



Parent Handbook 2026



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Item	Page Number
Welcome	3
About our Centre	3
Settling In	3
Centre Management	4
Centre Policies and Procedures	4
Priority of Access and Multicultural and Equity Policy	5
Child Care Benefit	6
Child Care Tax Rebate	6
Payment of Fees	6
Outstanding Accounts	6
Emergency and Evacuation	7
Signing Children In and Out	7
Dropping Off and Collecting Children	7
Programs and Routines	7
What to bring to Childcare	8
Absences and Holidays	8
Health and Hygiene	9
Immunisation	10
Head Lice	10
Medication	10
Management of Asthma	10
Unwell Children	11
Incidents	11
Sun Safe	11
Toys from Home	11
Rest Time	12
Positive Behaviour	12
Biting	12
Nutrition	13
Birthdays	13
Shows and Special Visits	13
Parent Support Structure	14
Parent / Teacher Communication	14
Parent Participation	14
Parent Grievances	14
Parent and Visitor Conduct	14
Staff Recruitment, Selection and Retention	15
Staff Training and Development	15
Staff Philosophies	15
Attachment 1 – Exclusion Table	15
Health and Illness Procedure	19
Attachment 2 – Fee Schedule	20

Welcome

Our Educators and Management would like to welcome you! We trust that the time spent at our Centre will provide rewarding experiences for both children and their families. You are welcome to visit our Centre at any time and we encourage you to spend time talking with your child/ren's Educators. We will work towards making the transition to our Centre as smooth as possible so both you and your child/ren feel a part of this fantastic learning journey. Please read this handbook thoroughly and speak to our director should you have any questions. We also encourage you to keep our handbook somewhere safe should you have any queries in the future, you can refer to it quickly and easily. When completing your child/ren's enrolment form you will be asked to sign that you agree to all Centre Policies contained in this handbook. That way we can be sure that your orientation process has been informative and thorough.

About our Centre

At our Centre we are committed to a holistic approach to learning, and this is fostered in an environment that promotes and supports all aspects of a child's development. Our Centre is licensed and must comply with the QLD Child Care Act 2002 and QLD Child Care Regulations 2003, please note copies of these are always available at our Centre. A license for a centre-based service authorises the licensee to conduct a childcare service at the premises stated in the licence. As specified in the Queensland Childcare Regulations 2003 there are minimum staffing levels for each age group, and these are as follows:

- 0-2 years 1 Educator to 4 Children
- 2 years – 3 years 1 Educator to 5 Children
- 3 years – 5 years 1 Educator to 11 Children

As per the National Law Act 2010 and Education and Care Services National Regulations 2011 the Staff ratios will be maintained during Rest periods.

Settling In

The transition to childcare for the first time or starting at a new childcare centre can sometimes be very emotional for both children and their families. All our Educators, and particularly your child's Educator, look forward to supporting your child and your family so they can look forward to coming to our Centre each day. If possible, prior 'Visits' with your child/ren are a great way to assist your child to become familiar with the Centre, their room and the Educators who will care for them, as well as reducing some of the anxiety around separating from parents on their first day. Please speak with the Director to discuss when would be most suitable time for you and your child to visit. Please note you are required to stay on the Centre premises during the visit.

On your child/ren's first day it is a good idea to allow plenty of time to settle your child. On arrival, please put your child/ren's food, drinks and bags where appropriate (if not sure, please ask any Educator to assist you). If your child/ren can do this themselves, this is a great opportunity to foster their self-help skills. If time permits, sit with your child and assist them to transition to the Centre and engage in an activity. Please see an Educator to pass on any messages or instructions for the day as well as giving them an approximate time you will return to the Centre. When it is time for you to leave, we encourage you to say goodbye to your child and let them know when you will be back, you can link this to the daily routine, for example after they have had a rest or afternoon tea. This will help build trust between you and your child. If your child is upset, Educators are available to support them during this period, by reassuring them and engaging them in another activity as you leave. Parents are discouraged from prolonging their departure as this can be stressful for your child and often for you too. Please do not hesitate to phone our Centre to see how your child has settled in as many times as you need.

Centre Management

We welcome and encourage comments and suggestions. Please feel free to contact our Centre Directors or License at any time.

Please phone **07 3855 4445** or email **info@thehillsschildcare.com.au**

Centre Policies and Procedures

You can access Centre policies and procedures at any time, a complete copy of the policies are available in the office. If you would like a copy of a particular policy, please ask one of the Educators or the Centre Director who will happily assist you.

Our Centre Philosophy

Here at The Hills District Childcare Centre, we are committed to providing high quality care that promotes learning, development and a positive culture in a secure, supported, and flexible environment that is responsive to Children, Families, Educators, and communities. We endeavour to create a community that respects our environment and the land that we live on. We celebrate our journey of where we have come from and look forward to where we are going together.

For our Children:

- We will encourage and appreciate play as a child's way of learning, and we will adapt learning environments to ensure they are accessible for children with diverse needs.
- We will respect that children are naturally curious and eager to learn, and they learn best when they can follow many of their own interest and desires to learn.
- We will ensure that as individuals, no child is discriminated against, with all Educators respecting their values, attitudes, and cultural beliefs of all families in the best interest of their children.
- We will encourage development of initiative and self-reliance in an atmosphere of trust and structured freedom.
- We respect that children learn most effectively when they feel positive about themselves.

For our Families:

- We involve parents in decision making about the centre's policies, procedures, and everyday practices.
- We will ensure the centre is a welcoming, respectful, and trusting environment for families.
- We will provide information to families about the centre and their children through closed Facebook page, parent communication books in each room, email, and face to face discussions.
- We encourage families to form links with other families to offer a wider support network.
- We respect and are aware of families' cultures, religious beliefs and needs.
- We will strive to make our Service Culturally safe for Aboriginal and Torres Strait Islander families.

For our Educators:

- We work together with our Educators to set goals and ongoing professional development to enhance their education.
- We aim to create a working environment that is fun and flexible. We feel that staff will be of high quality when they are happy in their workspace.
- We believe that each Educator brings their own strengths, personal qualities along with education to the benefit of our centre.
- We provide secure, supported employment through sound industrial rights, conditions, and personal practices.
- We respect and are aware of Educators cultures, religious beliefs and needs.

For our Programs:

- To ensure through our programs all children are treated individually, regardless of age, gender, race, religion, language, and ability.
- We will include an 'Acknowledgement of Country' in our Daily program.
- We will provide age-appropriate activities.
- To ensure that all aspects of a child's development needs are programmed for and periodically assessed.
- We will continually seek to gain information and knowledge, so we are able to build a strong foundation and connection with our first Australians enabling us to bring indigenous education into everyday activities.
- We will provide a rich learning environment, deliberately designed with much to explore, and discover, which assist in helping children learn basic skills.
- To develop a quality education program that will support and enhance children's' learning we will use the Early Years Learning Framework (EYLF), which has a strong emphasis on play-based learning.
- The National Quality Framework sets a high benchmark for us and lays a foundation for development and learning.

For our community:

- We liaise with local schools to help the transition smoother for children attending.
- We work together with local schools/tafes for educational purposes.
- We involve/educate parents about local community events.
- We work to educate our community about the Traditional Owners past and present on whose land we walk, work and live - The Turrbal People.
- We hope by providing learning experiences, this will help increase knowledge and understanding and help reduce prejudice and instead encourage inclusion and help celebrate Aboriginal and Torres Strait Islander communities.
- We will display the Australian, Aboriginal and Torres Strait Islander flags proudly and prominently within our Service.
- We will display an 'Acknowledgement of Country' within our foyer to help our families to feel seen, welcomed and valued in our Service.
- We are a central link for our families about information for services in our local community that can be a part of their support network. We are proud of the established relationships we have developed.
- We respect and are aware of the community's cultures, religious beliefs and needs.

Priority of Access and Multicultural and Equity Policy

The Australian Government has Priority of Access Guidelines for allocating places in a long day care centre. They set out the following three (3) levels of priority:

PRIORITY 1 – a child at risk of serious abuse or neglect

PRIORITY 2 – a child of a single parent who satisfies or of parents who both satisfy the work / study / training test

PRIORITY 3 – any other child

For more information www.dest.gov.au

Our Centre has a non discriminatory access policy which ensures children of different needs, religion, cultural and ethnic backgrounds are treated equally. Their needs are accommodated and their diversity of background is respected. Inclusion in childcare services reflects the acceptance in society of the principles of social justice – that children of all ability levels and cultural and ethnic backgrounds have the same intrinsic value and are entitled to the same opportunities for participation, acceptance and belonging in childcare.

Child Care Subsidy

Our Service is approved by the Federal Government for the payment of Childcare Benefit Subsidy. The Centre is also run according to the National Quality Standard. This initiative is linked to the funding of the childcare benefit for centre based long day care.

On July 2nd, 2018 the government introduced the Child Care Subsidy (CCS) replacing the Child Care Benefit (CCB) and the Child Care Rebate (CCR). This will be the way the Government aids families for the cost of childcare.

Your family's level of Child Care Subsidy is determined using the following factors;

- Combined Family income
- Activity test
- Service type

The child care subsidy will be paid directly to your service provider and will be passed onto you as your fee reduction.

To qualify for the Child Care Subsidy

- Your child attends an approved child care service
- Your child meets government immunization requirements
- You are Australian resident or holder of a qualifying visa
- You are either working, looking for work, training or studying

Combined Family Income

Families combined annual income will affect the entitlements you qualify for. Families will be entitled to between 90% and 0% subsidy rate if their combined annual income is under \$533,280.

Activity test

In two parent families both parents, unless exempt must meet the activity test per fortnight. If both parents meet different levels, the parents with the lowest activity level.

- 0 to 8 hours of activity* will be entitled to a maximum of 24 hours of CCS*
- 8 to 16 hours of activity* will be entitled to a maximum of 36 hours of CCS*
- 16 to 48 hours of activity* will be entitled to a maximum of 72 hours of CCS*
- More than 48 hours of activity* will be entitled to a maximum 100 hours of CCS* ** Per fortnight*

Service Type

The maximum hourly rate the government will subsidize is \$14.29 per hour.

Payment of Fees

Upon enrolment you will be required to pay two weeks' worth of fees as fees are required to be paid one week in advance. Debit Success is the company we use to process your fee payments, we ask that you do not pay in cash. If fees are not kept up to date it will jeopardize your child's booking, and their position may be suspended or cancelled. Your child's booking at the Centre is permanent, therefore, fees are payable for all days including absences (sickness or holidays) and public holidays. This ensures that a booking is always reserved for your child. Two weeks written notice is required if your child leaves our centre. All accounts must be finalised by this time as any outstanding accounts will be forwarded to a debt collection agency. Late fees apply to all children who remain at the centre after closing time.

The Service's hours of operation are 6:15 am to 6:15 pm. The Service should be free of children and staff and locked at 6:15 pm each day, as per these hours. Children should therefore be collected and off premises by 6:15 pm. **For every minute the child remains at the Service after 6:15 pm, a \$10 late pick up fee will occur, and be added to the child's fees.**

When you are completing your enrolment form you will be asked to sign that you have read and understood your responsibilities in relation to fee payment.

Emergency and Evacuation

Emergency evacuation drills are held on a Bi-monthly basis at our Centre to ensure a thorough understanding of emergency procedures and to demonstrate how safety procedures may be applied in an emergency situation. Our drills cover such possibilities as fire, bomb threats, floods/storms, blackouts, smog episodes and disgruntled persons attack. It is important that staff use teaching opportunities and discuss emergencies and evacuations with the children in both a formal and informal manner. Our Centre has up to date emergency plans in place and ensures that all of our Centre staff are trained in what to do when there is an emergency. Fire extinguishers and fire blankets are placed strategically throughout the Centre. Each child is identified during an evacuation and an attendance record is taken. This highlights why it is so important your child is signed in and out every day so we can ensure your child's safety in the event of an evacuation. All persons on the premises during an evacuation must participate in the evacuation and must follow the direction given by our Centre staff.

Signing Children In and Out

Your child must be signed in and out of our Centre every day they attend. This is a legal requirement and must be followed. The sign in and out records are used for emergencies and for the calculation of CCB (Child Care Benefit). If a child is away for a booked day, absent because they are unwell or on holidays the corresponding days must be signed for by the parent or guardian. Failure to sign for any booked days or absences will result in the removal of CCB (Child Care Benefit) for that day and you will be charged full fees. Please ensure our staff members are aware that your child is arriving/departing, and you must complete the 'sign in and out kiosk' ensuring the time and parent name is documented. All Parents and/or guardians must use their own mobile number and pin number to sign the children in/out.

Dropping Off and Collecting Children

Our Centre will not release any child into the care of someone not known by staff members. If staff members do not know the person who has arrived to collect the child, then that person must provide photo ID as proof they are the person authorised to collect the child from both the enrolment form and or other written confirmation of collection. In the event that the child has not been collected by closing time, we will then begin to contact the parent / guardian on the numbers provided (it is important that these are up to date at all times). If we are unable to reach the parent / guardian, we will then begin to contact the individuals listed on the emergency contacts list. After 45minutes the Management Team Member will follow the Department of Communities Abandoned Child procedures including contacting the Child Protection and Crisis Centre 24hour service.

Programs and Routines

Our qualified educators provide stimulating and involving experiences which develop each child's skills allowing them to achieve positive outcomes. A weekly program is displayed in each room for you to view, please take time to discuss this with your child's Group Leader. Our programs reflect planned experiences from observations of children and also child initiated experiences. Our programs are flexible and adaptable to meet the individual and group interests, talents and abilities. Children have the opportunity for both indoor and outdoor play as part of each room's routine. Routines allow time for individual, small and large group play. Children's language and literacy skills are further developed during this time with social interactions that involves children in storytelling, drama, poems and games. Music also plays a large part in these sessions as children are able to experiment with dancing, singing and exercising their bodies. We ensure your child is an active learner by creating an environment that is challenging and stimulating where children can explore and experiment through play. All of our programs are linked to the Early Years Learning Framework and are based on individual observations and interests of the children. The Centre uses Story park to document the children's learning and experiences while they are at the Service. Educators can showcase the children's achievements of their goals along with photos or videos of the child. Parents are encouraged to collaborate with the Educators and add their own photos or videos of the experiences the child is engaged with at home.

What to bring to childcare

Please speak with our Director regarding what to bring each day. As a minimum guide we recommend:

- We provide breakfast until 7:30 am, morning tea, lunch and afternoon tea. If your child is leaving late in the day 4:45pm, you will need to provide a late snack
- We provide hats at the Centre, but if you would prefer, you can bring your child's own hat
- Bag or backpack (must be able to fit inside the children's locker)
- At least 3 spare changes of clothes (ensure these are appropriate for the season) including underwear, shorts, shirts, socks. Extra clothing may be required when your child is toilet training
- Fitted cot sheet for rest time and a blanket in cooler weather for all ages. These should be named and placed in a sheet bag or pillow slip
- Bottles with milk (if required)
- Dummy or comforters (if required)
- Water bottle
- Swim wear and swim shirts in warmer weather to participate in water park activities
- We provide nappies

Please ensure that all items are clearly labelled with your child's name. If items are misplaced, this will assist us to return them to you as soon as possible.

Absences and Holidays

Parents are requested to phone or email the Centre if their child is unable to attend for the day. Please note, notification is urgently required in the instance of an infectious or contagious disease.

Families receiving Child Care Subsidy are allocated 42 absent days (allowable absences) per child per financial year (including Public Holidays). When the 42 absent days have been used, CCB will not be paid for any further absences unless they are for the following:

- Illness with a medical certificate
- Non-immunisation
- Parent with a rostered day off and a Statutory Declaration signed by a JP Parent with a rotating shift and a Statutory Declaration signed by a JP Public Holiday
- Periods of local emergency
- Court ordered shared custody

Please note there is no limit to the approved absences as listed above.

Each family is entitled to 4 weeks (booked days) at 30% discount on outlays i.e. the regular fee less childcare benefits for holidays per calendar year (not accumulative). The entitlement is providing that a written notice (please see your director for a holiday form) is received two weeks prior to holidays being taken and that all accounts are paid up to date.

Eligibility for these holidays are as follows:

After 3 months attendance for the calendar year – 1 week holiday

After 6 months attendance for the calendar year – 2 weeks holiday

After 9 months attendance for the calendar year – final 2 weeks holiday can be taken

Health and Hygiene

To minimise the risk of infection in our Centre we follow the 'Staying Healthy in Childcare' guidelines for exclusion periods. Please find an exclusion table attached at the end of this document for your reference. If a child in care has a suspected infectious condition the parents will be contacted and asked to collect the child as soon as possible. Parents are encouraged to seek medical advice and inform our Centre of the outcome. If parents cannot be contacted we will endeavour to contact other individuals listed on your enrolment form.

In accordance with the Health Department please inform the centre Director IMMEDIATELY if your child contracts German Measles (Rubella). If your child contracts German Measles they may need to be excluded from our Centre to prevent women in their early stages of pregnancy from contracting the disease when they enter our Centre because of its effects on the developing fetus.

For more information please log on to: www.health.gov.au

Children with a suspected or confirmed infectious condition must produce a medical certificate before the child can return to our Centre. The centre will post signs to inform families of confirmed infectious outbreaks with information relating to the illness. '*Staying Healthy in Child Care*' provides essential information to early childhood services. For more information, please log on to: **www.nhmrc.gov.au/publications/synopses**. A Centre Director has the right to ask for a second opinion if they feel the child has not fully recovered from a suspected or confirmed infectious condition.

As per the QLD Child Care Act 2003 and QLD Child Care Regulations 2002 each staff member must observe good health and hygiene practices and ensure the childcare facilities be kept clean and in good repair. The three most important ways of preventing the spread of infectious diseases are:

Effective hand washing

Exclusion of sick children and staff

Immunisation

We promote thorough hand washing and hand drying as the most effective way for our team to minimize the spread of infection. This is an important routine for staff and children. Our team follows the practices below:

- Staff are required to wash their hands on arrival at our Centre and before departure each day
- Staff are required to wash their hands before handling food, including babies' bottles
- Staff and children are required to wash their hands before and after eating
- Staff and children are required to wash their hands after changing a nappy, assisting children with toileting or using a toilet themselves
- Staff are required to wash their hands after cleaning up blood, urine, faeces or vomit
- (even if wearing gloves)
- Staff are required to wash their hands after removing gloves
- Staff are required to wash their hands before and after giving medication
- Staff and children are required to wash their hands after coming in from outside play
- Good oral health is vital to general wellbeing and early childhood dental hygiene is a key factor in the development of healthy adult teeth. Our Centre plays a vital role in promoting good dental hygiene behavior in children to reduce the risk of dental decay and to facilitate the prevention and management of dental trauma in children.

Recent information on dental health indicates that rinsing the mouth with water after eating is the most effective way to combat tooth decay. Our Centre will provide water for each child to drink during and after eating.

We also use our group and transition times to discuss dental care. We provide a range of resource material for children and their families.

Immunisation

At our Centre immunising your child is compulsory. It is also a requirement to claim your CCB. Parents must provide up to date immunisation records to the Centre at all times.

For more information please call the Family Assistance Office on 13 61 50 or log on to:
www.familyassist.gov.au

Head Lice

Head lice (pediculosis capitis) is a part of life for children in childcare and school. Children have close contact with each other and this provides an opportunity for head lice to transfer from head to head although head lice cannot jump.

Our Centre staff will take every precaution to limit the spread of head lice within our Centre while ensuring that the Centre will notify families of any reported case within the Centre so appropriate treatment can be sought.

Children will need to have their hair treated before returning to care. It is recommended to continue treatment once per week for up to 8 weeks.

Medication

If your child requires medication to be administered at the Centre, a Short-Term Medication form must be completed by a parent/guardian. All medication must be in its original container with the dispensing label or doctors letter confirming the child as the prescribed person and the dosage to be given. With regards to nappy creams, skin ointments or teething gels we have a Medication Authority form that is filled in with parent signatures at the start of the year. All medications must be removed from the child's bag and given to a staff member.

Parents give permission on our Enrolment form for the Centre to give their child Panadol or Nurofen in the event of a temperature. When a child's temperature reaches 37.6, staff will contact parents and receive verbal permission. Staff will complete an Emergency Medication form and monitor the child for improvements for a period of 30 minutes. If the child's temperature has not dropped back down to 37.5 or rises, the parent will be asked to collect the child.

If a child's temperature is registered at 39 degrees, the child will be asked to be collected immediately. When a child is collected from the service with a temperature, there is a 24-hour exclusion policy.

Management of Asthma

Children with diagnosed Asthma will be required to provide the service with a Medical Management plan. This plan will include information about child, dosage, when it is required, what are child's medications to be given, and follow up steps required. The plan will be reviewed annually with the child's doctor. Child's medication can remain at the service in a locked cupboard/refrigerator.

Unwell Children

A child who is unwell cannot participate fully in their day. We encourage parents to keep children who are unwell at home as it is more comfortable for your child as well as ensuring that there is little opportunity for other children to become unwell too.

If your child does become unwell whilst in our care we will follow the steps below:

- We will remove your child from the group (to ensure the other children do not become sick if the illness is infectious)
- We will contact the parent / guardian and request that your child be picked up as soon as possible
- If we are unable to make contact, our Director will use their discretion in deciding to seek medical attention
- **We will request a medical clearance prior to your child returning to our Centre**

Our Centre will, at all times, maintain a clear and concise record of both staff and child illnesses as they occur at our Centre.

Incidents

Staff organise indoor and outdoor environments daily to ensure it allows for maximum supervision and promotes safety. In the case of an incident involving your child at our Centre, staff will administer first aid immediately. If an injury requires further medical attention the parent / guardian will be contacted to arrange a plan of action. If our Centre is unable to contact a parent / guardian or another person from the emergency contact list on the enrolment form, we will arrange a plan of action. The Director or person in charge will act on behalf of the parent / guardian to seek the appropriate medical assistance. We will ensure that a staff member the child knows accompanies them at all times until the parent / guardian arrives. Documentation of all incidents will be made on the Incident Form and the parent / guardian will be asked to sign this on collection of their child.

Sun Safe

We protect the children and staff members from direct exposure to the sun. Children are very vulnerable to sunburn which increases their risk of acquiring skin cancer. Cancer Council Australia advises 'the major cause of skin cancer is too much exposure to ultraviolet (UV) radiation from the sun. Skin can burn in as little as 15 minutes in the summer sun. Children will play outside before 10.00am and after 3.00pm where possible to minimise the exposure of the sun to the children and staff. Parents / guardians are encouraged to ensure that children have sunscreen on all uncovered areas prior to leaving home in the morning or on arrival at the Centre. Staff members will also use a variety of age appropriate teaching tools to ensure that children are developing sun safe habits. Parents / guardians are encouraged to dress children in loose comfortable clothing which covers as much skin as possible (singlet or halter neck tops are not appropriate). All children and staff members must wear a sun safe hat when outdoors at all times. We are aware sun damage can never be repaired, prevention is the best cure.

For more information log on to: www.cancer.org.au or Cancer Council Helpline 13 11 20.

Toys from Home

We have lots of wonderful, fun and educational toys for the children to enjoy at our centre. We encourage children to leave their own toys at home. Home toys are special to children and if they are lost or broken children can become very upset. We understand that some children may need 'comfort' items, can you please ensure they are clearly labeled with your child's name and that their teacher is aware of them. If your child brings a special item in for show and tell, please hand this to one of our staff members and they can pop it away safely for sharing later. Our Centre cannot accept any responsibility for the care of any personal items brought into the Centre.

Rest Time

We provide 'quiet time' for our children to regroup after a busy morning of fun and learning. This is a requirement as per the Child Care Regulations for all programs in appropriate circumstances, to allow for supervised rest periods for all children. If our children do not sleep, they will be supplied with quiet activities for them to use on their beds. Please refer to our rest and sleep policy.

Positive Behavior

Staff and families share a common goal of positive outcomes for children. Children are encouraged to develop social skills that will allow them to resolve conflicts and meet their needs without the use of aggressive or destructive behavior. Children are encouraged to respect themselves and others. When staff members guide a child's behavior they aim to provide each child with clear guidelines as to why a particular behavior is unacceptable. Children are given realistic limits to follow whilst they are in care. We are here to work in partnership with you to encourage positive behavior. If you would like to discuss anything with us, please let us know and together we can put strategies in place to assist your child to make good choices.

Biting

Biting is not uncommon in younger children. Children who usually bite do so because they are frustrated, angry or exploring. They often act impulsively and quickly, being too young and immature to think of other choices or consequences. They usually bite because their language skills are not good enough to say what they want. Teething may also be a cause of biting. Biting is most frequent in the 13th to the 30th month old age group. When biting occurs, it is often very distressing for parents. If your child is bitten, you will probably feel upset and very distressed. If on the other hand your child is the biter, you may feel uncomfortable.

Staff also find biting very distressing, often feeling very guilty that they have been unable to eliminate the problem whilst maintaining the self esteem of all parties involved. Please remember that this is a natural phase of development for some children, and will be dealt with in an appropriate manner by the room staff and Centre Director. The staff will endeavor to maintain a safe environment for all children and do their best to ensure they are working to reduce the biting within the class room, however should biting become a frequent occurrence the following procedure will be used:

Staff will complete incident / accident reports each time a child bites, for the child that is bitten and the biter. If a child continually bites staff are to:

- Complete accident / incident forms, this will hopefully assist staff in ascertaining the reasons for the child's biting
- Staff are to assess the room environment and routine and make necessary changes as required
- Continue to inform the parents each time the child bites via the incident / accident report
- Involve the Director to assist with ideas and strategies
- If the strategies the Centre is employing is not successful, the parents will be contacted and a meeting will need to be arranged to discuss a plan of action
- Parents and staff will work together and evaluate plans on a daily basis
- Professional help may be sort with the approval of the parents to assist the staff with room strategies
- Staff will be required to record the evaluations of the strategies

Nutrition

Good food habits need to be developed at an early age. It is important that we are meeting the nutritional, social, cultural and educational needs of the children in our care. The Hills District Childcare Centre provides all meals for the children in our care. We ask that, where possible, 'treat' food be left at home. We also have information available in our Parent Resource Area which you are welcome to peruse about Kids Gourmet Meals our food supplier. Don't forget that water is an ideal drink for children and is available during inside and outside time.

Nut allergies are an extremely common food allergy in children. To ensure the safety of all children in our care we ensure that nut free foods only are provided at our service. This includes peanut butter, nutella, nuts etc. Any products containing nuts will not be served to your child.

Please note that the centre follows a strict nutrition guidelines set out by Nutrition Australia to ensure that children are receiving all the vital nutrients and minerals they require to grow.

Birthdays

We encourage families to celebrate their child's birthdays at the Centre. You are welcome to organise with the staff to bring in individual cupcakes for your child to share with their friends.

Please remember our Nut Free policy when bringing food to the service.

Shows and Special Visits

We have a number of special shows / visitors that come to our Centre each year. These include police, dentists, magicians, reptiles etc. Any planned shows will be notified by email and Facebook.

Our Centre also encourages participation from local schools and training organisations.

If a special visit to the Centre is required by a health care professional (speech therapist, inclusion support therapist, health care worker etc) during the year, discussion and permission will be sought from the child's parent / guardian. Should you have any concerns about your child, please see the staff members in your child's room.

All shows and visitors are under constant staff and Director supervision.

Students and Visitors

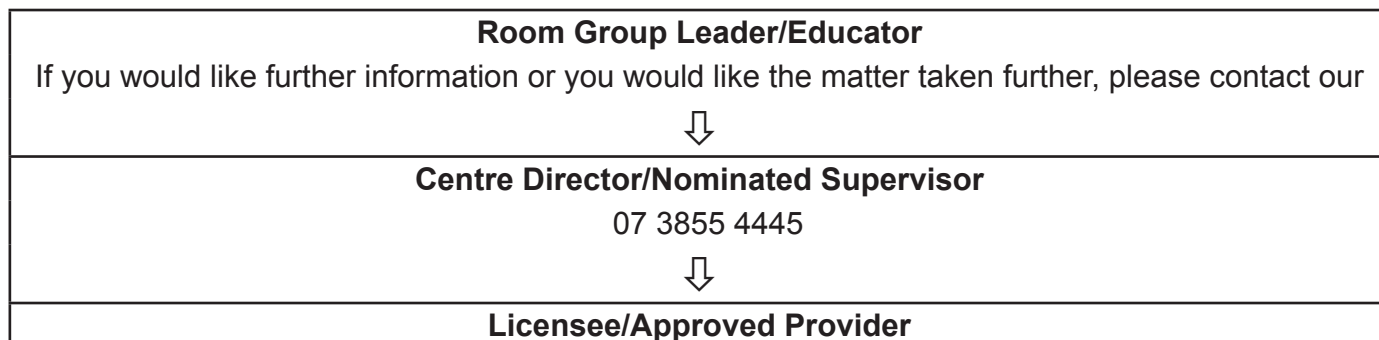
We welcome the opportunity to share our knowledge with students and volunteers and seize the opportunity to learn new skills from them too! All students and volunteers are required to undergo suitability screening by the Commission for Children and Young People (suitability card, which is to be displayed at all times).

All students and volunteers will be interviewed and have orientation visits supervised by our Centre. Our students and volunteers will also be asked to sign that they have read, understood and will abide by our Student and Visitors Handbook.

All students and volunteers will be supervised by our senior staff and will not be left alone to care for children under any circumstances.

Parent Support Structure

Partnerships between staff and families are crucial for positive outcomes for our children. Should you require any assistance, please follow our support structure below.



Parent/Teacher Communication

Information regarding your child's day will be documented and available for you each afternoon. The information provided includes details regarding sleep, toileting, meals and activities. Information about experiences and photos of the day will be uploaded daily. Our Centre Educators will speak to you informally at drop off and pick up times. Should any issue arise during the day we will give you a courtesy call to discuss. We offer parent/teacher meetings as a formal time for parents/guardians and staff to talk. Should you require, please see your child's Educator and the Director to arrange a time which is mutually convenient. Please look out for notices around the centre, in your child's room and via email.

Parent Participation

We encourage parents to actively participate in the care of their children by becoming involved in and spending time at our centre. Parents are welcome to share special occasions with their child, participating in the room, along with sending through photos and information about weekend adventures or holidays that your child can share with their friends.

Parent Grievances

We are here to ensure that your child is happy and healthy in our care. If there are any concerns, please let us know! We have a grievance procedure and a support structure in the foyer. By following this procedure it gives those involved an opportunity to address any issues and ensure that your concerns are followed through and you are satisfied with the end result and the action taken. All grievances are taken very seriously and we will always ensure the resolution is discussed with the family involved.

Parent and Visitor Conduct

It is expected that families using our Centre and associated visitors demonstrate patience and courtesy at all times. Our staff and management endeavour to provide the children with positive behaviour role models. We will not tolerate inappropriate language or behaviour at the Centre at any time. Smoking is not permitted at the Centre or in the car park. The car park is for staff parking and for families dropping off or collecting children. Please be thoughtful, especially during peak times.

Staff Recruitment, Selection and Retention

Children need to develop trusting relationships with staff. When devising the Centre's roster we consider the continuity of care for each child. When staff are on leave we endeavour to advise parents / guardians and children and if possible use staff which are already familiar to our Centre. Staff meetings are conducted regularly and each staff member is encouraged to attend. We encourage staff to use this forum to discuss any suggestions or to raise any concerns they may have. We promote an environment of respect, value each staff member's input and endeavour to create a dedicated team of early childhood professionals.

Staff Training and Development

A quality program relies upon staff having a thorough knowledge of current theory and practice in early childhood. We continually work toward developing and implementing formal programs for staff member orientation, training and development, including external training and education as well as in house professional development sessions. Our investment in staff training and development ensures that our current and future skill requirements meet legal obligations and assist individual career development. We ensure that at least one (1) staff member with the prescribed first aid competency is present at the Centre at all times.

Staff Philosophies

Staff take time to develop not only our Centre philosophy but also their own philosophies and these are available to families in each room. Staff consider a variety of perspectives regarding child learning and development and practices within early childhood education.

Communication to Families

At our Service we have several ways to communicate with our Families. Our main form of communication is Email and Phone. We have casual conversations with our families on arrival and departure each day also. We have calendar of events and posters to advertise upcoming occasions in the service. Our Educators use Story park to upload information and photos of children daily. They can add notes to the child's file for messages that need to be passed on. As a service we can add other notices onto Story park community page for our families. We have a community notice board that provides information to families about local schools, community events and incursions.

Attachment 1 – Exclusion Periods

Recommended minimum exclusion periods for infectious conditions for schools, pre-schools and child care centres are as follows:

Condition	Exclusion of Case	Exclusion of Contacts
Amobebiasis (<i>Entamoeba histolytica</i>)	Exclude until there has not been a loose bowel motion for 24 hours	Not Excluded
Campylobacter	Exclude until there has not been a loose bowel motion for 24 hours	Not Excluded
Candidiasis	See “Thrush”	
Chickenpox (Varicella)	Exclude until all blisters have dried. This is usually at least 5 days after the rash first appeared in unimmunized children and less in immunized children.	Any child with an immune deficiency (for example, leukemia) or receiving chemotherapy should be excluded for their own protection. Otherwise, not excluded
CMV (Cytomegalovirus Infection)	Exclusion is NOT necessary	Not Excluded
Conjunctivitis	Exclude until the discharge from the eyes has stopped unless doctor has diagnosed a non-infectious conjunctivitis.	Not Excluded
Cryptosporidium Infection	Excluded until there has not been a loose bowel motion for 24 hours.	Not Excluded
Diarrhea (no organism identified)	Excluded until there has not been a loose bowel motion for 24 hours	Not Excluded
Diphtheria	Exclude until medical certificate of recovery is received following at least 2 negative throat swabs, the first swab not less than 24 hours after finishing a course of antibiotics followed by another swab 48 hour later	Exclude contacts that live in the same house until cleared to return by appropriate health authority
German measles	See “Rubella”	
Giardiasis	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Glandular fever (Mononucleosis, EBV infection)	Exclusion is NOT necessary	Not excluded
Hand, Foot and Mouth Disease	Exclude until all blisters have dried	Not excluded
Haemophilus influenza type b (Hib)	Exclude until the person has received appropriate antibiotic treatment for at least 4 days	Not excluded
Head Lice (Pediculosis)	Exclusion is NOT necessary if effective treatment is commenced prior to the next day at child care (i.e. the child doesn’t need to be sent home immediately if head lice are detected.)	Not excluded
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before seven days after the onset of jaundice	Not excluded
Hepatitis B	Exclusion is NOT necessary	Not Excluded
Hepatitis C	Exclusion is NOT necessary	Not Excluded
Herpes simplex (cold sores, fever blisters)	Exclusion is not necessary if the person is developmentally capable of maintaining hygiene practices to minimize the risk of transmission. If the person is unable to comply with these practices they should be excluded until	Not Excluded

	the sores are dry. Sores should be covered by a dressing where possible.	
Human Immunodeficiency Virus (HIV/AIDS)	Exclusion is NOT necessary. If the person is severely immunocompromised, they will be vulnerable to other people's illnesses.	Not Excluded
Hydatid Disease	Exclusion is NOT necessary	Not Excluded
Impetigo (school sores)	Exclude until appropriate antibiotic treatment has commenced. Any sores on exposed skin should be covered with a watertight dressing.	Not Excluded
Influenza and influenza-like illness	Exclude until well	Not Excluded
Legionnaires' Disease	Exclusion is NOT necessary	Not Excluded
Leprosy	Exclude until approval to return has been given by appropriate health authority	Not Excluded
Measles	Exclude for 4 days after the onset of the rash.	Immunized and immune contacts are not excluded. Non-immunised contacts of a case are to be excluded from child care until 14 days after the first day of the appearance of rash in the last case, unless immunized within 72 hours of first contact during the infectious period with the first case. All immunocompromised children should be excluded until 14 days after the first day of appearance of rash in the last case.
Meningitis (bacterial)	Exclude until well and has received appropriate antibiotics	Not Excluded
Meningococcal Infection	Exclude until appropriate antibiotic treatment has been completed	Not Excluded
Molluscum contagiosum	Exclusion is NOT necessary	Not Excluded
Mumps	Excluded for nine days after onset of swelling	Not Excluded
Norovirus	Excluded until there has not been a loose bowel motion or vomiting for 48 hours	Not Excluded
Parvovirus infection (fifth disease, erythema infectiosum, slapped cheek syndrome)	Exclusion is NOT necessary	Not Excluded
Pertussis	See "Whooping Cough"	
Respiratory Syncytial virus	Exclusion is NOT necessary	Not Excluded
Ringworm/tinea	Exclude until the day after appropriate antifungal treatment has commenced	Not Excluded
Roseola	Exclusion is NOT necessary	Not Excluded
Ross River virus	Exclusion is NOT necessary	Not Excluded
Rotavirus infection	Children are to be excluded from the centre until there has not been a loose bowel motion or vomiting for 24 hours	Not Excluded
Rubella (German Measles)	Exclude until fully recovered or for at least four days after the onset of the rash	Not Excluded
Salmonella Infection	Exclude until there has not been a loose bowel motion for 24 hours	Not Excluded

Scabies	Exclude until the day after appropriate treatment has commenced	Not Excluded
Scarlet fever	See "Streptococcal sore throat"	
School Sores	See "Impetigo"	
Shigella infection	Exclude until there has not been a loose bowel motion for 24 hours	Not Excluded
Streptococcal sore throat	Exclude until the person has received antibiotic treatment for at least 24 hours and feels well	Not Excluded
Thrush (candidiasis)	Exclusion is NOT necessary	Not Excluded
Toxoplasmosis	Exclusion is NOT necessary	Not Excluded
Tuberculosis (TB)	Exclude until medical certificate is produced from an appropriate health authority	Not excluded unless considered necessary by public health authorities
Typhoid, Paratyphoid	Exclude until medical certificate is produced from appropriate health authority	Not excluded unless considered necessary by appropriate health authorities
Varicella	See "Chickenpox"	
Viral gastroenteritis (viral diarrhea)	Children are to be excluded from the centre until there has not been a loose bowel motion or vomiting for 24 hours	Not Excluded
Warts	Exclusion is NOT necessary	Not Excluded
Whooping Cough (pertussis)	Exclude until five days after starting appropriate antibiotic treatment of for 21 days from the onset of coughing	Contacts that live in the same house as the case and have received less than three doses of pertussis vaccine are to be excluded from the centre until they have had five days of an appropriate course of antibiotics. If antibiotics have not been taken, these contacts must be excluded for 21 days after their last exposure to the case while the person was infectious.
Worms	Exclusion not necessary if treatment has occurred	Not Excluded

Health and Illness Procedures

Here at The Hills, our Policies and Procedures are based on the 5th Edition of Staying Healthy-Preventing infectious diseases in early childhood and education and care services. We have implemented the following practices to ensure the best care for your children.

Temperatures: When a child has a temperature of 37.6 degrees and over, we will contact parents to approve administration of Panadol. We will check the child's temperature after 30 minutes, if the temperature has dropped back to 37.5 the child is able to stay at the Centre. If the temperature does not go down or rises, the child will need to be collected and it is a 24-hour exclusion period. When a child's temperature reaches 39 degrees, we will administer Panadol after receiving permission from the parents, if parents cannot be contacted, we will still administer Panadol using our Emergency Medication form. When this happens, the child will need to be collected immediately and the 24-hour exclusion applies. The 24-hour exclusion begins from the last temperature.

Diarrhoea: Children who have had 2 lots of diarrhoea in a short period of time or 3 lots over a longer period will need to be collected from the Centre. There is a 24-hour exclusion period from the last diarrhoea.

Vomiting: A child who vomits will be sent home from the Centre. There is a 24-hour exclusion period from the last time the child vomits.

Conjunctivitis: When a child has discharge from their eyes, they will have them wiped 3 times within a short period of time. They will then need to be collected and will be excluded until no discharge from the eye remains and are receiving treatment.

Rashes: Any unknown or suspicious rashes will require the parent to collect child. You will require a medical clearance before returning to care to ensure that the rash is non-contagious.

Hand, Foot and Mouth: Children who have suspected Hand, Foot and Mouth will be required to be collected. H, F&M presents with either blisters in mouth, on feet and hands or nappy area. It can also present as a rash across body and limbs. There are several strains of Hand, foot, and mouth. Children will need a medical clearance to return to care and all blisters need to be dried up.

Diagnosed Illnesses: All diagnosed/infectious illnesses must be reported to the office. This allows us to inform other parents who can make their own informed decisions. All Diagnosed/infectious illnesses will need a medical clearance that states the illness your child was suffering from and the date they were cleared of illness. Your child will not be able to return to care unless they have this medical clearance.

Medications being administered at Centre: All medications must have a chemist label stating child's name and dosage. The medications must be removed from the child's bag and handed to an Educator. Medications being administered at the Centre will need to be added to a short-term medication form. If your child is on medication for a longer period, there is a long-term medication form available. Educators will be unable to give medication if there is no form filled in.

The aim of the exclusion is to reduce the spread of infectious diseases to other children and Educators. We understand that you have work commitments, and we are happy to work together, our priority is your child, and we are trying to maintain a healthy environment for all.

Our Educators follow the same procedures and are required to take time off work when they have any of these illnesses.

Please remember to be respectful of the Educators when they contact you regarding your sick children.

Attachment 2 – Fee Schedule

We are pleased to be able to offer a fully approved Pre-Prep room which will be staffed by a qualified Teacher and follow the recognized Kindy program.

Room	Fee Per Day	Full Week Attendance per day (discount applied)
Nursery	\$156	\$145
Junior Toddlers	\$156	\$145
Toddlers	\$156	\$145
Junior Kindy	\$156	\$145
Kindy	\$149	\$141
Preprep	\$129	\$124

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