**PARENT HANDBOOK**

**3 Craigie Place**

**Mundaring**

**6073**

**08 9295 1139**

**littlepossums@iinet.net.au**

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#### Little Possums Early Years - Philosophy

We provide a unique home environment in a natural and environmentally friendly setting, which allows the children to learn to respect nature and develop knowledge of our world and its sustainability.

#### Acknowledgement of Country

We respectfully acknowledge Noongar elders past and present and their people (specifically the Whadjuk people who are from this area) who are the traditional custodians owners of this land. The importance of the community and its cultural heritage, respectfully valuing diversity of backgrounds, contributions and perspectives are embedded in our ethos. We strive to provide a service that is fair and equitable to all members of our community.

#### Education/Curriculum

Our program is guided by the EYLF and provides authentic holistic learning experiences that build upon the children’s skills, knowledge and understanding and connect to the family and wider community. We believe play is the key element to provide opportunities to experiment, explore, problem solve and develop language skills through activities and experiences that are fun, engaging and relevant to the children’s interests.

#### Child Relationships

Children are cared for in a safe, comfortable and nurturing environment to allow the building of trusting relationships with the educators who care for them and the peers they interact with. We foster a sense of connectedness and wellbeing. The child is the centre of our program where every child is valued and respected, and is in control of their own learning journey. We guide, assist and facilitate the child’s development through experiences that integrate the child’s interest and diverse background. The child is pivotal in deciding what and how learning occurs and the creation of the learning environment.

#### Parent/Family Relationships

Partnerships between families, educators and the children we care for are promoted and provide the foundations for creating a respectful, positive, inclusive and secure environment for the children who come to Little Possums. We actively encourage family involvement in the children’s learning and work to ensure open communication, collaboration and community participation in our program development to optimise learning outcomes.

#### Educators

As educators we draw upon our knowledge, past experiences and understanding of child development and this informs our professional practice. Utilising our awareness of child theorists we develop curriculum and learning experiences in our unique setting to encourage children to explore, experiment and investigate with the resources available to construct their understanding of the world around them. We acknowledge the diverse range of skills, interests and insight of our peers and work together to support each other in our professional development as a team and as individuals, drawing on each other’s areas of expertise to maximise the effectiveness of our practice, in alignment with current Early Childhood Theory and Childcare Practice.

#### Community Relationships

Little Possums Early Years is a not for profit centre that has been part of the Mundaring community for over 40 years. The service develops and nurtures close relationships with our local community, from local businesses and outside agencies.

Little Possums Early Years prides itself on providing not only quality childcare but as a wealth of resources for members of the local community by sharing information on health issues, local community events and organisations, child development, children’s health and care information.

#### School Readiness

Little Possums Early Years prepares children for the transition to Kindy by assisting them to develop skills and qualities necessary for a positive school experience. We encourage a positive attitude to lifelong learning, support the development of social and self-care skills. Social skills such as sharing, turn taking, group activities are promoted and are essential in assisting children’s short and long term success at school. Responsive positive relationships between children and their carers are also crucial in building children’s self-esteem and resilience which further assists them to make smooth transitions from Early Childhood settings to school environments.

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#### Little Possums Daycare Incorporated

Little Possums Daycare Incorporated is a community based not for profit organisation which was established in December 2018 and took ownership of the service Little Possums Early Years in June 2019.

The objectives of the Association are:

● To provide good governance in administration of the childcare service

● To support staff in the delivery of childcare services

● To engage with families attending the childcare service

● To foster the well-being and development of children and respect their individual needs.

● To ensure the provision of high quality childcare and education, in line with best practices and the National Quality Framework, and adhering to all relevant legislation and legal requirements.

The Committee is made up of 8 members, including parents, x-parents, community members, Centre Director and Assistant Director.

The main 4 office bearers and the centre Director are Approved Providers for the service.

**Little Possums Early Years**

Little Possums Nominated Supervisor is Helen Faulkner (Diploma qualified in Early Childhood Care and Education), and is managed by the Committee of Little Possums Daycare Inc.

Little Possums has 5 educators who hold a Certified Supervisor Certificate (or who are deemed suitable by the Approved Provider) to cover the running of the service as needed: Louisa Gibson (Assistant Director), Lindsey Horkan (ECT), Rebecca Houghton (ECT), Kelly Faulkner and Kerry Laudehr.

The Centre is Approved by the Department of Communities Education & Care Regulatory Unit, to care for a maximum of 39 children aged 0-6 years. As part of our Approval the service operates under the National Quality Standards in accordance with the Education and Care Services National Regulations 2012 and the Education and Care National Law (WA), a copy of these regulations are available to you to read if you wish to do so.

Little Possums Daycare Inc Approved Provider number is PR – 40018523, the Service Approval Number SE -00012863

The Education and Care Regulatory Unit office details are:

Department of Communities,

Education and Care Regulatory Unit,

111 Wellington Street

East Perth

WA 6004

PO Box 6242

East Perth Business Centre

East Perth

WA 6892

Phone: 08 6551 8333 or 1800 199 383 Fax: 08 6552 1555

Website: www.dlgc.wa.gov.au Email: [ecru@dlgc.wa.gov.au](mailto:ecru@dlgc.wa.gov.au)

**Hours of Operation**

The Centre operates on a yearly basis except for the two weeks over Christmas and New Year in which we close, no fees will occur for these weeks.

From Term 1 2020, the Possums Room will be running bookings for the whole year, the centre will be closed on a public holiday but a charge will still be made for these days, Childcare subsidy is claimable on public holidays and absent days.

The 3 year old Pre-Kindy program runs for full weeks within the term, if a public holiday falls within the full week a charge will be made for these days, but the program will not operate. Parents of children attending the 3 year old program will need to book any care that they require in the school holidays as a casual booking in the centre.

The centre is open from 8.30am to 3.30pm Monday to Friday excluding public holidays. A penalty fee does apply for the late collection of children after closing hours – see delivery and collection of children. All bookings are in place until parents notify us that they wish to cancel their permanent booking by giving us 1 weeks’ notice. If your child will not be attending for a booked session please let us know as we do still offer casual spaces as parents/families require it.

#### Priority of Access

Little Possums Early Years is a community organisation we believe that our main concern in the welfare of the families in our community, as a service we will endeavor to prioritise children who are:

* At risk of serious abuse or neglect
* A child of a sole parent who satisfies, or parent who both satisfy the activity test through paid employment.

This meets the Australian Government’s aims of helping families who are most in need and supporting the safety and wellbeing of children at risk.

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#### Bookings

**Possums Room Fees**: $80.50 per day – 8.30am until 3.30pm We will endeavour to have a couple of casual places available each day for parents who require extra care in the week, this will be booked as an extra day not as a swap for a regularly booked day. Public holidays are payable however the centre will be closed.

**Pre-Kindy Program Fees** We run a waiting list each year for the Pre-Kindy program, due to the high demand each child is offered only one day a week. The cost is $87.75 for a full day, 8.30-3.30pm. Each term is approximately 10 weeks long. Payment is required even if your child is sick or unable to attend. 1 weeks’ notice is required if you wish to cancel your permanent booking. If you child is absent for two consecutive weeks without notification, we reserve the right to give your place to another child. Payment can be made weekly, bulk payments also accepted in advance. Public holidays are payable however the centre will be closed.

#### Payments

Payments are to be made in the morning on the day of care, bulk payments are also accepted in advance. We accept Cash, EFTPOS and Direct debit. If you are more than two weeks in arrears with your fees the Director reserves the right to cancel your booking, however if you are having trouble paying your fees please speak to Helen to see if we can come to an agreement with a payment plan. As we are a Not For Profit organisation we rely on the fees to run the centre and purchase toys and equipment for your children, if you decide to leave the centre without paying your fees it is other people’s children who suffer, we will endeavour to retrieve the outstanding debt through a debt collection agency any cost involved will be paid by the parent.

#### Privacy Statement

Little Possums Early Years of:

3 Craigie Place, Mundaring, 6073, WA is required to collect personal and health information from or about families within the following forms:

* Centre Enrolment Form
* Attendance Register
* Accident/Illness Reports
* Authorisations to give Medication, and record of Medication
* Medical Certificates
* Statement of Child Care Usage Forms
* From whom the child will be received/collected
* Contact in an emergency

Accident/injury/illness records will be retained until the child is 24 years of age, in the event of death the records will be kept for 6 years from the day of the child’s death. (In accordance with Government regulations).

This information is required to ensure the health and safety of your child whilst in our care, and to meet legislative requirements set down in:

* Education and Care Services National Law (WA) Act 2012
* Education and Care Services National Regulations 2012
* Department of Education Child Care Service Handbook 2019.

The information you give is used by those Centre Educators who need to access the information to meet the above requirements, and may also be disclosed to the following authorities:

* Education and Care Regulatory Unit
* Department of Education or Human Services (formally the Family Assistance Office)

All personal information is kept in a secure place to protect it from unauthorised access, modification or disclosure. You are entitled to access personal and private information kept about you and your family on request, and may ask for inaccurate information to be updated or corrected. Failure to provide the required information will result in non-acceptance of your child’s enrolment. You may contact the child care centre on 08 9295 1139.

#### Concerns

If at any stage you feel that you would like to discuss your child's progress, the program content, or have any general queries or concerns you are encouraged to approach the Nominated Supervisor personally. Helen or Lou would be happy to make an appointment to discuss these issues with you. General or daily issues can be passed verbally to the educators at the beginning or end of your session.

#### Grievance Procedures

The Centre fosters positive relations between all parents and educator. Every parent has the right to a positive and sympathetic response to his or her concerns. Solutions are sought to resolve all disputes, issues or concerns that impact or affect the day-to-day wellbeing of the Centre in a fair, prompt and positive manner.

**Procedure for Parents**

1. Discuss the problem with the relevant educator member concerned.
2. If this is unsatisfactory, the matter should be taken up with the Director.
3. If this is still unsatisfactory the Director will offer to take the matter to the committee for guidance, or you can write to the committee directly, or make an appointment with the Chairperson of Little Possums Daycare Inc. Please refer to the list on the notice board.

#### Excursions

The Centre does not take children on excursions.

#### Centre Policies & Procedures

A full list of the centre Policies and Procedures are available in the office for parents/families to view on request.

#### Orientation

Please see our Orientation booklet

#### Enrolments & Immunisation

Before an enrolment can be accepted parents are requested to show an immunisation certificate, accepted documentation is:

* Australian Immunisation Register (AIR) Immunisation History Statement (no more than 2 months old)
* Or AIR Immunisation History Form, (no more than six months old, if the child is on a catch up schedule)
* or has a valid immunisation certificate issued or declared by the Chief Health Officer.

A child who is not up to date or doesn’t have a certificate will be unable to enrol at the service due to the Western Australian Immunisation requirements.

Please note that the emergency contact person and number must be a person other than the parents and be over 18 years of age.

It is the parents/guardians responsibility to inform the centre if any information has changed, enrolment forms will be issued annually to ensure they are current, if you have any changes throughout the year please inform us and complete an update form. Immunisation updates are also required annually, or when they have been updated.

When a parent completes an enrolment form, then makes a booking for their child, for that booking the information regarding the authorised contact details stand for that booking. If the other parent wishes to complete an enrolment form and make a booking, then the authorised contact details on that form will stand for that booking.

Booking Patterns: All families will need to sign a booking agreement form (part of the enrolment form) stating which type of enrolment they are requiring and confirming the day of attendance. Once the centre has enrolled the child, the parent will need to then approve it online through their mygov account online. Families claiming the Childcare subsidy will not receive benefit until they have done the approval.

#### Child Care Subsidy

As an approved centre you may be able to claim CCS, most families are entitled to some form of benefit. To find out if your eligible and to apply please contact Human Services on 132468, or visit the website at www.humanservices.gov.au or visit your nearest family assistance office located in Centrelink service centres.

Once you have registered please advise the centre of yours and your child’s CRN number. For further information please see the fact sheet in the foyer.

**Due to Government regulations if you are claiming CCS and your child is absent on the first or last booked day of care, full fees will apply and no Benefit or Rebate will be payable.**

#### Delivery and Collection of Children

Parents are encouraged to deliver and collect their own children. However provision is made on the enrolment form for additional people (over 18 years) to provide this service for the parent. Prior notification must be given for people not known to the Centre to collect a child, and formal identification will be required. Provision is made on the enrolment form for specific custody arrangements.

If the children are not collected at the end of the day when the centre closes, a late fee of $5.00 per child will be charged for the first 10 minutes, and $1.00 per minute per child thereafter.

When the Centre is closed, after 10 minutes the next of kin will be contacted and asked to collect the children. If this is unsuccessful, emergency contact 1 & 2 will be contacted and asked to collect the children.

If no contact can be made the Nominated Supervisor will contact DCP and ECRU and follow the centres late collection action plan (available in the Policy File).

#### Signing In and Out

Under the Education and Care Services National Regulations 2012, daily attendance of the child must be completed by logging in on the the Ipad in the main foyer and signing the child in or out, this records the exact attendance times. When your child is absent a notification will be given to you the next time you log in to remind you to approve the absence.

All absentees need to be approved as the CCS cannot be claimed for these if the child is not signed as absent.

The Department checks these records, and as a service we use data from the Ipad in an emergency evacuation, so we know which children are on the premises and family contact numbers.

#### Sun Protection Policy

To ensure that your child is protected by the sun, we have a year-round sun policy.

During the summer months and when the UV index is high please put sunscreen on any exposed areas of your child's skin before coming to the Centre. Homebrand sunscreen factor 5O+ will be reapplied before going outside again in the afternoon. Hats are required for outside play, please provide your child with a hat everyday.

If your child requires their own sunscreen please hand it to an educator on your arrival.

We have a sun protection policy of "No Hat, No Play".

#### Sleep/Rest Policy

Children will be provided an opportunity for sleep/rest time within the centre’s routine, after consulting with the parent regarding individual routines children will be encouraged to sleep if required, quiet activities will be made available for children to experience whilst other children sleep.

#### Amber Teething Necklaces

On advice from Consumer Protection Little Possums Educators will remove amber teething necklaces of all sleeping children due to the risk of choking and strangulation. To read the full report by Consumer Protection please visit [www.commerce.wa.gov.au](http://www.commerce.wa.gov.au) as a centre to keep all children safe we do prefer children not to wear these.

**Toys, Treasures and Comforters from Home**

Please encourage your child to leave their treasures and toys at home. Toys that are needed for comfort, such as blankets and teddies, need to be clearly labelled.

#### Behaviour Management

Physical punishment is never used to manage children's behaviour.

Most behaviour management used is verbal discussion. For severe or continuous poor behaviour, we will remove them from the situation to calm before discussing their behaviour.

Parents will be informed of poor behaviour and, if severe, will be required to attend a meeting to discuss behaviour management strategies.

#### Contributions of Consumables

Due to the nature of the service as a not for profit we ask for donations of toilet paper, paper towel, tissues or any ‘Earths Choice’ products each term for both the Kindy and Possums room.

#### Illness/Medications and when to Stay at Home

Under government guidelines we are not permitted to accept any child temporarily suffering from:

* Ear/eye discharge
* Nasal discharge
* High temperature
* Any type of skin rash
* Infections or weeping sores
* Diarrhoea
* Vomiting
* Any signs of infectious diseases

**Vomiting and Diarrhoea** - children must not attend for 24 hours after their last vomit or loose bowel movement.

**Coughs and Runny Noses** - children are asked not to attend if they have a nasty cough and must not attend if they have a continual runny nose, when coughing children are encouraged to cough into their elbow. Children are also encouraged to wash their hands after wiping their nose.

**Head Lice** - if a child is scratching, we will check their hair for lice. Children must not attend with lice or eggs. We will contact the parents to come and collect their child.

If a child becomes ill at the Centre the parents will be notified to come and collect their child.

Please avoid bringing sick siblings into the centre when dropping off or collecting your child.

#### Medications

Please hand all medications to a Qualified Educator. Please do not store any medications in your child's bag. Before an educator can administer medication, a form must be completed in full, all medication must have been previously administered on at least 3 occasions to the child to ensure that the child is not allergic to it. All medication must be prescribed for that particular child, it is administered, signed and witnessed by another educator. Ointments used in the centre are Savlon, Betadine, Paw Paw, Stingose and Bepanthen. If you prefer your child not to have any of these ointments applied please inform us on your enrolment form.

#### Onset of illness or in an Emergency

If your child becomes ill or suffers an accident, the parent will be contacted immediately. If the parent or emergency contact cannot be notified a relief Educator will be employed to care solely for that child at the parent’s expense.

If at any time an Educator considers that your child is in need of any medical attention, the educator will inform the Nominated Supervisor who will seek ambulance/medical assistance. The Centre accepts no responsibility for costs incurred.

#### Birthday/Celebration Cakes

If you would like to bring a birthday cake or a celebration cake for your child to celebrate with their friends please feel free, but please take into account that the centre is allergy aware, and also encourages healthy eating. Please advise us of the ingredients.

If you would prefer that your child does not take part in any birthday celebrations please inform us on your enrolment form.

#### Soiled Clothes Due to health and safety requirements, if your child does soil their clothes, we will empty the worst out of their clothes, double bag the items and place them in a sealed container outside for you to pick up at the end of the day. A reminder tag will be attached to your child’s bag. (as per Health Department guidelines).

#### Car Seats

As part of our duty of care for your children we would like to advise you on the Western Australian Laws regarding child car restraints – please see website [www.ors.wa.gov.au/Document/seat-bekts/ors-child-car-restraining-faq](http://www.ors.wa.gov.au/Document/seat-bekts/ors-child-car-restraining-faq)

#### Possums Room - The Program

We have a notice board in each room with sticky notes underneath “What is happening in your world”; these are for families to write on to let us know what is happening in your child’s world each week. This gives us an insight in to their home life and engages the families in our curriculum; we really encourage you to use this.

The Educators prepare three separate programs for each specific age group; activities for each are based on the children’s developmental needs, interests and strengths. The Daily Programs are on display by the digital photo screen, we strongly encourage parent input and would like comments to be written on the relevant program, copies of the observations of your child’s learning that is linked to the program are available for parents to read.

We provide a safe, warm and stimulating environment which encourages the children to develop and grow at their own rate. Within the daily routine there is provision for planned and spontaneous play experiences in all of the developmental areas. The indoor and outdoor environments are set up to allow children to make realistic choices in their play.

#### What to Bring

All children are asked to bring (please label all your child’s items):

* A bag with your child’s name **clearly labelled**
* Appropriate clothing for weather conditions (hat in summer months) and extra clothes for toilet training
* Nappies for the day
* Clearly labelled healthy lunch (if in care for lunch) in a compact lunch box
* A piece of fruit to share for fruit time - two pieces for the whole day (per child)
* Clearly marked milk or water bottles

#### Babies

Nappies are the responsibility of the parents to supply (and for cloth nappies to wash). Please ensure your child has enough nappies for their whole stay. We have a limited supply if needed, which are charged at 50 cents each.

Bottles should be in clearly labelled. Each bottle should state whether it contains formula, breast or cow’s milk and be dated. All bottles must come supplied with a lid.

#### Lunches

Parents are encouraged to provide children with a healthy lunch (clearly labelled). Water is given at regular intervals. Please do not pack lolly’s, chips, chocolate, etc as this will not be given to your child, in the interest of promoting healthy eating habits. A fantastic resource titled Get up and Grow regarding healthy eating and physical activity for early childhood is available at [www.health.gov.au](http://www.health.gov.au) the family book, or Dietary Guidelines for children and adolescents in Australia.

To encourage Dental Health children are reminded to have a drink of water at the end of each meal. Dental Health information is also available in the centre foyer.

Little Possums is ‘Allergy Aware” eggs and nut products should not be included to reduce the risk of an allergic reaction with several children. These will not be given to your child if there is a risk of causing an allergic reaction in another child.

#### Pre-Kindy Class Information- Kindy Program Sessions

The Kindy Sessions will be on: Monday – Friday 8.30am – 3.30pm including lunch (as per school terms, for the full week), the door opens at 8.30am with the class commencing at 9.00am.

Each session caters for a maximum of 15 children, run by an Early Childhood Teacher and a Qualified Educator or Certificate 3 Educator.

Due to the high demand in our Pre-Kindy Each group attends a session one day a week.

The Kindy classes cater for a three to four year old age group and is structured to help the children prepare for Four Year Kindy the following year.

We prefer that all Children are either out of nappies or are toilet training as we do not have a nappy change area in the Kindy building. (If training please if possible use pull up’s rather than nappies as it is easier for the children to use the toilet). We understand that children will have the odd accident and we will be prepared for that. If you are concerned or your child has a medical condition, please discuss this with us.

#### The Pre-Kindy Program

The Educators prepare a program of activities based on the children’s interests, needs and strengths. We provide a safe, warm and stimulating environment which encourages the children to develop and grow at their own rate. Within the daily routine there is provision for planned and spontaneous play experiences in all of the developmental areas. The indoor and outdoor environments are set up to allow children to make realistic choices in their play. The Daily Program is on display in the foyer we strongly encourage parent input and comments, please feel free to comment on the daily program or send us an e-mail, copies of the observations of your child’s learning that is linked to the program are available for parents to read. Children’s names will be included on the program.

#### Daily Reports

At the end of each day a brief daily report will be e-mailed home. The daily report describes the activities and tasks the children take part in to further their understanding and learning in areas of interest, we also include a range of spontaneous events and activities the children contribute to.

#### What to Bring

All children should bring a change of clothes and be appropriately dressed for outside play, hats are essential also during the summer months. Please place in a clearly labelled bag. They also need to bring their own fruit for morning and afternoon snack, please choose a piece of fruit your child can either eat by themselves or fruit previously cut up at home and brought in a small container (we do not cut it up to share in the pre-kindy room), also their drink bottle.

All Children need to bring their lunch which needs to be allergy aware (egg and nut free) and be able to be eaten out of their lunchbox. For more ideas about healthy lunches [www.health.gov.au](http://www.health.gov.au) see the Get up and Grow resource.

#### Parent/Family/Community Involvement in the Centre

Parents/families/community members are encouraged to be involved in the centre, either by nominating for the committee of Little Possums Daycare Inc, or attending General meetings and having a say in how the centre is run. If you would like to be involved in an advisory, consultative or decision making role in the operation of the service, you are welcome to discuss this with the Director or Committee. If you have a special skill you wish to share with us i.e.: playing a musical instrument or a special hobby, please feel free to discuss this with the Educators.

Changes to the centres Policies, Procedures and Philosophy are discussed at Little Possums Daycare Inc AGM the date of which is advertised in the foyer of the centre. Parents/families are welcome to contribute to these. Any changes are fully explained and communicated to families by being on display in the foyer prior to implementation.

#### Emergency Evacuation

The centre emergency evacuation policy and procedures are available in both rooms on the wall for your information, we practice the emergency evacuation every 3 months.

#### Bushfire Information

In the fire season if the Bureau of Meteorology state that the bush fire rating for our area is classed as Catastrophic for the following day we will close the centre for that day, all parents/families will be contacted either by e-mail or telephone the previous day. We regularly practice our bushfire evacuation with the children.

#### Child Protection Policy

Our Protective behavours program and the child protection notification policy are on display in the main foyer..

#### Facebook

Please like and follow us on Facebook for updates and information about the centre.