



# Parent Handbook 2019



## Red Robin Kindergarten

### Licensing Details

**Approved Provider**

Maureen O'Connor

**Approved Provider Number**

PR-00004854

**Nominated Supervisor**

Melissa Morrison

**Service Approval Number**

SE-00008829

**Centre/Area Manager**

Ellie Harper

**Educational Leader**

Melissa Morrison

**Certified Supervisors**

Ellie Harper

Lauren McIntyre

Nadia Mitri

Parvin Shabanipour

Manal Kamel

**First Aid Qualification Holders**

Melissa Morrison

Ellie Harper

Lauren McIntyre

Nadia Mitri

Parvin Shabanipour

Manal Kamel

Alice Si

Lucy Lu

**Asthma & Anaphylaxis Qualification Holders**

Melissa Morrison

Ellie Harper

Lauren McIntyre

Nadia Mitri

Parvin Shabanipour

Manal Kamel

**Regulatory Authority for NSW**

NSW Early Childhood Education and Care Directorate

Department of Education and Communities

Website: [www.det.nsw.edu.au](http://www.det.nsw.edu.au)

Email: [ececd@det.nsw.gov.au](mailto:ececd@det.nsw.gov.au)

Locked Bag 5107

Parramatta NSW 2124

Ph: 1800 619 113



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## Introduction

This Parent Handbook contains useful information about the Centre and an overview of the philosophy, policies and guidelines which guide our daily practices.

Please keep this Handbook as a ready reference during your child's stay with us. All of Red Robin Kindergarten's Policies and Procedures are available in our Parent Area for parents to read at any time.

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](#)

Red Robin Kindergarten is located at 19 Welby Street Eastwood, NSW 2122 and is owned and operated by Holad Pty Ltd. We have a maximum of 40 children per day ranging from 2years - 6 years. Our centre operates to the highest possible standards of care.

Every parent needs to know his or her child is happy and healthy. Today's economic realities demand that many parents place their children in childcare. Parents can be assured that our Centre provides the highest possible standard of care and supervision for the children aged two to six years of age. Bringing out the best in early childhood development is a challenge, which our staff accepts and meets with great commitment and pride.

## Hours of Operation

Monday – Friday  
8.00am – 6:00pm

We are closed on all NSW Public Holidays and for 3 weeks over Christmas / New Year



## Rooms and Groups

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



Penguins (2-3.5yrs)  
20 children per day  
Up to 4 Educators



Dolphins (4-5yrs)  
20 children per day  
2 Educators

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

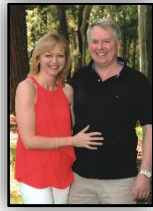


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## Meet our Educators!

### Management



**Maureen and Stephen O'Connor**  
Approved Providers/Centre Owners



**Ellie Harper**  
Centre's Area Manager



**Melissa – Centre Director, Educational Leader and Dolphin's Team Leader**

Melissa joined the Red Robin team in 2009 and stepped into the Directors role in 2013. Melissa holds a Bachelor of Education (Early Childhood Education) with over 10 years' experience in the industry. Melissa enjoys both sides of her job being Educator and Director and enjoys the challenge both roles provide.

### Educators



**Lauren – Penguin's Team Leader**

Lauren holds her Diploma in Children's Services and she joined our Team in 2018. Lauren brings with her years of experience working with babies and toddlers and has a great passion for working with children and their families.



**Nadia – Penguin's Assistant**

Nadia has been with us at Red Robin since 2007. She holds a Certificate 3 in Children's Services and has years of experience behind her. She is a warm and gentle person who loves working with the younger children.



**Parvin – Dolphin's Assistant**

Parvin has over 20 years' experience in working with children. Parvin has a great sense of life and holds her Certificate 3 in Children's Services.



**Manal – Assistant**

Manal holds her Certificate 3 in Children's Services. She is a fun, friendly and an energetic worker and has many years' experience in the industry.



**Alice – Assistant**

Alice joined the Red Robin team in 2014. She holds a Certificate 3 in Children's Services and has a kind gentle character.



**Lucy – Trainee**

Lucy joined the Red Robin team in 2018. She is currently completing a traineeship for Diploma of Early Childhood Education and Care and shows great passion for working with children and their families.



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### Handling Data

As part of providing safe and high quality childcare, Red Robin 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 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.

### Payment structure and administration

#### Fees



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 (2-3.5yrs)**

Short Day (9am-3pm) - \$85

Long Day (8am – 6pm) - \$109

#### **Dolphins (4-5yrs)**

Short Day (9am-3pm) - \$84

Long Day (8am – 6pm) - \$105

There are no half day or hourly bookings

4. Fees are charged at the beginning of each month, with payment to be made by the 15<sup>th</sup> of each month via either bank transfer, credit card authority or payment in the office.

#### **Child Care Subsidy (CCS)**

The Centre meets all of the regulatory requirements for CCS. Additional information about CCS can be obtained here:

<https://www.humanservices.gov.au/individuals/services/centrelink/childcare-subsidy>

Parents seeking Child Care Subsidy need to lodge an application through their MyGov account with Centrelink linked. If you do not have a MyGov account, you will need to contact Centrelink.



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To be eligible for the Child Care Subsidy the following requirements must be met:

- the child must
  - be a 'Family Tax Benefit child' or 'regular care child' and
  - be 13 or under and not attending secondary school and
  - meet immunisation requirements
- the person claiming the Child Care Subsidy, or their partner, must
  - meet residency requirements and
  - meet the Child Care Subsidy activity test (or be eligible for an exemption) and
  - be liable to pay for care provided under a Complying Written Arrangement (their written agreement) with their child care provider
- child care must be provided by an approved provider in Australia and not be part of a compulsory education program, for example school.

The level of Child Care Subsidy you receive 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 child care service used, for example Centre Based Day Care.

**Parents need to supply the centre with all relevant information in order to claim CCS payments. We require the child's Date of Birth and Centrelink's CRN (Customer reference number) as well as the details for the parent who is registered with Centrelink.**

### Enrolment

#### ***Before commencement***

The Centre Director 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.



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

- Director / 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.

## Arrival and Departure

### ***Arrival***

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. **Sign your child in upon arrival with time noted.** Inform 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.** 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



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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 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-off, gather any personal belongings, and perhaps have a brief chat with educators.



A late fee of \$30 for the first 15 minutes 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





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### Absent Days and Public Holidays

The centre will be closed on the following public holidays. Fee 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 (CCB & CCR adjusted if applicable).

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

### What to bring to Kindy

#### Your child requires the following items each day:

- 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 bed.
- 2 pieces of fruit or vegetables to be shared each day
- A drink bottle
- Lunch



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

#### The centre provides:

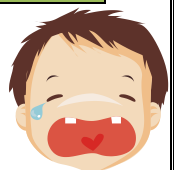
- Afternoon Tea (if your child is enrolled as a Long Day attendance)
- Hats
- Sunscreen
- Wipes
- Painting Aprons



**We have children at risk of ANAPHYLAXIS in the Centre. Please ensure you don't bring nuts or nut products into the centre.**

### 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



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also difficult for staff 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 the child's name.

### Birthdays

Birthdays are an important part of a child's life and 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 also accompanied with either the recipe or ingredients list so that we can ensure which children can have it. Mini cupcakes are preferred.

### Settling your child into care

Some children settle into care quickly, others take longer. We are sensitive to and aware of the anxiety that some children feel when starting at a new Centre. We try to make this transition as smooth as possible for you and your child through our orientation process.

Additional ways to help children settle on the first day are:

1. Prepare them in advance by talking about what they will take to the Centre, and the activities (e.g. painting, drawing, craft, music, games, etc). If you are positive, your child will be too
2. When it is time to leave, do so quickly. Wherever possible, settle your child into an activity, say goodbye and go. Even when a child understands that you will "come back", the moment of parting can still be sad
3. Always say goodbye. Before you leave your child for their first day, say you will pick them up later and take them home. Always say 'goodbye' as this will develop a secure and trusting relationship between you and your child. (Even if your child is distressed, to slip away breaks down trust.)
4. Use regular set phrases for when it's time to go (e.g. Mummy is going now. I will be back after rest time, etc).

If you have any concerns about settling your child into the Centre, please talk to the educators. We encourage all parents to ring through the day to find out how their child is going and to discuss any concerns.



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## Centre Philosophy

At Red Robin Kindergarten we aim to give all families access to quality early childhood education and care. We are committed to continuous improvement, always looking for ways to improve the centre and incorporating the Early Years Learning Framework (EYLF) and the National Quality Framework (NQF) into all that we do.

### For children we believe...

- In a safe, healthy environment where children's wellbeing is first and foremost our priority.
- In providing a warm, friendly environment in which children feel safe, secure and a sense of belonging.
- In encouraging self-help skills, independence and developing autonomy (to behave and think independently to others) and to develop confidence and high self-esteem.
- In a strong focus on social and emotional development and using positive behaviour guidance
- In teaching and encouraging children to express feelings and deal constructively with negative emotions.
- In using the EYLF to ensure both planned and spontaneous experiences reflect our belief that children learn through play.
- In the perfect balance of active and quiet activities and indoor and outdoor experiences.
- In a child centred approach to learning based on individual strengths, needs and interests based on their different sets of experiences, knowledge and skills.
- In all children being included in the centre while encouraging culture and home languages and the inclusion of children with additional needs.

### For families we believe...

- In valuing, respecting and supporting the important role that parents and families play in children's lives.
- In building and maintaining strong relationships and partnerships with families.
- In strong and effective two-way communication between management, educators and families using technology.
- In an open door policy which allows families to express opinions and ideas at any time.
- In encouraging and inviting families to participate in centre decision making.
- In encouraging family input in the centre program and the experiences provided for children.

### For educators we believe...

- In a commitment to critical reflection by educators and management to guide quality improvement in the centre.
- In their input being valued and an important aspect of the centre.
- In facilitating good communication between educators and their teams and also educators and management.
- In a commitment to professional development and training for educators.

### For the community we believe...

- That early childhood education and care services are an essential part of the local community.
- In utilising community resources and services and being the important link between our families and community resources.



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### Our Program

When your child starts at Red Robin Kindergarten they begin their learning journey. From our 2 year olds through to preschool we facilitate play and interest based experiences. Whilst it may seem as though your child is simply playing or having fun, our aim is to prepare them for 'big school' by developing higher order skills of social interaction, emotional understanding, cognitive reasoning and physical development in association with the Federal Government's Early Years Learning Framework (EYLF).

Your child should feel secure and safe to fully explore everything that we have to offer. Your child has the right to pursue his or her own interests which we love to facilitate and build upon. Our program offers your child a wide variety of play experiences, which balance the active, restful, the noisy, quiet, the structured, unstructured, the messy, clean, the indoor, outdoor, individual, small group and large group experiences. Our preschool program covers many areas of learning, including literacy, maths, science, technology, music, movement and the creative arts, with a strong focus on social and emotional development. We encourage children to become confident learners and develop a love of learning. To assist you in reviewing your child's progress during their time at the Centre, portfolios are prepared by the educators for each child. They contain observations, work samples and other information about your child and allow you to view your child's learning journey during their time at the centre.

Our program focuses on the Federal Government's Early Years Learning Framework (EYLF) approach of belonging, being and becoming.

### Play Based Learning

Play is the way in which children naturally learn. They learn most effectively when they are relaxed and having fun. Children learning becomes meaningful when they are free to learn at their own rate and in their own way. It has been previously thought that formal teaching and teacher directed work is the most efficient way for children to learn and that play has little value. Research shows us that a work-orientated, rigid approach to learning is not likely to help children develop a love of learning or provide the skills and attitude they need to be life-long learners.

A play-based program does not mean that the children just do what they like all day. In a play-based program there will be times when 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.

Children are offered choices that reflect their developmental stage, interests and needs. The choices are determined by adults and provided within limits of safety and within the group setting. In practical terms, a play-based program gives emphasis to encouraging children to express their own ideas in play – to represent



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their works in order to understand it better. In the process of representation, as they play with others, children's language and social abilities are fostered. They are encouraged to think flexibly and creatively as they seek solutions to problems and conflicts; they share their understandings with others and explore and experience the content associated with all learning areas. Within a play-based program, our role is to guide and extend but not dominate or dictate.

Educators continually evaluate children's play to discover what it is that the children are learning and then help them to shape and extend this learning. The result is that children learn to think and can follow through with their ideas, discussions and negotiations. These skills transfer to working independently and in groups. Children develop inner motivation and readily take responsibility for their own learning, so are equipped for higher learning and life skills.

### **Feedback of the program can be done via:**

- General conversation with your child's teacher or the Director.
- Organising interview times to view program and development of your child/ren.
- Filling out questionnaires/surveys sent out frequently by the centre about the centres program, routines, policies and overall running of the centre.
- Participating in 'Parent Participation Activities' within the centre (please see your child's teacher if you are able to participate in anyway). You are most welcome here at Red Robin. The children love having parents visit and help out at the centre. Grandparents are also encouraged and welcomed.

We love to incorporate as much family input into our program as possible. You will receive an email every Monday morning prompting you to reply, telling us about what your child did on the weekend. The educators will also talk to you in person to see if you have any input into our program. You will see this incorporated into our daily planning.

### **Daily Journals and Observations - KindyHub**

All of our programming and planning is done through an online system called KindyHub. This system makes it simple and easy for the educators to do their programming and planning. KindyHub allows educators to create daily journals and observations through the system and these will be delivered daily straight to your email Inbox which includes personalised photos of your child. Please note that you will only receive the daily journal on days that your child attends.

Your child's observations are smaller snapshots about your child's individual learning. You will receive these on the same day that they happen so that you are always up to date with your child's learning. Instead of receiving one large observation for each month, you will receive several smaller observations throughout the month on various areas of development and learning. These areas



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will often be revisited throughout the year through further observations allowing you to see real progress for your child in various areas.

You will receive these observations each day as part of your child's daily diary and they will be located in the caption of the photos of your child. Please note that only you will receive these for your child, no other families.

Other features that also come with KindyHub is an optional Parent Portal as well as a Smartphone app. **This option is available for you in addition to receiving the email updates each day.** This feature will allow you to login to the portal or app and have instant access to all of your child's reports, observations, and communication history and photo gallery without having to scroll back through previous emails to access the information. All of the photos that you receive each day of your child will automatically be added to your child's individual image gallery where you are able to look at and save to your computer/phone.

### **Program Diaries**

In each classroom you will see the Program Diary for that room. You are welcome to view this at the end of each day when you collect your child to see what activities and experiences your child has been up to which might not be mentioned in the daily journal. Each activity is accompanied by the Outcomes from the Early Years Learning Framework.

### **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.



### **Excursions**

Excursions are an important part of the Centre's program. However, before any excursion is undertaken, parents will be given a written notice stating the:

- Relevance to children's learning
- Destination, date and times of departure and return to the Centre
- Name of person who will be in charge of the excursion
- Method of transport to be used
- Cost involved.
- Note: Any child leaving the Centre requires written permission.





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### 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. As the weather gets warmer, it can be tempting to dress your child in a tank top or singlet top or dress during summer.

Please remember that all children need to be in a t-shirt or top with capped sleeves to ensure that their shoulders are protected adequately from the sun.



If you do dress your child in clothing that does not cover their shoulders, educators will change the child into an appropriate shirt from their bag or a spare shirt from the Centre.

It is the responsibility of the parents 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 Station, located next to the sign in/out desk, has a bottle of sun cream for you to use. Staff will apply sun cream again in the afternoon before going outside.

If you would like to provide your own brand of sun cream for us to use (ie. due to sensitive skin etc.), this is not a problem. You will need to bring a bottle in and then email the centre with your permission for us to apply this suncream to your child.

### 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.

### 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.



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Please discuss any specific instructions or requests regarding your child's dietary requirements, particularly allergies, with the Centre Director upon enrolment so that this need can be accommodated. Red Robin Kindergarten is a 'nut free' environment.

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 eat and try their lunch, but never forced to eat. Toddlers and pre-schoolers are encouraged to feed themselves. Chairs, tables and eating utensils are suitable for the developmental levels of the children.

Educators will also incorporate nutrition, food and healthy lifestyle based activities and experiences into their programs and routines.

### Sleep and rest

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 each day.



### Allergies and Medical Conditions

When you enrol at Red Robin Kindergarten, it is very important to inform staff of any allergies or medical conditions including asthma, anaphylaxis or diabetes your child may have. This information is vital so all educators can effectively respond to and manage your child's medical conditions.

Families are required to provide information about their child's medical conditions on the Enrolment Form and are responsible for updating the service on any new medication, ceasing of medication, or any changes to their child's prescription. Asthma and Allergy Action Plans signed by your doctor must also be given to the centre. These will then be displayed in the centre and staff will be made aware of their medical conditions or allergies. If no Action Plan is provided to the centre, then the appropriate first aid procedures will be followed.

If your child receives medication for their condition, i.e. puffers for asthma or adrenaline auto-injection devices for allergies, then these also need to be provided to the centre. They can remain at Red Robin in our medicine box or they can be brought each day you attend. Parents will have to complete and sign the Administration of Medication form when they enrol and this will be attached to your child's Action Plan. No child who has been prescribed an adrenaline auto-injection device is permitted to attend the service without the device.



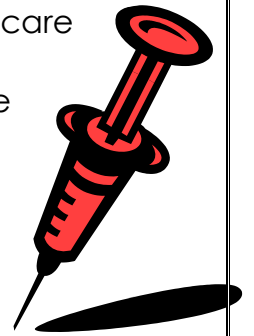
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### Immunisations

Part of the enrolment process here at the centre requires families to give us their child's immunisation records. These records also need to be updated throughout your time at the centre so that we can ensure that we always have the most updated records in our database. You must provide us with an immunisation history statement from DHS. Unfortunately we are no longer able to accept the Blue Book. The Australian Childhood Immunisation Register records a child's immunisation history and provides an immunisation history statement to you.

You do not need to do anything to add your child on the Immunisation Register. Children who are under seven years of age and enrolled in Medicare are automatically included on it. Even if your child isn't enrolled, they will be added to the Immunisation Register once their immunisation details are received from your doctor or immunisation provider. New Immunisation Laws (for all children newly enrolled in 2015) now require us to exclude children from the centre that are not up to date with their immunisations or who have not provided us with their immunisation history statement.



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

- Using your Medicare Online Account through myGov – <https://my.gov.au>
- By calling the immunisation Register is **1800 653 809**
- Using the Medicare Express Plus App – [www.humanservices.gov.au/individuals/subjects/express-plus-mobile-apps](http://www.humanservices.gov.au/individuals/subjects/express-plus-mobile-apps)

[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 Director 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.



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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.

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.



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# Recommended minimum exclusion periods

ADAPTED FROM STAYING HEALTHY | 5TH EDITION | 2013

Condition	Exclusion of case	Exclusion of contacts*
Campylobacter infection	Exclude until there has not been a loose bowel motion for 24 hours <sup>a</sup>	Not excluded
Candidiasis (thrush)	Not excluded	Not excluded
Cytomegalovirus (CMV) infection	Not excluded	Not excluded
Conjunctivitis	Exclude until discharge from the eyes has stopped, unless a doctor has diagnosed non-infectious conjunctivitis	Not excluded
Cryptosporidium	Exclude until there has not been a loose bowel motion for 24 hours <sup>a</sup>	Not excluded
Diarrhoea (No organism identified)	Exclude until there has not been a loose bowel motion for 24 hours <sup>a</sup>	Not excluded
Fungal infections of the skin or nails (e.g. ringworm, itech)	Exclude until the day after starting appropriate antifungal treatment	Not excluded
Giardiasis	Exclude until there has not been a loose bowel motion for 24 hours <sup>a</sup>	Not excluded
Glandular fever (mononucleosis, Epstein-Barr virus [EBV] infection)	Not excluded	Not excluded
Hand, foot and mouth disease	Exclude until all blisters have dried	Not excluded
Haemophilus influenzae type b (Hib)	Exclude until the person has received appropriate antibiotic treatment for at least 4 days	Not excluded. Contact a public health unit for specialist advice
Head lice (pediculosis)	Not excluded if effective treatment begins before the next day at the education and care service. The child does not need to be sent home immediately if head lice are detected	Not excluded
Hepatitis A	Exclude until a medical certificate of recovery is received and until at least 7 days after the onset of jaundice	Not excluded. Contact a public health unit for specialist advice about vaccinating or treating children in the same room or group
Hepatitis B	Not excluded	Not excluded
Hepatitis C	Not excluded	Not excluded
Herpes simplex (cold sores, fever blisters)	Not excluded if the person can maintain hygiene practices to minimise the risk of transmission. If the person cannot comply with these practices (e.g. because they are too young), they should be excluded until the sores are dry. Sores should be covered with a dressing, where possible	Not excluded
Human immunodeficiency virus (HIV)	Not excluded. If the person is severely immune compromised, they will be vulnerable to other people's illnesses	Not excluded
Human parvovirus B19 (fifth disease, erythema infectiosum, slapped cheek syndrome)	Not excluded	Not excluded
Hydrid disease	Not excluded	Not excluded
Impetigo	Exclude until appropriate antibiotic treatment has started. Any sores on exposed skin should be covered with a watertight dressing	Not excluded
Influenza and influenza-like illnesses	Exclude until person is well	Not excluded
Listeriosis	Not excluded	Not excluded
Measles	Exclude for 4 days after the onset of the rash	Immunised and immune contacts are not excluded For non-immunised contacts, contact a public health unit for specialist advice. All immunocompromised children should be excluded until 14 days after the appearance of the rash in the last case
Meningitis (viral)	Exclude until person is well	Not excluded
Meningococcal infection	Exclude until appropriate antibiotic treatment has been completed	Not excluded. Contact a public health unit for specialist advice about antibiotic and/or vaccination for people who were in the same room as the case
Molluscum contagiosum	Not excluded	Not excluded
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner)	Not excluded
Norovirus	Exclude until there has not been a loose bowel motion or vomiting for 48 hours	Not excluded
Pertussis (whooping cough)	Exclude until 5 days after starting appropriate antibiotic treatment, or for 21 days from the onset of coughing	Contact a public health unit for specialist advice about excluding non-vaccinated and incompletely vaccinated contacts, or antibiotics
Pneumococcal disease	Exclude until person is well	Not excluded
Rosacea	Not excluded	Not excluded
Rose River virus	Not excluded	Not excluded
Rotavirus infection	Exclude until there has not been a loose bowel motion or vomiting for 24 hours <sup>a</sup>	Not excluded
Rubella (German measles)	Exclude until fully recovered or for at least 4 days after the onset of the rash	Not excluded
Salmonellosis	Exclude until there has not been a loose bowel motion for 24 hours <sup>a</sup>	Not excluded
Scabies	Exclude until the day after starting appropriate treatment	Not excluded
Shigellosis	Exclude until there has not been a loose bowel motion for 24 hours <sup>a</sup>	Not excluded
Streptococcal sore throat (including scarlet fever)	Exclude until the person has received antibiotic treatment for at least 24 hours and feels well	Not excluded
Toxoplasmosis	Not excluded	Not excluded
Tuberculosis (TB)	Exclude until medical certificate is produced from the appropriate health authority	Not excluded. Contact a public health unit for specialist advice about screening, antibiotics or specialist TB clinic
Varicella (chickenpox)	Exclude until all blisters have dried—this is usually at least 5 days after the rash first appeared in non-immunised children, and less in immunised children	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise, not excluded
Viral gastroenteritis (viral diarrhoea)	Exclude until there has not been a loose bowel motion for 24 hours <sup>a</sup>	Not excluded
Worms	Exclude if loose bowel motions are occurring. Exclusion is not necessary if treatment has occurred	Not excluded

\* The definition of 'contacts' will vary according to the disease—refer to the specific fact sheet for more information.  
<sup>a</sup> If the course is unknown, possible exclusion for 48 hours until cause is identified. However, educators and other staff who have a food handling role should always be excluded until there has not been a loose bowel motion for 48 hours.  
 Adapted from SA Health Communicable Disease Control Branch: <http://www.dhs.gov.au/pdfs/ncd/cd/cd-communicable.htm>. Note that exclusion advice is consistent with Section of National Guidelines GoVid where available.

Staying Healthy, Preventing infectious disease in early childhood education and care services | 5th Edition | Printed June 2013 | NHMRC Ref. CH55







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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 Director/Nominated Supervisor or Certified Supervisor on duty of the child's condition and then contact the parent/guardian or emergency contact for the child to be collected. If a child is unwell at home, parents are asked not to bring the child to the centre. The centre will follow and implement the recommendations from *Staying Healthy: Preventing infectious diseases in early childhood education and care services*.

### Assessing an infectious illness

Educators at the centre are not health care professionals and are unable to diagnose an illness – this is the responsibility of medical practitioners. To ensure that symptoms are not infectious and minimise the spread of an infection, medical advice should always be sought.

The centre will ensure that staff are aware of symptoms which may indicate a possible infection or serious medical illness or condition.

Signs and Symptoms indicating an illness may include but are not limited to:

- 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 on one care
- severe pain anywhere (including toothache)
- Grey or very pale faeces
- Unusually dark or tea-coloured urine
- Frequent scratching to the scalp or skin
- Shows other obvious signs of ill-health
- Coughing

When educators identify symptoms that may indicate the illness is potentially infectious they will administer first aid where required and parents will be notified and instructed to collect the child immediately. Depending on the nature of the illness, the child will only be able to return to the centre following presentation of medical certificate stating that the child is well enough to attend. Educators will also take into account recommended exclusion periods.

The Director/Nominated Supervisor reserves the right to overwrite a Doctor's letter allowing the child back into care if the child's condition does not fulfil the criteria for return to care.





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Advice regarding exclusion will be sought from the local Public Health Unit if necessary.

A child or adult will be considered sick, must be collected from the centre and not return for 24 hours from last sign/symptom if he/she:

- Has a fever on or over 38 degrees (*refer to high temperate details below*)
- Vomits
- Has diarrhoea (twice in 1 day)

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 or eye discharge
- An undiagnosed rash
- Severe, persistent or prolonged cough. This includes a child who is coughing for more than one week without seeing a Doctor or a child goes red or blue in the face, has difficulty catching their breath, vomiting from coughing or 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 hours when required
- Is in need of Panadol (or other similar pain relief) in the morning before care except in the case of pain relief from teething.

When other symptoms are present the Nominated Supervisor/Director in conjunction with the Room Leader will assess the child to determine if exclusion is necessary.

### High Temperature

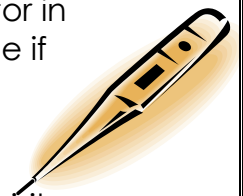
High temperature is one of the most common reasons why children visit a medical practitioner and is generally considered to be a mechanism that the body is experiencing and fighting an infection. A temperature will be considered high if it is on or above 38°C.

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.

### Common Colds

Common colds are very common in children occurring 6-8 times per year on average. Children may show symptoms 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



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requires parental care based on their symptoms and general wellness.

Symptoms could include:

- Runny or blocked nose
- Sneezing
- Coughing
- Watery Eyes
- Headache
- Mild sore throat
- Slight fever
- Nasal discharge may start clear and can become thicker and turn yellow or green over a day or so

Medical history and other signs and symptoms present will be taken into consideration when making the assessment. 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.

## Accidents and Injuries

Educators at Red Robin 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 DRABC Action Plan
- Complete the Accident Report Form
- Ensure the parent/emergency contact signs the Accident/Injury/Injury Illness Report Form.



Parents are required to sign the Accident/Injury Report Form when they collect their child from the Centre.

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.

## Administering 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, the Centre must be



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informed of its purpose and possible side effects. Only prescribed medications or medications accompanied by an Emergency Action Plan or an authority letter from the child's doctor will be administered by educators.



No over the counter medications will be administered by educators without an accompanying letter from the doctor. Exceptions to this are:

- Nappy Rash Cream - The parent can bring in their own nappy rash cream if they prefer which will be clearly labelled with that child's name and used ONLY for that child.
- Topical remedies for bites/stings (eg. mosquito bites) to be provided by the parent.
- Creams for non-contagious skin conditions such as eczema. The parent will be required to complete the *long-term medication form* upon enrolment and update as necessary.
- Asthma Reliever Puffer to relieve a cough or cold-like symptoms or similar for children that have not been diagnosed with Asthma. If the child has been diagnosed with Asthma, they must have an Asthma Action Plan. Refer to medical conditions policy for more information on children with Asthma.

An Administration of Medication Form must be completed for any medication administered at the centre unless accompanied by an Action Plan. Once the form is fully complete and signed by the parent, you must give to the Centre Director to sign and file.

All medication required to be refrigerated will be stored on the medication shelf of the babies/toddlers kitchen fridge. This area is inaccessible to children. All medication not required to be refrigerated is kept on the medication shelf in the Crocodiles Room, and in the medication box on the babies/toddlers kitchen bench.

### 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 the Department of Community Services.

### Visitors

Visitors, other than parents or guardians of children enrolled at the Centre, will be greeted at the door by either the director 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.



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### Parent / Centre 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.

Most of the communication at the centre is done via e-mail or through verbal conversations. All complaints should be directed to the Director in writing at [kindy@redrobin.com.au](mailto:kindy@redrobin.com.au)

Please inform the centre if:

- Your child is sick or going on holidays
- Custody/access arrangements have changed
- Your child's immunisation has been updated
- Your telephone number/address has changed
- Your work telephone number/workplace has changed
- The name of child's doctor, telephone number and address has changed
- Name of persons authorised to collect your child, and their telephone numbers have changed
- Any other information pertinent to education and care of your child.

### 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 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.

### Final Comment

Thank you for taking the time to read this important information contained in this Parent Handbook. If you have any questions or comments in regards the information in this booklet, then please do not hesitate in contacting the Centre Director.

We look forward to working collaboratively with you to provide quality education and care for your child.



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