

Waite Campus Childrens Centre

ENROLMENT HANDBOOK

CONTENTS

	Page
1. Introduction	
- Welcome	3
- Education for Sustainability	3
2. Philosophy	3
3. Governance and Management	
- AUCS Board	6
- Parent Advisory Group	6
- Policies and Procedures	6
- Family Involvement	7
- National Quality	7
- Confidentiality/Complaints	7
- Privacy Information Management	8
4. Bookings/Financial arrangements	
- Eligibility and Priority of Access	9
- Enrolment/Bookings	9
- Fees and payments	10
- Child Care Subsidy	11
- Hours of care	11
5. General Information	
- Groupings	11
- Educators	12
- Primary Caregiving	12
- Procedures for Children	12
- Clothing	12
- Sun safety	13
- Sleep and rest	13
- Arrivals and Departures	13
- Behaviour Guidance	14
6. Centre Curriculum	
- Education program	14
- Integrated Preschool	15
- Educator/Family Communication	15
- Cultural Competence	15
7. Health and Safety	
- Security of Children	15
- Accidents and Emergencies	16
- Immunisation	16
- Illness and exclusion	16
- Meals	18
- Promoting Health and Hygiene	18
- Disaster Plans	19
- Policies and Procedures	20
8. Contact numbers	21

1. INTRODUCTION

Welcome to the Waite Campus Childrens Centre.

Our Centre is situated in a peaceful setting at Urrbrae within the grounds of the Waite Campus of the University of Adelaide, 20 minutes from the city.

The modern, purpose-built centre was jointly sponsored by the University of Adelaide, the CSIRO and the Minister for Primary Industries to provide a **not for profit service**, primarily for the staff and students of organisations located at the Waite Campus.

We provide a program of education and care based on the philosophy that each child is a unique individual with their own strengths. All children have a right to grow and learn in a safe, caring, and nurturing environment. This environment fosters children to develop respect for themselves, each other, and the natural world. Educators are guided by trauma informed practice with a focus on co-regulation in behaviour guidance and interactions.

Our learning program provides for the specific developmental needs of each child. It offers opportunities for choice and exploration and encourages and supports children's individual interests and strengths. A flexible curriculum presents time for self-directed play, group activity, and quiet times to meet the individual needs of children.

We work in partnership with families to provide a service that supports both parents/carers and educators in their respective roles. The Centre is governed by the Adelaide University Childcare Services Incorporated, to which there is parent/carer representation. The Director is responsible for the day-to-day management of the Centre and your ideas and suggestions are welcome. A Parent Advisory Group meets monthly to discuss and plan Centre development, and to organise family events.

Education for Sustainability (Efs)

The Centre's Sustainable Living Strategic Plan has a broad vision:

To operate a service that is self sufficient in as many requirements as possible.

Waite Campus Childrens Centre has a strong commitment to sustainable living. It is important that children, educators, and families understand the significance of caring for the environment and develop practices to minimise their impact on it in order to secure a better quality of life for present and future generations. **A percentage of all fee income is directed to support the sustainable living strategic plan.**

Education for Sustainability (Efs) is a key element of our program. Positive interactions with the natural environment are an important part of children's healthy development. Educators encourage an understanding of the interconnectedness of all living and nonliving things. The Centre employs an Education for Sustainability Teacher to support the growth of this understanding.

Centre programs aim to support and strengthen children's connections to both the local and global community and acknowledge the uniqueness and value of Australia's Aboriginal and Torres Strait Islander heritage.

2. PHILOSOPHY

The philosophy of the Adelaide University Childcare Services Incorporated was developed by the families, educators, and staff, of the Waite Campus and the Adelaide Campus Childrens Centres.

Mission Statement

The Adelaide University Childcare Services Incorporated (AUCS) is committed to providing high quality childcare services to the Waite and Adelaide campuses of the University of Adelaide.

Children are the focus of our services.

AUCS Philosophy

We foster reciprocal connections between children, families and educators to create a welcoming and safe learning environment.

We promote relationships that support children to:

- develop a sense of belonging and community;
- respect and care for each other and the environment;
- see themselves as confident, adaptable and capable.

We provide a positive environment to promote active learning and development through play.

We recognise and celebrate our diverse backgrounds and the abilities that we all bring to our community.

We respectfully acknowledge that the land we learn upon is the traditional land of the Kurna people and we value and support the importance and principals of a reconciled Australia.

WCCC vision statements:

For Children we will:

- Provide a secure and welcoming environment where children are empowered to grow and learn.
- Celebrate each child's individuality through the Centre's programs, experiences, and routines.
- Provide a balanced play-based program that encourages the development of independence, decision making and self respect in all children.
- Develop physical, emotional, cognitive, creative, imaginative, and social skills through both free play and planned experiences.
- Encourage children to express themselves, to communicate with and listen to others, to make choices and decisions and to experience natural consequences.
- Support children to take risks and seek challenges as part of their exploration of a safe environment.
- Facilitate children's understanding of, and respect for the needs of others, and cultivate their ability to challenge unfairness and bias and embrace peaceful resolution of conflicts.
- Provide opportunities for children to learn from and with the local community and understand and value the culture and heritage of Aboriginal and Torres Strait Islanders.
- Support children to respect, explore and take care of the natural environment and contribute responsibly to a sustainable future.
- Enable children to experience a familiar environment and develop trusting relationships with staff by employing strategies that support secure attachment.

For Families we will:

- Establish collaborative partnerships with families through regular communication between educators and families and through sharing and exchanging ideas, experiences, and expectations.
- Encourage and support the participation and involvement of families in the Centre's program and development according to each family's needs, interests, and opportunities.

For Educators and Staff we will:

- Facilitate the employment and retention of a highly motivated and professional team with a range of qualifications and experience.
- Employ educators with knowledge and understanding of, and respect for the development and learning capacities of young children.
- Involve educators and staff in decisions regarding service development.
- Encourage and support educators and staff to regularly extend and enhance their knowledge and skills through in service workshops, professional training, and professional networking.
- Provide educators with regular non-contact time to plan, to evaluate and to systematically reflect on teaching, learning and care giving practices.

For the Community we will:

- Provide a service to the campus community that responds to the needs of this community and recognises and supports the diversity of social, cultural, and economic backgrounds of students and staff on the campus.
- Encourage an exchange between the campus community and the Centre with the aim of promoting awareness of the value of early childhood education.
- Involve the Centre in the wider community and invite others to share in our program.

3. GOVERNANCE and MANAGEMENT STRUCTURE

Adelaide University Childcare Service Inc

The Waite Campus Childrens Centre, Urrbrae, and the Adelaide Campus Childrens Centre, Adelaide, are owned by the University of Adelaide and governed by the Adelaide University Childcare Services Inc. This body is separately incorporated and is not part of Adelaide University. AUCS Inc is supported in its governance of these Centres by a Director at each site who is responsible for service management, staffing, and administration.

The AUCS Board and the Waite Parent Advisory Group meet separately on a monthly basis.

ADELAIDE UNIVERSITY CHILDCARE SERVICES INC.

BOARD OF MANAGEMENT

Chairperson:	Vivienne St John Robb	
Secretary:	Alison Lane	
Treasurer:	Julie Berry	
Director WCCC:	Eleanor Behrens	
Director ACCC	Kylie Bloffwitch	
Parent		
Representatives:	Martin Bower	WCCC
	James Zanotti	ACCC

Parent Advisory Group

This group of parents nominate to assist and support the Director and the Board on matters relating to Centre development, policy development, staff employment, programs, and National Quality Standards. The group has up to 10 parents representing all sections of the Centre and includes a staff representative and the Director. A member of this group nominates/is elected to represent parents on the Board.

Meetings are held monthly on a day agreeable to all members. *Families with issues they wish to have addressed should present this in writing at least a week before the meeting.* Parents/carers interested in joining the group should express their interest to one of the members or the Director. A list of current members is posted on the Family Notice Board.

Policies and Procedures

The Board, Director, Parent Advisory Group, educators and staff, in consultation with parents have developed detailed policies and procedures to assist with the professional operation of our service. These policies and procedures are reviewed regularly and feedback from all parents is valued. Copies of the Waite Campus Childrens Centre Policies and Procedures Handbook can be borrowed from the Parent Library.

A list of all Centre policies is located at the back of this handbook.

Family Involvement

With your child at the centre

The Centre aims to support and respect families in their role as primary care givers and providers for their children. It is important to establish a confident partnership between parents and educators in order to provide a consistent, cooperative environment for the children. Parents are welcome to stay and join in activities at the centre with their children. Regular communication is essential, and parents are encouraged to discuss their children's needs with educators, either on an informal basis, or by making a time for more in-depth discussion either in person or by phone.

General involvement

Family involvement is invited and encouraged. There are a number of ways for families to be involved. You may offer skills, information or suggestions, or be more directly involved in activities, excursions and menu planning; or contribute to policy development, reviews and quality assurance feedback. Constructive feedback about the service is an essential part of providing a service that is responsive to family needs.

National Quality

Waite Campus Childrens Centre meets the National Quality Standard and complies with National Regulations.

Confidentiality

Information about all families is treated confidentially and with respect by Centre educators and staff. Information about your child is not shared with other parents and educators will not disclose information about other children to you. This includes things such as ages, place of residence etc. If you wish to make contact with your child's friends but find you are unable to meet at the Centre please speak to an educator who will happily pass on a note or invitation.

Complaints Procedure

The Centre has a detailed complaints procedure. A flow chart for this is displayed on the Family Notice Board. A copy of the complaints procedure is in the Policies and Procedures Handbook or available from the office.

The Board's definition of a complaint is as follows: "A complaint is an expression of dissatisfaction with the Board's services, with the actions of its employees or members, or policies, affecting an individual customer or group of customers. A complaint requires an immediate response and if it is serious or cannot be dealt with immediately, needs to be investigated and resolved."

Complaints can be made about:

- Failure to provide a satisfactory service
- Failure to follow agreed policies and processes (or the lack of such processes where they could be reasonably expected to be in place)
- The conduct of an employee or an agent of the Board.

Privacy – Information Management Statement

1. The primary purpose our service collects information is to enable Waite Campus Childrens Centre, to provide your child with an individual developmentally appropriate program that is educational, stimulating, nurturing and safe.
2. Waite Campus Childrens Centre requires certain information be collected, in accordance with administration of Child Care Benefit, regulations or legislation that directly relate to the operation of a children's service.
3. Waite Campus Childrens Centre discloses personal and sensitive information to the service's staff and educators, for the specific purpose of administration and education of your child.
4. Waite Campus Childrens Centre will obtain parent/ guardian permission before disclosing a child's personal and sensitive information to a professional attending our centre for the specific purpose of providing a service for your child. This includes early intervention teachers, speech therapists, occupational therapists, doctors and counsellors.
5. Personal information collected about children is regularly disclosed to their own parents or guardians. On occasion information such as children's personal achievements, child portfolios and photos are displayed within the boundaries of our services building.
6. Parents/Guardians have the right to access personal information collected about them or their child. However, there may be occasions when access is denied. Such occasions would include where access would have an unreasonable impact on the privacy of others, where access may result in a breach of the service's duty of care to the child or where children have provided information in confidence.
7. As you may know Waite Campus Childrens Centre, from time to time engages in fundraising activities. Information received from you may be used to make an appeal to you. We will not disclose your personal information to third parties for their own marketing purposes without your consent or for any other reason than for the purpose in which it was collected.
8. Waite Campus Childrens Centre will include your child's name, age and specific needs in their educator's focus children's folder. Waite Campus Childrens Centre, may include your emergency contact details in a class list and in Waite Campus Childrens Centre, contact directory. Access to these is generally limited to the staff and educators at Waite Campus Childrens Centre.
9. If you provide Waite Campus Childrens Centre, with the personal information of others, such as doctors or emergency contacts, we encourage you to inform them that you are disclosing that information to the Centre and why. You will also need to inform them that they can access that information if they wish to do so.
10. Waite Campus Childrens Centre takes all reasonable precautions to ensure personal information that we collect, use and disclose is accurate, complete and up to-date. Please ensure you inform the service of any changes to the information supplied.
11. Should the Service become aware of reasonable grounds to believe an eligible data breach likely to place individuals at risk of serious harm has occurred, the Approved Provider/Nominated Supervisor will immediately notify the individuals at risk and recommend steps they should take in response to the breach. It will also notify the Office of the Australian Information Commissioner via its online Notifiable Data Breach statement – Form.

4. BOOKINGS and FINANCIAL ARRANGEMENTS

Eligibility and Priority of Access

The Centre provides full-time, part-time, and emergency care for children aged 3 months to school age. The Centre is licensed by the Statutory Authority in accordance with Federal Government guidelines. Priority is given to families who are working or studying at the Waite Campus.

Enrolments/Bookings

Bookings at Waite Campus Childrens Centre are available for a **minimum of two full days to full time**. Exceptions to the minimum booking can be negotiated with the Director; when parents are on maternity leave or to provide a transition period when commencing childcare for the first time. A minimum of two full day's attendance at the Centre must continue until the child leaves. You will receive a booking contract and an enrolment form which should be completed, signed and returned to the centre when you visit for orientation. You will also need to provide evidence of your child's immunisation through the myGov website. It is important that you maintain correct information on your enrolment form at all times by notifying us in writing when changes of address, contact numbers etc occur.

*It is **very important** that you maintain correct attendance times for your child.* The Centre aims to keep educator-child ratios at their optimum and can only do this if children arrive at the Centre and are collected from the Centre at the times you have booked. If you need to vary these times you must confirm this with the Director.

Bond

A bond, equivalent to two weeks child care fees, should be paid on or before the first day of care. This bond will be refunded following the finalising of your account when you leave the centre. Bonds are updated annually in July or when there are major changes to bookings.

Booking changes

If you wish to change your booking by changing days, adding extra days, reducing days, taking holidays or cancelling your booking this requires **three full weeks'** notice in writing. Notification of changes can be made by email to childcare.waite@adelaide.edu.au. Please ensure you head your email appropriately (eg casual day, holiday notice)

Casual Bookings

Additional casual days or sessions *may be available* on short notice. Casual care must be approved by the Director or room co-coordinator and *after approval will be charged even if not used.*

Christmas Closure

The centre opens Monday to Friday for 50 weeks of the year with the exception of public holidays and is closed for two weeks over the Christmas/New Year period. Parents will be notified of closure dates each year. There is no charge for the two-week Christmas closure. Charges are made for all other days.

Holidays

In addition to the Christmas closure, *up to four weeks* of holidays (of your child's usual weekly booking), at a reduced rate, can be taken during the year. A 50% holding fee will be charged for *pre-booked* holidays of 1 to 4 calendar weeks per year.

Public holidays can be included as holidays with holding fee provided that the day of care immediately before and/or immediately after is also requested as a holiday.

Fees

The Waite Campus Childrens Centre is a non-profit service.

The costs of the service including salaries, equipment, education supplies, cleaning consumables, foods and administration costs are met by the fees paid.

All income is used directly by the Centre.

The quality of care we are able to provide via staff and service is directly related to the fees we receive.

For permanent bookings: **(effective 09/01/2023)**

Weekly	\$582 per week
Daily	\$122 per day

Administration fee

A once-off administration fee per family is charged to cover the cost of enrolment procedures. This fee of \$35 will be added to your first account.

Payment of Fees

- You will receive a weekly account by email. It is expected that this will be paid regularly on at least a fortnightly basis.

- The Centre's account is with the Commonwealth Bank.**

BSB No: 065 120 and Account No: 10016064

Fees may be paid by:

- Direct debit*, information on direct debiting is available from the Director.
- Electronic transfer* into the Centre's account.

Cheque and Cash payments are not accepted at the Centre.

Full fees are payable for your booking until your booking has been changed or is cancelled. This includes sick days, holidays, and public holidays. Remember written notice at least 15 Centre operating days in advance of any booking change or cancellation is required or normal fees will apply.

Fee Changes

There is an annual budget review before June each year to consider CPI, the AUCS Inc service Enterprise Agreement and increases to other expenses that affect operating costs. A new fee schedule will usually be

implemented from the first week of July each year. We aim to provide families a minimum of 4 weeks notice of any fee changes.

Child Care Subsidy

Please contact your nearest *Centrelink* or the *Family Assistance Office* to register for Child Care Subsidy (CCS). Payment of these benefits is managed through the government and not the Centre.

Please be sure you are aware of your rights and obligations with respect to this assistance. This includes signing for all absences as well as attendance and providing information on your child's immunisation. CCS is only paid for a maximum of 56 days absence during the year, including holidays, sick leave and occasional absences.

***If your child does not attend on their first booked days or your child does not attend during the final notice period (3 weeks is required by Centre policies) CCS will not be paid on these absences. Parents will be charged and liable for full fees.*

Child Care Subsidy (CCS) is paid with respect to the rebatable hourly fee, not the Centre's fee. This fee is adjusted annually by the Commonwealth Government in July with respect to the CPI.

Hours of Care

The Centre is open from 8.00 am to 6.00 pm Monday to Friday.

Please estimate as accurately as possible the time that you expect to bring and pick up your child each day. This supports us with staffing and also ensures that your child is ready to go home when you arrive to collect them.

Parents/carers should arrive with enough time to have a short chat with educators, collect their child's things and sign out before the session ends.

We therefore request that you consider 5.45 as the latest pick up time.

It is important that all children arrive and depart the Centre at the times booked to ensure that correct educator/child ratios are maintained and regulations and standards are met.

If your child is not collected by the end of the session (6:00 pm) there will be an additional fee on your next account. (See Late Fee policy.)

Late collection

If your child has not been collected by 6.00 pm staff will attempt to contact parents and then emergency contacts nominated on your child's enrolment form. If by 6.45 staff are unable to locate anyone to collect the child Crisis Care will be contacted (ref: Late Collection policy).

5. GENERAL INFORMATION

Groupings

Care is provided for children aged three months to school age in three groupings.

Room One	3 months-2 years	16 children
Room Two	2 years- 3. 5 years	18 children
Room Three	3 years - school age	26 children

Enrolled numbers in each room are flexible so that we can cater to the varying requirements of families and maintain places for Campus clients (see Policy on Groupings for variations). Transition from one section to another is dependent on age, developmental readiness, friendships and vacancies. Children transferring from one room to another are given a transition and orientation period during which they visit the new room for increasing periods of time. This allows children to get to know the educators, children, and routines of the new room.

Educators

The Centre at a minimum abides by the Education and Early Childhood Services (Registration and Standards) Act 2011 regarding educators (Please see Parent Notice Board).

Current Centre educator: child ratios are	1:4	Room One
	1:5	Room Two
	1:8	Room Three

The Centre employs a variety of educators with a range of qualifications and experience, achieving a balance of professional perspectives. More than eighty percent of our educators have an Early Childhood Teaching Degree or a Diploma of Children's Services, with other educators holding a Certificate III in Children's Services.

Each room is coordinated by an educator with both formal early childhood qualifications and experience. As well as permanent educators and staff the Centre also employs regular casuals to cater for busier periods and for non-contact time, sick leave and holiday leave.

The Centre also supports people wishing to gain employment in the early childhood field and offers placements for tertiary students undertaking formal training and work-experience for secondary students.

Primary caregiving

The Centre implements a system of primary caregiving for children and their families. Each child has one educator as their primary carer to develop and maintain secure attachments. All educators in the room will become familiar to your children and contribute to their care and education each day. The primary caregiver's role varies with the age of the child, and may include some or all of the following:

- Discovering and extending the child's interests
- Acting as a resource for other staff working with the child
- Being the focus person for daily routine needs such as nappy changes and mealtimes.
- Maintaining communication with the family about the child's day

Procedures for Children

Clothing

All clothing, bags, and other belongings should be **CLEARLY LABELLED**.

Children of all ages need to bring **at least** one change of clothing with them each day. Younger children, especially those who are learning to use the toilet, may require extra changes of clothes. To assist the educators and to help your child learn to dress and undress themselves, please send your child in clothing which is comfortable and easy to put on and take off, e.g., track suits and similar pull-on clothing. While the Centre uses smocks for art activities, children still get 'messy'. As part of the enrolment process, we will provide you will a reusable waterproof bag for taking home wet clothing. Additional bags can be purchased for \$10.

Sun sense policy

Children are encouraged to develop awareness of the need for sun protection. In periods when the UV reading is above 3 (now designated as 1st August to 30th April by the Cancer Council) children are required to wear a legionnaire or broad brimmed hat and 30 plus sun block when outside. Please provide your child with a suitable hat each day or leave a hat at the Centre. Please dress your child in clothing which shades the shoulders and neck i.e., collar and short sleeves. The Centre will provide sun block purchased from the Cancer Council to be applied regularly throughout the day. If your child has sensitivity to sun block, please ensure you speak to the educators about this. Please note the Centre has UV meters to monitor the UV rating and will only apply sunscreen when the UV is 3 or above.

Sleep and rest

All children will either sleep or rest during their day at the Centre. Children who sleep should bring a fitted sheet suitable for a cot size mattress (please discuss size requirements with educators) and a cover sheet/blanket that is appropriate to the season. These will be used for the week and placed in your child's bag on their last attendance day for the week for you to take home and wash.

The Centre follows practices detailed in the Safe Sleep guidelines.

Toys from Home

We request that children be dissuaded from bringing toys from home into the Centre.

Educators cannot be responsible for loss or breakage and children become distressed when others touch their special things. Children may bring a special comfort toy or blanket. These should be clearly named then left in the child's bag until required.

Nappies

The Centre supplies disposable nappies for children while they are at the Centre.

Winter

In winter children should bring a warm hat and coat as we encourage children to spend time in the fresh outside air every day. We also encourage children to bring wet weather gear (boots and raincoats) as we spend time in our outdoor classroom during all weather.

Arrivals and Departures

Please sign your child **IN and OUT** with arrival and departure times, on the electronic signing tablet each day that your child attends. This is our record of your child's presence at the Centre. This is a requirement of the Federal Government and is also the record of attendance used in the event that we are required to evacuate the building.

Verification is also required for days absent, eg. sick days and holidays.

Each time you bring your child, you need to also give details of:

- ✓ medication needs (a medication plan which has been authorized by a medical practitioner must accompany any medication)
- ✓ if someone different will be collecting your child please let educators know
- ✓ any other relevant information that will assist us in caring for your child

*****Children will only be released to family members and emergency and collection authorities listed on the child's enrolment form unless other arrangements have been made with written parent consent. These people must be a minimum of 18 years of age.***

Behaviour Guidance

The Centre is committed to providing a positive and nurturing environment for all children. Children are encouraged to treat one another in a caring and supportive way and all adults working in or visiting the Centre are expected to treat children and adults in a positive, respectful, and caring manner.

Educators use a variety of guidance strategies in dealing with inappropriate behaviour depending on the age of the child and the nature of the behaviour. Educators aim to develop an understanding of each child's individual personality and interests so that they can anticipate difficulties and reduce opportunities for inappropriate behaviour. Children from an early age will be encouraged and supported to take responsibility for their actions and to express to others how they are feeling.

More information is available from staff (ref: Behavior Guidance Policy).

Rules for All

While acknowledging that families vary in the methods of guidance and discipline they use at home it is expected that whilst in the Centre everyone will ensure that they follow Centre policies and procedures. This includes:

- No swearing or physical punishment of children
- Everyone practicing and modelling safe and healthy behaviour especially school age siblings.
 - WALK INSIDE
 - Treat each other respectfully - NO hitting, pushing or kicking.
 - Express feelings and play non-violently - NO Guns.
 - Use furniture appropriately - NO sitting on tables,
 - NO stepping over low doors/walls

Please take some time to read our Behaviour Guidance Policy

6. CENTRE CURRICULUM

Education Program

The AUCS philosophy, WCCC vision statements and the National Early Years Learning Framework, *Belonging Being Becoming* form the foundation of the programs of education and care provided at the Centre. The fostering and development of each child's self-esteem is the core of all programs. Experiences that aim to extend the child's interests and knowledge are provided on an individual basis and for the whole group. The plans are evaluated and reviewed regularly, and we value your contribution to this process. The program is child orientated and there is flexibility to follow a child's interest, chosen activity, 'teachable moments' and physical needs. Routines are viewed as learning experiences and incorporated into the program to develop children's self help and social skills. Children are able to use both inside and outside areas throughout the day. The daily routine is balanced so children are given both quiet and energetic experiences, including a sleep or rest time.

Integrated Preschool Program

Under the Federal Government Universal Access to preschool program all children are entitled to 15 hours per week of approved preschool in the year before they commence school. At WCCC the preschool program integrates seamlessly with our existing Room 3 program. The designated preschool times in 2021 are 9.00 am to 5.00 pm Monday - Friday, during school terms. During these times our early childhood teachers oversee a range of programmed experiences for all children.

Educator/Family Communication

Please take the time to read the Centre notice boards, program displays, newsletters and emails and provide feedback to educators and staff as this enhances and improves the program we offer. Written feedback is extremely valuable, as educators can refer back to it rather than relying on their memory of what has been said.

If you do not have an opportunity to talk to educators on a regular weekly basis, we strongly encourage you to make a time to discuss the program either by phone or at an agreed meeting time. A phone discussion can be arranged during the educators non-contact time and is particularly useful for parents/carers who are not able to do the daily drop off and pick-ups.

Cultural Competence

WCCC is recognised as an Inclusion Aware service. We acknowledge and respect the Kurna people as the traditional owners of the Adelaide plains. We support children to experience the cultural diversity of Australia by providing a range of resources, and equipment that are inclusive of many cultures.

We aim to develop children's awareness of inclusion and diversity and understandings of our common humanity through exploring the *everyday* experiences of all children.

Religious events which may be celebrated throughout Australia e.g., Christmas and Easter, and religious and cultural events which are celebrated by specific cultural and religious groups within the community are not the focus of celebrations at the Centre. We acknowledge these as special occasions for individual children and their families.

7. HEALTH and SAFETY

Security of Children

The security of children is a matter of great importance to the educators and staff as well as to the families. The Centre aims to provide an environment in which families can confidently leave their children and ensure that no confusion arises regarding who takes the child home. In order to ensure that we achieve these aims we require your co-operation with the following:

- **Always** ensure that an educator is made aware of your child's arrival.
- Children can only be collected by persons listed on the child's enrolment form.
- These people should meet the educators and become familiar with the Centre at enrolment time. If due to unforeseen circumstances, someone not known to the educators needs to collect your child, we will require notification from you and identification (eg drivers licence) from that person.
- If you need your child to stay at the Centre longer than their booked time on a day due to work or other commitments, you must discuss this with educators on the day.
- **Always** notify an educator when you are leaving with your child.
- Please ask an educator to assist you if you have more children and belongings than you can safely transport to your car.

- **Please** follow speed limits when coming to and leaving the Centre

Access and Custody Arrangements

Please speak to the Director if you have any concerns regarding access or custodial arrangements. You will be required to show an original or certified copy of any court orders relating to your child. The Centre is legally required to retain a copy of any available documentation before it is able to restrict parental access to children in the Centre. Please maintain correct information on your enrolment form by notifying the Director or senior educators when changes of address, contact numbers occur.

Accidents and Emergencies

If your child has an accident at the Centre, there are educators trained in first aid that will deal with the problem. An accident folder is kept in each room for recording details of any minor accident. Families will be advised of any incidents when they collect their child and are required to sign the accident record. In emergencies, children will be taken by ambulance to a hospital. The Centre will not be responsible or liable for any medical fees or costs, which may arise due to these emergencies. Accidents from a fault in equipment or from educator or staff negligence are covered by insurance, but every care will be taken to prevent the possibility of such accidents.

It is extremely important that we have ACCURATE daytime contact numbers including two emergency contacts in addition to parents/carers.

Immunisation

Please provide your child's immunisation record extract from myGov and ensure you update your record at the Centre each time your child receives additional immunisation. ******Women who may be planning another pregnancy should be alert to the increased exposure to childhood illnesses that may arise from attendance at child care and discuss any concerns they may have with their doctor.

Please note: Following changes to the *South Australian Public Health Act 2011 (the Act)*, from 7 August 2020, children will not be able to enroll in or attend early childhood services unless all immunisation requirements are met.

Illness and Exclusion

For up to date information on management of COVID within WCCC please speak to the Centre Director.

When children begin to have contact with large groups of children for the first time, they share many things, including each other's germs. In order to keep illness to a minimum and to respect the welfare of other children and families, please ensure that you keep your child away when they are unwell. Children should not be brought to the Centre if they have been unwell at home eg. if they have had a temperature of 39°C, or show other signs of being unwell or if they have vomited or had two abnormal bowel actions in the past 12 hours. When a child requires the sole attention of one educator the health and welfare of all children in the group is compromised. When children are not well enough to attend childcare, even if they are not contagious, please keep them at home.

****Please always let your doctor know that your child attends childcare and consult with them regarding exclusion times. Further information is available from the Centre.**

****Please contact the Centre as soon as an infectious disease is diagnosed. For the safety of other children, it is important that you abide by the prescribed incubation periods or until a doctor's clearance is received.**

Please consider that your child's natural build up of resistance to infection happens gradually. While you are using child care it is important that you have back-up care for the period of your child's illness. Please

keep handy the information sheet for families Guidelines to Illness and Medication in Childcare. This is also available on our website.

Medication and Medication Plans

As much as possible you should request that your doctor only prescribe medication that can be administered at home, outside childcare hours. If your child needs to take medication at the Centre, it must be supplied in the original container and clearly labelled with the child's name, the name of the prescribing doctor and dosage instructions. All medication must be accompanied by a completed centre Medication Plan (available from the Centre or the website). Clear and accurate administration instructions must be written and signed for by the parent on the medication sheet, each day that medication is required. *Medications, including Paracetamol, will not be administered unless accompanied by written authorisation from a registered medical practitioner.* If your child has an ongoing medical condition which requires administration of medication, for example asthma, please complete an illness and Medication Plan. Medications must be handed directly to the staff on duty for appropriate storage. ***Please DO NOT leave medication in children's bags.***

Meals

The Centre has a nutrition policy based on the Commonwealth Department of Health guidelines. The Centre complies with food safety guidelines with respect to vulnerable populations in all areas of food preparation and service.

Meals and snacks are provided as:

- Morning tea of fresh fruit with milk /water
- A balanced lunch
- Afternoon tea consisting of carbohydrate with milk/water

Parents are requested to supply one medium size piece of fruit/or a quantity of dried fruit per day per child (no apples please). For children attending 3 or more days per week parents may alternatively bring one large piece of fruit eg. a pineapple or rockmelon or a packet of sultanas. This allows each child to contribute something they like to eat.

Birthdays

Children may sometimes wish to celebrate their birthdays with friends at the Centre. Please speak to educators or the chef about how we can arrange this for you.

Allergies

* If your child has any special dietary requirements, please let us know when you enroll so that we can plan to meet these needs.

** If your child has a food allergy you will need to complete a dietary/allergy plan and a risk management plan detailing all the foods they are unable to eat so that we can meet their needs appropriately. It is important that this information is as accurate as possible and must be accompanied by a letter from your child's GP or dietician stating the health problem and the diet required. This information should be updated regularly.

(Please read Centre policies on Nutrition and Management of Special Diets)

Allergies and Nuts

** Due to potential issues related to allergic reactions to nuts and nut products in young children, as well as having children enrolled at the centre that have severe allergy to nuts, **our Centre is NUT AWARE.**

Please do not bring any nuts, nut-based products or food containing nuts into the Centre. This includes not bringing peanut butter toast into the Centre and ensuring that if your child has had peanut butter at home that you wash their face and hands thoroughly before they come to the Centre.

Bottles

Parents need to supply labelled, heat proof bottles of milk/formula for children who require bottles during the day. If you need to heat bottles at the Centre please follow the *Instructions for Heating Bottles*. For children who are drinking from a cup all drinks will be supplied by the Centre.

Kitchen Health and Safety

As a child care centre catering for up to 100 different children each week we follow very strict guidelines and procedures in food preparation. We therefore request that family members do not go into the kitchen. Please give bottles and medication to an educator.

Promoting Health and Hygiene

At the Centre educators and staff implement health and hygiene procedures over and above those usually practised in the home, and also encourage children to practice good hygiene routines.

These routines include: -

- prompt and strict routine for changing children's nappies and soiled clothing
- washing the change table after each nappy change
- supervising children while toileting and hand washing
- washing toilet areas during the day
- using tissues and washing hands after nose blowing (or using gloves if no water available)
- hand washing prior to eating
- use of tongs to serve food
- cleaning tables before and after eating
- requiring children to sit down when eating or drinking
- providing water for children at lunch as this cleanses the mouth
- using individual named bedding, sheets, bottles and cups
- the Centre is a 24 hour smoke-free environment
- children and educators are required to wear sun safe hats and 30+ sun block from August 1st until April 30th when the UV rating is above 3. The Centre has UV meters which are used to monitor the UV across the day.
- standard precaution procedures with respect to handling blood and body fluids. We encourage children to understand and follow these procedures. This includes age-appropriate self-management of cuts and abrasions and awareness that blood and other body fluids can carry viruses, which make people very sick.

In keeping with our focus on a healthy world for everyone all cleaning products used at WCC are certified as environmentally friendly. Soap and water are the key cleaning agents.

If you spend time at the Centre we would greatly appreciate that you also follow the Centre's hygiene policies.

Child Protection

All educators are mandated notifiers and are required by law to report any instance in which they suspect child abuse as defined under the Children's Protection Act. This includes physical, sexual, emotional, and drug abuse, and neglect. All educators receive regular training in this area.

Family Library

The Centre has a Family Library providing books, resource folders and other information of interest to parents of young children. We aim to have a diverse range of reputable books while not promoting any particular philosophy of child rearing to parents. We also have a great library of books to support families to move towards sustainable living. If you would like to borrow a book or a resource folder or would like a copy of some information you have read, please speak to the room coordinator of your child's room. Loan time is two weeks.

Disaster Plans

The Centre has plans for dealing with fire, and chemical threat inside or outside the building, bushfire, earthquake, severe storm, bomb threat and aggressive or threatening adults. In the event of any disaster the appropriate emergency services will be contacted immediately.

The Centre is also fortunate to be assisted when needed by the 24-hour security team of the Waite Campus.

Educators, staff, and children practice regular fire drills and educators discuss safety practices with children.

Generally, when there is a disaster outside the building, children will be kept inside. If a disaster occurs in the building the children will be evacuated to the outdoor area and if necessary to the Netherby Kindergarten.

If you become aware that there is an emergency at the Centre it is extremely important that you wait to be contacted by the Centre staff and do not attend the Centre.

An influx of cars will impede emergency service vehicles dealing with the emergency.

Please ensure that you read the Centre Evacuation Procedures that are displayed in each Room and in the reception area. In the event that you are in the building when the evacuation alarm is sounded you will need to report to the room coordinator or warden in the appropriate room as per procedure.

Safety in the Car Park

Please remember that this is a service for young children below school age. Many families have more than one child and will be negotiating car parking and access to the Centre with babies and toddlers.

Please remember to drive and park mindfully.

Please FOLLOW speed limits on the Centre access road when driving to and from the Centre

Centre Policies and Procedures

The following is a list of centre policies and procedures. A copy is available for reading in the reception area or you may borrow a copy from the Parent Library.

Policies on Management:

Philosophy
Sustainable Living
Policy Implementation
Parent Advisory Group
Family Involvement
Priority of Place Allocation
Security of Children
Late Collection of Children

Financial Policies

Fee and Stand Down Policy
Overdue accounts

Policies for Health and Safety

Health and Safety
Hygiene Practices
Accident/Incident
Water Play
Immunisation
Management of Infectious Diseases
Blood-borne Diseases
Medication
Procedure for Management of Unwell children
Procedure in Event of Death or Serious Injury
Child Protection
Healthy Environment
Healthy Eating and Physical Activity
Management of food allergies/sensitivities/ special dietary needs
Dental Health
Food Handling
Sunsense
Clothing
Sleep and Rest
Equipment and Environment Safety
Cleaning and Hygiene
Building and Environment Maintenance
Handling of Dangerous Chemicals

Policies on Children's Program

Orientation
Staffing and Groupings
Behaviour Management Guidelines
Curriculum
Excursion
Curriculum
Cultural Awareness and Inclusion
Photography

Other

Privacy Policy
Complaints Procedures

Contact numbers:

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Room 2 8313 6558

Room 3 8313 6559

Office 8313 6560

Reception 8313 6562

Fax: 8313 6561

Email: childcare.waite@adelaide.edu.au

Web: www.adelaide.edu.au/childcare/waite-campus-childrens-centre