



NAMBUCCA PRESCHOOL

SESAME SEED & NUT

FREE

SERVICE



PARENT INFORMATION HANDBOOK

Nambucca Heads Preschool Play Centre Ltd T/A

NAMBUCCA PRESCHOOL

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Find us on FACEBOOK

Contents

Welcome...	3
Hours of operation...	3
Philosophy	4
Management...	5
Meet the Staff...	6
How to enrol your child.....	6
FEES...	7
Preschool Hours...	7
Extra Days.....	7
Fee payments & Preschool's bank details.....	8
Public Holidays & School Holidays	9
Outstanding Accounts	9
Late Fees.....	9
What to bring to Preschool...	10
Daily Attendance.....	10
Changes to your details.....	10
Excursions.....	10
Settling in.....	11
Parent involvement.....	11
Clothing.....	12
SunSmart policy.....	12
Footwear.....	12
Absences.....	13
Injury or illness while at Preschool.....	13
Administration of Medication.....	13
Immunisation.....	14
Prior to School health check.....	14
Infectious Diseases.....	14
Preschool Summer Routine.....	16
Preschool Winter Routine	17
Emergency and Fire Evacuation.....	18
Birthdays.....	18
Confidentiality and Privacy.....	18
Parent dispute and Grievance Policy.....	18
Code of Conduct	19
Privacy Collection Statement	21
Fees Policy	23
Medical Conditions Policy	27

Welcome...

Welcome to Nambucca Preschool. We hope that the time spent with us will be a valuable, enjoyable and rewarding experience for both you and your child. The Preschool is a not for profit community-based organisation and as such one parent/carer of the child/children being enrolled in the Preschool must become a member of the Company. An annual membership fee of \$2.20 applies.

The information in this booklet is a guide to how our Preschool operates and is based on the Preschool's Policies. We hope that you will find it informative and useful during your time with us. Should you be interested in reading any of the Preschool's policies they are available at the office.

Please do not hesitate to contact us if you have any enquiries or concerns. A 'Suggestion Box' is also available in each of the rooms for your feedback, praise, suggestions, complaints etc.

ATTENTION!! THE PRESCHOOL IS A SESAME SEED & NUT FREE CENTRE



The Preschool has two rooms:

Blue Room - 19 placements for children 3 to 4 years of age & 2yr olds on Fridays only.

Green Room - 20 placements for children 4 to 5 years of age who are getting ready to go to Primary School.

The Preschool openly accepts children with disabilities and/or special needs. Whenever possible and in consultation with parents/carers, the Preschool can apply for funding to employ specialist staff members to help the child/children in achieving their goals or milestones.

Hours of operation...

The Preschool hours are:

Monday to Thursday 8:30am to 4:00pm (additional fees apply for late departure)

Friday 8:30am – 3:00pm (additional fees apply for late departure)

* For more detailed information please refer to the 'Fees' section of this booklet on page 7.

Office Hours: Monday to Thursday 8:30am – 4:30pm

The Preschool operates during NSW School Terms. The Preschool is closed during all NSW School Holidays as well as National and NSW Public Holidays.



Philosophy

Statement

The early childhood years are crucial and informative years. The learning that takes place in these years provides the foundations for the person the child is becoming. At Nambucca Preschool we recognise the importance of these early childhood years and the role of early childhood educators in supporting, nurturing and facilitating learning opportunities for the growth and development of children.

Our aim is to value each child as a unique individual who have rights and are capable, competent and resourceful learners. We will offer equal access to all children, offering an inclusive program to every child.

Our practises and approaches to teaching are inspired and guided by the Early Years Learning Framework of Australia.

Program

Nambucca Preschool believes that the curriculum is everything educators do to support children's wellbeing and learning. The physical environment is a wealth of endless opportunities and possibilities which educators can design and plan to foster children's learning and development in a play-based way. Educators and children together can be co-constructors of this learning creating a play-based curriculum, providing a wide range of active and meaningful experiences.

Nambucca Preschool incorporates the importance of sustainable practices while connecting the children to nature. Educators respond to children's evolving ideas and interests, embedding sustainable practices and a respect for the world and people around them as they play and learn.

The diversity of cultures and beliefs are included in our programs with the aim of children developing respect and understanding of our multicultural world.

Educators make learning visible to children and families through the availability of photos and documentation.

Partnerships and Families

We pride ourselves on being a warm and welcoming preschool that respects the diversity of cultures our families, educators and community offer. We value our relationships with each family and continually strive to keep our connections open with daily communication and providing support to families from within our local community.

We appreciate the knowledge our families share about their children and use this knowledge to enhance our program.

We encourage and appreciate parent involvement through a variety of avenues.

Community

We acknowledge and respect the traditional custodians of the land. (Gumbaynggir People)

We believe it is important for children to develop an understanding of the world beyond their home and preschool and experience the beauty and worth of our neighbourhood.

Educators will aim to help children feel like an important part of their community by participating in local events and providing opportunities for the children to be active members of their community.

Educators

We believe that we are committed, caring educators with a wealth of knowledge and skills to share.

We value and respect what each individual has to offer and are committed to ongoing professional development to extend our diversity and knowledge for the benefit of each other, our families and the community.



Management...

The Nambucca Preschool is a community not-for-profit organisation. The management of the Centre is made up of volunteers from the parent body and other interested parties from the community. The Management Committee is responsible for the overall running of the Preschool and is made up of:



- ★ President
- ★ Vice-President
- ★ Secretary
- ★ Treasurer

It may also include:

- ✓ Funding coordinator
- ✓ Fundraising coordinator
- ✓ Play Group Coordinator
- ✓ Publicity Officer
- ✓ Staff Liaison Officer



Some advantages of community management.....

- ✓ Families using the service have input into the decision-making processes of the Preschool.
- ✓ Preschool and children benefit from the range of skills of the members of the Preschool.
- ✓ Incentive and encouragement of staff and family involvement and input into the Preschool's organisation and activities gives children sense of belonging and enthusiasm in their learning.
- ✓ Preschool belongs to the community not an individual and being not-for-profit service means any surplus is used to enhance the service

So, if you have the ability to read, listen, express your opinions, share ideas, be fair, work cooperatively with others and have an interest to ensure the Preschool offers great care and education to children and services the local community then you do have the skills you need to be on our management committee.

We welcome any involvement that you would like to have, no matter how small or grand.

Meet the Management Committee...

- President: Kellie Wootton
- Vice-President: Jessica Ward
- Secretary: Chloe Glasson
- Treasurer: Ashlee Hoffman
- Director/s: Amie Goswell
Nasha Austin



Meet the Staff...

Director: Debbie Rix – is responsible for the everyday operations of the Centre including liaising with families and specialised support agencies, staff and management committee.



Green Room Staff:



Debbie Rix

Director
Nominated
Supervisor
(Diploma of Teaching)



Nerida Travers

Educator
Diploma Early Childhood



Suzanne Rothe

Room Leader
Diploma Early Childhood



Tameka Stokes

Educator
Diploma Early Childhood



Emily Fletcher

Educator
Certificate III in Children's Services

Additional Childcare Staff:



Belinda Taylor

Educator
Certificate III in Children's Services



Barbara White

Volunteer
28 years' Service



Alice Cermak

Office Manager
Certificate IV in Business Administration;
Certificate III in Children's Services;
Certificate III in Fitness



Lynette Lyons

Cleaner

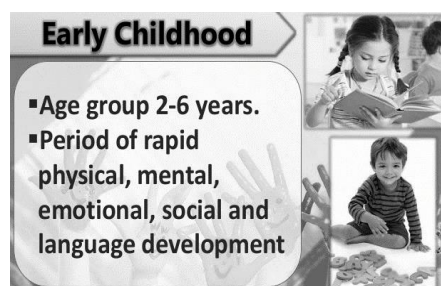
The Preschool employees are qualified, experienced, dedicated and caring team of teachers and support staff members who strive to achieve the highest possible standard of care for all children and families.

How to enrol your child...

- ✓ Discuss attendance with Director
- ✓ Complete Enrolment Form
- ✓ Provide evidence of low income such as Centrelink Healthcare/Pension Card

Supply Preschool with copies of the following documents for your child:

- ✓ Birth Certificate & Medicare Card
- ✓ **PLEASE PROVIDE AN AUSTRALIAN IMMUNISATION REGISTER (AIR) HISTORY STATEMENT/IMMUNISATION HISTORY STATEMENT ISSUED BY MEDICARE.** Immunisation Record – Immunisation History Statement (Medicare) or Immunisation Exemption (Medical Contraindication Form). From 1 January 2018, **only children who are fully immunised for their age or have a medical reason not to be immunised or are on a catch-up schedule can be enrolled in childcare service.** Children who have not been immunised due to their parent's vaccine conscientious objection cannot be enrolled in childcare.
- ✓ Court orders regarding custody arrangements. (**Note: copies must be certified**)
- ✓ **Pay the following fees:**
 - Membership (annual fee)
 - Administration (per family each term)
 - Insurance (per child each term)
 - Bond (refundable – equivalent to 2 weeks' fees)
 - Fees – 2 weeks' fees in advance
 - Preschool Hat (\$12 ea)



FEES...

The following must be paid before the enrolment of your child is completed and/or your child attends Preschool:



Membership fee	\$2.20	Per annum/ per family
Administration fee	\$20	Per term/per family
Insurance	\$5.50	Per term/ per child
Preschool Hat	\$12	
Total	\$39.70	
*Bond	\$	Equivalent to 2 weeks' fees
Two (2) weeks' Fees	\$	In advance

The Preschool receives funding from the government to reduce fees for low income families, which results in the Preschool's current fee structure. **Please refer to the enclosed Schedule of Fees for your child/children's fees.** Should you have any queries regarding your fees please speak to any of our friendly staff members.

Fee subsidy is available to low income earners. You must provide the Preschool with proof of low income such as Healthcare Card, Pensioner Concession Card or Department of Veteran's Affairs Gold card before the Preschool fees are reduced. This documentation needs to be completed each year your child is attending Preschool and **must be current** and in a parent's name. It is the responsibility of the parent/caregiver to supply Preschool with an updated and current Pension Card or Health Care Card, **full fees will be charged as of the expiry date shown on the relevant card on file at Preschool.**

Aboriginal/Torres Strait Islander families must indicate their culture on the child's enrolment form to be able to receive the appropriate fee subsidy.

***Bond** is held on your child's account and is accredited to fees or reimbursed to you when you cancel your child's enrolment. If you are using the service in consecutive year/s, your bond rolls into the following year automatically.

Preschool Hours...

All children 3 – 5 years of age must be enrolled for a minimum of two (2) days per week.

Monday to Thursday 8:30am – 4:00pm for the following age groups:

4 – 5-year-old children and 3-year-old children eligible for subsidy or of Aboriginal/Torres Strait Islander identified cultural background are charged **\$40 per week** (\$20 per day).

4 – 5-year-old children also receive reduced fees as per NSW Department of Education and Communities' (DEC) funding specification. Please note that your child must turn 4 years old before 31 July 2019 to be included in the above-mentioned categories. The fees are **\$46 per week** (\$23 per day).

3-year-old children not eligible for subsidy, as of January 2019, also receive fee reduction as per NSW DEC funding specification. The fees are **\$56 per week** (\$28 per day).

Friday 8:30am – 3:00pm available to all children including 2-year-old children.

Placements for **2-year-old children** are limited to Fridays only and the fee remains at **\$40 per day**.

No children will be accepted onto premises prior to 8:30am and parents/caregivers will be contacted if the child is not collected by 4:00pm. Emergency contact personnel stipulated on child's enrolment form will be contacted at 4:00pm to collect child in case/s where parents/caregivers cannot be reached.

Late fee of \$50 applies for departures after 4:00pm.

Friday, late fee of \$10 for each 15 minutes or part thereof applies after 3:00pm.

Extra Days...

Extra days will only be available if there is a vacancy in the room that your child regularly attends. You will be charged **\$30 daily fee rate** in accordance with the Preschool's Fee Schedule. If unsure, please consult our Director or office personnel.



Fee payments & Preschool's bank details

Fees are charged in advance on fortnightly basis. **Please ensure all fees are paid by Friday of each week, for the following week. Your account should be paid two weeks in advance.** When making payments by internet banking, it is the parent/carer's responsibility to ensure the payment is processed into Preschool's account by Friday of each week (excluding School Holidays).

Remember to supply Preschool with a copy of a current Pension Card or Health Care Card as proof of low income if you want to receive subsidised fees. It is the responsibility of the parent/caregiver to supply Preschool with an updated and current Pension Card or Health Care Card, full fees will be charged as of the expiry date shown on the relevant card on file at Preschool.

You are required to finalise your account by the end of the week prior to the end of each School Term. Failure to do so may result in the termination of the child's or children's enrolment at the Preschool. Fees, charges and commissions incurred by the Preschool for collection of any debt will be added to the outstanding account and payable by you.

You may request a Statement of Account for the entire Term fees, however full payment of fees must be made within fourteen (14) days of issue.

The Preschool's bank details:

Bank: **Bananacoast Community Credit Union (BCU)**

Account Name: **Nambucca Heads Preschool**

BSB: **533-000**

Account Number: **144719** (for BCU members the account type is **S11**)

Fee payment options:

EFTPOS - offers you the convenience of ensuring that your Account is paid on time in our office. The following Card Transaction Fee will be added to your payment made with:

Card Transaction Fee - Per transaction	
Debit Card Fee	30¢
Standard Credit cards including domestic Visa & MasterCard or 'Tap & Go'	1.25%
Premium/Platinum Card	1.55%
International Cards	2.25%
*The Card Transaction Fees are subject to change as per financial institution specifications.	



Internet banking – transfer of fees between family's bank account and the Preschool's account at BCU. ***The child's name is to be used as reference.***

Periodic Payment – similar to Direct Debit but the arrangement is made by you through your internet banking facility or in person over the counter at your financial institution. ***The child's name is to be used as reference with payment.*** Please ensure you factor in the full weekly/fortnightly fee amount.

Direct Deposit into Preschool's account at BCU (account type S11) – ***child's name to be used as a reference.***

Cheque – either at the office or placed in an envelope clearly marked with date and family name including Child's name and placed in the red fees box located in the Green Room.

Cash – Families should make all cash payments at the office. Some families prefer to place cash payments in an envelope clearly marked with date, family name including child's name and amount enclosed and deposit it in the red fees box located in the Green Room. This is done at the payee's own risk (Preschool staff or management does not take responsibility for any monies deposited in such manner).

N.B. The Preschool staff or management

is responsible for any monies or cheques deposited into the Fees Box.



Public Holidays & School Holidays

Fees are **not** charged for Public Holidays, or during school holidays. However; fees are charged in the absence of your child/children from the Preschool in cases of sickness or family vacation during their normal attendance schedule during term time, unless the enrolment has been cancelled giving two (2) weeks' notice.



Outstanding Accounts

Fees, charges and commissions incurred by the Preschool for collection of any debt will be added to the outstanding account and payable by the family. Please read below:

In the event where the Customer, (child's parent/caregiver), is in default of their obligation to pay and the overdue account is then referred to a debt collection agency, and/or law firm for collection, the Customer shall be liable to pay as a liquidated debt, the commission payable by the Supplier (Nambucca Preschool) to the agency, fixed at the rate charged by the agency from time to time as if the agency has achieved one hundred per cent recovery and the following formula shall apply:

$$\text{COMMISSION} = \left\{ \frac{\text{ORIGINAL DEBT}}{100 - \text{COMMISSION \% CHARGED BY THE AGENCY (INCLUDING GST)}} \right\} \times 100$$

In the event where the supplier (Nambucca Preschool) or the supplier's agency refers the overdue account to a lawyer, the customer shall also pay as a liquidated debt the charges reasonably made or claimed by the lawyer on the indemnity basis.

Late Fees

Late Fee is charged to client's account in case/s when the child is picked up after opening hours (4:00pm from Monday to Thursday and 3:00pm on Friday) as well as on unpaid accounts that are 7 calendar days overdue. The Approved Provider and Nominated Supervisor are responsible for setting and collection of Late Fees as follow:

\$50 Late Fee (flat fee) for families who collect their child/children after 4:00pm Monday to Thursday. This fee is set at a flat rate of \$50.00.

\$10 Late Fee for families who collect their child/children after 3:00pm on Fridays. This fee is set at \$10 for each 15-minute increment or part thereof.

\$2 Late Payment Fee per each calendar day will be charged to all **overdue accounts** that are 7 calendar days or more in arrears until the day the account is paid in full.

The following personnel will be contacted by staff in case/s child/children are not picked up by 4pm and there has not been a communication to staff as to the parent/s or carer/s whereabouts.

1. Child's primary parent/s or caregiver/s
2. Emergency contacts as per enrolment form. In case the enrolment form does not list any person/s to be contacted, staff shall skip this step and implement Step 3.
3. Phone police to collect child after 4.15pm if no contact can be made with the parent/carer or

PRESCHOOL OPENING HOURS

Monday to Thursday

8:30am to 4:00pm

Friday

8:30am to 3:00pm

**OFFICE
HOURS**

Monday to Thursday

8:30am to 4:00pm



PRESCHOOL IS A **SESAME SEED & NUT FREE**

What to bring to Preschool...

Please clearly label all items with your child's name. Your child will need:



- ✓ Drink bottle filled with water
- ✓ Set of spare clothes (in wet and muddy conditions, packing two sets of clothes is a good idea)
- ✓ **Morning Tea** (fruit and other healthy snacks) and **Lunch** (e.g. sandwiches and other healthy snacks) placed in a lunch box



Blue Room (2 – 3-year olds)

- ✓ Five nappies per day and a packet of wipes for children who are not toilet trained

We recommend that children are sent in 'play clothes' that are easily managed and comfortable. Footwear should be enclosed on the child's feet (e.g. sandshoes or boots).

Nambucca Preschool promotes healthy eating patterns and would prefer that lollies, chips, soft drinks, are **not** sent to Preschool for your child's meals.

Daily Attendance...

Each child must be accompanied to and from the Preschool by a parent/carer or person over 16 years of age who has been authorised by the parent/carer.

An Attendance book is situated in both rooms and each child must be signed in and out by a parent/carer or authorised person upon arrival and departure.

Should a person, other than those specified as authorised on the enrolment form, be required to collect your child at any time please inform the Director/Room Supervisor in writing. Person collecting your child will need to produce a photo identification document (Driver's Licence is preferred).

Each child is to be handed over to the teaching staff upon arrival. No child is to be taken from the playground or building without the teaching staff being notified that they are leaving.



Please hold your child's hand when arriving or departing from the Preschool grounds.



Changes to your details...

It is your responsibility to notify the office or the Director of any changes to personal information such as change of address, phone number, etc.

Excursions...

You will be notified of any excursions and you will be required to complete a separate permission note.





Settling in...

Starting Preschool can be an anxious moment for both you and your child. We understand that separation and settling in can be difficult at times. We recommend for you and your child to visit our Preschool prior to starting attendance in preparation for your child commencing and becoming comfortable and familiar with the Preschool setting.

We have compiled a few helpful coping strategies to enable the smoothest transition for both you and your child.

Please do...

- ✓ Stay with your child for a little time
- ✓ Prepare your child by talking to him/her about Preschool and how long they will be staying for
- ✓ Give positive reinforcement about attending Preschool
- ✓ Remind your child regularly what time you will return to pick him/her up
- ✓ Acknowledge your child's right to cry or be sad
- ✓ Say goodbye to your child before leaving, no matter what the circumstances
- ✓ Allow your child plenty of time to settle in
- ✓ If you are concerned, phone the Preschool to enquire how your child is settling in
- ✓ Be positive in your attitude to your child's ability to cope with separation and settling into Preschool
- ✓ Come to pick up your child 10 minutes earlier and allow them to show you what they have been doing and meet some of their friends

Please don't...

- ✗ Stay longer because your child is upset, usually the faster you say your goodbyes and leave, the quicker your child will settle
- ✗ Speak negatively in front of your child about Preschool and their ability to cope with separation
- ✗ Leave quietly without saying goodbye, just because your child appears busy
- ✗ Get upset with your child if they become distressed
- ✗ Expect your child to settle in straight away

Parent involvement...

Parents play an important and valued role in the education of their child, and we welcome parents to become involved in their Preschool.

There are many ways in which you can help:

- ✓ Visit the centre and join in
- ✓ Become an active member of the Management Committee
- ✓ Read the notice boards and newsletters
- ✓ Collect materials for children to use in craft activities
- ✓ Offer to share hobbies, interests or any expertise that you may have with the staff or children
- ✓ Assist with the maintenance of the Preschool
- ✓ Donate suitable children's clothing for the spare clothes supply
- ✓ Help at working bees



Clothing...

Parents/carers are requested to send their children in clothes that they can play in freely and go to the toilet independently; e.g. not overalls, belts etc. You can expect that your child may get paint or dirt on her/his clothes. We recommend you pack a spare set of clothes for your child in their bag. Preschool supply of spare clothing is very limited. Donations of suitable clothing are very welcome.

Preschool T-Shirts with our Possum logo are available for purchase in a range of colours & sizes, \$12ea.

Preschool Bucket Hats with our Possum logo are also available for purchase in royal blue, \$12ea.

Cultural dress and varying beliefs will be respected at all times. The staff role model and foster the acceptance and respect of different cultures and beliefs in all children attending the Preschool.

The Preschool has a very strict sun policy and children must wear clothing that protects them adequately from the sun. Shoulders must be covered. No singlet tops or strappy dresses are allowed. It is not recommended for girls to wear long dresses (shin length). These are not suitable for children to climb or play in and may pose a safety issue/hazard.

Children must wear a hat at all times while they are outside. Legionnaire hats or hat with wide brim are preferred.



SunSmart policy...

The Preschool is a SunSmart centre adhering to the recommendations of the Cancer Council Australia. As part of its SunSmart practice the Preschool provides:

- ✓ 30+ SPF Sunscreen for all children attending the centre
- ✓ Storage for children's hats
- ✓ "No hat – no play" policy
- ✓ Outdoor activities within the recommended day times for summer and winter seasons to minimise sun exposure
- ✓ Educational programs about skin and ways to protect oneself from the sun's harmful rays

Footwear...

Safe, comfortable footwear is essential for all types of play. Children need to wear secure and supportive shoes while playing. Joggers are the most suitable shoe for the children to wear. Thongs, clogs and slippers are not recommended.

Staff encourage children to be responsible for their shoes. A shoe box is located in each room for the children to place their shoes when they take them off. If you prefer your child to leave their shoes on at all times, please let a staff member know.

PLEASE LABEL ALL YOUR CHILD'S CLOTHING



Absences...

Please notify the Preschool as soon as possible if your child is to be absent. Families are requested to keep their child at home in time of sickness. A child who is unwell will not enjoy the benefit of Preschool activities, may pass the illness onto others and needs the nurture and care of the parents/carers. The Director reserves the right to refuse admittance to any child showing signs of contagious illness.



The placement at the Preschool will be forfeited if your child is away from Preschool for more than two (2) weeks without notifying Preschool staff of the reason for absence; it will be assumed you wish to cancel the enrolment.

Injury or illness while at Preschool...

Whilst all care is taken, injuries and accidents occasionally still happen. In the case of minor accidents/illnesses, suitable first aid will be administered by the staff. In the event of serious injury or illness parents will be contacted immediately and the appropriate medical assistance sought. The Preschool reserves the right to contact the ambulance services when deemed necessary.

Staff members keep a record of all incidents and injuries which occur during the day. These are recorded in the accident folder and must be signed off by the parent/carer.

If a child becomes ill at the Preschool, you may be contacted to take your child home or have a nominated 'emergency contact' person collect the child on your behalf.

A First Aid trained staff member is on the premises at all times.

Administration of Medication...

Preschool staff will administer medication when required and within the conditions outlined in the Medication Policy.

Medication to be administered must be presented to staff as outlined below:

- ✓ Medication must be in its original packaging
- ✓ Prescribed medication must have a clearly legible label
- ✓ Be prescribed to the child
- ✓ Indicating the dosage to the child, including time
- ✓ Must have details of prescribing doctor



Non-prescription medication

Nambucca Preschool staff may administer paracetamol within the recommended dosages stated on the packaging to a child who develops a temperature of 38°C or above or is in pain while at Preschool and staff cannot contact the parent/guardian within a reasonable time.

Other non-prescription medication will only be administered when accompanied by a letter from the doctor. A doctor's letter is also required for ongoing medication such as asthma medication. A medication authorisation form must be completed before any medication can be administered. The completed and signed form should be handed to staff with the medication for safe storage.



NEVER LEAVE MEDICATION IN YOUR CHILD'S BAG. For further information, see the service's Medication Policy.



Immunisation...

You must provide an Australian Childhood Immunisation Register (ACIR) Immunisation History Statement (that shows a child is up to date), or an Immunisation History Form IMMU13 (that shows a child is on a catch-up schedule) or an immunisation exemption form, Medical

Contraindication Form (IMMU11). From 1 January 2018, only children who are fully immunised for their age or have a medical reason not to be immunised or are on a catch-up schedule can be enrolled in childcare. Children who have not been immunised due to their parent's vaccine conscientious objection cannot be enrolled in childcare.

PLEASE PROVIDE AN AUSTRALIAN IMMUNISATION REGISTER (AIR) HISTORY STATEMENT/IMMUNISATION HISTORY STATEMENT ISSUED BY MEDICARE otherwise Preschool may not be able to accept your enrolment.



Try Again in 24 Hours

- ⇒ Fever above 37.5°C
- ⇒ Hard cough
- ⇒ Constant runny nose
- ⇒ Headache
- ⇒ Diarrhoea or vomiting
- ⇒ Undiagnosed rashes
- ⇒ Uncovered sores
- ⇒ Unusual colour
- ⇒ Sore throat or swollen glands

Join us if Parents can be on call

- ⇒ Fever free for 24 hours
- ⇒ Sporadic cough
- ⇒ Minimal runny nose

Okay to come in and play!

- ⇒ Mild infrequent cough
- ⇒ Clear runny nose
- ⇒ Active, playful and rested

You are required to have your child's immunisation up to date. **If your child has not been vaccinated or your child's immunisation is not up to date, your enrolment may be cancelled and/or refused.** Children whose parents have a current IMMU11 will be excluded from the service during any outbreak of a childhood vaccine preventable disease for the duration of the outbreak, as per the Department of Health Guidelines. Fees will apply for the period of absence.

Infectious Diseases...

In the interest of the health and well-being of the children and staff in the Centre, please do not bring your child to Preschool when your child is experiencing any of the following:

- ✓ Abnormal fever, vomiting, diarrhoea etc in the past 24 hours.
 - ✓ Commenced taking antibiotics in less than 24 hours before attending the service.
 - ✓ Has a cold with a thick green discharge from their nose or if their nose is very runny
- ✓ Significant coughs, throat and chest infections.
 - ✓ Contagious discharge e.g. conjunctivitis, chicken pox, contagious skin condition, etc.
 - ✓ Unable to cope with usual routine.

Health regulations do not allow sick children (and staff) to attend childcare services due to the high risk of cross infection. Please contact your doctor or the Director for further advice or clarification.

Prior to School health check...

It is recommended for children starting Primary School in the following year to have a hearing and eye check. You can organise this through your doctor to coincide with your child's vaccination for 4-year-old or arrange a visit to Macksville Health Campus prior to your child attending school.



Contagious illnesses quick reference chart

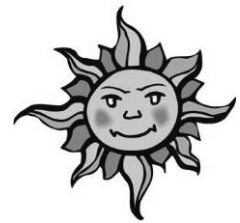
Condition	Exclusion Period	Other Requirements
Conjunctivitis	Exclude until all discharge has Ceased	
Chicken pox/shingles	Exclude until fully recovered – at least 7 days from first eruption	Notify centre
Diarrhoea/vomiting	Exclude until stopped	
Diphtheria	Until fully recovered	Notify centre/isolate immediately Medical certificate required
Glandular fever	Until fully recovered	Notify centre Medical certificate required
Hepatitis A	All symptoms have disappeared	Notify centre Medical certificate required
Hepatitis B		
Measles	At least 5 days from appearance of rash	Notify centre
Mumps	Until fully recovered	Notify centre
German measles (Rubella)	Until fully recovered	Notify centre
Whooping cough	At least 3 weeks or until fully recovered	Notify centre Doctor's certificate required
Hand, Foot and Mouth	Exclude until all blisters have dried	Notify centre
Haemophilus influenza type B (HIB)	Exclude until medical certificate of recovery is received	Notify centre Medical certificate required
Herpes (cold sores)	Exclude if sores are weeping	Notify centre
HIV/AIDS Virus	Exclusion not necessary unless child is suffering from a secondary infection that requires exclusion	Notify centre
Impetigo (school sores)	Exclude until proper treatment has started. (Sores must be covered with a watertight dressing.)	Notify centre
Ringworm, Scabies, Pediculosis, Trachoma	Exclude until proper treatment	Notify centre



Preschool Summer Routine



Preschool Routine



Parents/carers are to ensure their child has a hat to wear and has applied sunscreen to all exposed skin.

9:00am	Outside activities
10:00am	Progressive morning tea on the verandah
10:30am	Start to pack away outdoor toys
10:45am	Children go inside for indoor activities
12:30pm	Pack up indoor activities
12:45pm	Group time
1:00pm	Lunch
1:30pm	Quiet time
2:00pm	Inside activities – school readiness activities
	Outdoor run depending on weather
3:00pm	Children go home



This is a flexible program that can be changed throughout the course of the day.



Preschool Winter Routine



Preschool Routine



- | | |
|---------|--|
| 8:30am | Children start arriving |
| 9:00am | Children remain inside for inside activities |
| 10:30am | Pack up for morning tea |
| 10:45am | Group time |
| 11:00am | Morning Tea |
| 11:20am | Children put on sunscreen and hats and go out for outside time |
| 12:30pm | Pack up outdoors and go inside for lunch |
| 1:00pm | Lunch |
| 1:15pm | Quiet time – resting, reading books, making puzzles |
| 2:00pm | Inside activities – school readiness activities. |
| | Outdoor run depending on weather. |
| 3:00pm | Children go home |



This is a flexible program that can be changed throughout the course of the day.



Smoking...

Nambucca Heads Preschool is a smoke free zone.



Strictly NO SMOKING ON PRESCHOOL PREMISES.



Emergency and Fire Evacuation...

Emergency and Fire evacuations are practised once a term at Preschool. Procedures are displayed in each room. The safety of your children and our staff will always remain the key focus in an emergency. If you are present during a practise of our emergency and fire evacuations, you will be required to take part. As required by law all routine practises will be documented and evaluated.

In the event of an emergency, families will be notified as soon as possible, and instruction of a designated collection area will be advised.

Birthdays...

Birthdays are very special occasions and important to every child. Families are welcome to send along a cake to celebrate your child's birthday. **Please discuss your child's birthday cake with the Director/Room leader prior to your child's birthday as there may be children who have allergies.**

Please let us know if your family beliefs do not permit your child to celebrate occasions such as birthdays, Christmas, Easter etc. We will ensure that your personal wishes are respected.



Confidentiality and Privacy...

Staff and Management come across or have access to confidential information in, but not limited to, the form of written and/or verbal interaction with families and children. Any such information is held in a confidential manner. Staff and Management are made aware of their responsibilities in regard to confidentiality concerning families, staff, children and the service. Any breach of confidentiality can lead to dismissal and legal prosecution.

Confidential information may only be disclosed, when required by law, or with the written consent of families. Confidential information includes, but is not limited to personal details of families, medical and developmental records, custody orders, commercially sensitive material, all copies of any documents that relate to the above along with company documents such as policies and procedures. **Please refer to the Privacy Collection Statement on next page for detailed information.**

Parent dispute and Grievance Policy...

We, at Nambucca Preschool endeavour to meet the changing and diverse needs of children and families that attend our Centre. We aim to ensure appropriate actions are promptly taken to rectify any complaints, issues, comments and grievances brought to our attention by our families. We believe that open communication is needed to provide effective early childhood education and care and create a nurturing supportive environment for families and their children. **Please refer to Code of Conduct on page 20 of this handbook.**

Suggestion Box...

Your opinions, suggestions, comments or concerns are important to us. A Suggestion Box has been placed in each room for families to easily drop their notes in. Your input and feedback are appreciated.





Code of Conduct

The Nambucca Heads Preschool creates and maintains a calm, harmonious atmosphere within the centre achieved by respectful interactions between all adults and by modelling, encouraging and guiding children to interact with each other in the same manner. To maintain this atmosphere that is conducive to child's play and learning, the Preschool requires all parents, carers, visitors, students, volunteers to adhere to a Code of Conduct as follows:

In relation to families, you will:

1. Listen to and learn from families, to acknowledge their strengths and competencies, and support them in their role of nurturing children.
2. Interact with each family respectfully supporting their sense of belonging and inclusion.
3. Develop positive relationships based on mutual trust and open communication.
4. Engage with families in shared decision making, problem solving and positive respectful conflict resolution as appropriate.
5. Acknowledge the rights of families to make decisions about their children.
6. Respect the uniqueness of each family including their culture, structure, lifestyle, customs, language, beliefs and kinship systems.
7. Acknowledge that each family is affected by the community contexts in which they engage.
8. Be sensitive to the vulnerabilities of children and families and respond in ways that empower and maintain the dignity of all children and families.
9. Maintain confidentiality and respect the right of the family to privacy.

In relation to staff, you will:

1. Interact and communicate to staff in respectful manner, and take action in the presence of unethical behaviours.
2. Build collaborative relationships based on trust, respect and honesty.
3. Acknowledge and support the personal strengths, professional experience and diversity which staff bring to their work.
4. Make every effort to use constructive methods to manage differences of opinion in the spirit of collegiality.
5. Share and build knowledge, experiences and resources.
6. Collaborate and assist staff in caring for your child, learning projects and their endeavour to achieve high quality practices in early childhood.



In relation to children, you will:

1. Act in the best interests of all children.
2. Respect the rights of children and interact and communicate with them in a polite, respectful manner to enhance their development, self-worth, dignity and show respect for their contributions.
3. Recognise children as active citizens participating in different communities.
4. Respect the special relationship between children and their families and incorporate this perspective in all your interactions with children.
5. Assist in maintaining safe, healthy environments, spaces and places by ensuring child's belongings are placed in correct places, following the directions/instructions of staff and alerting staff to any hazards noted within the premises.
6. Honour children's right to play, as both a process and context for learning.

In relation to students, you will:

1. Acknowledge and support the personal strengths, professional knowledge, diversity and experience which students bring to the Preschool.

(The Early Childhood Australia Code of Ethics (2006))



Privacy Collection Statement

The Nambucca Heads Preschool is committed to maintaining all personal information provided by children, families, staff, management, volunteers, students and community in accordance with our Privacy Policy and the Australian Privacy Principles.

Each family, staff, Volunteer, student and committee member is provided with a privacy collection statement upon enrolment, commencement of their term as part of the Management Committee or commencement of employment.

This statement outlines the personal information that is collected by this service and how the information is acquired, used and shared. We will not sell personal information to any third parties. See our full Privacy and Confidentiality policy for detailed information.

What is personal information? How is it collected and why?

Personal information is information that personally identifies an individual, such as a name, residential or email address and includes information relevant to the enrolment process, credit card information, billing records, documentation of a child's learning, development, injury, incidents and recorded information regarding complaints.

Publicly available information, such as information on a public website profile is not considered personal information.

This service only collects personal information when individuals specifically and knowingly elect to provide this, such as when individuals enrol a child in the service, pay fees or subscriptions, and provide health or family information to support the inclusion of a child.

Direct Communications

This service uses individual's personal information to send information by post, email or telephone.

What happens with personal information?

This service will strive to let individuals know how any personal information will be used at the time of collection. The contact information collected on the enrolment form is used to contact parents/caregivers in the order noted on the form, daily pick-up contacts are collected to identify persons collecting a child and the emergency contacts are used only when primary caregivers cannot be contacted. Parents/caregivers contact information is also used in the process of debt recovery.

Medical/health and physical/intellectual development information is collected and used to provide appropriate care to the child.

Where is personal information stored?

Personal information is stored in a safe and secure manner, using locked filing cabinets or a password protected database and computer. Information is backed up electronically and securely stored. Data will not be altered or destroyed except in extraordinary circumstances.

Hard copy information is stored at the service, which is secured to prevent entry by unauthorised people. Any personal information not actively being used may be archived, in accordance with regulatory requirements.

Personal information will remain on the service database indefinitely until personally advised by a customer that information is to be removed, unless information has been archived or destroyed at an earlier date in accordance with privacy law and regulatory requirements.

Access and updating personal information

Individuals may ask to access, update or delete personal information held about them at any time. Reasonable steps will be taken to verify an individual's identity before granting access, making any corrections to, or deleting information. If a customer wishes to make a complaint, please refer to the Complaints Policy.

Access to family and child/children's records and other relevant information may also be granted to authorised personnel from licensing, funding and governing bodies/departments (eg. Department of Education & Communities) and/or when required to do so by law or court order. Individuals requiring access to, or wanting to update personal information, can contact the service on (02) 6568 845 or preschool@live.com.au.

What personal information is collected, how and why?			
What information is collected?	How we collect information?	Why we collect this?	Number of years records are kept
Medical information, health & immunisation	Enrolment records Employment records Immunisation History Statement Health Care Cards – Medicare & health fund information Accident, illness and injury forms	To ensure the health and safety of every child and employee in our Service. Fulfilling our obligation and requirement under Family Assistance Law, and, the NSW Public Health Act 2010.	Up to 23 years or until child reaches 25 yrs of age
Income & financial details, includes credit card and banking information	Enrolment records Employment records Fee, fundraising, goods & services payments Management Committee records Company, organisation, sole-trader banking information	For the provision of the education and care service & as required under Funding Agreements, and, for purpose of accounts payable/receivable, processing payroll, meeting A.T.O and Superannuation obligations	5 - 7 years (ATO) or until dispute is resolved
Contact details of family & emergency contact information	Enrolment records Employment records Updated details form	Required under the Education and Care Services Regulation.	7 years (FairWork)
Children's developmental records	Observations, medical/specialist and/or early childhood intervention records/reports Assessment of cognitive & motor development & communications with parents/guardians	Required under the Education & Care Services Regulation, National Quality Standard, Early Learning Framework, and, to provide individualised education and care to meet children's needs	Up to 23 years or until child reaches 25 yrs of age
Family status, child access arrangements, Custodial records, court orders	Enrolment records Court Orders, DVO or AVO records Parenting Plans	Education & Care Services Regulation requirements Australian Child Protection Legislation Children & Young Persons (Care & Protection) Act 1998 (NSW)	Up to 23 years or until child reaches 25 yrs of age
Employment, marital status and nationality	Enrolment form Employment record	Required under employment legislation & to provide priority of access under commonwealth and state legislation.	7 years (FairWork)
Qualifications, WWCC, National Police Check, Training updates	Employment records, Certificates, Education qualification, Original/Certified copies of documents	Required under the Education & Care Services Regulation & FairWork NSW	7 years (FairWork)
Employee entitlements	Employment records Payroll records	National Employment Standard FairWork NSW	7 years (FairWork)
Any information to be collected & kept including, but not limited to, National Law & Regulations, Family Law, WHS, Child Protection Legislation, Employer obligations, ASIC, ACECQA, ACNC, and other relevant information as needed.	Enrolment records Employment records Company records Complaints records Management Committee records	As required including, but not limited to, appropriate law, legislation, regulation, statutory obligations, employment requirements, funding specifications, trading agreements.	As per appropriate specified requirement

Fees Policy

Introduction

To enable our service to provide high quality early childhood education and care for children we need to ensure we are financially viable at all times. We have a commitment to ensuring our fees are as affordable as possible and that all families have access to any subsidies that are available to reduce these fees. Our service will advocate with governments for all children's right to access early education and care regardless of their family's financial situation.

The Fee Policy is subject to regular review and may be adjusted by the Board of Management. Families will be given fourteen (14) days' notice of any change/s to fees and charges.

Our Preschool's financial viability and access to our service will be maximised by:

- ✓ Ensuring families are aware of all fees and fee payment requirements upon enrolment;
- ✓ Keeping fee increases to a minimum;
- ✓ Ensuring the cost of administering fee collection is minimised;
- ✓ Following the appropriate priority of access requirements;
- ✓ Following all legal requirements and service agreements required by our funding bodies;
- ✓ Managing fee collection to avoid bad debts;
- ✓ Families are notified at least 14 days in advance of any changes to fees or the ways fees will be collected;
- ✓ Ensuring we issue statements of account indicating fees charged and owing fortnightly.

Priority of Access

The Nominated Supervisor will:

- Ensure that our service will follow the priority of access guidelines in the Start Strong Guidelines for Community Preschools.

Our service is required to give equal priority access to:

- Children who are at least 4 years old on or before the 31st July in that preschool year and not enrolled or registered at a school
- Children who are at least 3 years old on or before 31st July in that preschool year and from low income and/ or Aboriginal families
- Children with English language needs
- Children who are at risk of significant harm (from a child protection perspective).
- Children with disability and additional needs.

There is no order of priority assigned to the list above. Priority must be given to the groups outlined above before any other group, including non-equity three-year olds.

- Ensure adequate records of attendance are kept for each child as required;
- Ensure fee reductions are administered to eligible families who are on low income with the following deemed as proof of low income:
 - ✓ health care card;
 - ✓ pension card;
- Ensure fee reductions are administered to families of Aboriginal and Torres Strait Islander background;
- Children cannot be enrolled without an up to date Immunisation History Statement.

- Ensure the service remains financially viable and can meet its debts and other obligations as they fall due;
- Review fees at least twice annually in line with CPI and market forces;
- Only collect and disclose personal information about children and families to DEEWR/the Family Assistance Office (FAO) / the Department of Education and Communities where disclosure is legally required.

Fees

Our service's financial viability and access to our service will be maximised by ensuring families are aware of all fees and fee payment requirements upon enrolment.

The following fees and charges must be paid by the family enrolling a child or children prior to children attending the service for the first time and /or prior to commencing the school term:

Membership – \$2.20 payable annually, a requirement of the Nambucca Heads Preschool's Constitution. This fee must be paid for any child to attend the Preschool.

Bond – two weeks' fees in advance is held as 'bond' on the client's account. This is allocated to fees or refunded to 'billing master' (paying parent) as per HubHello, upon the cessation of enrolment. The bond will automatically roll over for children who attend the centre in consecutive year/s.

Administration Fee – \$20 payable per family per term. In case, a child enrolls at Preschool two weeks prior to the end of term, this fee will be waived.

Insurance Fee – \$5.50 must be paid per child per term and will be added to family's the account.

Preschool Hat - \$12.00 one off payment.

The Nominated Supervisor will:

- ✓ Ensure all families are made aware of service fees, other charges and available subsidies on enrolment;
- ✓ Ensure statements of fees are given to all families no less than fortnightly;
- ✓ Submit attendance records to NSW Department of Education & Communities *Children's Services Data Collection* on regular basis and as required;

Families will:

- ✓ Accurately record the arrival and departure times of their child or children attending the service; and
- ✓ Retain their Receipt/s for fees paid. Copies will be supplied to families at the cost of \$0.10 per sheet upon request. Notice of one week should be given at all times.

Fee payment procedure

The Nominated Supervisor will:

- ✓ Ensure families are aware of fee payment options:

Direct Deposit into Preschool's account at BCU (account type S11) – child's name to be used as a reference

Internet banking – transfer of fees between family's bank account and the Preschool's account at BCU. The child's name is to be used as reference

Cheque – either at the office or placed in an envelope clearly marked with date and family name including Child's name and placed in the red fees box located in the Green Room;

Cash – Families should make all cash payments at the office. Some families prefer to place cash payments in an envelope clearly marked with date and family name including child's name and deposit it in the red fees box located in the Green Room. This is done at the payee's own risk (Preschool staff or management does not take responsibility for any monies deposited in such manner).

N.B. The Preschool staff or management are not responsible for any monies or cheques deposited into the Fees Box.

- ✓ Ensure parents who supply their Pension Card or Health Care Card as proof of low income are charged subsidised fees.
- ✓ Implement an overdue fee process with any families whose fees are not two (2) weeks in advance at all times.

Families will:

- ✓ Ensure all fees are kept two weeks in advance at all times.
- ✓ Supply Preschool with a copy of Pension Card or Health Care Card as proof of low income if they want to be assessed for subsidised fees.
- ✓ Finalise their accounts by the end of the week prior to the end of each term at minimum. Failure to do so will result in the termination of the child's or children's enrolment at the Preschool. Fees, charges and commissions incurred by the Preschool for collection of any debt will be added to the outstanding account and payable by the family.

Late Fees

The Approved Provider will:

- ✓ Levy a fee for families who collect their child/children after 4.00pm will be set at \$50.00 as this is the official closing time for the centre.
- ✓ Friday's children are to be collected by 3.00pm. A \$10 late fee will apply for each 15minutes or part thereof.

The Nominated Supervisor will:

- ✓ Ensure families are made aware of late fee on enrolment; and
- ✓ Ensure late fees are invoiced on families' statements of account.

Public Holidays

Families will:

Not be charged for any booked day of education and care which falls on a public holiday.

Absences

The Nominated Supervisor will:

- ✓ Ensure families are charged fees for absences which fall on any booked day of education and care.
- ✓ Contact the parents/carers, on the contact number/s provided to Preschool, of any child who is absent on their booked days for 2 weeks without notification. In case/s when the parents/carers cannot be contacted due to invalid contact details and/or an explanation is not supplied, the child's enrolment at the Preschool will be cancelled. A letter will be forwarded to the parents/carers informing them of the cancellation and a balance of fees owed and payable.

In exceptional circumstances when extended periods of absences are necessary and unpredictable, primarily in the event of illness or health related emergency, charges may be waived. This is subject to application and approval by the Board of Management and requires supporting evidence, such as doctor's certificate.

Families will:

- ✓ Notify the Preschool as early as possible if their child is going to be away for any reason on the day/s they are booked in to attend.

Withdrawal from Centre

The Nominated Supervisor will:

- ✓ Provide all families with a statement of outstanding fees on receipt of notification of withdrawal of a child from the service.

Families will:

- ✓ Provide two (2) weeks' notice of withdrawal from service. If child does not attend during this 2-week notice period full fees will be charged and payable by the family.

Outstanding Accounts

The Nominated Supervisor will:

- ✓ Enforce the suspension of enrolment of children whose account is three weeks or in excess of three weeks overdue in fees and charges as informed by the administration officer responsible for the Preschool accounts.
- ✓ Negotiate, in writing, a repayment with the family that will see the outstanding amount repaid within maximum of three months.

N.B. Preschool reserves the right to withdraw any such agreement and proceed with debt collection should the agreement be breached by the person undertaking the responsibility of the payments on the outstanding account.

- ✓ Ensure families receive the following notices for overdue accounts:

1 week overdue – statement of account shall be marked with a reminder of an ‘overdue account’

2 weeks overdue – a letter of request of payment of outstanding account by a set date, giving seven days (7) to make payment in full, will be issued to family. It will be stipulated in letter that the child’s or children’s placement at the Preschool is at risk. If necessary, a re-payment arrangement can be made as per conditions above.

3 weeks overdue – a ‘Final Notice’ letter of demand of payment of the outstanding account, giving seven days (7) to make payment in full, will be issued to family. The letter will clearly state that the placement at Preschool has been cancelled due to unpaid account, the date the child cannot attend the centre from, and the due date for payment. Child does not attend the service while payments are being made.

The enrolment of a child will be cancelled if that child is absent for two consecutive weeks without notification or explanation by family member/s and the parents/carers cannot be contacted.

Educators and staff will:

- ✓ Familiarise themselves with the fee policy;
- ✓ Refer families to the office as requested by Nominated Supervisor or Administration personnel;
- ✓ Support and assist the Nominated Supervisor and/or Administration personnel in the collection of outstanding accounts.

Statutory Legislation & Considerations

A New Tax System (Family Assistance) (Administration) Act 1999

A New Tax System (Family Assistance) Act 1999

Children (Education and Care Services National Law Application)

ACT 2010

Education and Care Services National Regulations 2011

Sources

Child Care Services Handbook 2011 – 2012 DEEWR

Community Child Care Co-operative Ltd (NSW)

Reviewed	
Date	By whom
15/03/2013	Written by Alice Marquardt
18/03/2013	Committee, Staff, Families
18/11/2014	Alice Marquardt
02/02/2016	Debbie Rix
30/01/2017	Debbie Rix
2018	Alice Cermak
02/09/2019	Debbie Rix

Medical Conditions Policy

Introduction

Medical conditions include, but are not limited to asthma, diabetes or a diagnosis that a child is at risk of anaphylaxis. In many cases these can be life threatening. Our service is committed to a planned approach to the management of medical conditions to ensure the safety and wellbeing of all children at this service. Our service is also committed to ensuring our staff are equipped with the knowledge and skills to manage situations to ensure all children receive the highest level of care and to ensure their needs are considered at all times. Providing families with ongoing information about medical conditions and the management of such is of high importance.

To support children's wellbeing and manage precise health requirements, our Service will work in accordance with the Education and Care Services National Regulations to ensure health related policies and procedures are developed and implemented.

Our education and care service will minimise the risks around medical conditions in children by:

- Collaborating with families of children with diagnosed medical conditions to develop a risk minimising plan for their child;
- Informing all staff, educators and volunteers of all children diagnosed with a medical condition and the risk minimising procedures for these;
- Providing all families with current information about identified medical conditions of children enrolled at the service with strategies to support the implementation of the risk minimising plan;
- Ensuring all children with diagnosed medical conditions have a current risk minimisation plan that is accessible to all staff; and
- Ensuring that all staff are adequately trained in the administration of emergency medication.

The Approved Provider will:

- Ensure the Nominated Supervisor fulfils responsibilities in the management of medical conditions.

ENROLMENT OF CHILDREN INTO THE CENTRE

The Nominated Supervisor will:

- Ensure that any parent with a child enrolled at the service that has a specific health care need, allergy or other relevant medical condition is provided with a copy of this *Medical Conditions* policy;
- Inform parents of the requirement to provide the service with a medical management plan for their child's condition;
- Collaborate with families of children with medical conditions to develop a risk minimisation plan to ensure the child's safety and wellbeing:
 - To ensure that the risks relating to the child's specific health care need, allergy or relevant medical condition are assessed and minimised; and
 - To ensure that practices and procedures ensuring that all staff members and volunteers can identify the child, the child's medical management plan and the location of the child's medication are developed and implemented.
- Ensure that all staff and educators are aware of the medical management plan and risk minimisation plan
- Ensure that all staff are adequately trained in procedures contained in the medical management plan; and
- Inform other families enrolled at the centre of the need to prohibit any items which may present a hazard to children with diagnosed medical conditions.

Communication and Display of medical information

The Nominated Supervisor will:

- Ensure that all medical management and risk minimisation plans are accessible to all staff;
- Ensure that all plans are current and kept up to date;
- Develop a communication plan to ensure that relevant staff members and volunteers are informed of the medical conditions policy, the medical management plan and risk minimisation plan for the child;
- Develop a communication plan to ensure that parents can communicate any changes to the medical management plan and risk minimisation plan

Educators and Staff will:

- Ensure they are aware of enrolled children with medical conditions and be familiar with the medical management and risk minimisation plans of each child diagnosed with a medical condition.

Management of asthma and anaphylaxis

The Nominated Supervisor will:

- Ensure that staff are adequately trained in the management of asthma and anaphylaxis.
- Ensure that staff are trained in the administration of emergency medication such as the Epi-pen or asthma medication.

Educators and Staff will:

- Be alert to the immediate needs of children who present with symptoms of anaphylaxis and asthma; and
- Administer emergency medication in accordance with their training, as required.

Documentation and Record Keeping

The Approved Provider will:

- Ensure records are confidentially stored for the specified period of time as required by the Regulation.

The Nominated Supervisor will:

- Provide a copy of the Medical record to medical staff in the event further medical intervention is required.

Educators and Staff will:

- Complete a Medication Record when a child receives emergency medication; and
- Provide parents with a copy of the Medication Record.

Evaluation

Educators respond in an effective manner to all medical conditions.

Documentation is completed and filed

Regular reviews of procedures and policy are implemented.

Management of Asthma:

Management will:

- Identify children with asthma during the enrolment process.
- Provide families with a copy of the Asthma Policy upon enrolment.
- Provide all staff with a copy of the Asthma Policy and brief them on asthma procedures upon their appointment to the Children's Service.
- Provide opportunity and encouragement for staff to attend regular asthma training and ensure that at least one staff member responsible for first aid who has completed certified asthma training (Emergency Asthma Management) is on duty whenever children are being cared for or educated, including off site excursions.

- Provide an Asthma Record to all families of children with asthma upon enrolment. The completed Asthma Record is to be returned promptly, reviewed annually and kept in a central location.
- Ensure that all staff are informed of the children with asthma in their care.
- Formalise and document the internal procedures for Asthma First Aid, for both children with a diagnosis of asthma, and those with no known diagnosis of asthma (first attack).
- Ensure that at least one Asthma First Aid poster is displayed in each playroom in the centre.
- Ensure that the Asthma Emergency Kit contains a blue reliever puffer (e.g. Airomir, Asmol, Epaq or Ventolin), a spacer device and child mask if necessary and concise written instructions on Asthma First Aid procedures.
- Provide a mobile Asthma Emergency Kit for use on activities outside the Children's Service.
- Identify and, where possible, minimise asthma triggers.
- Encourage open communication between families/ guardians and staff regarding the status and impact of a child's asthma.
- Promptly communicate any concerns to families should it be considered that a child's asthma is limiting his/her ability to participate fully in all activities.

Staff will:

- Ensure that they maintain current Asthma First Aid training.
- Ensure that they are aware of the children in their care with asthma.
- In consultation with the family, optimise the health and safety of each child through supervised management of the child's asthma.
- Ensure that all regular prescribed asthma medication is administered in accordance with the information on the Child's Asthma Record.
- Administer emergency asthma medication if required according to the child's Asthma Record. If no Asthma Record is available, the Standard Asthma First Aid Plan should be followed immediately.
- Document the use of medication according to service policy and notify parents/carers
- Promptly communicate, to management and families, any concerns about the child's asthma limiting his/her ability to participate fully in all activities.
- Provide families with the contact details of the Asthma Foundation if further asthma advice is needed.
- Regularly maintain all asthma components of the first aid kit to ensure all medications are current and any asthma devices are cleaned after each use and ready to use.
- Identify and, where possible, minimise asthma triggers.

Families will:

- Inform staff, either upon enrolment or on initial diagnosis, that their child has a history of asthma.
- Provide all relevant information regarding the child's asthma via the Asthma Record as provided by the child's doctor.
- Notify the staff, in writing, of any changes to the Asthma Record during the year.
- Ensure that their child has an adequate supply of appropriate medication (reliever) and spacer device clearly labelled with the child's name including expiry dates.
- Communicate all relevant information and concerns with staff as the need arises e.g. if asthma symptoms were present during the night.

Asthma First Aid

A children's service should have an Asthma Emergency Kit available for use in case of:

- **An emergency where a child has difficulty breathing**
- **A child's first attack of asthma**
- **A child's own asthma reliever puffer is unavailable, expired or empty.**

AND

All staff should be aware of how to deliver the Asthma First Aid Plan.

Each kit should contain a blue reliever puffer (Airomir, Asmol, Epaq or Ventolin), a spacer device, instructions for use, and 70% alcohol swabs for cleaning.

If a child has difficulty breathing or their asthma deteriorates, administer Asthma First Aid according to either:

- The Child's Asthma Record First Aid Plan as signed by the family and/or doctor's written instructions

OR

- The Asthma First Aid Plan.

If a child has difficulty in breathing and there is no notification on any written communication from the parents/guardian about them having asthma; call an ambulance immediately, follow the Asthma First Aid Plan and contact the parents immediately.

No harm is likely to result from giving a reliever puffer to someone without asthma.

Asthma First Aid Plan

Step 1: Sit the child upright and remain calm and provide reassurance. Do not leave the child alone.

Step 2: Give 4 puffs of a blue reliever (Airomir, Asmol, Epaq or Ventolin), one puff at a time, preferably through a spacer device. Ask the child to take 4 breaths from the spacer after each puff.

Step 3: Wait 4 minutes.

Step 4: If there is little or no improvement, repeat steps 2 and 3.

- If there is still little or no improvement, call an ambulance immediately (Dial 000).
- Continue to repeat steps 2 and 3 while waiting for the ambulance.
- If the child's condition suddenly deteriorates, or you are very concerned, call an ambulance immediately.

In an emergency the blue reliever puffer can be accessed from the Asthma Emergency Kit or borrowed from another child.

- ✓ Record any asthma incident and file the completed form with all incident reports.
- ✓ Notify the family and advise them of actions taken.

Management of Anaphylaxis:

Conduct an assessment of the potential for accidental exposure to allergens while child/children at risk of anaphylaxis are in the care of the service and develop a risk minimisation plan for the service.

Ensure a notice is displayed stating that a child with anaphylaxis attends the centre

The Nominated Supervisor will:

- Ensure there is a section on the enrolment form for parents/carers to fill in any allergies their child may have. If the child has severe anaphylactic reactions, ask the parent/carer to provide a medical management action plan signed by a Registered Medical Practitioner.
- Ensure that a complete auto injection device kit (epi-pen) is provided by the parents/carers for the child while at the service.
- Ensure that staff members on duty whenever children are present at the service have completed emergency anaphylaxis management training
- Ensure that all staff know the child/children at risk of anaphylaxis, their allergies, the individual anaphylaxis medical management action plan and the location of the auto- injection device.

- Ensure that no child who has been prescribed an adrenaline auto injection device is permitted to attend the service without the device.
- Implement the communication strategy and encourage ongoing communication regarding the current status of the child's allergies.
- Display the action plan in a key location at the service.
- Ensure that a child's individual anaphylaxis medical management action plan is inserted into the child's enrolment folder.
- Ensure that all staff know the location of the anaphylaxis medical management plan and that a copy is kept with the epi-pen.
- Ensure that the staff member accompanying children outside the service carries the epi-pen and a copy of the anaphylaxis management plan.

Staff responsible for the child at risk of anaphylaxis shall:

- Ensure a copy of the child's anaphylaxis medical management action plan (AMMAP) is visible and known to all staff.
- Follow the child's AMMAP in the event of an allergic reaction, which may progress into anaphylaxis.
- In the situation where a child who has not been diagnosed as allergic, but appears to be having an anaphylactic reaction:
 - ❖ Call an ambulance immediately by dialling 000.
 - ❖ Commence first aid measures
 - ❖ Contact the parent /carer
 - ❖ Contact the emergency contact if parents/carers cannot be contacted.
- Ensure that the epi-pen is stored in a location that is known to all staff, including relief staff, easily accessible to adult (not locked away) and inaccessible to children.
- Ensure that epi-pen and a copy of the AMMAP is carried by a staff member on all excursions.
- Regularly check the epi-pen's expiry date.
- Provide information to parents and the community about resources to support the management of anaphylaxis.

Families will:

- Inform staff at the children's service, either on enrolment or on diagnosis, of their child's allergies;
- Develop an anaphylaxis risk minimisation plan with service staff;
- Provide staff with an anaphylaxis medical management plan signed by the registered medical practitioner giving written consent to use the auto-injection device in line with the action plan.
- Provide staff with an auto injection device kit and regularly check the expiry date.
- Assist staff by offering information and answering any questions regarding their child's allergies.
- Notify the staff of any changes to their child's allergy status and provide a new anaphylaxis action plan in accordance with these changes;
- Communicate all relevant information and concerns to staff relating to the health of the child.
- Comply with the service's policy that no child who has been prescribed an auto injection device is permitted to attend the service or its programs without that device.

Management of Diabetes:

Introduction

The management of a child's diabetic condition is dependent upon coordination between our service, the child's family and the child's doctor. Our service recognises the need to facilitate effective care and health management of children who have diabetes, and the prevention and management of acute episodes of illness and medical emergencies.

This Diabetes Management Policy aims to:

- Raise awareness of diabetes management amongst those involved with this service.
- Provide the necessary strategies to ensure the health and safety of all children with diabetes enrolled at this service.
- Provide an environment in which children with diabetes can participate in all activities to the full extent of their capabilities; and
- Provide a clear set of guidelines and expectations to be followed with regard to the management of diabetes.

The Approved Provider will:

- Encourage all staff to complete senior first aid training and any other relevant training required to provide appropriate care to the child.

The Nominated Supervisor will:

- Provide staff with a copy of this policy.
- Ensure at least one staff member who has completed accredited senior first aid training is on duty at all times.
- Ensure all enrolment forms have an area for serious illnesses.
- Identify children with diabetes during the enrolment process and inform staff.
- Provide families thus identified with a copy of this policy and Diabetes Care Plan upon enrolment and diagnosis.
- Ensure the Diabetic Care Plans have information for the child's Diabetic Management and outline what to do in relation to any Diabetic Emergency the child might face.
- Ensure families provide the service with the child's testing kit and hypo pack if required.
- Store diabetic care plans in the child's enrolment folder.
- Encourage open communications between families and staff regarding the status and impact of a child's diabetes; and
- Promptly communicate any concerns to families should it be considered that a child's diabetes is limiting his/her ability to participate fully in all activities.

Staff will:

- Ensure they maintain current first aid training
- Ensure they are aware of children in their care with diabetes.
- Ensure they are aware of symptoms and signs and the emergency treatment of low blood glucose levels:
- Call an ambulance if they feel emergency treatment is required:
- Ensure, thorough consultation with the family, the health and safety of each child through supervised management of the child's diabetes:
- Where necessary modify activities in accordance with a child's needs and abilities:
- Ensure that the child's *Diabetes Care Plan* is followed at all times.
- Promptly communicate any concerns to families should it be considered that a child's diabetes is limiting his/her ability to participate fully in all activities
- Ensure that children with diabetes are treated the same as all other children.

Families will:

- Inform staff, either upon enrolment or on the initial diagnosis, that their child has diabetes;
- Provide all relevant information regarding their child's diabetes via a written Diabetes Care Plan, which should be provided to the centre within 7 days of enrolment;
- Keep the child's testing kit and hypo pack updated as required.
- Notify the Nominated Supervisor, in writing, of any changes to the Diabetic Care Plan during the year.
- Ensure that they comply with all requirements and procedures in relation to the Medications record;
- Communicate all relevant information and concerns to educators as the need arises; and
- Ensure, in consultation with staff, the health and safety of their child through supervised management of the child's diabetes.

NATIONAL QUALITY STANDARD (NQS) QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.1	Health	Each child's health and physical activity is supported and promoted
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation
2.2	Safety	Each child is protected
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard

CHILDREN (EDUCATION AND CARE SERVICES) NATIONAL LAW NSW - EDUCATION AND CARE SERVICES NATIONAL REGULATIONS:	
90	Medical Conditions Policy
90(1)(iv)	Medical Conditions Communication Plan
91	Medical conditions policy to be provided to parents
92	Medication record
93	Administration of medication
94	Exception to authorisation requirement—anaphylaxis or asthma emergency
95	Procedure for administration of medication
96	Self-administration of medication

Source

- Education and Care Services National Regulation
- National Quality Standards
- Occupational Health and Safety Act
- Revised National Quality Standards

Reviewed Date	By Whom
20/05/2019	Debbie Rix