbook

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Parent Handbook

Welcome to Treasure Island Child Care Centre

Welcome to our Centre. Please read this information carefully to assist you in settling your child into the Centre and to answer any questions you may have. If you require more detailed information please do not hesitate to consult with the Co-ordinator or a staff member. The Centre's Policy Manual is available in the foyer for you to view at anytime.

Our Philosophy for the Centre is:

The Philosophy at Treasure Island is based on the works of Rudolf Steiner and the Perth Waldorf School. They along with many other Theorists such as Vygtsky, and Piaget have proven that the first 5 years of a child's life are paramount for the child's development. Therefore Treasure Island indorses and implements programs and experiences that will enhance each child's developmental stage and encourage children to use their initiative, imagination and flexibility.

Treasure Island Child Care Centre will aim to:

- Enhances each child's developmental stage
- Encourages children to use initiative imagination and flexibility
- Recognises childhood as a special phase of life in owns rights and not just preparation for later life
- Will ensure children are not discriminated against on the basis of gender, age, ability, economic status, family structure, lifestyle, ethnicity, religion, language or nature of origin.

Treasure Island Child Care Centre's Framework will aim to:

To provide developmentally appropriate learning environments to meet the needs of all children by:

- Enhancing children's sense of themselves as capable and competent learners
- Reflecting the holistic way that children learn
- Through recognising the reciprocal relationships between the children, adults & the learning environment.

A full version of our Philosophy & Framework is displayed in the Centre foyer.

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History of the Centre

Planning of the Centre commenced in early 1986 as part of a wider process of planning several new centres to meet the demand for childcare.

A Steering Committee was elected from a public meeting. This Committee carefully followed the progress of the building and ground works. They were made up of an interested group of people from the community and community officers from Local and State Government; their time was contributed freely. They worked closely with all government departments and council to successfully complete the building.

The 43 place Centre opened its doors on 13th May, 1987 and its staff comprised a Co-ordinator, 3 child care workers, 4 assistant care givers, a part-time cook and a part-time gardener. More staff have since been appointed as the centre has grown. The Centre currently is licensed for 66 children with over 15 staff employed.

The association is governed by a constitution lodged with corporate affairs. A copy of this is available from the office. The Management Committee is comprised of client and other interested parties elected at the Annual General Meeting held in August/ September each year.

Management of the Centre

The Management Committee is responsible for the operation of the centre ensuring the efficient development, legal requirements, running and financial stability of the Centre as per the Centre's constitution. A copy of the constitution is located in the office

The Management Committee of the Centre consists of both clients and interested community members. The Management Committee is elected annually at our Annual General Meeting held in August/September.

All clients are invited to join the Committee, as this is one way for you to have a say in and become familiar and involved with the running of the Centre your child attends.

Please consider joining. You are also welcome to come to meetings as an observer.

Management Committee Meetings are held once a month. A list of current Committee Members is displayed on the notice board in the foyer. The minutes of these meetings are available in the office. You are welcome to read them at any time.

The Centre operates on a non-profit basis and does not receive any government funding to operate the Centre. Treasure Island Child Care receives support from 4 main sources:

- Family Assistance Office, pay the parents entitlement to Child Care Management System directly to the centre
- Fees paid by the client
- Centre may apply for Government Grants however there are limited funds available and all Centres through out Australia are given the opportunity to apply.
- Fundraising- Parent support would be appreciated.

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The following information will help you to understand the administrative requirements of enrolling your child and the operational policies that you need to know

Hours of Operation

The Centre is open during the hours of: 6.30am – 6.30 pm., Monday to Friday, 52 weeks a year with the exception of all West Australian gazetted Public Holidays.

At Christmas time, the Centre has an option of closing between Xmas and the New Year. The decision is based on the results of a client survey that will circulate in October of each year. Failure to return the survey results in clients not receiving a place for their child in the following year.

Treasure Island Child Care is closed on all Western Australian public holidays.

The Centre caters for the needs of all children between 0 – 8 years of age.

The age of care for school aged care is reviewed each year. It is dependent on the age of children currently enrolled in the service, needs of the community and license of the centre. This ensures that any program being offered to this age group is of the highest standard.

Clients of children aged 0-2 years utilising the Centre before 7.30am and after 6.00pm must notify the Centre Co-ordinator, as a Qualified staff must always be in attendance for this age group.

Priority of Access

The Commonwealth Government has set specific priorities of access to childcare services.

The Commonwealth Government requires the Centre to provide access to the service according to the following priority of access. This means that when the Centre is full those families who are third priority may be asked to alter their care arrangements to allow a family with higher priority to access the service.

First priority: Children at risk of serious abuse or neglect.

Second priority: Children whose parents satisfy the work/training/study test under section 14 of the Family Assistance Act.

Third priority: Any other child

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Enrolment

Should you wish to enrol your child you will need to know the following enrolment procedures.

You will be asked to complete an enrolment form containing information regarding your child's health, development, custody arrangements and emergency contacts. You will need to name all persons who may deliver or collect your child from the Centre. These persons must be over 18 years of age. It is your responsibility to ensure your nominated people are responsible and available when required.

The details required on the enrolment form are needed by:

- * The Child Licensing and Standards Unit
- * Staff to help them take the best possible care of your child.

Please Note

All information is kept in the strictest confidence.

If any of the details on the enrolment form change, you are asked to advise the Co-ordinator immediately.

At the time of enrolment you will be asked to pay two weeks fees in advance, fully disclose any medical or health concerns relating to your child, and agree to lodge your application with the Family Assistance Office for Child Care Management System prior to your child starting care. (See Child Care Management System for further details on Child Care Management System requirements).

Signing In and Out Cards

Signing children in and out of the Centre is a daily requirement. The following policy applies to all families.

Accurate attendance records need to be kept and checked each day. Whoever brings your child to the Centre or collects your child at the end of the day is required to record and sign the child's times of arrival and departure. Signing IN and OUT cards have been developed for this purpose. Each child has their own card, which can be found outside their nurseries.

This is a legal requirement by the Child Care Licensing and Standards unit and the Family Assistance Office. If you do not complete these records you will not be eligible to claim Child Care Management System.

Failure to complete sign in / out cards will result in being charged full fees

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Current Fees

Our fees are reviewed on an annual basis. Please see the Co-ordinator for specific details.

Payment of Fees

Our Centre's operation is dependent on maintaining fees. Please read the following information carefully:

Fees must be paid for two weeks in advance. Parents/Guardians pay for a place, therefore payment is required whether your child attends or not (this includes absence due to illness). Fees are payable for public holidays. Casual care must be paid for at the beginning of the day, or session. Casual care clients cannot be guaranteed a place.

The Co-ordinator will provide regular statements of accounts. You are asked to pay your fees promptly to ensure the viability of the service. You may wish to pay your account through eftpos facilities please note a fee of 2% is charged on each credit card transaction, other payment options include Cash, Cheque, Money Order or Direct Transfer. If the office is unattended please place your fees in an envelope with your child's name and the amount enclosed and place in the fee box slot in the foyer. Receipts will be provided and put into your child's pigeon hole. Please note if fees are sent to a collection agency any additional accounting costs will be billed to your account. Details of individual family's accounts and all completed forms are confidential and may only be accessed by the family concerned and that Centre staff who need to access the information.

Anyone experiencing difficulties in meeting their fee payments can speak to the Co-ordinator who can make mutually agreeable repayment arrangements.

If your fees are more than three weeks overdue and you have not made arrangements to pay or have not kept to arrangements made, your child's place will be cancelled.

Because we plan staffing rosters two weeks in advance, based on bookings, we ask all parents to provide two weeks written notice when withdrawing a child from care or pay the fees due in lieu of this notice.

Please inform the Co-ordinator in writing if your child is going to be away for longer than one week. Any child not attending the Centre for one week without notifying the Co-ordinator, in writing of the reason, shall be regarded as having withdrawn, and the place will be cancelled. Membership to the Treasure Island Association ceases on termination of care.

Parents/Guardians should notify the Centre if their child will not be attending during their booked time, as soon as possible or at the very latest by 9.00 a.m. of the morning of attendance.

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Telephone 9451 9451

Please refer to our Child Care Fees Policy

Child Care Management System

All families eligible for Child Care Management System (CCMS) need to register with the Family Assistance Office.

Families must register with the FAO prior to your child commencing care. In order to receive CCMS the centre must have the following details, Family CRN, Child CRN and Parent or Guardian's date of birth. CCMS will notify us of your entitlements on a weekly basis. **The Centre is only able to reduce your fees on receipt of your CCMS.** You will also be asked to provide evidence of your child's immunisation status to the Family Assistance Office. Until such time as the Assessment notice is received you will be required to pay full fees. The CCMS rebate will be credited to your account once the rebate has been received.

It remains the parents/guardians responsibility to ensure that they notify the service if:

The child has already attended another approved childcare service in the current financial year.

The child is also attending another approved childcare service.

The child has a sibling listed on the Assessment Notice who is attending another approved LDC, FDC or OSHC service.

This will ensure that the correct assessment is calculated.

If your answer is yes to any of these questions this may affect your child's CCMS, or entitlement to eligible hours and allowable absence days.

CCMS is paid for up to 42 allowable absence days (including Public Holidays), which can be taken for any reason, for each child per financial year, across all approved child care services. In addition to this CCMS is paid for approved absence days for specific reasons such as illness with a medical certificate, etc. Once the 42 allowable absence days have been used in a financial year then CCMS cannot be claimed for further absences in that year unless a Medical Certificate has been provided, therefore the client will be liable for full fees. Please contact the Co-ordinator for more information.

Please note: The forms that you sign for the purposes of CCMS are legal documents, and we are asked to remind you that giving false information is a criminal offence.

JET CLIENTS

In order to receive your JET payment you must supply the centre with a copy of your letter that contains your start date and finish date. **Centre link will not provide the centre with a copy and we are unable to process your jet with out this letter.**

Please see the Co ordinator if you have any further questions.

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Family Access

We will work in partnership with families at all times and welcome your input and access to the service according to the following guidelines:

Communication with Parents

Staff at the Centre are supportive of children and their parents/guardians. Both parents/guardians of the child will be treated equally. Without legal documentation, staff cannot act as though one parent/guardian is more fit than another to the legal rights of their child. Parents/Guardians may visit the Centre at any reasonable time whilst their child is in care. (Children's Services Regulations 2006, 77) However you are requested to give consideration to the time of day so that other children are not disturbed eg. Rest time. Any concerns you may have may be discussed with your child's caregiver or the Co-ordinator at any reasonable time. All information about your child will always be treated with the upmost confidentiality.

Custodial Issue

Where a child attending the Centre is not living with both parents and where disputes arise in relation to responsibility for the child the following will apply:

- * Parental responsibility remains with both parents jointly and individually except where it is altered By an order of the Family Court of Australia. In the absence of such an order the child will be Released to either parent who is the authorized person to collect the child.
- * Where a non-enrolling parent cites an Order of the Family Court giving him/herself lawful Access to the child, the order needs to be produced for inspection by the Co-ordinator. The enrolling parent will be telephoned to check the existence of the order and to be informed about the situation.
- * The child will only be released into the care of the parent with Parental Responsibility for the Child, or other person specifically authorised by that parent, except when Family & Children's Services or the Police specifically direct otherwise under the provisions of the Child Welfare Act.
- * We have a self-locking front door that can only be accessed from the inside of the building, by Centre staff. Please ensure that the door is closed when entering the Centre. There is also a closed circuit video that parents can view staff from their nurseries to ensure that children remain safe.

In the case of a parent/guardian, with parental responsibility for the child, arriving at the Centre to collect the child in a visibly intoxicated or unfit state to drive, the parent/guardian will be encouraged to contact an alternative adult to drive them and their child home, or the Centre will offer to call a taxi.

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Dropping off and Collecting Children

Our primary concern is the welfare and safety of your child. We therefore request that you comply with the following requirements.

Attendance at the Centre

To provide the best conditions for children and staff, it is essential that we maintain correct ratio's of Staff- Children. For this reason it would be appreciated if you maintain regular times for dropping off and picking up your children. Please let staff know if these times will be changed for any particular reason.

Arriving at the Centre

We request that children be handed to a staff member upon arrival. There is two staff on duty at all times. Please keep to the attendance times requested on your enrolment form as this enables the Co-ordinator to compile accurate staff work rosters. If you wish to change your times please speak to the Co-ordinator.

Authorised Persons

The Centre's primary concern is for the safety and welfare of your child and will therefore only release your child into the care of the custodial parent/guardian or authorised persons identified on your child's enrolment form. Any changes to these authorities must be advised in writing to the Centre as soon as possible. We request that you confirm who will collect the child each day. If an unauthorised person arrives to collect your child, the child will not be released until your authorisation (preferably in writing) has been obtained. You must ensure your child's collection from the Centre is reliably organised, as uncertainties and irregularities can cause anxiety for your child and the Centre.

Late Collections

If you are unavoidably detained and unable to collect your child at the agreed time you must telephone the Centre and advise of your expected time of arrival. If you need to arrange for another person to collect your child you must provide full details about this person to the Centre. If children are not picked up by the Centres closing time staff will attempt to phone you, or your emergency contacts to arrange immediate collection. A late fee will be charged of \$5.00 per minute until your child is collected. If no-one can be contacted and your child has not been collected 30 minutes after the centre's normal closing time the Local Police Station will be contacted and asked to take responsibility for your child.

Please refer to Children Not Collected At Closing Time Policy

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Parent/Guardian Participation

Parents/Guardians are our biggest support. Their encouragement and any assistance they offer in whatever way eg. coming to a parent/guardian night, collecting bits and pieces, helping with fund raising, helping at busy bees, is an invaluable assistance.

Because we do not receive funds from the Government for equipment, we ask parents/guardians throughout the year to assist us with our fundraising efforts.

We understand that nearly all of our clients are working parents/guardians, and that your time is limited as is ours. Our fund raising ventures are thus organised with a minimum of fuss and time spent on them. All we ask of clients is that they help us out in whatever small way they can to help make our efforts successful... Funds raised, always go towards needed equipment, subsidising guest speakers, the children's festive occasions, excursions etc.

You are encouraged to become involved with the program of the Centre and your ideas and suggestions will be greatly appreciated. We are always happy to have people come into the Centre with interesting things to show, sing, teach, make etc., especially activities of a multicultural nature.

You can be involved by explaining your child's temperament, stages of development and likes and dislikes to the caregivers. Even though a parent's/guardians life is very busy, we would appreciate a few minutes every morning and evening as you bring and collect your child to talk about how he/she is progressing. Tell the caregivers the little things they need to know eg. changes in sleeping patterns, any development you observe, the cold your child appears to be contracting, or how an activity was enjoyed.

Children's day sheets are important for two-way communications between parents/guardians and staff, any messages to be referred to the Kindergarten or schoolteachers.

To give the children the best opportunity for development child care staff and parents/guardians work hand-in-hand. We want children to gain the best that is possible from our Centre, so please do keep in touch and discuss your joy, problems, concerns and feelings with the staff.

There is a 'Suggestion Box', on the bench in our kitchen. We would love you to share with us your family's favourite recipes.

Parent's/Guardians nights to discuss and sign child profiles and progress reports and 'Thank Goodness it's Friday' are arranged throughout the year. These are organised as either social functions or parent/guardian education nights, where guest speakers are invited to come and talk on topics of interest. Our social functions are usually family nights, with the objective of parents/guardians and staff getting to know each other and feeling relaxed together.

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Termination of Care

In extreme circumstances it may be necessary to terminate a child's care.

Exclusion of children from the service will only occur after all other avenues of communication and support have been exhausted and when:

- Professional advice confirms a child is in psychological danger as result of an unusually prolonged inability to settle into care away from the parent/guardian.
- A child puts the majority of children at risk through inappropriate behaviour.
- The parent/guardian continually fails to observe Centre hours of operation or fails to pay the required fee.



Settling your child into the Centre

Children all react differently to being away from their parents/guardians, and we encourage you to remain with your child for as long as you feel is necessary to ensure your child's well being. We use a variety of strategies to help your child settle into our Centre. We recommend that you bring your child for a visit of at **least** an hour, prior to beginning care at the Centre. If possible for your child's benefit, a longer amount of time and frequent visits to their nursery over a few days/weeks is recommended. This will help to introduce yourself and your child to the staff and other children and familiarise the child with their nursery. Other visits can be arranged if needed. There is no charge to the parent/guardian for these visits as the child is still in your care.

A comfort toy or item belonging to you to look after is a good settling technique. It is important to say goodbye to your child when you are leaving even if your child becomes upset, to establish trust that you will not disappear and to reassure him/her of your return. Alert the staff of your intention to leave, so they can distract your child.

Please telephone the Centre during the day for reassurance that your child has settled. The staff will always tell you honestly how your child is. Be aware that some children settle quickly and others take longer or may be distressed by group care. Our staff will assess your child's emotional needs and discuss this with you. Regular attendance also helps a child to settle.

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Our Childcare Curriculum

Our staff are supportive and encouraging, and communicate with the children in a friendly, positive and courteous manner, to establish a warm and caring relationship with each child in their care. Each day the staff member responsible for your child will discuss your child's day with you.

Your child will be observed, frequently and from the observations gained, a program designed to meet the needs and interests of both your child and other children in the room. Curriculum's are regularly reviewed and recommendations implemented into the following fortnight's Curriculum. Festivals, excursions and other community events are also incorporated into the program.

Staff need parents/guardians input into the Curriculum.

This can be done:

Through children's day sheets

Through child profile/progress reports

Parent evenings, 'Thank Goodness it's Friday'

General discussions

Centre Routines

The activities that happen at the Centre are built around the daily routines. Children need routines to help them to settle and feel comfortable in the Centre. Please discuss your child's routines with their caregiver.

Routines are built around the regular events of the day, i.e. arrival, snacks/drinks, toileting/nappy change, main meals, washing, dressing, sleeping and departure, and take into account the developmental needs of individual children, children's attendance patterns, climate and physical environment, the numbers and ages of children within a given group, children with special needs, new children entering the group and parents/guardians expectations. A copy of the routine is located in each nursery.

Children's Curriculum

Children who attend our Centre participate in a range of activities that have been planned to meet their developmental needs.

The staff are responsible for creating an atmosphere and environment which is responsive to the physical, emotional, intellectual, social and special needs of each individual child and to the group as a whole and reflects the philosophy and framework of the service. The curriculum is child centred, and takes a 'hands on' approach, with staff acting as facilitators who create an environment and experiences which are stimulating, safe, nurturing and fun. The curriculum will include indoor and outdoor learning experiences, quiet and active times, individual, small group and large group times, time for individual

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staff/child interaction, individual and group interests, children's special needs, and be flexible enough to allow for spontaneity and the unexpected.

The curriculum is developed as a result of observations made by the staff during the time the children are at the Centre. Children are encouraged in a positive and supportive manner to explore their environment and try new experiences.

You will find your child's curriculum displayed in their nursery. We invite you to have input into curriculum development especially in relation to multicultural issues, music and storytelling. Any suggestions you have can be put into the Suggestions box in the foyer or discussed with your child's caregiver.

Children with special needs

Our Centre caters for children with special needs.

The Centre is committed to accommodating children with Special needs, however due to limited funding and appropriate staff training children can only be accepted at the Centre if:

- It has been determined that to accept that child will be of benefit to the child and his/her family, providing a vacancy exists in the appropriate nursery.
- Staff are able to meet the needs of the enrolling child without compromising in any way the quality of care being provided to all the children in their group.
- If staff feel that they lack the resources to provide quality care for that child and/or an additional worker would be required. The child can only then be accepted, if funding and resources necessary to meet the needs of the child are available to the Centre.

Meals

Meals form a significant part of the daily routine.

The centre will provide children with half their recommended dietary intake of food per day.

Please make sure that any food allergies, strong dislikes and special dietary requirements your child might have are recorded on the enrolment form and discussed with the Co-ordinator.

***Please note to protect your children and support these needs, this information will be openly displayed in both the nursery and the kitchen.**

The Centre employs an experienced Cook who prepares morning, afternoon teas and lunch. Breakfast is not provided, however parents/guardians are able to provide their own cereal/bread that can be left at the Centre and given to your child in the mornings on arrival. **Breakfasts can only be given to the children up until 7.30 am, as staff will need to be prepared to receive other children arriving after that time and cannot leave their nurseries to go to the kitchen.** If your child arrives after that time, please ensure your child has eaten. Morning tea will be served between 9.00 am- 10.00 am dependant on nursery

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attending. The menu is varied, balanced, and nutritious and, multiculturally based as well as being cost effective. The weekly menu is displayed on the menu board on the left hand side of the foyer.

Ideas and recipes are welcome. Please put your ideas in the 'Suggestions Box' in the foyer. From time to time recipes from the Cook will be printed in our newsletter.

Meals are appetising and provide variety in colour, texture and taste. Meal times are special times at our Centre. Children are always encouraged to help prepare the table, using a variety of table settings, such as flowers, candles and other items of interest and beauty. Staff encourage the older children to serve their own food, and drinks and serve others at their table, they are also encouraged to feed themselves. The Staff always sit with the children during meal times to interact with them, provide help when needed and set a good role model for the children. Manners will be encouraged and modelled by staff, but staff will never withhold food from children, whilst awaiting a reply.

Centre Complaint Procedures

Please let us know if you are unhappy with any aspect of the service we provide for you and your child.

If you have a complaint or concern you may discuss your problem with the relevant staff member or with the Co-ordinator. If you feel the problem is not resolved you may take the matter to the Management for resolution, either through the Co-ordinator or by writing directly to the Chairperson of the Management Committee. Parents/Guardians are also entitled to direct their complaints to the Child Care Licensing & Standards Unit. The number you can ring is 6210 3333 (metro) or 1800 199 383 (country).

GRIEVANCE PROCEDURES: Parents/Guardians

CONSIDERATIONS:

Philosophy -	All families, children, staff, management and visitors have the right to feel protected.
Legislation -	Long day Care Handbook July 2000 (Cth)
Children's needs -	Need and respect for a harmonious, happy environment; role model for interactions.
Parents needs -	Ability to voice concerns in a positive and confidential manner.
Staff needs -	Open communications with Parents, positive outcomes to parents concerns
Management -	Effective grievance policy in place in order to make informed decisions, to deal with grievance in a positive manner. To address all grievances promptly.

POLICY STATEMENT:

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Treasure Island Child Care Centre fosters positive relations between all Parents/Guardians and staff. Every parent/guardian has the right to a positive and sympathetic response to their concerns. Solutions are sought to resolve all disputes, issues or concerns that impact or affect the day to day well being of the centre in a fair, prompt and positive manner.

HOW POLICY WILL BE IMPLEMENTED

Every parent/guardian is provided with clear written guidelines detailing grievance procedures, included in the Parent Handbook and displayed on the notice board in the foyer (Child care regulations 71(2))

- All confidential conversations/discussions will take place in a quiet area away from children, other parents/guardians and staff who are not involved. It may be that an appointment time is needed to be organized for the following day.
- Parent/guardians names remain confidential. The option to remain anonymous will be at the discretion of each parent/guardian.
- The name address and phone number of the Child Care Licensing and Standards Unit is included in the Parent Handbook and displayed in the foyer. (Child Care Regulations 71(2)).
- A current copy of the Child Care Regulations is available in the Centre for parents/guardians to read at any time.

Babies bottles

We take particular care to ensure babies bottles are hygienically stored and cleaned after use. We ask parents/guardians to assist us in this by complying with the following requirements.

Children attending less than 2 days per week

- You are asked to ensure your baby's bottles are fully made up with formula or milk, and the child's name clearly written on them. Please mark name on caps, tops and dummies. It is a good idea to leave an extra tin of formula as from time to time a growing baby's needs change and more milk is required.

Children attending 3 days or more

- Either, provide readily prepared bottles of formula, or provide the nursery with a tin of formula for staff to prepare at the beginning of the day. If selecting this option, it is essential to prevent wastage, that staff are alerted early on the day if your child will not be attending. Staff will alert you when fresh formula needs to be purchased.

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Sleep Time

Sleep and rest times are another daily routine for the children at our Centre. Please discuss your child's current sleep patterns with their caregiver.

In the older nurseries we have a designated 'rest time', where children are encouraged to 'rest'. Some younger children will need to sleep, others will read, play quiet games, and construct puzzles. Parent/Guardian wishes about their child's sleeping pattern will be adhered to as far as possible. Remember, however, that in group care there are many distractions and children's sleep patterns may be different. Staff will observe children's needs and consult parents/guardians as required.

At no time will a child in this Centre be forced to take a sleep AND at no time will staff force children to 'stay awake' (Babies sleep patterns are according to their own individual times.)

Nappies

We provide cloth nappies for use at the centre through out the day, However parents are required to bring 2 nappies for at the end of each day for children to be changed to go home, if you would prefer your child to be in disposable nappies the centre asks that parents provide them.

A commercial nappy service is used at the Centre. Soiled nappies are hygienically stored in a sealed container, until it is removed from the premises. Items returned to a child's home for laundering will have soiling removed and will be stored securely in a plastic bag in the child's bag.

Laundry

Treasure Island Child Care is responsible for washing sheets/pillowslips and blankets on site in the Laundry.

Toilet Training

It is important that we work in partnership with parents/guardians in meeting children's toilet training needs.

Consistency and continuity is important for children learning to use the toilet. Please communicate with the staff in the room your child attends so they can follow the routines you have in place for toilet training.

Please alert staff of any particular 'words' you use for the toileting process.

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Clothing for this time especially should be easy for the child to remove with ease and speed! Overalls, belts and other restrictive clothing should not be worn during this time

What should your child wear?

It is important that children are in comfortable clothes that do not restrict their enjoyment or participation at the Centre.

Please dress your child suitably for play activities in clothes that you do not mind getting grubby with paint, mud, sand, glue or mulberry stains. We do provide aprons but clothes still get stained. Children need to have a pair of shoes, and a wide brimmed, Bucket or Legionnaire hat no less than 5cm brim clearly marked with their name.

- Parents/Guardians will be expected to provide a hat as previously stated for their child for outside play, if children do not have a suitable hat, staff will provide the child with a spare hat if available. Children will not share hats to minimise the spread of infections such as head lice, impetigo and ring worm. Otherwise the child will be required to play undercover only.
- Children will be permitted to engage in safe water play, which may involve fine spray sprinklers, outdoor shower or wading play. Parents/Guardians are required to provide a change of clothes. Please advise staff if children have grommets or ear problems.

The policy and hats will cover children and Staff participating in excursions and protective clothing should be worn on all excursions. Sunscreen is also necessary.

You will also need to provide an extra set of clothes in your child's bag to change into should the need arise. We recommend that at least two pairs of under wear are included. Babies need at least two spare nappies. We have spare clothes available. If your child goes home in day care clothes we ask that you return them to the Centre.

Once your child is able to assist with dressing (3-4 year olds) clothes need to be simple enough to pull on and off unassisted.

Your child's bag and all personal items should be clearly labelled with your child's name. This helps to minimise loss of items. If your child is accidentally sent home with something that does not belong to him or her, we ask you to return it the next day.

Other requisites we ask you to provide

To help us to keep our costs to a minimum we ask parents/guardians to provide the following items.

Tooth brush & Tooth paste, Teething Gel (for full details see 'Dental Hygiene' Policy) and nappy creams. The Centre does have a supply of teething gel and nappy creams for emergencies; however it is

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appreciated if parents/guardians could place some in their child's bag if they know that the children will need it. (Babies only!)

Although we supply the sun cream, it would be appreciated if parents/guardians could donate yearly, a gold coin towards the cost.

Please note all centre policies and procedures are located in the foyer to read at your convenience. Policies and Procedures are reviewed annually. Your thoughts comments and suggestions would be greatly appreciated.

Personal Toys

Please let your child bring a security toy only (i.e. dummy, rug, sleep teddy etc). Ensure these toys are clearly labelled with the child's name. No other toys are to be brought into the Centre. Great distress is caused to children by their own toys being lost, broken or played with by other children. Please let staff know of any 'names' used for child's comforters.

Sometimes children accidentally put Centre toys into their bags and take them home. Please bring these toys back and put them in the box provided in the foyer. It is very expensive to have to keep replacing "lost" items.



Special Events

We consider that special events which happen during the year provide an excellent learning and socialising opportunity for the children.

Curriculum's will reflect the cultural differences of all families using the service. The Centre will celebrate special events with the children that reflect the cultural heritage and ethnic origins of children attending the service. The following events are celebrated at the Centre each year:

- Special Persons' Day (i.e. Mothers' day, Fathers' Day etc).

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- Christmas.
- Easter.

The Centre understands that some parents/guardians may not wish their child to participate in some celebrations and therefore notice will be given in the monthly newsletter of forthcoming celebrations, so that parents/guardians may choose whether their child will participate

Birthdays

Children's birthdays are a special day that many families would like us to celebrate.

If parents/guardians wish the Centre to celebrate their child's birthday they may provide a cake (only) for afternoon tea. As we are a Centre that provides nutritiously balanced meals, and promote 'healthy' food choices, it would be preferable to have a 'fruit' variety cake, carrot, banana (NO nuts please!) The staff will encourage the children to sing "Happy Birthday" and will take a photograph to enable parents/guardians to share in this special treat. Parents/Guardians are invited to join the occasion if they can. Please do not send lollies, chocolates etc. If you would like to send any 'extra' party food, please see your child's caregiver, who will quiet happily provide you with nutritious and healthy alternatives.



Supervision

The Centre will maintain high levels of supervision of children at all times.

The staff: child ratios contained within the Children & Community Services (Child Care) Regulations 2006 will be strictly adhered to at the Centre. These ratios are:

0-2 years	1:4
2-3 years	1:5
3-6 years	1:10

Children will be appropriately supervised at all times. Staff will position themselves where they can see all the children under their supervision, listen carefully to what is happening and know the children individually so they can anticipate their needs. Staff will join in the children's play and encourage them to try new experiences.

Children outdoors will be supervised in small groups for safety; however children will be given opportunities for self discovery and freedom of choice. Staff will judge when children need an adult to facilitate play or will join in at the child's request. Children will be regularly reminded of safety procedures for fixed play equipment. Children will be encouraged to try new challenges as appropriate.

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Equipment is checked daily for safety.

Guiding Children's Behaviour

Learning appropriate behaviour is part of your child's social development. Our staff aim to help children to be responsible for their own behaviour and to develop an understanding of what is appropriate in different situations.

You are encouraged to discuss your child's behaviour with the qualified staff in your child's nursery to ensure consistent behaviour expectations between home and the Centre. Limits to children's behaviour will always be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way. Children will be encouraged to settle their differences in a peaceful manner. The staff will focus on positive behaviour, providing praise and encouragement where appropriate. Wherever possible problems will be prevented before they arise by using methods such as diversion and providing enough equipment for all.

Excursions

Children will be taken on excursions outside of the Centre as part of the planned activities of the Centre.

Excursions are considered to be an integral part of the children's curriculum and will therefore be arranged from time to time, to provide a broad range of learning experiences for children. Permission for walks to the local park is granted or denied on the enrolment form. For all other excursions written permission will be sought from parents/guardians and details of the outing provided in writing. All excursions will comply with the Children and Community Services (Child Care) Regulations 2006 (WA).

Our 'Bye Bye Buggies', fitted with seat belts for each occupant gives staff the opportunity to plan and implement many outings for children under three. The safety of 6 harnessed children in one buggy offers your toddlers and infants the chance to see the many wonders of the outside world without restraints.

Alternative arrangements will be made for children not participating in outings.

You are requested not to send your child on an excursion if they display any signs of being unwell. This is in the interests of everyone concerned.

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Health & Safety Issues

Hygiene

In group care situations one of the most troublesome problems is to control the spread of infections among the children and staff.

The application of universal hygiene procedures will be followed at the Centre at all times to control the spread of infection within the Centre. Staff role model a high level of personal hygiene at all times, and place emphasis on the children learning and understanding why hygiene is important. Hand washing is central to this system and children will be introduced to washing their hands before all clean tasks (i.e. meals) and after all dirty tasks (i.e. after using the toilet) as soon as they developmentally ready.

Immunisation

Immunisation of children who attend the Centre will help to limit the spread of infection.

We encourage parents/guardians to immunise their children against all diseases appropriate to the child's age. A record of your child's current immunisation status will be kept at the Centre. Children who are not immunised will be excluded from care during outbreaks of some infectious diseases in accordance with the National Health & Medical Research Council exclusion guidelines (on display in the foyer), even if the child is well. This is to limit the spread of infection and protect unimmunised children.

Health screening:

It is rare that the Child Health team will visit the Centre. If you have any concerns for your child's health or well being, please feel free to discuss these with the staff. We can organise referrals if needed, for some services.

Exclusion

As a protection for all children and staff the following exclusion policy applies to all children enrolled in the Centre.

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Children with infectious diseases will be excluded from the Centre in accordance with the National Health & Medical Research Council exclusion guidelines (on display in the foyer). A medical certificate is required after contracting diphtheria, hepatitis A, polio, tuberculosis, typhoid and paratyphoid before your child can be re-admitted to the Centre.

Unwell children at the Centre

Our centre operates to provide care for well children, and aims to ensure a safe and healthy environment for all children in its care. The centre is not able to provide the 1:1 support that a sick child requires to ensure their wellbeing, and has a responsibility not to compromise the health of other children.

If your child is unwell at home please do not bring him/her to the Centre. Children who have more than a slight cold should not be brought to the Centre and may not be accepted at the Co-ordinator's discretion. Fevers, vomiting, diarrhoea or unexplained rashes are indications that a child should not be brought to the Centre.

It is important that the Co-ordinator or the child's caregiver be notified if your child has been unwell or received an injury since last attending the Centre.

In the case of your child becoming ill at the Centre, every effort will be made to contact you to ask you to take the child home. The Co-ordinator has the prerogative to call an ambulance or doctor if urgent medical attention is required. Every effort will be made to contact you or your nominated emergency contact people as soon as possible. All medical and ambulance costs are the parent's/guardians responsibility.

Please refer to the centres ADMINISTRATION OF MEDICATIONS POLICY.

Occupational Health & Safety

Our Centre is concerned to protect the health and safety of children and staff at the Centre.

In the interest of Occupational Health and Safety and the well being of the children, the Child Care Centre is a smoke free zone. All equipment and play areas are checked regularly to ensure they are clean and safe for children's use.

- The Co-ordinator will ensure that health and safety practices followed in the Centre comply with Health Regulations, Children and Community Services (Child Care) Regulations, Australian

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Standards & Occupational Safety & Health Act (1984) and will allocate sufficient resources in the annual budget to ensure a healthy and safe environment.

- Staff will record all injuries or illness (to children and adults) on the Centre's 'Accident/Illness Record' Form. Details entered will include: date, time, and place of incident, injury or condition, brief description of events, adult witnesses, any anticipated treatment or outcome. (See Safety & Health Policy on Accident/Illness Record Form). Injuries or illness to staff also must be recorded (see 'Safety & Health' Policy on Incident/Accident Report).

Sun Protection

To ensure all children attending the Centre are protected from skin damage caused by harmful ultra violet rays of the sun the following applies:

SUN PROTECTION POLICY

CONSIDERATIONS:

Philosophy:	All families, children, staff, management and visitors have the right to feel protected.
Legislation:	Children's Services Regulations 2006 41A QIAS; Occupational Health and Safety Act 1984 & Regulations (1996); Laws of Negligence and Duty of Care.
Children Needs	Individual allergies; cultural differences, other special needs re sunscreen application and outdoor play environment taken into account i.e. babies special needs.
Parent's Needs:	Their child will be protected; their child will not be discriminated against regarding their cultural norms.
Staff Needs:	Educating staff regarding appropriate clothing (hats); application of sunscreen; hygiene considerations; role modelling.
Management Needs:	To be informed and educated in regard to requirements and legislation; to be up to date with current trends; to be assured that the service is meeting legislative requirements and providing best practice.
Care Responsibilities:	1.03

Treasure Island Child Care Centre's Sun Protection Policy has been developed to ensure that all children, staff and visitors attending this Centre are protected from skin damage caused by the harmful ultraviolet radiation (UVR) from the sun. It is to be implemented throughout the year.

The Centre will require children and staff to wear hats that protect their face, neck and ears whenever they are outside. I.e. legionnaire style or broad brimmed (5cm brim) and bucket hats are highly recommended. Hats that do not cover the ears and neck will be considered unacceptable.

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The Centre recommends that children and staff wear loose fitting clothing that protect as much of the skin as possible for outdoor activities. Darker colours are recommended, as they are less likely to reflect Ultraviolet Radiation (UVR) on to the skin.

The Cancer Foundation advises that outdoor activities should be kept to before 10 am and after 3 p.m., as during these times 70% of the UVR radiation for the day occurs. This is also the time when UVR levels are highest. UVR levels are not directly related to temperature – UVR does not feel warm and in fact the hottest part of the day, particularly in summer is often late in the afternoon.

Outdoor play may take place between 11 am and 3 p.m., provided the UV index is below 3. Once the UV is above 6 - time spent Outside should be limited to a maximum of 45minutes very early or late in the day, as it will take less time for the sun to burn or damage skin.

U.V Ratings:

0~2	Enjoy the sun shine
3	Seek shade in Midday ~ Slip slop slap
3-6	Slip, slop, slap and be Inside from 10am until 3pm.
7-9	Very High – Slip, slop, slap. Inside 10am until 3pm.
+ 9	Extreme – Slip, slop, slap and Inside between 10am and 3pm.

Staff will display daily the UV index rating and will respond accordingly.

Staff will apply sunscreen liberally to children on all exposed areas of skin, at least 15 minutes before going outside and not rubbed in. It will be reapplied every two hours or more frequently if it is likely to have been washed or wiped off. Children over the age of 3 ½ years will be encouraged to apply their own sunscreen under the supervision and guidance of staff.

The Centre will provide SPF 30+ broad-spectrum water resistant sunscreen for staff and children's use as necessary.

Parents/Guardians will be informed of the brand and type of sunscreen provided. Some children may be sensitive to some sunscreens, so if this sunscreen is not suitable parents/guardians will be aware of the need to supply an alternative for their child. If a parent/guardian specifically requests that the child does not have sunscreen due perhaps to their cultural norms or a severe allergy, staff in consultation with the parent/guardian will decide whether the child will be allowed outside. If the parent/guardian wishes their child to play outside appropriate clothing and a well-shaded area will be necessary.

In cases where no sunscreen can be worn, parents/guardians need to provide a letter, which states:

”Neither Treasure Island Child Care Centre nor its staff will be held responsible if, at any time during care, the child sustains sunburn”

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A copy of this waiver will then be sent to Treasure Island Child Care Centre's insurance company.

- Special considerations will be made regarding the applying of sunscreen to babies. Babies will be covered and play in the shade whilst outside and sunscreen only applied to areas of skin that cannot be covered by clothing. The Centre will consult with parents/guardians about their preferences for their baby.
- Parents/Guardians will be expected to provide a hat for their child for outside play, if children do not have a suitable hat, staff will provide the child with a spare hat if available. Children will not share hats to minimise the spreads of infections such as head lice, impetigo and ring worm.
- Children will be permitted to engage in safe water play, which may involve fine spray sprinklers, outdoor shower or wading play. Parents/Guardians are required to provide a change of clothes. If there is a medical reason why the child cannot engage in this play, a doctor's certificate must be provided and kept on file.
- If sun glasses are worn – please ensure that they meet the Cancer Councils recommendations otherwise they can do more harm than good.
- Learning about skin and ways to protect skin from the sun will be incorporated into programmed activities
- The 'Sun Protection' Policy will be reinforced in a positive way through parent/guardian newsletters, notice boards and meetings.
- Management will keep them informed about current trends, recommendations and legislation that impacts on 'Sun Protection' Policy by participation in industry networking groups, maintaining regular contact with relevant resource agencies, and providing opportunities for staff to train in current practices.

STAFF PROCEDURES

(See also 'Staff Roles and Responsibilities')

- All Staff will act as role models by: wearing appropriate hats and clothing outdoors, using SPF 30+ sunscreen for skin protection, seeking shade wherever possible.
- Staff will ensure that sunscreen is applied to all children at least 15 minutes before going outside. Sunscreen will be applied using a glove for each child, thus ensuring germs are not transferred from one child's skin to another.
- Occupational Safety and Health Legislation (1984) requires that the employer ensure a safe workplace for employees. It is therefore important that employers ensure their staff understands that protection from UVR rays is a serious health issue.

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- All Staff responsible for the care of children are to be aware of any children who may have allergies/ sensitivities relating to the use, or application of sunscreen.
- Staff will adhere to the above policy.

Source: Cancer Council WA Sun Smart Childcare: A guide for service providers – The Cancer Council
– www.cancerwa.asn.au
Managing OHS in Children's Services – A model for implementing an OHS Management
PSCWA policies to go by
Policy revised May 2006

Safety drills

Safety drills will be practiced to ensure that children and staff are familiar with the procedures should an emergency occur.

Emergency evacuation and safety drills will be practiced at the Centre at least two times a year. Evacuation procedures are displayed in the foyer and in each nursery. Parents/Guardians are asked to familiarise themselves with these procedures.

Accidents

Despite every precaution accidents will occur at the Centre from time to time. The following policy will be implemented to protect your child and keep you informed should an accident occur.

- Parents/Guardians are required to provide written authority (included in the enrolment form) for staff of the Centre to seek medical attention for their child if required.
- When a minor accident occurs at the Centre, staff who are qualified in first aid will:
 - Assess the injury
 - Attend to the injured child and apply first aid. Reassure the injured child and other children nearby.
 - Check that no-one has come into contact with the injured child's blood or body fluids - require these people to wash any contaminated areas in warm soapy water.
 - Clean up the spill using disposable gloves if bleeding involved.
 - Contact the parent/guardian. If the parent/guardian is not contacted at the time of the accident they will be informed about the incident when they arrive to collect their child. (Community Services (Child Care) Regulations – 53(5)).
 - Write full details about the incident and the treatment given in the accident/illness record.

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- When a serious accident which requires more than first aid treatment, occurs at the Centre a staff person who is qualified in first aid and CPR will:
 - Assess the injury and in consultation with the Co-ordinator decide whether the child is taken to a local clinic or medical practitioner or whether an ambulance should be called. If more than one staff member is required to ensure the child's well being then an ambulance must be called.
 - Parent/ Guardian to be contacted immediately if the accident requires further medical attention.
 - Provide the child's medical record for the ambulance officer.
 - Determine if it is necessary to ensure the child's well being, and whether it is possible (i.e. staff: child ratios can still be maintained at the Centre), for a member of staff to accompany the child in the ambulance.
 - Ensure that any contact with the injured child's blood or body fluids has been appropriately dealt with.
 - As soon as possible after the accident complete a full report of the accident detailing the incident and the action taken on an accident/illness report form and provide a copy for the parent/guardian. Details will also be entered onto the Centre's Accident/Illness Record.
- The Co-ordinator will notify the Centre's insurers and also provide them with a copy of the accident report.
- It is expected that any costs incurred in ensuring prompt medical attention for a child will be met by the parents/guardians.

First Aid Qualifications

It is a requirement that at least one staff member with a current First Aid and CPR qualification is on duty at the Centre at all times children are on the premises.

First aid will only be administered by staff with First Aid qualifications. A fully equipped First Aid Kit is maintained at the Centre.

Thank you for taking the time to read our
Parent Handbook.
Please speak with the Co-ordinator if you
require any further clarification.

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References

Professional support co ordinator Western Australia

*Policies to Go By for: Child Care Centres.
 Outside School Hours Centres.
 Family Day Care Schemes.*

Written by Sandy Morton, published by CSSU.