



**Northern Schools  
Early Years Cluster**

**Glenroy Hub Children's Centre  
Handbook for Families**

**2022**

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# About the Glenroy Hub Children's Centre

## *Welcome to the NSEYC*

We are excited to welcome you to the Glenroy Hub Children's Centre and the Northern Schools Early Years Cluster (NSEYC)!

Thank you for choosing a NSEYC early childhood service for your child. We look forward to sharing in your child's learning and development journey and getting to know you and your child.

We recognise that parents are the child's most important teacher and there has been much learning that has already taken place for your child – even in their first few weeks or months of life!

We pride ourselves on forming respectful relationships with families where teachers and families work in partnership, sharing the task of guiding your child's development and learning. We are fortunate to be located within the Glenroy Community Hub, so we can help connect you and your family to other services and programs available at the Hub to support your child's wellbeing and development.

The education and care teams at NSEYC services support and facilitate children's learning to enable them to become engaged and connected to their community, and an active participant in their own learning development. The educators do this by providing materials and many experiences, both indoors and outdoors, from which your child can freely choose throughout their time at the Centre, as well as guidance to help your child develop particular skills and abilities. Your child can also choose to play on their own, with other children or with adults. The educators also provide a warm, caring and secure environment, which encourages your child to become a curious, creative and involved learner.

We operate with an integrated approach that promotes an engaged and connected organisation, within the broader Glenroy Community Hub. This means that the Children's Centre is not just a place for children - it is a place for you too. It is somewhere you can discover, meet new friends and contribute to your child's learning and development. There are opportunities for you to join in with your child program and offer your personal skills and knowledge to enrich the children's learning and development.

## *The benefits of early childhood education and care*

Attending an early childhood education and care service, including long day care and kindergarten, is one of the most important stages of a child's education. It is the stepping stone for future learning.

Our curriculum is guided by the Early Years Learning Framework and the Victorian Early Years Learning and Development Framework (VEYLDF). The vision and purpose of these frameworks is to guide early childhood educators in partnership with families towards the achievement of agreed Learning Outcomes where children:

- Have a strong sense of identity
- Are connected with and contribute to their world
- Have a strong sense of wellbeing
- Are confident and involved learners
- Are effective communicators.

As part of these outcomes the curriculum also supports children to:

- Develop self-esteem and confidence
- Encourage growth towards independence and self-regulation
- Help the child to develop their individual sense of agency
- Encourage a love of learning and dispositions that reflect curiosity and wonder
- Develop respectful relationships with peers and adults.

## *Two years of funded kindergarten*

From 2022, the State Government is funding two years of kindergarten for children before they start school, starting from when they are three years of age. The Glenroy Hub Children's Centre provides an integrated kindergarten program for 3 and 4 year old children, which means that the kindergarten program is delivered by a qualified early childhood teacher during the school terms as part of the long day care (rather than as a separate program in a different location).

The State Government provides a per capita grant to kindergarten service providers based on data submitted to the Department of Education and Training, which reduces the fees payable by parents/guardians. From 2023, the number of hours funded will increase.

From 2022, children who turn 3 by 30 April are entitled to 5 hours of funded kindergarten, and children who turn 4 by 30 April in the year prior to school are entitled to 15 hours of funded kindergarten.

If your child is attending more than one funded service you will be asked by the service(s) to nominate which service you wish to receive the funding. Your child cannot access kindergarten funding at more than ONE service.

## *Centre closures and Public Holidays for 2022*

The Centre will be closed on public holidays, which are as follows:

<b>Public Holiday</b>	<b>Date in 2022</b>
New Year's Day	Saturday 1 January Monday 3 January
Australia Day	Wednesday 26 January
Labour Day	Monday 14 March
Good Friday	Friday 15 April
Saturday before Easter Sunday	Saturday 16 April
Easter Sunday	Sunday 17 April
Easter Monday	Monday 18 April
Anzac Day	Monday 25 April
Queen's Birthday	Monday 13 June
Friday before the AFL Grand Final	Subject to AFL schedule
Melbourne Cup	Tuesday 1 November <sup>4</sup>
Christmas Day <sup>1</sup>	Sunday 25 December Tuesday 27 December
Boxing Day	Monday 26 December

The Centre will also close from 26<sup>th</sup> December 2022 to 6<sup>th</sup> January 2023 inclusive.

## **Early Childhood staff, management and administration**

### *Management of the Centre*

NSEYC is a not-for-profit Early Years Management organisation established in 2011 to provide effective governance and management of several early childhood services (mostly kindergartens located on school sites) across the Hume, Moreland and Macedon Ranges municipalities. NSEYC currently operates the Glenroy Hub Children's Centre and 14 kindergarten services (13 of which are co-located on school sites), under a collaborative governance structure involving school principals, local government representatives and community sector representatives.

The NSEYC is committed to ensuring children, families and staff will enjoy services that improve the outcomes for all children and assist them to reach their full potential. The early childhood services operated by the NSEYC enjoy the reputation of offering the highest quality learning programs with improved and measurable outcomes for children and families.

The NSEYC Office is responsible for enrolments and administration of the Children's Centre program (including fees). For enquiries in relation to enrolments or fees please contact us by calling the Office on 9306 1662 or by email at [office@nseyc.org.au](mailto:office@nseyc.org.au)

### *Children's Centre staffing*

Our educators are knowledgeable, competent and committed to providing the best quality early learning experiences for the children in our communities. They will work hard to get to know your child and your family and develop trusting relationships to support their individual learning journey.

Our Children's Centre staffing reflects the requirements for centre-based early childhood education and care operating under the National Quality Framework. Our kindergarten programs are led and delivered by bachelor-trained early childhood teachers. In addition, all educators hold a minimum of a certificate III early childhood qualification, and at least 50 per cent of educators hold, or are actively working towards, at least an approved diploma level education and care qualification.

## *NSEYC purpose, values and goals*

At NSEYC, our purpose is 'To love a life of learning and living'. You can see a copy of our Strategic Plan for 2021 on the last page of this handbook.

We value:

- **TRUST** – we demonstrate honesty, integrity, reliability and social justice in our programs and practice.
- **RELATIONSHIPS** – We acknowledge each person's intrinsic value, being considerate, authentic and courteous.
- **RESPECT** – We are welcoming, connected and inclusive of our communities.
- **LEARNING** – We strengthen the capabilities of each individual in our communities.

Our goals are to:

- Strengthen our communities
- Operate a financially and environmentally responsible enterprise
- Strengthen our workforce
- Provide quality children's services
- Pursue opportunities to meet our purpose.

## *Quality assessment*

Early childhood education and care services (long day care, family day care, preschool/kindergarten, outside school hours care) are assessed and rated against the National Quality Standard (NQS) to:

- promote continuous improvement in the provision of quality education and care
- improve knowledge and access to information about the quality of services to help families make informed decisions about their child's education and care.

The NQS is part of the National Regulations and includes 7 quality areas that are important to children's learning and developmental outcomes. These include:

- QA1. Educational program and practice - Children are supported to participate in play and learning
- QA2. Children's health and safety - Children are protected from illness and hazards
- QA3. Physical environment - Children play in a safe and well-maintained environment
- QA4. Staffing arrangements - There are enough qualified staff to give children the attention they need
- QA5. Relationships with children - Children are made to feel supported and welcomed
- QA6. Collaborative partnerships with families and communities - Local community involvement and respect for the beliefs and values of families
- QA7. Governance and leadership - Children are cared for in a positive and well managed environment.

## *Fees & payments*

As part of the NSEYC's budget development process, the NSEYC Board 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 service
- 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 Funding Guide (Department of Education and Training, available from the DET website: [www.education.vic.gov.au](http://www.education.vic.gov.au)), and the Australian Government Child Care Fee Assistance (Department of Education Skills and Employment, available from <https://www.dese.gov.au>)

The fee schedule for 2022:

Daily fee: \$118.00 per day

Weekly fee: \$530.00 per week

Depending on your circumstances, you may be eligible for Child Care Subsidy. Contact Centrelink or through your MyGov account to apply.

## *Completing enrolment*

Before your child starts at the Centre, please make sure you have completed the enrolment form on Xap or in hard copy and provided all of the necessary documentation including:

- Your child's original birth certificate (we will take a copy)
- Your child's current Immunisation History Statement
- If your child has an allergy or illness, a Medical Action Plan signed by your child's doctor

If your child is attending 3 year old or 4 year old kindergarten, you also need to provide:

- copies of any qualifications that the child's parents hold (such as a Certificate, Diploma or Degree). This is required as it affects the level of funding the kindergarten receives from the Government.

**Please note that your child will not be able to start at the Children's Centre until their enrolment form is complete and we have all of the documents we require.**

## *Using Xap*

We use an online system for managing things like signing your child in and out at the Centre, as well as your child's enrolment information, notifications (such as absences or illnesses) and for general communication between families and the Centre staff.

If you haven't already, please make sure you download the Xap Guardian app onto your smart phone. You should have received log-in details from Xap already, which you can use to log into the app – if not, please contact the NSEYC office on 9306 1662.

## *Policies*

Our policies reflect our purpose, values, The Education and Care Services Act and Regulations and the National Quality Standards. These policies are in place to ensure high quality education and care for the children who attend our service. A list of policies is available at the end of this handbook. Full copies of the policies are available for reference at NSEYC website.

[www.nseyc.org.au](http://www.nseyc.org.au)

## *Privacy & confidentiality*

Our provision of services and day-to-day operations may require the collection of personal and sensitive information.

We adhere to a wide and diverse range of federal and state legislation, which may require the collection of such information. If the Information Privacy Act 2000 is inconsistent with a particular piece of legislation, then the other legislation will take precedence. This personal information will be held and maintained by NSEYC.

Your privacy is important and we are committed to protecting the information we collect, monitoring its use and maintaining its integrity.

Information collected by NSEYC will be used for the primary purpose intended. At times, we may be required either by law or directly-related purposes to provide personal information to a third party. In these situations, the third party involved will need to adhere to our Information Privacy policy. Contracted service providers, including subcontractors, are also required to adhere to NSEYC Information Privacy policy. Compliance with the policy is sought in any new contract and in all existing contracts. On request, we must provide access to information we hold about you, except in specific circumstances as outlined within the Information Privacy Act.

Where personal information is no longer required either by law or for its intended purpose, we will take reasonable steps to destroy or de-identify this information.

On request, we will take reasonable steps to provide individuals with general information on the types of personal information we hold and for what purpose, and on how we collect, hold, use and disclose that information.

Information collected by NSEYC will only include that which is essential to the safe and effective care of the children. The following information is collected upon enrolment:

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

All information will be treated as confidential unless otherwise informed. Such information may include:

- Family
- Health
- Social/Behavioural

At times NSEYC may be required either by law or directly related purposes to provide personal information to a third party. In these situations the third party involved will need to adhere to NSEYC Privacy Policy.

Relevant confidential information may be discussed for professional purposes only and in private. Information shared will only be that which is relevant to the care of the child.

## *Concerns and complaints*

We hope that families within our centre are happy with the service we provide. Staff are available to discuss any concerns parents may have. In the first instance, it is preferable for families to address any concerns with the teacher or room leader, particularly those relating to your child or the program.

Should you still not be satisfied or wish to discuss any other issues, please feel free to contact the Centre Manager, Operations Manager or Sigi Hyett CEO of NSEYC directly on 9306 1662.

A "Complaints policy" can be found on our website ([www.nseyc.org.au](http://www.nseyc.org.au)) or in the policy book located at the centre.

## **What to bring to child care**

### *Child care bag*

Your child will need a bag large enough for carrying their belongings and any artwork they do at child care. They will need to bring their bag on the days that they attend the Centre. It would be appreciated if you could also include the following items in their bag:

- Bottles, expressed milk, bibs (if relevant)
- Water bottle
- For very young children, comfort items such as a favourite toy, blanket, dummy etc. to assist with nap time
- A change of clothes (underwear, socks, t-shirt, long pants) in case of accidents or wet/messy activities. Children can become upset about putting on strange clothes and find it more comforting to put something on if they know that it belongs to them
- A sun hat and sunscreen. In line with the organisation's SunSmart policy, sunscreen will also be supplied at the Centre
- A coat or warm jacket, gumboots and a warm hat (beanie) in winter.

Please ensure that all clothing and other belongings are clearly labelled with your child's name.

### *Clothing*

We ask that you dress your child in comfortable clothes that are easy to move in and that they can manage for themselves (e.g., trousers that pull down easily when they go to the toilet or have their nappy changed). It is also a good idea to label all removable clothing. The staff will do their best to protect the children's clothes and the children will be encouraged to wear smocks when they paint, play with clay and do other "messy" activities. However, it is not possible for the children to stay clean at all times, so it is better for the children to wear clothes that wash easily.



As a safety precaution please also send your child in shoes with a closed-in toe and that do not slip off their feet to enable your child to run and climb (no thongs please).

Even in the winter months children are encouraged to play outside, therefore we ask that you provide an appropriate cool weather hat and coat, as well as gumboots for wet days.

## *Sun protection*

**We are a Sun Smart service and will follow our Sun Smart Policy at all times.** The Policy can be accessed on the NSEYC website and in the policy handbook located at the Centre. We are guided by the Cancer Council UV ratings as to when sunscreen is required.

The Centre operates indoor/outdoor programs where children are able to choose where they play, either indoors or outdoors. Both environments are supervised constantly by Centre staff. Outdoor play is an essential part of the learning program. Given this some children may spend a large proportion of their day learning in the outdoor environment. To ensure your child is protected for the sun please provide a hat with a wide brim. If your child has any skin sensitivities, please also provide appropriate sunscreen for the Centre staff to apply.

Please make sure your child wears light clothing in summer, such as a t-shirt, shorts or skirt and a hat. If your child does not bring a hat, they may be asked to play in the shade to limit the risk of sunburn. A hat with a broad brim such as a school hat is ideal.

## **Attending child care**

### *Settling in*

The first few sessions are an important part of your child's commencement at child care. This is a time to formulate the foundations of relationships with children and adults. The educators will work with you and your child for a settling in period.

Coming to child care may be an exciting adventure, however may also be stressful. Children need time to feel that they can trust their new educators, and time before they are prepared to let you - the most important person in their life - leave them on their own.

You are more than welcome to stay until your child has settled in happily, as some children feel shy, need reassurance and need to become familiar with their new surroundings/educators. However, if your child has not settled, after the staggered entry period, your child's educator may discuss with you an ongoing staggered days (shorter hours) for as long as necessary to assist your child develop a sense of belonging.

### *Children's Centre parking*

Parking is available at the Children's Centre within the Glenroy Hub precinct. To ensure the safety of children at all times around cars and the road please ensure that you:

- Park in an appropriate position, before getting your child out of the car.
- Travel very slowly – children do not have the same viewing ability and perception as adults.
- Be aware of children crossing the road and coming out of the Centre or Hub.

### *Signing in and out*

It is the parent/guardian's responsibility to sign attendance records at all times (this includes digital sign-in/out).

In the event of an emergency the attendance record is used to account for all children in the Centre.

There is provision on the enrolment form to indicate if your child will be regularly picked up by someone other than a parent/guardian. Please ensure this information is kept up to date.

The staff do not have the authority to hand over the child to someone other than the legal guardian or a person nominated by the legal guardian. Children will not be released to anyone under the age of 18 years. In the event that you or the authorised

nominees are not able to collect your child from the service **and you have nominated another authorised person to collect your child**, staff will be able to sign your child in/out on their behalf.

You will use Xap to sign your child in and out of the Centre.

Parents/guardians will be required to login to the app and establish a PIN number that will be used to sign your child in and out of the Centre.

## *Attendance*

For children in the 3- and 4-year-old integrated kindergarten program: Under the State Government's policy your child is entitled to 15 hours per week of 4-year-old funded kindergarten in the year prior to their attendance at school. Children attending the 3 year old program are entitled to 5 hours of funded kindergarten in 2022. To ensure your child receives all off the benefits of kindergarten it is important that your child attends regularly. Please contact the kindergarten and inform the teacher if your child is absent.

Information about attendance requirements for Child Care Subsidy is available here: <https://www.servicesaustralia.gov.au/child-care-subsidy-if-your-child-absent-from-child-care?context=41186>

## *Cancellations and absences*

It is the Parent/Guardian's responsibility to let centre staff know if your child cannot attend the program. Please ring the Centre to let us know your child will be absent. This assists us in our daily planning.

For families receiving CCS, Government Child Care Management System (CCMS) purposes, cancellations and absences will be marked as an absence if appropriate notice has been given. Children are allocated 42 absences a year for all approved Child Care Centres. If parents exceed their 42 absences then special approval must be granted to claim extra absent days.

Four weeks written notice is required to cancel any permanent booking.

Upon cancellation of care, you will be asked to complete an exit form. This form is for centre information only.

If you are going away on holiday during the term, please let us know how long you intend to be absent. Remember - fees still need to be paid, since your child is occupying one of the limited places.

Information about absences for Child Care Subsidy is available here: <https://www.servicesaustralia.gov.au/child-care-subsidy-if-your-child-absent-from-child-care?context=41186>

## *Authorisations*

If someone other than a parent or guardian is coming to pick up your child please notify staff at the beginning of the session, as they will need to check that the person is nominated on your enrolment form or in Xap. If they are not listed, you will be contacted by telephone and the person picking up your child will be required to show ID and fill out an authorisation form on arrival to collect the child.

## *Late pick up*

All children must be collected from the Centre by closing time at 6.00pm. The Management reserves the right to implement a late collection charge when Parents/Guardians are frequently late.

Parents/guardians are required to notify the Centre immediately if they are going to be late collecting their child.

If after 15 minutes, parents/guardians have not made contact with the Centre, the staff will contact the emergency contact person to arrange collection of the child/ren.

## *Incursions and excursions*

During the year incursions, excursions and other special days may be arranged as part of the learning program. You will be notified when they are to occur through a notice (usually through Xap) and will be asked to provide your permission for your child to attend. Centre staff complete a detailed risk assessment prior to the excursion or incursion commencing.

## *Emergency management*

The Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations, Regulation 97, requires the approved provider of an education and care service, to take adequate precautions to protect children from harm or hazards and develop and regularly practise emergency procedures. An Emergency Management Plan has been developed to outline actions to be taken in the event of:

- emergency incidents occurring within Glenroy Hub Children's Centre building or grounds
- emergency incidents occurring outside of Glenroy Hub Children's Centre that has the potential to impact on the Centre

In the event of an emergency, the aim of this plan is to ensure the safety and protection of children, visitors and staff in the service. The emergency management plan for Glenroy Hub Children's Centre is located at the Centre.

Emergency contact information section on the enrolment form must be completed as part of your enrolment process.

## *Service closures*

On occasions it is necessary to close the Centre due to unforeseen circumstances. Families will be notified through Xap and via SMS text message. For planned closures (including public holidays) please refer to the 'Public Holidays' section of this document.

## *Withdrawing your child*

If you plan to withdraw your child from the program, families must provide at least 4 weeks written notice to the Enrolment Officer. please provide a least four weeks' notice to our Enrolment Officer either by email or phone: [Office@nseyc.org.au](mailto:Office@nseyc.org.au) or 93061662

# **Family participation and communication**

## *Communication with families*

Parents are children's first and most important educators, and we place a high value on working in partnership with families to support children's learning at home as well as at the Centre. Communication between the home and the Centre is essential. We ask that you please let the staff know of any changes in your child, their development, the home routine or anything else that you feel we may need to know in order to assist us in planning for your child's learning and development.

If your contact details change, please advise the Centre Manager and update them on Xap.

It is also essential that families receive timely information about the operations of the Centre and anything that is happening within the program on a daily basis.

The majority of information pertaining to the day-to-day operations of the Centre and communication from the staff will be shared via the Xap Guardian app and via email. Of course, the Centre staff will still communicate with you each day at drop off and pick up. The online communication is an additional tool that will strengthen our communication with you.

## *Parent interviews and meetings*

As well as attending an interview with your child's educator at the start of the year, at any time during the year you can arrange an appointment if you wish to discuss your child's progress at the Centre. It is a great opportunity to work in partnership to establish goals for your child.

All staff are very approachable and are committed to working in partnership with you to develop an individual learning plan for your child that will support your child in their learning journey at the Centre. Our highly experienced educators will also talk with you about your aspirations and expectations for your child's time at the Centre.

## *Family participation*

We always encourage families to participate in the program and encourage you to share your talents, culture, or stories with the children and staff. Programs are more effective when parents and staff work as a team, and where the learning that happens at Centre is also supported at home.

## *Celebrations*

We are an inclusive community and encourage you to share your traditional and cultural events in the program. This may include things like birthdays, Eid, Diwali, Easter, Passover just to name a few.

Our Centre celebrate these festivals and events as part of the program and would always encourage you to participate and share your knowledge about these things.

## **Children's health, safety and wellbeing**

### *Child Safe Organisation*

NSEYC is a child safe organisation and all staff at NSEYC have undertaken the mandatory child protection training. The safety and welfare of our staff and children is of paramount importance. The safety measures in place at the Centre include:

- All staff have undertaken child protection training and are aware of their requirements under the child safe legislation.
- A child safe policy is in place
- A child protection policy is in place
- All volunteers working with the children must have a current and valid Working with Children Check (WWCC)
- All staff must have a current valid WWCC or Victorian Teachers registration.
- Access to the long day care rooms is restricted by security doors that require a password. The passwords are changed regularly or as required. Please refrain from giving out the code to other persons or your child. This allows our staff to monitor who is coming in and out of the centre.
- On arrival at the Centre each day, each child must be signed-in. Tablets are located within the rooms for parents to sign in and out electronically which is password protected. Only authorised persons to collect can set their own password.
- When leaving the Centre each day, each child must be signed-out.
- Unless otherwise advised by the parent / guardian, children are not allowed to leave the Centre with anyone except the people listed as authorised on the enrolment form.
- All regulations in relation to fire prevention and management are adhered to including regular fire drills, maintenance of firefighting equipment etc.

### *Family Law issues*

The parent/guardian shall notify the NSEYC enrolment officer and the Glenroy Hub Children's Centre Manager in writing of any Orders made by a court relating to custody or access to the child. It shall be the parent's responsibility to keep the NSEYC and centre staff informed of any changes in that respect.

### *Photographs*

Photographs will be taken by the NSEYC staff to record observations, learning, excursions, incursions and activities in which the children participate. All families are invited to give consent to have their child photographed. The permissions section of the enrolment form will need to be completed.

### *Meals & Menus*

We promote healthy eating habits and dental hygiene. A prepared meal is provided each day which meets the nutritional needs of children. Meals consist of morning tea, afternoon tea, and lunch.

A menu is displayed in the kitchen and at the centre notice boards for parents' information.

Please consult the Centre policies for information on our nutritional guidelines.

### **Sample Menu**

*Note: Menu may change without notice*

Note: Menu may change without notice

Monday	<ul style="list-style-type: none"><li>•Morning Tea: Toast and Cheese and a Mixed Fruit Platter</li><li>•Lunch: Fried rice and Broccoli with Cheese Sauce</li><li>•Afternoon Tea: Pumpkin Scones and a Mixed Fruit Platter</li></ul>
Tuesday	<ul style="list-style-type: none"><li>•Morning Tea: Cereal and a Mixed Fruit Platter</li><li>•Lunch: Soup and Roll</li><li>•Afternoon Tea: Orange and Date Loaf and a Mixed Fruit Platter</li></ul>
Wednesday	<ul style="list-style-type: none"><li>•Morning Tea: Bread and Butter and Fruit Salad and Fruit Yoghurt</li><li>•Lunch: Chicken Rissoles and Mixed Vegetables</li><li>•Afternoon Tea: Carrot Slice and a Mixed Fruit Platter</li></ul>
Thursday	<ul style="list-style-type: none"><li>•Morning Tea: Cubed Fruit Skewers and Fruit Yoghurt and a Mixed Fruit Platter</li><li>•Lunch: Creamy Cheese Pasta</li><li>•Afternoon Tea: Toast with Tomato and Cream Cheese and Mixed Fruit Platter</li></ul>
Friday	<ul style="list-style-type: none"><li>•Morning Tea: Mountain Bread with Cream Cheese and Sultanas and a Mixed Fruit Platter</li><li>•Lunch: Vegetable Beef Patties with Salad</li><li>•Afternoon Tea: Muffins and a Mixed Fruit Platter</li></ul>

## *Interactions with children*

Our educators take a positive approach to interactions with children as reflected by the NSEYC Interactions with Children Policy. Our aim is to:

- listen to children
- provide clear, consistent and realistic limits
- maintain children's self-esteem whilst supporting their self-regulation
- give children the opportunity to make choices and where appropriate, experience the consequences of their own behaviour
- provide a stimulating and adequately equipped environment, and
- support children with strategies they can employ to help them through challenging situations.

## *Illness*

If your child is sick or shows signs of illness, please keep them away from the Centre until they are well enough to return. Infectious diseases spread quickly among children, so please be considerate of other families and keep your sick child at home until they have recovered.

If your child is going to be away, please contact the Centre and notify the staff of the child's absence.

If your child does contract a contagious condition, it is important that you let the staff know and that you follow the advice of your doctor regarding exclusion from centre. Please note that this is a government directive, and the time of exclusion must be followed. Further information please contact the Communicable Disease Prevention and Control Section on 1300 651 160 or visit [www2.health.vic.gov.au/public-health/infectious-diseases/school-exclusion](http://www2.health.vic.gov.au/public-health/infectious-diseases/school-exclusion)

## *First aid and emergency care*

Minor cuts and abrasions are treated at Centre. All staff are trained in First Aid and Emergency Paediatric Resuscitation. The primary parent/guardian will be notified if there is a head injury or of the child is upset and does not settle. You may be asked to collect your child; however, staff will discuss this with you.

If a serious accident occurs staff will administer first aid. An ambulance may be called by staff if it is deemed necessary.

Accidents will be recorded and reported to DET/ACECQA if the child is required to see a medical professional as a result of the incident or accident.

All accidents require an accident/ illness /injury form to be completed by staff which also require the parent/guardian signature.

### *Medical authorisation*

Through the enrolment form you have given your authority to the Centre to call an ambulance for your child in an emergency situation. This means, if your child was to have a serious accident at the Centre the teacher/educator has permission to call for an ambulance. It also means that you are responsible for any resulting costs.

The enrolment form also asks that you provide details of your child's medical practitioner. It is compulsory that you fill in/sign this section of the enrolment form.

### *No Jab No Play*

You will be required to provide an Immunisation History Statement as part of the enrolment. Under the 'No Jab, No Play' legislation, before enrolling a child, Early Childhood Services will have to first obtain evidence that the child is fully immunised for their age, or on a vaccination catch up program or unable to be fully immunised for medical reasons.

An Immunisation History Statement is available via your myGov account or from the Medicare or Centrelink office.

'Conscientious objection' is not an exemption under the 'No Jab, No Play' legislation.

### *Asthma, anaphylaxis, allergies and medical conditions*

The centre has an Asthma, Anaphylaxis and Medical Conditions Policy.

Upon enrolment, families who have children with Asthma, Anaphylaxis, Allergies or a Medical Condition that requires medical support are required to complete a Medical Action Plan with their Medical Partitioner. Your child will not be able to commence until this plan is received as this will ensure safety for your child. This is also required under the Regulations.

Parents will need to provide the centre with any medication that is required, in a self-contained plastic container. If an EpiPen/Anapen is required, it must be supplied to the centre by the parent/guardian. Please be mindful of the expiry dates on all medication provided to the centre. Any medication to be administered must be within the use-by date on the packaging and be prescribed to the child.

New allergies, medical conditions, or any changes to Medical Action Plans, need to be reported to staff immediately.

### *Administration of medication*

If your child requires any medication while at the Centre:

- **your written authorisation is required in the medication book**
- **medication must be provided to the Centre in a sealed plastic container that is clearly labelled with your child's name**
- all medication **must be handed to staff** on arrival and staff will ensure it is put in a secure place that cannot be accessed by children
- all medication must be administered by a staff member - **children will not be allowed to keep medicine in their child care bag or administer it themselves**
- the medication must be what is noted on your child's action plan
- **the medication must have the chemist's label on it – detailing your child's name and dosage.**

If your child requires pain relief during the session (such as Panadol), staff will only administer it if it has been prescribed by a doctor. If this is required, it may be better for your child to stay home from child care while they are unwell or experiencing pain.

### *Head lice*

NSEYCC is aware that head lice infestation can be a sensitive issue, and is committed to maintaining children's confidentiality and avoiding stigmatisation at all times. However, management of head lice infestation is most effective when all children and their families actively support our policy and participate in our screening program.

With the consent of parents, head lice inspections will be carried out. All inspections will be conducted in a culturally-appropriate and sensitive manner, and information about why the inspections are conducted and the benefits of preventing infestations will be explained to children prior to conducting the inspections.

Only the Centre Manager as the Nominated Supervisor or an external person approved by the centre, such as a nurse employed by the local council, will be permitted to carry out inspections on children at the centre. Each child's hair will be inspected for the presence of head lice or lice eggs.

Where live head lice are found, the Centre Manager will notify the parents/guardians to collect their child from the centre and will provide them with relevant information about the treatment of head lice. Other families will be provided with a notice to inform that head lice have been detected in the group and to encourage them to be vigilant and carry out regular inspections of their own child.

Please note that while head lice do not spread disease, they are included in the Department of Health's exclusion table which defines the minimum period of exclusion from a children's service for children with infectious diseases. According to this table, where a child has head lice, that child must be excluded until the day after appropriate treatment has commenced.

### *Toileting*

Our staff ensure that toileting and nappy change routines are conducted in ways that maintain hygiene standards, with interactions that are warm and responsive and support children's learning.

Children progress at different rates. We will always cater to individual children's needs and in the case where your toddler or preschool child is in nappies, we will work with families to develop goals to support your child to become independent with their toileting. Nappies are provided by the service.

# Strategic Plan 2020

## OUR PURPOSE

To love a  
life of learning  
and living



## WE VALUE

### TRUST

We demonstrate honesty, integrity, reliability, social justice in our programs and practice.

### RELATIONSHIPS

We acknowledge each person's intrinsic value, being considerate, authentic and courteous.

### RESPECT

We are welcoming, connected and inclusive of our communities.

### LEARNING

We strengthen the capabilities of each individual in our communities.