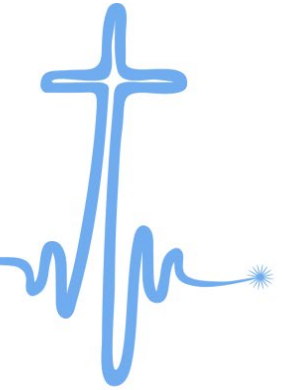


# Northwest

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## Community Childcare



## Parent Handbook

*Outside of School Hours Care*

*Northwest Community Trust trading as Northwest Community Childcare  
A.B.N. 95 244 959 102*



Northwest Ministry Centre  
16/15 Valediction Road  
Kings Park NSW 2148  
Phone: 8678 0279  
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## Table of Contents

Welcome .....	2	@ Schofields .....	8
Service History .....	2	@ Riverbank .....	8
Mission Statement .....	2	@ Richard Johnson .....	8
Philosophy .....	3	Absent and Missing Children.....	9
Service Goals and Objectives .....	4	Managements of Complaints Policy .....	9
Operation of OOSH .....	5	Confidentiality Policy .....	9
Our Services.....	5	Medical Policies.....	10
Our Team.....	6	Head Lice .....	10
Policies, Procedures & Information .....	2	Nut Aware Centre.....	10
Enrolment Policy .....	2	Medication Administration .....	10
Immunisation Information .....	2	Program Information .....	11
Permanent Care.....	2	Excursions and Transport Policy .....	11
Changes to Bookings.....	2	Child Management Policy .....	12
Changes to Registered Information...2		Discipline and Behaviour	
Cancellation of Bookings .....	3	Management .....	12
Inclusion Support Subsidy .....	3	Rules and Boundaries .....	12
Parent / Guardian Access to Child .....	3	Emergency and Evacuation.....	2
Priority of Access Policy.....	4	Children’s Belongings Information.....	2
Fees Policy .....	5	Other Centre Policies and Procedures..3	
Non-Notification Fee (NNF) /		Parental Participation .....	2
Notification of Absences.....	5	Parent Code of Conduct.....	3
Late Collection Fee .....	5	What to Expect on the First Day... ..	3
Vacation Care.....	6	Before School Care.....	3
Fee Relief – Child Care Subsidy.....	6	After School Care .....	3
Absence Days.....	6	Vacation Care .....	3
Child Attendance Information.....	7		
Morning Departure – from Centre ....	7		
Staff Collection of Children – from			
School .....	8		
@ Annangrove.....	8		
@ Arcadia.....	8		
@ Barnier Public School .....	8		
@ The Ponds.....	8		

## Welcome

Welcome to Northwest Community Childcare. We hope that your experience at our Centre will be a happy and pleasant one.

This booklet is designed to give you information about the running of Northwest Community childcare and some of our policies and procedures, which relate to yourself and your children.

Thank you for taking the time to read through this parent handbook.

Should you have any questions regarding any of the information in this handbook or about our service, please contact our office on 02 86780279.

## Service History

Northwest Community Childcare provides out of school hours care for school aged children. Northwest Community Trust is a not for profit, community organisation.

Our first Centre was established in 1996 by Northwest Community Baptist Church (under the name of Kingsbury Downs), who recognised the need to provide Outside of School Hours Care to the families in the local area. In October of 2010, Kingsbury Downs was renamed to Northwest Community Childcare, and now operates under the Northwest Community Trust.

Since 1996 we have opened a further six centres. In 2008 we opened at John Palmer Public School in The Ponds, in 2011 at Schofields Public School in Schofields, in 2015 at Riverbank Public School, in 2016 Richard Johnson Anglican School in Marsden Park and in 2019, we opened Arcadia Public School and Annangrove Public School.

We currently cater for children who attend Barnier Public School, John Palmer Public School, Schofields Public School, Riverbank Public School, Richard Johnson Anglican School at Marsden Park, Arcadia Public School and Annangrove Public School.

## Mission Statement

Our mission at Northwest Community Childcare is *“Engaging our community with empathy”*.

## Vision Statement

Our vision for Northwest Community Childcare is *“To see a happy, connected, caring community”*.

## Our Values

Unconditional Love - “The atmosphere in which we approach all situations”.

Leadership - “Intentionally developing ourselves, our staff and our children”.

Truth - “Being authentic and having integrity with our core values”.

Relationships - “Building and maintaining strong, positive connections”.

Acceptance - “Creating a community where everyone is valued and belongs”.

## **Philosophy**

### **We Believe our Children**

Have the potential and promise to become well rounded individuals with the encouragement of a nurturing, supportive and relaxing environment.

We recognise all children as individuals with rights and allow them to be involved and included in an environment that is free from stereotypes, discrimination and judgements. We believe all children have a voice that we respect and value. We encourage a sense of belonging to our service and give all children the opportunity and pathways to make open, respectful and reciprocal relationships with others in a positive way. We support our children in their development of autonomy and independence and understand that each child develops differently.

### **We Believe our Families**

Are an integral part of who we are. We provide a welcoming, positive, safe and caring environment where every family is valued. We acknowledge the uniqueness and diversity that each family brings to the service. We encourage open communication with our families through various mediums and value all interactions. We support our families through difficult times and decisions and we are always here to help in any way we can.

### **We Believe our Community**

Is our key support network and we nourish relationships within our local and wider communities. We acknowledge the original custodians of the land. We believe in a positive and proactive approach to our environment and encourage educators and children to discover respect for the land, nature and animals. We continue our journey towards a sustainable future for the well-being of all in the community and promote sustainability in our centres.

We have a strong link to Northwest Community Baptist Church and promote Christian values among our staff however respect all our families cultures and beliefs and understand that every family has various needs which we value and support.

We welcome community involvement recognising it as an evolving resource benefiting the child, family and community. We believe in rich relationships within our organisation. We desire and promote professional and personal growth resulting in acceptance, support and celebration of each other.

### **We Believe our Staff**

Are our most precious resource and each staff member brings fundamental personal qualities to the centre such as empathy, compassion, respect and warmth. We support and value all input into decision making by our staff and encourage them with their professional development. We acknowledge the importance of working as a team to provide high quality care and education and further understand our role as advocates for the children and their rights.

## **We Believe our Program**

Is underpinned by a commitment to the United Nations Convention on the Rights of the Child and respect each child's right to play and leisure opportunities. Our program promotes the importance of play especially child initiated play. It offers children a balance of structured and unstructured activities to choose from. We acknowledge that children have been at school all day and want to relax, interact with friends and have fun, therefore our programs encourage children to make their own choices based on individual needs, strengths, interests, age and energy levels.

We believe that children's voices are the most important part of our program for that reason all children are given the opportunity to have input into the program with ideas and suggestions.

Through group projects children are empowered to work together, to show respect, care for and appreciate their natural environment.

## **Service Goals and Objectives**

### **Our Goals and Objectives**

- To be respectful to all who enter our centres.
- To be open and approachable for all children, families, staff and community members.
- To promote the belonging of our children.
- To strive to become more sustainable for the future.
- Always act in the best interest for our children.
- To support, recognise and value our staff.
- To provide a safe and engaging environment.
- To provide support and understanding to all family matters.
- To respect and celebrate all cultures and religions.
- To provide a flexible yet stimulating program.
- To link all aspects of the program to the United Nations Convention on the right of a child.
- To support and encourage our community to be involved in our centres.
- To promote the values of Northwest Community Baptist Church.
- To understand that our staff are individuals and encourage their personal development and knowledge.

## Operation of OOSH

### NWCC @ Annangrove

**Annangrove Public School**

185 Annangrove Rd, Annangrove NSW 2156  
PH: TBC

Service	Operating Hours
Before School	6:30am – 8:30am
After School Care	3:00pm – 6:15pm

### NWCC @ Kingsbury Downs

**Barnier Public School**

Cnr Barnier Drive & Farnham Road, Quakers Hill, 2763  
PH: 0401 443 872

Service	Operating Hours
Before School	6:30am – 8:30am
After School Care	2:45pm – 6:30pm

### NWCC @ The Ponds

**John Palmer Public School**

The Ponds Boulevard, The Ponds, 2769  
PH: 0411 311 057

Service	Operating Hours
Before School	6:30am – 8:30am
After School Care	3:00pm – 6:30pm
Vacation Care	7:00am – 6:00pm

### NWCC @ Schofields

**Schofields Public School**

St Albans Road, Schofields, 2762  
PH: 0429 410 926

Service	Operating Hours
Before School	6:30am – 8:45am
After School Care	3:10pm – 6:30pm

### NWCC @ Riverbank

**Riverbank Public School**

25 Wentworth Street, The Ponds, 2769  
PH: 0499 551 108

Service	Operating Hours
Before School	6:30am – 8:15am
After School Care	2:45pm – 6:30pm
Vacation Care	7:00am – 6:00pm

### NWCC @ Richard Johnson

**Richard Johnson Anglican School**

Cnr Clifton Rd & Corcoran St, Marsden Park 2765  
PH: 0455 041 885

Service	Operating Hours
Before School	6:30am – 8:30am
After School Care	3:05pm – 6:30pm
Vacation Care	7:00am – 6:00pm

### NWCC @ Arcadia

**Arcadia Public School**

140 Arcadia Road, Arcadia NSW 2159  
PH: TBC

Service	Operating Hours
Before School	7:00am – 8:30am
After School Care	3:30pm – 6:00pm

*Vacation Care is available to all centres but held at our Richard Johnson, John Palmer and Riverbank locations.  
All Centres are closed on public holidays but open on School Staff Development Days (pupil free days).*

## Access and Parking

**Barnier Public School:** Best access is through the walkway next to the driveway- Please don't walk on the driveway. Parking only on the street of Barnier Drive and surrounding streets.

**John Palmer Public School:** Side Street parking on Teague Street and on the Ponds Boulevard. Ensuring you meet the Roads and Traffic Authority Rules and Regulations, which is regularly enforced by the council who are not hesitant to fine those breaking the road rules. *(Please ensure that you do not park in school Deliveries Car Park as this becomes hazardous to the children playing in the area/grounds.)*

**Schofields Public School:** For easy access to the school hall park on Junction Rd and walk down pathway alongside hall to the front door. Ensure your car is parked parallel to the road as this is enforced by council.

**Riverbank Public School:** The nearest access to the school hall park along Wentworth Ave the no stopping zone can be used as a kiss and drop allowing you 5 minutes, which is enough time for you time to walk in and sign your child in or out.

**Richard Johnson Anglican School:** Parking is available in Corcoran Street and in the carpark. Please ensure you park in the correct areas, and be aware of traffic.

**Arcadia Public School:** Parking is available on Blacks Rd. Please ensure you park in the correct areas, and be aware of traffic.

**Annangrove Public School:** Parking is available on Annangrove Rd. Please be aware of traffic if crossing the street.

## Our Team

The Northwest Community Childcare Management Team are:

- Helene Swaleh – Head of Childcare
- Noel Payne – Chaplain
- Jarrod Parker – Team Leader at Richard Johnson
- Charisma Acraman – Team Leader at John Palmer
- Shalini Sharma – Team Leader at Barnier
- Jenelle Galey – Assistant Team Leader at Barnier
- Brooke Tsekeris – Assistant Team Leader at John Palmer
- Vicky Hood –Team Leader at Schofields
- Elanie Dela Cruz – Assistant Team Leader at Schofields
- Sarah Mesiti – Team Leader at Riverbank
- Natalie Kendrick – Assistant Team Leader at Riverbank

The centre operates with appropriate staff to child ratios of 1:15. Experienced and/or qualified supervisors and assistants are employed to provide quality care for our children. Staff are committed to programming and implementing a variety of activities that facilitate fun, excitement and discovery within a safe and caring environment. This service complies with the working with children check as required by the Commission for Children and Young People.

Our Administration Team is led by Kim Tsekeris and Kirstie Ong.

Email: [admin@northwestcommunitychildcare.com.au](mailto:admin@northwestcommunitychildcare.com.au)

Office Phone: 02 8678 0279

## Policies, Procedures & Information

Policies and Procedures are kept on site at each centre. The below information is a summary of the important details from the relevant policies and procedures. Should you require further information or if you wish to view our policies and procedures, please liaise with the Team Leader at the centre. If you wish to make suggestions or provide feedback on the policies and procedures, please chat to the Team Leaders or email the office.

### Enrolment Policy

An Enrolment Form must be completed and submitted per family prior to commencement of care. This paperwork is a legal requirement; children will not be able to attend care until the paperwork is completed in full and submitted.

A new registration/update form is required at the beginning of each year.

### Immunisation Information

#### Vaccination Laws

All families need to provide evidence that their child is either:

- fully vaccinated for their age
- has a medical reason not to be vaccinated
- has a conscientious objection, including religious beliefs, to vaccination, or
- is on a recognised catch-up schedule if their child has fallen behind with their vaccinations.

New immunisation requirements came into force on 1 January 2016 in relation to Child Care Subsidy and family assistance payments (the Commonwealth) and the enrolment of children in child care (in NSW)

#### Permanent Care

A child/ren care is considered permanent when they occupy one or more of the approved places at the Centre each week. We provide casual care depending upon vacancy availability.

If you have a permanent booking at the centre and require additional care on any given day/week we are more than happy to accommodate your needs if there are vacancy's available. There is no swapping days or removal of sessions allowed. Please email us to arrange additional care through admin.

#### Changes to Bookings

Requests for changes to bookings must be made **one week** in advance by going to our Website to My Family Lounge and log in to change bookings.

**Changes may not always be possible and are dependent on vacancy availability.**

#### Changes to Enrolment Form Information

It is essential to inform Northwest Community Childcare by logging in to My Family Lounge which can be found on our website. Any changes to details originally provided on the Enrolment Form e.g. address, contact numbers, authorised collectors, etc.



### **Cancellation of Bookings**

Please note that cancellation of bookings are for permanent cancellations only. Single days or holiday periods are not classed as a cancellation of booking. These absences on single days or holiday periods are classed as an absence and will be charged as per the Fees Policy below. If you intend on withdrawing your child/ren from the Centre, you are required to give **one week's notice** or, one week's fees will be charged in lieu of notice.

You can inform us by logging in to My Family Lounge which can be found on our website.

If you require care once you have cancelled, you will be required to complete a new booking request by logging into My Family Lounge which can be found on our website.

### **Inclusion Support Subsidy**

Our program may be eligible to receive an Inclusion Support Subsidy (ISS) which can assist with the inclusion of children with additional needs. As dictated by the funding body, the number of funded positions is capped. Individual children's needs are assessed and suitability to the program established prior to enrolment. Please note that in the case of our educators not being specifically trained in working with children with additional needs, your child's needs may be deemed as being out of the educator's capability and therefore a position may not be offered. For further information concerning ISS please contact your centre coordinator.

### **Parent / Guardian Access to Child**

If a child is subject to an access court order or agreement, the service must have a copy on record plus any subsequent alteration registered by the court.

Copies of these documents should be submitted with the enrolment form in order to minimise the likelihood of distressing situations occurring.

In all cases, staff will immediately request any unfamiliar persons' to show photo identification or leave the premises as quickly as possible.

## Priority of Access Policy

Access to Our Centres will be based on the following criteria:

- **Priority 1:** a child at risk of serious abuse or neglect
- **Priority 2:** an existing booking (current child & same sessions)
  - Must be confirmed annually,
  - Accounts must be up to date
- **Priority 3:** a child of a single parent who satisfies, or parents who both satisfy, the work/training/study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999'.

Within this group, priority will be given to bookings where:

- Existing family enrolling an additional child (same sessions as other child already enrolled)
- Existing booking seeking to transfer from another centre (same sessions).  
*Eg. Child attending Schofields centre seeking to move to The Ponds centre*
- Existing family seeking additional sessions for same service (i.e. currently using NWCC After School Care on 1 or more days, and requesting additional day(s) in After School Care)
- New families (ie. Not currently using NWCC Before and After School Care) or Existing Families seeking to use additional services (i.e. currently using NWCC Before School Care and seeking NWCC After School Care)

## Fees Policy

Statements are generated fortnightly, and are generated one week arrears and one current. Statements will be emailed each fortnight to Families.

Payments can be made with credit card or debit card.  
Preferred option is direct deposit into our account.

Bank:	ANZ Bank
BSB:	012 097
Account Number:	2508 23 253

Fees are payable for the sessions booked as indicated on the Enrolment Form.

Fees are also payable for:

- Illness/sickness
- Absence
  - Including Holidays taken during school term; **not the school holidays.**

If accounts are not kept up to date the booking may be cancelled and childcare privileges for your child/ren may be declined.

If you are having difficulties paying your account please speak with the Manager/Administrator to discuss options; such as the development of a payment plan.

### Non-Notification Fee (NNF) / Notification of Absences

If your child is booked in for the afternoon session but you know they will not be attending for any reason, the parent needs to notify the Centre by either email (24hrs notice required) or telephone message before the start of that session. If your child travels by bus to Schofields from John Palmer, please call the John Palmer telephone.

The Centre does not receive information from the schools regarding absences.  
Notification by a sibling is not acceptable.

If the Centre is not informed you will receive a phone call from us regarding your child's absence, a NNF ( Non Notification Fee ) of \$5.00 per child will appear on your statement.  
Note: fees will still need to be paid.

### Late Collection Fee

When a parent is unavoidably detained and cannot reach the Centre by 6:30pm they **must: Contact the Centre** - Arrange for a nominated emergency contact person to collect their child from the Centre.

**Late fees of \$15.00 for the first minute then \$1.00 for every additional minute will apply, if no prior arrangements have been made. If children are left at the Centre after 7:00pm without notification, staff will notify the Family and Community Services (FaCS) that they are taking the child/ren to the Riverstone Police Station (Elizabeth St Ph: 98382199) and placed in the care of the police.**

If repeated occurrences of late collection occur, Northwest Community Childcare reserves the right to cancel ongoing care.

### **Vacation Care**

Please note that a \$10 administration fee is charged when:

- Changes are made to enrolments with less than 7 days' notice
- Enrolments are received after the stated close date on the enrolment form Please note that when a cancellation is made to a day when there is an additional charge (Excursion or Incursion etc), the cost of the excursion or incursion may be charged.

### **Child Care Subsidy**

Child Care Subsidy is the payment made by Government to assist families with the costs of child care. It is paid directly to the service and passed on to families as a fee reduction. Families are required to make a co-contribution to their child care fees and pay the service the difference between the fee charged and the subsidy amount.

The service is not directly involved in the calculation of a family's entitlements this is a matter between the family and Centrelink.

The family is responsible for ensuring that Centrelink has processed their information and they have logged on through My Gov to confirm their enrolment at the service.

Families should ensure they provide true and complete information to Centrelink for the purposes of claiming Child Care Subsidy. This is a legal requirement of families, and the provision of incorrect information may result in families incurring debts that need to be recovered at a later date by Centrelink and/or the service.

In the event of a dispute between Centrelink and the family or the failure of Centrelink to make a payment of subsidy to the family full fees are payable until such time as the subsidy is reinstated.

### **Absence Days**

Each child is eligible to receive an initial 42 days of absence, per financial year, which can be used for any reason and without proof of circumstances. Once the initial 42 absence days have been exhausted, additional absences may be claimed in certain circumstances.

## Child Attendance Information

Staff are not responsible for your child/ren before the Centre's opening time. Children must not be brought into the centre prior to 6:30am during School Terms.

In the afternoon each child must be collected before 6:30pm during school terms. Staff will highlight the sign out sheets to verify the time of pick-up if any child is collected after closing time.

In order to comply with Government guidelines each child must be signed in on arrival and out on departure from the Centre.

- Children will not be allowed to arrive or depart by themselves.

Older siblings are only to collect children if they:

- are over the age of 18
- prior arrangement has been made with the Team Leader
- are nominated on the Enrolment Form as an authorised collector

It is of utmost importance that Northwest Community Childcare be informed if any person other than the parents or nominated adult on the Enrolment Form is to collect a child.

When each child is collected from the service, all persons must provide photo identification to the Team Leader or other staff member on duty. Please note: photo identification must be provided on demand and **a child will not be released unless identification has been sort.**

In the case of an emergency, a telephone authority will be accepted.

### Morning Departure - from Centre

The following procedure is for children attending Before School Care:

Children's names are marked off against the roll

- Barnier children are dismissed from the centre at 8:15am to the school playground and into the care of the teacher on playground duty
- John Palmer children are dismissed from the centre at 8:30am to the school playground and into the care of the teacher on playground duty – if raining will go straight to classroom
- Schofields children are dismissed from the centre at 8:45am to the school playground and into the care of the teacher on playground duty
- Riverbank children are dismissed from the centre at 8:15am to the school playground into the care of the teacher on playground duty
- Richard Johnson children will be taken to the playground at 8.30am and released into the care of the Teacher on playground duty.

### **Staff Collection of Children – from School**

Parents are requested to cooperate with the Centre staff by informing their children of following procedures for the collection of children from school; ensuring their safety and wellbeing.

#### **@ Barnier**

Northwest Community Childcare operate out of the School Hall and the Library. In term one only, an educator will collect the kindergarten children from a designated area. Term two onwards, the children need to make their own way to After School Care.

All other children are responsible to make their own way to the hall. A staff member will greet the children and mark their names off the roll before hand washing and afternoon tea. Sunscreen will be applied after checking UV rating.

#### **@ The Ponds**

In Term 1, an educator will collect the kindergarten children from a designated area in the kindergarten block and escort them to the hall.

All other children will be responsible to make their own way to the hall.

An educator will greet the children at the doors of the school hall. Children then enter the hall have their names marked off the roll. Sunscreen will be applied after checking UV rating. The children will proceed in to put their bags down, followed by washing their hands prior serving themselves afternoon tea.

#### **@ Schofields**

In Term 1 only, the kindergarten children will be collected from their classrooms and be escorted to the hall. Term two onwards, the children need to make their own way to the hall. All other children are responsible to make their own way to the hall. A staff member will greet the children and mark their names off the roll before afternoon tea and free play.

#### **@ Riverbank**

Riverbank Northwest Community Childcare operate from the School Hall, Library and Classroom. In Term 1 only, an educator will collect the kindergarten children from their classrooms and escort them to After School Care. Term two onwards, the children need to make their own way to the hall.

All other children are responsible to make their own way to After School Care. A staff member will greet the children and mark their names off the roll before applying sunscreen (sunscreen will be applied after checking UV rating), washing hands and serving themselves afternoon tea.

#### **@ Richard Johnson**

All children are collected from the classroom building/library and taken directly to the OOSH room. A staff member will greet the children and mark their names off the roll before having a group conversation and afternoon tea (if wanted). Sunscreen will be applied after checking

#### **@ Arcadia**

The kindergarten children and all other children need to make their own way to the library. A staff member will greet the children and mark their names off the roll before afternoon tea and free play.

#### **@ Annangrove**

In Term 1 only, the kindergarten children will be collected from their classrooms and be escorted to the old library. Term two onwards, the children need to make their own way. All other children are responsible to make their own way. A staff member will greet the children and mark their names off the roll before afternoon tea and free play.

UV rating using the cancer council sun smart app, with quiet activities until afternoon tea is finished.

### **Absent and Missing Children**

If a child is not present for roll call staff will contact the parents to verify their whereabouts:

- If the parent is aware that their child is somewhere else but not notified us, A Non Notification Fee applies.
- If the child is supposed to be at the Centre, staff will search the school grounds.
- If the child still isn't found, staff will call police to search the surrounding areas.

### **Managements of Complaints Policy**

Should you ever have any concerns, questions, or queries, please feel free to talk to the Team Leader at the relevant centre at any time. We are here to assist you in whatever way we can.

Alternatively, written grievances can be emailed to the office on [admin@northwestcommunitychildcare.com.au](mailto:admin@northwestcommunitychildcare.com.au) or the office can be contacted on 02 8678 0279

No parent is to approach another parent or child about an incident that may have happened at the centre or school. All matters will be handled professionally and with appropriate discretion.

### **Confidentiality Policy**

Confidential information may include information provided by third parties, such as doctors, school teachers, or parent/guardians.

Families and staff have a right to:

- access the information held in their individual file
- seek assistance in understanding the contents of the file
- be advised of their rights and responsibilities under the Privacy Legislation
- participate in the development of their files

Your personal information will not be divulged or communicated, directly or indirectly, to another person other than:

- To the extent necessary for the education and care of the child
- To the extent necessary for medical treatment of the child
- Family of the child to whom the information relates
- The Regulatory Authority or an authorised officer as expressly authorised, permitted or required under the Education and Care Services National Law and Regulations  
With the written consent of the person who provided the information

The information we receive from the enrolment form is confidential and will only be used to assist in the care of your child/ren.

- The inclusion support worker will use a note pad to record their own observations at the service. This information will be used to develop an inclusive environment. This staff member is aware of confidentiality and the safe storage of records.

## Medical Policies

If your child is displaying symptoms and is suspected of having a contagious disease or infection upon arrival at the service, staff have the right to send any child home and will require a medical certificate before the child is able to return to the service. Staff will notify the parents/guardians to arrange pick up of their child ASAP.

Please refer to our Infectious Disease Policy for exclusion periods or go to: [http://www.nhmrc.gov.au/files/nhmrc/publications/attachments/ch55d\\_exclusion\\_period\\_poster\\_130701.pdf](http://www.nhmrc.gov.au/files/nhmrc/publications/attachments/ch55d_exclusion_period_poster_130701.pdf)

### Head Lice

If a child is found at the service with live head lice, parents will be contacted immediately. If the child has not been treated prior to attending the centre, parents are required to collect the child ASAP. However if staff are notified that the child has been treated the child will not be excluded from the service. A notice will be placed on the sign in/out desk notifying all parents of the existence of head lice within the centre. Staff will also provide information about how all children can be inspected and/or treated for the infestation.

### Nut Aware Centre

Please note that Northwest Community Childcare provide for a Nut Aware Environment. Your assistance to ensure this vital safety measure is appreciated.

All foods brought to the centre must be Nut Free, however products which state 'may contain' are allowed into the centre with caution. **Please note:** this also includes Vacation Care.

### Medication Administration

If a child needs medicine while at the Centre their parent/guardian must complete a Medication Administration Permission form, forms are available on the website or from the Centre. No medication, including Panadol will be given to any child without parent consent. Authorisation from anyone other than the parent/guardian cannot be accepted.

The parent/guardian is responsible for informing Admin of any changes to your child's medical management plan if they have one. Should you allow your child to be able to self-administer asthma medications, written consent must be given.

The medication **must:**

- be given to a staff member, and not left in the child's bag
- be accompanied by a completed Medication Administration Permission form
- **have the child's name, dosage, expiry date and doctor's details on the packaging**





## Child Management Policy

Where a child deliberately injures, or engages in behaviour that could easily result in injury to another child, the parents will be informed as soon as possible and appropriate action taken.

### Discipline and Behaviour Management

Northwest Community Childcare staff maintain a confidential Observation Book and Incident Reports where particulars regarding serious behaviour issues are recorded. If there are three reports written for a particular child, further care may be declined until that child and their parent meet with the Manager and agree upon an appropriate Behaviour Management Action Plan in order for the child to regain access to care at the Centre.

If any parent/guardian has concerns about the behaviour of their child or another child/ren, or the interactions between any children, these concerns are to be raised with the Manager or Team Leader.

Under no circumstance is the parent to approach the child or parents concerned.

Any incident of the nature outlined below will result in immediate provisional suspension. The Manager/Team Leader holds the discretion to implement this consequence and will advise the parents at the time of collection. Actions that may result in suspension include:

- threats to self, other children, or staff with an object used as a weapon
- use of an object as a weapon, causing harm to a child or staff member
- attack children/staff which is considered dangerous/harmful
- serious and deliberate damage to property of other children, staff, and/or school
- extreme display of anger towards staff and/or children accompanied by abusive language

### Rules and Boundaries

The Centre's rules have been devised by both the children and staff. We expect parents to be aware of these rules and actively encourage their children to remember them whilst at the Centre.

The Centre rules are:

- Keep your hands and your feet to yourself
- Walk inside the hall, running is for outside play
- If it's not nice, don't say it or write it
- Stay off the stage unless you have permission from a staff member (Barnier & John Palmer)
- Always listen to staff and follow their instructions
- When someone else is speaking be quiet and listen
- Be careful with and look after both our own and others people's belongings
- Stay out of the storeroom and kitchen unless you have permission from a staff member
- If we make a mess we clean it up
- When we have finished playing, we pack away

## **Emergency and Evacuation**

Northwest Community Childcare conduct regular Emergency Drills. If parents are present at the time of the drill, we request that you follow the instructions of staff and participate in the drill.

## **Children's Belongings Information**

The children should bring a bag, a hat, a drink bottle, wet weather gear, a shoulder covering shirt, closed in shoes and, if necessary, change of underwear/clothes with them to the Centre each day. All items of clothing, bags, lunch boxes etc. should be clearly labelled with your child's name.

Please Note: during Vacation Care, the children are required to bring the above as well as morning and afternoon tea. Each child should be provided with enough morning and afternoon tea to satisfy the needs of the child.

If your child has lost any personal items please check the lost property box in the hall.

Please do not allow your child/ren to bring lollies, chewing gum, toys of any kind, or other valuables to the Centre unless it is for a specific programmed activity.

Children are not to have their mobile phones out of their bags at the Centre. If there is an emergency and you need to contact your child please call the Centre phone and inform staff so that we can appropriately support your child's psychological and emotional needs. The team at Northwest Community Childcare assume no responsibility for children's clothing or other personal possessions.

## **SunSmart**

Northwest Community Childcare is a SunSmart service. We encourage all children and staff to wear and have sun protection eg; hat and sunscreen when the UV rating is over 3. Please ensure your children have a hat to wear at the service with their name clearly labelled.

If children do not have a hat, they will be asked to only play in the shade if they wish to play outside.

## Other Centre Policies and Procedures

### Centre/Management

- 1. Providing a child safe environment**
  - Managing the facility
  - Building, equipment and maintenance
  - Storage
  - Ventilation, temperature and natural light
  - Pest control
  - Managing the indoor environment
  - Managing the outdoor environment
  - Child protective practises
  - Mandatory reporting guide
  - Information exchange
  - Complaints about and educator or someone within the service
  - Recruitment and orientation
- 2. Management of Animals**
  - Educators will:
  - Minimising the risk to health and safety
- 3. Inclusion**
  - Inclusive practises
  - Educator recruitment and professional development
  - Inclusion Support agencies
- 4. Governance and Management**
  - Responsibilities
  - Philosophy and policies
  - Financial management
  - Facilities and environment
  - Review and evaluation of the service
  - Confidentiality
  - Maintenance of records
  - Work, health and safety
- 5. Emergency and evacuation**
  - Procedure
  - Harassment and threats of violence
- 6. Delivery and collection of children**
  - Delivery of children
  - Collection of children
  - Absent and missing children
  - Acknowledgement of children's arrival
- 7. Confidentiality**
  - Collection of personal information
  - Retention and storage of records

- Disclosure of information
  - Personal conversations
  - Maintenance of information
- 8. Acceptance and refusal of authorisations**
  - 9. Water safety**
    - Water safety in relation to excursions
    - Definition of a body of water
    - Water safety in relation to water based activities at the service
  - 10. Nutrition and Food Safety**
    - Nutrition
    - Food safety
  - 11. Sun protection**
  - 12. Excursion**
    - Risk Management
    - Policies
    - permission
    - supervision
    - information and equipment
    - lost child
    - transporting children
    - water safety
  - 13. Delegated authorities**
  - 14. Hazardous materials**
  - 15. Transportation**
  - 16. Social media**
    - educators/staff will
    - Families and visitors
    - Children
    - compliance

### Administration

- 1. Priority of Access**
  - Guidelines
- 2. Management of complaints**
- 3. Enrolment**
- 4. Fees**
  - Child Care Subsidy
  - Bookings and cancellations
  - Absences
  - Service closure
  - Payment of fees
  - Debt recovery
  - Late collection fee

- Method of payment
- Confidentiality
- Increase of fees
- Acknowledgement of responsibility to pay fees

### Families (children and Parents)

1. **Interactions with children**
  - The educators will:
  - The children will:
2. **Behaviour Guidance**
  - Guidelines
  - Guiding children's behaviour
  - Correction steps
  - Persistent in-appropriate behaviour

### Medical

1. **Management of incident, illness, injury and trauma**
  - Enrolment information
  - Incident injury or trauma to a child
  - Death or serious injury to a child or educator out of hours
  - Reporting serious incident, injury and trauma
  - How to decide if injury, trauma or illness is a serious incident
  - Illness
2. **Dealing with medical conditions and medication administration**
  - Dealing with medical conditions
  - Administration of medication
  - Specific roles of educators

3. **Dealing with infectious diseases**
  - Prevention
  - Management
  - Management of HIV/Aids/Hep B and C
4. **Administration of First Aid**
  - Procedure
  - Recording

### Staff

1. **Staffing**
  - Staff selection
  - Conditions of employment
  - Staff orientation
  - M Staff professionalism
  - In-service training and development
  - Review and appraisal
  - Grievance procedure
  - Disciplinary procedure
  - Volunteers students and visitors
  - Ratios
  - Communications
  - Staffing arrangements
2. **Nominated supervisor/Responsible Person**
  - Eligibility
  - Responsibilities of the Nominated Supervisor
  - Responsibilities of the Responsible person
3. **Flexible working options**
  - Who is eligible
  - Procedure
  - Schedule of flexibility options

*Our Centre policies and procedures are reviewed periodically.*

## Parental Participation

Parents are welcome at our Centre's at any time.

We encourage parents to:

- collect craft materials
- share skills, interest, traditions and customs
- attend social events or performances
- contribute ideas for the weekly activity program
- attend quarterly management meetings
- discuss with staff and/or add their comments on any aspects of the service to the suggestion box

## CODE OF CONDUCT FOR PARENTS & CARERS

Northwest Community Childcare is committed to protecting children attending the service and staff and families at the Centre. The service strives to provide a child safe environment at all times and this code aims to provide parents/caregivers with certainty about what are acceptable standards of behaviour when attending this Centre. This Code will support parents/caregivers to respond in a way that supports the safety, welfare and wellbeing of staff, children and families at all times.

**As a parent/caregiver of a child who attends Northwest Community Childcare, you must sign and abide by this Code of Conduct, which requires you to:**

***Commit to conduct yourself in a manner while at the Centre, which allows you to act as a positive role model to children, families and staff.***

*I agree to:*

- *Use appropriate language at all times.*
- *Avoid words intended to threaten, intimidate, shame, humiliate, belittle or degrade.*
- *Not be aggressive or violent at any time.*
- *Be courteous and respectful.*
- *Only photograph my own children and these photographs may not include other children or staff at the Centre.*
- *Not attend the Centre if I am affected by illegal drugs or alcohol, or consume them while at the Centre.*
- *Not smoke at the Centre or surrounding areas.*

In order to provide a safe environment for staff, children, families at the Centre, management reserves the right to take appropriate action if this Code of Conduct is breached in any way.

This action could involve the parent/caregiver being refused entry to the Centre. Parents/caregivers would be required to make other arrangements for their child to be dropped off or collected from the Centre until a meeting was held with management to determine an appropriate course of action in order to move forward.

**I have read this Code of Conduct and agree to abide by it at all times. This is to protect the staff, children and families that I come in contact with at the Centre.**

Name: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

## What to Expect on the First Day...

### Before School Care

Upon entering the hall, families are greeted by a staff member, who will introduce themselves and show you where to sign your child in.

Your child will be encouraged to participate in an activity and/or be offered breakfast. Breakfast is available each morning from 6:30am to 7:30am (approx.).

Depending on the weather, the children will have the opportunity to participate in both inside and outside experiences.

Parents may stay as long as they wish to ensure their child is settled into the new environment.

- At approximately 8:00am after the hall is packed up, staff play a large group game with the children.
- At approximately 8:15am roll call is done and the children have an opportunity to tell some news to the group, or other suitable activity.
- Barnier children are dismissed at 8:20am into the care of the teacher on playground duty.
- John Palmer, Annangrove and Richard Johnson Children are dismissed at 8:30am into the care of the teacher on playground duty.
- Schofields Children are dismissed at 8:45am into the care of the teacher on playground duty.
- Riverbank Children are dismissed at 8:15am into the care of the teacher on playground duty.
- Arcadia Children are dismissed at 9:00am into the care of the teacher on playground duty.

### After School Care

**Kindergarten children are collected from the classroom as per arrangements with the school.** All the other children walk to the hall, library or demountable determined on school attending, after the end-of-school-bell rings. There will be Northwest Community Childcare staff members to greet the children and sign them in on the roll. They must then put their bag against the inside wall before washing hands, eating afternoon tea where they can socialise with friends before listening to announcements. Then it is time to commence the variety of planned and spontaneous experiences.

We provide sunscreen for children prior to going outside to play. They are also required to wear a hat when needed.

## Vacation Care

Northwest Community Childcare provides Vacation Care for all of our Centres.

Breakfast will be provided at the Centre from 7:00am – 8:30am.

Morning and afternoon tea will be provided at 10:00am and 3:00pm.

Parents will need to provide lunch only for their children. Please remember that the centre is a Nut Aware Centre.

Just as with Before and After School Care, parents must sign their children in, in the morning and sign out, in the afternoon on the attendance roll on the iPad.

During the course of the day the children will have many opportunities to participate in a variety of incursions/excursions and activities; including craft, games, sport, and cooking.

This means that children will have to wear a hat. No Hat = Play in the shade (when UV levels are above 3 as per sun smart app)

Depending on the weather, the children will have the opportunity to participate in both inside and outside experiences.

Northwest Community Childcare Outside of School Hours Care Services provide a fun, social, safe, leisure and recreational based environment for your children in a Christian environment.

Welcome to our family!