



EARLWOOD CARING FOR KIDS INC.

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# 2024 Family Handbook

## 2024 TERM CALENDAR

**Term 1:** Thursday February 1- Friday April 12

(note- **kindergarten** students start school and OOSH on Tuesday February 6)

**Term 2:** Tuesday April 30- Friday July 5

**Term 3:** Tuesday July 23- Friday September 27

**Term 4:** Monday October 14- Thursday December 19

Centre closed public holidays, pupil free days and school holiday periods.

## *Our Mission...*

**Where friendships, learning and  
wellbeing go beyond the school day.**

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## a. Welcome

We would first like to acknowledge the traditional custodians of these lands, the Wangal, Bedigal and Kameygal people of the Eora Nation on which we gather in what is now the suburb of Earlwood NSW. We pay respect to any past, present, and emerging leaders of our local community.

Welcome to Earlwood Caring for Kids Inc. (ECFKI). ECFKI is a not-for-profit organisation managed by a volunteer parent/carer committee and is incorporated. The centre provides before and after school care for children who attend Earlwood Public School. Our purpose is to provide a high-quality service that supports children, their families, and the wider community. We hope to create an inclusive environment where children will thrive in all aspects of their learning and wellbeing.

## b. Aim

The aim of this *Family Handbook* is to provide parents and caregivers with all the necessary and basic information about ECFKI and how it operates. It is a way of letting you know important policies and procedures that help make the service run smoothly and the role parents/carers should play in this.

## c. United Nations Convention on the Rights of the Child

In 1989, against the backdrop of a changing world order world leaders came together and made a historic commitment to the world's children. They made a promise to every child to protect and fulfil their rights, by adopting an international legal framework – the United Nations Convention on the Rights of the Child.

Contained in this treaty is a profound idea: that children are not just objects who belong to their parents and for whom decisions are made, or adults in training. Rather, they are human beings and individuals with their own rights. The Convention says childhood is separate from adulthood, and lasts until 18; it is a special, protected time, in which children must be allowed to grow, learn, play, develop and flourish with dignity. The Convention went on to become the most widely ratified human rights treaty in history and has helped transform children's lives.

ECFKI is committed to all principles of the Rights of the Child and in particular:

- *Article 23-* A child with an intellectual or physical disability should enjoy a full and decent life, in conditions, which ensure dignity, promote self-reliance, and facilitate the child's active participation in the community.
- *Article 31-* The child has the right to rest and leisure, to engage in play and recreational activities appropriate to the age of the child and to participate freely in cultural life and the arts.

## d. Our Mission, Values and Philosophy

**OUR MISSION:** *Where friendships, learning and wellbeing go beyond the school day.*

### OUR VALUES:

- **CONNECTION**- we value building positive connections with all stakeholders (children, educators, families and the local community) based on respect, care and honesty.
- **INNOVATION**- we focus on self-reflection and feedback as a means to stay flexible, build skills and enhance quality practices.
- **INTEGRITY**- we make a commitment to professionalism, transparency, accountability and a win-win approach.
- **COLLABORATION**- we acknowledge that quality practice must be collaborative and we work together to meet objectives and develop a positive work culture.
- **DIVERSITY and INCLUSION**- we recognise that everyone has their own strengths, beliefs and culture that contributes to service outcomes. We value and promote the rights of all children to have a sense of belonging and wellbeing.

### OUR PHILOSOPHY:

We pay our respects to the Elders past, present and emerging, for they hold the memories, cultures, traditions and hopes of all First Nations and Torres Strait Islander people in this state. We acknowledge the Wangal, Bedigal and Kameygal people of the Eora nation on who's land we provide school age care today.

At Earlwood Caring for Kids (ECFKI) children feel a sense of belonging to explore and develop personal skills and interests while interacting with others. We empower children to connect with and build relationships through cooperative play, opportunities

for lifelong learning and having their voice heard and valued. Programs, environments, routines and child safe standards are child-directed with a key focus around resilience, teamwork and independence.

ECFKI recognises its service is vital to the local community and believes a strong relationship with our greater community builds a strong foundation for growth, managing change, and longevity. Open and respectful communication with all stakeholders is key to this belief and feedback is encouraged and valued.

ECFKI management and educators are key to providing quality care for school aged children. Our educators are selected and valued for their individual skills, knowledge and personal qualities that directly contributes to a work culture of warmth, professionalism, and inclusion. Professional development is a high priority and educators are encouraged to both grow within their role & are supported to go above and beyond.

Our ECFKI values are recognised as being the core of daily practice with our commitment to the UN rights of the child at the forefront of best practice. Our intentional learning opportunities around sustainability, diversity, inclusion, and cultural awareness are paramount to a program that is both varied and enriching to a child's learning experience during their time outside school hours.

Our mission, values and philosophy are undertaken with pride and are demonstrated on a daily basis.

## **e. Our Objectives**

### **The Program, environment and routines will:**

- Include a variety of stimulating activities and resources to meet the needs, skills, and social interests of school aged children, developed through consultation with staff, children and families and aligned with the principles and outcomes of 'My Time, Our Place'.
- Encourage an individual's creativity, life skills, positive self-esteem, and a sense of responsibility and community in all children.
- Promote a healthy lifestyle including intentional teaching around healthy eating habits, physical activity, and a positive mental wellbeing.
- Consider and implement strategies around sustainability, the natural environment and social responsibility.
- Encourage non-tokenistic learning about different cultures and backgrounds to promote diversity, respect, and anti-bias practices.

### **The Educators will:**

- Be thoughtful, positive, and deliberate in decision-making across all areas of their work, as they commit to quality improvement, critical reflection and best practice.
- Develop and maintain positive and unbiased relationships with all stakeholders, based on clear communication, warmth and respect.
- Work effectively both as individuals and as a team with an emphasis on support, professionalism, and comradery.
- Be reflective of their own skills, needs and knowledge and take a proactive approach to upskilling and professional development.
- Be aware of and act on their responsibilities for ensuring children's safety especially in relation to supervision and child protection.

### **The Children will:**

- Develop a sense of belonging by building positive friendships and learning collaborative social skills through play and recreation.
- Feel confident in making suggestions and giving feedback by being valued and encouraged to participate fully in the program.
- Continue the process of being a lifelong learner by taking responsibility for their own actions and gaining an understanding of empathy and the needs of others.
- Be encouraged to express themselves, show their own uniqueness and share their hobbies and interests during their time at the service.
- Be encouraged to challenge their own biases and develop an understanding and appreciation of the cultural diversity of the service and broader community.

### **The Families will:**

- Feel supported in their parenting role through open communication with the service and sharing in decision making about their child's learning and wellbeing.
- Follow ECFKI's policies and procedures and be encouraged to have a genuine involvement with the service.
- Be encouraged to build positive, collaborative, and meaningful relationships with educators and management.
- Be encouraged to show support for both the service and the industry in general through positive feedback and appreciation.

**The Committee/Approved Provider will:**

- Manage all aspects of the service with care, professionalism, and due diligence.
- Be honest and transparent in all their dealings with stakeholders and be open to feedback and suitable requests from educators and families.
- Meet all requirements of the Regulatory Authority and associated Frameworks.
- Recognise, support and value the work and professionalism of all educators.
- Have a vision for quality improvement that aligns with the vision and philosophy of the service.

**f. National Quality Framework**

The National Quality Framework (NQF) is the result of an agreement between all Australian governments to work together to provide better educational and developmental outcomes for children using education and care services.

The NQF introduces a new quality standard to improve education and care across all long day care, family day care, preschool/kindergarten, and outside school hours care.

The NQF aims to raise quality and drive continuous improvement and consistency in education and care services and school age care through:

- The Education and Care Services National Law and the Education and Care Services National Regulations ('National Law and National Regulations').
- The National Quality Standard for Early Childhood Education and Care and School Age Care ('National Quality Standard' or NQS).
- A national quality rating and assessment process.
- Streamlined regulatory arrangements.
- The Australian Children's Education and Care Quality Authority (ACECQA) – to oversee the system.

On January 1, 2012, ECFKI became a part of the National Quality Framework. Our Quality Improvement Plan (QIP) is based on the NQS and National Regulations and is available for viewing by request.

The centre is assessed according to the National Quality Standards, consisting of seven Quality Areas and currently meets all requirements. ACECQA is responsible for the guiding of the National Quality Framework at the National level. This process aims to ensure all services are meeting satisfactory standards of care. Our last assessment was in Term 4 2023 and the service meets all regulatory requirements.

**g. 'My Time, Our Place' – A Framework for School Age Care**

ECFKI has at the centre of its approach the principles, outcomes, and practices of 'My Time, Our Place' – A Framework for School Age Care (V2.0, 2022).

Our centre is built on the following **Principles**:

- Secure, respectful, and reciprocal relationships
- Partnerships
- Respect for diversity
- Aboriginal and Torres Strait Islander perspectives
- Equity, inclusion, and high expectations
- Sustainability
- Critical reflection and ongoing professional learning
- Collaborative leadership and teamwork

Our program is designed to reach the following **Outcomes**:

- Children and young people have a strong sense of identity
- Children and young people are connected with and contribute to their world
- Children and young people have a strong sense of wellbeing
- Children and young people are confident and involved learners
- Children and young people are effective communicators

## **2. SERVICE INFORMATION**

### **a. Opening hours**

Our centre operates both in the morning and afternoon, Monday to Friday, during the school term. We are closed public holidays, pupil free days and school holidays.

Before School Care: 7am-9am

After School Care: 3\*pm-6pm *\*start time may vary with school changes (e.g., staggered finish times during Covid lock down).*

### **b. Location**

Our centre is located on the corner of Richard Avenue and Boomerang Street Earlwood NSW 2206 within the grounds of Earlwood Public School (EPS). In addition to the main service (our own building), the service also runs from three EPS kindy classrooms and a demountable.

### **c. Capacity**

The centre is licensed for 125 places for both before and after school care. We are unable to go over this number due to space regulations. The service maintains a waiting list for places over these numbers.

### **d. Enrolment**

As the service is separate to the school, there is a required set of ECFKI forms and procedures to complete prior to your child starting care. The first step is to complete and return an expression of interest form found on the service website home page. Once completed and received by EFKCI, we will then send an enrolment package if there is a place available.

The Enrolment form must be completed and returned before the child's commencement at the centre. Enrolment forms are only accepted when completed in full, are legible and have accompanying documents attached (i.e., immunisation certificate from Medicare, health care plan, up to date photo etc.). The service cannot accept a photo version of any form required for enrolment.

Please ensure information about your child's enrolment is kept current and any changes are notified in writing to the Director. A membership fee is also payable upon enrolment. For more information, please see the Fees Policy and our website [www.caringforkids.org.au](http://www.caringforkids.org.au).

Upon commencement, parents will be required to sign a 'Confirmation of Childcare Arrangement' form, which confirms the agreed bookings for the year.

### **e. Commonwealth Childcare Subsidy (CCS)**

It is the responsibility of the parent/guardian to register for a MyGov account and complete a Childcare Subsidy Assessment with the Department of Human Services. This process allows families to be assessed for childcare subsidy which may lead to reduced fees for care. The subsidy is given directly to the service and varies from family to family depending on eligibility. Once the service has received the subsidy, this amount is deducted from the weekly fees thus reducing a parent's account. Please note the CCS only covers fees for care, not membership fees or any other service fees such as late pick-up fees.

More information can be found at <https://www.servicesaustralia.gov.au/child-care-subsidy>. All new families are required to have set up their My Gov account and completed their assessment by the time their child is ready to start at the centre. All relevant CRN's (customer reference numbers) must be provided on the enrolment form (regardless of intent to claim subsidy).

Please note that if a child has a block of absences, 12 weeks or more, you will need to reconfirm the booking on your MyGov account to receive CCS again.

### **f. Educator to Child Ratio**

There is always a minimum of two educators on duty. The Centre adheres to the educator to child regulatory requirements ratio of 1:15 and 1:8 for excursions. The Centre will ensure at least two educators on the premises during licensed hours hold a current first aid (including asthma and anaphylaxis management) and CPR qualification.

Responsible persons have accredited Child Protection training and all employees have a current Working with Children Check.

### **g. Fees**

As a not-for-profit, community-based service, fees are our main source of operational income. It is imperative that fees are kept up-to-date at all times. Management may change fees at any time as long as families are given a minimum of two weeks' notice. Detailed information is in our 2024 Fees Policy.

#### **2024 Fee Schedule**

Membership Fee- \$40 (one child) \$45 (two children) \$50 (three children) \$55 (four children)

The Membership Fee includes a sun safe centre hat to keep on the premises.

**BEFORE SCHOOL CARE:** Permanent- \$21.00 Casual- \$24.00

**AFTER SCHOOL CARE:** Permanent- \$25.00 Casual- \$28.00

- Late fee- \$3.00/ minute per child for the first 15 minutes; \$15.00 for the next 15 minutes or part thereof
- Non-Notification Fee- \$10.00 per session where a child's absence is not notified to the Centre

### **h. Attendance**

Fees must be paid for the days your child is booked into the centre including times when your child is absent due to illness, family holidays and NSW public holidays (but excluding NSW school holidays). Parents must notify the Director if their child is attending other activities before attending the Centre e.g., language or music classes (see Extra-Curricular Activities).

### **i. Extra- Curricular Activities**

Written permission must be given for the Centre to release your child to attend any extra-curricular activities or to accept a child arriving from an activity late to the service. This can be done by completing an 'Extra-Curricular Permission Form' for regular activities. Children attending extra-curricular activities will be signed in/out of the Centre by an Educator who will note the time of leaving or arrival on the electronic system. From this time until a child returns (if coming back to the Centre), duty of care falls with the school/activity provider. Due to ratio requirements, educators are unable to deliver and collect children to and from extra-curricular activities.

Once a form is submitted, it is up to the parent to let the Centre know if a child will not be attending an extra-curricular activity in any particular week.

### **j. Signing in and out**

Parents/guardians (and their nominated emergency contacts) are responsible for signing their child/children in/out of the Centre using our Qikkids electronic system. Each parent/emergency contact is required to **set up their own Personal Identification Number (PIN)** for collection (**PINs must not be shared**). It is the responsibility of the staff to sign children in for the afternoon session and the nominated person collecting the child/children to sign them out when leaving.

EPS children are expected to move directly from their classroom at 3.00pm to the Centre. Children are not to sign out or access the electronic tablets under any circumstances. Once children are signed out by a parent/guardian, they are no longer in the care of ECFKI, therefore you are required to leave the premises in a timely manner.

Parents must let the staff know by email or text if another person is collecting their child on the day (even if the person is listed on the child's enrolment form).

### **k. Leaving the Centre**

Children will only be allowed to leave the Centre with a person/s nominated on the enrolment form. The Director must be notified if alternative arrangements have been made. This request must be made in writing with the person's contact details included.

The alternate collector will have to see a senior staff member to organise a PIN and show identification before they will be allowed to pick up the child/children. Please ensure when both entering and exiting our premises, the gate is closed properly.

### **I. Work, Health and Safety (WHS)**

ECFKI is committed to ensuring its safety and risk assessment strategies are as up to date as possible. An important part of meeting work, health and safety procedures is that all stakeholders follow relevant policies and procedures. This was never more evident than during the Covid-19 pandemic. The Centre had implemented numerous strategies to best ensure the care of all. In future, any procedures required to maintain the safety of children, families and educators (regardless of circumstance), must be followed without question or complaint.

In general, we ask all stakeholders to report any concerns they have regarding WHS to the person in charge for the day. For example, if a parent sees a hazard when dropping off or collecting their child, notify a senior staff member (or the person wearing the navy uniform). A commitment to a safe and healthy environment is considered everyone's responsibility.

### **m. Safe Arrival Procedures**

ECFKI has implemented its updated safe arrival procedures in October 2023 because of new legislation introduced. This new policy and procedures highlight the following important information for families:

- **ECFKI's duty of care for before school care begins once a child is signed in by a parent or authorised person and ends at 8.45am when children are signed out by an educator to go to school.**
- **ECFKI's duty of care for after school care begins once a child has presented for roll call and the time in is electronically recorded by an educator. ECFKI's duty of care ends when a child is collected by an authorised person and is signed out.**
- **Despite various weather conditions, children will walk to and from the Centre through the main playground and are to do so in a timely manner.**
- **Kindergarten children will be collected directly from class in Term 1 by an ECFKI educator. Older siblings are not to go to the kindy classroom and are instead to come straight to the Centre.**
- **Kindy/Year 1 parents may need to collect their child from the kindy area in the afternoon and sign out there.**
- **Once children are signed out in the morning, an educator will walk with the group to the upper playground and will remain there until the bell rings.**
- **If a child does not present to after school care, staff will follow up with parents, the school and if necessary, emergency contacts, until a reason has been provided.**
- **A lengthy risk assessment for the safe arrival of children is available to parents to view upon request.**

## **3. ROUTINE AND PROGRAM**

### **a. Menu**

In general, menu planning is based on the Australian Dietary Guidelines and the 'Eat Smart, Play Smart' manual which promotes the reduction of salt, sugar and preservatives in food provided to children.

Breakfast is offered to before school care children between 7.30am and 8.20am. This comprises a range of cereals, toast, fresh fruit, milk and water. Breakfast is not available after 8.20am due to staff being required for supervision and pack up. Please ensure children are dropped off with plenty of time for breakfast if needed.

Afternoon tea is offered between 3:00pm and 3.45pm and usually consists of a variety of nutritious snacks e.g., fruit, sandwiches, cooked meals (variety), milk and water. The menu is always on display in the parent area and suggestions are always welcome.

It is the parents or carers' responsibility to make sure that the Centre is aware of any food allergies or religious restrictions your child may have. A relevant Health Care Plan may need to be completed prior to the child starting or once an allergy has been identified.



## **b. Program**

At ECFKI we offer a variety of activities in both before and after school care. The activities are based on the interests, needs and development of the children in our care and focuses on the outcomes of My Time Our Place, the school age care curriculum.

Activities offered include arts and crafts, sports and games, fantasy play, gardening, science, music and movement, challenges, and cooking. We have special theme days and celebrate different occasions throughout the year.

The program promotes ideas and suggestions from children, staff and parents as we have a child chosen and child focused philosophy to the program.

The weekly program is displayed in the parent area at all times. Suggestions and parent involvement is always welcome.

## **c. Routine**

### **BEFORE SCHOOL CARE**

7.00am- Centre opens

7.30-8.20am- breakfast is served

8.00am- outside activities start (weather permitting)

8.40am- children pack up and get ready for school

8.45-8.55am- roll call and children go to school

9am- Centre closes

### **AFTER SCHOOL CARE**

3.00pm- children arrive from school and are marked off on the roll

3.00-3.15pm- sunscreen applied and announcements

3.15-4.00pm- afternoon tea

4.00-5.30pm- programmed activities- art, craft, sport, games, gardening, reading, free play etc

5.30pm- everyone helps pack up then quiet games till home time

6.00pm- Centre closes

**# please note-** The service uses three school kindy classrooms to run a Kindy and Year 1 Program. This is only for after school care and runs Monday to Thursday till 5pm. On Friday afternoon, all the children are together. Please check the noticeboard near the front entrance advising where your Kindy/Year 1 child is that afternoon.

## **d. Personal Belongings**

Please do not allow children to bring lollies, chewing gum, food, or toys to the Centre. Items brought to school for projects, or any other reason should be given to the Director for safe keeping and not left in bags or played with during the session.

Management assumes no responsibility for children's clothing, toys, mobile phones, or personal belongings.

Children who have a mobile phone or other electronic device (including smart watches) are to leave it in the office until school starts in the morning or pick up time in the afternoon. Children are not to use these devices before handing them in or during program time.

## **e. Rights and Responsibilities at the Centre**

Children are always expected to observe their simple rights and responsibilities at the centre:

- We treat people the way we would like to be treated ourselves.
- We keep our hands and feet to ourselves.
- We only run outside on the grass.
- We speak respectfully to each other.
- We always listen to educators and follow their instructions.
- We are careful about our own and other peoples work and belongings.
- We leave all home toys and sporting equipment at home.
- We know the boundaries and play within them.
- We stay safe and encourage others to be safe too
- We all work together to make our centre a happy place to be.

#### **4. MANAGEMENT**

##### **a. Management Committee**

A voluntary group of parents/carers comprise the Management Committee of ECFKI. The Management Committee decides matters of policy, fees, compliance, staffing, and all other matters relating to the running of the Centre. This Management Committee meets twice a term, and the Annual General Meeting (AGM) is held in March each year. New parents/carers are always welcome on the Management Committee. The Management Committee employ an Accounts Administrator and Administration Manager to handle all administrative matters such as wages, fees, permanent bookings, banking, and the like as well as to liaise specific financial matters between the Management Committee and educators. Details of the current Management Committee members are available at the Centre. The Management Committee then employ a Director, Assistant Director and Educational Leader to handle matters such as staffing, the daily program, resources, special events, casual bookings, and all other matters related to the daily operation of the service.

##### **b. Responsible Person**

The Centre will ensure a nominated Responsible Person in Charge (RP) is in attendance at all times. The RP is a permanent educator, in day-to-day charge of any session, and holds a current First Aid/Asthma and Anaphylaxis and Child Protection qualification. Notification of the RP for each session is displayed at the noticeboard at the entrance.

In the case of an emergency, a member of the Management Committee (Approved Provider) may stand in as the RP.

##### **c. Our Educators**

Currently, ECFKI has a permanent team of 11 staff and 7 casuals. All permanent staff have senior first aid, safe food handling, child protection and asthma and anaphylaxis management certification. All employees have a current approved working with children check. In addition to compulsory training for permanent staff, our casual educators are also offered training in sun safety, food handling, child protection and first aid/CPR.

ECFKI educators are highly skilled in supervision and meeting children's needs and interests daily. Their most important responsibility is in relation to child protection requirements (as per the Children and Young Persons (Care and Protection) Act 1998) and all staff and management are mandatory reporters. This means they are required by law to make a report to the Department of Community Services if they have concerns about the safety, welfare, or wellbeing of a child. In addition, all the ECFKI team are committed to and uphold the new Child Safe Standards that were recently developed.

#### **5. BEHAVIOUR GUIDANCE**

A certain level of positive behaviour is expected from each child at the Centre to ensure the health and wellbeing of themselves and others. Educators will endeavour to discourage and redirect disruptive behaviour and praise and reinforce positive behaviours.

If necessary, a child may be given 'reflection time', away from an activity or group of children, until their behaviour is safe and/or cooperative once again. This allows the child to think about what has happened and what may need to change. It can allow the child to calm down if emotions are high and to discuss the event with an educator. In some instances, both the child and educator will complete an incident report which will be shown to and signed by a parent at pick up.

If continual behavioural issues and/or difficulties arise it will be discussed with the parents/guardians. Initial discussions will focus on constructive strategies for dealing with the issues. If uncooperative/unsafe behaviours continues, then the child's place at the Centre may be in jeopardy. Our Child Behaviour Guidance Policy provides more information in this area.

## **6. SICK/CONTAGIOUS CHILDREN**

Same rules apply as for school. Unwell children are **not to be sent** to before school care and the parents of children who arrive sick in the afternoon will be contacted for immediate pick up. Children with a diagnosed infectious disease will need to stay at home until well and in line with the Department of Health isolation requirements.

In relation to Covid-19 and any future potential community health alerts (of any kind), parents/caregivers will be legally obliged to follow any recommendations made by NSW Health. All reporting information at the time is kept in strict confidence.

## **7. IMMUNISATION**

Upon enrolment, a copy of a child's Medicare Immunisation Certificate is to accompany the completed enrolment form. If the child does not have an 'up-to-date' immunisation certificate, one of the following must be provided:

1. An Immunisation History Form on which the immunisation provider has certified that the child is on a recognised catch-up schedule, or
2. An ACIR Immunisation Exemption Medical Contraindication Form which has been certified by an immunisation provider for a child who cannot receive one or more vaccines, or
3. An Immunisation Conscientious Objection Form which has been certified by an immunisation provider and a parent/guardian.

Enrolment cannot be processed unless one of these immunisation documents has been provided.

In the event of an infectious disease outbreak, children who have not been fully immunised must not attend the centre during the relevant isolation period as determined by the NSW Department of Health.

## **8. MEDICATION**

Any medication that needs to be administered to a child during the Centre's hours of operation must be fully labelled (in original box) with the child's full name and dosage instructions and given to the staff. Parents will need to complete the appropriate permission form as well.

No medication will be given to a child to take home. It is the responsibility of the person collecting the child to ask for the medication.

Parents whose children have severe allergies or anaphylaxis should ensure appropriate medication is kept at the Centre, for example some allergies require the use of an epinephrine auto-injector.

Note that any out-of-date medications will be disposed of at a registered pharmacy facility in a safe and hygienic manner.

## **9. CHILDREN WITH HEALTH CARE PLANS**

Where a child has a medically diagnosed health, medical or behavioural condition (e.g., Asthma, Allergy (non-anaphylactic), Anaphylaxis, Diabetes, Behavioural Diagnosis, ADHD, Aspergers, Epilepsy etc.), a relevant Health Care Plan must be completed by a registered medical practitioner and returned prior to a child starting at the Centre. Any relevant medication must also be provided at the same time.

Following this the Director will schedule an appointment with the parent to complete a Risk Management Plan which outlines the best way to care for your child. Moving forward, Health Care Plans and medication must be updated by their due date and care can not be provided unless the above conditions are always met.

## **10. ACCIDENT POLICY**

The Centre will ensure that, at a minimum, at least two staff working each day has an up-to-date First Aid Certificate.

In the case of an accident the staff member with the First Aid Certificate will assess the situation and treat the injury as required. If in any doubt, medical advice will also be sought.

If a child becomes ill or is injured and requires medical attention, all reasonable steps will be taken without delay to secure medical attention and to notify the responsible adult.

Special care will be provided for a child that becomes unwell while at the Centre, until a parent or guardian arrives to collect the child. Where possible, a child will be accompanied by a staff member to hospital or when seeking medical treatment.

All costs involved with the care of an ill or injured child are the responsibility of the parents.

## 11. PARENT INVOLVEMENT

The Centre is Incorporated and operates as Earlwood Caring For Kids Incorporated.

Upon payment of the registration fee, each family automatically becomes a registered member of the Association for that year.

The Management Committee is elected annually, and regular meetings are held in accordance with the Constitution. All parents are very welcome to attend meetings. The meeting dates are announced on the Centre's noticeboard.

Without a volunteer Management Committee elected each year, **THE SERVICE CANNOT OPERATE** and its license may be voided. It is up to families to support the continuation of the service and volunteer wherever possible.

Feedback and suggestions are always welcome as ECFKI views its relationship with families and the local community as a key aspect in the provision of quality care. We pride ourselves of being an extension to the family unit and work towards a mutual supportive relationship at all times.

## 12. PARENT RESPONSIBILITIES

Educators and families working side by side is a key part of our ECFKI values, philosophy and objectives. Just as there are standards for how educators work on a daily basis, there are key responsibilities parents/caregivers must meet, in order to continue their child's enrolment at ECFKI.

Kindly inform the Director:

- In writing (email) if someone different is picking up your child/children (contact information will need to be provided).
- If your child/children is/are sick or going on holidays and will not be attending the Centre.
- If any custody/access arrangements have changed (with an up-to-date court order provided).
- Any change of contact details e.g., address, mobile phone number, new workplace.
- If you wish to cancel or change your booking, minimum notification periods apply.
- If you are unable to pay your fees and need to organise a payment plan.
- If your child/children need any extra assistance at the service (e.g., difficulty with peers).

Also, **please remember-**

- To register for a MyGov account and complete the Child Care Subsidy Assessment with the Department of Human Services for the Child Care Subsidy Scheme (you must press **CONFIRM** when you receive a notification).
- To provide any information that the staff need to know relating to the care of your child/children e.g., known allergies, medications, immunisation records, phobias, etc.
- Where it is known a child may experience anaphylaxis, appropriate medication must be supplied to the Director in advance.

**Important:** Parents or visitors are **NOT** to take photos or video footage of any child at the service. You will be asked to delete any such media before leaving the centre.

In addition, it is expected that all families and visitors consistently follow our policies and procedures and conduct themselves in a friendly and respectful manner.

Educators appreciate that parents/authorised collectors may have had a stressful day but **under no circumstances** are staff to be treated with anything but respect and appreciation. After all, we are the people who also care for your children.

Families and visitors who are rude or belligerent to staff will be asked to leave and a report made to the Management Committee. The Management Committee may decide that your child's booking will be cancelled. Any emergency contact is also to follow these expected behaviours. Management has the right to ask parents to find alternative emergency pickups if necessary.

### 13. PARENT RESOURCES AND CURRENT POLICIES

#### PARENTING RESOURCES:

**Healthy eating for children** [www.eatforhealth.gov.au](http://www.eatforhealth.gov.au). A summary of the Australian Dietary Guidelines that provides advice on children's nutrition and well being.

**Raising Children Network** [raisingchildren.net.au](http://raisingchildren.net.au). The complete Australian resource for parenting newborns to teens. Information and discussion forums for Australian mothers, fathers, grandparents and anyone else who has responsibility for the care of children.

**Resourcing Parents** [resourcingparents.nsw.gov.au](http://resourcingparents.nsw.gov.au). Provides parenting education information to parents and carers of children aged 0 to 18 years.

**Early Childhood Australia** <http://www.earlychildhoodaustralia.org.au/parent-resources>.

**Covid-19 Information** <https://www.health.nsw.gov.au>.

**Kids Helpline Phone: 1800 55 1800** <https://www.kidshelpline.com.au>. Australia's only free, private and confidential, phone counselling service specifically for young people aged between 5 and 25. Website also includes information and support for parents. Available 24/7.

## 14. POLICIES AND PROCEDURES LIST

The following is a list of policies which are available for viewing at the centre. Our policies are reviewed regularly in consultation with our families, children, staff, and committee.

<p><b>A</b></p> <ul style="list-style-type: none"><li># Acceptance and Refusal of Authorisations</li><li># Animals (management of)</li></ul> <p><b>B</b></p> <ul style="list-style-type: none"><li># Behaviour Guidance</li></ul> <p><b>C</b></p> <ul style="list-style-type: none"><li># Child Safety and Wellbeing</li><li># Child safe of conduct</li><li># Confidentiality</li><li># Complaints (management of)</li></ul> <p><b>D E</b></p> <ul style="list-style-type: none"><li># Delivery and Collection of Children</li><li># Digital Device and Social Media Use</li><li># Enrolment and Orientation</li><li># Emergency and Evacuation</li><li># Excursions</li></ul>	<p><b>F G</b></p> <ul style="list-style-type: none"><li># Financial Management</li><li># Food, Nutrition and Dietary Requirements</li><li># First Aid (administration of)</li><li># Fees and Fee Statements</li><li># Governance and Management</li></ul> <p><b>H I</b></p> <ul style="list-style-type: none"><li># Hours of Operation</li><li># Incident, Injury &amp; Trauma (management of)</li><li># Illness and Infectious Disease</li><li># Infection Control</li><li># Interactions with Children</li></ul> <p><b>J K L</b></p> <p><b>M</b></p> <ul style="list-style-type: none"><li># Medical Conditions (dealing with)</li><li># Mandatory Reporting Policy and Procedure</li></ul> <p><b>N O</b></p>	<p><b>P</b></p> <ul style="list-style-type: none"><li># Policy Development and Review</li><li># Priority of Access</li><li># Providing a Child Safe Environment</li></ul> <p><b>Q R</b></p> <ul style="list-style-type: none"><li># Removal and assumption of care from the service by Community Services</li></ul> <p><b>S</b></p> <ul style="list-style-type: none"><li># Soiled clothing procedure</li><li># Sleep and Rest/ Risk assessment</li><li># Sun Protection and Centre Hats</li><li># Staffing including determining the Responsible Person</li><li># Supervision</li><li># Safe Arrival</li></ul> <p><b>T U V</b></p> <ul style="list-style-type: none"><li># Transportation of Children</li></ul> <p><b>W X Y Z</b></p> <ul style="list-style-type: none"><li># Water based activities and Water Safety</li></ul>
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# Policies required under Regulation 168- Education and Care Service must have polies and procedures.

**ECFKI is committed to nurturing positive, warm and supportive relationships with all our families and children.**

**We look forward to getting to know you all in the near future!**

