

***KIDS ON THE AVENUE***

**PARENT HANDBOOK  
2021**

## Introduction

### 1. Committee of Management

The Committee of Management (8+ members) comprises parents/guardians of the children attending the Centre, who are granted membership of the Association. This is a good way of learning about the workings of the Centre. Parents are encouraged to attend meetings throughout the year and consider standing for election to the Board at the Annual General Meeting in November.

The Committee meets monthly for approximately two hours. The Committee is responsible for making major decisions about the management of the Centre, its finances, service delivery, and broad policy matters. The Committee becomes involved in day-to-day administrative issues and the meeting agenda is confined to major management issues. Notice of meetings is prominently displayed in the newsletter prior to the meeting being held. Meetings are open to all parents and copies of the Centre's Policy documents, the committee member's duties, the constitution, the legal agreement and meeting minutes are available to be read upon request.

There are a number of questions you will have about how our service operates. This information manual has been put together to ensure you are well acquainted with the policies and procedures of our service. Please ask for clarification or further details.

Parents are notified of this review via the newsletter and are invited to have input into this process. Changes to policies are ratified by the Committee of Management and issued to parents. Please talk to the Coordinator or one of the members - your input would be greatly appreciated.

**Hours of Operation:** The Centre is open from 7:30am to 6:00pm Monday to Friday. The Centre is closed on public holidays and over Christmas and New Year for two weeks. Christmas closure dates vary slightly every year and parents will be notified of these dates in advance.

**Centre History:** Kids on the Avenue Children's Centre (KOTA) was formally known as The Avenue Children's Centre Moreland and opened in July 1993. It was purpose built to service teachers and students of the Kangan Batman TAFE located opposite the centre. Over the years the profile of courses offered by TAFE changed significantly and there was no longer a need for a TAFE childcare centre. The Avenue Children's Centre then offered places to the wider community becoming a community-based service. A Maternal Child and Health Centre also occupies a space within the building sharing the main entrance with our childcare service. In 1999 Kangan Batman TAFE handed the management of the service to Early Childhood Management Services (ECMS) who managed the service for 18 months. During this time ECMS found it difficult to maintain the finances of the service and relinquished it in 2001. The Avenue was handed back to Kangan Batman TAFE on an interim basis, whilst allowing a new Management Committee to be formed made up of parents from the centre.

These parents donated tireless months to ensure that policies and procedures were in place to manage the service according to childcare regulations. This process was successfully completed in April 2003 when the service became a stand-alone, financially independent, not-for-profit service. The Avenue Children Centre was re-named in 2003 to Kids on the Avenue Children's Centre (KOTA) and the centre is still managed by a parent Committee.

## Centre Coordinators Message

Welcome to the Kids on the Avenue Children’s Centre (KOTA).

I personally strive for each child, their parents, and family members to feel welcomed, accepted and safe while at our Centre.

My promise to you is that I will always provide understanding, care, support, and appropriate learning experiences for you and your child during your stay at KOTA.

I have a responsible and skilled team of Educators and Staff who share my commitment to providing the highest achievable standard of professional care for the children in our Centre.

My door is always open and I am available to discuss any concerns, issues or questions you may have. I look forward to having your family involved in our Centre.

**Vision:**

- We engage, support, resource and inspire educators to work in collaboration with families ensuring each child reaches their full potential.
- In meeting our vision the service will act in a professional and respectful manner, valuing partnerships and diversity.
- Our primary focus is always what is in the best interests of the child and in doing so we honor the Rights of the Child.

Colleen O’Brien  
Centre Coordinator

## Our Educators and Staff

Many of our Educators and staff have worked here for many years, and love seeing older children who attended the centre returning to say hello. This longevity supports the sense of belonging and welcome we have cultivated into the soul of our centre. This is so for all – children, families and staff.

Throughout our service is an ethos of acceptance, inclusion, and recognition of abilities. There is no place here for bias, inequality, exclusion, discrimination or stereotypical attitudes. This is supported by our philosophy, our Code of Conduct, Priority of Access policy, and our Centre community made up of children, families and staff from a diversity of cultures all of us with varying levels of ability. But most importantly it is supported by our attitude and our reputation within the community in which we take great pride.

Kids on the Avenue Children’s Centre is a nurturing community made up of children, families, educators and staff that value diversity. Educators will openly accept each family’s uniqueness and provide support for the family as a whole.

We embrace our philosophy and actively include it in our day-to-day work with our children, families and peers.

Each team leader has a minimum of two years formal Early Childhood training. Team Leader positions may change at the beginning of each year as most team members also have formal Early Childhood training. All educators have a minimum Certificate 111 in Childcare Studies.

Casual staff are employed on an ongoing basis to replace permanent staff on rostered days off, planning days, annual leave etc. Educators and staff have their photograph, name and position in the Centre, displayed in the hallway of their room door.

The Centre employs permanent and casual staff, professional cleaners and two qualified cooks. Rarely the Centre engages the services of an agency staff member. On these occasions a regular staff member will be on duty each end of the day and available to parents.

The Board of Management engage the services of an Occupational Health and Safety consultant to ensure our service develops a systematic method of continuous monitoring and improvement to all matters related to the health, safety and well being of the Centre community.

### **(ACECQA) and the National Quality Frameworks (NQF)**

The Australian Children’s Education and Care Quality Authority (ACECQA) is the national independent statutory authority responsible for providing leadership in promoting quality and continuous improvement in early childhood education and care (and school age care) in Australia.

NQF (National Quality Framework) commenced in 2012 as a new quality standard to improve education and care services across Australia. As part of the NQF services must produce a Quality Improvement Plan (QIP) detailing the ongoing process of self-assessment and improvements.

The NQS contains 7 key quality areas:

1. Education program and practice
2. Children’s Health and Safety
3. Physical Environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and community
7. Leadership and management.

Services are assessed and rated by the regulatory authority, the Australian Children’s Education and Care Authority (ACECQA).

The following rating system has been used to assess each Standard.

1. Significant improvement required
2. Working towards NQS
3. Meeting NQS
4. Exceeding NQS

KOTA was assessed in December 2016 with Meeting the NQS.

### ***Child Care Subsidy***

Childcare Subsidy (CCS) is a payment made by the Australian Government to families to assist with the cost of childcare. All families are encouraged to contact the Family Assistance Office, located at Centrelink Customer Service Centres, and register with MyGov and Medicare to obtain a Customer Reference Number (CRN) prior to using childcare. Centrelink will process your claim and send you a letter with your CRN. Please provide KOTA with all your CRNs – for both parents and those of each child being enrolled. All details must be exactly as you have provided to the FAO, i.e. the spelling of names, dates of birth, and same surnames. We submit this information to Department of Education, Skills and Employment (DESE) who then link you, our Centre, Centrelink and the Family Assistance Office.

**Policies and Procedures:** The Policies and Procedures contained within this document have been developed by Kids on the Avenue Children’s Centre to meet the requirements of the Education and Care Services National Law Act 2012, the Education and Care Services National Regulations 2012, and the National Quality Standards for Early Childhood Education and Care Services.

These Policies and Procedures are incorporated and read in conjunction with the Service Agreement.

As we value collaborative relationships and input from all stakeholders, we welcome any suggestions and feedback. If you would like a copy of any of the centre’s policies, please let us know.

<b>1.5</b>	<b>Philosophy and Vision Statement</b>
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Kids on the Avenue Children’s Centre is a service that offers high quality care to a range of families in the Community. We offer full time and part time care for families providing a friendly home like atmosphere.

**Our Mission is to:** actively encourage and support educators to provide a safe, warm and secure environment that enhances the developmental growth of each child. We believe that the children learn as a result of their own interactions with materials, ideas and people. Our aim is to provide programs that have a strong focus on ensuring that children develop a positive sense of self worth and are happy confident learners. It is the educator’s responsibility to use their knowledge and experience of each individual child. These experiences will recognize and acknowledge the diversity of cultures within the centre while offering the children a broad variety of experiences and material to promote interest and intrigue.

We believe in the importance of children having opportunities to learn about themselves and the world around them, allowing children to explore, be creative and use their imagination and have fun.

The underlying principle of all social interactions is the positive development of problem-solving negotiation and conflict resolution skills.

All educators will model these skills and children will be encouraged to identify and verbalize their feelings. We actively encourage and promote the involvement of parents and other family members in the children’s program and where possible in the decision making process. We provide a service that involves families and takes their needs into account.

The centre aims to support families to maintain their own culture and traditions by facilitating the use of support services and other resources within the community. We acknowledge the task involved in parenting. All educators are available to support parents in any issues that may arise. Kids on the Avenue: actively encourages educators to work as a supportive, interactive and effective team.

**Communication:** Children are active communicators. They give and receive information in different ways.

**Wellbeing:** Children’s wellbeing is fundamental to their happiness. This is a reflection of the physical, social and emotional aspects of their lives and the values at the essence of their being.

**Community:** Children are a vital and valued part of the community. Community includes people, places and culture which starts in the family household, extending to the local environment and wider world.

**Learning and Development:** Children are learning and development is an individual process. Children's confidence in their ability to learn comes when they are actively and purposefully involved in play.

**Learning Outcomes** from the Victorian Early Years Learning and Development Framework:

**Identity:** Children have a strong sense of identity.

**Community:** Children are connected with and contribute to their world.

**Wellbeing:** Children have a strong sense of wellbeing.

**Learning:** Children are confident and involved learners.

**Communication:** Children are effective communicators.

Linking our Beliefs with these Learning Outcomes, in daily practice, educators and staff will:

- Structure the program so that it offers choice, flexibility and meets a range of emotional needs
- Use positive guidance techniques
- Use open-ended materials.
- Offer or modify the same experiences on a regular basis to build confidence in skills.
- Allow, encourage, and value children's contributions to daily routines.
- Provide a balance of fine and gross motor experiences.
- Value outdoor play as a learning environment.
- Provide a balance of familiar and challenging experiences.
- Provide opportunities to explore, test, question and reason.
- Allow children to work at their own pace.
- Provide a range of solitary and small group experiences.
- Use positive guidance techniques such as anticipation, redirection, positive feedback and encouragement.
- Model desired behavior throughout all aspects of the program.
- Encourage a shared mode of decision-making, problem-solving and co-operation including scaffolding.
- Model and encourage non-aggressive strategies for conflict resolution.
- Develop in children strength and assertiveness that will serve them in situations that may jeopardize their personal safety.
- Respond to situations where a child needs comfort, first aid, support, reassurance and affection in a warm, nurturing and professional manner.
- Follow up children's ideas and interests through a variety of media (books, posters, open ended play materials).
- Allow children to make choices from a range of acceptable options.
- Provide time for children to complete routine tasks and work through play sequences.

**Working Collaboratively with parents, educators will:**

- Openly accept each family's uniqueness.
- Share knowledge and information with the parents about their child each day.
- Provide parents with written and verbal information about programs, the rules of the room and the guidance techniques used by staff.
- Consult with parents regularly to seek constructive solutions to any differences in values.
- Work to develop a trusting, genuine partnership between themselves, the parents and the child, with the child as the most important member.

- Encourage those parents who wish to become involved in the Centre’s activities to do so.

**As early childhood educators and team members, will:**

- Devote time and energy to developing teaching resources.
- Meet regularly to share ideas, resources, grievances, information and interests.
- Acknowledge, respect, value and actively utilize individual team member’s skills.
- Have an awareness of all tasks involved in the day-to-day efficient running of, and maintenance of, the Centre, its equipment, and storage areas. They will co-operate in the ‘fair sharing’ of this workload.
- Provide each other with professional and appropriate personal support.

**Centre Policies:** The centre has a policy folder which has been developed to cover our operations and programs. This can be found in the centre hallway where parents are welcome to view it at anytime and obtain copies as required.

If you require additional information, please feel free to phone the centre on 03 9383 6544 or visit the centre and talk to the staff.

A new Committee of Management may be elected every 12 months at the centre’s AGM meeting in November of each year.

<p><b>Kids on the Avenue Children’s Centre</b>  <b>Education and Care Services Regulations Policies and procedures</b></p>
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	<b>General Policy</b>	<b>Review Date</b>
1.0	Nutritional Policy	January 2021
1.1	Dental Policy	December 2021
1.2	Exclusion / Inclusion	October 2021
1.3	Sustainability	June 2021
1.4	Additional Needs	August 2021
1.5	Child Safe Environment	June 2021
1.6	Sun Smart Policy	September 2021
1.7	Water Safety	December 2021
1.8	Sleep and Rest	November 2021
1.9	Child safe standards	June 2021
2.0	Animal Policy	November 2021
2.1	Child Supervision	October 2021
2.2	Interactions with children	February 2021
2.3	Positive Guidance	May 2021
2.4	Medical Incidents, Injury, Trauma and Illness	April 2021
2.5	Medication Policy	June 2021
2.6	Infectious Diseases	May 2021
2.7	Administration of First-Aid	February 2021
2.8	Medical Conditions	February 2021
2.9	Immunization	April 2021
3.0	Serious Incidents, Emergency and Evacuation	April 2021
3.1	Delivery and Collection of Children	March 2021

3.2	Excursion and Regular Outings	December 2021
3.3	Grievance and Complaints	April 2021
3.4	Enrolment and Orientation	March 2021
3.5	Enrolment and placement	March 2021
3.6	Volunteers and Students	February 2021
3.7	Acceptance and Refusal	March 2021
3.8	Equal Opportunity	June 2021
	<b>Operational Policies</b>	
3.9	Engagement and Registration of Staff	August 2021
4.0	Record of visitors	September 2021
4.1	Register of Staff, students, and volunteers	May 2021
4.2	Monitoring Support and Supervision of Staff	September 2021
4.3	Staff Training	January 2021
4.4	Recruitment of staff	July 2021
4.5	Investigations and Termination	August 2021
4.6	Code of Conduct	January 2021
4.7	Fees Charged	January 2021
4.8	Governance and Service Management	December 2021
4.9	Tobacco, Alcohol, and illicit Drugs	February 2021
5.0	Legal and Insurance Cover	August 2021
5.1	WHS Policy	As needed

**Approved Provider:**

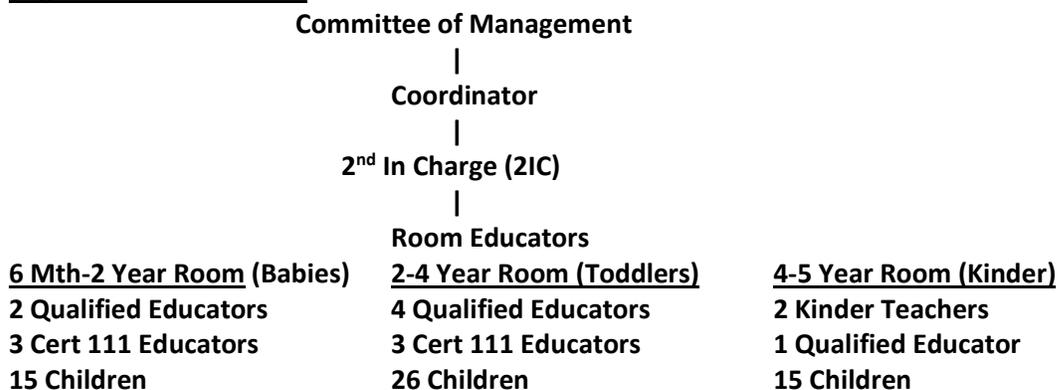
The Children’s Centre operates according to the Children’s Services Regulations 2012.

Approved service: Kids on the Avenue Children’s Centre Inc.

Approved Provider: Gaby Bright

**Hours of Operation:** The centre is open from 7.30am to 6.00pm Monday to Friday. The centre is closed on public holidays and has a compulsory close down period from Christmas to early to mid January.

**Organisational Structure**



- Each educator has a minimum of 2 years Early Childhood training.
- The trained educators have a minimum of 1 year Early Childhood training.

- A casual member covers tea breaks and lunch breaks.
- The centre also permanently employs a cook.

### **Enrolment Procedure**

1. Once a place has been offered, you will be issued with an Enrolment Pack to complete and a copy of the Parent Handbook. The enrolment form is quite detailed. It is important that we have all this information about your child and that you attach any further details that would be useful to us. It is the parent's responsibility to inform us of any changes to address, telephone numbers, workplace details, emergency contacts and medical details. This form must be filled in and lodged at the Centre prior to your child commencing care.
2. You are requested to have an interview with the Coordinator to discuss your child's needs, the centre and how it operates. Where possible this interview should take place prior to your child commencing care.
3. You and your child are encouraged to visit the centre prior to care commencing to enable you to become familiar with the educators, children and the centre's routines

### **Leaving or Reducing Days:**

If you wish to cancel care, you need to give the centre two weeks' notice in writing.

### **Changing Your Bookings/extra care days**

If you wish to change your booking at any time, please contact the Centre Coordinator.

### **Orientation:**

Leaving your child in a childcare centre can be a highly anxious time for both parents and children. It is important that you set aside some time for us to get to know and trust each other before you leave your child. At the enrolment interview, we will discuss some of the benefits and difficulties of introducing children to a group situation in their pre-school years. You will have time to talk with the Coordinator and if possible, the qualified staff of the room your child will be enrolled in.

Some of the practical things you can do to make yourself and your child feel more secure are:

- Complete your enrolment form at home and make a list of things you want educators to know. Each time you think of something, add it to the list.
- Bring your child to the centre and stay with them for one to two hours. You may do this as many times as you feel is needed (there is no charge for this time as you will remain on the premises).
- Show your child that you trust the educators by talking to them about your child's interests and needs.
- When you leave your child for the first time, make it for a short period, e.g. 2-3 hours at the most interesting time of the day and when your child has the most energy. Spend some time with your child before you leave.
- Gradually increase this time to include a lunch and a sleep routine.
- Always say goodbye and tell your child you are leaving and that you will come back.
- Ring the centre as many times as you need to – we want you to feel reassured.

Educators can be available at the end of the day to spend some time with you to discuss your child's day and any other issues or happenings that may be helpful for both of us to know.

**Signing your child in and out:** It is a requirement of both the Federal and State Governments and our Children's Services Regulations 2012 that you sign your child in using the electronic devices by using your mobile number and your own 4 digit pin number.

**Dropping off and picking up Children:** When you bring your child to the centre you are welcome to stay and help him/her settle in. Please ensure you are on time to collect your child. The centre closes at 6.00pm sharp.

If you have been unavoidably held up, please telephone the centre on 9383 6544 or 9383 4633 to let us know. On your child's enrolment form you will be required to nominate two people who have the authority to collect your child from the centre.

It is important to always inform an educator about who will be collecting your child from the centre. Children will not be allowed to leave the Centre with an adult unknown to the staff unless prior permission has been given by parents.

We may ask for a form of photo ID from the person to ensure they are the person who the parent has said will be picking up the child.

You may wish to nominate more people on the form other than the two if you wish.

**Late Collection of Children:** Our hours of operation are 7.30am – 6.00pm. If a child remains at the Centre after closing time (6.00pm), staff will attempt to contact parents if the parents cannot be contacted, the staff will then contact the nominated emergency contact and arrange for them to pick up the child.

Educators will leave a notice on the front door of the centre to inform parents who has taken the child and where to pick the child up from.

After a reasonable period of time, if the child's parents and the emergency contact cannot be contacted, educators will call the Coordinator and an appropriate course of action will be taken. This may be contacting Protective Children's Services to care for the child and investigate the matter further.

If parents are late in picking up their child, the 'late book' will need to be filled in and signed. There is a late fee charge of \$5.00 for every minute that you are late. This money will need to be paid in cash directly to the Coordinator. Childcare Benefit cannot be claimed for 'late fee' money.

If we are unable to contact the parents or any of your contacts by 6.30pm the Police Department of Human Services will be notified.

**Absence from the Centre:** If your child is going to be absent, please notify us as early as possible. We receive many requests from parents for an additional casual day.

**Advanced Childcare Fees:**

- Child care fees need to be paid two weeks in advance, keeping your account up to date at all times.
- KOTA's preferred payment option is to direct payment into our Bendigo Bank Account: Details : BSB: 633 000. Account 116877366.

- Fees may also be paid by using our direct credit card or debit card option.
- A receipt will be issued on payment of fees and statements will be issued regularly or upon request.
- The Daily Fee is \$115.00 per day or \$535.00 for the week (for full-time enrolment).

Fees are reviewed and set on a yearly basis. The maximum fee is approved by the Committee of Management.

**In case of fees being more than two weeks in arrears:**

- Parents will be notified in writing or verbally
- Your two week bond will be transferred into the fee account
- Your child's place might be cancelled or suspended until your fees are up to date.

We ask that all accounts are settled promptly. Please see the Coordinator if you are unable to pay an account on time.

**Public Holidays** Fees are required for all gazetted public holidays, sick days, family holidays or any other absent days. A list of public holidays for Victoria in 2021 which affect KOTA's operations are as follows:

1. Australia Day – Tuesday 26<sup>th</sup> January
2. Labour Day – Monday 8<sup>th</sup> March
3. Good Friday – Friday 2<sup>nd</sup> April
4. Easter Monday – Monday 5<sup>th</sup> April
5. Queen's Birthday – Monday 14<sup>th</sup> June
6. Grand Final Eve – Friday 24<sup>th</sup> September
7. Melbourne Cup Day – Tuesday 2<sup>nd</sup> November

Kids on the Avenue also closes for the Christmas and New Year period. **Fees are not charged during the Christmas/New Year close down period.**

**Parent Participation:** Parents are welcome to visit the centre anytime throughout the day and are encouraged to participate in or supervise an activity (as long as this does not upset their child).

For new users, please discuss with the educators caring for your child to see if they have settled in well to the centre, and are able to cope with you visiting and leaving again, or if you need to wait a little longer before you start visiting so that your child is not distressed.

It is important for educators to let you know about the program and how your child fits into it. We aim to do this by:

1. Holding an information evening each year specifically about our program planning.
2. Displaying the program in each room.
3. Being available at the end of each day to discuss your child's progress.
4. Making specific time with parents as either requested or needed.
5. Having two parent/ educator nights per year for further discussion with individual parents about their child.

Many of the children's activities will be messy. All care will be taken, and protective clothing used, but it is impossible to keep children clean all of the time. For this reason, please do not send children to the centre in 'good' clothes. Clothes should be practical and comfortable for the child to take part in the full range of activities offered.

The Children's Centre is also managed by a Committee of Management. This committee is made up of parents that access the centre.

**Children's Program:** We believe that children make sense of their world through their play; children use play to practice emerging skills, develop relationships and their self confidence and to act out what's happening in their world. Educators develop their planned experiences that are based on child developmental knowledge, children's interests, ideas, parent and families communicating their needs and ongoing evaluations using the curriculum guidelines in the Victorian Early Years Learning Framework. Play spaces are made available to encourage children to make choices on where they would like to play and what they would like to play with.

**Types of Experiences:** You will see a balance of play experiences provided – active/quiet, indoor/outdoor, structured/unstructured/messy, group/individual. It will include language and literature, music and movement, art, dramatic and imaginative, science and mathematics, sensory and physical opportunities.

Most of these experiences are presented in a way that encourages children to use their own ideas and imagination – they are called 'open ended' play experiences. These do not necessarily focus on an end product but rather on the process of learning by doing.

Kids on the Avenue will organise 'incursions' to visit each term into the centre. Throughout the year, educators will incorporate into the program several of these events e.g. visits from the mobile farm, music groups or other exhibitions/performances to stimulate and encourage children's curiosity and creativity.

**Complaints and grievances:** We encourage parents to raise any issues of concern they might have, however small, with the staff. Parents are encouraged to raise such matters as soon as possible so that the concern can be dealt with early rather than letting it build up to a bigger problem.

**Behaviour and Guidance:** Here are some basic rules that are useful when guiding children's behaviour:

- Be realistic in the limits set – are they appropriate to the child's age/stage and understanding?
- Only make rules/limits about things that matter (i.e. potential danger, unjust, harmful issues, etc)
- Be consistent – the rules are the rules! Keep them the same, changing them causes confusion for everyone.
- Allow children to experience the consequence of their inappropriate behaviour – this will be a far more useful lesson than any punishment given out by an adult.
- Give children clear explanations about why behaviour is unacceptable and suggest an alternative.

Again in line with our philosophy, educators use positive guidance techniques such as:

**Anticipation** – We aim to set an environment in a way that reduces inappropriate behaviour. We also try and look for ‘trouble brewing’ and ‘defuse’ it before it becomes unacceptable behaviour.

**Redirection** – We either redirect or indirectly get children to focus on a more positive action or response.

**Positive Feedback** – We acknowledge to the children the value of their positive and appropriate behaviour.

**Encouragement** – We encourage children to behave in a way that makes them feel good about themselves and helps develop a self-concept that they know how to conduct themselves well.

We assist children to learn appropriate behaviour by applying these basic rules and techniques. We are always available to discuss children’s behaviour – whether they are issues at the Centre or at home. Please come and talk with us.

**What to Bring:**

- A labelled bag containing a minimum of one complete change of clothes (all items from **home must be labelled with your child’s name**)
- For children in nappies, enough nappies for your child to use throughout the day. (4-5 should be enough).  
If your child is being toilet trained, please bring ample under pants, trousers, socks and shoes.
- If your child is bottle fed, please bring the necessary prepared bottles labelled with the child’s name and staff will keep them in the fridge until needed.
- A coat or warm jacket is needed for children on a cold day.
- A sunhat (preferably a wide brimmed hat or legionnaire’s hat with a flap to cover the ears and neck) that has the child’s name on it and can be kept here at the centre. You can purchase a KOTA hat from the office for \$10.00.
- A security item, if your child has one; dummy, blanket, cuddly toy. We do not encourage the bringing in of other toys however as they get lost, broken or mixed up with the centre’s toys.
- All articles need to be labelled with your child’s name.
- Each child has a locker to help them keep their bag and belongings together.

**Recommended Clothing:** We encourage parents to dress their child appropriately relating to the weather, e.g: in winter - jackets, jumpers, hats, long pants and closed-in shoes. During the summer months - shorts, t-shirts that cover the child’s shoulders, sandals, Legionaries hat. Please do not send your child in open shoes such as thongs or slip on shoes as they are inappropriate and may contribute to accidents during play. Parents are asked to minimize hair accessories, as they are small enough to be a choking hazard.

**Nutrition/Meals:** The children who attend the centre full time on a daily basis will be provided with a two-course lunch meal. Snacks will be provided for morning and afternoon tea.

The menu is planned to reflect the children's dietary needs and cultural backgrounds, taking into account seasonal changes and the availability of fresh produce. We encourage parents to be involved in menu planning and to share with us any suggestions or recipes we can use at the Centre.

It is important that you notify educators if your child has any food allergies or if you do not want your child to eat certain types of food.

As part of the children's program, on occasions, they will assist in the preparation of a variety of foods.

The centre is classed as a 'Class A' Food Premises as per the Food Act 1984 and is fully compliant with all aspects of the Act. A copy of the Centre's Food Plan can be found in the kitchen.

The centre cook is available from 8.30am – 1.30pm daily. Please call in or telephone if you would like to speak to her.

**Sleep/rest times:** All children are encouraged to rest after lunch each day. Infants' rest time will vary according to needs (lunch times vary – again, according to children's needs – please talk with staff about what time your child has lunch). Most of the children in all of the rooms will sleep, however some may just rest. This may be sitting quietly on a mat with a book. Please talk to staff about the level of rest/sleep you want your child to have throughout the day.

**Children's birthdays:** We enjoy celebrating your child's birthday at KOTA. Due to restrictions with our Food Safety Plan we would prefer it if you inform the centre of when you wish to have your child's birthday here. We will provide a cake or frozen yoghurt for the celebration. We need at least one week's notice for this to occur.

**Toys from home:** Children often wish to bring toys from home. We understand this and also know the difficulties it presents. Children can become upset if their toys are broken or lost and staff can find it difficult to keep track of these toys. Please understand that we cannot be held responsible for the care of these toys and ask that it is preferable if they are kept at home. Comfort toys/rugs, etc, of course are an exception to this request. Infants in particular need to have something that looks/smells and feels familiar to them.

**Student Placements:** Throughout the year, a number of students who are studying Child Care will be attending the centre on placement. Parents will be introduced to any student in their child's room and a notice will be placed on the room door. Students are given lengthy tasks to complete while they are at the centre and are visited regularly by teaching staff. As well as childcare students, we expect some of the local schools and organisations to place some of their students/staff in the centre on work experience

**Hygiene:** Staff practice and provide a model for and encourage children to learn good personal and general hygiene procedures that assist in reducing the spread of infection. We have a hygiene policy in place.

**Illness and infectious diseases:** If your child is ill, please keep them at home where they will be more comfortable and also to prevent spreading the illness to other children. If your child has an infectious disease (e. chicken pox, conjunctivitis) they must be excluded from the centre as per the Health and Community Services 'Periods of Exclusion' guidelines. It is your responsibility to notify the centre if your child has contracted an infectious disease or illness. If your child has an

infectious illness that is not included in the Guidelines, the Coordinator may require you to have your child seen by a doctor for a clearance stating that the child is not infectious.

It is the Centre's responsibility to inform all parents of any infectious illness in the Centre. This is done by placing a sign on the front door. This is a requirement of the Children's Services regulations 2012.

Please do not send your child if they have:

- A Fever: A child with a fever of more than 38 degrees must be kept at home.
- Prescribed Antibiotics: A child who has been prescribed antibiotics should be kept at home for at least the first 24 hours. This is due to the fact that the child may develop some side effects from the medication.
- Diarrhoea: A child who has watery stools should not return to the Centre until they have been free of diarrhoea for 24 hours.
- Vomiting: A child who is vomiting should be kept at home until the vomiting has stopped for 24 hours.

**Medication**: If your child requires medication whilst attending the centre we have policies and procedures of which you need to be aware. In addition to recording daily medication requirements, it is your responsibility to verbally inform staff that your child requires medication to be administered during the day. If your child requires medication throughout the day, please enter details into the medication book found in each room. The child's name, the name of the medication, the dosage and time to be given needs to be recorded.

Medication will only be given to the child whose name appears on the prescription label. The dosage will be given according to the dosage on the prescription label or the dosage recommended on a medication available over the counter. Any alteration to the above must be advised in writing by the child's doctor.

**Medication cannot be given to a child unless the information is provided by the parent and signed for. Please clearly label medicine bottles and packets and leave them with the staff. DO NOT LEAVE MEDICATION IN THE CHILDS BAG!**

If a child has been prescribed medicine from their doctor, we will administer this according to the details on the bottle/box for the length of time that it is required. If a parent requests that their child be given a non-prescription medication such as Panadol or Dimetapp for example, we will give this to the child. However, if this occurs on more than three consecutive occasions we will request that the child may need to be seen by a doctor as their symptoms are ongoing and may need further investigation. It may be necessary for us to have a letter from the doctor explaining that it is okay for the child to continue with the non-prescribed medication.

**Children who become unwell during the day**: If a child becomes ill while attending the Centre, the senior staff member caring for the child will discuss the child's condition with the Coordinator and plan a course of action.

Depending on how the child is, the Coordinator or the staff member caring for the child may contact the child's parents, explain the symptoms, discuss possible options, and together with parents decide further action. This may include a decision that the child is too ill to stay at the Centre and a request for parents to make arrangements to collect the child as soon as possible.

After consultation with parents, staff will administer any medication required, in accordance with the Centre's medication policy or at the specific instruction of the parents.

The child will be made as comfortable as possible in part of the room that allows full supervision but in a separate/quiet area apart from the other children (e.g. book corner). The child may be cared for in the office where signs and symptoms can be closely monitored until parents arrive.

All information will be recorded in the illness and accident section of the medication book. On arrival parents will be required to sign the illness and accident book and/or the medication book if necessary.

If the illness is deemed to be possibly contagious an entry in the illness log in the office will be made.

In the event that a parent cannot be contacted, the staff may then contact one of the child's emergency contacts (as nominated on their enrolment form) and outline the situation. The emergency contact person does not have the authority to give permission for medication to be administered to the child.

If required, the staff will follow the Emergency Procedure.

If a child has an infectious illness that is not included in the National Health and Medical Research Council's 'Recommended Minimum Exclusion Periods for Infectious Conditions for Schools, Pre schools, and Child Care Centres' Schedule, the Coordinator may require a doctor's clearance stating that the child is not infectious.

**Accidents:** If your child has an accident whilst attending the centre and educators are concerned for their wellbeing, then you will be notified. All permanently employed educators are qualified in first aid training and hold a current First Aid Certificate.

If a child has an accident at the centre, the accident book will be filled out by an educator who witnessed the accident and treated the child. Parents will be informed of the accident and must sign the accident book to show they are aware of the accident having occurred.

In the case of a severe accident, an ambulance will be called.

We have an accident policy in place

**Emergencies:** If your child is seriously injured or becomes extremely ill while attending the centre, you will be contacted immediately.

If you cannot be contacted, an ambulance will be called to attend and we will endeavour to keep trying to contact you.

If the accident or illness is too serious to wait to contact you, we will contact the ambulance first and then you as soon as practicable.

**Emergency Evacuation Procedures:** The centre has an emergency evacuation procedure. The children will practise an evacuation drill periodically throughout the year so they become familiar with the process. Educators are responsible for evacuating the children and adults from the centre.

Evacuation Procedures are displayed throughout the centre. If you would like any additional information regarding our evacuation drill, please see room educators or office staff.

**Immunisation 'No Jab-No Play':** The 'No Jab, No Play' legislation commenced on the 1<sup>st</sup> of January 2016. When enrolling your child you need to provide proof that your child's immunisations are up-to-date.

Immunisation history statements are available on request at any time by contacting the Australian Immunisation Register: [air@humanservices.gov.au](mailto:air@humanservices.gov.au) or online using your Medicare account through MyGov. Childcare Benefit is payable for absences where a child is excluded from care due to an outbreak of an infectious disease against which the child has not been immunised.

On your child's enrolment form, you are asked to inform us of your child's immunisation status. It is again important that you keep these records up to date to enable us to protect your child against diseases they may not have been immunised against.

**Code of Conduct:** Kids on the Avenue Children's Centre (KOTA) is a place of learning and care for young children and expect that all adults and staff will act at all times in a way that encourages a safe and supportive environment.

The service takes a zero tolerance approach to any breaches to its code of conduct, regardless of the service representative's status.

Appropriate disciplinary action will be taken by the committee and depending on the nature of the breach, such disciplinary action could include immediate dismissal.

**In relation to children, all adults are required to:**

- Be a positive role model at all times.
- Always speak in an encouraging and positive manner.
- Listen actively to children and offer empathy, support and guidance where needed.
- Regard all children equally and with respect and dignity.
- Support children to be able to take care of their own personal needs.

**In relation to others (including staff, parents and visitors), adults are required to:**

- Use courteous and acceptable verbal and non-verbal forms of communication. Avoid the use of profane, insulting, harassing, aggressive or otherwise offensive language.
- Respect the rights and dignity of others as individuals.
- Give encouraging and constructive feedback.
- Not attend the centre under the influence of drugs or alcohol.
- Disclose and take reasonable steps to resolve any conflict in a professional manner.
- Refrain from public criticism of children and adults at the centre.
- Direct any issues or grievances to the centre coordinator as outlined in the Complaints and Issue Resolution policy.
- Ensure that under no circumstances a child, parent or member of staff be approached in a confrontational manner regarding an issue or grievance.
- Keep information relating to children and families confidential.

**In relation to children and adults, KOTA will:**

- Create and maintain safe and healthy environments for children.
- Foster all facets of children's development in the context of the child, their family and their community.
- Enhance each child's feelings of competence, independence and self esteem.

- Act as an advocate on behalf of all children for policies, programs and services that impact on their health and well-being.
- Act promptly in situations where the well-being of the child is compromised.
- Enable children to participate to their full potential in environments that are carefully planned to serve individual needs and to facilitate the child's progress in the social, emotional, physical and cognitive areas of development.
- Consider the children's cultural and social environments when planning.
- Apply the knowledge of stages of physical, social, emotional, moral and cognitive development of each child
- Promoting considerate relationships with parents.
- Respecting the rights of parents to transmit their values, beliefs and cultural traditions to their children.
- Supporting parents with knowledge, skills and resources that will enhance their ability to care for their children.
- Supporting families in obtaining support from other agencies / professionals.
- Providing programmes and environments that meet both child and family needs

**Where there is deemed to be a breach in the code of conduct:**

- An alleged breach of the code of conduct will be reported to the Coordinator
- The Coordinator will recommend a course of action that may include but is not limited to a first and final warning meeting/letter being issued to inform the relevant person that the centre will not tolerate another breach of the code of conduct.

In an emergency situation where staff believes they, the children or parents are at immediate risk (for example violence has been threatened or perpetrated) the staff must ensure action is taken quickly and decisively.

These actions may include but not be limited by:

- Contacting the local police to advise them of the current situation.
- Suspending the relevant person from attending the centre until the incident has been investigated and a course of action decided.

**If:**

- a breach of the code of conduct is preceded by a previous warning issued for a breach of the code of conduct; and/or
- there is considered to be a high likelihood of the risk to staff and/or children continuing;

**The Coordinator will ensure that:**

- All educators are provided with a copy of the code of conduct.
- A copy of the code is sent to all parents/guardians and adults regularly using the centre.
- A completed and signed 'acknowledgement of receipt of code of conduct' is collected from staff, parents/guardians and adults regularly using the centre and is attached to the child's enrolment form or personal file.
- The code of conduct has achieved its purpose and will monitor compliance with the expectations set out in the statement.

Reviewed: January 2021

Next review date: January 2022

*Thank you for taking the time to read the Handbook*