



Selby Childcare Parent Handbook

Selby Childcare License

Selby Community House Inc has an Occasional Care License to operate a children's service under the Children's Services Act 1996. License Id: 3297 registered with the Department of Education and Early Childhood Development.

Our Philosophy

- We believe in providing an environment in which children can feel supported and cared for while exploring a range of experiences.
- The children learn through their play.
- We encourage the children to develop independence skills, social skills, artistic skill, communication skills and physical skills just to name a few.
- We provide a secure, nurturing and inclusive environment in which children are accepted as individuals.
- We believe in a strong connection with nature so we provide a range of natural play experiences, indoors and outdoors.
- We have a strong emphasis on community connection, we have strong links with other local services so the children have a smooth transition onto the next service.
- All children, parents and staff are to be treated with respect and dignity.

Our Families

- To create a welcoming and inclusive environment.
- To actively encourage family involvement and support for families.
- We aim to foster a sense of belonging and community.

Hours of Operation

Monday	9.30am - 2.30pm
Wednesday	9.30am - 2.30pm
Thursday	8:30am - 4:30pm
Friday	9.30am - 2.30pm

Open during school terms only.
Closed on public holidays and days of Total Fire Ban.

Our Fees

Fees are payable via direct debit fortnightly.

4 hour sessions \$60
8 hour sessions \$110

(This fee will alter depending on your eligibility for Childcare Subsidy as our enrolments are linked up with Centrelink)

NOTE: Centrelink only provides children 40 paid absent days off per year. If the 40 paid absent days per year are depleted, parents are to pay the full fee

Enrolment Information

Selby Community House provides Childcare for children 6 weeks old up to six years of age. To enrol please download the enrolment form and either email it to occ@selbyhouse.org.au or drop it off at the centre.

Enrolment forms must be completed in full prior to be offered a spot at Selby Childcare.

When a child is enrolment at Selby Childcare this is a continuous enrolment which rolls over every term. If parents wish to cancel their child's care, then 2 weeks written notice will need to be provided.

Orientation process

For many children, entry into childcare will be the first experience they have had of separating from their parents. This experience will be different for each child. Even if a child has been in childcare before they might need time to adjust to the staff and environment.

To assist your child with this new experience, it is important that both staff and parents work together to build the special relationship necessary for successful adjustment.

As a parent or guardian, you can help your child settle into this new environment by:

- Bringing your child to visit the centre a few times prior to leaving him/her.
- Staying with your child, then leaving your child for short periods of time to begin with.
- Being confident yourself. If you are anxious this can easily influence the way your child feels.
- Ensuring that your child has his/her special 'security object' such as a teddy bear, soft toy or blanket.
- Always tell you child what the plans are for the day; and tell them when you are leaving and that you will be back.

The settling in period varies with each child and you will know whether your child will settle quickly or require a longer orientation period. The staff will always be in contact with you if they feel that the child is not going to settle.

Please feel free to discuss your particular needs with the Director.

Childcare Play Areas

Indoor Environment

The childcare room is a great open area which is set out with a range of experiences for the children. Incorporating various little areas for the children to have small group experiences as well as a free play mat where the children can select their own toys off the shelf and explore them on the mat.

The room has children sized toilets tucked away at the back of the room with a washbasin as well as a change table.

If the children are to be in any other room in the house such as the lounge the parents will asked for permission for this.



Outdoor Environment

We have 2 outdoor play areas for the children. The amphitheatre is a great area to ride bikes and explore the outdoors even when wet.

We also have a sandpit area which is fully shaded by beautiful trees so is a great play space during the summer. The sandpit area is a community play space outside of the hours of the childcare running hours.



Items to Bring to Childcare

It is advisable that children wear clothes which are appropriate to changing weather conditions and to the season comfortable and casual clothes that allows for freedom of movement and also allows for them to enjoy play experiences with e.g. water, sand, and paint without concerns about the effects of soiling which may occur.

Each day all children should bring the following items in a clearly labelled bag:

- A complete change of clothes
- Lunch box containing adequate lunch and snacks for a 5-hour session
- Drink bottle
- A hat
- A coat or warmer clothing in colder weather
- Disposable nappies if required
- Clearly labelled babies bottles with formulas or breast milk if required
- A special toy or comforter if required
- Additional set of clothing during toilet training
- Suitable comfortable, protecting footwear
- Sleep/Rest- We supply mats, sheets and portacot for sleeping needs
- Clothing should fully cover shoulders. Singlets and sleeveless dresses are discouraged for both children and staff

Children are not able to run and climb in thongs or slippery soled shoes so please don't bring your child in these.

Gumboots are great for wet weather and we encourage parents to bring them and the children can put them on as needed.

Educational Program

All children in our care are observed and planned for once a month. We follow their interests and work on their areas of needs while incorporating their interests. We adhere to The Early Years Learning Framework and base our plan off the outcomes in this document.

The monthly plan is displayed on our board in the childcare room and we encourage parents to have a look and input ideas on what they would like to us to work on with their child.

At the end of each term we do a summary of your child on what they have achieved during the term.

The child's individual summaries and observations are available on request if the parents wish to see them.

Staff Requirements

Professional Development

All staff participate in a staff development and review process which includes each staff member having their work performance reviewed, assessed and the training requirements identified annually. Individual staff objectives are developed to compliment the service annual objectives.

Supervision

Staff attempt to provide a safe and healthy play environment at all times through active supervision. Active supervision enables the staff to participate in children's activities in sensitive and creative ways. This technique will extend the activities and therefore encourage children to develop skills appropriate to their age.

Employment of Qualified Staff

Selby Community House employs a Director of Childcare who has a recognized Diploma of Childcare and many other staff with Diploma or Certificate III. All members of staff are required to have an up-to-date first aid and anaphylaxis certificate. All staff are required to have a current *Working with Children* check.

Mandatory Reporting

Qualified Child Care staff is required to report suspected child abuse to the Department of Human services. This legal obligation is defined in the Children's and Young Persons Act. Mandatory Reporting of suspected child abuse will occur if the child care staff are presented with information or observe behaviour that gives a strong indication that a child may be experiencing abuse.

Delivery and collection of children

It is a legal requirement that your child is signed in to each session on arrival and signed out on departure. Staff will inform you of the location of the sign In – Sign Out ipad.

You may nominate an alternate person to pick up your child on the Enrolment Form, however if this person is not available and you are unable for some reason to pick your child up from the service, the coordinator or a nominee (staff Member) must be informed and the 'Authority to pick up child form' completed.

In an emergency this can be via telephone or preferably by email occ@selbyhouse.org.au

Authority to pick up child

If you wish for someone else to collect your child, we need a completed form signed by the parent/guardian. The form must have the name of the person and contact phone number and they will be required to show identification. Under **NO** circumstances will a child be allowed to leave the service with an unauthorised person. All authorised persons must be 16 years or above. Where custodial arrangements are in place, the custodian must provide all relevant legal documentation to the coordinator regarding the conditions of the custody.

Late Collection

Late collection of children can affect the required staffing numbers and cause the service to be in breach of their license. 'Late collection' is defined as any time after the session time finishes. A late fee of \$1 per minute will apply to any family collecting their child at least 15 minutes late.

If for any reason you are going to be late please notify the services as soon as possible on 9754-2039 so appropriate staffing arrangements can be made.

Immunisation Requirements

A copy of your child's immunisation record must be attached to your enrolment form. Immunisation should be kept up to date and we ask parents to inform the service about any further immunisation your child may receive whilst enrolled at the service.

No Jab- No Play

Under the *Public Health and Wellbeing Act 2008*, an early childhood service may not confirm the enrolment of a child unless it has certification the child is age-appropriately immunised or has an approved exemption.

The No Jab No Play legislation, which came into effect on 1 January 2016, provides an exemption from immunisation requirements for children with a medical contraindication to a vaccine, while conscientious objection to vaccination was no longer exempt (Department of Health and Human Services 2018a).

Photographs

Your written permission is required on your child's enrolment form, before any photographs of your child are taken. If you do not wish your child to be photographed, please inform the Director. Photographs of children enjoying activities may be taken to highlight and complement the program. The photos may be used for discussion with the children and are displayed in the service to give an opportunity for parents to observe some aspects of the program when they are not there.

Behaviour Guidance

The program is supported by positive reinforcement, which nurture social equality, mutual respect, trust, shared responsibility, cooperation, encouragement rather than praise, self-respect, self worth and a sense of belonging for all children in the group.

Staff use a quiet voice and maintain a non-judgmental reassuring calm manner.

Staff Practice

- Appropriate language
- Positive role modeling
- Positive reinforcement
- Flexibility to meet individual children's needs
- Consistency in setting expectations and limits
- Encouraging children to be responsible for their own behaviour and to set their own boundaries

Emergency Information

The emergency evacuation for the service is displayed in the foyer. This procedure specifically relates to emergencies that would require the evacuation of children from the centre. Evacuation drills occur within the centre four times a year. Parents are informed of evacuation drills prior to their occurrence.

Emergency Evacuation Procedures

In line with the Risk Management procedures for the community house, in the event of an emergency where it is necessary to evacuate the children from the centre as in the case of an internal fire or situation, the children will be taken to the Assembly Area on Minak Reserve and be fully supervised while they are on the Reserve. Staff will take the necessary emergency contact information so that parents can be informed of the situation and can return to pick up their children if possible. Once the Police, Emergency Services or House staff, believe that the situation is safe, the children will be returned to the Centre.

External Fire or Threat

Should there be an unexpected fire threat, the children will be taken to whichever room is deemed to be safest. This may be the computer room which has metal protection on the windows and doors. There is bottled water and snacks available for the children/participants at the House and protective clothing. Parents will be informed via telephone of the situation, if possible but asked to keep in touch with fire authorities and/or Yarra Ranges Council as to when it is safe to return to the House to pick up their children.

Sun Safe Policy

The Sun Safe Policy applies to all children accessing Children's Services and staff employed at the service. The Sun Safe Policy is to be implemented throughout the year.

A NO HAT, NO OUTDOOR play policy will be implemented between October and April (inclusive)

- Wide brimmed Hat – the hat should be between 8cm and 10cm for children and 6cm for children under the age of 2 years
- Legionnaire Hat – Caps with large peak and flaps at the back and sides to protect the neck and ears
- Sunscreen – Non allergenic cream with SPF of 50+ which is broad-spectrum and water resistant
- Sunglasses – Suitable glasses should block out 100% of UV rays and meet the Australian Standards As 1067
- Clothes – Clothing should fully cover shoulders. Singlets and sleeveless dresses discouraged

Hygiene

Children are encouraged to:

- Wash hands with soap, before and after meals
- Wash hands with soap, after using the toilet
- Flush the toilet after use

Disposable or cloth nappies must be supplied by the family/guardian as well as wipes.

In addition to the positive role modelling, staff maintains a high level of hygiene by

- Washing hands with soap, before and after nappy change
- Use disposable gloves to minimise any risk of cross infection.
- nappy change mat is then wiped down with a disinfecting agent at the end of each nappy change
- Wiping noses
- Before and after meals
- Assisting a child with toileting
- Strict compliance with Food Handling Regulations
- Staff wear neat clean clothes

Privacy Policy

Selby Community House maintains that the protection of privacy of individuals as an integral part of its commitment towards accountability and integrity in all its activities and programs.

As such the personal and health information provided by you for yourself and your child(ren) and any other person will only be used to ensure the health and safety of your child(ren) while they are in attendance at the Occasional Child Care service. In addition:

- We will only use personal information provided by you for the purpose for which it was collected as stated above. This information will not be used for any other purpose without prior consent.
- We will not disclose your personal information to a third party and will take all necessary measures to prevent unauthorised access or disclosure. We will ensure that your personal information is not disclosed to other institutions and authorities without prior consent except if required by law

Storage of Dangerous Products

All chemicals, first aid supplies, medicines, and cleaning products are stored in original labelled containers that are inaccessible to children.

Environmental Awareness

- Recycled materials are used where possible for art/craft activities
- Environmentally friendly cleaning products are used.
- Fruit and food scraps are composted or deposited in the worm farm
- Families are informed at enrolment of the house's commitment to the environment.

Administration of medication

Staff will administer medication to a child if requested and service medication forms have been completed, by the parent/guardian. The service is required to comply with the Children's Services regulations 2009 when administering medication and the following guidelines must be followed:

- Prescribed medication must be accompanied by clear, written instructions and discussed verbally with staff.
- The parent must complete and sign the medication form in your child's room.
- The parent must give details of the time and date of the last dose of medication.
- Medication must be administered from its original container bearing the original label and instructions, and before the expiry or use by date.

Staff member administering the medication must check the dosage of the medication administered, and then details are recorded on the child's medication form. The parent must sign the medication form at the end of the day to verify the recorded details of any medication administered to their child

Where emergency treatment is required, oral authorisation is given by parent/guardian, written confirmation must be received within 48 hours of administering medication.

Occupational Health and Safety

Safe and healthy work practices are followed in compliance with the Occupational Health and safety requirements.

Accidents and Injuries

Strict guidelines have been developed to deal with all accidents, injuries and illnesses occurring during childcare.

In the event of an accident, injury, or illness, your child will be comforted and given appropriate first aid.

- Immediate medical attention will be sought if staff considers it necessary.
- Staff will attempt to contact the parent immediately.
- In the case of a serious accident or illness and we cannot reach a parent, the nominated emergency person will be contacted.
- Please ensure that these telephone numbers are up to date.
- It is imperative that persons listed as emergency contacts are easily contactable and live within close proximity (no more than 30 minutes) of Selby Community House.
- All accidents, injuries and illnesses are recorded on an accident form. Parents must sign this form after being informed of the accident by staff.

All accidents requiring medical treatment are reported, by the service Director to the State Government Department of Human Services.

All staff members on duty in the room have a first aid and anaphylaxis training certificate, in accordance with Children's Services Regulations (Vic.) 2009

Allergies (Anaphylaxis/Asthma/ Intolerances)

If parents state that their child has any medical condition they will be asked to fill out a medical management plan which provides the childcare staff with details on the condition and how it is to be managed while in our care. If it is an Anaphylaxis or an Asthma condition, then a plan from allergy.org.au needs to be filled out by the doctor and it will be displayed in the childcare room. If the child has Anaphylaxis and treatment is an epi-pen, then the child needs to bring the epi-pen every time they attend the service. The same applies with Asthma, if your child needs Ventolin or any medication to treat their asthma then this need to be bought with them when they come into the service.

If the medical condition changes then we need a letter from a doctor stating that the condition no longer exists or has changed.

Sudden Infant Death Syndrome (SIDS)

(Suddenly unexplained death of an infant or child) Service staff practice precautionary methods as advocated by the SIDS Foundation to reduce risk of cot death including:

- Using light layers of bedding
- Sleeping the baby on their back
- Using a firm mattress and no pillow.

Complaints Procedure

If you have any concerns about the care, protection or safety of your child, please raise these concerns in the first instance with the Childcare Director.

We value your feedback and wish to be informed of any concerns you may have. If you feel that the Director has not addressed the issue to your satisfaction, you are encouraged to contact the:

- Selby Community House Manager on 9754 2039.
Concerns or complaints may also be made directly to the State Government Department, which licence childcare centres.
- Department of Education and Early Childhood Development East Metropolitan Region
Children's Services Advisor - Tel 1300651940

Illness Requirements

If your child is diagnosed as having an infectious disease, it is your responsibility to notify the coordinator immediately. In some cases, it may be necessary to recommend that medical advice be sought immediately.

This may be particularly important if there is a possibility of a staff or parent being pregnant. The consequences of a pregnant woman contracting infectious diseases such as rubella, hepatitis, etc, can have severe repercussions on the unborn child. Parents will be notified of any significant infectious diseases in the childcare services via a sign in the foyer.

Infectious Diseases

To ensure a healthy environment cross infection must be kept to a minimum. Parents are required to keep their children home if they show any of the following symptoms:

- **Diarrhoea**
 - A child should not return to the childcare until he/she has been free of the diarrhoea (Loose, watery bowel motions) for 48 hours. If the child has an allergy or medical condition, which regularly diarrhoea, please discuss this with the Service Coordinator at enrolment
- **Vomiting**
 - A child who is vomiting should be kept at home until 48 hours after the vomiting has stopped. Microorganisms which cause vomiting and diarrhoea are highly contagious and will spread to others very quickly.
- **Fever** - Particularly with associated symptoms such as heavy nasal discharge
 - A child with a fever of more than 38C must be kept home. Children are expected to remain at home until they are fever free for 24 hours.
- **Rashes**
 - A Child may attend with a doctor's certificate stating the rash is not infectious. If the child displays any of the above symptoms, or it becomes apparent that your child becomes ill, staff will contact you.

HIV/AIDS and Hepatitis B and C

No one is obliged to disclose that they have a blood borne virus, and children cannot be excluded from the children's service on the grounds of a blood borne assumed infection. If a parent does not disclose to the staff that his/her child has a blood borne virus, this information remains confidential. Selby Community House Occasional Childcare Program provides sound workplace hygiene practices to prevent the spread of any infectious disease.

If you would like any further information on any aspect of this handbook, please refer to the Selby Community House Policy Folder on display on the information bench at the door of the Childcare Room.

A copy of the Children's Services Act 1996 and the Children's Services Regulations 2009 is also located on the information bench immediately outside the Childcare room

Minimum Period of Exclusion from children's service for infectious diseases.

Column 1 Number	Column 2 Conditions	Column 3 Exclusion of cases	Column 4 Exclusion of Contacts
1	Chickenpox	Exclude until all blisters have dried. This is usually at least 5 days after the rash appears in unimmunised children, but may be less in previously immunised children	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded
2	Conjunctivitis	Exclude until discharge from eyes has ceased	Not excluded
3	Cytomegalovirus (CMV) infection	Exclusion is not necessary	Not excluded
4	Diarrhoeal illness*	Exclude until there has not been vomiting or a loose bowel motion for 24 hours	Not excluded
5	Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later	Exclude family/household contacts until cleared to return by the Chief Health Officer
6	Glandular fever (Epstein-Barr Virus infection)	Exclusion is not necessary	Not excluded
7	Hand, Foot and Mouth disease	Exclude until all blisters have dried	Not excluded
8	Haemophilus influenzae type b (Hib)	Exclude until 48 hours after initiation of effective therapy	Not excluded
9	Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness	Not excluded
10	Hepatitis B	Exclusion is not necessary	Not excluded
11	Hepatitis C	Exclusion is not necessary	Not excluded
12	Herpes (cold sores)	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible	Not excluded
13	Human immuno-deficiency virus infection (HIV)	Exclusion is not necessary	Not excluded
14	Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing	Not excluded
15	Influenza and influenza like illnesses	Exclude until well	Not excluded unless considered necessary by the Chief Health Officer
16	Leprosy	Exclude until approval to return has been given by the Chief Health	Not excluded

Column 1 Number	Column 2 Conditions	Column 3 Exclusion of cases Officer	Column 4 Exclusion of Contacts
17	Measles	Exclude for at least 4 days after onset of rash	Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of exposure with any infectious case, or received Normal Human Immunoglobulin (NHIG) within 144 hours of exposure of any infectious case, they may return to the facility
18	Meningitis (bacterial —other than meningococcal meningitis)	Exclude until well	Not excluded
19	Meningococcal infection	Exclude until adequate carrier eradication therapy has been completed	Not excluded if receiving carrier eradication therapy
20	Mumps	Exclude for 5 days or until swelling goes down (whichever is sooner)	Not excluded
21	Molluscum contagiosum	Exclusion is not necessary	Not excluded
22	Pertussis (Whooping cough)	Exclude the child for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment	Contacts aged less than 7 years in the same room as the case who have not received three effective doses of pertussis vaccine should be excluded for 14 days after the last exposure to the infectious case, or until they have taken 5 days of a course of effective antibiotic treatment
23	Poliovirus infection	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery	Not excluded
24	Ringworm, scabies, pediculosis (head lice)	Exclude until the day after appropriate treatment has commenced	Not excluded
25	Rubella (German measles)	Exclude until fully recovered or for at least four days after the onset of rash	Not excluded
26	Severe Acute Respiratory Syndrome (SARS)	Exclude until medical certificate of recovery is produced	Not excluded unless considered necessary by the Chief Health Officer
27	Shiga toxin or Verotoxin producing Escherichia coli (STEC or VTEC)	Exclude if required by the Chief Health Officer and only for the period specified by the Chief Health Officer	Not excluded
28	Streptococcal infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well	Not excluded
29	Tuberculosis (excluding latent tuberculosis)	Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious	Not excluded
30	Typhoid fever (including paratyphoid fever)	Exclude until approval to return has been given by the Chief Health Officer	Not excluded unless considered necessary by the Chief Health Officer