



FAMILY HANDBOOK

3b Craigie Place

Mundaring

6073

08 9295 1139

littlepossums@iinet.net.au

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Our Philosophy

Learning Environment

Our environment nestled on the edge of the bush provides a safe, inclusive and secure place where children and parents can feel comfortable in nature both physically, socially and emotionally.

Education/ Curriculum

Encouraging families to be involved in their children's learning and development, we offer experiences that infuse the child's interests and diverse background. The child is pivotal in deciding what and how learning occurs and the creation of the learning environment.

Child Relationships

Through nurturing and building relationships with the Educators and peers, we foster an environment where compassion and genuine affection for the children in our care is most important.

We engage with the children, listening and supporting their emotions and thinking. Educators respect and advocate for the rights of all children.

Parent/ Family Relationships

We strive to create a safe network to surround the child with respectful, positive and inclusive relationships, we value the importance of our relationships with families.

Educators

Educators are of the highest standard, they consistently draw on their knowledge of child development and theories.

The curriculum and learning experiences in our unique setting encourage children to explore, experiment and investigate to construct their understanding of the world around them.

Community Relationships

Over the past 40 years in the Mundaring community, Little Possums has developed strong relationships within our community, bringing together members who actively support us, by providing advice, expert knowledge and consultation over local matters and by being part of our committee.

Transition to school

Our play-based program supports all areas of the curriculum, the foundations of literacy and numeracy, social skills and engagement with peers are learnt in the context of play through responsive and intentional teaching. We embed the Early Years Learning Framework which guides us to focus on a child's "being" as well as a child's "becoming".

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 up to 7 members, including parents, x-parents, community members, Centre Director's.

The Centre Directors are "Persons with Management Control" as the Approved Provider for the service.

A copy of our Constitution and By-laws are available on request.

Parents automatically become associates of the Association once their child enrolls at the service, if they wish to become a member of the Association with full voting rights they need to complete a membership form and hand it to a member of the committee to be voted on at the next committee meeting.

Members of the community can also apply to be a member of the association by completing a membership form, once approved an annual sum will be required to continue with their membership.

Little Possums Early Years - Management

Little Possums has two Nominated Supervisors: Helen Faulkner - Director (Diploma qualified in Early Childhood Care and Education) and Lindsey Horkan- Director & Educational Leader (Early Childhood Teacher) and is managed by the Committee of Little Possums Daycare Inc.

Little Possums has 3 educators who are classified as Responsible Person's (who are deemed suitable by the Approved Provider) to cover the running of the service as needed: Rebecca Houghton (ECT), Kelly Faulkner (Room Leader) 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.

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

Our Educators

Our Service is made up of a team of high-quality professional educators who are committed to and passionate about early childhood education and care. Our staff promote the human rights, safety and wellbeing of all children and consider and respect the diverse backgrounds and needs of children.

We create an environment that promotes and enables children's participation and is welcoming, culturally safe and inclusive for all children and their families.

Family Conduct Guidelines

The *Family Conduct Guidelines* works in conjunction with our Service's Enrolment Policy, Dealing with Complaints Policy, Family Handbook and the Early Childhood Australia Code of Ethics. The Family Conduct Guidelines are in place to emphasize the commitment and ethical responsibilities each family adopts when enrolling their child/ren at Little Possums Early Years.

Communication

It is expected that families will collaborate with their child's educator/s, working together to support their child's learning and development.

Meeting with Educators/Management

We encourage families to arrange a time away from the learning environment, where the educator can give families their full attention and make decisions that have been given careful consideration.

Respecting our Educators

We request that all stakeholders involved with the Service are respected. This includes respect for our educators, respect for the children and respect for the families.

Confidentiality

Confidentiality is something we will not waiver on and expect the same from everyone involved, educators and families alike.

Breach of Family conduct guidelines

If parents or family members are consistently in breach of these guidelines and following an evaluation by the Nominated Supervisor and/or the Approved Provider, any related enrolment/s may be at risk of being terminated.

Operational Information

The Service caters for children aged 4 months to 6 years. We are open from 8.30am to 3.30pm, Monday to Friday (excluding public holidays, a charge will still be made for these days, Childcare subsidy is claimable on public holidays and absent days) for 50 weeks of the year (we close for 2 weeks over the Christmas and New Year, no fees will occur for these 2 weeks).

We have two rooms at the service:

The Possums room – caters for children 4 months to 6 years.

The Pre-Kindy room – caters for children 2- 3 years in the year previous to starting 4 years old programs.

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 we do encourage you to please let us know as we do offer casual spaces to parents/families who require it.

Our Commitment to Child Safety

Our Service is committed to ensuring the safety and wellbeing of children is maintained at all times whilst being educated and cared for by educators and staff at Little Possums Early Years.

We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect.

We understand our responsibilities and statutory duty of care to adopt and comply with the National Principles of Child Safe Organisations and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Regulatory Authority

Our Service is regulated by the national body for Early Education and Care – the Australian Children's Education and Care Quality Authority (ACECQA) as well as the state licensing department in WA. To contact our Regulatory Authority, please refer to the contact details below:

The Education and Care Regulatory Unit office details are:

Department of Communities,
Education and Care Regulatory Unit,
Department of Communities
Boorloo Campus, Level 7
130 Stirling Street
Perth
WA 6004

Locked Bag 5000
Fremantle
WA 6959

Phone: 08 6277 3889 or 1800 199 383 Fax: 08 6552 1555

Website: www.dlgc.wa.gov.au Email: ecru@communities.wa.gov.au

National Quality Framework

As part of our Approval the service complies with the Australian Government's National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Regulations 2012 the Education and Care National Law (WA), the National Quality Standards and a rigorous assessment and rating system. Our Educational program and curriculum are based on the Australian Early Years Learning Framework (EYLF).

We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our service to identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement.

Additional information about the NQF can be found at [ACECQA/nqf/about](https://www.acecqa.gov.au/nqf/about)

Enrolment Process

Little Possums accepts new enrolments of babies once they reach 4 months old. Parents/guardians will need to complete an enrolment form before a booking can be made for a child, these are available on our website, a hard copy is available in the main foyer or we can email you a copy. Once we receive the completed enrolment form, sight your child's birth certificate and receive a copy of the immunisation history we can then proceed with your enrolment.

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

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, unless overridden by a court order.

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

Immunisation

Little Possums does not accept children who are not vaccinated. Before an enrolment can be accepted parents must obtain an immunisation certificate, accepted documentation are:

- 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.

As 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.

If your child's Immunisation is due, please be aware that to continue to receive CCS this must be done, if your child's Immunisation lapses, centrelink will stop your CCS and you will not then receive CCS for the non-immunised period. Please also send through your child's update immunisation records to the service.

Medical conditions- Allergies, Asthma, Diabetes or Epilepsy

It is vital that we are aware of any medical condition including diabetes, epilepsy, allergies, eczema, asthma, risks of anaphylaxis of your child including any potential triggers. Families are required to indicate any allergy or asthma on the enrolment form.

Our Service requires a Medical Management Plan or ASCIA Asthma/Anaphylaxis Action Plan to be completed by your General Practitioner to assist in managing your child's needs. This needs to be provided prior to your child's commencement at the Service. In consultation with the Nominated Supervisor, you will be asked to develop a Risk Minimisation Plan and Communication Plan to assist our educators and staff. Any prescribed medication that your child may require must be provided each day they attend our Service.

To ensure the safety and wellbeing of your child, please update your child's Medical Management Plan/ Action Plan every whenever a change in their medication or treatment occurs. (Australasian Society of Clinical Immunology and Allergy) (ASCIA).

Family law and access

Our Service will uphold any responsibilities or obligations in relation to Family Law and access to the service. We require certified copies of any court order, parenting orders or parenting plans, relating to your child as part of the required enrolment documentation and request that if situations change, a copy of the Court Order is provided to our Service. We will only allow children to leave the Service with the written permission of the custodial parent/guardian. Without a Court Order we cannot stop a parent collecting a child.

Inclusion of all children

If your child has a disability, please speak to our Nominated Supervisor prior to enrolment.

We provide a supportive and inclusive environment that allows each child to fully participate in quality education and care.

We aim to develop and sustain supportive relationships with families and encourage discussions about how we can support your child to have equitable access to resources and participation. If your child has a National Disability Insurance Scheme (NDIS) package, we may need your consent to make contact with services and/or therapists who are working with your child to seek information regarding their learning plan to support continuity of learning.

Our Service may be able to apply for additional support through the Inclusion Support Program (ISP) to assist your child's access.

Fees, Rebates and Attendance

Fees

Possums Room Fees: \$103.40 per day, we will endeavor 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.

Pre-Kindy Program Fees: \$107.80 per day.

Payment Methods

Parents/guardians are required to complete a Direct Debit form upon enrolment, Fees will be processed at the end of the care week on a Friday.

In both rooms payment is required even if your child is sick or unable to attend, 1 weeks' notice is required in writing if you wish to cancel your permanent booking. Public holidays are payable however the centre will be closed.

Direct Debit Surcharge

I/We (the parent/guardian) acknowledge that a surcharge amount (inc GST) at the rate listed below will be applied to the direct debit payment amount on each transaction.

Direct Debit (Bank Account): \$0.97

Credit Card (Visa/MasterCard): 2.59%

AMEX: 4.84%

Administration Fee: \$2.20 Paid by service

Unsuccessful Direct Debit Transactions

I/We acknowledge that if a direct debit is returned by my/our Financial Institution as unpaid, I/we acknowledge that a Default Fee will apply (currently up to \$19.95), in addition to any Financial Institution charges.

For casual bookings we can take EFTPOS on the day.

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 or Lindsey to see if we can come to an agreement with a payment plan. Additional Child Care Subsidy (ACCS) may be available to support your family.

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 endeavor to retrieve the outstanding debt through a debt collection agency any cost involved will be paid by the parent.

Child Care Subsidy

Child Care Subsidy offers assistance to families to help with the cost of child care aged 0-13 years. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- Combined annual family income
- Activity test – the activity level of both parents
- Service type – type of child care service and whether the child attends school

Families who wish to receive Child Care Subsidy as reduced fees must apply through the [myGov](#) website. This includes completing the Child Care Subsidy activity test. Child Care Subsidy is paid directly to our Service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by our Service and the subsidy amount received. This is called the 'gap fee'.

Complying Written Agreement (CWA)

A Complying Written Agreement (CWA) is an agreement between our Service and a parent or guardian to provide childcare in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details and details of the fees to be charged as well as the Customer Reference Number (CRN) of the person linked with the child, along with the child's CRN. Before Child Care Subsidy can be paid, you must approve the enrolment information within the CWA via the [MyGov website](#).

Absences

We encourage families to notify the Service as soon as possible if your child will be absent for any day you have booked. It is recommended that absences are notified to the Service by email or through Storypark.

Child Care Subsidy will be paid for any absence up to 42 days per child per financial year. Full fees are payable for absences after the initial 42 days. Additional absences beyond 42 days may be approved for specific reasons with supporting documentation. Please talk to the Nominated Supervisor about additional absences.

You can access your child's absence record on your online statement by selecting '[View Child Care Details and Payments](#)' on your [Centrelink online account](#). You can also do this using the [Express plus Families mobile app](#)

Public holidays will be counted as an absence if your child would normally have attended the Service on that weekday, and fees have been charged for that day for your child.

If your child has not attended our Service for 14 continuous weeks, your child's enrolment will be cancelled, and Centrelink will stop paying your CCS subsidy.

Cessation of Care

Child Care Subsidy (CCS) is generally not payable for absences on the first or last days of enrolment. If a child is due to start enrolment on a set date and does not attend, CCS will not be paid until the child physically attends. Also, if the child does not attend care on their last booked day, CCS may not be paid for any period after the child's last physical attendance at the service. There are some circumstances where CCS may be paid in these situations, please speak with the Nominated Supervisor for further information.

Priority of Access

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

1. At risk of serious abuse or neglect
2. Of a sole parent or parents who satisfy the CCS activity test.
3. Whose parents does not meet the CCS activity test.

Priority is given to:

Committee members child/ren – Priority 1-3
Enrolled child – Priority 1-3
Sibling of enrolled child – Priority 1-3
Any other child in catchment area – Priority 1-3
Any other out of catchment area – Priority 1-3

Centre Policies & Procedures

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

We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and National Regulations.

Educators cannot make exceptions for individuals unless the Nominated Supervisor or Management do so on account of serious and/or unusual circumstances.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures adhere to the needs of our families and meet required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures.

Orientation – Preparing for your child’s first day.

Orientation is an important start for your child and family to connect to our Service. We encourage each child to attend our Service in the company of a family member before they start their first day with us. This gives you and your child the opportunity to gain an understanding of our program, the lay out of the room, where to put your child’s belongings, provide educators with additional information about your child and how we can best support their transition and settling in period. The Nominated Supervisor will contact you to arrange suitable times and days for visits.

If your child is reluctant to attend, please discuss this with their assigned educator so that they can develop strategies with you to support the transition from home to the Service.

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.

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 Ipad in the main or kindy 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. Any person who is an authorised contact person must set up their own passcode on the ipad and sign the child in or out as themselves, please do not give your passcode out to other people who may collect your child.

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.

Saying Goodbye

What works best is a set routine so try to establish the care routine from the orientation process. Being well organised and avoiding a rush usually results in a calm start to the day.

Most children will want to have a look around first to see who else has arrived and to look at what activities are available. Rest assured; we'll contact you if your child becomes distressed.

Late Collection Fee

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/Responsible person will contact DCP and ECRU and follow the centres late collection action plan (available in the Policy File).

The Possums Room - The Program

The Educators prepare separate programs for each specific age group; activities for each are based on the children's developmental needs, interests and strengths all learning is delivered through play. 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.

Babies

We are a breastfeeding friendly service. Mothers who are breastfeeding are welcome to attend the Service during the day to feed their infant.

All Bottles should be clearly labelled, each bottle should state whether it contains formula, breast, cow's milk or other and be dated. All bottles must come supplied with a lid. (*Please refer to our policy on Bottle safety preparation policy*). Families that are breastfeeding please see our *Breastfeeding Policy on storing and serving breast milk*.

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.

The Pre-Kindy Room - Information

The Kindy days run from Monday – Friday 8.30am – 3.30pm 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.

Children currently enrolled in the Possums room will be given priority; we will then fill the rest of the bookings from the waiting list with the option of up to two days per child.

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

We prefer that all Children are either out of nappies or are toilet training (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; all learning is delivered through play. 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.

Developmental reports are provided twice a year along with portfolios, these are sent home at the end of term 2 and term 4. These are for you to share and review your child's development and keep as a record of your child's year in the pre-kindy program.

By the end of your child's journey through our pre-kindy program they will have developed a wide range of knowledge and skills to give them the tools for the next step in their learning.

For more information and frequently asked questions please see the information sheet available in the main foyer or on our website.

What to Bring – Specific to the Pre-Kindy Program

They will need to bring their own fruit for morning and afternoon tea, 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.

Both Rooms what you need to bring

Please label all belongings

- A bag large enough to hold all their belongings which is clearly labelled.
- Appropriate clothing for weather conditions (hat in summer months, extra jumper/jacket in winter), a full set of clothes for toilet training and water play activities.
- Nappies for the day (if required)
- Healthy lunch in a compact lunch box which is clearly labelled.
- Possums Room - Two pieces of fruit to share for fruit time per child, Pre-Kindy- see above
- Clearly marked water bottles and/ or milk bottles (if required)

Storypark

Storypark is a secure, private online space to ensure your child receives the best support possible and that you are involved and up to date with your child's development.

Storypark provides each child with an online Storypark profile which you (their parent/guardian) will be the admin and have control who has access to, at no cost, for as long as you wish. As a member of Storypark you also become part of the Little Possums Early Years Community page.

Families are sent an email with an invitation to join Storypark, parents are encouraged to log into the Storypark app this allows the parents to view child notes, observations, and share stories with the educators. As the owner of your child's profile you are able to invite other members of your family to view the stories that we post to you, this is particularly exciting for families who reside overseas.

Printed Documentation is also available for any families who prefer not to join the Storypark community or are unable to access the internet, we are more than happy to print out the documents relating to your child for your enjoyment. We encourage parent input and comments, by commenting on observations and child notes, this also contributes to our program whilst giving educators honest feedback.

E-Safety

Little Possums has a responsibility to ensure children, families and educators are protected from harm when they engage in digital technologies. Educators follow all policies and procedures to ensure risks are mitigated when digital experiences are provided.

Communication

We work in partnership with you and your family. We support and encourage communication with your child's educators about your child's unique needs and their general enjoyment of their day at our Service. Everybody has a preferred time and method of communication. Sometimes, mornings and afternoons can be a little rushed, and not the best time to discuss your child's progress. 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 Director personally. Helen or Lindsey 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.

Storypark is our main source of communication with families, we regularly send out community posts with information regarding the Service, to keep up to date and have input into decisions/discussions please ensure you read these posts – Many thanks.

Lunches

Parents are encouraged to provide children with a healthy lunch (clearly labelled). Water is given at regular intervals (please refrain from adding anything to the children's water bottles as we need to know what they are consuming during the day).

Please do not pack lollies, chips, chocolate, high processed foods etc in the interest of promoting healthy eating habits, these items will remain in your child's lunch box for home time. A fantastic resource titled **Get up and Grow** regarding healthy eating and physical activity for early childhood is available at 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.

Sleep/Rest Policy

Children will be provided an opportunity for sleep/rest time within the centres 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.

Any sleep requirements that differ from Red Nose recommendations must be supported by a medical certificate. Conversations with families may be necessary to remind families that children will neither be forced to sleep nor prevented from sleeping. Sleep and rest patterns will be recorded daily for families.

An outdoor sleeping program is offered in the Kindy room when weather permitting.

Sun Safety

We develop our policy with information from the *National SunSmart Early Childhood Program* to ensure children's health and safety is maintained at all times.

During the summer months and when the UV index is 3 or above please put sunscreen on any exposed areas of your child's skin before coming to the Centre. Home brand Coles or Woolworths sunscreen factor 50+ will be reapplied 20 minutes before going outside again in the afternoon.

Children and educators must wear hats and are encouraged to wear appropriate clothing, including footwear when outside. Educators will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun. We have a sun protection policy of "No Hat, No Play" in the summer months or when the UV index is 3 or above.

Our outdoor environment provides shade for play experiences and we conduct regular risk assessments to ensure the play space and equipment is safe for children. We complete daily Playground Surface Temperature checks during summer months or extreme hot weather to check for potential hazards.

If your child requires their own sunscreen please hand it to an educator on your arrival, for safety we will source a Safety Data Sheet on the sunscreen, if it is homemade we will need a list of the ingredients for our information.

Excursions

The Centre does not take children on excursions, we do however complete risk assessments then take the children on walks of the grounds to investigate and enjoy our environment.

Clothing Policy

It is helpful to your child if they are dressed in non-restrictive, serviceable and easy to wash clothes so that they feel free to join in all the activities and to develop independence. Shoes also, need to allow children freedom to run, climb, hop and jump as well as being easy for the child to take off and put on by themselves. Joggers and sandals are appropriate shoes to wear.

Also, please consider clothing that enables the child to move around easily and allows children to be independent in dressing. Clothing such as long dresses, overalls, braces, belts and stiff buttons can prove a problem for children who need to go to the toilet. We do sell Little Possums T-shirts if you wish to purchase one.

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 <https://www.commerce.wa.gov.au/consumer-protection/amber-teething-necklaces>

Toys, Treasures and Comforters from Home

Please encourage your child to leave their treasures and toys at home, we cannot guarantee that they won't get lost when in the centre. Toys that are needed for comfort, such as blankets and teddies, need to be clearly labelled.

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).

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 "all about me" form. (See Celebrations Policy)

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 <https://www.wa.gov.au/organisation/road-safety-commission/child-safety-wa-roads#:~:text=In%20WA%2C%20children%20aged%200,be%20correctly%20installed%20in%20cars.>

Car park

Our Car Park is a shared space, for safety to all we ask you to keep to the 10KM speed limit and ensure that you drive clockwise around as it is one way.

Contributions of Consumables

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

CCTV

CCTV operates 24 hours of the day to monitor the external physical environment for protection and Security.

Sustainability

Our Service is passionate about sustainability. We believe in supporting children to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure and teaching.

Further, we support children to appreciate that sustainability embraces social and economic sustainability as we engage in concepts of social justice, fairness, sharing, democracy and citizenship.

In order to empower our sustainability program, we emphasise children's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, developing an appreciation of the natural world, encouraging them to participate in a recycling program and reducing energy and conserving water. We aim to provide children with the skills and knowledge required to take an active role in caring for the environment and to think about ways they can contribute to a sustainable future.

Health and Hygiene

Our Service has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices.

All staff diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of tissues. We request that all children and visitors to our service wash their hands or use the alcohol-based hand sanitiser upon arrival.

Our educators teach and model correct hand washing techniques to children and regularly clean and sanitise high touch objects throughout the service to reduce the spread of infection.

When should I not send my child to the Service?

Please monitor your child's health and do not bring your child to the Service if they are suffering from any illness or infectious disease.

To minimise the spread of infections and diseases, and maintain a healthy environment for all children, educators and staff, we implement recommendations developed by the National Health and Medical Research Council (NHMRC)- *Staying Healthy in Childcare* (see link below). Our policies and procedures for *Sick Children* and the *Control of Infectious Diseases* are available for all families to view.

Our Service is a busy and demanding day for the bodies and minds of our children. We are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care.

If your child becomes ill whilst at the Service, we will contact you or an authorised nominee to collect your child within a 30-minute time frame where possible. If your child is unable to be collected, educators will contact the child's emergency contact for collection. When your child is collected, you will be provided with an *Injury, Incident, Trauma and Illness Record* completed by the educator which includes information about your child's illness, their symptoms, general behaviour and any action taken. You will be requested to sign and acknowledge the details in this record.

Your child should not attend the Service if they have had paracetamol within 24 hours for a temperature. Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. If your child has been vomiting or had diarrhoea, they will be excluded for 24 hours.

For certain illnesses and after any medical surgery a medical clearance certificate from your practitioner will be required before your child returns.

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

Infectious Diseases

The National Health and Medical Research Council supply us with the following information regarding minimum exclusion period for children from an early childhood education and care service.

Please inform staff if your child has contracted an infectious disease so that we can notify the Public Health Unit and other families of any infectious disease/illness. (Confidentiality is always maintained). For more information please the following:

[Recommended exclusion periods- Poster Staying Healthy: Preventing Infectious diseases in early childhood education and care services](#)

Vomiting and Diarrhoea

Children must not attend for at least 24 hours after their last vomit or loose bowel movement, at times when the Gastro bug is rife in the community we will ask for 48 hours clear as per Health Department regulations.

Coughs and Runny Noses

Children are asked not to attend if they have a persistent 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.

Medication

If your child requires medication whilst at our Service, you must complete an *Administration of Medication Record* to give your consent for an educator to administer prescribed medication to your child. Medication must be given to directly to an educator for appropriate safe storage.

Educators can only administer medication that is:

- prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner) **Including Paracetamol**
- in its original packaging and have the original label clearly showing your child's name
- before the expiry/use by date.
- Has been administered to the child at least 3 times previously.

Any child's prescribed medication such as asthma inhalers, adrenaline auto injectors (EpiPen) or Insulin (for diabetes), must accompany the child each day to our Service or parents ensure our Service always has adequate supplies of the required medication.

Upon collection of your child at the end of the day, you or an authorised person will be requested to sign the *Administration of Medication Form*.

Creams used in the centre

Ointments used in the centre are Savlon, Betadine, Paw Paw, Stingose, and Sudocream. If you prefer your child not to have any of these ointments applied please inform us on your enrolment form.

Under advice by Medicines and Healthcare Products Regulatory Agency Bonjela will only be administered if supported by a letter from your Practitioner.

Incidents, injury or trauma

We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, children sometimes have accidents. We always have an educator with a First Aid, emergency asthma, anaphylaxis management and CPR qualification on shift at all times we provide education and care to children. First Aid kits are located throughout the Service.

In the event of a minor injury, first aid will be provided as required. An *Incident, Injury, Trauma and Illness Record* will be completed and when you collect your child, you will be notified about the injury and asked to acknowledge and sign the record. If your child injures their head, even if it is a small bump, you will be contacted to advise you of the injury. Our educators will continue to monitor your child closely and advise if you should come and collect them.

If an injury or incident is serious and we believe urgent medical attention is required, the Nominated Supervisor will contact an ambulance immediately. We will attempt to contact a parent or guardian or an authorised nominee to advise of the situation. If you are unable to meet the ambulance at the Service, we will send one of our educators/staff members to accompany your child in the ambulance.

Please note that Ambulance cover is the responsibility of each family.

An *Incident, Injury, Trauma and Illness Record* will be completed, and a parent will be required to acknowledge and sign this record. A copy of any documentation from the hospital or treating doctor will also be requested. Our Service will also be required to notify the Regulatory Authority in the event of any serious incident or injury. In these circumstances, you may be contacted by our Approved Provider and the Regulatory Authority to follow up the incident and actions taken by our Service.

Safety in our Service - Emergency and Evacuation procedures

Our Service conducts risk assessments regularly and develops emergency management plans for a range of possible hazards. Throughout the year we follow our policies and procedures to carry out emergency and evacuation drills.

Our stay in place and evacuation emergency plan have been developed under the guidance of the Shire of Mundaring Coordinator Community Safety and Emergency Management Officer.

Under regulations, we are required to practice emergency and evacuation drills every three months. These may occur at any given time throughout the day and week to ensure all children know what to do in case of an emergency. Emergency and evacuation drills are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire (bush fire), lock down or flood.

Educators are trained to use the fire extinguishers that are in the Service. An emergency evacuation plan and lock down procedure are displayed in every room and exit locations are clearly indicated.

Bushfire Information

In the fire season if the Bureau of Meteorology state that the Fire Danger Rating for our area Swan inland North is classed as Extreme with an FBI of 75 or above or Catastrophic for the following day we will close the centre for that day, all parents/families will be contacted either by telephone, through Qikkids email or Storypark the previous day.

Workplace Health and Safety

We are committed in providing an environment that is safe and healthy for every employee, volunteer, child, family and visitor. We have made every reasonable effort to minimise the risk of serious injury and request all persons to our Service to adhere to our policies regarding Workplace Health and Safety.

Each morning, our educators conduct daily safety checks of the indoor and outdoor environment and will alert management of any potential risk or hazard to children to ensure this is rectified before children use the equipment or area. We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general work health and safety issues, please contact the Nominated Supervisor immediately.

Grievance Procedures

The Centre fosters positive relations between all parents and educators. 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. The email address for the committee is secretary@littlepossums.asn.au

Behaviour Guidance

We encourage children to engage in cooperative and pro-social behaviour. We give children the opportunity to self-regulate their behaviours during play to develop their confidence and self-esteem. Educators follow a *Behaviour Guidance Policy* that extends across the whole Service giving consistency of expectation in all rooms. We use a positive approach to guiding children's behaviour to help them develop a respect for others, for property and respect for self. If you require further information on this policy, please ask educators and refer to our Policy manual.

Wellbeing

Wellbeing is more than just feeling happy, it is about our overall health- physical, social, emotional and mental. We provide opportunities for your child to develop a strong sense of wellbeing through dance, movement, yoga, mindfulness, music and relaxation.

Parent/Family/Community Involvement in the Centre

Parents/families/community members are encouraged to be involved in the centre, either by becoming a member of Little Possums Daycare Inc, nominating for a committee position or 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 annually with all stakeholders 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.

Students

We support local schools, tafes and universities by accepting their students to further their education and knowledge in the field of Childcare and Education through work experience.

Facebook & Website

We occasionally use social media to communicate, share information and celebrate what is happening in our Service with enrolled families and our service community.

We promote safety and wellbeing of all children and are committed to ensure safe online environments when engaging in digital technology including social media. Our social media accounts are managed by the Nominated Supervisor and we set the highest level of privacy and security settings on the accounts. Content is regularly scanned, and any offensive language or comments removed immediately, and these users blocked.

Photographs of your child will only be added if written authorisation has been provided on the enrolment form. We maintain appropriate privacy of families, children and educators by not publishing any personal information online.

Stay connected and find us on Facebook.

Privacy and Confidentiality

We are committed to protecting the privacy and confidentiality of children, individuals and families and have policies in place to ensure strict confidentiality is maintained.

To plan programs for your child/ren, we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent unless we are required to do so by law. (This may include Child Information Sharing Scheme in WA).

We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time or request a copy of information in the file.

Our *Privacy and Confidentiality Policy* is available to view at any time. This policy sets out how we ensure our Service acts in accordance with the requirements of the Australian Privacy Principles and the Privacy Act 1988. We ensure all personal information is protected, records and documents are maintained and stored in accordance with Education

and Care Services National Regulations and that all staff understand the requirements of the Notifiable Data Breaches (NDB) scheme. Any Privacy complaints will be managed promptly and in a consistent manner as outlined in our *Dealing with Complaints Policy*.

Our Service is required to keep and maintain detailed records about children, parents and staff in accordance with relative legislation contained in the National Law and Regulations and Family Assistance Law. We ensure all records are stored in a secure and locked location. We must keep records for the prescribed periods of times as legislated related to child enrolment, attendance, medication records, incident, injury, trauma and illness records, child assessments and any relevant legal information/documents. Full details about record keeping is available in our *Record Keeping and Retention Policy*.