



East Brunswick Kindergarten  
and Childcare Centre  
**Parent Handbook**

**2018**

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## About EBKCC

### Welcome to East Brunswick Kindergarten and Childcare Centre

#### **Overview**

This handbook has been produced as an 'easy-guide' to the structure and operations of East Brunswick Kindergarten and Childcare Centre (EBKCC).

EBKCC is a not-for-profit community based centre managed by a voluntary Committee of Management. The land and buildings are owned Moreland City Council, who work closely with the Centre to ensure the whole site is well maintained.

EBKCC offers a range of high quality early learning programs for children aged 3-6 years. Please see the *East Brunswick Kindergarten and Childcare Centre Profile and Program Schedule* for details about our services.

The primary aim of our programs is to recognise the value of children's play in the learning process and to recognise that each child will develop and learn in their own way and at their own pace. Emphasis is placed on creativity and the learning process rather than on the end product, with particular recognition of the child's need for space, time, materials, adult support and guidance. Our programs are carefully planned, based on observations, needs and interests of individual children and of the group.

## **Our Philosophy**

At EBKCC we believe that children should be allowed and encouraged to become motivated learners by providing opportunities in unstructured play. Children select experiences they wish to engage in. There is an emphasis on informal and indirect teaching. Children's interests are encouraged and explored to motivate them in their play. Children are encouraged to be curious, to question and experiment and to explore their individual creativity and potential.

We also acknowledge that children belong first to their family, whatever structure this takes, and recognise that this is the child's most significant relationship. We highly value the link between a family, an Early Learning environment, the wider community and school, and work in partnership with all these groups to provide the best start for each child.

In relation to educators, at EBKCC we expect and enable educators to keep up with current ideas, philosophies and educational practice to strive to create a centre of excellence. We encourage the seeking of knowledge, and aim to create an environment of trust and respect with emphasis on open communication.

Finally, in relation to the environment, at EBKCC we recognise that both indoor and outdoor environments play a vital role in supporting learning and promoting physical wellbeing, and strongly encourage the active use of our extensive outdoor space. We encourage the promotion and use of natural and recycled materials, support a workplace that is environmentally aware, and promote sustainable practices, minimising waste and recycling.

**Learn more** about how EBKCC developed our philosophy from this article published by Early Childhood Australia, the national peak organisation for children's services.

[http://www.earlychildhoodaustralia.org.au/nqsplp/wp-content/uploads/2013/01/TAPS\\_Service-Philosophy.pdf](http://www.earlychildhoodaustralia.org.au/nqsplp/wp-content/uploads/2013/01/TAPS_Service-Philosophy.pdf)

## **Our Programs**

Our programs are guided by both the Victorian Early Years Learning and Development Framework and the National Quality Framework. These frameworks embrace an integrated approach to learning and teaching, ensuring that play is used to facilitate children's learning across all domains of development.

At EBKCC our high quality early learning programs are designed to;

- Enhance self-esteem and build self confidence
- Promote a caring attitude towards others
- Teach skills of problem solving and assertiveness
- Use imagination and creativity
- Encourage participation in activities
- Foster social skills in a sensitive, positive manner
- Develop good communication skills and express feelings in socially acceptable ways.

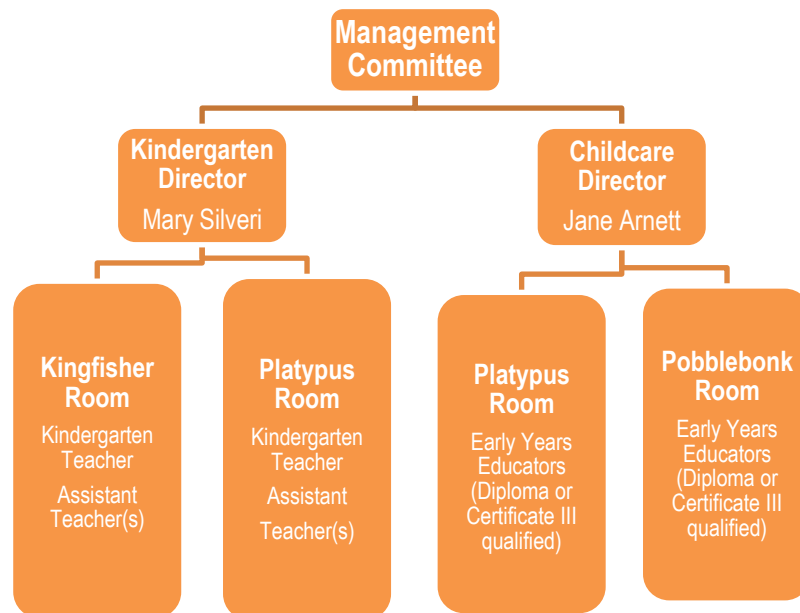
Every effort has been made to provide equity of access and fees across these programs, and the Committee of Management reviews programs annually and make changes when necessary. If required, some program changes may occur and all families are notified as soon as possible.

## Management

### Organisational Structure

EBKCC is run by a voluntary Committee of Management that is responsible for the overall operation of the Centre and ensuring that all government regulations are complied with.

Day to day running of the Centre is delegated to the Kindergarten Director and the Childcare Director, who work closely with the Committee of Management. All educators report according to their respective Director.



## **Committee of Management**

The Committee of Management is comprised of parents/guardians of enrolled children or those with a recent association with the Centre. This voluntary Committee meets monthly and is responsible for the running of the Centre, making decisions on staffing, finance, maintaining the grounds and fulfilling all legal and regulatory responsibilities to ensure the Centre remains a high quality accredited and licensed facility.

Each year at the Annual General Meeting (typically held in March), vacant positions are available for nomination/election. No specific skills are needed to join the committee, just a positive attitude and a commitment to the goals and philosophy of the Centre. Committee members contribute any useful work and life skills they have to the degree they are able and often find themselves learning useful new skills.

Joining the Committee is a great way to make connections in the community and make a contribution to your child's early education - and it's fun!

### **COMMITTEE ROLES & RESPONSIBILITIES**

**President** – runs the monthly meetings, guides decision making and task allocation, liaises with external bodies such as Council, is a member of the Staffing sub-committee.

**Vice President** - supports the President and other office holders, participates in various sub-committees as required.

**Treasurer/Vice Treasurer** – liaises with EBK's book-keeper, prepares annual budget in collaboration with staff and bookkeeper, presents monthly finance reports for Committee meetings.

**Secretary** – prepares monthly Committee agenda, records and distributes meeting minutes, records all correspondence. Under Incorporation responsibilities or the organisation, this is also the nominated contact person for Consumer Affairs Victoria (CAV) in relation to the Incorporation responsibilities of the organisation. The Secretary must provide details of the committee members to CAV and lodge the Annual Report with CAV.

**Social Coordinator/s** – coordinates the welcome picnic, mid-year gathering, Children's Week activity and end of year gathering. Sources and prices entertainment for the above events, also promotes them and organises catering where necessary.

**Maintenance Coordinator/s** – coordinates regular working bees and any maintenance not managed by Moreland Council.



**General Member** – participates in Committee meetings and sub-committees, contributes to decision making and contributes as able.

#### **STANDING SUB-COMMITTEES**

**Policy, Evaluation & Accreditation** – reviews and updates relevant documents, eg. Policy and Procedures, Constitution, and ensures all accreditation processes are followed under State and Federal requirements.

**Staffing** – assists EBK's Directors with staff management, staff recruitment, contracts and staff issues and concerns that may arise.

**Buildings and Grounds** - liaise with Moreland Council over general maintenance requirements, organise working bees, and work with Directors to ensure all OH&S matters are addressed at the Centre.

Ad hoc Sub-Committees are also established to oversee specific projects (such as IT redevelopment, playground/garden works, etc).

### **Staffing**

EBKCC employs qualified Educators in all of its programs, with Kindergarten Teachers in the kindergarten programs and level three and four Early Childhood Educators in all Early Learning sessions. Our ratios are kept high to ensure that all children receive individual attention and a quality education. Additional staff can be engaged to assist children with Additional Needs after consultation with our Regional adviser and Moreland Council.

All staff have planning time and meal breaks rostered into their shifts, and additional staff are employed to supervise children at these times.

At EBKCC we are very proud of the strong collegiate nature and highly professional attitude of all of our Educators, and we also encourage them to participate in further education and professional development opportunities as they arise.

### **Students and Volunteers**

EBKCC welcomes the involvement of students and volunteers at the Centre, and has devised a specific policy to ensure they are appropriately supervised, supported and integrated so that everyone gets the most out of the experience.

Parents are also encouraged to volunteer their time and skills at the Centre and should approach a staff member if they would like to contribute in this way.

## Planning

East Brunswick Kindergarten and Childcare Centre (EBKCC) operates under the National Quality Framework (the NQF), a document developed by the Federal Government that came into effect in January 2012. The NQF aims to raise quality and drive continuous improvement and consistency in education and care services through:

- A national legislative framework
- A National Quality Standard
- A national quality rating and assessment process
- A new national body called the Australian Children’s Education and Care Quality Authority.

More information about the NQF can be found at: [www.deewr.gov.au](http://www.deewr.gov.au)

### **Programming and Activities**

All educators at EBKCC are responsible for planning programs, implementing them with the children, monitoring their success and revising programs if needed.

In line with our philosophy, children are encouraged to become motivated learners as well as selecting the experiences they wish to engage in. Educators record activities in the daily reflective journal, and in the children’s individual portfolios throughout the year. Children are encouraged to look at and comment on their own portfolios and reflect on the various activities that they have enjoyed or learned from.

Some of the activities commonly undertaken at the centre include reading stories, active play outdoors, art and craft activities, creative play with equipment and with other children, singing and dancing, activities to encourage sharing and turn-taking, and quiet time when appropriate.

EBKCC prefers to organise activities within the centre (such as storytelling, travelling farms, creative dance, yoga, musical activities

and wildlife exhibits) rather than attending off-site excursions. These are referred to as 'incursions' and are designed to give the children a wide range of new experiences and learning outside their standard program. If any excursions are held, families will be given prior notice and asked to provide appropriate authority for children to leave the Centre.

## **National Quality Standards**

In 2012 all early childhood services were required to implement the new National Quality Standards developed by the Federal Government. This framework replaced the old accreditation system and the regulations provide guidelines for all Centres and Educators to use. The Standard comprises guiding principles, quality areas, standards and elements. The seven quality areas aim to capture aspects critical to quality Education and Care, and are:

- Quality Area 1      Education program and practice
- Quality Area 2      Children's health and safety
- Quality Area 3      Physical environment
- Quality Area 4      Staffing arrangements
- Quality Area 5      Relationships with children
- Quality Area 6      Collaborative partnerships with families and communities
- Quality Area 7      Leaderships and service management

Assessment against each of these quality areas occurs on a regular basis, and we strive to continuously improve our practices under the Centre's formal Quality Improvement Plan (QIP).

Under the National Quality Standard we are required to regularly undertake self-assessment activities around the delivery of quality education and care, and planning for future improvements. Reports on these activities will be made through the regular EBK newsletter.

## How our Centre works

### Operating Hours

EBKCC is open from 8.00am to 5.30pm for 48 weeks of the year. Within this time we run state-funded Kindergarten sessions within the Victorian public school terms, and Early Learning program sessions for the full 48 weeks. We close for four weeks over the Christmas/New Year period.

Notifications of all key dates for the year, including planned closures, are updated via the website, newsletters and in notices to parents.

We also close for all national and Victorian public holidays, and typically for one professional development day each year.

### Licensed Places

We are licenced by the Victorian Department of Education and Training to provide the following in each room:

- Kingfisher Room – maximum 22 children per session
- Platypus Room – maximum of 20 children per session
- Pobblebonk Room – maximum of 30 children per session (however we aim to have only 22 children per session)

This means a maximum of 75 children at the Centre at any one time.

### Enrolment and Waiting Lists

All families are encouraged to visit the Centre prior to filling out an application form to get a feel for how the Centre runs and whether the programs and session times will suit their child. Families are also encouraged to ask questions of the staff about any aspects of the program or centre operations that are of interest or concern.

*A Waiting List Application* must be filled out and lodged with the Centre Directors (Childcare or Kindergarten). Applications can only be accepted once your child has turned two years of age.

You will be notified by phone and/or email when an appropriate place becomes available, but due to high demand we cannot guarantee that your preferred session times or days will be offered.

Offers are made on a priority basis, based on the following criteria:

- Siblings of children currently enrolled
- Children from the local area (East Brunswick, Brunswick, Fitzroy North, Northcote and Coburg)
- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families of low incomes
- Children in families from culturally and linguistically diverse backgrounds
- Children in socially isolated families
- Children of single parents.

In addition, we are required to make priority offers under Australian Government guidelines for the following reasons:

Priority 1 - a child at risk of serious abuse or neglect

Priority 2 - a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under section 14 of the New Tax System (Family Assistance) Act.

Priority 3 - any other child.

If there are no places currently available, your application details will be placed on a 'Waiting List' used to allocate future available places. You are encouraged to keep in contact with the centre about your place on this list, and staff will contact you on a 6 monthly basis to check if you still require this place.

Once you have been offered a place you will be required to fill out a more comprehensive enrolment form and provide a deposit to hold your place until your child starts. Confirmation of your enrolment will only be made once the enrolment form and deposit are received.

## **Fees**

As a community based centre, EBKCC is committed to setting fees as low as possible in order to make the service accessible to all families within the local community. As part of the budget development process, the Committee of Management sets fees each year for the programs of the service, taking into consideration:

- the financial viability of the service

- the level of government funding provided for the program, including the Kindergarten Fee Subsidy
- the availability of other income sources, such as grants
- the fees charged by similar services in the area
- the capacity of parents/guardians to pay fees
- reasonable expenditure in meeting agreed program quality and standards
- requirements of the *Kindergarten Fee Subsidy – Fees Policy* (details in the *Victorian kindergarten policy, procedures and funding criteria* document available at [www.education.vic.gov.au/ecprofessionals/kindergarten/](http://www.education.vic.gov.au/ecprofessionals/kindergarten/))

## Other Fees and Charges

### Enrolment fee deposit

Parents/guardians are required to pay the fee deposit on offer of a place. This payment is retained and deducted from term fees. Payment will secure the child’s place in the four-year-old (funded) kindergarten program or the early learning sessional program.

### Late collection charge

The Committee of Management reserves the right to implement a late collection charge when parents/guardians are frequently late in collecting a child (refer to Late Collection of Children information in Section 5).

## Payment of fees

For the 4 year old Kindergarten programs, invoices are issued at the beginning of each term and must be paid by the due date. Fees are not charged for the school holiday period when the 4 year old program in the Kingfisher and Platypus room is closed.

For the 3 year old early learning and childcare programs in the Platypus and Pobblebonk Rooms, statements are issued monthly and must be paid by the due date. Fees for these sessions are charged for the full 48 weeks of the year that the centre is open.

Families are still responsible for paying fees when their child is sick and unable to attend the centre, when they take family holidays, and when a public holiday falls on a day their child attends.

## **Preferred method of payment**

NO CREDIT OR CASH PAYMENTS can be accepted.

Please separate State funded 4-year-old term fees from monthly childcare fees.

Kindergarten and childcare fees can be paid using:

- 1 Internet Banking.  
East Brunswick Kindergarten  
ANZ BSB: 013374  
Account Number: 318223511  
Please state child's name and identify program used.
- 2 EFTPOS available in the office - savings and cheque accounts only.

Please contact the Australian Government/Centrelink to access Child Care Benefits (CCB) or Child Care Rebate (CCR) payments.

Ph: 136 150 or  
<http://www.humanservices.gov.au/customer/themes/families>

You MUST provide EBKCC with both you and your child's Centrelink Customer Reference Number and date of birth; this will enable us to activate your Child Care Benefits on our payments system.

## Partnerships with Parents

As a not-for-profit community based centre, EBKCC relies on active participation of parents in its management and in activities throughout the year. While we recognise the time limits faced by many families, we still encourage you to make your family's time at EBKCC more meaningful by being involved in some aspect of the Centre's operations.

### Communication

Each child has an '**information pocket**' allocated at the beginning of the year, and parents or guardians are advised to check this each time they pick up their child for important information and fee statements.

We are increasingly using email as a means of communicating with parents, including emailing the monthly **newsletter** that is created after each monthly Committee of Management Meeting.

Our new **website**, [www.ebkcc.org.au](http://www.ebkcc.org.au) is another source of information for families and will be regularly updated throughout the year.

Finally, parents are encouraged to **phone or email** the Centre at any time if they have issues to discuss, or make a time to talk with one of the Educators or Directors. While staff are happy to talk anytime, you will notice that drop off and pick up times can be very busy and it may be better to make a separate time to have detailed or private conversations.

### Parental Involvement

In addition to the Committee of Management, there are many other opportunities for parents to be involved. The key ones are:

- participate in sub-committees or special groups set up by the Committee of Management (these will be notified in the regular newsletter)



- attend a working bee to help maintain the interior and exterior spaces at the Centre, scheduled several times a year (this is particularly important now that we have a beautifully landscaped and planted garden for the children to enjoy);
- assist with washing linen, towels and art smocks (notified as it arises);
- filing of children's artwork in each room;
- volunteer to read a story, run an activity or showcase special skills or interests you may have as part of our 'incursion' program of special events.

While the Centre does not currently conduct regular fundraising activities, there may be targeted fundraising events. When these events are held, all parents are encouraged but not required to participate.

### **Attendance and Collection of Children**

Parents or guardians are required to sign the time of arrival and departure of their child on the attendance sheets provided in each room. If a person other than the parent or guardian collects the child, a staff member must ensure that the person is listed on the child's enrolment form as an emergency contact person.

Staff will not accept phone permission unless in exceptional circumstances and with the consent of the relevant Director.

### **Late Collection of Children**

Parents should be aware that the late collection of their child places significant stress on the child and staff involved.

Parents and guardians are asked to notify the centre immediately if an unforeseen delay or emergency means they will not be able to collect their child. However notification of this situation does not preclude a late fee being charged (see following), at the discretion of the Directors.

In the first instance, the parent/guardian should arrange for an alternative emergency contact person to collect their child (as per the above requirement that they are listed on the child's enrolment form).

If a child is collected more than 10 minutes after the end of their session time, they will be charged \$50 per 10 minutes (or part thereof).

These charges must be paid immediately on collection of the child and will be receipted separately to regular fees. Any dispute over

these late fees should be taken up with the Treasurer or President, not with the staff member concerned.

## **Concerns from Families**

The Committee of Management is committed to ensuring that concerns raised by families and staff are investigated in a timely manner and corrective action taken where necessary. The 'Complaints and Grievances' policy outlines the detailed procedures to be followed in the event of a concern being raised, including processes where a notifiable complaint must be reported to the Department of Education and Training.

In the first instance, families and staff are encouraged to raise the matter with either the Kindergarten or Childcare Director to resolve the issue. Where this is not possible, those making the complaint are asked to put it in writing and it will be passed on the Committee of Management to address. If it is deemed appropriate, a formal Grievance Sub-Committee will be convened to deal with the matter and ensure that all appropriate steps are followed.

Confidentiality of the concern or complaint will be maintained by all involved (as per our Privacy and Confidentiality Policy).

If parents or staff are dissatisfied with the outcome and believe the centre is in breach of the Children's Services Regulations and Act, they may contact the Department of Education and Training. (Northern Office).

## **Our Day at EBKCC**

Each day is a little different at our centre given the range of different programs and activities offered. However the following information guides the way that children, families and educators will experience their day at the Centre.

### **Positive behaviour and discipline**

EBKCC is committed to maintaining the safety and well-being of all its participating children, staff members and volunteers. The centre's values in this area are as follows:

- All children need to be in a safe and secure environment and to have positive interactions with adults and other children.
- Positive behaviour has to be promoted in all children, and all children need to be respected and valued as individuals.
- It is important to set limits for behaviour so that children, other people and the environment are safe and protected.
- Children have to learn the consequences of their behaviour and thereby develop understanding of how their actions affect other people.
- Parents, guardians and carers have to be involved in resolving issues related to guiding their child's behaviour.

EBKCC is committed to operating according to these values by providing a developmentally appropriate structure for guiding children's behaviour and ensuring that all staff members and other people working with the children can adhere to the structure.

Staff use positive language to redirect and channel energies. Staff use common phrases such as "use your words" or "gentle hands". Staff will physically get down to the children's level to redirect them to other activities if required.

## **What to bring each day**

Each day, your child should bring to the Centre:

- A bag with a complete change of clothes – pants or dress, a shirt, singlet, underpants, jumper and socks
- A warm hat and coat in winter
- A sunhat in summer
- A lunchbox containing a nutritious snack and/or lunch and a water bottle.

All items should be clearly labelled with the child's name.

The Centre will provide parents with information on appropriate foods. Some foods are discouraged and children who bring along foods such as lollies, chips, chocolates and soft drinks are asked to leave these until they return home.

Your child should be wearing sunscreen before they arrive (there is sunscreen at the Centre if this is forgotten).

Fresh water in a jug and plastic cups are available at all times and children are encouraged to drink routinely but providing your child with a labelled water bottle is also a good practice.

Some children bring special sleeping toys or security toys. If these are needed, they are welcomed. In general, however, children are discouraged from bringing in toys from home as this can cause arguments and a sense of inequality and there are a huge range of play options available at the Centre.

## **Drop off and pick up procedure**

### **Security entrance**

Access to the centre is via a secure entrance on Noel Street. All parents/guardians are provided with a pin-code for the security gate. This must not be given to any non-authorized person (or children). Visitors can access the centre by contacting staff using the security intercom located at the gate.

### **Sign in and out**

On arrival each day, the following information needs to be recorded by the parent or guardian of the child in the 'Attendance Book' located in each room:

- a) arrival time;
- b) signature of the person delivering the child to the Centre;
- c) anticipated pick up time and who will collect child.

When you come to collect your child the departure time and signature of parent/guardian/authorized person collecting the child

must be recorded in the same book. The centre is required to collect this information by law.

**Authority to collect**

Only parents, guardians and adults authorised to collect the child (as identified on the child's enrolment form) are permitted to take the child from the Centre. If this list needs to be updated at any time there is a form available to do so. **Please note:** At least one authorised person must be identified on the enrolment form. Children will not be released to unauthorised people or to people under the age of 16.

**Settling in period**

Parents and guardians are welcome to stay as long as necessary to ensure their child is settled and happy at the centre. This can help a child make the sometimes challenging transition to Kindergarten/Childcare.

**Before a child turns 3**

If your child is turning three years old prior to April 30 a parent or carer is able to stay with them in the classroom or in the staff room. Otherwise they can commence once they turn three. Their place can be held and will be charged accordingly until this time.

**Please note,** if your child attends another childcare service in the intervening period (before turning three), EBKCC must be notified as this has implications for Child Care Benefit (CCB) funding and rebates throughout the whole year.

## **Toileting and rest times**

**Toilet training and hygiene**

It is not necessary for a child to be fully toilet trained before commencing at the centre, but children are encouraged to be independent if they can manage their toileting and hand washing. We have a change bench in each childrens' bathroom. Staff will support the family's current 'toilet training' status.

**Rest time**

Each room handles rest time differently based on the age of the children enrolled and the time of the sessions held. Please speak to educators in your child's room about their rest time routines and practices. There are soft mattresses available for children to use, and if they do have a rest they are encouraged to bring a blanket or pillow from home to assist with transition to this activity. However not all children will need a rest and it is important that parents notify staff of their preferences.

## **Key Policies and Procedures**

Part of the Management Committee's task is to ensure EBKCC maintains its governing policies and procedures to reflect changes to government legislation, regulations and quality assurance processes. All policies and procedures will be reviewed on an annual basis (see Appendix A for a full list of the Policies and Procedures). Our policies and procedures govern our day-to-day operations and overseeing the safety and educational experiences of all enrolled children.

Please take the time to have a quick read of these on our website. You should also feel free to ask any of the Educators at any time if you have a query about how things operate, or if you have any concerns.

### **Child Health and Safety**

#### **Immunisations**

Educators promote and encourage good hygiene practices within the Centre. However the most effective method of preventing infections is immunisations. EBKCC must have current records of a child's immunisation details.

Under the new "no jab no play" legislation 1<sup>st</sup> January 2016. All children enrolling into an Early childhood service will have to provide evidence that;

The child is fully immunised for their age

on a vaccination catch up program

or unable to be fully immunised for medical reasons.

Conscientious objection is not an exemption under the legislation.

Further information about the Victorian Childhood Immunisation Schedule can be accessed at your local Maternal and Child Health Service or at

<http://www.health.vic.gov.au/immunisation/factsheets/schedule-victoria.htm>

A schedule of immunisations and recommended minimum periods of exclusion for different diseases are also displayed in the main foyer.

**Infectious Diseases**

In the case of infectious diseases, the parent or guardian must inform the centre as soon as possible. The Directors will then ensure all families and educators at the centre are informed and parents can then check their own child for symptoms. A child with an infectious disease may not attend until fully recovered and with a medical clearance. Full fees will be charged during this time to hold the child's place.

Parents/guardians should be aware that some infectious diseases (such as HIV and Hepatitis B) may be present in the centre at any time without coming to the attention of management. While there is no requirement for parents/guardians to disclose information about the presence of these diseases, if they do provide such information it will be kept confidential. Regardless, appropriate infection control practices are used at all times within the centre to prevent spread of any diseases as much as possible.

**Illness Policy**

To ensure the best possible management in case of illness and to minimise the chance of cross-infection, parents are asked to keep their child at home if they are sick, or inform educators if their child has any symptoms of being unwell.

Children are determined to be sick when they cannot participate in the activities of the group, need individual attendance or care, have a temperature above 38 degrees Celsius, or are generally presenting with an unwell disposition. Parents will be encouraged to keep the child at home to allow them the best possible chance of recovery.

Where a child presents with these symptoms, the centre reserves the right to require certification from a medical practitioner that a child is safe to attend.

If a child has suffered from vomiting, diarrhoea or fever at home, they must not attend the centre until the symptoms have ceased for 24 hours and normal eating habits have resumed.

**Procedures for Managing Unwell Children**

All educators at EBKCC are required to have a current First Aid Certificate.

If a fever develops of 38 degrees Celsius or more, the following will apply:

- Parent/guardian will be contacted and asked to collect their child as soon as possible (or organise a nominated emergency contact person to do so)

- All non-pharmaceutical measures will be taken to lower the temperature or relieve pain by removing clothing, sponging, keeping the child quiet, giving fluids, etc
- If non-pharmaceutical measures fail, the following will apply:
- Paracetamol will be given providing telephone consent is given by the parent/guardian
- Medical advice may be sought if fever persists and parents/contacts cannot be reached

All measures taken will be reported to the parents as soon as possible.

**Accident and medication forms**

In the case of an accident, educators will complete the appropriate form which a parent/guardian will be asked to read and sign when they collect the child.

In the case of an accident where the parent/guardian cannot be contacted and medical attention is required then an ambulance will be called at the parent/guardian's expense. Parents/guardians will be notified as soon as possible and informed of all actions taken.

There is a Medication Register for children in each room. This is a legal document. Parents and educators must ensure all information in the Medical Register is accurate and signed. The Medication Register is used to record medication needs of the child.

The information, which must be recorded by the parent/guardian, must include the name of the medication, when it should be administered and the amount to be administered and the dosage and time the medication was last administered. The authorisation of the parent must also be recorded.

Written permission must be obtained prior to the administration of any medication whether prescription or non-prescription. Medications shall be kept in their original containers and bear original labels.

**Allergies and food**

Parents are required to provide all snacks and lunches for children during their days or sessions at EBKCC. Children are encouraged but never forced to eat any part of their lunch or snack, and food is not withheld for any reason other than dietary limitations.

Due to a number of children with severe allergies and reactions to **nut and sesame seed products**, food containing either of these substances is NOT ALLOWED to be brought to the centre. Any food reasonably believed to contain either of these items will be removed from lunchboxes by staff.

If children have any other allergies or reactions to particular foods, these needs should be conveyed to staff on enrolment or as soon as



parents become aware of the issue. All efforts will be made to accommodate these needs by the centre staff for the benefit of all children.

**SunSmart**

The centre requires parents/guardians to apply sunscreen prior to attending each day from September through to end of April, in order to provide protection from harmful UV rays. They must also provide appropriate hats and clothing to protect face, neck, ears and shoulders. Children must wear hats whenever they are outside, and will be encouraged to use available shaded areas where possible.

**Emergency Evacuation**

EBKCC has developed an Emergency Management Plan (EMP) to cover all identified risks and provide an orderly evacuation from the Centre if required. A copy of this document is available in the main foyer.

Staff conduct a practice drill of the evacuation plan each term in order to familiarise children with the EMP procedures and to encourage compliance with directions in the event of an emergency.

Fire extinguishers are located in all rooms at the centre, and staff are allocated specific roles in the event of an emergency to ensure all children are safely removed from the premises and that the attendance register is also removed so that parents can be contacted.

**Child Protection issues**

Child abuse is an act that endangers a child's physical or emotional health or development. The abuse may occur as physical injury, sexual abuse, emotional abuse or neglect.

Where an Educator has reason to suspect abuse of a child, they have a legal responsibility to work with the relevant Director and the parent/guardian (if appropriate) to determine the validity of the concern. If the review of the situation identifies abuse is taking place, the Director will refer to the situation to the appropriate authorities. Please see the centre policy/procedure manual for further information.

**Privacy and Record Keeping**

**Privacy and data collection**

EBKCC is committed to protecting the privacy of children, families, staff and Committee members of the centre, in accordance with the Information Privacy Act (2000) and Health Records Act (2001).

Any person has the right to query the handling of information about their child or themselves. Queries should initially be directed to the Kindergarten or Childcare Directors. Any concerns or complaints will be resolved quickly and simply. If the concern is not adequately addressed, it can be taken to one of the following:

The Victorian Health Services Commissioner 03 8601 5222

The Victorian Privacy Commissioner

1300 666 444

DEECD Information Privacy Policy

[www.education.vic.gov.au](http://www.education.vic.gov.au)

#### **Data Collection**

Information collected by the Centre will only include that which is essential to the safe and effective care of the children and administration of the Centre (such as processing of Child Care Benefit payments).

It is the parent/guardian's responsibility to inform EBKCC of any changes to personal information during attendance at the Centre in order for records to be updated.

The following information is collected on the following forms:

- Enrolment form – background information
- Health Information form
- Immunisation status
- Custodial/access information

#### **Personal Records**

In accordance with the requirements of the Department of Education and Training, the following records will be maintained confidentially in relation to each child enrolled at the Centre:

- Completed enrolment forms
- Details of the period during which the child is in care
- Developmental records with up-to-date information
- Individual programs with specific objectives for the child
- Daily and weekly attendance records
- Details of any court orders affecting the custody of the child of which the Centre is aware
- Medication forms and medical clearances
- Letters of referral, assessment, or reports sent to the Centre
- Where required, Special Needs permission forms
- 'Authorisation to Collect' forms where the person is not already on the Enrolment forms
- Accident forms

All of the above records, with the exception of the Daily and Weekly attendance records and medication authority are to be kept in the child's individual files. Children's individual files are to be kept at the centre for a minimum of one year after the child has left the service. Accident and Medication Authority forms are to remain at the Centre for a period of 25 years.

In order to maintain confidentiality, access to children's records is limited. Access to individual children's records will not be given to Committee of Management members, relief staff, students or volunteers.

All persons who do have access to children's records are informed at the time of receipt that any information contained in these records is strictly confidential. The full detail of who has access to records is contained in the Privacy and Confidentiality Policy document.

## **Access and Inclusion**

### **Diversity and inclusion policy**

EBKCC aims to be a service where children can realise their full potential regardless of race, colour, religion, or gender. To achieve this we aim to:

- Ensure children recognise and appreciate the diversity of cultures within Australia by providing access to information about these cultures
- Plan programs that actively counter racism and sexism where it exists
- Provide experiences that develop an awareness of Aboriginal and Torres Strait Islander Heritage
- Encourage all persons to communicate respectfully
- Ensure equality and a sense of belonging
- Recognise values and differences
- Ensure a working environment that supports the wellbeing of all staff.

Multicultural education is introduced through books, music and song, cooking, art and craft, clothing and play equipment. Parents from non-English speaking backgrounds will be encouraged to contribute knowledge of their culture to enhance the learning program.

We will attempt to employ bilingual staff, to work with all children and reflect the Centre's and the community's cultural diversity.

### **Disability**

EBKCC believes that all children have the right and should have the opportunity to develop to their full potential. Children and their families using the services are encouraged to accept differences, appreciate each other and adopt a positive attitude to people with different abilities. Educators will ensure that resources and activities at the Centre reflect people's different abilities.

In order to enact our commitment to children with all abilities, the Centre will ensure that:

- The physical environment and experiences are modified according to the child's abilities

- Resources and materials show adults and children with different abilities
- All children have the opportunity and encouragement to develop positive self esteem
- Relevant staff members' training and resource needs in relation to children with additional needs will be assessed and updated on a regular basis
- Feedback and parent involvement will be sought in all aspects of the Centre's functions (regular programs, incursions and special events)
- The program reflects the individual needs of the child and promotes integration and acceptance within the group
- Outside assistance and advice is sought when required, in order to support individual children and the rest of the group.

## Appendix A – Policies and Procedures Manual

The full list of EBKCC Policies and Procedures (currently under development by the Committee of Management) includes:

Quality Area	Policy/Procedures
Quality Area 1 - Education program and practice	1.1 Curriculum Development
Quality Area 2 - Children's health and safety	2.1 Acceptance and Refusal of Authorisations
	2.2 Administration of First Aid
	2.3 Administration of Medication
	2.4 Anaphylaxis
	2.5 Asthma
	2.6 Child Safe Policy
	2.7 Dealing with Infectious Diseases
	2.8 Dealing with Medical Conditions
	2.9 Delivery and Collection of Children
	2.10 Diabetes
	2.11 Emergency and Evacuation
	2.12 Epilepsy
	2.13 Service Events
	2.14 Food Safety Policy
	2.15 Hygiene
	2.16 Incident, Injury, Trauma and Illness
	2.17 Nutrition and Active Play
	2.18 Relaxation and Sleep
	2.19 Sun Protection
	2.20 Supervision of Children
	2.21 Water Safety
Quality Area 3 - Physical environment	3.1 Occupational Health and Safety
	3.2 Environmental Sustainability
Quality Area 4 - Staffing arrangements	4.1 Code of Conduct

	4.2 Determining Responsible Person
	4.3 Participation of Volunteers and Students
	4.4 Staffing (including Qualifications, Supervision and Working with Children Checks/Criminal History Record Checks)
Quality Area 5 - Relationships with children	5.1 Interactions with Children
Quality Area 6 - Collaborative partnerships with families and communities	6.1 Enrolment and Orientation
	6.2 Inclusion and Equity
Quality Area 7 - Leadership and service management	7.1 Fees
	7.2 Governance and Management of the Service
	7.3 Complaints and Grievances
	7.4 Information and Communications Technology
	7.5 Privacy and Confidentiality (including Confidentiality of Records)

Once completed the full manual will be placed on the EBKCC website for easy reference. A copy will also be kept in each room at the Centre. If you would like to see a draft copy of any particular policy/procedure please ask at the Office.