

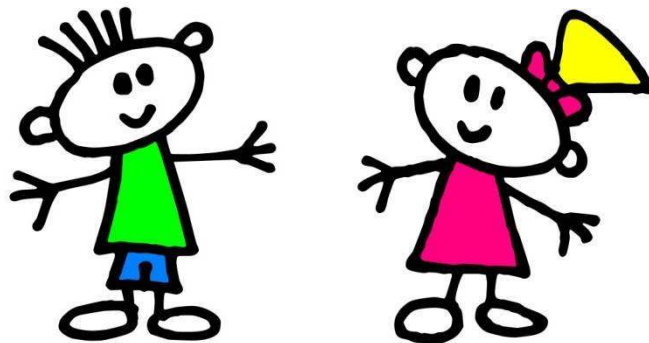


Parent Handbook

Shop 44/ 190 Caroline Chisholm Dr
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1 WELCOME TO THE WINSTON MALL CHILDRENS CENTRE

1.1 Introduction

Information contained in this handbook will hopefully answer many of your questions related to the operation of Winston Mall Children's Centre.

Winston Mall Children's Centre aims to provide children with enriching educational opportunities while offering the community affordable quality childcare. The Centre is a not-for-profit incorporated association offering permanent childcare between **7am and 5pm**. All families who use the Centre must become members of the association and pay an annual membership fee (see Centre Fees).

The Centre is run by a volunteer management committee, made up of member parents, along with the Nominated Supervisor. The Management Committee is responsible for all major legal, financial, employment, planning and policy decisions.

The Centre relies on fundraising ventures initiated by the Management Committee to assist in the purchase of educational resources for the Centre. Parents are encouraged to assist, participate and support these fundraising initiatives. Please ensure we have current email information so you can remain up to date with all events.

We invite you and your family to take an active interest in all activities, projects and events. We have an open door policy and encourage family members to contribute to the Centre through suggestions or assistance in the rooms. If you would like to volunteer some time to participate in daily activities, or special events please speak with educators to arrange a suitable time.

We hope that the professional attitude of our staff, combined with the Centre's friendly atmosphere, will ensure your family's time at Winston Mall Children's Centre is pleasant and productive.

Please feel free to ask the Nominated Supervisor for any further information.

1.2 Contact details

Nominated Supervisor: Naomi White

Address: Shop 44, 190 Caroline Chisholm Dr, Winston Hills 2153

Phone Number: 9624 3421

Centre Mobile Number: 0409 012 775

Email: winstonmallchildrenscentre@bigpond.com

1.3 Description of the Centre

Winston Mall Children's Centre is licensed to provide care for up to 30 children between the ages of six weeks and six years. It is a non-profit organisation that relies on a Management Committee of parent volunteers, government funding, community support and fundraising.

The Centre operates between the hours of 7.00am and 5.00pm, Monday to Friday and is open for an average of 50 weeks of the year with a two week closure period over Christmas and New Year (depending on when these holidays fall).

Children at Winston Mall Children's Centre are grouped according to age and appropriate developmental stages.



Placement within the Centre is approximately as follows:

Joeys Room – 6 weeks – 2 years

Wallabies Room – 2 years – 3 years

Kangaroos Room – 3 years – school age

(Depending on each child's individual developmental needs and strengths)

1.4 Centre Approval

Winston Mall Children's Centre is licensed to operate by the Early Childhood Education Directorate. Under our licence, the Centre's hours of operation are NOT flexible. Children should not arrive before 7.00am and must be picked up by 5.00pm. Insurance, liability and service approval cease at 5.00pm.

1.5 Philosophy of Education and Care

Our aim is to provide a learning environment that is warm, caring, happy and secure, enabling each child to develop to their fullest potential. This philosophy is engrained in our everyday practices with the belief that all children deserve the right to care, happiness, equality, education and that each child's uniqueness is celebrated.

(a) In relation to children

The educators of Winston Mall Children's Centre view each child as a whole, encompassing their individual styles and the life experiences they bring, including their cultural background, the family dynamics and economic status. Children are seen as active participants in their learning and are encouraged to explore their environment and engage in socio-cultural learning that can enhance their interests, skills and ideas. Educators provide a nurturing, trusting and secure relationship to support children in developing confidence and a feeling of respect, value and a sense of belonging. Children are seen as capable and confident and are given praise and positive reinforcement to assist their development. The vision of "Being, Belonging and Becoming" is fundamental to the curriculum as children not only meet developmental outcomes, but meet outcomes which reflect a successful future.

(b) In relation to the program

Play enables children to enjoy 'being'. Our programs are based on children's strengths, interests and learning outcomes. A play based approach to learning ensures children are constantly engaged and building on interests and understanding. We use children's abilities and individuality to plan the environment for learning opportunities. The program is responsive to children based on observations from educators and input from families. Ongoing learning is documented for children in both individual and group learning settings. The curriculum is relevant to children and expands their knowledge and learning about their world. Respect for diversity encourages educators to foster children's motivation to learn and reinforce a sense of self.

(c) In relation to families

Families are considered a child's first teacher, with educators respecting this as they gain knowledge of individual children. Family input is used by educators when creating a learning program in order to embed knowledge within the context of cultural expectations and societal roles. It is important to create a link between the home and Centre environments so families and educators can work in partnership to assist children develop their learning potential. We respect diversity by valuing, reflecting and including families and their cultural beliefs and practices within our curriculum.

(d) In relation to the community

Winston Mall Children's Centre recognizes and acknowledges the Aboriginal Dharug people of the Winston Hills area. The children and educators, who spend their lives together within these walls, will listen, talk, play,



think, negotiate, value, and care for each other in an early childhood program which spills out into the surrounding community. It is the connections that are formed and the mutual respect shown by all which creates a desire to contribute to righting the wrongs of the world. We strive to incorporate the local community in the program through our incursions, excursions, family participation and social events.

(e) **In relation to colleagues**

We believe children learn by having educators that are positive role models both in interactions with the children and between staff members. Each educator's personal teaching philosophies are respected and reflected in the learning program of the Centre. We continually reflect on our ability to achieve high quality education and care, including principles, theories and practices. This reflection is used to support the philosophy ethics and practices of the Centre. Winston Mall Children's Centre prides itself on its qualified, caring, passionate and enthusiastic educators. We believe children should be viewed as individuals but made to feel welcomed as part of a group.

1.6 Centre Management

Winston Mall Children's Centre is managed by a Management Committee consisting of parents whose children attend the Centre. The broad role of the Management Committee is to oversee the work and functions of the Centre. The Management Committee is responsible for all major legal, financial, employment, planning and policy making decisions as well as liaising with funding and licensing bodies and overseeing the smooth operation of the Centre.

More specifically the Committee is responsible for:

- Developing Centre Policies and Procedures
- Overall financial management of the Centre
- The employment and professional well being of staff
- Reporting to and keeping official records for funding and licensing bodies
- Continued maintenance of the building and equipment
- Making sure the Centre is promoted throughout the community and maintains good public relations
- Making the Centre as accessible to the local community as possible

Office bearing positions are: Chairperson, Vice Chairperson, Secretary, Treasurer, Public/Liaison Officer, Fundraising Officer and Compliance Officer. Each guardian or parent registered in writing on the enrolment form for a child is a general member of the Centre and all are welcome and encouraged to attend Management Committee meetings..

For further information on the Management Committee or meetings please contact the Nominated Supervisor on 9624 3421.

As an approved Early Childhood Education and Care service, we are governed by the following:

- ACECQA – Australian Children's Education and Care Quality Authority
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- National Quality Framework

As we are a body incorporated under the Associations Incorporation Act 2009, we also adhere to that Act, the Associations Incorporation Regulation 2016 and the WMCC's Constitution, which is updated from time to time.



At Winston Mall Children's Centre we follow the policies and procedures of the Centre. These include but are not limited to:

- Education and Curriculum
- Nutrition, Food and Beverage
- Sun Protection
- Water Safety
- Administration of First Aid
- Incident, injury, trauma and illness
- Dealing with Medical Conditions
- Dealing with Infectious Diseases
- Emergency and Evacuation
- Delivery and Collection of children at the Centre
- Excursions
- Code of Conduct
- Determining Responsible person
- Volunteers and students
- Interactions with children
- Enrolment and Orientation
- Governance
- Acceptance and refusal of authorisations
- Fees
- Dealing with complaints

The Policies and Procedures at Winston Mall Children's Centre are reviewed annually. Families and educators are encouraged to be involved within this process by providing any feedback to assist in the further development of the Centre.

2 ENROLMENT AND ORIENTATION

2.1 Enrolment

Our service accepts enrolments of children aged between 6 weeks - 6 years.

Enrolments will be accepted providing:

- The maximum daily attendance does not exceed the approved number of places of the Centre – currently 30 places (including up to 8 children under 2 years of age).
- Child-educator ratios are maintained across the Centre (in each room).
- A vacancy is available. (Please see Priority of Access Guidelines below.)



Priority of Access Guidelines:

Children who are enrolled at the Centre or whose families are seeking a place at the Centre will be given Priority of Access in accordance with the guidelines that have been established by the Department of Family and Community Services and Indigenous Affairs.

Below are the Priority of Access levels which the Centre must follow when filling vacancies:

- A child at risk of serious abuse or neglect.
- A child of a single parent/guardian who satisfies, or of parents/guardians who both satisfy the work/training/study test under Section 14 of the Family Assistance Legislation Amendment (Child Care) Act 2010.
- Any other child.

Priority is also given to the following children:

- Children in Aboriginal and Torres Strait Islander families.
- Children in families which include a disabled person.
- Children in families on low income.
- Children in families from culturally and linguistically diverse backgrounds.
- Children in socially isolated families.
- Children of single parents/guardian.

When a family has indicated their interest in enrolling their child in our service, the following will occur:

- A tour of the Centre.
- Families are given a copy of the Parent Handbook to read and are invited to ask questions.
- Discussions are held between office staff and families regarding availability of days, a start date and tailoring an orientation process to suit the needs of the family and child.
- Families also need to contact the NSW Department of Human Services (Centrelink) to have their eligibility for the Child Care Subsidy assessed. If these details are available, we will complete the child's formal enrolment. Should a family still need to access this information, we will complete an informal enrolment until these details are finalised.
- Each child's immunisation records must be given to the Centre prior to their start date.
- As per our **Orientation for Children Policy**, families will be invited to bring their child into the Centre at a time that suits them so the child and family can familiarise themselves with the environment.
- Before the child begins their first day with us, the Centre must have all required documentation for the child. The child will not be accepted into the Centre without this being completed.

2.2 Orientation

We believe orientation is an important process where educators are able to get important information about the new child's needs and those of the family. This process helps to make the transition from home to care as smooth as possible with the aim to maintain continuity between home and the Centre, which helps the child adjust to the new setting.



A time will be arranged for the new child to attend the Centre (together with parents/s) to visit and meet the educators, and familiarise with the environment.

At this time, the daily timetable and program will be discussed, as well as routines and any special requirements for the child that may need to be accommodated. Parent/s will also be encouraged to send any special comfort items (teddy etc.) to help the child in the initial settling in period. Parents will also be invited to ring and check on their child at any time if there are any concerns.

2.3 Daily Procedure

Before leaving home:

- (a) Please ensure all items bought into the Centre are clearly labelled
- (b) Check to see if you have packed the following items in your child's bag:
 - (1) suitable changes of clothing for variety of weather
 - (2) your child's food for the day (lunch)
 - (3) a labelled drink bottle (water only)
 - (4) broad-brimmed/bucket (round) hat to cover face, ears and neck
 - (5) a set of sheets in a sheet bag - clearly labelled
 - (6) medication if required
- (c) Apply sunscreen as appropriate (sunscreen provided in foyer or your child's room if required)
- (d) Notify the Centre by 8.00am if your child is to be absent –by phone, email or text message – see contact details

2.4 Arrival at the Centre

- (a) Sign your child into the Centre using the Ipad, located in the Centre foyer. Login details will be provided during the enrolment process.
- (b) Read notice board for any updates such as special events or current illness within the Centre.
- (c) Parents should then encourage their child to place their bags in the locker/basket/hook and locate name.
- (d) Place your child's lunch box in the fridge. These items should be clearly labelled with your child's name.
- (e) Begin to settle the child into the Centre. This can be achieved by walking with the child over to a familiar staff member in their room or outdoors and encouraging the child to become involved in activities.
- (f) Information about the child/children and their health and well being will be exchanged to ensure staff members are able to meet the needs of the children throughout the day, for example: illness or lack of sleep.
- (g) Saying goodbye can be difficult for both the child and parent. When it is time to leave, say goodbye with a cuddle and a kiss as you reassure your child that you will return in the afternoon. Once goodbyes are said please leave the Centre, as prolonged goodbyes will only further upset your child, making it harder for them to settle into Centre activities. Parents are welcome to contact the Centre at any time to see how their child has settled into the day.



2.5 Afternoon Pick Up

- (a) It is required that your child/ren is signed out using the Ipad located in the Centre foyer.
- (b) Enter your child's room and greet your child. Find out how their day was by asking staff and reading notice boards. Having collected their bag, drink bottle and artwork etc. Encourage your child to say goodbye to staff and friends: the 'goodbye' routine often allows your child to become familiar with the concept of separation and will hopefully help with goodbyes from the parent.

(If you have left medication be sure to collect it as well).
- (c) Check your child's Pocket (which is in the front foyer) for lost property and correspondence with the Centre/ local community.
- (d) Please read notice board for any updates or special notices.

Please Note:

It is the parent's responsibility to notify an educator from their child's playroom of their arrival or impending departure. Children **MUST** be seen by an educator to arrive and leave with their parent or an authorised person. If an authorised person is to collect your child, the Nominated Supervisor must be notified by the parent prior to pick-up **IN WRITING**. In case of emergency an email or verbal authority can be given for a person authorised on enrolment forms. This person will be asked to show some form of identification before the child is allowed to leave the Centre. **Authorised Persons must be at least 18 years of age.**

3 PROGRAMMING

3.1 Early Years Learning Framework

A national approach of early childhood education is called "**Early Years Learning Framework**". The Framework has a specific emphasis on play-based learning and recognises the importance of communication, language, social and emotional development. It also values the deeper connection Early Childhood Services/ Educators can form with children and families.

The outcomes of the Framework are as follows:

- (a) Children have a strong sense of identity.
- (b) Children are connected with and contribute to their world.
- (c) Children have a strong sense of well-being.
- (d) Children are confident and involved learners.
- (e) Children are effective communicators.

Families will be asked throughout the year to contribute to their child's program by sharing interests, recent outings, cultural events, etc. with their child's educator. We encourage families to provide photos/ mementos for their child to share with the group, please hand to an educator to ensure these items are incorporated into the days program.

Please make yourself familiar with the **program displays** in your child's room. In these displays you will find.

- The daily program journal – based on developmental observations and learning
- Daily Reflection – based on learning and spontaneous events in the classroom (including parent input)
- Transition to school– Kangaroos Only



- Ongoing Projects

3.2 Education, Curriculum and Learning

Educators aim to create positive learning environments and guide experiences for each child in conjunction with their family. Educators will observe children and facilitate their learning to provide each child with an individualised portfolio by documenting their learning throughout the year. Children and their families will be encouraged to participate in the ongoing process to promote engaged learning.

3.3 Developmental Records

Individual developmental records are kept on all children in the form of written observations, photos, work samples, learning stories, developmental summaries and artwork. This information is kept confidential between staff and individual parents.

These records reflect your child's learning within the 5 EYLF Outcomes which include developmental areas of:

- social and emotional
- cognitive (the ability to think creatively)
- language (receptive and expressive)
- self-help
- fine motor skills
- gross motor skills

Information and parent evenings will be held throughout the year for parents to discuss their child's development and learn about the wonders of Early Childhood Education.

Parents are encouraged to periodically look through their child's portfolio with the opportunity to take the portfolio home. However, the portfolio is a legal requirement of the Centre and remains the Centre's property for the duration of enrolment, as such it must be signed out by the Team leaders and returned to the Centre for your child's next day of attendance.

4 PROCEDURES

4.1 Sun Smart/Sun Protection

Our Centre is recognised by the cancer council as a sun smart centre, as such we aim to raise the awareness of children, parents and staff to the potential danger of exposure to the sun. We have 2 large shade cloths and a smaller solid covered area which allows us to provide a sun safe outdoor area.

We require support and assistance from all families to follow the sun safe practices of the Centre as follows:

- (a) All children **must bring a hat**, which shades the face and neck (bucket broad brimmed or legionnaires). These must be clearly marked with the child's name.
- (b) Children must wear **clothing that protects their shoulders** from exposure to the sun – singlet tops are not permitted. WMCC also recommend children wear shorts/skirts which protect their upper legs (knee length).



- (c) Parents and carer's should apply **SPF30+ broad spectrum, water resistant sunscreen** to all exposed areas of children's skin each morning on arrival at WMCC provided in foyer or children's rooms.
- (d) Staff will then assist the children in re-applying Sunscreen every 2 hours or before returning to the playground in the afternoon.
- (e) Educators use daily UV ratings to make decisions about the appropriate use of the outdoor area.
- (f) Babies under 12 months of age are to be kept in shaded areas at all times.
- (g) Sun hats must also be worn by staff and volunteers.

Please see the **Sun Protection Policy (in Physical Environment Policy)** for more information.

4.2 Food and Nutrition

Winston Mall Children's Centre implements the Munch and Move program which aims to promote healthy lifestyles, good nutrition and the wellbeing of all of children, educators and families using procedures and policies. We also aim to support and provide adequately for children with food allergies, dietary requirements and restrictions and specific cultural and religious practices. Please speak with the director if specific dietary requirements are needed.

We will provide a weekly menu of food and beverages that are based on the Australian Dietary Guidelines to ensure the provision of food and beverages is nutritious and adequate in quantity. The weekly menu will be displayed in a prominent area for parents to view (near Joey's room entry). We will also display/provide updated nutritional information for families including recommendations for healthy lunchbox items.

Winston Mall Children's Centre provides breakfast (prior to 7:45am), Morning Tea and Afternoon Tea. Lunch and a drink bottle with water must be provided by families. This is to ensure children have access to, and are encouraged to access, safe drinking water at all times. Morning Tea and Afternoon Tea are displayed on the weekly menu and rotate on a 3 week cycle.

Suggestions for lunchboxes are: sandwiches, salads, cheese, plain crackers, rice crackers, fresh/dried fruit, vegetables, yoghurt, plain/fruit muffins.

Please note: Food items will not be warmed in a microwave however a water bath method may be used if required. We do recommend children attending school in the following year to bring lunches suitable for a school lunch.

We require Water only in drink bottles. The high amount of sugar in juice is a large cause of dental decay in young children.

Due to the serious nature of anaphylaxis, in particular the reaction to trace amounts of nuts:

ALL NUT PRODUCTS ARE PROHIBITED

SESAME PRODUCTS ARE PROHIBITED

We currently have children enrolled with Anaphylaxis and Allergies please assist us in providing a safe environment.

Educators programme meal times to be relaxed and pleasant and timed to meet the needs of the children. Food and Nutrition will be discussed with children at these times. Educators will encourage toddlers and older children to be independent and develop social skills at meal times, Age and developmentally appropriately utensils and furniture will be provided for each child. Infants will be fed individually by educators.

Please see the **Food, Nutrition and Beverage Policy** for more Information.



4.3 Birthday Cakes

If your child is celebrating a Birthday, we offer the service of making cakes for \$5. The cakes are made with the children as part of a hands-on learning experience. Please give a few days' notice so we are able to have all of the ingredients available. You may pay by cash to the office.

Cakes may also be brought in and left at the Centre for afternoon tea. Cupcakes are preferred and should be as simple as possible, e.g. Butter cake or similar with icing, **please no cream filled or chocolate cakes**. The cake/s need to be big enough to enable children from all rooms to join in the celebration. We have 30 children attending each day.

4.4 Clothing

All clothing should be comfortable and washable. Your child should always feel free to join in all activities without worrying about having to stay clean. The Centre provides vinyl **aprons** for the children to wear during craft/messy activities. Clothes should allow for easy toileting (no belt, braces or overalls) and should fit comfortably (elastic not too tight or easy buttons).

Due to safety regulations, children must wear sturdy shoes for climbing and running. Sandals must have a firm heel and ankle strap. **Thongs and Crocs are not permitted**. A sun hat (legionnaire's hat or hat with large brim) must be in your child's bag to wear whilst at the Centre.

The Centre will not wash any child's clothes. Dirty clothes shall be rinsed, placed into a plastic bag and put into your child's bag. Parents are responsible for checking their child's clothing after each day at the Centre to ensure dirty clothes are not left unwashed. Any soiled articles will be stored in a labelled bag for collection on pick up. This includes clothes dirty from play activities or from bathroom related accidents.

All **clothing must be marked with your child's name** for easy identification. Those clothes, which are left at the Centre without appropriate labelling, will be donated to charity or families in need after one month. **Spare clothes** must be provided for your child each day. This should include: underpants/nappies, shorts, skirts, trousers, T-shirts (covers shoulders), dresses (covers shoulders), sloppy joe, etc. During seasonal changes, clothes should allow for changes in the temperature during the day.

Please refer to **sun smart policy** for more information.

4.5 Lost Property

All children's belongings should be labelled. If labelled property is left behind at the Centre every effort will be made by the staff to return it to the owner. Please check your child's pocket in the foyer or speak to your child's educator for any lost items. If items are unclaimed after 1 month they will be donated to charity or families in need.

No responsibility is taken by the staff or management of the Centre for valuables brought into the Centre. Should valuables be found on the premises these are kept in a secure place for a limited time then if unclaimed they will be handed to the appropriate authorities.

4.6 Child Health

We encourage parents to keep unwell children at home so they can rest. If a child is unable to participate in regular routines of the room due to being unwell a parent or caregiver will be contacted. If a child appears unwell on arrival educators may ask for a certificate of health before allowing the child to stay at the Centre.

Parents are requested to notify the Centre if their child is absent due to illness. This explanation will be entered in the room's educator's diary and illness records. If a child is prescribed antibiotic medication they must be excluded from the Centre for 24 hours to allow the medication to take effect, this medication can be administered at the Centre – *please see 4.7 medication*.



Parents are required to inform the Centre immediately if their child is suffering from a contagious illness so that ALL families can be notified and seek medical advice if necessary.

Infectious Diseases Include: Chicken Pox, Diphtheria, Gastroenteritis, Glandular Fever, Hand foot and mouth, Infectious Hepatitis, Measles, Mumps, Rubella, Whooping Cough, Impetigo, Pediculosis (head lice), Ringworm and Scabies.

Children and staff suffering a contagious illness will be excluded from the Centre for the appropriate period of time – as set out by the Department of Health and Family Services (Staying Healthy in Childcare). The child may only return to the Centre after a doctor has issued a **Certificate of Health** and the Director considers the child to be well enough to return.

Those children who have NOT been appropriately immunised against a contagious illnesses will be excluded from the Centre for the duration of any contagious outbreak, in accordance with Government Regulations.

4.7 Medication

Winston Mall Children's Centre and all educators will only administer medication to a child if it is authorised or the child is experiencing an asthma or anaphylaxis emergency. We recognise it is essential to follow strict procedures for the administration of medication to ensure the health, safety and wellbeing of each child using the Centre.

Parents are required to inform the Centre if their child is taking any medication on a short or long-term basis. If long-term management plans will be worked out with staff and parents/carers of the child.

Winston Mall Children's Centre does not administer over the counter medication unless it has been prescribed by a medical practitioner and there is a letter from the doctor explaining the purpose of the medication. However, we will administer non-steroidal nappy cream and sunscreen without prescription by a doctor, if a parent or authorised person, authorises this on enrolment form or a Cream Application form has been completed.

Parents must notify the Centre if any medication has been administered to the child during the previous afternoon or evening, this also includes immunisation shots and Panadol/ Nurofen.

Anyone delivering a child to the Centre must hand medication to an educator for storage and fill in any appropriate forms. Please do not leave medication in the child's bag or locker. All prescribed medications are kept securely locked/ refrigerated and out of reach of children.

Asthma Puffers and EpiPens are to be sent in a plastic container with a lid and must be accompanied by an **Action Plan** from the child's doctor and a **long term medication form** at the Centre.

Educators will administer medication to a child:

- (a) if the medication is authorised in writing by a parent or another authorised person and:
 - (1) is the original container
 - (2) has not expired
 - (3) has an original label and instructions that can be clearly read and, if prescribed by a doctor has the child's name
- (b) the medication is administered in accordance with any instructions on the label or from the doctor after the child's identity and the dosage of the medication is checked by an educator who is not administering the medication. This educator will witness the administration of the medication
- (c) the following information will be recorded:
 - (1) the name of the medication



- (2) the date, time and dosage administered
- (3) the name of the persons who checked the dosage and administered the medication
- (4) the parent/carer's written permission for and any doctor's instructions relating to its administration

Please refer to: **Administration of Authorised Medication Policy** for more information.

4.8 Emergency Evacuation

Emergency Evacuation Drills are conducted a minimum four times spread throughout each year to ensure all children and teachers are familiar with the procedure. Ongoing practice and reflection will help to ensure everyone remains calm and safe in the event of an Emergency Evacuation.

If Parents, Caregivers, Volunteers etc. are present during an Emergency Evacuation Drill they must follow the directions of staff and participate in the drill.

In a real emergency situation, children, staff and families are required to meet in the outdoor area inside our fence line. If deemed to be safe, the children will be escorted to either the rear car park of the Winston pub or the tennis courts on the opposite side of Caroline Chisholm Dr (depending on location of emergency).

Parents/emergency contacts will be contacted to collect their children, please ensure all forms and contact details are filled in appropriately and are up to date with current contact information.

Please refer to: **Emergency Evacuation Procedure** for more information.

4.9 Emergency Lock down

Our aim is to maintain safety of all persons at Winston Mall Children's Centre to do so a Lockdown may be required. These could include a stray animal or a person posing a threat at or around the Centre. Educators will contact emergency personnel if required to help to end the lock down, whilst ensuring children health and wellbeing.

If Parents, Caregivers, Volunteers etc. are present during an Emergency Lockdown Drill they must follow the directions of staff and participate in the drill.

A similar procedure to an evacuation is in place to contact families to inform them of any dangers in regards to entering the Centre and to reassure the safety of your child.

4.10 Excursions

Winston Mall Children's Centre acknowledges the value of relevant excursions in allowing children to gain a greater insight of the society in which they live, and learn from these experiences. Winston Mall Children's Centre will actively seek to minimise any risks associated with excursions, and respond promptly and appropriately to any emergency whilst on an excursion.

If an excursion is planned families will be notified of the cost, date, time, reasons for the excursion and any risks involved and ask to sign permission slips. Parent volunteers may also be required for the excursion to take place.

Please refer to: **Excursion Policy** for further information.



5 STAFFING

Winston Mall Children's Centre follows the current National Regulations to employ qualified and experienced staff, in numbers that ensure current educator to child ratios are met at all times.

This includes:

- (a) Nominated Supervisor – Diploma of Children's Services
- (b) Early Childhood Teacher - Bachelor of Education (Early Childhood Education)
- (c) Team Leaders – Diploma of Children's Services
- (d) Assistants in each room – minimum of certificate 111 in children's services
- (e) Kitchen duties plus room relief – minimum of Certificate 111 in children services and food handling certificate.
- (f) We also have assistance from a Bookkeeper.

At all times there must be a 'Responsible Person' on duty. This could be an Approved Provider representative, Nominated Supervisor or Certified Supervisor. Please see staff display in foyer.

At Winston Mall Children's Centre our philosophy is to keep our staff abreast of new developments in the Early Childhood Industry, therefore each year educators attend training in-services to keep up to date.

When on sick/annual leave or time-in-lieu days permanent educators are replaced with casual educators that have the appropriate qualifications. We try to ensure continuity of care by using regular casual staff so they are familiar with the program, children, parents and educators.

5.2 Child Protection

Working with Children checks are required for educators/staff, volunteers, students and the management committee. These checks are legal requirements and inform the Centre of a person's legal ability to work with young children.

On employment all educators/staff are made aware of their obligations of child protection, particularly to report any child abuse allegation to team educators or director, who will document and pursue in their role of 'mandatory reporter'. As mandatory reporters we must document and inform authorities on any signs of abuse, this includes physical, emotional and neglect. Staff are made aware of the 'Keep them Safe' program and attend training to keep update with any changes.

We are here to support families through difficult times and can provide support and resources where possible. If you feel you require support or assistance, please speak to the director or an educator you are comfortable with. Any conversation will remain confidential.

Please refer to: **Child Protection Policy** for more information

5.3 Behaviour Management Guidelines within the Centre

Educators use various strategies to deal with children's behaviours. These strategies take into account the child's age, stage of development and emotional/social needs. Some methods used are re-direction, negotiation and 'stop and think' ('stop and think' is restricted to short periods and based on the child's age. The child is removed from the activity or group however is still within sight of the educator). The aim is to calm the children and encourage them to develop positive relationships with peers and educators.

Behaviours that lead to physical injury (such as biting) are documented as incident reports and are reviewed to discover a pattern, in hope to prevent further injury. In these cases families are notified, both the injured child and the child who has caused the injury, however due to confidentiality no names will be released.

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Some behaviour may require educators to use behaviour management plans, these will be created with the families input. These plans will be implemented and reviewed to ensure the safety of all children and to increase all children’s participation in activities and experiences at the Centre.

Please refer to: **Behaviour Management Policy** and **Confidentiality Policy** for further information.

6 CENTRE FEES

When reviewing the fee structure at Winston Mall Children’s Centre, the Management Committee and Director will endeavour to keep fees at a minimum without endangering its financial security.

The Centre has daily 10 hour session fee levels and is open from **7.00am – 5.00pm, Monday to Friday**.

6.1 Fee Schedule

Permanent Care	\$92 per day (Joeys); \$89 per day (Wallabies); \$86 per day (Kangaroos)
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Late Pick-Up Fee	\$15 plus \$1.00 per minute
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Overdue Account Fee	\$25 is payable if any fees are not paid within 14 days from receipt of service.
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Membership Fee	\$50.00 per family per annum (on enrolment and each January)
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Enrolment Fee	\$80.00 per child (on each new enrolment – including new siblings)
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Building Fee Levy	\$50 per family per annum (paid each July)
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Holding Position Deposit	One week full fees per child paid in advance + membership fee + enrolment fee
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Preferred payment is by Direct Deposit, EFTPOS or Cheque. All cheques should be made payable to Winston Mall Children’s Centre. Please DO NOT leave cheques on an unattended office desk.

If you wish to transfer funds by **Direct Deposit: BSB 012 478, ACCOUNT NO. 243 306 602**.

All fees are subject to change at any time. Notification will be given to all parents.

Fees will be charged for the full operational weeks of the Centre (approximately 50 weeks) including absence due to sickness and family holidays. Public Holidays are charged at normal daily rates. Statements are emailed to families so please ensure correct email address is on file.

Fees are charged fortnightly in advance, if fees are in arrears the Centre reserves the right to charge a late account fee and to withdraw service effective immediately. If your family is experiencing financial hardship please contact the Director to arrange a payment plan.



WMCC is an Approved Provider for families to receive fee relief in the form of the Child Care Subsidy. Families are responsible for applying for Child Care Subsidy (CCS) through the NSW Department of Human Services.

Customer Reference Numbers (CRNs) for the child and the parent, must be obtained through the NSW Department of Human Services and **recorded on the child's enrolment form in order for any benefits to be applied.**

Please note:

- Certain criteria must be met to be eligible for the CCS. Information about these benefits can be found online at the 'mygov' or Centrelink websites, alternatively you can attend any Family Assistance or Centrelink branch.
- Each child has 42 allowable absences prior to CCS being removed from your child account. Please speak with Nominated Supervisor if you are concerned about your child's attendance record.
- A clause called cessation of care, is also applicable if your child does not attend on their first or last day of care. If cessation of care applies no CCS.

Please refer to: **Fee Agreement Policy** for more information.

6.2 Giving Notice of Leave

If you are intending to leave the Centre you need to give two weeks' written notice to the Nominated Supervisor. A 'Termination of Care' form can be collected from the office. All accounts need to be finalised before leaving the Centre, WMCC will take remuneration action on any outstanding debts.

Please refer to: **Fee Agreement Policy** for further information.

7 PARENT PARTICIPATION

Our service will support and encourage the involvement of parents and families by:

- (a) Developing and implementing plans to ensure regular communication with families including advice about events, activities and policy updates
- (b) Enabling families to have access and provide input to reviews of policies and procedures
- (c) Providing space for private consultations
- (d) Providing and displaying a range of information about relevant issues
- (e) Ensuring we follow all policies and procedures including the Parental interaction and Involvement Policy and Privacy and Confidentiality Policy
- (f) Encourage assistance with fundraising activities
- (g) Encourage attendance at Management Committee meetings to be involved in the administration of the Centre.

The Annual General Meeting will usually be held in September of each year at which time committee positions will be up for election. Please ensure you talk with the Nominated Supervisor or the Management Committee if you wish to nominate for a position prior to the meeting.



7.2 Procedures for Dealing with Concerns and Complaints

All breaches of our Code of Conduct (including corruption, maladministration and waste of resources) and complaints or grievances from educators, staff members, families, visitors and volunteers associated with the workplace will be managed in line with our Grievance Guidelines. See 'Family Complaints Handling' Procedure in foyer.

Educators, staff, volunteers and visitors will:

- (a) Raise the grievance or complaint directly with the person they have the grievance with. Both parties should try to resolve the issue and develop solutions to ensure the problem does not happen again. Discussions should be based on the principles of privacy, confidentiality, respect and open-mindedness, will not involve other educators, staff, volunteers or visitors (e.g. parents) and will take place away from children.
- (b) Raise the grievance or complaint with the Nominated Supervisor (or Management Committee if the grievance involves the Nominated Supervisor) if they are unable to resolve the concern, or feel uncomfortable raising the matter directly with the person concerned. The Nominated Supervisor (or Management Committee) may ask for the issue to be put in writing.
- (c) Raise any grievance involving suspected or actual unlawful activity (including bullying) with the Approved Provider or Nominated Supervisor immediately and privately.
- (d) Be confident that their concerns will be thoroughly investigated, but aware that the outcome may not result in the action requested.

Confidentiality will be maintained at all times. Educators will endeavour to allow you to feel confident and comfortable voicing your view. Constructive criticism is one way of continually improving the Centre that we aim to provide.

8 FUNDRAISING

8.1 Background

As a not for profit centre fundraising is essential to raise money for extras such as large equipment, furnishings and outside improvements that cannot always be covered within our budget. All parents are encouraged to contribute their time and effort towards the fundraising activities, as every child enrolled at Winston Mall Children's Centre benefits.

Fundraising activities are often social events, or involve working with other family members of educators of WMCC, and can lead to forming friendships between family members as well as children.

We also like to assist in local community fundraising efforts or charities if you know of a great cause please speak to the director. In the past we have supported, red nose, asthma foundation, cancer council, world greatest shave, sanctuary house, the blue mountain bushfire appeal, also a family who have had house-fire destroy their local home. We assist by collecting donations from the WMCC community and passing them on or asking for donations to contribute.

Any help with your time and/or donations would be appreciated. The times and dates will be confirmed closer to each event.



8.2 Donations

As we are a not-for-profit incorporated association, any donations would be very much appreciated.

Suggestions:

- (a) Tissues
- (b) Unscented nappy wipes
- (c) Craft supplies:
 - (1) Paper – White/Colour,
 - (2) Glue Sticks,
 - (3) Buttons,
 - (4) Recyclable items boxes, bottles, (no toilet rolls or egg cartons)
- (d) Dress-Up clothes
- (e) Books

Welcome to Winston Mall Children's Centre!