



Yanchep Childcare Centre

FAMILY HANDBOOK

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FAMILY HANDBOOK

Welcome to Children and Families

We aim to accommodate all families into our high quality service and endeavour to assist with any language or cultural differences that families may encounter. We believe the relationship between educators, children and their families is very important in order for the children to reach their full potential. This booklet aims to provide you with all the relevant information you will need to know regarding your centre and we hope that it answers any questions you may have. If you have any further questions, please do not hesitate to ask the educators at the service.

We welcome you to our service and look forward to building a positive relationship with you and your child. We seek assistance from Child Australia for language translation during enrolment and inclusion workers assist families and children to participate fully in the centre's programs.

CHAO MUNG
(Welcome in Vietnamese)

BENVENUTI
(Welcome in Italian)

WILLKOMMEN
(Welcome in German)

DOBRO DOSLI
(Welcome in Croatian)

WELCOME
(Welcome in English)

Our Service

Management Structure:

We are a locally and family owned centre, started by Robert Hindle and son Rory Hindle. Robert has been operating Childcare Centres for over 20 years and our Operations Manager, Sheila Venables has over 30 years experience in Childcare service operations. Our management team work closely together, we communicate daily and more formally during monthly management meetings. The Nominated Supervisor is generally the centre's coordinator. Their role is to ensure the service philosophy; goals, policies and procedures are maintained within the service, in collaboration with management. This person has been approved by the Education and Care Regulatory Unit to be responsible for the day-to-day supervision and control of the childcare service. They also are responsible to maintain the functioning of the service at the highest possible standard.

The service also has a Certified Officer to Act in Place Of the Nominated Supervisor as required by the Education and Care Services National Regulations 2012. The Certified Officers for the service are displayed in the foyer. The person chosen to fulfil this role is chosen due to their level of skill and ability to effectively supervise the childcare service in the absence of the Nominated Supervisor. The Operations Manager supervises the overall management of practices and the implementation of the service philosophy, goals and policies within the service and ensures the service is compliant with all Childcare regulatory bodies. Educators support management through combining effectively as a professional team and by being committed to upholding the service's philosophy and goals.

The Service and Hours of Operation:

Welcome to our childcare centre, we sincerely hope that the time spent here at Atlantis, will be happy for both your child and yourselves. The Centre operates between the hours of 6.30am and 6.00pm, Monday to Friday. Atlantis Childcare Centre Yanchep is a long day care centre and is open all year round, except Public Holidays. We cater for full day and occasional care. The centre is licensed for 62 children. The service premises and grounds are a non-smoking, alcohol and drug free zone. Police assistance will be sought to enforce these requirements.

Our Mission

Mission Statement:

To provide professional, quality childcare that strives to pursue excellence in all areas of its service.

Our Philosophy

1. We warmly welcome and support all children and families into our centre. We take into account the needs of the individual child, as well as the varying needs of all families.
2. We implement individual programs for children with additional needs, which are designed in partnership with resource agencies, families & staff.
3. We encourage and develop children's awareness of the diversity of differences & similarities between people, by fostering multiculturalism in our community. We believe that all families have the right to their cultural and religious practices and this should be respected.
4. We promote family and community involvement and actively seek parental input within our service.
5. We provide opportunities for parents and educators to develop their understanding of current child development & learning through workshops, seminars, literature and information evenings.
6. We encourage open communication between educators, children and their families; the service strives to meet the needs of the children, their families and the local community.
7. We provide a secure, happy and fun stimulating environment where children learn through play.
8. Our service provides opportunities for positive interactions, experiences, activities, routines, planned and unplanned, that occurs in the environment; designed to foster children's learning and development through guidance of the Early Years Learning Framework.
9. We acknowledge and value Australia's Aboriginal and Torres Strait Islander indigenous heritage and those of the wider community - locally, nationally and internationally. We value and connect with people to create a sustained learning community.
10. We strive to support children in the ways they connect with the natural environment and actively support and promote awareness of environmental and sustainable practices (REMIDA).
11. Our curriculum provides a balance between child and educator initiated activities which continually provide choice and challenges throughout the day. We consult with children regarding a range of aspects of the curriculum and acknowledge them as co-constructors of their own learning.
12. We celebrate children's learning through documentation which includes learning stories, projects and daily curriculum which has input from all Educators.
13. We plan stimulating individual, small and whole group experiences based on children's strengths and interests.
14. We value indoor and outdoor opportunities for learning equally.
15. We are an awarded Sun Smart Service with a high standard of Sun Safety.
16. Learning is fostered through stimulating learning experiences that encourage play based learning, exploration and enquiry.
17. We believe that interaction, sensitivity and attachment are fundamental elements in providing opportunities for children to realize their full potential.

18. We encourage children to express thoughts and ideas, solve problems and engage in reflective thinking, and to explore diverse ways of knowing, thinking and learning in partnership with peers and educators.
19. We believe that children benefit from known positive, clear and consistent expectations to help guide their behaviour and interactions with others to build mutual respect. Expectations of children's behaviour are discussed with the children and reinforced throughout all aspects of care. Educators use positive language and strategies to guide children's behaviour.
20. We encourage children to reflect on their own behaviour and use words to express feelings, solve peer conflicts independently and to reinforce appropriate behaviours amongst peers.
21. We provide a safe and hygienic caring environment and nutritionally balanced meals that cater for specific dietary needs of the children. The menus include multicultural meals and seasonal variety.
22. We believe that a philosophy statement changes as new insights are gained and practice is evaluated.

Educators and service management stay relevant to issues within the Childcare industry. The service operates following Policies and Procedures that have been developed in conjunction with Management, Families and Educators.

Our Licence

Atlantis adheres to the Education & Care Services National Law (WA) 2012 and the Education & Care Services National Regulations 2012.

Our Service is licensed by the Education and Care Regulatory Unit located at:

First Floor, 111 Wellington Street, East Perth WA 6004
Telephone: 6210 3333

Access for Families and Children

This service aims to ensure that families have access to quality childcare that is appropriate to their needs, regardless of income, social, religious or cultural background, gender or abilities. We provide care for children from 6 weeks of age. Priority of access to our service is based on the Australian Government Department of Education, Employment and Workplace Relations requirements.

1. A Child at risk of serious abuse or neglect
2. A Child of a single parent who satisfies, or of parents who both satisfy the work/training/study test
3. Any other child.

These guidelines are balanced with the principles of non-discriminatory access and inclusion.

Parents, please be aware that your child's placement is open to review, if your circumstances change or a child from access group 1 or 2 requires emergency care.

A waiting list system will be in place for periods when the service cannot legally take additional children.

Arrivals and Departures

For the safety and protection of children and, in keeping with duty of care considerations, this service has strict procedures regarding the arrival and departure of children and particularly the persons who may collect children from the service. No child will be admitted prior to opening time due to legal restrictions. All children are to be signed in and out on the Attendance Register by the parent/guardian/educator or other person whom the parent/guardian has nominated on the Enrolment Form, or subsequently in writing, as being authorised to do so. When the authorised person has duly signed in the child, the service takes responsibility for the child until the child is duly signed out by the authorised person. If a person is to collect a child who has not previously been nominated on the Enrolment Form i.e. in the case of an emergency, the parent or guardian may give permission by fax or email (as the first preference) or by telephone for an alternative person to collect the child. The parent/guardian must provide the name and description of any such person concerned and proof of their identity will be required on arrival.

If at closing time (6.00pm) children have not been collected or parents/guardians have not made arrangements for collection by normal closing time, they will be contacted on the most recent numbers and if necessary emergency numbers provided. If no contact is made via emergency numbers advice will be sought from Police and/or Department of Child Protection. Parents/Guardians who have residential rights and do not wish the other parent/guardian to have contact with their children must provide a current copy of the court papers. Educators will, where it is possible without unreasonably endangering any person, not allow children to be released to any person other than the custodial parent/guardian, or to an authorised person as permitted under the above procedure. If in doubt, the Nominated Supervisor will contact a parent/guardian immediately to discuss.

Whilst every care will be taken to prevent a child being taken by an unauthorised person, there may be instances in which we cannot prevent this from happening. Our educators cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the Police will be called immediately.

Babysitting

Atlantis Childcare does not encourage or endorse educators and parents/guardians entering into private babysitting arrangements outside of service hours and therefore we take no responsibility or accept any liability in relation to such arrangements.

Behaviour Support and Management

We accept that children will come to this centre from a variety of backgrounds and various stages of socialisation. Children should be happy and want to attend our centre. Behaviour support and management strategies play an important role in the smooth and safe running of the service.

Families, educators and children all have roles to play, as detailed in the Behaviour Guidance Policy. We recognise the wide range of age groups, as well as the differing developmental needs of individual children. Behaviour support and management is approached by:

- Applying appropriate measures (in keeping with the Education and Care Services National Regulations 2012)
- Using consistency and compassion
- Having regard at all times to the respect and dignity and individual uniqueness of the child and
- Having regard to the other principles set out in the service's Philosophy Statement.

Educators are trained in the developmental stages of the differing ages of the children who attend care. Educators involve the children as far as reasonably possible in developing the specific limits to guide the children's behaviour. These limits are clear, child-focused, based on acceptable wider community expectations and easy to understand. They are on display throughout our service. Educators discuss the limits with the children on a regular basis, helping the children to focus on appropriate behaviour and understand the consequences or choices and actions. Educators do not at any time subject any child to any form of corporal punishment, punishment by solitary confinement, punishment by physical restraint or other demeaning, humiliating, or frightening punishment. This includes the withdrawing of food or water to attempt to enforce appropriate behaviour.

Educators handle all issues involving the children at the Centre. Parents are asked not to approach other children within the service. Parents/Guardians are responsible for their child's behaviour while on the premises but the rules of the service still apply. If an educator observes a child breaking the rules they will discuss the behaviour with the child. On occasions it may be necessary for an Individual Behaviour Plan to be developed for a child. This plan will be developed collaboratively with the Nominated Supervisor, parent/guardian, child and other health/education professional if required. We have a duty of care to all children who attend and educators who work within the service. If:

- A child places the safety and well being of others at risk;
- A child exhibits any form of bullying or deliberately hurtful behaviour repeated over a period of time (this includes physical attacks, verbal attacks or indirect bullying, which includes explicit ostracism from a social group); or
- A child continually refuses to comply with the limits of the service, then the child whose behaviour is inappropriate or has caused the threat to safety or wellbeing may be excluded from the service.

Except where a child's behaviour may reasonably cause physical danger, the first, second and third instance that a child breaches the service limits, educators will complete and sign an Incident Report. The parent/guardian will be required to sign the Incident Report upon review together. The Incident Report will be kept in the individual Child's File. After the third incident, and after the above steps have been followed, a decision will be made as to if the child will be excluded from the service. In making the decision to exclude a child, all documentation of the child's behaviour will be submitted to the Management of Atlantis. Documentation can include observations, checklists, child profiles, records of meetings and conversations. Management will meet with the parent/guardian to discuss the child's exclusion.

Where a child is excluded from the service, management will advise our Regulatory body in writing. The parent/guardian will be informed in writing. The correspondence will detail reasons for exclusion, including history of events and steps taken by the service. If children's behaviour causes or may reasonably cause physical danger to themselves, other children or educator, the parent/guardian will be contacted immediately and asked to collect the child. The child will be excluded from the program effective immediately and the lifting of the exclusion will be at the discretion of the Nominated Supervisor and management.

Management recognises the need for privacy in all matters relating to the care of our children. All Atlantis employees have signed and agree to abide by a confidentiality agreement. Whilst every effort is made to include all children into our Centre, there may be some children for whom our service is not suitable.

Birthdays

Children are welcome to celebrate their birthdays with their friends at the service. Parents, grandparents or someone special are welcome to come along. Birthday cakes will be made at the Centre by the Food Coordinator. Parents are asked to discuss this requirement in advance with the Centre Coordinator.

Bookings and Cancellations

At our our Centre we attempt to cater for all families with regard to days needed for care. Bookings can either be on a permanent or casual basis. It helps in our planning for educators and activities if families book children in on regular days according to need. We understand that some families will be unable to predict days needed and we will try to accommodate; however due to licensing requirements there may be some days we will have to refuse care to casual bookings. Parents/Guardians must notify the service of cancellations to a session booking.

If a permanent booking is to be cancelled two week's notice must be given. If a casual booking is to be cancelled, 48 hours notice must be given. Parents are required to complete a 'Cancellation of Care' form and hand this to the Nominated Supervisor. These forms are available from the service. Your child holds their position and can attend for these two weeks. Should you take your child out of care before the 2 weeks notice period is served, you are required to pay FULL FEE for your child's enrolled place, as no CCB can be applied to these absent days. The only exception to this is, if your child is hospitalised, at short notice. The service will then incur the costs.

Child Care Benefit and Child Care Management System

To determine the level of benefit you are entitled to, please make an appointment with The Family Assistance Office (PH: 13 61 50). The closest FAO is located in Joondalup. Childcare Benefit is available to most families dependent on combined family income. Once a level of benefit is determined by the FAO the Centre will be notified and will then reduce your fees accordingly. Families are then required only to pay the reduced fee amount. When receiving Childcare Benefit each child is allowed **42 absences per financial year**. Once these have been used the FAO will no longer pay benefit for days your child is absent from the Centre.

The 42 days includes sick days (without a Dr Certificate), RDO's, and Holidays etc. Days where a Doctor's certificate is provided, absences **will not** be included in the 42 days allowance. For more information about allowable absences you can contact The Family Assistance Office on PH: 13 61 50. Our Centre is responsible for keeping track of child absences and therefore ask parents/guardians for assistance with filling out Attendance Records by:

- **Recording and signing the time of arrival and departure for your children each day, in our Sign In Files, located in your child's care room.**
- **Recording and signing reasons for absences:**
 - S for sick days.
 - H for holidays.
 - OA for occasional absences.
 - RDO for rostered days off.

Childcare Benefit will not be paid for parents if these records are not kept.

Child Protection

Atlantis regard their role in the protection of children in their care as of the utmost importance. This includes the service's moral and legal duties to care for children associated with the service whilst not in the care of their parents/guardians or primary carers. Proactive strategies are implemented including the promotion of protective behaviours to the children. All educators have been made aware of the services Child Protection policies. All Educators are required to be trained in Child Protection and their responsibilities. This is a requirement of our Education and Care Services National Regulations 2012.

Child Maltreatment

Where child maltreatment is suspected, the Nominated Supervisor will follow the Service's Child Protection Policy and seek support from the local Department for Child Protection. If a child is to be interviewed in the Service, the interview is to be attended by the Nominated Supervisor or other delegate of the Service. For further information, please see the service's Child Protection policies, which are available to loan from the Nominated Supervisor.

Children subject to Custody Orders

- Where a child is the subject of a custody order, only the authorised parent should collect the child, unless written instructions have been received from him or her to the contrary.
- Both parents from ex nuptial (defacto) relationships or nuptial (married), share parental responsibility and custody (Family Law Act – Sept. 1998). If the unauthorised person happens to be the child's natural mother or father, the service requires a current custody order from the custodial parent, before they can prevent the child's natural mother or father from collecting the child.
- If there are no custody orders in place and parent (1) does not want parent(2) to collect the child, the service will inform parent(1) when parent(2) arrives to collect the child. The police will not be called, unless the service has a custody order preventing parent (2) having access to the child.
- If the non-custodial parent attempts to collect the child without authority, the custodial parent will be notified first and then if need be, the Police will be called.
- Strenuous efforts will be made to dissuade the non-custodial parent from taking the child out of the Service. Parents are asked to provide the Service with copies of current court orders pertaining to custody arrangements.
- Whereby a person claims to be able to collect a child as they have a court order it is important to acknowledge that may be true. Educators are to explain that they are not authorised to interpret such orders and that the service's policy is to contact the enrolling parent, if the person is an unauthorised contact.
- If the person has a current custody order for a child and the service has no knowledge about a change in the child's custody situation, the Nominated Supervisor or qualified educator is to telephone the police and not release the child until the police have resolved the situation.
- If the non-custodial parent, unauthorised person or a contact with a custody order (without the service being informed of the change) tries to collect the child, educators are to immediately telephone the police. If this person becomes violent, when educators prevent the child's release, they are to calculate the risk to themselves and the children. If police have not arrived and the risk is extreme and out of control, the concerned child is to be released for the protection of the other children and educators. If this occurs the police and the enrolling parent/s are to be contacted immediately. Also, the Director General (ACECQA) are to be contacted as soon as is practicable.
- Counselling will be provided for educators and children, if the situation requires, under the guidance of a Children's Services Officer.

Clothing

All clothes, including shoes, **must be labelled with your child's name**, as children can misplace items. Lost clothing will be kept in a lost property box in each room. **All children require a complete change of clothing each day, including underwear.** A sun hat that meets Cancer Council recommendations **must be brought to the service each day.**

We ask that your child be dressed in play clothes, rather than best ones. Your child will be able to explore a range of activities, without restrictions because of their clothes. The Service provides aprons to help protect clothing during messy or water activities. Please dress your child appropriately for the weather. When children are outside and using the climbing equipment, we require the children to take their shoes off, for safety reasons. If you are unsure about suitable clothing for your child to wear to the Centre, please ask the educators for assistance.

Communication with Families

Atlantis Childcare Centre has an open doors policy with our families. Families are encouraged to be involved as fully as possible in the management and development of the service they attend. Centre newsletters are emailed to families on a monthly basis. The newsletters are an opportunity for us to let you know what is happening in the service. Information posters and brochures are available throughout the Centre to provide information on many varied topics. Our website also has information for families www.atlantisonline.com.au

Parents are always welcome, at any time, to visit the Centre. Should parents wish to participate in part of the program, we ask you to speak with the Nominated Supervisor to organise a convenient time.

Complaints, Concerns and Suggestions

We will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant. Discussions with the complainant are not to be conducted in the presence of the children, other educators or parents/guardians and heated discussions are to be avoided as far as possible.

Procedure:

- Parents are to discuss any complaints, concerns or suggestions with the Nominated Supervisor in a non-aggressive and diplomatic manner, away from the children.
- The Nominated Supervisor is to log all complaints, the records of relevant discussions and the resolution of the complaint promptly on a Grievance Record. One copy is to be retained at the service and one copy is to be given to the complainant.
- If it is not appropriate for the complaint to be made to the Nominated Supervisor, the complainant will have direct access to the management of Atlantis Childcare Centre. The complaint must be in writing.
- Management will assess the complaint and reply, in writing, to the complainant.
- If the complainant is not satisfied with the written response from management, a meeting will be arranged to further discuss the issue and determine a course of action.
- Should the complainant still be unsatisfied with the outcome, they are able to seek advice from: Education and Care Regulatory Unit; First Floor, 111 Wellington Street, East Perth WA 6004
Telephone: 6210 3333

The Centre views this action as a last resort and aims to work with families to resolve any concerns, in a proactive and positive manner.

Damage to Equipment or Facilities

As part of everyday experiences involving children we recognise that fair wear and tear will occur. However, if damage is done that cannot be attributed to fair wear and tear but can be attributed to a malicious or intentional act on the part of a child, it will become an expense to the parent/guardian. Parents will be advised in writing of the damage and the incident that occurred. Parents are able to get three quotes to repair building and/or equipment damage and the Nominated Supervisor will assist with this process.

Delivery Procedure

All children must be brought into the Centre and taken to their room for care by the parent, legal guardian or the adult nominated by the parent. **Please sign your child in through the Sign In File when arriving and again after collecting your child or children.** It is a legal requirement that these records are kept and Childcare Benefit can only be given to parents if the Register is signed. Parents of infants and toddlers in the 0-3 rooms, have the option of filling in a daily information sheet about their child. This enables the Caregivers in your child's room to provide quality continuity of care for your child. Educators will complete the sheets to provide you with relevant details about your child's day with us. These information sheets will be available when you collect your child. Parents of all children attending the service are welcome to complete a form.

Drugs, Smoking and Alcohol

It is our Centre policy for no person to enter the service whilst under the influence of drugs or alcohol. The Centre is also a smoke free zone. Any employee or parent/guardian, who is suspected to be under the influence of drugs or alcohol, will be asked to leave the premises immediately. If this request is refused, the Nominated Supervisor will seek police assistance. The Nominated Supervisor will issue a written warning to the offender and follow this with further action, if necessary. Employees working with the children are not to take medications that are potentially a deleterious substance.

Duty of Care

Management seeks to provide an environment that protects from harm. This applies to not only the children within services, but also families, employees and others within the Centre's community. Policies and procedures are supplied to all families and employees within our service and adhered to during the day to day operation. These policies are regularly reviewed and updated. Through this process we strive to avoid reasonably foreseeable risks that may breach a duty of care owed to people attending Atlantis.

Emergency Equipment and Facilities

Atlantis aims to provide equipment and facilities in accordance with recognised legislative standards. Smoke alarms and fire fighting equipment are regularly maintained and tested. The service conducts an Emergency Drills with the children once every 2 months.

These drills are recorded by the Nominated Supervisor and the report is displayed on the day of the drill, in the foyer area, for families to view.

Emergency Evacuation Procedure

Management have in place fire, evacuation, harassment and lockdown procedures that aim to protect all persons who are involved with our service. The Centre is required to practice drills regularly. An evacuation plan is situated in the foyer area. We ask all parents/guardians, educators and children to familiarise themselves with the procedures. During drills or in the event of an actual threat, educators will attempt to calm the children and keep them safe. Parents/Guardians are asked to show understanding and patience if they arrive at the Centre while a drill is being undertaken.

Procedure:

Evacuation and Emergency Procedure:

The written procedure for the evacuation of the building in case of fire, is displayed in the entrance foyer and in each of the children's rooms. Exit signs are over our evacuation doors. Fire drills are practised with the children. These are the steps we follow:

IF FIRE DISCOVERED: *Blow whistle 3 times *Shout "FIRE in" both inside and out.

REPLY: Educators to reply that they have heard.

DIAL 000 Nominated Supervisor or Senior Educator to phone fire service + press fire emergency button on alarm pad.

EXTINGUISH Kitchen & Office staff to try and extinguish fire if possible (no more than 2 minutes)

ASSEMBLE CHILDREN: 0-2 - Non walkers to go in wheeled cot. Stored in Babies 1 Sleep Room
Kitchen staff to help 0-2 room. 2-3 & 3-6 Years children to be gathered together

HEAD COUNT: Educator to do a head count. Notify Qualified/Senior educator if any children are missing.

CHECK DESIGNATED AREAS: Qualified/Senior Educator to check the designated areas.

0-1 2 sleep rooms playroom bathroom	1-2 playroom kitchen store cupboard	1-3 2 playrooms main bathroom	1-4 offices & foyer staff room laundry kitchen
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EVACUATE: Nominated Supervisor to take: Phone & Mobile phone, sign in files, First aid kit, Emergency contact File. **Qualified Educators to take:** Emergency bags and Attendance registers. All children to be evacuated through the nearest exits and taken to the designated area in the playground. If all 'normal' exits are blocked and out of use, exit all children through foyer exit to the carpark at the front of the building.

ROLL CALL: Once all children are assembled in the designated area / car park; each room is to do a roll call. If any children are missing notify Nominated Supervisor who will notify emergency staff.

MOVE CHILDREN: Once children and educators have been accounted for present or absent, move children through the front gate and follow any further directions as required.

Enrolment and Orientation

A \$30.00 Non Refundable Enrolment Fee is charged on enrolment of your child/ren

Starting at day care for the first time or for the first time in a new Centre, can be distressing and difficult for some children. Our educators will endeavour to ease your child's worries and make this as comforting as possible for both you and your child. However, there are many ways parents can help to make the transition process from home to care easier. The Centre provides a two free orientation sessions.

SUGGESTED ORIENTATION PROCEDURE

First Visit:

Once enrolled, visit the Centre with your child, prior to leaving them for their first day, and spend the time together with the other children and the caregivers in their new room. Stay with your child for around one hour. Take your child home with you and be positive when talking about the experience you shared at the Centre. The best times for your first orientation visit are between 9.30 - 11.00am; and 2.00 - 3.30pm.

Second Visit: (within one week of first visit)

You should stay with child for 5 – 10 minutes, say goodbye to your child and leave. The length of the child's stay will depend on each child and how they settle with us. If your child feels confident, they may stay for up to 2 hours. Remember our educators are there to support you and your child throughout their orientation. Always say goodbye to your child before leaving, rather than sneaking off. It is very frightening for your child to suddenly discover that you have gone. Say a quick, confident goodbye and leave straight away.

If your child is upset or crying when you leave, please feel free to phone and check on them. Caregivers are skilled in comforting children, you can be confident the distress won't last long. If your child will not settle, the centre will contact you. Please leave your mobile phone number or a number we can reach you on. Please remember, day care should be a positive experience for you and your child. Careful preparation of your child before attending day care helps to foster positive feelings towards their experience. Parents/Guardians are required to complete an Enrolment Form before any child is able to attend the service.

Environment and Facilities

Our Centre takes pride in their facilities and ensures a high level of hygiene and cleanliness is maintained. Educators endeavour to create a safe, secure environment where children and families feel welcome and at ease. Our service provides space for children to participate in active or quiet play, individually or with friends. Different areas of the room may be dedicated to specific types of play, such as construction, art and craft, puzzles, games or dramatic play. The children are regularly consulted and involved in changing our environments to ensure all areas are child-focused and practical.

Early Years Learning and Framework Curriculum

All Educators are responsible for completing the Early Years Learning Framework (EYLF) Curriculum displayed in care rooms on a daily basis. EYLF is based on children's interests along with parent input, teacher initiated experiences. The curriculum will incorporate music, language, creative, manipulative, dramatic, indoor and outdoor experiences.

Educators will complete learning stories as part of the EYLF which can be individual or group learning stories. The curriculum is reflected upon on a daily or weekly basis with extensions of children's interests being used for possible future planning. The curriculum is displayed in the Care rooms and parents and visitors are encouraged to see what the children are doing throughout the week. The Coordinator/Educational Leader will check curriculums on a regular basis. All children's records, observations and learning stories are maintained and available to families to view. Parents are able to make appointments with the Qualified Educator to discuss the curriculum and their child's individual progress.

Fees and Overdue Fees

It is our aim to provide a quality service to families at an affordable price. Fees are based on the annual budget required for the provision of high quality childcare that is in keeping with our Philosophy, Goals and Policies and Procedures. Parents/Guardians will be notified of any changes. Accounts of fees due will be issued weekly through email where possible. Statements showing all payments will be issued quarterly to families either by email or they can be printed out for you. Statements detail information as required by law. Fees for casual care must be paid in advance, prior to the care period. Atlantis Childcare Centre would like to advise centre families of the following points in relation to the service's fee policy.

1. The service encourages families to nominate the Childcare Rebate (CCR) to the service, to reduce out-of-pocket expenses;
2. All new families must pay 2 weeks fees in advance, prior to commencing care at our service;
3. If Childcare Benefit (CCB) details have not been received by the service, then full fees will apply until the details are received;
4. Families who are eligible for JET funding, must present their letter of approval, before the JET funding can be applied. The service cannot legally enter JET without the approval letter;
5. It is a condition of enrolment that families pay their childcare fees through our Ezi-Debit system. No other form of payment will be accepted;
6. All Ezi-Debit payments are taken on Mondays. Should your payment decline, the service will contact you and your childcare place may be cancelled if this practice continues.

For Outside of School Hours Care:

1. All Ezi-Debit payments are taken on Tuesdays;
2. Accounts are managed at Atlantis head office on Monday and Thursday.

2 Weeks at 50% fees is given for holiday purposes where a minimum of 2 weeks written notice is given. This is per Financial Year. A \$30.00 Non Refundable Enrolment fee is required when enrolling your child at Atlantis, which also secures your child's place.

FEE SCHEDULE (excluding Childcare Benefit & Childcare Rebate):

**All Ages:
Daily: \$92.00**

Food

We are an Allergy Aware Centre. We aim to prevent the serving of peanuts and tree nuts. We have a Part Time Food Coordinator to prepare nutritious meals. The children receive morning tea, lunch and afternoon tea. Children are required to have had breakfast at home, prior to coming in. Atlantis provides morning tea, lunch and afternoon tea daily. The seasonal menus rotate and contain between 50 & 67% daily RDI's of each food group. If your child has special dietary needs, please discuss this with the Nominated Supervisor at the time of your child's enrolment. We will do our best to accommodate your needs.

Our daily menu is displayed on the family noticeboard. Please feel free to discuss any aspect of our menu with the Nominated Supervisor. The Centre's Food and Nutrition Policy can be viewed in the Policies file available from the Office. Please remember to inform the Centre if your child has any food allergies or has a special diet (including religious or cultural). This information should be provided on the Enrolment Form.

Head Lice

Where a child shows signs of having head lice, the parent/guardian will be called to collect the child immediately. The child can only return to the service once the head lice have been treated and all lice and eggs have been removed. All children with long hair are encouraged to wear their hair tied back.

Injury and Illness

Whilst Atlantis Childcare Centre actively strives to provide a safe environment and the avoidance of harm, there may be occasions when accidents or injuries take place. In the case of a minor illness or injury, an Educator will attend to the incident and an Accident and Incident Form will be completed. Please sign this form after speaking with an educator to verify you have been advised of the incident. Where a more serious incident occurs, the child's parent/guardian will be contacted immediately. Please ensure emergency contacts are updated on Enrolment Forms regularly. Children who are ill will not be accepted by our Centre. Parents will be contacted to collect their child should they become ill whilst at the Centre. Qualified Educators will administer basic first aid only. If contact cannot be made with parent/guardian and it is necessary to seek medical attention immediately, an ambulance will be called and the child will be taken to hospital. Ambulance, hospital expenses and any other associated expenses, are to be paid for by the family.

Procedure:

If a child becomes ill or injured while attending Atlantis Childcare Centre:

- Educators will comfort and calm the child;
- All head injuries will be reported to parent/guardian via phone, notifying of circumstances including treatment administered and if child has returned to normal activities if deemed appropriate by qualified educator;
- An Educator qualified in first aid will administer appropriate first aid and assess the child's condition in consultation with the Nominated Supervisor;
- The service will only administer one daily dose of paracetamol/Panadol or cough medicine and no other non-prescribed medications will be given to any child;
- A completed medication form signed by the child's parent/guardian must be completed on the day that the medication is administered.
- If necessary, the Nominated Supervisor, or qualified educator, will ensure that the child is separated from the other children and made as comfortable as possible in a quiet, well-ventilated area;
- If necessary, the Nominated Supervisor, or qualified educator, will contact the parents/guardians to collect their child as soon as possible;
- The child will be kept under adult supervision and their condition monitored until the parents/guardians arrival.

Symptoms of illness include, but are not limited to::

- Vomiting or diarrhoea;
- High temperature, flushed appearance or unusual pallor;
- Skin eruptions or swelling;
- Severe coughing or unusual coloured nasal discharge; or
- Stomach or headaches that is severe enough for a child to comment on to an educator.

Hospitalisation Required Procedure:

If the child's condition is assessed as serious or deteriorates and emergency medical attention is necessary:

- The Nominated Supervisor, or qualified educator, will direct an educator to call an ambulance;
- All attempts will be made to notify the parents/guardians;
- If parents/guardians are unable to accompany the child to the hospital, the Nominated Supervisor, will accompany the child provided that the Certified Officer and at least one educator who is qualified in first aid is left at the service and that the service staff ratios are still met.
- An Accident and Incident Form is completed by the educators involved and the child's parents/guardians must sign this on the day of the accident.
- The Nominated Supervisor informs the CEO, within one working day, of the child's hospitalisation and the events surrounding the accident.
- All costs incurred in obtaining medical attention for a child will be met by the child's parents/guardians.

Infectious Diseases

Our service strives to remove immediate and/or serious risks to the health of the children from possible cross-infections, by adopting appropriate procedures for dealing with infectious diseases, whilst respecting the rights of individual privacy. Accordingly, all people including children, staff and parents/guardians with infectious diseases will be excluded from attending the service to prevent the diseases spreading to others.

* When infectious disease is referred to in this policy, it means communicable diseases and notifiable diseases (see Australian Government Department of Health at www.health.gov.au)

Monitoring

The service keeps up to date with information on infectious diseases through the Australian Government Department of Health and refer to the guidelines as provided in the childcare publication- "Staying Healthy in Childcare".

Reporting

It is the responsibility of parents/guardians to inform the Nominated Supervisor of any infectious disease that their child or other immediate family members may be suffering. Children who are ill should not be brought to the Centre. We are responsible for reporting to the State Health Authorities all notifiable diseases (as per requirements of the Australian Government Department of Health) and also to report this to parents/guardians of other children in this service as appropriate, but having regard to the privacy of individuals concerned.

The Nominated Supervisor will maintain records in regard to infectious disease. These records will include the child's name, age, symptoms, date and time staff first noticed the illness and any action taken. This record will NOT be available to other parents/guardians in view of the sensitive nature of a child's health information. A notice will be posted and attention drawn to it when there has been a report of an infectious disease at this service. The rights of individual privacy will be respected at all times, and in particular the Information Handling (Privacy and Confidentiality) Policy will be observed by all staff implementing these procedures relating to infectious diseases.

Exclusion

All people, including children and educators, who are suffering from any infectious diseases need to be excluded from Atlantis to prevent others from being introduced to the infection. Educators and children will be excluded from the service when there is an outbreak of an infectious disease against which they have not been immunised. When any person is found to be showing signs of any infectious disease:

- For children, their parents/guardians will be asked to immediately collect their child and seek medical advice;
- For educators, they will immediately be released from work to seek immediate medical attention and for the period of the infectious disease;
- For parents/guardians or other adults, they will be required to leave the premises of the service immediately and not re-enter the premises until they are no longer suffering from the infectious disease;
- If a duly qualified and registered medical practitioner diagnoses an infectious disease, the child/educator shall be excluded for the recommended period (as per Australian Government Department of Health requirements).

For diseases which are from time to time published as requiring a doctor's certificate clearing the child/educator, the doctor's certificate will be required before the child/educator is re-admitted to the service (check at Department of Health – www.health.gov.au and at Communicable Diseases Network of Australia – www.nhmrc.gov.au - for more information). National Health and Medical Research Council - Recommended minimum exclusion periods for infectious conditions for schools, pre- schools and childcare centres.

Conditions and actions to be taken:

Amoebiasis (*Entamoeba histolytica*) Exclude until there has not been a loose bowel motion for 24 hours. Then not excluded

Campylobacter Exclude until there has not been a loose bowel motion for 24 hours. Then 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 non-immunised children and less in immunised children. Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. When blisters are dried, not excluded.

CMV (*Cytomegalovirus* infection) Exclusion is NOT necessary Not excluded. Pregnant women should have their immunity checked.

Conjunctivitis Exclude until the discharge from the eyes has stopped unless doctor has diagnosed a non-infectious conjunctivitis. Then not excluded

Cryptosporidium infection Exclude until there has not been a loose bowel motion for 24 hours Then not excluded

Diarrhoea (No organism identified) Exclude until there has not been a loose bowel motion for 24 hours. Then not excluded

Diphtheria Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first swab not less than 24 hours after finishing a course of antibiotics followed by another swab 48 hours later. Exclude contacts that live in the same house until cleared to return by an appropriate health authority.

German measles See 'Rubella'

Giardiasis Exclude until there has not been a loose bowel motion for 24 hours Then not excluded

Glandular fever (*Mononucleosis*, EBV infection) Exclusion is NOT necessary Not excluded

Haemophilus influenzae type b (Hib) Exclude until the person has received appropriate antibiotic treatment for at least four days. Not excluded

Hand, foot and mouth disease Exclude until all blisters have dried. Then not excluded

Head lice (*Pediculosis*) Exclusion is NOT necessary if effective treatment is commenced and lice and eggs removed prior to the next day at the service.

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 minimise the risk of transmission. If the person is unable to comply with these practices they should be excluded until 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.

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.

Influenza and influenza-like illnesses Exclude until well. Then not excluded

Legionnaires' disease Exclusion is NOT necessary Not excluded

Leprosy Exclude until approval to return has been given by an appropriate health authority Not excluded

Measles Exclude for four days after the onset of the rash. Immunised and immune contacts are not excluded. Non-immunised contacts of a case are to be excluded from childcare until 14 days after the first day of appearance of rash in the last case, unless immunised within 72 hours of first contact during the infectious period with the first case. Pregnant women should have their immunity checked.

Meningitis (bacterial) Exclude until well and has received appropriate antibiotics. Then not excluded

Meningitis (viral) Exclude until well. Then not excluded

Meningococcal infection Exclude until appropriate antibiotic treatment has been completed, then Not excluded

Molluscum contagiosum Exclusion is NOT necessary

Mumps Exclude for nine days after onset of swelling, then Not excluded. Pregnant women should have their immunity checked.

Norovirus Exclude until there has not been a loose bowel motion or vomiting for 48 hours, then not excluded.

Parvovirus infection (fifth disease, erythema infectiosum, slapped cheek syndrome) Exclusion is NOT necessary. Pregnant women should have their immunity checked but are Not excluded

Pertussis See 'Whooping Cough'

Respiratory Syncytial virus Exclusion is NOT necessary

Ringworm/tinea Exclude until the day after appropriate antifungal treatment has commenced then Not excluded

Roseola Exclusion is NOT necessary

Ross River virus Exclusion is NOT necessary

Rotavirus infection Exclude until there has not been a loose bowel motion or vomiting for 24 hours then Not excluded

Rubella (German measles) Exclude until fully recovered or for at least four days after the onset of the rash Not excluded. Pregnant women should have their immunity checked.

Salmonella infection Exclude until there has not been a loose bowel motion for 24 hours, then Not excluded

Scabies Exclude until the day after appropriate treatment has commenced, then 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, then Not excluded

Thrush (candidiasis) Exclusion is NOT necessary

Toxoplasmosis Exclusion is NOT necessary

Tuberculosis (TB) Exclude until medical certificate is produced from an appropriate health Authority

Typhoid, Paratyphoid Exclude until medical certificate is produced from appropriate health authority.

Varicella See 'Chickenpox'

Viral gastroenteritis (viral diarrhoea) Exclusion until there has not been a loose bowel motion or vomiting for 24 hours, then Not excluded

Warts Exclusion is NOT necessary

Whooping cough (pertussis) Exclude until five days after starting appropriate antibiotic treatment or 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

Worms Exclusion not necessary if treatment has occurred. Then not excluded

Immunisation

Parents of all enrolled children are requested to provide evidence that their child is appropriately immunised in accordance with their age. Parents/guardians are asked to show their child's immunisation records when enrolling their child at our Centre. Please notify the Nominated Supervisor of any further immunisations, so that records can be updated. Families will be asked for immunisation updates. For further information, please see the service's infection control policy - immunisation, outbreaks and exclusion and notification of parents. The policy file is available to loan from the office.

Information Handling (Privacy and Confidentiality)

To protect children and better provide its services, management seeks and deals with personal and sensitive information relating to families, children and others. Management respects the privacy of all individuals and seeks only information which it needs for these purposes and handles that information with confidentiality and sensitivity and in keeping with legal requirements.

All personal records will be stored and kept in a confidential manner. All information will be strictly limited to use by the Centre as outlined in the Maintaining and Keeping Records Policy. Families may have access to their child's personal records at any time if they are the authorised guardian who has enrolled the child. No information will be given to any other person unless subpoenaed by a court or required by the Family Assistance Office or Department of Education, Employment and Workplace Relations. Please see the Nominated Supervisor about accessing these records. All Atlantis employees are required to sign confidentiality agreements in relation to private information relating to families and children attending the service.

Late Collection and Fees Payable

Closing time at Atlantis Childcare Centre is 6.00pm. Parents/Guardians who collect their children after this time will incur a late fee. We ask that you are mindful of educators commitments outside of work and ensure your child is collected before this time. If there has been an emergency please contact the Nominated Supervisor as soon as you are aware that there may be a problem with the on-time collection of your child.

Children must be collected by 6.00pm, otherwise a charge of \$1.00 per minute, will apply. This charge is to cover overtime rates for staff.

Medication

With regard to children being given medication whilst at the Centre, a medication form must be completed and signed by the parent/guardian, on the day the medication is required. The child's name must be printed on the label of the medication. Educators are unable to administer medications or treatments, such as eye drops or ointments, which have been prescribed for an adult or another child. Qualified educators will only administer non-prescribed medications that are purchased over the counter and do not carry doctor's instructions, once, according to your written instructions. Non-prescribed cough and cold medications will not be administered to children under two years of age. Also, educators will only give these medications once to children over 2, without doctor's instructions. If there is any doubt or there is an emergency, the Nominated Supervisor will contact the parent. The Nominated Supervisor reserves the right to withhold the medication or treatment, if parents have not given clear, written instructions.

The medication forms are available from educators. Please hand the medication and completed medication form to the Qualified Educator in your child's room. **Medicines and treatments are not to be left in the child's bag.** For further information, please see the centre's Administration of Medications Policy, which is available from the office.

Nappies / Toilet Training

Parents are to supply their child's disposable nappies. Children who are not toilet trained must have nappies provided for them to use during their day. A minimum of 4 is necessary. Parents can either bring some in each day or leave a bulk pack for educators to name and keep at the Centre. Discussions with the parent about toilet training will ascertain the readiness of their child to begin guiding the control of their own bodily functions. Educators will foster the procedures used by the parents at home. Parents and educators are encouraged to be patient and have a relaxed attitude to toilet training.

National Quality Framework

AtlantisChildcare Centre follows the National Quality Framework and Standards Guidelines as set out by ACECQA (Australian Children's Education & Care Quality Authority) To ensure the centre meets the required standards in all areas each educator is responsible to uphold and ensure the policies and procedures in place within the service, are carried out to the highest quality possible. Parents/Guardians are encouraged to discuss Framework with Educators to gain an understanding of how we fulfil requirements such as educator/child interactions, community involvement or programming. National Quality Standards assess all areas of a service and relies upon the involvement of all stakeholders as the service progresses through the process. Our certification is displayed in the Office.

Parent/Guardian and Visitor Code of Conduct

Educators are available for parents/guardians and visitors to speak to briefly at all times when the Centre is open. Longer, more confidential appointments can be made with the Nominated Supervisor. If you wish to speak to someone other than the Nominated Supervisor you can follow the Complaints Handling Policy. This ensures an opportunity for you to express any concerns you may have regarding the operation of the Centre in a suitable manner. Atlantis requires Parent/Guardian and Visitors to the Centre to:

- Address educators, children and others in a respectful manner.
- Refrain from smoking anywhere on Centre premises; this includes Centre car park.
- Refrain from swearing or shouting.
- Refrain from approaching children within the Centre in a threatening or accusing manner.
- Refrain from the mental or physical intimidation or harassment of educators and other parents.

Educators have the right to ask a person to leave the premises if they feel intimidated in any way. Police will be called if the person does not respond to a request to leave the premises. Parents and Guardians have rights and responsibilities associated with their involvement in Atlantis.

Parents/Guardians have a responsibility to:

- Encourage good behaviour habits in their children;
- Encourage their children to accept the service's Rules of Behaviour;
- Provide support and feedback to the service regarding Rules of Behaviour;
- Consult with service educators at a mutually convenient time about any concerns and treat service educators with respect and courtesy; and
- Conduct themselves in a way that does not make educators feel threatened. This includes shouting, swearing or intimidating behaviour at odds with the Parent/Guardian and Visitor Code of Conduct.

Parents/Guardians have a right to:

- Be respected and recognised as the major influence upon their child's development
- Be able to express themselves on matters of service policy
- Meet with service educators at a mutually convenient time.
- Be offered the same courtesy and respect within the centre as the centre educators.

Parent Involvement

We encourage parents to become involved as it adds continuity to the care for your child and allows for a more effective and meaningful quality of care program. We believe parent participation plays a crucial role in bridging the gap between the home environment and the Centre. Your participation also allows us to be more responsive to the needs of each family using our services. Throughout the year we hold family social events. These functions will be advertised through Centre Newsletters and notice displayed within the service. Your participation at these functions will be appreciated by our Centre, but mostly by your child or children.

Please note: No alcohol or smoking is permitted on Centre premises at any time.

When Centre policies or procedures are being developed or reviewed, the Centre may distribute, or place on the foyer noticeboard, a parent survey to gain your input into our Centre operations. Your response to these surveys is valued and the information gained guides the changes we make. If you have any suggestions or comments to make regarding Centre operations, the program, your child's care, health & safety, educators, management, food, etc you are encouraged to speak with the Nominated Supervisor. If you feel uneasy about doing this, please place a comment slip into your child's suggestion box or write a comment in the comments book, which is always on the sign-in bench in the foyer. For more information, please see our Grievance Policy further on in this booklet.

Personal Effects

Please leave toys at home as they can easily be lost or broken and can often cause friction between children. However, we welcome soft toys/comfort items that offer security to allow your child to sleep or rest. **Please do not send food in with your child.**

Photos and Media

On occasion your child may be photographed participating within the day-to-day activities we provide at Atlantis. These photos are not intended to act as anything other than for display within the service and used as part of our curriculum process and not for promotional or advertising material. The children take great pride in having their day-to-day lives documented this way. If photos are taken at any other time or for use in any other project such as marketing material for the service or if we have a student who wants to conduct a child profile as part of their studies, parents/guardians will be consulted and be required to give written permission.

Playground

Our outdoor playground has been carefully planned to consider the aspects of safety and developmental readiness of the children from each age group. We believe it is important to make the equipment and area as interesting as possible by providing age appropriate physical challenges and stimulating equipment.

Children play daily outside, weather permitting. If parents have any suggestions to add to the operation of the playground, please speak with the Nominated Supervisor. The Centre's Maintenance Policy incorporates a safety checklist to ensure the equipment and building are safe and well maintained.

Policies and Procedures

In addition to this handbook, Atlantis has policies and procedures which reflect the Philosophy and Goals of our services. Our Policy and Procedure Manual has been designed in accordance with legislation pertaining to the Long Day Care sector. It is available to you to read on enrolment of your child and at any time. In this Family Handbook we provide a snapshot of policies which will affect you, your family and individual children during their time with us. Policies and procedures are subject to change and to regular review by our Centre management. Parents/guardians are encouraged to read and have input into our policy review process. Policies under review are displayed on our noticeboard and have a comments section for parents to write on.

Respect for Children

The best interests of the child are of paramount concern at our service and we endeavour to provide care that respects the child's dignity and privacy at all times and that considers children as unique and valued individuals. Children are considered and, as far as possible, involved in the ongoing development of the program, rules of behaviour and the physical and aesthetic environment of the service. We respect the abilities and diversity of all children in our care. Our educators are dedicated to building and maintaining inclusive environments.

Rest Period

All children within the Centre have a rest or quiet time during the day, according to their individual needs. We discourage children coming and going between 12.00pm and 1.00pm. Children not requiring a sleep are provided with quiet activities. For further information, please read the Centre's Sleep/Rest Time Policy.

Severe Storms and Other Natural Disasters

If the Centre has a day's warning of severe storms, i.e., cyclone, earthquake, flooding the Centre will close until the alert period has passed. All parents from the Centre will be telephoned. If a storm hits the Centre during opening hours, all children will be kept inside the building until such time as it is deemed safe by the Nominated Supervisor. Parents will be contacted if necessary. If the storm causes electrical faults, i.e., blackout, our guide lights will come on and educators may safely use candles, only if necessary. If there is any chance of the children coming into danger while in the building, all children will be evacuated from the Centre as per Emergency Evacuation Procedure

Staffing Ratios

All staff qualifications and child/staff ratios are in accordance with Education and Care Services National Regulations 2012.

0-2 Years: 1:4
2-3 Years: 1:5
3-5 Years: 1:10

Atlantis Childcare Centre management endeavours to provide adequate, relevant and ongoing training and development for educators to enable them to do their job better and to comply correctly with these policies and procedures. Employment and training procedures are used to ensure that the service employs suitable people and that they have been made aware of the service's policies and procedures. All employees working in our Centre have given copies of their current Working With Children Check and all required clearances to the service's Nominated Supervisor.

Staff Code of Conduct

Educators should:

- Perform their duties with professionalism and integrity, and effectively and efficiently serve the parents/guardians and children who use the service, and other persons they have dealings with;
- Follow policies and procedures of the service at all times;
- Show fairness and equity in all dealings, including dealings with children, parents/guardians and other caregivers;
- Not mistreat other persons, including all forms of intimidation and harassment;
- Not allow personal relationships, both inside and outside the work environment, to adversely affect their work performance or that of other employees;
- Ensure all facilities and other resources are used for their proper purposes and with due care and maintenance;
- Obey any lawful direction given by the Nominated Supervisor or Management. Where on reasonable grounds an educator believes that the direction is improper or illegal, the educator should refer the grounds for objection to the appropriate person/s;
- Devote themselves to the efficient and effective achievement of the service's Philosophy and Goals; and
- Adhere to the highest standards of professional competence, integrity, confidentiality and honesty.

Educators are responsible for turning up to work for their rostered shift. If they are unable to work their shift, they must inform the Nominated Supervisor as soon as possible. **See our Noticeboard for the Current Staff Names and Qualifications.** Staff changes may occur and parents will be advised, through newsletters and signs on care room doors.

Sun Safety

Children, educators and volunteers will wear broad brimmed or legionnaire style hats (that protect the face and ears) and appropriate clothing when outside and have adequate shade provided by trees, shelter sheds or shade cloth. This sun safety policy follows guidelines recommended by the Cancer Council. Staff will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun. This will be reflected in the timing of outdoor activities, which will be kept to a minimum during the hours of 10.30am and 3.00pm, during the Summer months when UVR ratings are high. We supply a SPF 30 broad- spectrum water resistant sunscreen for all children attending. The brand of sunscreen supplied by the service will be clearly displayed for parents/guardians. If your child has their own sunscreen, please label this and hand it to an educator. Sunscreen will be applied at least fifteen minutes prior to going outside. Sunscreen is reapplied every two hours whenever they are outside.

Clean, cool water is readily available to children. Educators will remind the children to drink more in summer months. The Centre recommends the children bring a plastic drink bottle clearly named. Children without adequate sun protection must play indoors or under cover areas only. Please send your child to the Centre in Summer wearing clothing that will protect their shoulders, neck and upper arms when playing outside, eg. a T-shirt. If you would like information on suitable sun protection clothing to suit the and temperatures, please ask a staff member. On very hot days where the temperature exceeds 35C, children will not play outside. For further information, please read the Service's Sun Protection Policy. changing seasons.

Volunteers and Students

Volunteers are a valued and integral part of the Centre program. From time to time we accept students from local schools, TAFEs and universities as volunteers. Photos of these students will be posted on the Care Room Doors.

What To Bring

BABIES ROOM

Babies formula - we provide cow's milk. Please bring sufficient formula for the day your child is in care. Educators will make bottles up as required. If you wish to bring a can of formula in, please label the can with your child's name and we will leave it in the preparation area in the 0-2 rooms. Educators will let you know when a new can is required. Please ensure you have a bottle for your baby which we can sterilise after each feed, and place in the bag at the end of the day.

Dummy (if required). We will sterilise and keep at the Centre if you wish.

Nappy Rash Cream - bring the brand you use at home and label it with your child's name. Educators will let you know when it is nearly empty. Parents will be required to complete a medication form for the cream to be applied. The service provides Sudocrem.

Nappies - please send your child to the Centre in a clean nappy. A minimum of 4 disposable nappies are required in your child's bag each day they attend the Centre.

ALL ROOMS

Toilet training - if your child is being toilet trained, please bring plenty of spare clothing in their bag.

Sun hat (labelled)- to be left in your child's bag.

2 complete changes of clothing - play clothes, to be kept in their bag, this includes underwear.

The Centre supplies Sunscreen. If you would like your child to use a particular brand of sunscreen, please label the bottle and we will store it.

