



# General Policy Handbook

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**General Policy Handbook**

Centre Management and Governance.....	3
Philosophy .....	3
General Information .....	3
Centre Operation Times.....	4
Centre Closure .....	4
Privacy Policy.....	5
Acceptance of and Refusal of Authorisations Policy.....	7
Staff .....	6
Attendance Policy.....	7
Enrolment Policy.....	7
Exit Policy .....	7
Casual Bookings.....	8
Waiting List.....	8
Inclusion Policy .....	8
Excursion Policy.....	8
Orientation.....	9
Arrival .....	9
Collection .....	9
Late pick up.....	10
Emergency Contacts .....	10
Fees Policy .....	10
Fees.....	10
Holding Fee .....	11
Late Collection Fee.....	11
Children’s Policies.....	12
Programming Policy .....	12
Communicating with Parents and Parent Involvement Policy.....	12
Transition Between Rooms .....	12
Interactions with Children Policy .....	13
Policy for Aggressive Behaviour.....	13
Toilet Training.....	15
Children’s Clothing and Footwear Policy .....	15
Safe Sleep and Rest Time Policy:.....	16
Health Policies.....	16
Healthy Eating Policy.....	16
Food Handling .....	16
Parents can obtain food safety information from the Centre .....	17
Dental Policy .....	17
Occupational Health and Safety Policy .....	17
Safety Policy.....	18
Centre Compliance Policy .....	18
Illness Policy .....	19
Panadol Policy .....	20
Accident/Emergency Policy .....	20
Medical Conditions Policy .....	20
Medication Policy.....	23
Policy for Administering Medication .....	23
Child and Staff Immunisation and Infectious Diseases Policy .....	24
Nappy Changing Policy.....	25
Water Safety Policy.....	24
Trampoline Safety Policy.....	24
SunSmart Policy .....	25
Protection Strategies .....	25
When enrolling their child, parents will be: .....	26
Smoke-Free Policy .....	26
Blood, Faeces, vomit and urine Spillage Policy .....	27
Drug and Alcohol Policy .....	27
Child Protection Policy.....	28
Suspected Child Abuse/Neglect Policy .....	28
Policy on Family Contact .....	28
Grievance Procedure: .....	29
Appendix 1 Priority Of Access.....	34
Exclusion Guidelines for Other Diseases .....	35

## Introduction

Gumnuts Early Learning Centre has been issued with a service approval to operate a “Children’s Service” from the Department of Education and Training (DET) in accordance with the Education and Care Services National Law Act 2011. It is a 96 place Centre and caters for children from 0-6 years. We also provide Outside School Hours Care which caters for children who are enrolled in a Primary School. Gumnuts has 5 separate rooms (Koala’s), (Wombat’s), (Possum’s), (Wallabies) and (Emu’s). ‘Family Grouping’ often occurs at the start and end of the day depending on numbers of children. (Family grouping is when children from the different rooms combine into one room).

DET

“Children’s Services” is defined as a service providing care or education for 5 or more children under the age of 6 years in the absence of their parents or guardians: -

- a) for a fee or reward;
- b) while the parents or guardians of the children use the service or facility provided by the proprietor of the service

The complete copy of the Education and Care Services National Law and Regulations 2011 is on display in the foyer of the Centre.

## Centre Management and Governance

The proprietor is Gumnuts Early Learning Centre Incorporated, an incorporated body run by a Committee of Management that is made up of parents of the service who are elected annually at the Centres Annual General Meeting. The Gumnuts Management Committee oversees that policies and procedures of the centre are implemented effectively and the Director of the service is supported in their role. The Gumnuts Director is the Nominated Supervisor of the service and is responsible for the overall management of the Centre. In the absence of the centre Director the 2IC is the responsible person.

The Centre’s policies and procedures are reviewed consistently throughout the year along with staff, families and management. Any changes to Centre policies and procedures will be displayed in the foyer of the Centre.

## Philosophy

*The practices of Gumnuts Early Learning Centre are based on this philosophy which was developed in consultation with parents and staff. Our Philosophy is reviewed annually.*

*Being, Belonging and Becoming are made visible through our pedagogy as:*

- We believe in the recognition of the uniqueness of each individual and the need for children to develop an understanding and respect for self and others and the environment they live in (NQS 5.1.3)
- We acknowledge the importance of children, parents and educators as partners in a learning community that promotes the wellbeing, education and development of all children (NQS 6.2.1)
- We believe that interaction, sensitivity and attachment are fundamental elements in providing opportunities for children to realise their potential and develop a sense agency. (NQS 1.1.6)

*Gumnuts recognises the importance of play in children’s learning and this value is strongly emphasised within our program, opportunities will be provided for children to:*

- Imagine and create
- Solve problems
- Imitate and Model

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- Discover and explore
- Experiment
- Express thoughts and ideas
- Reflect on experiences
- Propose theories and reasons
- Build friendships
- Master skills
- Have meaningful experiences

We believe that the role of educators is to provide a stimulating and responsive learning environment that is focused on the child's interests and abilities as well as providing challenging opportunities to strengthen their skills and knowledge (NQS 3.2)

The environment will be welcoming and safe where educators understand their responsibilities in relation to child protection, offering a sense of belonging to all children (NQS 2.3.4)

We acknowledge, incorporate, value and embrace the culture and diversity of people within our community and the world around us (NQS 6.3.4)

We recognise and value the knowledge and commitment of our educators and fully support their continuing professional development (NQS 4.2.2)

We believe that a statement of the centre's philosophy changes as new insights are gained and practice is evaluated and this is reflected through the Centre Quality Improvement Plan (NQS 7.2.3)

**Reviewed 2/03/2015**

## **General Information**

### **Centre Operation Times**

Full Day: 6:30am - 6.00 pm

Before School Care: 6.30am- 9.00am

After School Care: 3.00 pm - 6.00 pm

Vacation Care: 8.00 am – 6.00 pm

The Centre is open 49 weeks of the year, closing 3 weeks over the Christmas/New Year period. The Centre offers full day sessions and caters for full-time and part-time care as well as casual care, if spaces permit.

### **Centre Closure**

Occasions when the Centre will close are as follows:

- a) All public Holidays
- b) Australia Day (January)
- c) Labour Day (March)
- d) Good Friday and Easter Monday
- e) Anzac Day (April 25th)
- f) Queen's Birthday (June)

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- g) Melbourne Cup Day
- h) or any other date as advised

**Please Note: Fees will be charged for all public holidays unless indicated.**

***Centre layout***

Wombat's room:	0-18 month's	8 places
Possum's room:	12mths-2 ½ yrs	16 places
Wallabies room:	2-3 years	16 places
Koala's room:	3-4 years	22 places
Emu's room	4-5 years	22 places

***PRIVACY POLICY***

**Purpose of the Policy**

Gumnuts Early Learning Centre takes its obligations under the Privacy Act 1988 and other applicable privacy laws seriously. We respect the privacy of the personal information that we hold. This policy sets out how we handle personal information about individuals.

**Gumnuts Early Learning Centre collects the following personal information**

**In relation to children and their parents may include:**

Individual's name, date of birth, sex, address, telephone/mobile phone numbers, email address, parent/guardian name(s) and address, occupation, a list of emergency contacts, doctor, medicare number, ambulance subscription number, any medical history or past illnesses, dietary restrictions, allergies, emergency management plan (if necessary), immunisation details, School enrolled in, Child Care Benefit details, credit card details and medical certificates and any observations or written diagnoses from professional parties that may be of relevance to the Centre (with parent permission).

**In relation to staff:**

Full name and address, date of birth, previous employment details and references, a list of qualifications and a copy of certificates, any medical history or past illnesses, allergies, emergency contacts, doctor, immunisation details, bank account details, tax file number and drivers licence number.

**Personal information is collected for the purposes of:**

- providing our services
- researching and developing our services
- reporting to government authorities
- complying with the law

**How we collect Personal Information**

Gumnuts collects personal information in a variety of ways, including:

- directly from people when they provide information by phone, in person or in written form
- from third parties such as government agencies
- information from referees.

Where possible, Gumnuts will collect personal information directly from the individual concerned. However, in some cases we may receive personal information about an individual from third parties such as referees and government agencies. In either case, we will take reasonable steps to ensure that the individual is aware of the purposes for which the information is collected.

**Use and Disclosure of Personal Information**

We may provide relevant personal information about individuals to government departments and sponsor organisations where we are required or authorised by law to do so.

We may otherwise use or disclose personal information (including health information and other sensitive information) about staff, children, parents or other individuals for reasons related to the main purpose for which the information was collected, with the consent of the individual (or with the consent of parents, guardians or authorised representatives as appropriate) or as required or authorised by law.

### **Holding information**

We will take reasonable steps to protect the security of the personal information that we hold from misuse and loss and unauthorised access, modification or disclosure, this includes appropriate measures to protect electronic materials and materials stored and generated in hard copy. We train our employees how to properly handle personal information and we restrict access to what is necessary for specific job functions.

### **Procedure**

All child progress records, enrolment forms and other personal details the Centre obtains will be kept in a secure location such as in the office or locked filing cabinet.

### **What happens if an individual chooses not to provide the information?**

Individuals are not obliged to give us their personal information. However, if an individual chooses not to provide Gumnuts with certain personal information, particularly that information which we are required to collect by law, then we may not be able to provide you with the full range of our services.

### **Access and updates or correction of information held by Gumnuts:**

You can request access to and correction of the personal information that Gumnuts holds about you. If you wish to do so please contact the Director.

We take reasonable steps to make sure that the personal information we collect, use and disclose is accurate, complete and up-to-date.

**Please note:** During whole centre events eg. Christmas party and mother's/father's day tea parties your child's photograph or video footage may be taken by other families and appear in media outlets such as Facebook etc. If you do not wish for your child's images to be taken at such events please inform staff as Gumnuts Early Learning Centre will not be held responsible if this happens. We ask families to refrain from taking photos of other children at such events and not to upload photographs of them on social media sites unless their parent's permission has been obtained.

### **Complaints**

If you have any complaints or queries about our privacy practices or wish to make a complaint about how your personal information is managed by Gumnuts Early Learning Centre, please contact the Director.

### **Acceptance of and Refusal of Authorisations Policy**

Our education and care service requires authorisation for actions such as administration of medications, collection of children, excursions and providing access to personal records. This policy outlines what constitutes a correct authorisation and what does not, and may therefore result in a refusal.

We will ensure that we only act in accordance with correct authorisation as described in the *Education and Care Services National Regulations, 2011*.

The Nominated Supervisor will:

1. Ensure documentation relating to authorisations contains:

- (a) the name of the child enrolled in the service;
- (b) date;
- (c) signature of the child's parent/guardian, or nominated contact person who is on the enrolment form;
- (d) evidence of that the authorising adult understands the circumstances for which they are signing.

2. Apply these authorisations to the collection of children, administration of medication, excursion and access to records.



3. Keep these authorisations in the enrolment record.
4. Exercise the right of refusal if written or verbal authorisations do not comply.
5. Waive compliance where a child requires **emergency** medical treatment. The service can administer medication without authorisation in these cases, provided they contact the parent/guardian as soon as practicable after the medication has been administered.

## **Staff**

### **Number of Staff Required**

As per Children's Services Regulations, the Director must ensure that at all times when children are present there is:

- a) 1 staff member for every 4 children, or part thereof, under 3 years of age
- b) 1 staff member for 11 children, or part thereof, 3 years or over

### **Number of Qualified Staff Required**

As per Children's Services Regulations, the Director must ensure that at all times when children are present 50% of educators hold an approved education and care Diploma qualification or be actively working towards an approved education and care Diploma qualification.

## **Attendance Policy**

### **Enrolment Policy**

All children must be enrolled in the Centre before accessing care.

Child Care Benefit and Child Care rebate will only be applied when the child physically attends the Centre. If the parent decides to hold a place before the child commences care, full fees will apply.

An interview with the Director will be conducted where Parents will be given all relevant forms and information such as parent handbook and enrolment form which must be completed before the child begins care.

If there are no vacancies the child will be put on the waiting list. (refer to the waiting list policy)

### **Re – enrolment -**

Re-enrolments occur annually.

In Term Four each year, parents will be required to re-enrol their child if they wish to continue care the following year. If the parent does not complete the re-enrolment form by the due date and does want care, they will be placed on the waiting list until a position becomes available. Parents will be given confirmation on their position and any families on the Centre Waiting List will be contacted if there are any vacancies.

### **Exit Policy**

If a Parent/Guardian decides to cancel their child's permanent care arrangements, they will be required to give the Director at least two weeks' notice in writing. Parents will need to fill out and 'exit form' which is located in the family room at the Centre. The form should be given to the Director no later than two weeks prior to the cancellation date. The child must physically attend the Centre during the two week notice period, if the child does not attend, full fee will apply.

If care is cancelled it will include all future care placements and subsequently be placed on the waiting list if future care is required.

If the child is absent from the Centre for more than two weeks without the Director being notified, the position will be cancelled.

Fees will be charged to parents if the exit form is not received at least two weeks before the cancellation date.

### **Casual Bookings**

Occasional/casual bookings may be made if spaces are available. Fees for such bookings are payable on the day. Occasional bookings cannot be guaranteed on a regular basis and must be arranged with the Director before the required booking day.

Casual bookings must be cancelled 24 hours before booked position if not required, failure to do so will result in fees payable for that position.

**NOTE - In fairness to all families, public holidays and normal care arrangements will not be 'swapped' for other days free of charge. If casual days are needed for a child the parents will be charged accordingly.**

### **Waiting List**

A waiting list shall be maintained in order of application and in accordance to Government Priority of Access guidelines. See Appendix 1

Families are encouraged to visit the Centre before going on the waiting list. This is to ensure that the Centre is suitable to your needs and so families and children have the opportunity to meet the staff and become familiar with the setting.

The Gumnuts waiting list will be updated every three months.

### **Inclusion Policy**

The staff at Gumnuts Early Learning Centre are committed to providing a safe, warm caring and positive environment for all who use the Centre. This ensures children, educators and families are respected without bias, as individuals regardless of their cultural background, disability, gender, beliefs and attitudes. Individual efforts and skills are encouraged, recognised and appreciated and this will be reflected through the Centre practices.

All attempts will be made to employ staff from the cultural and linguistic backgrounds of the children at the Centre.

NOTE: Resource people will be contacted for assistance and ideas about communicating with children and families from diverse backgrounds.

### **No Jab No Play Policy**

Gumnuts ELC is committed to: providing maximum protection for children from vaccine-preventable diseases, ensuring all families are aware of what is required in order to adhere to this policy.

Under the Public Health and Wellbeing Amendment (No Jab, No Play) Act 2015, before enrolling a child at this service, Gumnuts ELC will have to first obtain evidence that the child is: fully immunised for their age

OR on a vaccination catch-up program

OR unable to be fully immunised for medical reasons.

Without this information we are unable to enrol any child,

Information on the immunisation schedule for vaccines, including what vaccines are required and when they should be received, is available from the National Immunisation Schedule. This information is available from your doctor, immunisation nurse or online.

**Conscientious objection is not an exemption under the No Jab, No Play legislation.**

### **Excursion Policy**

As per National Regulations-Authorisation must be given by a parent or other person named in the child's enrolment record as having authority to authorise the taking of the child outside the education and care service premises by an educator and must state-

- a) The child's name; and
- b) The reason the child is to be taken outside the premises; and
- c) The date the child is to be taken on the excursion (unless the authorisation is for a regular outing); and
- d) A description of the proposed destination for the excursion; and
- e) The method of transport to be used for the excursion; and

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- f) The proposed activities to be undertaken by the child during the excursion; and
- g) The period the child will be away from the premises; and
- h) The anticipated number of children likely to be attending the excursion; and
- i) The anticipated ratio of educators attending the excursion to the anticipated number of children attending the excursion; and
- j) The anticipated number of staff members and any other adults who will accompany and supervise the children on the excursion; and
- k) That a risk assessment has been prepared and is available at the service.

To ensure the safety of all children and staff during transit on excursions child car/booster seats will not be permitted on the bus at anytime due to the safety risks they pose to children and staff.

When children travel by bus at the centre it is in **accordance** with Section 266 (5) of the Road Rules Victoria 2009.

*Please note; during any excursion the staff member accompanying the children will carry a first aid kit and the child's emergency contacts.*

After each excursion a Qualified educator will complete an 'Excursion Evaluation Form' found in the Centre compliance Folder. This is to ensure the Centre monitors excursion practices such as supervision and travel to maintain the safety of the children and others involved.

### **Orientation**

The Centre has an orientation process for all children and their families. Orientation is decided by Parents according to their needs and the needs of their children. It is recommended that families visit the Centre to meet staff and other children before commencing care to become familiar with the surroundings.

Parents can stay with children on their first day or make arrangements for an orientation session before commencing care, or they can leave their children at the Centre and staff will telephone them to give feedback on their child's day.

Parents will also be required to complete an induction form with staff (on the back of enrolment form) on their first day or before commencing care.

### **Arrival**

On arrival the child must be signed in by registering the child's name, exact time of arrival parent/carer signature, anticipated time of collection and name of person to collect child in "the sign in book" located in the child's room. Once the child is signed into the book, that child becomes the responsibility of the Centre Staff.

Parents/Carer must ensure that staff are aware of the child's arrival and pass on any relevant information regarding the child's routine for the day.

If the child needs to be given medication during the day by staff, the appropriate information must be written in the child's room medication book. Staff must be informed of this.

### **Collection**

The person collecting the child, if other than a parent/guardian, must have written authorisation from the parent/guardian. **CHILDREN WILL NOT BE HANDED OVER TO ANYONE WITHOUT PARENTAL AUTHORISATION.** This may be authorisation on the enrolment form or written authorisation on the day.

As per National Regulations – Children leaving the education and care service premises. (4) The child may only leave the relevant premises if the child-

- a) is given into the care of -
  - (i) a parent of the child; or
  - (ii) an authorised nominee named in the child's enrolment record; or
  - (iii) a person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises; or

- (b) Leaves the premises in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record; or
- (c) Is taken on an excursion in accordance with this Division; or
- (d) Is given into the care of a person or taken outside the premises-
- (i) Because the child requires medical, hospital or ambulance care or treatment; or
- (ii) Because of another emergency.

Parents will be notified if they are required to sign the accident book.

A signature is required in the medication book if medication was administered.

Children who are not attending the Centre are to be supervised at all times to ensure the safety of themselves and others.

**NOTE: People listed to collect a child from the Centre in the child's enrolment form will need to present photographic identification on collecting the child, if they are not known to the Centre.**

### **Late pick up**

Where a parent is 10 minutes late to collect the child, staff will ring the parents' home and/or work number and each emergency number until there is a positive response.

If no person can be contacted after a period of 30 minutes, staff will contact the police.

### **Emergency Contacts**

Emergency contacts, as per enrolment forms, will be contacted in the event of, an emergency, an illness or late collection when the parent/guardian contacts have not responded.

## **Fees Policy**

### **Fees**

Day:	\$87.00	
Weekly	\$415.00	
After School Care Session	\$25.00	
Before School Care Session	\$20.00	
Vacation Care	\$65.00	
Kindergarten Term Fee	\$350.00	\$1400.00 per year

Gumnuts Early Learning Centre aims to provide a high quality child care service to parents at an affordable price. Fee levels will be set by the Management Committee each year on completion of the annual budget and according to the Centre's required income.

Fees are to be paid to Gumnuts Early Learning Centre one week in advance for permanent bookings and on the day of care for casual bookings.

Invoice/Receipts will be printed weekly

Fees can be paid by cash, cheque, direct debit or EFTPOS

It is the parent/guardians responsibility to complete and lodge their Child Care Benefit application to Centrelink.

Any family receiving CCB% that go over their 42 day allowable absences will be charged full fees for any additional absent days. An allowable absence report can be printed up for parents at their request.

If a family decides to hold their place during an absence period of more than six weeks, full fees will apply after this time.

Parents/guardians with overdue fees will be encouraged by the Director to discuss any difficulties they may have in meeting payments and make suitable arrangements to pay. If parents/guardians do not pay in accordance with our fee policy or fail to make a fee repayments plan as agreed to, then the following policy will apply:

- a) One week in arrears – a stamp with "overdue payment would be appreciated" will be stamped on their invoice.

- b) Two weeks in arrears – a letter advising them of our policy and advising them of the amount outstanding and a date payment is due by. This letter will also give them an option for fee repayment if they are experiencing difficulty.
- c) More than two weeks or no arrangement has been made – a letter advising them if their outstanding fees are not paid by a certain date then their place will be cancelled and given to another family on the waiting list.
- d) All families with outstanding accounts that are no longer enrolled in the Centre will not be re-enrolled until the debt is paid.

### ***Holding Fee***

For new parents, a \$20 holding fee is required two weeks prior to the starting date. This fee is not refundable if the parent decides to cancel care. Otherwise the \$20 holding fee will be deducted from the child's fees when care has commenced. For all permanent bookings full fee will apply until the child physically attends the service.

### ***Kindergarten Fee Subsidy***

The kindergarten fee subsidy allows children to access up to 15 hours of kindergarten delivered by a qualified early childhood teacher in the year before school for free or at low cost.

Your child is eligible in any of the following circumstances:

- if your child identifies as an Aboriginal and/or Torres Strait Islander
  - if your child is identified on their birth certificate as being a multiple birth child (triplets or more).
- or if your child holds or has a parent or guardian who holds, one of the following:
- a Commonwealth Health Care Card
  - a Commonwealth Pensioner Concession Card
  - a Department of Veterans Affairs Gold Card or White Card
  - Refugee or Asylum Seeker visa (200-204 or 866)
  - an ImmiCard

If your family or child has a humanitarian or refugee visa listed by the Department of Immigration and Border Protection which is not included in the above list, your child may still be eligible for the kindergarten fee subsidy. Please speak to your kindergarten service for more information.

Gumnuts will apply for the kindergarten fee subsidy on your behalf. The payment will be made directly to your child's kindergarten and will allow your child to attend up to 15 hours a week for free or at low-cost.

### ***Early Start Kindergarten Extension Grant***

The Early Start Kindergarten extension grant allows children to access up to 15 hours of kindergarten delivered by a qualified early childhood teacher in the year before school for free or at low cost.

Your child is eligible if:

- Early Start Kindergarten grant or participated in an Access to Early Learning program in the previous year
- they are not eligible for the kindergarten fee subsidy

Gumnuts will apply for the Early Start Kindergarten extension grant on your behalf. The payment will be made directly to your child's kindergarten and will allow your child to attend up to 15 hours a week for free or at low-cost.

### ***Late Collection Fee***

Wherever possible the parent/guardian should ring the Centre to advise they will be late to collect their child.

A late collection fee of \$5.00 per minute will be charged to parents/guardians for each child not collected and out of the centre by 6pm.

This fee still applies if you and your child/ren are still in the centre at 6.00pm.

**Please note: Child Care Benefit does not apply to any late fees charged.**

## **Children's Policies**

### ***Programming Policy***

Gumnuts Early Learning Centre's curriculum is devised by the qualified staff. Each program is based on the children's interests and developmental needs. Children are observed on a regular basis and the results of these observations prompt activities on the curriculum to assist each individual's development while working within the EYLF. Your child's learning is regularly monitored and recorded.

Staff have limited curriculum planning per week.

Parents are encouraged to be involved in the planning process by:

1. Giving staff feedback on previous activities eg. "Sally really loved the cooking experience you did last week"
2. Contribute their ideas or talents to the curriculum such as coming in to read a story, bathing your baby, demonstrate a cooking experience, playing a musical instrument etc.
3. Update staff regularly on their child's interests.
4. Suggestions and comments can always be made verbally to staff or on the parent suggestion sheets in the children's rooms.
5. Filling out weekend and holiday forms.

Child initiated activities are also added to curriculum where/when appropriate.

### ***Communicating with Parents and Parent Involvement Policy***

We endeavour to communicate with our families in a variety of ways to encourage their input and involvement at our Centre.

Parents can communicate in the following ways;

- Verbally
- In writing - through communication books, parent suggestion sheets, feedback forms and enrolment forms.
- Joining our Management Committee
- Making an appointment for a Parent/Teacher Interview.
- Telephone
- Internet – [gumnutselc@netspace.net.au](mailto:gumnutselc@netspace.net.au)

If our parents have any concerns or difficulties communicating with our staff, we will attempt to provide the resources and materials necessary to offer an effective form of communication. This may be achieved through providing information in a language other than English, sign language or gestures, or using an interpreter. The Centre will contact Translating and Interpreting Services on 131450 for assistance if needed.

We always welcome parents to become involved in the program. This may be through sharing their skills with the children and staff such as music, cooking, singing, dancing, demonstrating a baby bath or sharing some information or suggestions they may have to help improve our current practices. Families will be provided with regular information on the importance of children's healthy eating and active play through newsletters, noticeboard displays and discussions.

### ***Transition Between Rooms***

This policy is implemented to help children make a smooth progression into the next age grouping with as little disturbance and upset as possible.

Staff will discuss with parents the appropriate time for the child to begin transition to the next room.

The child will spend some time in the next room and the child's behavior will be monitored.

When staff and parents feel the child is ready they will then move up to the room permanently (if sufficient room exists).

### **Continuity of Care**

The Centre will endeavour to provide familiar and regular staff members to limit stress for children, families and other staff, and ensure continuity of care.

When a staff member is on leave or absent from the Centre due to illness, the relief staff members name will be placed on the noticeboard on the front door of the child's room to alert families of the change in staff. The Centre will attempt to use the regular pool of relief staff that will be familiar to the children and their families. Casual staff members will be asked to introduce themselves to parents and children if they are not familiar with them, and will wear a Centre shirt with their name so they can be easily identified.

Photos of Gumnuts staff members are displayed in the foyer.

### **Interactions with Children Policy**

Gumnuts will endeavour to provide all children with the opportunity to become successful and confident learners, this will be achieved by:

- a) Encouraging the children to express themselves and their opinions
- b) Allowing the children to undertake experiences that develop self-reliance and self esteem;
- c) Maintaining at all times the dignity and rights of each child
- d) Giving each child positive guidance and encouragement toward acceptable behaviour
- e) Having regard to the family and cultural values, age, and physical and intellectual development and abilities of each child being educated and cared for by the service.

The Centre will make consistent efforts to ensure the children are given opportunities to interact and develop respectful and positive relationships with each other and with the educators and volunteers of our Centre.

### **Grievances**

Grievances relating to the Interactions with Children Policy should be addressed and resolved by all parties through the Centre's grievance policy and grievance advice sheet, which can be found in the policy handbook and on display in the foyer of the Centre.

### **Policy for Aggressive Behaviour**

In the event a child hurts another child the staff will treat the incident seriously, in a prompt but sensitive manner.

The injured child shall be immediately comforted and given priority, and the affected area treated appropriately.

The child who caused the injury shall not be restrained in any way.

In assessing whether aggressive behaviour is occurring on a regular basis, the following factors will be taken into consideration:

- a) The age of the child.
- b) The severity of the injury.
- c) The circumstances e.g./experimentation/frustration/modelling.
- d) The frequency of the incidents or attempted incidents.
- e) Language development.
- f) Social skills and previous social experience.
- g) Behaviour at home.

**Please note: These factors are not in any particular order.**

Staff will use their experience and discretion to identify a child who is behaving in a regular aggressive manner and the following steps will be taken:



Each incident, or attempted incident, will be recorded, noting time, name of injured child and description of circumstance. Parents of both parties will be notified at pick-up time. If the situation occurs, whereby one child is being 'victimised' by another child, the parents of the victimised child will be kept closely informed of the steps being taken to deal with the behaviour.

Staff will be available for a formal meeting with the parents of the victim to discuss any procedures and/or concerns.

The staff will notify the Director immediately when regular aggressive behaviour occurs and a meeting between the parents, the Director, and staff members from the appropriate room, will be held. At this meeting, the aim will be to discuss the following:

- a) The pattern of the behaviour.
- b) Possible reasons for the behaviour.
- c) Behaviour at home.

A timeframe will be negotiated with the Centre together with the parents to develop a Behaviour Management Plan and meet to discuss the outcomes. The plan will be reviewed in four weeks, at which time future care arrangements will be discussed.

If the parent/s of a child, who has previously been excluded from the Centre for aggressive behaviour wish their child to return to the Centre, the Director will use her/his discretion in accepting the enrolment, taking into consideration changed circumstances and the wishes of parents of previous victims (if they are still within the Centre). In this situation the victim's parents will be informed prior to any decision being made.

### ***Staff Protection Policy***

If a staff member is being physically or emotionally threatened or abused by a child or parent, the Director will be informed immediately and the child's care arrangements will be cancelled.

If the Director finds the parent or guardian being unreasonable and not abiding by Centre policies and procedures, as agreed to on enrolment, the child's care be cancelled immediately with any future care being denied.

### ***Staff Professional Development Policy***

The Centre will endeavour to provide families with staff members that are experienced early childhood professionals and who will make a strong commitment to future growth and professional development

Management will provide and encourage participation in a variety of regular professional development opportunities for staff, and will work with staff to identify and plan professional development strategies that meet both Centre and staff priorities. Participation in formal study leading to relevant, recognised qualifications is also encouraged.

The Centre will provide staff with professional resources such as videos, books, journals, training calendars and other professional resources and contacts to acquire information. Management will also encourage staff to network with staff in other Centres to share effective work practices and staff professional development programs and strategies.

The Centre will maintain a record of all staff training and professional development

Each staff member will be required to partake in a performance appraisal annually and a review 6 months later. During the performance appraisal the staff member will identify goals and desired future training opportunities which will then be incorporated into the Centre training calendar.

The Centre will encourage staff members to share with other staff the information they have gained from professional development training during staff meetings and then review the related Centre policies and procedures with new information acquired.

Management Committee Members will be briefed on roles and responsibilities of a committee member when appointed in their position as part of professional development. This information is obtained from Community Child Care and the Wellington Shire Council.

### ***Child Access To Potentially Dangerous Products Policy***

All chemicals, disinfectants and any other poisonous substance will be clearly named and placed in a cupboard that is fitted with a child safety lock or a non child accessible cupboard.

Procedures for storing dangerous products will be written and displayed in the Centre's laundry for staff to follow.

The laundry door, staff room door and kitchen doors are to be remained closed at all times to prevent child access into these areas.

If a child swallows or inhales a dangerous product first aid will be administered and 000 will be called if needed. The staff member will collect the container of fluid or chemical that was swallowed/inhaled and collect the material safety data sheet for the product to give to doctor or paramedic.

### ***Child Access To Potentially Dangerous Plants Policy***

The Centre will maintain a list of potentially dangerous plants from recognised health authorities and make this information available to staff and families.

Staff members will be given a briefing on dangerous plants to ensure they are able to monitor the outdoor environment so it is safe for all children to use.

Any family member, paid worker or volunteer that will be planting anything in the Centre's outdoor area will be given this information also.

### ***Toilet Training***

Toilet training will be discussed with parents and children will be encouraged to toilet train when they are ready.

Staff will accommodate and encourage parents preferred method and procedure of toilet training.

Children must be dressed in appropriate clothing when toilet training to encourage independence.

Suggested clothing:

- Tracksuit pants
- Elastic waisted pants or jeans
- Comfortable fitting underwear

Clothing such as overalls are not recommended at this time as children find it difficult to take them off and therefore may have unnecessary accidents.

Toileting accidents are dealt with as they occur, staff will follow Cleaning Policy procedure when dealing with these accidents.

### ***Children's Clothing and Footwear Policy***

Parents will be required to dress their child in appropriate clothing whilst at the Centre.

We recommend the following attire:

- Closed toed shoes
- T-shirts and dresses with sleeves to protect the child from the sun.
- Comfortable loose fitting clothes that do not restrict the child in any way.

Please ensure that your child is dressed suitably for weather conditions. Please supply coats and jumpers for the winter months and cool and comfortable clothes for summer time.

Children must wear a sunhat outside at all times during terms 1 and 4. Children must wear an appropriate 'Sunsmart' hat (legionnaires or broad rimmed), sunglasses are welcome.

The Centre will respect the cultural differences with clothing preferences and will ensure that children are comfortably dressed for the weather conditions, and indoor and outdoor play experiences.

Please Note: We do not take responsibility for lost clothing and recommend children wear clothes that are named and emphasise the possibility that clothes may come home dirty. Although the Centre supplies smocks for messy play activities, it is possible that children may get dirty at these times.

### ***Safe Sleep and Rest Time Policy:***

The Centre will provide opportunities for children to rest or sleep at any time during the day whilst the child is in care as we believe that the day can be exhausting for children especially those in care for a long period of time.

All Children of the Centre will be given the opportunity to rest or sleep whenever required.

Rest time is provided for all children, appropriate bedding will be provided if needed (failure to supply sheets will result in a \$5 laundry fee)

All Centre cots, highchairs and sleeping equipment will be of Australian and New Zealand Safety Standard and be inspected annually by the Occupational Health and Safety Representative or Room Leader. The same equipment will be checked every two years by an authorised person from Belinda Bree Baby Ware or another appropriate organisation.

Gumnuts Early Learning Centre adopts the recommended practices of safe sleeping from 'SIDS Australia' and will implement the following practices:

- Baby will be placed on back or side to sleep
- Feet will be placed at the bottom of the cot
- Babies head will be uncovered
- No pillows, bumper pads or large toys to be placed in the cot
- Light bedding will be used only to prevent baby overheating
- No bottles will be given in cots or on beds.

The Centre will provide families with current information in safe sleeping and encourage families to use the above practices at home

The Centre will respect the needs of families in regards to their child's individual sleep routine. However if a child, after being woken falls asleep unassisted educators will respect and accept the child's need to sleep.

## **Health Policies**

### ***Healthy Eating Policy***

Gumnuts promotes healthy eating to children and parents of the Centre. We ask parents to pack a healthy nutritious lunch for their child including fruit and vegetables every day, examples of this can be found in the Parent Handbook or other resources available at the Centre. Families are encouraged to provide variety in children's healthy lunches so children have the opportunity to try a range of flavours, textures and colours.

We ask parents to limit packaged items in lunchboxes and be aware of sugar content, additives, colours and preservatives in food.

Please note some foods can also be a danger to children.

Children are to drink plain milk and water only while at Gumnuts.

Children are encouraged to develop independence during snack and lunch routines by self feeding, unpacking lunchboxes, setting and clearing tables.

Staff members will sit with the children during snack and mealtimes for role modelling, safety, learning and socialisation.

Food is not used as a reward, incentive or for comfort instead children are given positive encouragement and feedback.

The Centre will provide resources for parents and staff in relation to nutrition and healthy eating using the recommendations from the Australian Dietary Guidelines and encourage families to provide healthy food choices.

We ask parents to ensure children have had a healthy nutritious breakfast before attending the Centre.

Parents can provide breakfast for their child to eat at Gumnuts if they arrive early.

Staff can prepare the child's breakfast before 7.45am. After this time we ask parents to provide a pre-

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16

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prepared breakfast that the child is able to eat themselves; such as an 'Up And Go' breakfast drink, cereal bar, prepared toast etc. Babies arriving after 7.45am that require staff to feed them their breakfast will be offered this at morning tea time at around 9.00am-9.30am.

### **Food Handling**

Gumnuts has implemented a Food Safety Plan in accordance with Food Hygiene Victoria regulations.

The Food Safety Plan and Centre Practices in relation to food safety can be located in the Centre kitchen.

- a) Gloves are worn or hands are thoroughly washed before preparing food
- b) Food surfaces are kept clean and tidy
- c) Hands are washed when necessary
- d) Long hair is tied back
- e) Wounds are covered with a band aid or wound dressing
- f) Food is stored appropriately according food safety regulations
- g) Regular temperature checks of pre-cooked food are taken to ensure the food is heated to 75°C to prevent the spread of bacteria
- h) Temperature checks of refrigerators are recorded daily to ensure they are below 5°C

*Parents can obtain food safety information from the Centre*

For further information, please refer to the Centre's Food Safety Plan-located in the Main Kitchen

The Centre will monitor staff compliance with food safety through the Centre Compliance Register, located in the Main Kitchen.

### **Dental Policy**

The Centre will provide families with current information from recognised Health and Safety authorities on dental care and will also encourage parents to brush children's teeth at least twice a day at home.

To assist in the prevention of dental caries, children will be encouraged to drink water throughout the day to help clear their mouths of any food.

The Centre will endeavour to educate parents about healthy dental practices at home and will provide families with information on dental care and caring for children's teeth.

### **Occupational Health and Safety Policy**

Gumnuts Early Learning Centre is committed to ensuring the highest level of Health, Safety and Welfare for all staff, children, families and visitors.

To achieve a safe working environment it is our policy that:

#### **Management:**

- Is committed to securing the highest level of safety, health and welfare in accordance with the relevant legislation.
- Supports the development and maintenance of appropriate health, safety and rehabilitation programs.
- Shall ensure that appropriate information, finance, facilities, resources and training are available.

#### **Health and Safety Representatives:**

- Actively work in conjunction with management/staff to make recommendations to improve health and safety in the workplace.
- Meet regularly with management to resolve issues and disputes in a timely manner.

- Meet regularly with their work group to discuss health and safety matters.

Staff with Health and Safety problems will report directly to their supervisor or their Health and Safety Representative. The Health and Safety Representative will attempt to resolve the issue but if this is not possible they will refer the problem to the Management Committee.

Health and Safety Committee:

The Health and Safety Representatives together with other employee's and their employer representative (Centre Director) will form the Health and Safety Committee. The Committee will meet at least once every three months to discuss health and Safety issues.

**The Centre Director:**

- Is committed to Health and Safety
- Shall ensure that adequate job training and all necessary health and safety rehabilitation information is provided to enable staff to perform their tasks in a safe and healthy manner.
- Shall ensure that all accidents, near misses and work-related illness are reported, examined for trends and pattern and frequency type,
- Is expected to undertake regular health, safety and rehabilitation program reviews.
- Shall facilitate a supportive work environment for injured employees

**Employees:**

- Are expected to willingly cooperate to maintain a safe a healthy working environment throughout the Centre and encourage other employees to follow safe work practices.
- Will immediately notify the Centre Director (or person in charge) of any accident or incident or any other matter which may affect the health and safety of any person at the Centre.

**Visitors and Contractors:**

- Are expected to comply with the safety standards of the Centre.

**Safety Policy**

To ensure the safety of the children, staff, parents and visitors to the Centre the outdoor area will be checked by a staff member daily for foreign objects, potential hazards and spiders or vermin this will be recorded in the Centre Yard Check Record Book.

**Procedure:**

- A Qualified staff member will check the outdoor area thoroughly for hazards before the children are allowed to play outside.
- Any hazardous objects located in the yard will be recorded in the yard check book and will be disposed of.
- The staff member will record the date, time, their name and any hazards that were removed from the yard.

The Centre will monitor staff compliance with safety through the Centre Compliance Register, located in the Main Kitchen.

All equipment, furniture, and buildings will be checked annually by Centre staff and appropriate professionals to ensure its safety.

Rooms will be checked by a Qualified Staff Member each month to ensure:

- electrical cords are kept out of children reach
- cots, highchairs, chairs and tables are in good repair
- All disinfectant/chemical spray bottles are clearly labelled and kept out of children's reach

**Centre Compliance Policy**

The Centre will conduct an internal audit annually to ensure that safety policies and procedures are being carried out consistently by staff, this will be known as the 'Centre Compliance Record and will be located in the Main Kitchen.

**Procedure:**

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A Qualified staff member will conduct the compliance audit each month by observing staff practices and to check the following:

- Details of the Centre daily yard check have been recorded in the Yard Check Record Book and any comments or suggestions for improvements have been documented and addressed to staff
- Refrigerator temperature checks have been recorded daily in the Centre Food Safety Plan
- Temperatures of pre-cooked food have been recorded in the food safety plan when food is reheated
- Food, lunchboxes and drinks are stored appropriately
- Staff are wearing gloves during each nappy change and when assisting a child with toileting
- The nappy change area is wiped after each nappy change
- Staff dispose of a tissue, soiled nappy or contaminated cloth in a hygienic manner
- Children's nappies and toileting is monitored consistently throughout the day and nappy changes and toilet training are recorded
- Nappy Bins are securely covered so children cannot access the contents
- Kitchens and store rooms are kept clean and clutter free
- Used toys are cleaned daily
- Equipment and toys are not broken and are in good repair
- Cots, highchairs/chairs and tables are clean and in good repair
- All electrical cords are out of children's reach
- All disinfectant/chemical spray bottles are clearly labelled and kept out of children reach

Any suggestions for improvements will be addressed to the appropriate staff immediately and discussed as a group at the monthly staff meeting under 'Occupational Health and Safety'.

### ***Illness Policy***

As a general principle, children should not be brought into the Centre unless they are able to cope adequately with the normal daily routines and activities.

In general if a child is so sick that he/she:

- a) Sleeps at unusual times.
- b) Has a fever of 38.5°C or above.
- c) Is crying constantly as a result of discomfort due to illness.
- d) Is reacting badly to medications.
- e) In need of constant one to one care.
- f) Has two loose bowel motions through the course of the day
- g) Is vomiting
- h) Has green runny nose
- i) Has an unknown skin rash
- j) Requires Panadol

The parent will be asked to take their child home as the Centre unfortunately does not have the staff resources to adequately care for the children in these conditions.

If the temperature continues to rise and the child appears to show other signs of being unwell, at the discretion of the Director or 'person in charge', the child's parents or emergency contact will be telephoned and asked to collect the child.

*Any child illnesses that occur whilst the child is at the Centre will be recorded in the child illness book.*

If a child becomes ill at the Centre parents/guardians will be contacted and asked to come and collect, or make other arrangements for collection of the child.

If parents cannot be contacted the EMERGENCY CONTACTS listed on the enrolment form will be called.

Children will be cared for and comforted by staff until the parent or emergency contact arrives.

Please Note: Children must be taking antibiotics for at least 24hrs before returning to the Centre. If the child has been sent home due to loose bowel motions, the child must have had a 'normal' bowel motion before returning to the Centre.

*NOTE: It is the parent's responsibility to have ambulance cover. The Centre will not be held accountable for any expenses incurred.*

### **Panadol Policy**

If the child requires Panadol or any other form of pain relief medication throughout the day, they will be considered to be of ill health and the parents will be asked to keep the child at home.

Panadol and other pain relief medications can be used to 'mask' a serious illness or infection, any child that requires it for reasons other than a sudden high temperature should be examined by a Doctor to rule out any possible illness or infection.

Panadol can only be administered to a child in care at the Centre in an emergency situation only.

In the case of an emergency, the parent or person named in the child's enrolment record as authorized to give permission for emergency medical treatment will be contacted to give verbal permission to administer the recommended dose of Panadol to the child.

### **Accident/Emergency Policy**

Qualified First Aiders will tend to all severe accidents.

All accidents/incidents requiring first aid will be written in the accident book.

Incidents/Accidents that require medical advice are forwarded to the Department of Human Services as per regulations.

In the case of an accident or emergency resulting in the need for immediate medical attention parents will be contacted and the child will be taken to the appropriate Medical Service, this may require the use of an ambulance in severe cases (families are encouraged to be ambulance members).

If the Parents cannot be contacted the child's emergency contacts will be consulted.

Emergency Evacuation Plans will be displayed in prominent locations throughout the Centre.

Emergency and Evacuation Procedures will be practiced every 3 months and recorded in the Emergency Book.

### **Medical Conditions Policy**

Parents of children that have specific health conditions such as asthma, epilepsy, febrile convulsions, anaphylaxis, diabetes etc, are required to complete a "Medical Management Plan" on enrolment.

The Nominated Supervisor, Staff members and volunteers will be informed of the child's medical condition when commencing care. The Director will inform other staff and volunteers, who the child is, details of their management plan and where the medication is located.

• Where the parent indicates a medical condition the parents will be required to work with the service to develop a risk minimisation plan, communication plan, and a Medical Management plan (to be developed by a medical professional).

If the child requires life saving medication in the case of an emergency such as an EpiPen, the medication must be at the premises when the child is in care. If the medication is not at the Centre with the child, the parent will be asked to collect the child immediately and return to them to the Centre when they have their medication with them.

A letter from the child's doctor is also required stating the health condition and the treatment and management for it.

### **Practises:**

The service will:

1. Display each affected child's Emergency Action Plan within each playroom or designated eating area of the service
2. Ensure that all staff are aware of any child enrolled in the service who has been identified as having an allergy or has anaphylaxis, a diagnosis of Asthma, diabetes or any other medical condition. This will occur during induction.
3. Ensure that staff are trained in Food Handling and Hygiene practises.

4. Ensure that staff have received training in Anaphylaxis, including the administration of an Epi-Pen and emergency Asthma treatment where appropriate.
5. Ensure that staff are trained in identifying signs of hypoglycaemia and hyperglycaemia should a child with this condition be enrolled.
6. Where a child is enrolled with other medical conditions the service will endeavour to have staff trained in any emergency response first aid that may be relevant and appropriate.
7. Ensure that all staff are aware of where any medication for the treatment of allergies, such as antihistamine or an Epi-Pen is stored, asthma medication or other emergency medication
8. Ensure that a child's medication or Epi-Pen is taken with the child should the child leave the service for an excursion
9. Ensure that there is signage to indicate where each child's medication is stored
10. Implement the Emergency Action Plan in the event of an medical emergency

**Parents of a child with known allergies or children with anaphylaxis, asthma, diabetes or other medical conditions will provide the following information.** This is a legal requirement under the Education and Care Services National Regulation and parents are required to complete and update this as requested

1. Inform the service Director on enrolment of the child's "known" medical condition.
2. Obtain an Emergency Action Plan for the child in consultation with the child's Doctor and provide this to the service director.
3. The parent will assist in the completion of a risk minimisation plan that will be conducted in consultation with the Director or Nominated Supervisor to identify any perceived risk and determined strategies to reduce this risk.
4. Develop a communication plan with the Director or Nominated Supervisor to determine the most appropriate means of communicating about the child's medical condition.
5. Give permission for the centre, or educator to display the Emergency Action plan, containing a picture of the child, and parental contact phone numbers, within the centre/home. Parents are to acknowledge that this will be visible to staff, other parents and community visitors within the centre. Where the venue is a community venue these may be displayed in the staff area or kitchen to reduce exposure to un-related individuals in the facility.
6. Provide any medication including an Epi-Pen (if required), asthma relieving medication and spacer to the service.
7. Regularly check the expiration date on any medication
8. Inform staff of any changes to the status of the child's medical condition

If a child has an asthma attack or seizure and no plan of medical management plan form has been completed, staff will telephone the child's parents or emergency contacts while continuing to carry out first aid treatment

*Please Note: In cases where the child's life could be at risk staff will telephone 000 immediately.*

### **Cleaning Policy**

The staff will endeavour to provide children, families and visitors with a clean and tidy environment to ensure the health and safety of all who use and visit the premises.

We will do this by maintaining the cleanliness of the Centre throughout the day by ensuring:

- Floors are cleared whenever possible in high traffic areas
- Ensuring bathrooms and toilets are well sanitised and cleaned thoroughly twice a day (on close and after lunch).
- Ensure floors are vacuumed and moped at least once per day
- Ensure all used toys and equipment are cleaned and disinfected once per week
- Windows are cleaned once a day
- The kitchens are kept sanitised and clean throughout the day, in accordance with the Centre Food Safety Plan Policies and Procedures
- Nappy change table is cleaned after each use
- Maintain the Centre Illness Register to ensure any reports of illnesses are managed and any possible links to cross infection are prevented.

The Centre will monitor staff compliance with cleaning through the Centre Compliance Register, located in the Main Kitchen.

### **Allergy Policy**

Parents of children with an allergy must provide the Centre a written letter from the child's Doctor stating the allergy and the prevention or treatment for it.

Parents will then be required to fill out a plan of action/emergency form.

Parents of children with a food intolerance must inform the Centre of this as soon as possible, and keep the staff updated with any changes to dietary requirements.

The Centre will provide staff with regular training in allergy management and inform them of updates from recognised health authorities.

### **Anaphylaxis Policy**

#### Aim:

- Provide a safe and healthy environment in which children at risk of Anaphylaxis can participate equally in all aspects of the children's program and experiences.
- Minimise the risk of an Anaphylactic reaction occurring while the child is in care at Gumnuts Early Learning Centre
- Ensure that Staff members respond appropriately to an anaphylactic reaction by initiating appropriate treatment, including competently administering an adrenaline auto injection called an EpiPen.

#### Parents of Children with a risk of Anaphylaxis must:

- Inform Director/staff, on enrolment, prior to their child's attendance at the centre or on diagnosis, of their child's allergies; this information needs to be documented on the child's enrolment form.
- Provide the centre with a written medical management plan from their child's doctor stating the allergy and the prevention or treatment for it. Also a communication form needs to be completed which will be provided by the centre for parents to complete.
- Fill out an Emergency Management plan and written consent for staff to use the epipen in line with this action plan.
- Provide staff with a complete Epipen Kit
- Regularly check the epipen expiry date.
- Notify the staff of any changes to their child's allergy status and provide a new anaphylaxis action plan in accordance with these changes.
- Assist staff by offering information and answering any questions regarding their child's allergies.
- Comply with the Centre's policy that no child who has been prescribed an epipen is permitted to attend the service or its programs without that epipen.

#### Staff responsible for the child at risk of anaphylaxis must:

- Ensure a copy of the child's anaphylaxis action/management plan is visible to all staff.
- Follow the child's anaphylaxis action/management plan in the event of an allergic reaction, which may progress to anaphylaxis.
- Complete a risk minimisation plan for the child.
- Ensure that the epipen kit is stored in a location that is known to all staff, including relief staff; easily accessible to adults; inaccessible to children; and away from direct sources of heat.
- Ensure that parents/guardians provide an anaphylaxis action plan signed by the child's doctor and a complete epipen kit while the child is present at the centre.

- Ensure that the epipen kit for each child at risk of anaphylaxis is carried by a Gumnuts staff member on excursions that this child attends.
- Regularly check the epipen expiry date.
- In a situation where a child who has not been diagnosed as allergic, but who appears to be having an anaphylactic reaction:
  1. Call an ambulance immediately by dialling 000
  2. Commence first aid measures- Remember: do not administer first aid beyond your qualifications and skills
  3. Contact Parents/Guardians or emergency contact as soon as possible
  4. Record the event.

### ***Environmental Policy***

The Centre will endeavour to be an appropriate role model for children and parents in the care and protection of our environment by;

- Using recycled paper and products where possible
- Minimising the use of toxic products and other potentially dangerous products without jeopardising hygiene
- Taking care of animals and plants in our environment
- Using water wisely by; not leaving taps running and emptying water containers onto the grass or plants, and not hosing down concrete paths

### ***Headlice Policy***

Authorisation from parents for staff to carry out regular headlice checks is asked on enrolment.

If staff have located live head lice in a child's hair the parents will be telephoned to collect the child. (Information about head lice is available to parents at the Centre).

The parents will be asked to treat the child with the appropriate treatment. The child may return to the Centre when no live lice can be located in their hair.

### ***Medication Policy***

If a child develops a high temperature while at Gumnuts we will take appropriate measures to deal with it in an appropriate manner. All efforts will be made to reduce the fever naturally by first removing excess clothing and monitoring the child.

If this is ineffective in reducing the temperature the child's parent or person named in the child's enrolment record as authorized to give permission for emergency medical treatment will be phoned to give verbal permission for staff to administer Panadol. This will then be recorded in the Medication Book for Parents to sign when collecting the child. The parent or person(s) listed as emergency contacts on the enrolment form will be asked to collect the child immediately

Please Note: Panadol will not be administered without parental or the emergency medical contacts authority.

In the case of an anaphylaxis or asthma emergency, medication may be administered without authorisation. The parent of the child and emergency service will be notified as soon as practical.

### ***Policy for Administering Medication***

Medication (including prescription, over-the-counter and homeopathic medications) will not be administered to a child at Gumnuts without authorisation by a parent or person with the authority to consent to administration of medical attention to the child.

In the case of an emergency, parents will be phoned to obtain verbal consent from a parent, or a registered medical practitioner or medical emergency services if the child's parent cannot be contacted.

In the case of an anaphylaxis or asthma emergency, medication may be administered to a child without authorisation. In this circumstance, the child's parent and



emergency services will be contacted as soon as possible.

The medication must be administered:

- from its original container before the expiry or use-by date
- for prescribed medications, from a container that bears the original label with the name of the child to whom it is prescribed in accordance with any instructions attached to the medication or provided by a registered medical practitioner
- with a second person checking the dosage of the medication and witnessing its administration
- details of the administration must be recorded in the medication record.

A child **over preschool age** may self-administer medication under the following circumstances:

- written authorisation is provided by a person with the authority to consent to the administration of medication
- the medical conditions policy of the service includes practices for self-administration of medication.

### ***Child and Staff Immunisation and Infectious Diseases Policy***

The Centre will encourage all children and staff members to be immunised, however, will respect the right of the individual to choose to be immunised based on religious reasons, personal values or beliefs.

The Centre provides a range of information for parents and staff members relating to the benefits and side effects of immunisation. Families who access Child Care Benefit are required by Centrelink to state their child's immunisation status when lodging their application.

Parents are responsible for notifying the Centre when their child has had any immunisation. Where a child's immunisation details are incomplete the Centre will treat the child as unimmunised.

Staff Members are to complete a Staff Immunisation Record on commencing employment at the Centre and are responsible for updating this record when required.

If a child or staff member has not been medically vaccinated ('not medically vaccinated' includes children who may have been naturopathically or homeopathically vaccinated), tell the parents/staff member that they/ their child will be excluded from care/work during outbreaks of some infectious diseases (such as measles and pertussis), even if they/their child is well. This is because the effectiveness of naturopathic or homeopathic vaccinations has not been scientifically proven.

Should a confirmed case of an infectious disease be present at the Centre parents will be advised via a notice placed on the front door of the Centre.

Children or staff members that are not immunised will not be excluded from the Centre unless the Centre is directed to do so by the Department of Public Health. The Centre has adopted the Department of Health's recommendations regarding the exclusion of children from the Centre because of illness as outlined in Appendix 3.

If a child or staff member contracts any of these infectious diseases whilst at the Centre, the following exclusion periods will prevail. See Appendix 3

Cases of Illness or infection will be recorded in the Centre's Illness Register and the appropriate action will be taken to minimise the spread of cross contamination or infection.

#### **Procedure for Notifying Appropriate People and Authorities of an Infectious Disease:**

1. The Director or Person In Charge must be notified of any illness or disease that has been present in the Centre
2. The Illness will then be recorded in the Centre Illness Register
3. When two confirmed cases of a disease have been present at the Centre, the Director or Person In Charge will place a sign on the door of the Centre to alert families, staff and visitors to the Centre. Information will be made available to families, staff and visitors on symptoms and recommended treatment of the illness/disease.

4. When more than three cases of the same disease has been identified at the Centre, the Wellington Shire Health Officer will be contacted.

### ***Nappy Changing Policy***

Nappies will be changed as often as necessary to ensure the children's comfort and health. All nappy changes are recorded on the room Nappy Change/Toileting Sheet, parents have access to this information at any time.

All necessities for procedure will need to be on hand to ensure maximum safety i.e. clean nappy, plastic bags, bottom wipes and gloves are in easy reach

A child on change table is **never** to be left unattended

1. Wash your hands
2. Put disposable gloves on both hands
3. Remove the child's nappy and put in a hands-free lidded bin. Place any soiled clothes in a plastic bag
4. Clean the child's bottom
5. Remove your gloves and put them in the bin
6. Place a clean nappy on the child
7. Dress the child
8. Take the child away from the change table
9. Wash your hands and the child's hands
10. Clean the change table with detergent and warm water after each nappy change
11. Wash your hands

If required, sudo cream is provided by the Centre. If an alternative cream/powder is used at home, parents are welcome to bring it to the Centre. **Ensure clean gloves are worn when applying cream.**

### **The change mat and bench are cleaned in accordance with the cleaning policy**

The Centre will monitor staff compliance with toileting procedures and nappy changing through staff meetings, training and performance reviews.

### ***Water Safety Policy***

At Gumnuts Early Learning Centre, we recognise the sensory benefits gained by children engaged in safe water play activities. Our Centre believes that water play is essential in developing literacy and numeracy skills as well as scientific discovery abilities and environmental awareness in children while assisting them in their fine motor skills as they learn to grasp, measure, pour, discover the basic concept of water displacement and water energy and experiment with diffusion. Similarly, we also recognise and understand that a child can drown in as little as 5cm of water and we take our responsibility to provide a safe, resource rich learning environment seriously.

#### **We will:**

- Ensure that all water carrying vessels that can reasonably present a drowning hazard for children are supervised at all time that water is present within them
- Ensure that children are encouraged to safely explore the properties of water, building water safety messages into our programming as appropriate
- Provide families with water safety information including the availability of learn to swim programs offered in the local area, beach, river and dam safety information and water safety in the home information
- Seek assistance from families in providing a spare set of clothing for their child in the event that the child becomes uncomfortably wet during a session of water play
- Minimise water waste and reinforce the water conservation message by ensuring that only such water as is required to undertake a programmed water play activity is placed within the vessel. We will further ensure that our programming reflects the appropriate environmental water-wise message when water play activities are planned

- Ensure that all water carrying vessels that can reasonably present a drowning hazard for children are emptied at the end of each water play activity and removed from access by children
- Ensure that all water carrying vessels that can reasonably present a drowning hazard for children are stored in a manner to prevent the inadvertent collection of water through natural causes such as rain. In the case of our pond being full we will divert the excess tank water to the connected stormwater drain.
- Ensure that all water carrying vessels are emptied and allowed to dry thoroughly at the end of each water play activity to prevent the build-up of potentially harmful bacteria and mould

### ***Trampoline Safety Policy***

Trampolines can provide a fun way for children to access exercise which aids their physical development. While the incidents of injuries to children on trampolines have risen dramatically along with their popularity, we believe that with safety measures in place children can enjoy the trampoline and help to prevent injuries.

### ***The many benefits of children using trampolines include:***

- Contributing to academic success – By helping a child learn to control movement of the body, it can help a child learn. Because a trampoline teaches muscle control and coordination, many children see an improvement academically when regular use of a trampoline occurs.
- Improve self-esteem – A child gains confidence as he masters new skills on the trampoline. This can translate into a better self- image that may help improve academic success.
- Teach persistence – It often takes many tries to master a skill on the trampoline, but because it is so much fun a child will often persist. This can teach the important lesson that doing something right is worth the effort.
- Improve flexibility – Jumping on a trampoline strengthens and lengthens muscles improving flexibility.
- Increase bone density – Exercise can strengthen bone density as well as muscles. Increased bone density helps to prevent broken or fractured bones and osteoporosis.
- Improve joint, tendon and ligament function – The strengthening of joints, tendons and ligaments can help to reduce the chances of some forms of arthritis and lessen the pain in some arthritic joints.
- Assist in the development of balance and coordination - Balancing on a trampoline is unlike balancing on anything else. The trampoline floor is constantly moving and jumpers must be aware of their centre of gravity at all times. The balance learned on a trampoline helps improve balance in other activities.
- Improve posture – Along with improved balance, jumping on a trampoline can improve posture.
- Assist in the development of motor skills – The brain is forced to function bilaterally when a jumper is in the air. Both sides of the brain and both sides of the body must work together to maintain coordination and balance when on a trampoline. This increases motor skills

### ***To ensure the safety of the children, educators will ensure:***

1. The trampoline is positioned in an area that is free from hazards like fences or garden furniture and there is overhead clearance to avoid objects such as trees.
2. There is a maximum of two children at a time
3. Children are supervised at all times whilst on the trampoline and assisted if necessary when entering and exiting the trampoline.
4. The condition of the mat and net is checked prior to use each day, checking that the:
  - mat and net don't have holes

- springs are intact and securely attached at both ends
- frame is not bent
- leg braces are locked and secure

### **SunSmart Policy**

This policy has been adopted by Gumnuts Early Learning Centre, to ensure that all children and staff of the Centre are protected from skin damage caused by the harmful overexposure of ultraviolet rays of the sun and receive some safe UV exposure to maintain vitamin D levels. A combination of sun protection measures are used throughout the year. Extra care is taken between 10am and 3pm when UV levels reach their peak.

### **Protection Strategies**

1. All children and staff will be required to wear hats that protect the face, neck and ears whenever they are outside ie: legionnaire, bucket or broad- brimmed hats.

When outside, children are required to wear loose fitting clothing that covers as much skin as possible. Tops with elbow length sleeves, and if possible, collars and knee length or longer style shorts and skirts are best. (Please note: Singlet tops do not offer enough protection and are therefore not permitted.)

2. Parents who do not supply a hat for their child will be given a spare hat for your child.
3. Children will be encouraged to use available areas of shade during outdoor play time.
4. The Gumnuts Management Committee will ensure there are sufficient number of shelters and trees providing shade in the Centre's grounds.
5. A combination of sun protection measures will be used for all excursions and outdoor activities. The availability of shade will be considered when planning excursions and outdoor activities.
6. Staff and parents of the Centre will act as role models by:
  - Wearing appropriate hats and clothing outdoors
  - Using SPF 30+ sunscreen for skin protection
  - Seeking shade wherever possible
7. SPF 30+ broad-spectrum, water-resistant sunscreen will be provided for staff and children's use as necessary. Sunscreen is applied at least 20 minutes before going outdoors and reapplied every two hours if outdoors.
8. Learning about skin and ways to protect skin from the sun and healthy UV exposure for vitamin D will be incorporated into programmed activities.
9. The Sun Smart Policy will be reinforced in a positive way through parent newsletters, noticeboards and meetings.
10. Staff and parents will be provided with educational material on sun protection and vitamin D.
11. During terms 2+3 children can wear beanies unless UV index reaches 3 or more.

### **B When enrolling their child, parents will be:**

1. Informed about the Sun Smart Policy.
2. Asked to provide a suitable hat for their child's use.
3. Made aware that they have to apply sunscreen to the child before taking them outside on arrival.
4. Informed that the Centre will provide 30+, broad spectrum, water resistant sunscreen for their child's use.
5. Required to give authority for staff to administer sunscreen.
6. Encouraged to practice Sun Smart behaviours themselves.

### **Active Play Policy**

Gumnuts Early Learning Centre has structured and free active play as a significant component of the program plan.

The staff will ensure that a variety of indoor and outdoor active play experiences such as dance, drama, climbing, building, digging, ball games, obstacle courses of various heights etc; are planned to encourage all children to cater for a range of abilities. The active play experiences run for at least 1/3 of the session time.

The staff will ensure that a range of sensory experiences, fine and gross motor experiences are provided at all times.

The service provides physical activity information to both parents and carers.

### **Pedestrian and Car Safety Policy**

Gumnuts Early Learning Centre will incorporate Pedestrian and Car Safety by:

-staff providing traffic safety education in their programs using a variety of methods that are appropriate to the children's ages and abilities. This will enable children to become familiar with emergency services such as police, ambulance and fire brigade through in/excursions; this will also help them to understand their roles in the community and show them that these people have an identifiable uniform.

The service can provide families information from Vic Roads upon request.

A safe area is also provided for children to leave their bikes at the centre.

### **Smoke-Free Policy**

The Centre provides a smoke free environment; we encourage healthy lifestyle practices within the Centre, for the benefits of all children, parents and staff.

Staff that wish to smoke must do so outside the Centre premises and not within sight of the children.

### **Blood Spillage Policy**

All staff, students, or volunteers are required to wear disposable gloves at all times when in contact with blood, whether it be on skin, clothing etc.

Procedure when dealing with blood spills:

- a) Place gloves on hands before touching any bloody articles or skin. Do not proceed with anything until you are wearing gloves.
- b) All spills on floor, toys, or anything else need to be washed immediately using bleach and disposable hand towel.
- c) Any articles, which cannot be disposed of, will need to be soaked in a bucket of bleach solution.

### **Faeces, vomit and urine spillage policy**

When cleaning up spills of faeces, vomit or urine, the following procedures should be used:

- Wear gloves.
- Place paper towel over the spill and allow the spill to soak in. Carefully remove the paper towel and any solid matter. Place it in a plastic bag or alternative, seal the bag and put it in the rubbish bin.
- Clean the surface with warm water and detergent, and allow to dry.
- If the spill came from a person who is known or suspected to have an infectious disease (e.g. diarrhoea or vomit from a child with gastroenteritis), use a disinfectant on the surface after cleaning it with detergent and warm water.
- Wash hands thoroughly with soap and running water (preferably warm water).

### **Drug and Alcohol Policy**

This policy is based on the principle that people affected by alcohol and/or drugs or medication may be a safety hazard and pose an unacceptable risk to themselves and others.

This policy is applicable to all operations and functions under the control of Gumnuts Early Learning Centre.

### **Objectives**

*SUPERIOR CARE AND EDUCATION FOR YOUR CHILD*

*Open Monday to Friday 6:30am– 6:00pm*

*Offering Long Day Care, Before and After School Care and a Vacation Care Program*



As part of its commitment to occupational health and safety, Gumnuts Early Learning Centre wishes to maintain a drug and alcohol free workplace.

Gumnuts Early Learning Centre expects that no staff will attend work under the influence of alcohol and/or drugs, and that all staff will advise management when prescribed with medication that may effect their ability to carry out their work safely.

### **Responsibilities**

Management is responsible for:

- The provision and maintenance of a safe working environment
- Developing a procedure that is agreed to by staff, for removing a staff member or contractor that appears to be affected by drugs or alcohol from a hazardous situation.
- Developing a procedure that is agreed to by staff, for treatment of staff or contractors in breach of this policy including rehabilitation, discipline and termination requirements.
- Ensuring that staff with drug or alcohol problems will not be disadvantaged in term of seniority or promotion opportunities, provided that they comply with the treatment program.

Staff and Contractors:

- Are expected to attend work with a blood alcohol level of 0.00
- Shall not attend work under the influence of an illegal drug.
- That are required to take medication during working hours must notify management if the medication may cause drowsiness or affect them in work or operating equipment.
- Shall not be in possession of alcohol or illegal drugs in the workplace (This does not apply to sealed alcohol in the boot of a staff members or contractors motor vehicle).

### **Consultation**

Gumnuts Early Learning Centre will formally involve all staff in its management of drug and alcohol free workplace, is committed to taking all practicable steps in assisting any staff member with a drug or alcohol problem.

### **Visitors and Contractors:**

Visitors and contractors are expected to comply with all safety standards of the Centre.

## **Child Protection Policy**

Our commitment to child safety

Gumnuts ELC is committed to child safety.

We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers.

We are committed to the safety, participation and empowerment of all children.

We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our policies and procedures.

We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously.

Gumnuts ELC is committed to preventing child abuse and identifying risks early, and removing and reducing these risks.

Gumnuts ELC has robust human resources and recruitment practices for all staff and volunteers.

Gumnuts ELC is committed to regularly training and educating our staff and volunteers on child abuse risks.

We support and respect all children, as well as our staff and volunteers. We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

We have specific policies, procedures and training in place that support our leadership team, staff and volunteers to achieve these commitments.

If you believe a child is at immediate risk of abuse phone 000.

Our children

This policy is intended to empower children who are vital and active participants in our organisation. We promote diversity and tolerance in our organisation, and people from all walks of life and cultural backgrounds are welcome. In particular we:

promote the cultural safety, participation and empowerment of Aboriginal children

promote the cultural safety, participation and empowerment of children from culturally and/or

linguistically diverse backgrounds

ensure that children with a disability are safe and can participate equally.

Our staff and volunteers

This policy guides our staff and volunteers on how to behave with children in our organisation.

All of our staff and volunteers must agree to abide by our code of conduct which specifies the standards of conduct required when working with children. All staff and volunteers, as well as children and their families, are given the opportunity to contribute to the development of the code of conduct.

Training and supervision

Training and education is important to ensure that everyone in our organisation understands that child safety is everyone's responsibility.

Our organisational culture aims for all staff and volunteers (in addition to parents/carers and children) to feel confident and comfortable in discussing any allegations of child abuse or child safety concerns.

***SUPERIOR CARE AND EDUCATION FOR YOUR CHILD***

30

*Open Monday to Friday 6:30am– 6:00pm*

*Offering Long Day Care, Before and After School Care and a Vacation Care Program*

We train our staff and volunteers to identify, assess, and minimise risks of child abuse and to detect potential signs of child abuse.

We also support our staff and volunteers through ongoing supervision to: develop their skills to protect children from abuse; and promote the cultural safety of Aboriginal children, the cultural safety of children from linguistically and/or diverse backgrounds, and the safety of children with a disability.

New employees and volunteers will be supervised regularly to ensure they understand our organisation's commitment to child safety and that everyone has a role to play in protecting children from abuse, as well as checking that their behaviour towards children is safe and appropriate (please refer to this organisation's code of conduct to understand appropriate behaviour further). Any inappropriate behaviour will be reported through appropriate channels, including the Department of Health and Human Services and Victoria Police, depending on the severity and urgency of the matter.

#### Recruitment

We take all reasonable steps to employ skilled people to work with children. We develop selection criteria and advertisements which clearly demonstrate our commitment to child safety and an awareness of our social and legislative responsibilities. Our organisation understands that when recruiting staff and volunteers we have ethical as well as legislative obligations.

We actively encourage applications from Aboriginal peoples, people from culturally and/or linguistically diverse backgrounds and people with a disability.

All people engaged in child-related work, including volunteers, are required to hold a Working with Children Check and to provide evidence of this Check. Please see the Working with Children Check website <[www.workingwithchildren.vic.gov.au](http://www.workingwithchildren.vic.gov.au)> for further information

We carry out reference checks and police record checks to ensure that we are recruiting the right people. Police record checks are used only for the purposes of recruitment and are discarded after the recruitment process is complete. We do retain our own records (but not the actual criminal record) if an applicant's criminal history affected our decision making process.

If during the recruitment process a person's records indicate a criminal history then the person will be given the opportunity to provide further information and context.

#### Fair procedures for personnel

The safety and wellbeing of children is our primary concern. We are also fair and just to personnel. The decisions we make when recruiting, assessing incidents, and undertaking disciplinary action will always be thorough, transparent, and based on evidence.

We record all allegations of abuse and safety concerns using our incident reporting form, including investigation updates. All records are securely stored.

If an allegation of abuse or a safety concern is raised, we provide updates to children and families on progress and any actions we as an organisation take.

#### Privacy

All personal information considered or recorded will respect the privacy of the individuals involved, whether they be staff, volunteers, parents or children, unless there is a risk to someone's safety. We have safeguards and practices in place to ensure any personal information is protected. Everyone is entitled to know how this information is recorded, what will be done with it, and who will have access to it.

#### Legislative responsibilities

Our organisation takes our legal responsibilities seriously, including:

Failure to disclose: Reporting child sexual abuse is a community-wide responsibility. All adults in Victoria who have a reasonable belief that an adult has committed a sexual offence against a child under 16 have an obligation to report that information to the police.

Failure to protect: People of authority in our organisation will commit an offence if they know of a substantial risk of child sexual abuse and have the power or responsibility to reduce or remove the risk, but negligently fail to do so.

Any personnel who are mandatory reporters must comply with their duties.

#### Risk management

In Victoria, organisations are required to protect children when a risk is identified (see information about failure to protect above). In addition to general occupational health and safety risks, we proactively manage risks of abuse to our children.

We have risk management strategies in place to identify, assess, and take steps to minimise child abuse risks, which include risks posed by physical environments (for example, any doors that can lock), and online environments (for example, no staff or volunteer is to have contact with a child in organisations on social media).

#### Regular review

This policy will be reviewed every two years and following significant incidents if they occur. We will ensure that families and children have the opportunity to contribute. Where possible we do our best to work with local Aboriginal communities, culturally and/or linguistically diverse communities and people with a disability.

#### Allegations, concerns and complaints

Our organisation takes all allegations seriously and has practices in place to investigate thoroughly and quickly. Our staff and volunteers are trained to deal appropriately with allegations.

We work to ensure all children, families, staff and volunteers know what to do and who to tell if they observe abuse or are a victim, and if they notice inappropriate behaviour.

We all have a responsibility to report an allegation of abuse if we have a reasonable belief that an incident took place (see information about failure to disclose above).

#### ***Policy on Family Contact***

Gumnuts Early Learning Centre will not be used for access visits to children.

The Centre operates within the guidelines of the Education and Care Services National Regulations 2011 which ensures that parents/guardians have access to their children anytime during operational hours.

If the Centres children, staff or visitors are under threat or exposed to any form of violence from any family enrolled at the Centre, the Director may cancel their care arrangements immediately and report any concerns to the appropriate authority if need be.

**Please Note: Children will only be released to those authorised people listed on their enrolment form. Unless there is written authorisation from the parents/guardian.**

#### ***Grievance Procedure:***

The following grievance procedures apply:

- a) Day-to-day care issues of your child/ren - please refer to staff caring for your child and/or the Director.
- b) Policies/Fees/Child Care Assistance/Bookings etc. - please refer to the Director.
- c) Management issues - please refer to the Director.
- d) It is important to resolve issues as they arise. Therefore, your assistance is greatly appreciated in this matter.

#### ***Grievances Policy***

*SUPERIOR CARE AND EDUCATION FOR YOUR CHILD*

*Open Monday to Friday 6:30am– 6:00pm*

*Offering Long Day Care, Before and After School Care and a Vacation Care Program*

**1. Authorisation**

This Policy was adopted by the Gumnuts Early Learning Centre Committee of Management on the 13<sup>th</sup> November 2004.

**2. Review Date**

This Policy shall be reviewed annually

**3. Scope**

This Policy applies to the staff involved with the Service.

All notifiable complaints will be handled under this Grievances Policy

All other complaints received by the Service will be dealt with under this Policy except for:

- (i) Complaints relating to Sexual and other forms of Harassment, which will be dealt with under the Policy of the Prevention and Management of Sexual and other forms of Harassment.
- (ii) Complaints relating to Equal Opportunity which will be dealt with under the Equal Employment Opportunity Policy.
- (iii) Complaints between members of the Association, or a member and the Committee of Management related to the operation of the Incorporated Association, will be dealt with under the Grievances Procedure in the Services Constitution.
- (iv) Complaints related to industrial or employment matters, where the Committee will act in accordance with specific staffing policies and the requirements specified under relevant awards, industrial agreements or legislation.

**4. Background and Relevant Legislation  
Acts and Regulations**

The Education and Care Services National Regulations 2011 require that:

- (i) all services have a provision for dealing with complaints as soon as possible after the complaint is made, and as discretely as practicable in the circumstances.

The Education and Care Services National Law 2011

The Association Incorporation Act 1981

Relevant Industrial Awards and Agreements

The Constitution of the Service

**5. Definitions**

*Complaint:* any verbal or written grievance from a staff member involved with the service.

*Complaint Resolution Procedure:* the method used to resolve complaints, disputes or matters of concern through an agreed resolution process.

*DHHS:* Department of Health and Human Services

*Notifiable Complaints:* Under National Regulations 2011, a notifiable complaint is a complaint that alleges that a breach of the Act or Regulations or alleges that the health, safety or wellbeing of a child at the service may have been compromised. Any complaint of this nature must be reported by the proprietor to the Secretary of the Department of Education and Training (DET) within 48 hours after the complaint has been made.

*Proprietor:* the Incorporated Association of a Child Care Centre is the proprietor. The Primary nominee of the Service would notify DET of a complaint.

*Licensee Representative:* Members of the Committee who have been police checked and assessed as “fit and proper persons” under the Children’s Services Regulations 2009.

*SUPERIOR CARE AND EDUCATION FOR YOUR CHILD*



*Person in charge:* the person in charge is defined as the designated person in charge of the service.

## 6. Policy Statement

### Values.

This service is committed to:

- (i) the resolution, where possible, of complaints to the mutual satisfaction of those involved.
- (ii) fairness and equality in dealing with disputes, complaints and complainants.
- (iii) Compliance with all legislative and statutory requirements.
- (iv) keeping confidential, where practicable, the information provided by any person involved with a complaint.

### Purpose

This service will:

- (i) provide clear procedures for making and dealing with complaints at the service.
- (ii) comply with all legislative requirements.
- (iii) investigate all complaints, dealing with them as soon as practicable
- (iv) attempt to resolve the complaint to mutual satisfaction of those involved.

## 7. Procedures

Complainants will be encouraged to put their complaints in writing, in order to make the terms or basis of any complaint as clear as possible.

Those involved with a complaint will have the opportunity to present their point of view.

Complaints to the service will be investigated as soon as practicable after being received.

All complaints will be treated seriously and investigated, regardless of whether they are being investigated by an external organization such as the DET.

A record of all complaints will be maintained and a report provided to each Committee meeting, on the number and nature of any complaints received since the previous report.

### Step 1: Assessment of Complaint

Written complaints are to be addressed to the Director of the Service, or in their absence, the person in charge of the Service at the time of the complaint.

On receipt of a complaint the Director or in their absence the person in charge of the Service will determine:

- (i) whether the complaint should be dealt with under the Grievance Policy, another of the Service's Policies or under the Grievance procedure of the Service's Constitution.
- (ii) whether the complaint is a notifiable complaint under the National Regulations 2011 and if it is, notify the DET within 48 hours after the complaint is received.
- (iii) where a complaint is received that should be dealt with under this Policy, the Director or in their absence the 2IC will deal with this and if required form a Complaints Subcommittee.

### Step 2: Formation of Complaints Subcommittee

Where applicable, the Director delegates authority to the President on the receipt of the complaint, to appoint a minimum of two Committee members (one of whom may be the President to form a subcommittee to deal with the complaint as set out in this Policy.

The Complaints Subcommittee will:

- (i) meet to deal with the complaint as soon as possible.
- (ii) consider the nature and details of the complaint.
- (iii) Inform the Complainant of the procedure for dealing with the complaint.
- (iv) Give the complainant the opportunity to meet with them to discuss the complaint and to provide additional information where relevant.
- (v) Maintain appropriate records of the information and data collected.
- (vi) Respect the confidential nature of information relating to the complaint. The Committee and the Complaints Subcommittee will handle any complaint in a discrete and professional matter. All written information relating to the complaints will be kept in a secure place with access limited to those designated by the Director, Committee or Subcommittee.

### **Step 3: Investigate the complaint and gather relevant information**

The Director or the Complaints Subcommittee:

- (i) meets individually with all witnesses to any alleged incident, giving right of reply to the person or persons against whom the allegations are made in relation to any accusation or information relating to an alleged incident.
- (ii) reviews relevant information and documents
- (iii) obtains information or documentation that will assist them in trying to resolve the complaint.
- (iv) seeks advice, where appropriate, from individuals and organizations that may be able to help resolve the complaint.

### **Step 4: Resolution stage**

The Director or the Complaints Subcommittee, will wherever possible, endeavour to resolve the complaint by mutual agreement of the parties involved.

In the event that the complaint is resolved, the Director or Subcommittee will report this to the Committee and where appropriate set out the terms of any recommendation to be considered by the Committee.

In the event that the complaint has not been resolved to the satisfaction of the parties involved, or particular decisions require Committee approval, the Director or the Subcommittee will refer the matter to the Committee,

### **Step 5: Committee involvement**

Where an issue is referred to the Committee, the Director or the Complaints Subcommittee will provide a report and include relevant information they have gained in investigations and consultations relating to the complaint.

The Committee reviews the report and any recommendations from the Director or Subcommittee and makes a decision on the action, if any, to be taken, including relevant review mechanisms and/or procedures to monitor progress.

### **Step 6: Report back and follow-up**

The Director or Complaints Subcommittee (or Committee), will advise the Complainant and other relevant parties, of any decisions they have made relating to the complaint. Where appropriate the Director, Complaints

Subcommittee (or Committee), will set in place relevant review mechanisms and/or procedures to monitor progress.

**Step 7: Mediation**

If satisfactory resolution cannot be achieved by all parties involved in a complaint, then the Service will request independent mediation with an appropriate person or organization.

**8. Key Responsibilities and Authorities**

**Responsibilities:**

The Committee is responsible for:

- (i) implementing this Policy
- (ii) Ensure confidentiality is maintained.

The Director, or in their absence, the person in charge is responsible for:

- (i) determining whether a complaint should be handled under this Policy or another of the Service’s Policies, or the Grievance procedure under the Service’s Constitution.
- (ii) deciding if the complaint is notifiable, and if the complaint is deemed to be notifiable, ensuring that it is reported to the DET regional Children’s Services Advisor within 48 hours.

The Director, or if applicable the Complaints Subcommittee is responsible for

- (i) responding to, investigating and resolving any complaints to the Service that are covered in this Policy, in accordance with this Policy.
- (ii) seeking assistance and advice from relevant organisations such as DET, or any other relevant persons or organisation, in dealing with the complaint.

**Authorities**

The Committee must authorize and approve any changes made to this Policy.

**9. Resources and Support**

**Related Documents**

- (i) the Constitution of the Service
- (ii) the Services Policies
- (iii) the DHHS publication *Children’s Services Licensing Operational Guide*
- (iv) Education and Care Services National Law 2011
- (v) Education and Care Services National Regulations 2011

**Training**

If appropriate, training may be provided for the Director and members of the Subcommittee.

**10. Evaluation**

In order to assess whether the Policy has achieved the values and purposes set out under 6. Policy and Statement, the Committee will:

- (i) monitor complaints received and assess whether a satisfactory resolution has been achieved.
- (ii) if appropriate, conduct a survey in relation to this Policy or incorporate relevant questions within the general staff survey
- (iii) take into consideration feedback on the Policy from Staff and Committee members

## **Appendix 1 Priority Of Access**

### **Priority for allocating places**

Sometimes, there may be a waiting list for child care services and to ensure the system is fair, the Australian Government has 'Priority of Access Guidelines' • for allocating places in these circumstances. The guidelines only apply to Child Care Benefit approved child care. They are used when there is a waiting list for a child care service or when a number of parents are applying for a limited number of vacant places.

Every Child Care Benefit approved child care service has to abide by the guidelines and tell you about them when you enrol your child into care.

### **Priorities**

- First Priority: a child at risk of serious abuse or neglect
- Second Priority: a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the '*A New Tax System (Family Assistance) Act 1999*'
- Third Priority: any other child.

Within these main categories priority should also be given to the following children:

- children in Aboriginal and Torres Strait Islander families
- children in families which include a disabled person
- children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold of \$43,727 for 2015-2016, or who or whose partner are on income support
- children in families from a non-English speaking background
- children in socially isolated families
- children of single parents.

A child care service may require a Priority 3 child to vacate a place to make room for a child with a higher priority. They can only do so if you:

- are notified when your child first entered care that your service follows this policy
- are given at least 14 days notice of the need for your child to vacate.

### **Outside School Hours Care**

Outside School Hours Care is primarily for school children. A service may ask a child not yet in school to leave care if a child who is in school applies for a place.

### **Employer sponsored places**

If a child care service is funded by an employer for their employees' children it can give priority to those children.

## Appendix 2 Table of Infectious Diseases

### *Minimum Period of Exclusion from Schools and Children's Services Centres of Infectious Diseases Cases and Contacts*

In this Schedule "medical certificate" means a certificate of a legally qualified Medical Practitioner.

#### SCHEDULE 7

Condition	Exclusion of Cases	Exclusion of Contacts
Amoebiasis ( <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.
Chickenpox	Exclude until all blisters have dried. This is usually at least 5 days after the rash appears in unimmunised children, but may be less in previously immunised children.	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded.
Conjunctivitis	Exclude until discharge from eyes has ceased.	Not excluded.
Diarrhoea	Exclude 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 two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later.	Exclude family/household contacts until cleared to return by the Secretary.
Hand, Foot and Mouth disease	Exclude until all blisters have dried.	Not excluded.
Haemophilus influenzae type b (Hib)	Exclude until at least 4 days of appropriate antibiotic treatment has been completed.	Not excluded.
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.	Not excluded.
Hepatitis B	Exclusion is not necessary.	Not excluded.
Hepatitis C	Exclusion is not necessary.	Not excluded.
Herpes ("cold sores")	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.	Not excluded.
Human immunodeficiency virus infection (HIV/AIDS)	Exclusion is not necessary.	Not excluded.
Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing.	Not excluded.
Influenza and influenza like illnesses	Exclude until well.	Not excluded unless considered necessary by the Secretary.
Leprosy	Exclude until approval to return has been given by the Secretary.	Not excluded.



<b>Measles*</b>	Exclude for at least 4 days after onset of rash.	Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case, or received NHIG within 144 hours of exposure, they may return to the facility.
Meningitis (bacteria - other than meningococcal meningitis)	Exclude until well.	Not excluded.
<b>Meningococcal infection*</b>	Exclude until adequate carrier eradication therapy has been completed.	Not excluded if receiving carrier eradication therapy.
<b>Mumps*</b>	Exclude for 9 days or until swelling goes down (whichever is sooner).	Not excluded.
<b>Pertussis*</b> (whooping cough)	Exclude the child for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment.	Contacts aged less than 7 years in the same room as the case who have not received three effective doses of pertussis vaccine should be excluded for 14 days after the last exposure to the infectious case, or until they have taken 5 days of a course of effective antibiotic treatment.
<b>Poliomyelitis*</b>	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery.	Not excluded.
Ringworm, scabies, pediculosis (head lice)	Exclude until the day after appropriate treatment has commenced.	Not excluded.
Rubella (german measles)	Exclude until fully recovered or for at least four days after the onset of rash.	Not excluded.
Salmonella, Shigella	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.
Severe Acute Respiratory Syndrome (SARS)	Exclude until medical certificate of recovery is produced.	Not excluded unless considered necessary by the Secretary.
Streptococcal infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.	Not excluded.
Tuberculosis	Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious.	Not excluded.
Typhoid fever (including paratyphoid fever)	Exclude until approval to return has been given by the Secretary.	Not excluded unless considered necessary by the Secretary.
Verotoxin producing <i>Escherichia coli</i> (VTEC)	Exclude if required by the Secretary and only for the period specified by the Secretary.	Not excluded.
Worms (Intestinal)	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.

**Exclusion Guidelines for Other Diseases**

Condition Exclusion of Cases Exclusion of Contacts

<b>Disease or Condition</b>	<b>Condition Exclusion of Cases</b>	<b>Exclusion of Contacts</b>
Roseola	Not excluded	Not excluded
Common Cold	Not excluded	Not excluded
Cryptosporidium	Excluded until diarrhoea has ceased	Not excluded (school testing suggested if contact has diarrhoea)
Cytomegalovirus (CMV)	Not excluded	Not excluded (Pregnant woman should seek medical advice)
Impetigo (School Sores)	Until sores have fully healed. The child may be allowed to return earlier provided that appropriate treatment has commenced and that sores on exposed surfaces such as scalp, face, hands, or legs are properly covered with occlusive dressings	Not excluded
Trachoma	Until appropriate treatment has commenced	Not excluded

## Emergency Evacuation Procedure

1. Raise the alarm (blow a whistle or the horn from foyer).
2. Alert Director or person in charge and decide on the designated area.
3. Alert all staff and instruct them to proceed calmly to designated area.
4. If safe to do so, ring: 000
5. Gather all children from indoor play areas, sleep rooms, bathrooms and playground. Using fire ropes, guide children to the nearest and safest exit to the designated area.
6. Team leader must collect the children's emergency cards and sign in book and emergency bag and mobile phone.
7. Person In Charge will gather the staff fire book, portable phone, emergency bag and visitors book.

### **DESIGNATED AREAS:**

1. 3-5 Yard
2. Koala's Room
3. Back of building (through boundary gate next to shed at rear of playground)
4. The safest area possible (at the discretion of the person in charge)

8. Young children may need to be carried, or placed in the mobile cot and wheeled out depending on staff numbers and ages of the children. Extra staff within the Centre will assist in the Wombats room first and then be directed elsewhere if necessary.
9. If safe to do so Person In Charge will check all rooms, then close the doors.
10. On arrival to designated area, Team Leaders are to check off children's names in sign-in book to ensure all children are present.
11. Person In charge will check off all staff, students and visitors from sign in books.
12. Children will be taken to a place of safety and shelter and parents/guardians/emergency contacts will be phoned.
13. No one will re-enter the Centre until safe to do so.

### ***EMERGENCY EVACUATION PROCEDURE PRACTICED EVERY 3 MONTHS***

Updated 15/02/2016

## **Appendix 4 Miscellaneous Threat Policy**

### **Aim:**

To provide a safe, secure environment where families feel confident and assured of the high quality of care and safety provided for their child/ren.

A miscellaneous threat is defined as a person or incident that is unexpected and unplanned foe and has the potential of being a threat to the safety and well-being of children and/or staff.

### **Procedure:**

In the event a miscellaneous threat occurs, the following steps will be followed as calmly as possible.

- Director/Person In Charge notified of the miscellaneous threat
- Director/ Person In Charge will assess the threat as quickly as possible and communicate instructions to all staff.
- The staff in the Possums room or Wallabies room will alert other staff within the Centre and if necessary, using the fire ropes, children will be taken outside into the playground, via the safest exits (playrooms, staffroom, front door). If necessary, children will be taken to the safety of the soccer field/scout hall.
- If the person is a threat to children or staff outside the building, staff members will close and lock all doors to the Centre and close the blinds as quickly as possible.
- If safe to do so, ring 000
- Trained staff must bring their sign-in books and children's records, so that a roll can be taken to ensure all children are accounted for. Also Children's records will enable parents to be called if necessary.
- If any child or staff member requires first aid, those staff with updated First Aid Certificate Level 2 will attend until further help arrives.

Updated 15/02/16

## Appendix 5 First Aid Action Plan

*This procedure is to be implemented in response to inhalation of fumes, skin burns, swallowing of a poisonous substance or any other first aid emergency.*

- 1) The Child/ Adult will be comforted and attended to by a qualified first aid person
- 2) The first aider will identify the problem and treat as necessary
- 3) If a child has swallowed a poisonous substance and the first aider feels it necessary, an ambulance will be called immediately, followed by the Poisons Information Centre 131126 to seek advice.
- 4) The Parent/s or emergency contact will be notified as soon as possible

### **First Aid Principle:**

1. **Danger** – To yourself, the patient and others

**Response** – Talk from a distance “can you hear me?”, Touch the casualty’s arms or legs for response being aware of injuries while doing this.

**Send for help** – Contact 000/112

**Airway** – If the casualty is unconscious, leave them on their back and open the airway checking that the airway is clear. If there are no obstructions check breathing. If there are obstructions roll the casualty onto their side.

**Breathing- Look-** if the chest or abdomen rises and falls

**Listen-** by placing your ear near their mouth

**Feel-** any breath against the side of your face

- If breathing:**
- place the casualty into the recovery position
  - Monitor for signs of life until ambulance arrives

**If not breathing:-** Place casualty on their back and **give 2 effective breaths**

**Cardio Pulmonary Resuscitation**

- Turn casualty onto back
- Locate site for placing hands (lower half of the sternum in the centre of the chest)
- Perform 30 compressions 2 breaths, infants is two fingers
- Depress chest by one third of the depth of chest at a rate of 100 compressions per minute with 5-6 cycles in 2 minutes

**Defibrillation** – Attach Defibrillator

### **1 Operator Cycles:**

**Adult** (Person from one year)

30 compressions to 2 breaths (100 compressions per minute as per ARC guideline)

**Infant** (Person younger than 1 year)

30 compressions to 2 puffs (100 compressions per minute) 2 fingers, and block nose and mouth to deliver breaths.

**Note: Do not use 2 operators on infant**

2. **Seek Assistance**
  - Do you require help from another staff member
  - Do you need medical help dial 000
3. **Remember** – Do not administer first aid beyond you qualifications and skills
4. **Record the event**
5. **Gather child/persons medical history and emergency contact details needed if you require medical assistance**

Updated 10/10/15



**Sources:**

The following resources were used to develop and review Centre policies and procedures.

- Education and Care Services National Regulations 2011
- Education and Care Services National Law Act 2011
- KidSafe
- Department of Education and Training
- Department of Health
- Royal Children's Hospital
- Better Health Channel
- Work Safe
- Food Safety Victoria
- Playground and Recreation Association Victoria
- Wellington Shire Council
- Kids Alive
- Staying Healthy in Child Care 5<sup>th</sup> Edition
- Australian Dietary Guidelines