



Parent Handbook 2023

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Centre Opening Hours:

Monday to Friday 8am-6pm

We are CLOSED on ALL NSW Public Holidays and 3 weeks over the Christmas/ New Year break.

Centre Contact Details

PH: 02 9874 5717

Email: kindy@redrobin.com.au

Address: 19 Welby St Eastwood NSW 2122

Introduction:

Welcome to Red Robin Kindergarten. No two childcare services are the same as we know each family has different needs and wants for their children.

This Parent Handbook contains useful information about our Centre and an overview of our philosophy, policies and guidelines which drive our daily practices. Please keep this Handbook as a ready reference during your child's stay with us. All of Red Robin's Policies and Procedures are available for parents to read at any time. The Early Childhood Education and Care National Law and Regulations are also available or can be found online.

Red Robin Kindergarten is located at 19 Welby Street Eastwood and is owned and operated by Holad Pty Ltd. We have a maximum of 40 children per day ranging from 2 years to 5 years old.

Every parent needs to know his or her child is happy and healthy. Parents can be assured that we strive to provide the highest possible standard of care and education for children. Bringing out the best in early childhood development is a challenge, which our educators accepts and meets with great commitment and pride.

Licensing Details:

Approved Provider

Maureen O'Connor

Approved Provider Number

PR-00004854

Nominated Supervisor and Educational Leader

Melissa Morrison

Service Approval Number

SE-00008829

Regulatory Authority for NSW:

NSW Early Childhood Education and Care Directorate

Department of Education and Communities

Website: www.det.nsw.edu.au Email: ececd@det.nsw.gov.au

Locked Bag 5107, Parramatta, NSW 2124

Parramatta NSW 2124

Ph: 1800 619 113

The Early Childhood Education and Care National Law and Regulations

The Early Childhood Education and Care National Law and Regulations are available for you to read and access at any time. Please click the below links to read:

[Education and Care Services National Regulations](#)

[Education and Care Services National Law](#)

Our Philosophy

As a trusted part of our local community, Red Robin aims to set high standards for quality early childhood education and care. When children commence their early learning journey with us, they are welcomed into the Red Robin family where they can feel safe and secure in a fun, educational and stimulating environment.

Here at Red Robin, we value the uniqueness of each child and family and ensure that the needs of each individual child are met throughout the day. With a child centred approach and a strong emphasis on play, children come into an environment where they can develop their independence, resilience and sense of agency through a focus on social and emotional development.

Red Robin recognises, values and supports families in the important role they have in their children's lives. Establishing partnerships based on mutual trust enables us to learn from them as well as work together to make decisions to ensure their children thrive. Through strong partnerships and open communication, we value all interactions and allow families to express their ideas and opinions at any time.

We believe that our team of passionate, diverse and qualified educators are our most precious resource, each bringing fundamental qualities and skills to our service. Our dedicated team work together to support and encourage one another in providing and optimising learning opportunities for children. We acknowledge the importance of teamwork and educators extending their knowledge and skills through professional development.

Valuing and acknowledging the important role of our educators is the fundamental core of our service that enables us to provide high quality education and care to our children.

“Here at Red Robin, we value the uniqueness of each child and family and ensure that the needs of each individual child are met throughout the day.”

Enrolment:

Red Robin Kindergarten is committed to non-discriminatory access. Casual days are available on request. These can only be provided if you are requiring additional days and if a position is available at the centre. Days cannot be swapped.

Before commencement

The Centre Manager meets with all parents and children before commencement at the Centre and gives them a tour of the facilities. This gives the parent(s) opportunity to view the Centre, meet the educators, and receive the necessary enrolment information. The Centre's program and any special needs of the child (such as specific dietary requirements, allergies, asthma plans) are also discussed during this meeting.

Enrolment forms are to be completed, and parents must provide children's immunisation records, birth certificate, and any court orders affecting the child so that they can be photocopied at this time. The Bond, and enrolment fee must be paid before your child commences at Centre.

The decision whether a child with any additional needs can be enrolled in the Centre is made after consultation with the:

- Centre Manager / Owner
- Child's Parents
- Child's Doctor/Paediatrician
- Children's Service Adviser (if necessary)
- Other relevant professional and medical personnel.

Withdrawal and changes to number of days

We require a full four weeks' notice in writing (not verbal) if you intend to withdraw your child from the Centre or to decrease the number of days required. The four weeks' notice starts from the close of business of the day you inform the Centre in writing.

Absent Days and Public Holidays:

The centre will be closed on the following public holidays, and fees are not charged for Public Holidays:

- Australia Day
- Good Friday
- Easter Monday
- Anzac day
- Queens Birthday
- Labour Day

Full fees are still charged if your child is absent due to illness or if your child is on holidays (CCS adjusted if applicable).

The centre CLOSES for 3 weeks over the Christmas/New Year Period. Fees are not charged during this time. Closure dates will be confirmed each year.

Payment Structure and Administration:

2023 Fees

1. A bond payment of \$150 is paid on enrolment to the centre. This amount may be used at the end of your care to cover any outstanding amount and any difference will be refunded. Once the bond payment is made, if you choose to no longer enrol your child this bond will be forfeited unless 4 weeks written notice has been given.

2. A \$60 non-refundable enrolment fee is also payable upon enrolment.

3. Daily Fees:

Penguins (2-3yrs)

Short Day (9am-3pm) - \$108

Long Day (8am – 6pm) - \$134

Dolphins (4-5yrs)

Short Day (9am-3pm) - \$107

Long Day (8am – 6pm) - \$128

There are no half day or hourly bookings

4. Fees are charged via direct debit. The date that the fees are debited is flexible and we can set up your debit for weekly, fortnightly or monthly payments.

Child Care Subsidy:

The Australian Government provides a number of subsidies and programs to help with the cost of childcare, with the Child Care Subsidy (CCS) being the main type of assistance that most families will use.

It is the responsibility of the parent to register for CCS with Centrelink through their MyGov account. Our Centre meets all the regulatory requirements for CCS. Information about the claims process can be found on the Australian Governments, Service Australia website:

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>

The level of subsidy a family receives will depend on three factors:

- Income – a family's (both partners) combined income
- Activity test – what activities the individual and their partner undertake or exemptions that might apply and
- Service type – the type of approved childcare service used, for example Centre Based Day Care.

How will the Child Care Subsidy be paid?

Child Care Subsidy is paid directly to our centre and is passed on to families as a fee reduction so that their fees are reduced at the time they use childcare. Families will pay the difference between their subsidy and the fees charged by the centre.

Further information about CCS is available on the Department of Human Services Child Care Subsidy website www.humanservices.gov.au/childcaresubsidy

Handling Data:

As part of providing safe and high-quality childcare, Red Robin Kindergarten is required by legislation to collect personal, sometimes sensitive information about families and children. All information is protected in accordance with the National Privacy Principles contained in the *Privacy Act 1988* and the National Regulations.

Personal details collected from families are stored in locked filing cabinets and on a password protected computer. Access to this information is then only made available to those directly related to the care of your child on a need-to-know basis.

Red Robin Kindergarten may be required by law to give pertinent information about you to government organisations and agencies, and to certain community service organisations where they might be able to assist you. Wherever possible, we will seek to ask you first.



Arrival and Departure:

To ensure your child's safety, we require that you (or another authorised adult over 18 years of age) accompany your child into the Centre. Each child must be signed in and out of the centre everyday they attend. This is a legal requirement that we must follow. These records are used in case of emergencies and to claim your CCS.

Arrival

Upon arrival, **Sign your child in with time noted using Kiosk on the tablet in the Middle Room.** Also inform the educators if:

- You are going to be away from your place of work or home for the day, and leave a direct contact telephone number for a medical emergency
- Someone different is collecting your child (if this person is not on your child's enrolment form, we will need this in writing)
- Your child is unwell or has been sick
- Your child requires medication throughout the day
- Your child has been given medication at home within the past 24 hours
- Your child is teething
- You are aware of anything that might have happened/or is planned that we should know about to ensure we meet your child's needs.

Before you leave, inform an educator of your child's arrival.

Departure

To ensure your child's safety, we require that you (or another authorised adult over 18 years of age) collect your child from the Centre. **Sign your child out on departure with time noted using Kiosk on the Tablet in the foyer.** Before you leave, inform an educator of your child's departure.

Note: It is a legislative requirement that your child is signed in and out of the Centre.

Persons authorised to collect children

At the time of enrolment, parents must provide the Centre with the names and contact details, including telephone numbers, of any persons authorised to collect their children. Parents must notify the Centre of any changes to this authorisation. If someone other than the authorised person (as indicated on the child's file) is to collect your child, the Centre must be notified in writing. Children will be released to authorised persons only. Photo ID must be shown before a child will be permitted to leave the Centre with a person unknown to staff. All authorised persons collecting children must be eighteen (18) years or older.

Parents who have court orders must provide the Centre with a copy for our records. If no legal documentation on who may pick up the child exists, the child will be released to either parent until the Centre is advised otherwise in writing. (Refer to the 'Access and Custody Policy' in the Centre's Policies and Procedures Folders.)

Arrival and Departure Cont.:

Arrival and departure of a child with a member of staff

Red Robin Kindergarten does not allow staff members to pick up or drop off children to and from the centre.

Late collection

The Centre closes at 6.00pm each night. To enable this to occur, parents should arrive at least 15 minutes before that time to collect the child, sign-out, gather any personal belongings, and perhaps have a brief chat with educators.

A late fee of \$30 for the first 15minutes or part thereof and \$1 per minute per after that applies for children collected after 6.00pm (by the Centre clock). Parents will be given a Late Fee Form to sign upon arrival at the Centre. Payment of any late fee is due the following week.

Emergencies do occur and the Centre understands this. In such an event, parents may be delayed and are asked to advise the Centre well before closing time.

If your child is still at the Centre at 6.00pm and we have not heard from you, we will take the following steps (in order):

1. Attempt to contact you at home, work or school
2. Call the people listed on your child's Enrolment Form as 'Emergency Contacts' and authorised to collect your child
3. Call the Police Department to advise them of the situation and consult on what action to take
4. Inform the Department of Education and Communities



Settling into Care:

Introducing your child to care can be an emotional experience for both yourself and your child. Each child's reaction to settling into care and the time it takes for them to be comfortable in their new environment, is dependent on each child, their age and their past experience in childcare. It is fair to expect some tearful goodbyes in the early days; however, there are many ways to assist your child with this transition.

Plan an Orientation Visit

An orientation visit before your child starts their full days attendance, can give them a chance to familiarise themselves with their new learning environment. They are able to begin developing relationships with their educators and meet other children in their class. Familiarising your child with their alternate educators and the care setting, will be a huge help to them.

This is also a great opportunity for you to also spend time with the educators and centre manager. You will be able to share your child's interests, routines and rituals with their educator and this will help our educators provide a smooth transition between home and the educational environment.

What else can you do?

Here are a few other strategies that might help your child during the settling process:

- If possible, start with some shorter days and gradually build up the length of time your child spends at the centre when they first start.
- Send in a favourite toy or other familiar comfort item that might help them settle. Although we don't encourage this long term, it can certainly help in those first few weeks.
- Allow your child to help pack their bag for childcare in the morning or the night before.
- Print and laminate a photo of mum or dad for your child so that they can keep you close.
- Inform us of your child's favourite activities they we may be able to use to distract your child at drop-off time.
- Help your child settle into a preferred activity before you leave
- Talk about going to care with your child, and what will happen there and let them know that you are happy and confident that they will be safe and have lots of fun.
- Reassure your child when you leave that you (or someone else) will be back later to collect them. You might like to tell them what time you will be picking them up (eg. afternoon tea time).

For peace of mind, we encourage you to give us a Call to see how your child is going. Children who become upset when you leave, often settle very quickly and are happy once the initial separation is over.

Rooms and Groups

The centre is licensed for 40 children per day split up in the following groups:

Penguins – (2-3yrs) – 20 children per day

Dolphins – (3-5yrs) – 20 children per day

Above ages are a guide as grouping depends on the needs of the individual child.

Meet our Educators



Melissa

Centre Manager, Nominated Supervisor,
Educational Leader and Dolphin Room
Leader
Asthma and Anaphylaxis Trained



Lauren

Penguins Room Leader
Responsible Person
First Aid, Asthma and Anaphylaxis
Trained



Lucy

Penguins Room Leader
Responsible Person
First Aid, Asthma and Anaphylaxis
Trained



Parvin

Educator
Responsible Person
First Aid, Asthma and
Anaphylaxis Trained



Manal

Educator
Responsible Person
First Aid, Asthma and
Anaphylaxis Trained



Lynn

Causal Educator
First Aid, Asthma and
Anaphylaxis Trained

Our Program

Here at Red Robin, we run a play-based and interest-based program. Play is the way in which children naturally learn. Children's learning becomes meaningful when they are free to learn at their own rate and in their own way. A play-based program does not mean they just do what they like all day. There will be times when the children come together as a group, listen when others are talking, follow the rules of group living and begin to take responsibility for their actions and their environment.

Your child needs to feel secure and safe to fully explore everything that we have to offer. They have the right to choose and pursue his or her own interests and we love to facilitate and build on that. Our program offers your child the choice of a wide variety of play experiences which balance the active and the restful, the noisy and the quiet, the structured and the unstructured, the messy and the clean, the indoor and the outdoor, individual, small group and large group experiences.

Our preschool program includes many areas of learning, including maths, science, technology, music & movement, literacy and the creative arts, with a strong focus on social and emotional development.

Parents are a great source of specific information about their child's interests and abilities and are encouraged to share this with their child's educators. To assist you in seeing your child's progress during their time at the Centre, we send you daily updates via email about their day. You will also receive an observation each month via email so that you can see your child's progress. Portfolios are also prepared by the educators for each child. They contain craft, work samples and other information about your children and allow you to view your child's learning journey during their time at the centre. You are able to request to see your child's portfolio at any time.



Our Program Cont.

KindyHub

Here at Red Robin, we use an online programming system called KindyHub. Other features of KindyHub include an optional Parent Portal as well as a SmartPhone app. This option is available to you in addition to receiving the email update each day. Upon enrolment, you will receive an email invitation for you to download the app and register for the parent portal. The app is available on both Apple and Android. If you don't recall receiving this, please contact the Centre Manager.

Daily Email

Daily photos and videos are uploaded for each individual room and child. You will receive the daily email on each day that your child attends the centre. Along with photos and videos from the day, it will also contain your child's eating and sleeping information.

Individual Learning

Our method of programming is making our documentation individualised and meaningful for each child. This will involve your child getting individual learning goals to work towards. Educators will plan experiences and document your child's progress towards their goal. You will receive a summary of your child's learning and progress towards their goal and this will allow you to see their on going learning and development throughout their time with us. You will receive your child's progress letters via KindyHub.

Feedback and Family Input

We value family input and understand how important it is for us to incorporate aspects of family life into our programs. We strongly encourage you to have conversations with your child's educators on a regular basis to give feedback on the current program, share any ideas you may have and communicate your child's current interests and needs. Other ways you can provide input is by participating in questionnaires/surveys, participating in Parent Participation Activities within the centre and by arranging interview times with your child's educator or the centre manager.



The Early Years Learning Framework

The Early Years Learning Framework (EYLF) is a National Early Learning Framework for children from birth to five years. The EYLF has been developed to ensure your child receives a quality educational program.

Our Educators use the framework in partnership with families to develop learning programs responsive to children's ideas, interests, strengths and abilities and recognise that children learn through their play. The EYLF describes childhood as a time of belonging, being and becoming:

- **Belonging** is the basis for living a fulfilling life. Children feel they belong because of the relationship they have with their family, community, culture and place.
- **Being** is about living here and now. Childhood is a special time in life and children need time to just 'be' – time to play, try new things and have fun.
- **Becoming** is about the learning and development that young children experience. Children start to form their sense of identity from an early age, which shapes the type of adult they will become.

Through the Framework's five learning outcomes, our educators will assist your child to develop:

- A strong sense of their identity
- Connections with their world
- A strong sense of wellbeing
- Confidence and involvement in their learning
- Effective communication skills

The National Quality Framework

The National Quality Framework provides a national approach to regulation, assessment and quality improvement for all early childhood education and care settings across Australia. Research shows quality education and care early in life leads to better health, education and employment outcomes later in life. The early years are critical for establishing self-esteem, resilience, healthy growth and capacity to learn. Quality education and care shapes every child's future and lays the foundation for development and learning.

The National Quality Framework sets a higher national quality standard for early learning services to continue to improve their programs and practices.

Services are assessed and rated against seven quality area of the National Quality Standards:

1. Educational program and practice - Your child is supported to participate in play and learning
2. Children's health and safety - Your child is protected from illness and hazards
3. Physical environment - Your child plays in a safe and well maintained environment
4. Staffing arrangements - There are enough qualified staff to give your child the attention they need
5. Relationships with children- Your child is made to feel supported and welcomed
6. Collaborative partnerships with families and communities - Local community involvement and respect for the beliefs and values of families
7. Governance and leadership - Your child is cared for in a positive and well managed environment.

Our Quality Improvement Plan (QIP)

The aim of a Quality Improvement Plan is for services to assess their performance in delivering quality education and care, and to plan future improvements.

Our QIP celebrates our services strengths and it must:

- include an assessment of the programs and practices at the service against the National Quality Standard and National Regulations
- identify areas for improvement
- include a statement about the service's philosophy.

Our QIP is available upon request to view.

What to bring to kindy?

Your child requires the following items each day:

- Lunch and 2 pieces of Fruit/Vegetables
- A backpack or bag
- 2-3 changes of seasonally appropriate clothing
- Comforter (dummy/blanket/teddy bear) if required
- Shoes or sneakers – not thongs
- Cot-size sheets for children for cot or bed.
- Formula/Milk (if applicable)
- A water bottle
- Nappies (if applicable)

Every item is to be clearly labelled with the child's name.

The centre provides:

- Hats
- Sunscreen
- Wipes
- Painting Aprons

Toys from Home...

Toys and items of value should be left at home. While many children would like to bring their own toys to the Centre, sharing these with other children can be a difficult concept for a child to grasp, and can cause distress. It is also difficult for the educators to monitor personal toys and to ensure they will be sent home at night.

Of course, security items (e.g. dummy, rug, sleep teddy) are exceptions. However, these items are to be clearly labelled with your child's name.

Toilet Training

Centre staff will not begin toilet training your child until parents and educators agree that the child is developmentally and emotionally ready. This will ensure a consistent approach. Please speak to your child's teacher when you think your child is ready to begin the toilet training process. The process for toilet training will differ from child to child so please discuss with your child's teacher the best process to follow.

Sleep and Rest Time

All children are encouraged to rest during the day but are not compelled to sleep. The length of time children rest is dependent upon their needs, and these vary from child to child.

Quiet activities are available for those children who do not sleep. Your child's sleeping and eating habits will be recorded in the daily email on KindyHub each day.

Food and Nutrition

Parents and Families are to provide lunch for their own child. Families are

also asked to bring in two pieces of fruit each day to go towards morning and afternoon tea. The Centre provides afternoon tea for all children enrolled for a long day. Parents are also asked to provide a drink bottle filled with water each day for their child. Educators will refill your child's drink bottle when it empties throughout the day.

Please discuss any specific instructions or requests regarding your child's dietary requirements, particularly allergies, with the Centre Manager upon enrolment so that this need can be accommodated.

Meal times are pleasant occasions. Educators sit with small groups of children during meals, talk with them and encourage conversation between children.

Children are encouraged to taste or try different food, but never forced to eat. Toddlers and pre-schoolers are encouraged to serve and feed themselves. Chairs, tables and eating utensils are suitable for the developmental levels of the children.



Red Robin is a **NUT AWARE** – This means we ask that all nuts and any food containing nuts are not brought into our centre.

Bottles

Parents who supply bottles for their children should ensure the bottles are clearly labelled with the child's name. Please use nametags or a permanent non-toxic marker.

Place all bottles in the body of the refrigerator, not in the door. (The temperature of shelves in the door panels is not as cold as that in the body of the refrigerator.)

All bottles are kept at the centre and washed and sterilised by staff.

Birthday Celebrations

Birthdays are an important part of a child's life and are also an important part of belonging in our centre. Parents are welcome to bring a cake to the Centre so their child may celebrate with their

friends. All cakes brought into the centre must be completely nut-free and accompanied with either the recipe or ingredients list so that we can ensure which children can have it. Cupcakes are also best to bring in as they are individual and portioned controlled.

Please let us know if you are going to join us for the celebration. If you are unable, we are happy to take photographs for you

Immunisations

The *Public Health Act 1992* requires the Centre to maintain an Immunisation Register of all enrolled children. Parents are required to provide approved documentation of the immunisation status of their children when enrolling and to notify the Centre of any subsequent changes. If no evidence of immunisation is shown, then the child is considered to be not immunised against any of the vaccine-preventable diseases and will not be able to be enrolled in the centre unless they present the required documentation from a medical practitioner. Vaccine-preventable diseases include:

- Measles
- Mumps
- Diphtheria
- Pertussis (Whooping Cough)
- Rubella (German Measles)
- Tetanus
- Polio.

You can get a copy of your child's *immunisation history statement* at any time by using the links below:

- Using your Medicare online account through [MyGov](#)
- Calling the AIR General Enquiries Line on 1800 653 809
- Using the [Medicare Express Plus App](#)

[Click here to read more about the immunisation register](#)

If an outbreak of a vaccine-preventable disease occurs in the Centre, the Centre will seek advice from the local Public Health Unit, concerning the possible exclusion of any children who are not immunised. The decision to exclude a child from the Centre is made by the Centre Manager or the local Public Health Unit. Normal childcare fees apply during the child's absence from the Centre.

All families, staff and visitors to the Centre will be informed in writing that an outbreak of the particular infectious disease has occurred. The Centre Director has the right to send a sick child or staff member home if they are believed to be unwell and possibly contagious.

Infectious Diseases

Young children have immature immune systems and the nature of their play makes them more susceptible to the risk of cross-infection, especially in their first year of group care.

In addition to staff and children maintaining healthy and hygienic practices, the Centre excludes children and staff according to the National Health and Medical Research Council Guidelines outlined in the table below.

Children and staff who have contracted an infectious disease may only return to the Centre on presentation of a medical clearance certificate, which confirms that they are no longer contagious and are well enough to return to the Centre. However, the Centre Director has the ultimate responsibility for deciding if a child is well enough to return to the Centre. If a difference of opinion exists between the parents/doctor and the Centre Director, she/he will contact the Authorised Public Health Unit for advice.

Infectious Diseases Cont.

Condition	Exclusion of cases	Exclusion if the child has come into <u>contact</u> with the illness
Amoebiasis (Entamoeba histolytica) parasite	Exclude until diarrhea ceases (i.e. 24 hours since the last loose bowel motion)	Not excluded
Campylobacter (gastroenteritis)	Exclude until diarrhea has ceased (i.e. 48 hours since the last loose bowel motion)	Not excluded
Chicken pox	Exclude for at least 5 days AND until all blisters have dried	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded
Conjunctivitis	Exclude until discharge from eyes has ceased	Not excluded
Cytomegalovirus Infection	Exclusion not necessary	Not excluded
Diarrhoea	Exclude until diarrhea has ceased (i.e. 48 hours since the last loose bowel motion/episode of vomiting)	Not excluded
Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours late.	Exclude family/household contacts until cleared to return by an appropriate health authority
Glandular fever (mononucleosis)	Exclusion is not necessary	Not excluded
Hand, Foot and Mouth diseases	Until all blisters have dried	Not excluded
Haemophilus type B (Hib)	Exclude until medical certificate of recovery is received	Not excluded
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before seven days after the onset of jaundice or illness.	Not excluded
Hepatitis B	Exclusion is not necessary	Not excluded
Hepatitis C	Exclusion is not necessary	Not excluded
Herpes ('cold sores')	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible	Not excluded
Hookworm	Exclusion not necessary	Not excluded

Human immun-deficiency virus infection (HIV AIDS virus)	Exclusion is not necessary unless the child has a secondary infection	Not excluded
Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing	Not excluded
Influenza and influenza like illnesses	Exclusion may be required. Please discuss with your doctor and Centre's Director	Not excluded
Leprosy	Exclude until approval to return has been given by an appropriate health authority	Not excluded
Measles	Exclude for at least four days after onset of rash	Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case, they may return to Centre
Meningitis (Bacterial)	Exclude until well	Not excluded
Meningococcal infection	Exclude until adequate carrier eradication therapy has been completed	Not excluded if receiving rifampicin
Molluscum contagiosum	Exclusion not necessary	Not excluded
Mumps	Exclude for nine days or until swelling goes down (whichever is sooner)	Not excluded
Parvovirus (erythema infectiosum fifth disease)	Exclusion not necessary	Not excluded
Poliomyelitis	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery	Not excluded
Ringworms, scabies, pediculosis (lice), trachoma	Re-admit the date after appropriate treatment has commenced	Not excluded
Rubella (German measles)	Exclude until fully recovered or for at least four days after the onset of rash	Not excluded
Salmonella, Shigella	Exclude until diarrhea ceases	Not excluded
Streptococcal infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the person feels well	Not excluded
Tuberculosis	Exclude until a medical certificate from an appropriate health authority is received	Not excluded
Typhoid fever (including paratyphoid fever)	Exclude until approval to return has been given by an appropriate health authority	Not excluded unless considered necessary to public health authorities

Whooping cough	Exclude the child for five days after starting antibiotic treatment	Exclude unimmunised household contacted aged less than 7 years for at least 14 days after the last exposure to infection or until they have taken five days of a 10-day course of antibiotics. (Exclude close child care contacts until they have commenced antibiotics).
Worms (intestinal)	Exclude if diarrhea present	Not excluded

The Centre is required by legislation to inform their local Public Health Unit whenever:

- Either staff or children contract a vaccine-preventable disease
- An outbreak, that is two or more cases of other infectious diseases, occurs in a centre
- Either staff or children contract a notifiable disease.

The local Public Health Unit guides and assists the Centre to manage any such outbreaks (e.g. immediately treat staff and children with medication or vaccination in the case of meningococcal), and provides the Centre and families with accurate information.

The Centre is also required, by the Education and Care National Law and Regulations, to inform all families:

- That an instance(s) of the disease has been identified in the Centre
- Of the symptoms of the condition
- Of the exclusion time from the Centre for any infectious persons
- If a medical clearance is required before returning to the Centre
- In a way that maintains the confidentiality of individual persons or families.

To minimise the risk of spreading the disease, parents are asked to inform the Centre immediately if their child or a member of their immediate family has contracted an infectious disease.

Management of Unwell Children

If a child is unwell at home, parents will be asked not to bring the child to the centre. If a child becomes sick whilst at the centre, an educator holding a first-aid certificate is to assess the child's condition by taking the child's temperature informing the Centre Manager/Nominated Supervisor or Responsible Person on duty of the child's condition and then contact the parent/guardian or emergency contact for the child to be collected.

The centre will follow and implement the recommendations from *Staying Healthy: Preventing infectious diseases in early childhood education and care services*. To safeguard the health of other children and staff members, a child with any of the following symptoms will not be admitted to the Centre:

Management of Unwell Children Cont.

- Is lethargic
- unusual behaviour (child is cranky or less active than usual, cries more than usual, seems uncomfortable)
- Loss of appetite
- High temperature (38 degrees and above)
- Loose bowels
- Vomiting
- Discharge from the eye or ear
- Skin that displays rashes, blisters, spots, crusty or weepy sores
- Difficulty breathing
- Sore Throat or difficulty swallowing
- Headache or stiff neck
- Is unable to participate in the activities or routine with the centre
- Sleeps at unusual times
- Is in need of constant one to one care
- severe pain anywhere (including toothache)
- Grey or very pale faeces
- Unusually dark or tea-coloured urine
- Frequent scratching of the scalp or skin
- Shows other obvious signs of ill-health

A child will be considered sick, must be collected from the centre and not return for 48 hours from last symptom if he/she:

- Vomits
- Has diarrhea (twice in 1 day)
- Has a fever on or over 38 degrees and displays other symptoms (not return for 24hrs from last symptom)

A child or adult will be considered sick, must be collected from the centre and requires a medical certificate pronouncing the child 'fit for care' to return to the centre if he/she:

- Has as an infectious disease
- Has ear, eye or discoloured nasal discharge
- An undiagnosed rash
- Has severe, persistent or prolonged coughing (child goes red or blue in the face, and makes a high pitched croupy or whooping sound after coughing)
- Has symptoms consistent with an infectious disease reported in the centre

A child will not be admitted to the centre if he/she:

- Does not present a medical certificate when required
- Has not been excluded for 24/48 hours when required
- Is in need of Panadol (or other similar pain relief) in the morning before care

When signs of infection are present

Management of Unwell Children Cont.

- The child who is ill will be comforted, cared for and if possible, placed in a quiet area with adult supervision until the child's parents or other authorised person arrives to take them home.
- The Department of Education and Communities requires a record to be kept of any particulars of illness or treatment given to children at the centre.
- The educator, who attends the child, is to complete the *Illness Report Form (attached)* and get it signed by parent/guardian.
- A photo copy of the Illness Report Form is to be provided to the parent/guardian as this will state when the child is able to return to the centre and if they require a medical certificate.
- A copy of these forms is to be kept in the child's file.
- If a staff member is unwell, they should not report for work. Staff should contact the Director/Nominated Supervisor as soon as possible to inform them that they are unable to attend work. This must be as least 2 hours before the commencement of their shift.
- If a staff member becomes ill or develops symptoms whilst at the centre, they can return home if able or organise for someone to take them home. The Director/Nominated Supervisor will organise a suitable replacement as soon as possible.
- Educators will follow the Workplace Instruction for the Service Routine for Cleaning Equipment in the event of all illnesses.
- Educators will ensure all bedding, towels, clothing, etc., which has been used by the child is disinfected – these articles should be washed separately and, if possible, aired in the sun to dry.

Common Colds

- Common colds are very common in children occurring 6-8 times per year on average. Children may show symptoms including coughing and runny nose but do not display symptoms of an infectious illness that requires exclusion
- In these cases, an assessment will be made by the Director/Nominated Supervisor in conjunction with the room leader to determine if the child is well enough to continue at the centre or requires parental care.
- Medical history and other signs and symptoms present will be taken into consideration when making the assessment
- If yellow or green nasal discharge is present for more than 2 days, the child will not be permitted to attend the centre until the discharge is clear.
- The Director/Nominated Supervisor will have the final say regarding whether a child is able to attend the centre.
- We want to support all family's need for childcare, however the parent must realise that a child who is unwell will need one-on-one attention. This places additional pressure on staff ratios and the needs of other children

High Temperature

A high temperature is one of the most common reasons why children visit a medical practitioner and is generally considered to be a mechanism that the body is experiencing and fighting an infection. A temperature will be considered high if it is on or above 38°C.

Consideration will be made for children who have recently been immunised.

Educators will follow procedures to reduce the temperature as well as focusing attention on the way the child looks, behaves, the level of alertness and whether there are any other symptoms present.

Administration of Medication

Whenever possible, medication is to be administered at home. Careful consideration is then to be given to whether or not the child is well enough to attend the Centre. If the child attends the Centre after being given medication at home (2 doses), the Centre must be informed of its purpose and possible side effects. Please note that only medication prescribed for the child or accompanied by a doctor's letter will be administered to a child whilst in care. The exception to this are nappy rash cream, Bonjela Teething Gel and Savlon.

When medication is administered at the Centre, the following procedures will apply:

- Parents have completed and signed the Administration of Medication Form
- Prescribed medication is only administered to a child when in its original container, bearing the original chemist's label with full details of:
 - Child's name
 - Frequency
 - Date of dispensing
 - Name of medication
 - How to be administered
 - Expiry date
 - Dosage
- Two (2) doses of a prescribed medication must have been given or applied to the child by the parent at home before it will be administered by staff. This is to ensure the child will not have an unexpected reaction to the medication
- Ongoing prescribed medications are accompanied by an Emergency Action and Support Plan or an authority letter from the child's doctor and staff are fully trained to all requirements contained within the Plan. When implementing an Asthma Management Plan, the staff member(s) attending the child must be trained specifically in asthma first-aid management
- Medication requiring administration other than an oral route or external application will only be administered by senior staff with a current First Aid Certificate who have been given specific instruction from a health care professional and feel confident with the procedure.

Important: Medication must NEVER be put into a baby's bottle or drinking cup. No over the counter medication will be administered without a doctor's letter.

Accidents and Injuries

Educators at Red Robin Kindergarten take every effort to minimise the chance/likelihood of any accident happening at the Centre. They supervise children closely at all times and do so knowing the times and situations where accidents are more likely to occur. They hold current First-aid and CPR certificates and are attentive and quick to respond to any signs of injuries.

If children have an accident at the Centre, staff will:

- Follow the DRABCD Action Plan
- Complete the Accident Report Form
- Ensure the parent/emergency contact signs the Accident/Injury/Injury Illness Report Form.

The Accident Report is emailed to parents through KindyHub and you are required to Acknowledge the Accident/Injury Report Form once it is viewed. Parents are either informed by a staff member of the accident or injury upon pick up at the centre or a phone call is made as soon as practical to do so.

If a parent/family notifies the Centre of any accident, injury or illness once the child has left the service and no record of the incident was noticed whilst the child was in attendance, a detailed record must be taken by the staff member receiving the information and this information must be placed in the child's personal confidential file.

Smoking

The Centre is a non-smoking area. This includes all indoor and outdoor play areas and anywhere that is within sight or smell of the children.

Sun Protection

Red Robin Kindergarten follows Sun Smart guidelines. These include:

- Children and educators wear legionnaire style or broad brim hats whenever outside
- Children without hats play indoors or in the shade
- When outdoors, all children and educators wear clothing that covers as much of the skin as possible, especially the shoulders, back, and stomach
- All children and educators apply a SPF 30+ broad-spectrum water-resistant sunscreen 20 minutes before going outdoors.
- Babies under 12 months are always kept in the shade
- Sun protection is prioritised when excursions are planned
- Sun protection awareness activities (both planned and spontaneous) are included in the Centre's program
- Sun protection information is promoted to staff, families and visitors.

Every child is provided a sun safe hat upon enrolment here at Red Robin and their hats remain here at kindy in their individualised hat pocket. Suncream is also provided by the centre, however

if you would like your child to have their own brand applied, then this needs to be provided to the centre along with written permission to apply this to your child.

Parents are encouraged to apply sun cream to your child each morning. This can be either at home before you come, or once you arrive at the centre. Our Suncream is located in our Suncream Station

Safety Procedures

The Centre has an emergency and evacuation plan for dealing with a range of possible incidents and threats, including fire. These procedures are displayed in each room. Fire extinguishers are installed throughout the Centre, and are maintained. Educators are trained in their use.

Safety drills involving educators and children are practiced randomly at least four times per year. They are called without warning at different times of the day and on different days of the week.

Evaluations are conducted after every drill. If the evaluation reveals any problem with the drill, appropriate changes are made. Fire Safety Officers inspect the premises annually and fires safety equipment is checked throughout the year.

Child Protection

The Children and Young Persons (Care and Protection Act) 1998 requires educators to report concerns that they may have about the safety, welfare or wellbeing of any child attending the Centre to Family And Community Services (FACS).

Anyone who is not authorised to collect a child will be asked for identification upon arrival at the centre.

Visitors

Visitors, other than parents or guardians of children enrolled at the Centre, will be greeted at the door by either the Centre Manager or another staff member. Visitors will be asked to provide appropriate ID and to sign the Visitors' Book on arrival and departure. Visitors will be accompanied by a staff member at all times while in the Centre.

Parent Participation

The Centre values and appreciates any support or involvement by parents. Ways in which parents can be involved include:

- Chatting to staff about your child's day
- Sharing/discussing your child's needs and interests with educators
- Offering ideas and making suggestions
- Reading the program on display
- Reading to the children
- Sharing skills, talents and cultural aspects of family life
- Assisting with collecting resource materials (e.g. wool, egg cartons)
- Assisting with excursions
- Attending social and parent functions

If your child has any special interest areas that you wish to share with us, please let staff know so that we can program for these interest based areas.

Parent Communication

All important information and newsletters will be posted up around the centre and also emailed out to all families, but feel free to approach educators with any concerns at any time.

Your child's progress and overall development will be communicated to you throughout the year. All families are encouraged to participate in the evaluation of the program.

Special meetings can be scheduled whenever the need arises.

Activities involving the whole family are offered periodically during the year but we encourage parents to visit at any time.

Our Centre is committed in providing information to all our families and will translate any material such as information sheets into your home language, on request.

Grievance Procedures

Red Robin Kindergarten always seeks to resolve any parental concerns that impact on, or affect the wellbeing of children, parents or educators, or the operation of the Centre as quickly as possible. It seeks to do this in a fair and positive manner, and in the spirit of consultation, cooperation and resolution. All complaints should be directed to the Centre Manager in writing at director@macquarieelc.com.au.

Concerns about the care or safety of your child are to be raised with the educators in your child's group in the first instance, or with the Centre Manager. If you do not receive a satisfactory resolution, or the concern is some aspect of the Centre Manager's performance, you should speak with the Approved Provider/Owner of the centre.

Babysitting

Engaging staff of the centre for private babysitting is strongly discouraged in the interest of ensuring that all children are treated in the same manner while at the centre and in order for the staff member to remain professional. If you do ask a staff member to babysit for your child, they are reminded of their obligation towards confidentiality at all times and must remain professional. This will be completely separate from the centre and we encourage you to not speak with staff regarding babysitting while at the centre.

We also ask that you do not invite staff to children's birthday parties or family events.



***On behalf of all the Staff and Management of Red Robin Kindergarten,
we wish you a happy and enjoyable time with us!***