

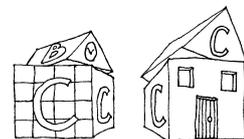
BEECHWORTH COMMUNITY

CHILD CARE CENTRE



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Centre Information Booklet

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BEECHWORTH COMMUNITY CHILD CARE CENTRE INC.

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About the Centre

Welcome..... to Beechworth Community Child Care Centre (BCCCC).

This booklet is designed to give you an overview of our Centre and to assist in the settling in of both you and your child at this important time. It contains very relevant and important information about the running of the BCCCC and our policies by which we operate. Please read through this information carefully and thoroughly to ensure that you understand Centre operations. I encourage you to seek further clarification on any issue to ensure you are fully prepared to uphold Centre policy and procedures.

We extend a warm invitation for you to visit our Centre at any time to see the children at play, observe and discuss their various routines and, to view the developmental programs provided.

It is our hope that the Centre becomes an extension of the home environment, where both you and your child feel safe, secure and supported. During your family's time with us, we look forward to working in partnership with you in providing quality care and learning opportunities for your child.

Centre Management

The Beechworth Community Child Care Centre is a non-profit service managed by a voluntary Committee of Management on behalf of the members of the organisation. All parents who use the Centre are eligible to become members of the association. Members of the general community can apply for and be granted membership subject to the discretion of the Committee.

The role of the Committee is to develop policy and to manage the Centre according to the rules of organisation and its policies within the regulatory framework of State and Commonwealth agencies.

The main aim is to provide a quality care service which incorporates the benefits of educational and developmentally based programs for young children, as well as meeting the community need for long day care, in surroundings that encourage parent and community input and cooperation.

Membership Fees

The subscription fee for membership of the association for each family is \$5.50 per year.

Equal Opportunity

Beechworth Community Child Care Centre promotes equal opportunity in the childcare setting amongst staff, students, volunteers and families. This means that both male and female carers will be carrying out all responsibilities related to the operation of this Centre.

OUR PHILOSOPHY

OVERVIEW:

Beechworth Community Child Care Centre believes in the right of all children to experience high quality care regardless of gender, religious belief, family background and cultural identity. We believe that learning can happen anywhere and anytime. We want the best outcomes for every child. We have high expectations for children, educators and service providers. We value staff and their continued development to extend educators education, skills, knowledge and understanding of children and themselves as educators.

FAMILIES:

Families are the children's first and most influential educators. We aim to work together with families to support children's learning. We work to support families in their parenting role and share with them information to benefit their child's development. We encourage families to be active participants in the life of the centre. Through sharing cultures, ideas, knowledge, strengths and differences, we develop partnerships with the families and so add to the richness of the centre environment.

CHILDREN:

We believe that children are resourceful learners who are able to construct their own knowledge of their world and the world around them. The key concepts are:

Belonging: We acknowledge that the child is part of a group, a centre, a family and a community. We believe in acceptance, inclusion and access and participation to all areas of the program, the group and centre activities. We acknowledge that relationships are critical to a sense of belonging; children, parents, staff and management need to work together.

Being: We look at the whole child, observing their strengths, knowledge, interests and needs. With intense engagement of educators with children we gain a complete understanding of the child to assist them to be confident individuals with the ability to learn.

Becoming: Children develop and grow rapidly and we believe that we provide an environment that allows each child to develop at their pace. We will encourage children to use their abilities and their knowledge to grow, explore, experiment, experience, participate, develop and be able to positively contribute to society now and in the future.

ENVIRONMENT:

We aim to create a positive environment that is, inviting, inclusive and rich in possibilities. An environment that reflects the local community and families that use the service and one that promotes respect whilst being safe and healthy. We aim to promote responsibility for the natural environment and awareness of sustainability.

CURRICULUM:

Using the Early Years Framework for Australia, we follow the five principles that underpin our practice, i.e. Respectful Relationships, Partnerships with Families, High Expectations and Equity, Respect for Diversity, and Reflective Practice. We ensure opportunities to empower children to make choices, promote peer relationships and to provoke thought and imagination.

DOCUMENTATION:

We will use a variety of methods to record children's thinking and learning, eg, photos, drawings, written comments/observations and accounts of children's development. This will allow educators to help understand children's learning and allow ideas to be revisited in the future. Documentation shows children that their work/play is valued and is able to be shared with families.

Reflective Practice allows the educator to look critically at the centre/room environment, arising issues and children to have a continual opportunity for improvement and growth.

NATIONAL QUALITY STANDARDS

Our centre participates in the National Quality Standards. We have developed a well-considered integrated and professional approach to the provision of quality care for young children. The centre is currently accredited as a provider of high quality care and has gained the maximum accreditation period.

We have written a Quality Improvement Plan that will help us improve our practice our relationships with parents and policies and procedures. This plan will be reviewed regularly so to ensure we provide a quality service for children and families. The Regulatory Authority is the Australian Children's Education and Care Quality Authority (ACECQA). The new National Quality Standard is divided into seven (7) quality areas that we will be assessed on.

National Quality Framework (NQF):

In December 2009, all Australian governments, through the Council of Australian Governments (COAG), agreed to a partnership to establish a National Quality Framework for Early Childhood Education and Care ('National Quality Framework') for most long day care, preschool/ kindergarten, family day care and outside school hours care services in Australia.

The Australian Government and state and territory governments recognise the importance of increasing their focus on the early years to ensure the wellbeing of children throughout their lives and to lift the productivity of our nation as a whole. The drive for change is based on clear evidence that the early years of a child's life are very important for their present and future health, development and wellbeing. The National Quality Framework 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')

- a national quality rating and assessment process
- streamlined regulatory arrangements
- a new national body jointly governed by the Australian Government and state and territory governments—the Australian Children's Education and Care Quality Authority (ACECQA)—to oversee the new system.

A central focus of the National Quality Framework is on outcomes for children. This is why all education and care services must provide a program that is based on an **approved learning framework**, which considers the developmental needs, interests and experiences of each child and takes into account the individual differences of each child

The approved learning frameworks have been developed to guide educators in developing quality programs that support children's learning.

We use for planning and curriculum the Victoria: the Victorian Early Years Learning and Development Framework

All services must prepare a Quality Improvement Plan. Ours is located next to the sign in sheets with the centres Policies.

The Framework conveys the highest expectations for all children's learning from birth to five years and through the transitions to school. It communicates these expectations through the following five Learning Outcomes:

- Children have a strong sense of identity

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

The Framework provides broad direction for early childhood educators in early childhood settings to facilitate children's learning.

General Information

Operating Times

- **Hours** Monday to Friday 7.30am to 6pm
- **Public Holidays**
The Centre does not open on State Government approved Public Holidays.
- **Annual Closure**
The Centre closes for 2-3 weeks over the Christmas/New Year period.

Type of Care

- .Full day sessions
- Hourly
- In our Preschool room we will have sessions available for when children are at Kindergarten
- These are: Mondays 9-12 and 1-3
 Tuesday to Friday 9-3

Additional care on a casual basis may be requested by families with permanent bookings and will be provided if vacancies are available.

Enrolment

Families wishing to use the Centre are advised to phone or call in to discuss their needs with the Co-ordinator and to complete the Request for Care form. Families will be notified when a position becomes available.

Regulations require that each child have a completed enrolment form before being left in care.

Immunisation records must be completed and updated as necessary. Child Health books must be sighted by child care staff.

All changes to enrolment details must be updated as they occur. Change of details form is on the noticeboard outside the office.

Enrolments are rolled over to the subsequent year unless changes are requested. Forms are sent to families in October each year to be filled in for the coming year.

- Admissions will be determined based on the Commonwealth Priority of Access Guidelines.

Priorities

First Priority	a child at risk of serious abuse or neglect.
Second Priority	a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the Family Assistance Act.
Third Priority	any other child.

Within these main categories priority should also be given to the following children:

- children in Aboriginal and Torres Strait Islander families;
- children in families which include a disabled person;
- children in families on low incomes;
- children in families from culturally and linguistically diverse backgrounds;
- children in socially isolated families; and children of single parents

A child care service may require a Priority 3 child to vacate a place to make room for a child with a higher priority. We can only do so when:

- parents are notified when the child first enters care that our service follows this policy
- are given at least 14 days notice of the need for your child to vacate.

A once off refundable enrolment deposit of \$100 is payable within two weeks of commencement. It can be redeemed when your child leaves the centre

Occasional Care must be paid for on the day of care unless prior arrangements have been made with the Co-ordinator.

It is very important that parents read this information book to ensure understanding of policies and procedures. If there are any questions or concerns these should be raised with the Co-ordinator prior to the commencement of care.

Fees

Daily	Under three years old	\$88 per day
	Over Three years old	\$87 per day
Sessions:	Transition	\$46
	AM & PM	\$46
Session to 3		\$70

The level of fees payable by families is dependent on the level of Child Care Benefit and Child Care Rebate determined through assessment of joint family income by Centrelink/Family Assistance Office (Centrelink).

The Committee of Management requests, by policy, that families pay fees on a regular basis, that is, weekly or fortnightly, and if possible in advance.

**** Full fees** are payable for all care days booked on a permanent basis regardless of attendance.

Fees are payable:

- For any absences on the child's permanent days of attendance
- For absences on casual days unless 24 hours notice is given
- For Public Holidays which fall on the day the child usually attends
- When families take leave for extended periods, eg holidays

Holidays

From 1st January 2012, all families will be eligible for 2 weeks holidays (when the child is not attending the centre) at half the usual fee. 4 weeks' notice is required in writing (including email) for this to apply.

Full Child Care Assistance is still paid when a child does not attend through sickness, family holidays and other casual absences. These "allowable absences" are monitored and must be recorded in the attendance book. There is a limit of 42 days per year allowed for each child. Some absences are exempt from inclusion in this total.

For more information please see the Co-ordinator.

PARTNERSHIPS WITH OTHER CHILDRENS SERVICES

To assist families, Beechworth Community Child Care Centre works in partnership with Beechworth Kindergarten, Beechworth Montessori Children's Group and Beechworth Neighbourhood Centre.

CHILD CARE / KINDERGARTEN FEE DEAL:

We have organised a fee deal with Beechworth Kindergarten and Beechworth Montessori Children's Group. The childcare centre will pay the kindergarten fee for one 3 year old session and two (2) 4 year old sessions per term to the Beechworth

Kindergarten and Beechworth Montessori Children's Centre if the child is permanently booked in the childcare centre for the full day that they attend Kindergarten. Due to rising costs Beechworth Community Child Care Centre will pay \$270 and the families will have to pay the difference. If the child/ren attends additional days at kindergarten to those outlined above this will be at the cost to the parent.

BEECHWORTH NEIGHBOURHOOD CENTRE:

If you looking to gain skills to assist with employment opportunities Beechworth Neighbourhood Centre (BNC) will pay for the child care at Beechworth Community Child Care Centre for courses marked as ACFE funded.

EDUCATION, LEARNING AND IMPROVEMENT FUND:

In 2005 the Committee of Management decided to establish an Education, Learning and Improvement Fund (ELI Fund). The aim of this fund is to ensure that the Beechworth Community Child Care Centre (BCCCC) is able to maintain, replace and develop the equipment and facilities used by the children and staff.

To operate the ELI Fund the Committee has decided to collect the sum of \$1.00 per family per week. This fee will be added to the weekly childcare fee. In this way the burden of contributing to the ELI Fund will be spread throughout the year. Money from fundraising activities will also be directed to the ELI fund.

With the support of the ELI Fund, staff at the Centre will regularly review existing equipment and plan improvements. The Committee of Management welcomes any suggestions you may have for improvements to equipment and facilities. It will be added to your invoice as a miscellaneous fee.

ATTENDANCE

Sign In and Sign Out Book

Parents **must always sign their children** into and out of the attendance book, which is located on the desk outside the office.

Details required are the full name (no shortened or nicknames) of each child, a separate line for each sibling, arrival time, parent's signature, expected departure time, the name of the person collecting the child, and an emergency contact number relevant for that day.

On collecting the child the parent (or their nominated representative) must sign the child out and indicate the actual time of departure. The nominated representative must be listed on the child's enrolment form, if not written permission must be given.

If for some reason parents who normally accompany their child to and from the Centre arrange for another person to perform this task, the Co-ordinator or an appropriate staff member must be notified personally by the parent, by telephone or in writing.

Under no circumstance will a child be permitted to leave the Centre with an unfamiliar person, or in cases of divorce/separation, a spouse who does not have custody of the child. In terms of custodial agreements it is the responsibility of the custodian to provide any relevant information to the Centre Co-ordinator regarding custody conditions. Such details must also be recorded on the child's enrolment form.

****** Persons under the age of 16, including siblings, are not permitted to collect a child from the Centre. If under special circumstances, a sibling is required to collect a child from the BCCCC, prior written consent must be given by the parent and in consultation with and, at the Coordinator's discretion.

Illness and Medication

We aim to keep the Centre free of infections so please do not bring your child when he or she is ill or has a contagious ailment.

For information about dispensing of medications please refer to the "Health and Safety" section.

Changes to Bookings

One **full week's** notice is required if there is any change to your permanent booking (including cancellation). Full fees for the booking are applicable until the end of the period of notice.

Absences

Please phone the Centre before 9 am if your child will not be attending on a normal booked day because of illness or changes in family circumstances. One week's notice is requested for absence due to holidays.

Holidays:

From 1st January 2012, all families will be eligible for 2 weeks holidays (when the child is not attending the centre) at half the usual fee. 4 weeks notice is required in writing (including email) for this to apply.

Full fees are still payable for any absences including holidays.

ROUTINES:

Meals

Our catering officer prepares all the children's meals and snacks on the premises. When planning the weekly menus we endeavour to provide a balance of foods incorporating a variety of seasonal fruits and vegetables, and to provide products that are nutritious and healthy.

Children are offered lunch and two snacks each day as well as milk and water drinks. Babies are offered food appropriate to their stage of development with "new" foods being introduced in consultation with parents.

We are Accredited with Go for your Life which incorporates the Start Right Eat Right Program. We have policy of Allergen minimisation; this includes minimising the risk of contact with nuts, eggs, bees etc.

Please do not send food such as biscuits, sweets or chips as nutritious meals and snacks are provided.

Breakfast

We believe that it is desirable for all children to have breakfast before arrival at the Centre. However, if circumstances do not make this possible children can eat their breakfast after arrival. We do have bread for toast and basic spreads. We suggest no breakfasts after 8.30 am as we have morning tea at 9am.

Allergies

Any allergies or intolerance to foods that are noted on the enrolment form are recorded on a special board in the kitchen and in all playrooms. It is your responsibility to notify Centre staff of any changes to your child's diet. Please see Nutrition policy in policy folder at front desk.

Sleep

Sleeping facilities are provided for all children during the day. Babies are able to sleep according to their individual routines; most toddlers and some preschool children have a sleep or have a rest time after lunch. Those children who do not sleep are encouraged to participate in quiet activities.

Nappies

The Centre uses disposable nappies. If you do not want your child in disposable nappies, or your child can only wear a particular brand of nappy, then alternative nappies must be supplied by you.

Your child will need to arrive and depart in your own cloth or disposable nappy.
(See also What to Bring...)

Breast-Fed Babies

Parents are encouraged to bring their child to the Centre on a casual basis or for short periods prior to the commencement of a permanent booking. This assists the child to become familiar with the Centre's routines and staff members.

The Co-ordinator, educators in the room and parents will discuss the child's feeding habits, which may include

- fully breast fed
- combination of breast/bottle/formula
- use of a cup
- introduction of solids
- special diets

We wish to do all that we can to support successful breast-feeding and realise that flexibility is necessary for all concerned. However, mothers of breast-fed babies must be available at all times to feed or settle a distressed baby if educators are unable to pacify him or her.

Any decision to contact a mother will be made after consultation between educators and the Co-ordinator.

Orientation

For many children, attendance at childcare may be their first experience of separation from their parents. Most children do experience some anxiety at leaving their parents for the first time so it is important that both educators and parents work together to enable a successful adjustment. We encourage parents to bring their child to the centre prior to the actual commencement of care for a short period. This assists the child to become familiar with the Centre's routines and staff members. Parents are free to arrange as many visits as they feel their child may require. This depends on both the child and the family circumstances (eg. the age of the child, previous attendance at child care etc). Further information can be obtained from the Coordinator about how to assist you and your family with the transition into BCCCC.

WHAT TO BRING:

All items need to be named to prevent loss or confusion.

All Ages

Each child needs to bring a bag/back pack (not plastic) with a handle that will hang on a hook

1. **Two full changes of clothing each day, including socks and underwear.**
2. **On rainy days - raincoat, hats, and gumboots**
 - slippers for inside

3. On sunny days - a suitable sunhat as per SunSmart policy
4. On cool or cold days - a warm coat, jacket or jumper
 - a warm hat
5. Any security objects such as teddy, dummy or blanket
6. A named drink bottle for access to water during the day.

3 months to 2 years

- a nappy (cloth or disposable) to wear home (please include pins and pilchers/plastics for cloth nappies)
- own named bottles
- any special cup or drink containers eg sipper Cup

2-3 years

If in nappies

- a nappy (cloth or disposable) to wear home

If toilet training not complete

- several pairs of trainer pants and clothing (including socks and spare shoes).

FOOTWEAR:

Wearing shoes

Children need footwear that is appropriate for child care such as securely fitting sandals (thongs and crocks not recommended), shoes and sneakers for climbing and running. Children need sturdy footwear to protect their feet and enable them to play without slipping, tripping or falling due to inappropriate footwear. Children can take their shoes off to play in the sandpit but they must be put on to play in the playground so to protect them from bee stings and other objects. Educators will monitor this.

Have your child's shoes professionally fitted, which should include measuring each foot for length and width. Children's feet grow very quickly and their shoe size may need updating every few months. Shoes that are too tight can hamper your child's walking and cause problems, such as ingrown toenails and bunions. If you have concerns consult a podiatrist. (Reference: The Foot Centre)

Toys

We encourage children to play with toys that promote sharing and cooperation, so it is preferable that personal toys remain at home. However, there may be certain times when a child may wish to bring a special toy or game to share with the other children. Such items must be named as staff have a primary responsibility to actively supervise the children still in their care rather than to search for lost possessions. We cannot take responsibility for the loss or damage to personal property.

Health and Safety

The health and safety of all children is always a matter of concern for both parents and staff.

Illness - Rights and Responsibilities

Every parent has the right to exercise choice in the type of health care they will seek for child if illness occurs. We fully support this right and will at all times endeavour to respect the wishes of parents in this regard, and offer what assistance is practicable, in line with the advice and wishes of parents and health care providers.

However, there are illnesses which do, by regulation, require exclusion of children from the Centre for certain periods. In some instances it may also be necessary to obtain a medical certificate from a qualified medical practitioner before a child returns to the Centre.

Parents are advised not to bring their child to the Centre if:

- (i) the child suffered from vomiting, diarrhoea or fever within the last 24 hours**
- (ii) the child has an unusual rash.**
- (iii) the child has any symptoms of any form of contagious illness.**

Parents are required to notify the Co-ordinator of the onset of any infectious illness (eg mumps, measles etc) in order that other users of the Centre may be notified.

The Co-ordinator is required to place a notice in the front of the Centre when informed of any infectious illness at the Centre.

In certain circumstances, the Co-ordinator is required to inform relevant government departments of the presence of infection in the Centre.

We believe that sick children recover best in the comfort of their own home. Please do not put the health of other children or the staff at risk.

Collection of Sick Children

Any child who is observed to be unwell whilst at the Centre must be collected by the parents/caregivers or their emergency contacts.

The Centre has no separate facilities to care for sick children so we ask that sick children be collected as promptly as possible to minimise the child's distress and the disruption to the program for the other children in care.

Administering Medication

Staff will administer medication to children if requested by parents under the following guidelines:

- (i) Prescription and non-prescription medications must be in the original container with the child's name and dosage clearly stated;**
- (ii) Parents must fill in and sign the medication book (one in each room) including all the required information;**

(iii) Parents are responsible for ensuring that staff are informed that medication is to be given.

(iv) All medication is to be given to a staff member and **must not be left in a child's bag.**

Immunisation

Parents are responsible for ensuring each child's record of immunisation is kept up to date.

Under some circumstances the Centre may be required (by regulation) to exclude any children who are not immunised during an outbreak of that disease.

Hygiene

Certain hygiene principles are followed within the Centre to help reduce the spread of infections. Staff and children are required to wash their hands

- before preparing, serving or eating food;
- after each nappy change or toileting;
- after wiping noses.

Nappy change mats are disinfected after each nappy change. Disposable gloves are worn for changing all soiled nappies and clothes.

Regulations require that each child's bed linen be washed once per week and after soiling.

Accidents

The Centre management does its utmost to provide a safe environment for children and staff and to minimise the incidence of accidents resulting in injury.

If accidents occur, educators respond immediately in accordance with their First Aid training.

All staff have current First Aid, Anaphylaxis and Asthma certificates.

All incidents, whether or not there is an injury, are recorded in the Accident Book.

Parents are requested to sign this report when they collect their child.

Emergency Evacuation

Although specifically aimed at the evacuation process in the event of fire, this procedure will be followed in the event of any occurrence that endangers staff or children.

This procedure is detailed in the foyer and in each room.

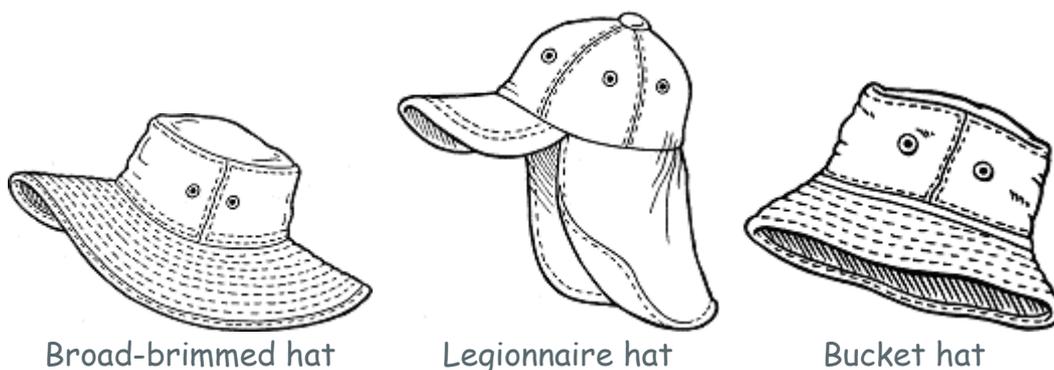
In the case of a Bushfire emergency and an evacuation is necessary, transport to the towns evacuation centre will be by bus or by private cars, as safely as possible.

SunSmart: Please read SunSmart policy for hat and clothing recommendations.

As a part of general skin protection strategies:

- Children will wear broad brimmed hats which protect the face, neck and ears when outside.

These types of hats provide excellent protection from the sun: Children will wear one of these recommended hats, see picture.



Broad-brimmed hat

Legionnaire hat

Bucket hat

- Outdoor activities will be held in shaded areas whenever possible.
- Educators will follow the Ultraviolet (UV) Index Forecast Graph to decide on the wearing of hats and using sunscreen
- Outdoor activities will take place before 10.00am (11.00 am daylight saving time) and after 2.00pm (3.00pm DST) whenever possible.
- The Centre will provide sun screen to be applied to children 20 mins prior to each period of play outside.
- Parents are strongly encouraged to dress their children in shirts with sleeves eg. T-shirts, rather than sleeveless tops such as singlets, for more protection from the sun.
- The Centre may provide a hat if a hat has been forgotten. If no hat is available then child will wear a spare hat supplied by the centre or will be unable to play outdoors.
- If available children will wear long sleeves and long pants (cotton) to afford extra protection.

Staff will act as role models by:

- Wearing appropriate hats and clothing outdoors.
- Using a sun screen whenever possible.

COMMUNICATION SYSTEMS:

Verbal Communication

It is important for parents to inform staff on a day-to-day basis if there have been any changes in their child's home life or routines.

Staff will inform parents of any relevant information on a day-to-day basis as part of their routine.

Non-Verbal Communication

Centre Newsletter/eNewsletter

We endeavour to put out a newsletter each month. These include lots of relevant information about upcoming events, the children's program and issues relevant to management and regulations. It is important that parents take the time to read it.

If you would like the newsletter by email please contact Office staff.

We also have a Facebook page. Item of interest and news is often found on this page.

Notices

At times, notices are placed either on the front door, on the foyer noticeboards or on room communication boards.

These notices are to keep parents informed about current events.

Policy Manual

All current policies and procedures are available in a folder to be read at the Centre. We are continually updating our policies and we will put them on display for you to make comments. Please ask the educators/staff for assistance.

Grievances

There are various steps that may be taken if a family has a grievance in relation to the Centre and its operations.

Initially, an appointment should be made with the Co-ordinator to discuss the issue. Every attempt will be made to resolve the problem co-operatively and quickly.

If the grievance is not resolved through discussion, the problem can be expressed in writing and forwarded to the Committee of Management via the President. The Committee's will meet to discuss the issue and attempt to resolve the grievance.

If resolution is not possible, the appropriate authorities will be contacted. In most cases this would be the Department of Education and Early Childhood Development.

All issues will be treated confidentially.

Parents may choose to contact the Department in Benalla on (02) 57612100

Working with Children Checks & Child Safety

All educators, staff, students and volunteers in every early childhood setting, including BCCCC, must undergo a Working with Children Check (WCC). No person is to undertake employment or volunteer work at BCCCC until either the Coordinator or

relevant Committee of Management member has sighted a current and original WCC. These checks are confidential as they contain personal information protected by the Privacy Act.

To ensure that your child remains safe at all times whilst in the care of any Early Childhood Educator at any level, each staff member, volunteer or student must communicate at all times their whereabouts in the building and playground and is always accompanied nearby by another employee when toileting and dressing/undressing a child. Children are encouraged to be as independent with these routines as possible to ensure respect for them at all times. However, children still require the physical assistance and comfort of a caring adult they trust in the absence of their parent/guardian, and we recognise this as a crucial developmental need in young children. Children will only be assisted if they allow a carer to do so.

Child Care Benefit Fee Assistance and Child Care Rebate

Child Care Benefit (CCB) and Child Care Rebate (CCR) is a payment to help families who use child care. The % of CCB a family may receive is calculated by the Family Assistance Office (FAO) on a scale related to your total assets and income. It is administered according to the number of hours of care utilised by each child per week, not on the total weekly fee. It is up to you to notify the FAO of any changes that may affect the % of CCB you receive and to keep all details up to date. It is also **your responsibility** to let the FAO and us know if you have multiple children in care (e.g. children in several services such as child care, family day care, vacation care, OSHC). You may be eligible to receive the highest multiple child CCB % rate during these periods. You also need to let us know when another sibling ceases to use another service; otherwise you will be required to pay for any CCB administered to you while you were not eligible. All services records are regularly checked to make any of these corrections.

To register your child for CCB with our Centre you must contact the FAO on phone number is 13 61 50, or visit an office near you. The website address is www.familyassist.gov.au. See the Centre Coordinator if you need more details.

Privacy Information Statement

We respect and value your privacy and will always act in a way that will promote and uphold this belief. Thus, our Centre, as a service provider requiring to obtain and store information about families and individuals, has set up systems in place to ensure this information is protected at all times.

Our Privacy Statement has been devised in consultation with current laws governed by the Information Privacy Act (Vic) and the Health Records Act (Vic). It refers to

the collection, storage, use and disclosure of personal information about any individual.

The specific information we are required to obtain and store for the operation of this Centre and the care of children, families and staff, are directed by The Children's Services Regulations 2009, Children's Services Act 1996, Incorporations Act 1981 and other related laws. Department of Education and Early Childhood Development (DEECD), FAO, Department of Education Employment and Workplace Relations (DEEWR), and various other government bodies enforce these laws and regulations, regularly auditing the Centre's records.

What Information is needed?

- Any information related to the direct care and education of a child or family.
- Any information that will enable the Centre to be managed as required.
- Any information required for administration purposes.
- Information that will enable the Centre to promote health and safety of all individuals within the service.
- Information related to court orders, custody and access and government intervention.
- Information required for employment, contract work, enrolments, and volunteer/student placements.
- Information required for government or other agency funding bodies.

When is information to be disclosed and to whom?

- Any government funding body requesting details with relation to Child Care Benefit or any other government fee relief system or support.
- On request by the Department of Human Services, Family Assistance Office, Centrelink, the Department of Justice and Fair Trading (Consumer Affairs), the Australian Taxation Office, and any other government agencies.
- Any individual or organization to which an individual authorises the Centre in writing to disclose information to.
- Employment related organizations in relation to entitlements such as superannuation, taxation, wages, work cover and, insurance.
- Health authorities in relation to excludable illnesses, emergency medical treatment, Food Safety Act and, occupational health and safety issues.

Information will be disclosed in consultation with, and at the discretion of, the Centre Coordinator and where applicable, appropriate members of the Committee of Management.

Specific information required by law that is not provided to the Centre may jeopardise a child or families enrolment at the Centre, the distribution of fee

assistance through various funding agencies, the employment of an employee, an individual's access to the service, the Committee of Management's specific roles of operations and, the Centre's administration.

Information obtained and stored at this centre is only used for the direct purpose for which it was collected. All information, regardless of how it is recorded, will be securely stored with access to only those directly related to its specific use. The Centre Coordinator closely monitors child and family enrolment details, payment details and other personal information and files, together with employee information so as to protect the privacy of each individual. Staff and Committee members do not have free access to these records and only have permission to access personal data in consultation with and at the discretion of the Coordinator. The information retrieved must have direct relation to the health, safety, well-being, care and education of the children in their care.

Access to information will be denied at the discretion of the Coordinator and staff. Please do not ask questions about another child, family, student or staff member in regard to information that may be protected under the Privacy Act. This information could include: parent/staff/student/volunteer names, occupations, addresses and phone numbers; a child's bookings; dates of birth; account enquiries; medical and health details; court orders, access and intervention; days absent or reasons for absences; a staff members reason for absence; do not look through information recorded in the sign in book or incident and medication books; do not look at information in the booking folder, even when making bookings for your own child (this includes refraining from looking over staff members shoulder to have a look at days available in the booking folder); any information you see, hear, read, observe etc. about the Centre which does not have the specific purpose of being communicated to the community must remain within the Centre.

Freedom of Information

An individual has legal access to information about himself or herself that is recorded or stored at any service or organization. Individuals may request to access this information following the procedures as set out by the Centre at a time convenient to both the Service and the individual and in accordance with appropriate governing laws. Access to another individuals information, whether written or verbal will be denied.