



Preston Neighbourhood House Inc.



“Leading our community towards greater independence and quality of life.

218 High St, Preston, 3072

**Tel: 94845806 Fax: 94841604 Email:office@prestonhouse.org.au
ABN 6680 185 7062**

CHILDCARE POLICY

1. AUTHORISATION

The Preston Neighbourhood House Committee of Management adopted this policy for 2009.

2. REVIEW DATE

This policy shall be reviewed on or before December 2011

3. SCOPE

To whom does this policy apply and when?

- Staff
- Volunteers
- Participants in the Childcare program
- Carers

This policy is explained through:

- Equal Opportunity and Non-discrimination
- Managing Diversity
- Occupational Health & Safety Policy and Supplements-
 - Disaster Response Plan (implementing a safe and healthy environment)
 - Adequate Staff training
 - A Hazard and Incident contingency plan
 - O.H.&S. Hazard Reporting Proforma
- Fees and Charges
- Enrolment
- Charter of Human Rights

In addition, reference should be made to:

- Code of Conduct
- Code of Practice
- Grievance, Complaints & Appeals
- Sun Smart Policy
- Asthma Action Plan
- Anaphylaxis Action Plan
- Medical Action Plan

4. DEFINITIONS

Words or phrases that are special to this policy or procedure, which might be unfamiliar or misinterpreted.

- This policy refers to the Rights and Responsibilities of all stakeholders engaged in the daily operations of Preston Neighbourhood House.
- It encourages tolerance and acceptance of diversity within our House community.
- It supports the Equal Opportunity and Non-discrimination policies of Preston Neighbourhood House.
- It acknowledges the role of Preston Neighbourhood House in supporting our learners and participants broaden their experiences.

Reflected in this plan are the following fundamental beliefs:

- We will be successful by understanding and being responsive to the needs of individuals, families and groups in our community.
- We recognize that effective community ownership and management of the organization will enhance our success.
- We are driven by the desire to achieve quality in all our services.
- We respect the dignity and recognize the merit of each member of our community and will ensure the house is free from discrimination on the grounds of race, religion, gender or disability.
- We are responsible for the safety of staff, volunteers and participants.

5. POLICY

VALUES

MISSION STATEMENT:

“Preston Neighbourhood House will encourage and support the local community to increase independence and quality of life by providing high quality, accessible programs and services promoting social interaction, mutual support and skill development”

PURPOSE

Preston Neighbourhood House is committed to providing a safe and caring environment for the children in our care while providing parents/guardians with an opportunity to participate in our programs or "Take-A-Break" for whatever reason.

The Occasional Childcare Program offers children the opportunity to develop social and learning skills, to develop positive feelings about themselves as individuals and in groups, to meet other children and enjoy a varied and stimulating program of activities.

For staff members to form warm relationships with each child in their care, so that all children can develop to their optimum potential, through being valued as individuals, and shown equal respect and acceptance of their individual needs and abilities.

The House is committed to ensuring our program in Early Childhood Development provides for the physical and emotional well being of children, promotes their independence and self-esteem, provides a sensitive and nurturing environment.

The Centre supports and encourages parents to discuss their children's needs with Staff and to share some aspects and experiences of culturally diverse backgrounds.

It is Preston Neighbourhood House's philosophy, belief and practice, that children require physical and psychological contact for their care and healthy development. The contact can be described as occurring in three broad areas:

1. Hygiene – this includes face and hand washing, cleaning and drying children's bodies and genitals when toilet accidents occur, assisting with toileting, examining rashes or unusual marks, nose blowing, and necessary changing of clothes.
2. Nurture – this includes hugs hand holding, tickling, carrying and cuddling. This type of contact is never made against the expressed wishes of the parent or child.
3. Safety and Guidance – this includes preventing children's involvement in potentially harmful situations, separating conflicting children, guiding children by leading them, and administering first aid to injuries.

Preston Neighbourhood House aims to provide the things that healthy children need, including:

- a safe, healthy and supervised environment, free from unacceptable risks,
- freedom (the opportunity to choose what they want to do)
- limits (the security of knowing what they can and cannot do)
- affection and security
- peace and quiet, including moments of serenity, privacy, and solitary play,
- personal attention from adults,
- praise and recognition,
- predictability in persons, places and routines,
- respect,
- responsibility,
- opportunities to make meaningful choices, to be a member of a group and to experience leadership,
- variety in places to spend time and things to do

6. PROCEDURES

ADMISSION GUIDELINES

- [a] Children from 6 months and under 6 years are admitted.
- [b] All relevant information regarding the child, including medical conditions, immunisation details and any legal custody arrangements, Doctor's details, Emergency contacts are to be supplied before children can be accepted.
- [c] A child who comes to child care with a communicable disease, cannot be admitted. (refer DHS Regulation 13 and 14 of the Health (Infectious Diseases) Regulations 2001 – Schedule 6)

OPERATION

- [a] Our Child Care Service operates on a 10 week term in conjunction with the Centre's Programs.
- [b] Children be in care for no more than 3 hours per day, ten hours per week
- [c] **SESSION TIMES:**

MONDAY 9.00AM – 12.00PM

TUESDAY 9.00AM – 12.00PM

WEDNESDAY 9.00AM – 12.00PM

FRIDAY 9.00AM – 12.00PM

Monday & Wednesday (Koala Group) 9.00AM - 12.00PM

Tuesday & Thursday (Possum Group) 9.00AM - 12.00PM (3 Year Old Kinder

Programs)

N.B. Additional Afternoon Sessions may be scheduled to accommodate community and program needs.

[d] The Occasional Child Care Service is registered by the Department of Human Services as a Restricted Service. Funding is provided by the Department of Human Services, Adult Community and Further Education, and payments made by parents and fundraising.

[e] The management committee reserves the right to cancel any sessions due to insufficient numbers or staff unavailability.

STAFFING POLICY

[a] Qualified Staff will be employed by the Committee of Management as required by Regulation 25 of The Children Services Act 1998.

[b] When Staff are on leave qualified Staff will be sought to replace existing Staff where necessary.

[c] Children/Staffing levels will be maintained according to Regulation 24

[d] Employees' children are not permitted to attend the Centre whilst the Parent/Guardian is on duty except at the discretion of the Licensee.

[e] All staff are required to maintain current 1st Aid qualifications

[f] Staff and volunteers working in Childcare are required to have current Working With Children accreditation.

CONDITIONS OF EMPLOYMENT:

[a] Staff will be encouraged to participate in relevant training to further develop skills

[b] Employment will be conditional on Police Checks that have been read by the Licensee or Primary Nominee.

[c] All Staff must have appropriate First Aid Qualifications and be updated when required.

VOLUNTEERS

[d] Volunteers will be supervised at all times.

[e] Volunteers will undertake a police check

[f] Students on Placement do not take the place of Staff and will be supervised at all times.

[g] Trial period for 2 weeks will apply.

COMPLAINTS PROCEDURE

[a] Complaints or concerns regarding the care, protection and safety of the child must be brought to the attention of the Responsible Person

[b] The Committee of Management will notify the Secretary of the Department of Human Services within 48 hours. The Department of Human Services contact number is:

9412 5333

145 Smith Street Fitzroy.

[c] Complaints from parents should be directed to the Childcare Coordinator in the first instance. If unable to be resolved the complaint should then be brought to the attention of the Manager or Office Manager.

FEES AND PAYMENT

[a] Child Care fees are set by the Committee of Management and are payable in advance.

[b] Fee scales may vary which will be at the discretion of the manager. Individual cases of financial hardship will be considered on a case by case basis.

[c] Concessions are available for more than one child and for holders of a Health Care Card

[d] 10% discount applies to term bookings paid in advance.

COST	FULL	CONCESSION	PROGRAM PARTICIPANT
1 CHILD	\$20	\$12	\$10
2ND + CHILD	\$32	\$18	\$17

These rates apply for 1 day per week during the term

SAFETY GUIDELINES:

SUN POLICY

- [a] Children & Staff: Sunscreen will be applied before going outside & Hats are to be worn
- [b] Parent's need to notify childcare staff if their child has sensitive skin and these parents will need to provide sunscreen which is clearly marked.
- [c] This policy is followed whenever the UV Index reaches 3 and above; generally between September and April.

HYGIENE

- [a] All childcare Staff must wear disposable gloves when dealing with any blood spills eg applying first aid. Any equipment that comes into contact with the discharge is to be disinfected and disposable items must be sealed and disposed of immediately.
- [b] When changing soiled nappies, Staff will wear disposable gloves.
- [c] All wet/soiled clothing is placed in plastic bag and placed in child's bag to be taken home.
[ALL CLOTHING TO BE LABELLED]
- [d] Staff must ensure the environment and all routines are carried out with strict hygiene at all times.

TOILET TRAINING

Toileting of children involves degrees of Manual Handling for staff, and hence implications for O.H.& S. With this in mind, there is an expectation that children in the 3-4 years old age bracket, will be well advanced in their toilet training.

Parent's/Guardians who are toilet training their child are encouraged to discuss this with the Staff to ensure consistency in methods.

TOYS & ITEMS FROM HOME

- [a] If a child needs the security of a toy/blanket, we encourage parents to bring it along. It needs to be labelled with child's name.
- [b] Dummies/Soothers [if needed]: Please bring along a dummy with a cover or in a small container clearly marked. Dummies are only given when children are distressed or when they are going to sleep. Children will be encourage to put dummies away when settled.

PARENTS NEED TO BRING

- [a] A change of clothing/nappies/bottle [if needed] a pusher to sleep in and a hat/sunscreen, coat and hat in cold weather.
- [b] For refreshments, parents/guardians are required to bring a piece of fruit to share, sandwich or healthy snack for your child only_and any special dietary food. Please do not

bring lollies, chips, soft drinks ..

[c] A pusher or pram if the child requires a rest period.

[d] Medication in original containers with instructions is to be handed directly to Staff and parents must complete all details in the medication book.

Note: Preston Neighbourhood House's Occasional Care Program has a Zero tolerance to nut products. *Some children have severe anaphylactic reactions to certain food types. As a precaution we have a nut intolerance policy, hence please do not send along foods containing nuts or nut derivatives such as peanut butter or Nutella. Should a child develop anaphylactic reactions to other foods our Risk Minimisation Plan for Anaphylaxis as identified in our Anaphylaxis Policy will be implemented and parents will be notified accordingly..*

PROGRAM

[a] Program planning is developed on a fortnightly basis and displayed in the childcare room.

The program, enrolment details and observation records are kept on the premises.

[b] Appropriate activities are designed to provide stimulation and interactive play for children of all age in a caring and safe environment, encouraging social, physical and emotional development and allowing for the full potential of each child to be met.

[c] Provide age appropriate activities with relevance to children's needs, interests and development.

[d] Provide diverse activities promoting physical, intellectual and emotional challenges that encourage a learning process.

[e] Emergency evacuation procedures will be developed for the centre and practiced regularly with staff, volunteers and children.

PROVISION FOR UNCOLLECTED CHILDREN

[a] In order to cover staff costs, **A LATE FEE OF \$20 PER 15 MINUTES** will apply for late collection of children from Childcare.

[b] 2 Staff members will remain with the child at all times.

[c] If not collected within 30 minutes of the session ending, and we have been unsuccessful in contacting the Parent/Guardian or emergency contacts/authorised person, staff shall notify the Police and the Department of Human Services.

ENROLMENT PROCEDURES:

[a] PAREN/GUARDIAN MUST COMPLETE ALL SECTIONS ON THE ENROLMENT FORM, INCLUDING IMMUNISATION DETAILS AND SIGN THE FORM.

NOTE; IF THE CHILD HAS ASTHMA , A FOOD ALLERGY OR ANY MEDICAL CONDITION WHICH MAY REQUIRE INTERVENTION, AN ACTION PLAN WILL ALSO NEED TO BE COMPLETED ON ENROLMENT.

- Name & Address of each Parent/guardian with whom the child resides.
- Name & Address of other Parent/Guardian
- Name, Address & contact number for person to be notified in the case of an accident, injury, trauma or illness.
- Details of any person who has lawful authority to collect the child from the Service, who has the authority to authorise the taking of the child outside the premises by Staff member, or has the lawful authority to consent to the medical treatment of the child,

- Persons who have lawful authority to request or permit the administration of medication to the child or authorising the Service to seek emergency medical, hospital or ambulance care or treatment of the child.
- Any court orders relating to the powers, duties, responsibilities or authorities of any person in relation to the child or access to the child.
- Languages spoken in the home/Country of Birth
- Dietary Registrations/Allergies or any other medical conditions & treatment
- Child's Immunisation Status

ON ARRIVAL:

- [a] A bound Attendance Book to be completed and signed by Parent/Guardian on arrival and departure .
- [b] Parents/guardians are required to notify Childcare Staff of their arrival.
- [c] If there is to be another authorised person to collect the child, Staff must be notified and the name of the person collecting the Child must be entered in the ATTENDANCE BOOK.
- [d] Authorised person will be previously registered with the Service and will have proof of identity.
- [e] Written authority is required from the parent/guardian if they require an “unauthorized” person to collect their child. Proof of I.D. may be asked for.

ON DEPARTURE

- [a] Parents/Guardians ensure that Staff have been notified that they have arrived to collect their child.
- [b] All details - departure time & signature are required before the child can leave the Centre.

BOOKINGS/CANCELLATIONS

- [a] Bookings are to be made in advance (casual vacancies will be available if we have any cancellations)
- [b] Receipts issued on payment and roll book marked at the front desk.
- [c] Bookings for child care may be taken at time of Program enrolment.
- [d] re cancellations:
To ensure that all parents have fair access to child care when needed, childcare cancellations are required at least the day before child care is booked.
You will receive credit for two cancellations only per term (unless a doctor's certificate is provided)
We understand that in some circumstances 24 hours notification will not be possible and this will be considered on a case by case basis.
- [e] Course participants have priority for term bookings.

ILLNESS/ACCIDENT/INJURY/INFECTIOUS PROCEDURES

- [a] In cases of accident, injury or illness that requires medical attention or exclusion, our Service will notify parent/guardian or if necessary, emergency contact who is legally authorised to seek medical attention.
The responsible person will ensure that the child has been removed from the Centre in the interests of the health, safety or well being of the child or the other children attending the Service.
- [b] Accidents, injuries and illnesses will be recorded in a bound book, detailing action

undertaken, circumstances of accidents/injuries, who was present, time and date of incident and other relevant information. Parents will be notified. All bumps to head will require parents to be informed immediately.

- [c] In the opinion of Staff, Emergency Medical, Hospital or ambulance assistance will be sought as authorised on Enrolment Form and at the Parent's/Guardian's expense.
- [d]. In the case of Infectious Diseases:
 - (i) The parent/guardian with whom the child resides will be notified as soon as practicable,
 - (ii) A sign will be displayed at the entrance to the Centre informing participants of the breakout. (The gazetted exclusions period will be enforced)
 - (iii) If a parent/guardian realises that their child has an infectious disease after they have attended the Centre, they must inform Preston Neighbourhood House staff immediately. These children must observe the exclusion period.
- [e] The child will be made comfortable and observed in an isolated area until collected.
- [f] The C.O.M. will be notified within 48hrs if any of the following occurs –
 - Any serious accident/injury that requires medical/dental attention
 - A death occurs
 - A child has been removed from the Service or is not accounted for.
- [g] In case of Medical Emergency an authorised person may remove a child from the Centre without written permission, as specified in Medical Authorisation at enrolment providing they are specified as Lawfully Authorised Persons.

MEDICAL INFORMATION

- [a] The Parent/Guardian or the person who is recorded as being able to request or permit the administration of medication, has given written permission for medication to be given. Medication is to be kept in their original containers with original labels & relevant details including expiry date.
- [b] Medication Book to be maintained with relevant medical details. Verbal authorisation by Parent/Guardian as confirmed by 2 Staff is acceptable in an emergency, but must be followed by written confirmation. Medication must be given to Staff in original containers with explicit instructions.
- [c] Prescribed medication will be given according to doctor's instructions only.

Re Asthma Action Plan

Any parent of a child with asthma in their care, is required to provide written information regarding the child's asthma:

- Signs and symptoms specific to the child's asthma
- A list of known triggers,
- Medications taken on a regular basis when the child is "well"
- The preferred method for treating deteriorating asthma, that is, an asthma attack,
- What to do in an asthma emergency,
- Name, address and telephone number of a person who is to be notified of any accident, injury, trauma or illness involving the child,
- Name, address and telephone number of the child's doctor.

Re Anaphylactic Action Plan:

Upon enrolment, parents/carers of a child at-risk of anaphylaxis shall:

- inform staff, either on enrolment or on diagnosis, of their child's allergies.

- provide staff with an anaphylaxis action plan signed by the child's doctor, and written consent to use the EpiPen® in line with this action plan.
- provide staff with a complete EpiPen® kit.
- regularly check the EpiPen® expiry date.
- assist staff by offering information and answering any questions regarding their child's allergies.
- notify the staff of any changes to their child's allergy status and provide a new anaphylaxis action plan in accordance with these changes.
- communicate all relevant information and concerns to staff, for example, any matter relating to the health of the child.
- comply with the service's policy that no child who has been prescribed an EpiPen® is permitted to attend the service or its programs without that EpiPen®.
- comply with the procedures outlined in Schedule 1 of the Anaphylaxis Risk Minimization Action Plan.
- Inform all parents that a child with Anaphylactic allergies is present in the service.

PARENT/GUARDIAN'S RESPONSIBILITY INCLUDES:

- Giving authorisation for medication to be administered
- Name and dosage of medication and time of medication to be administered.
- Parents must hand medication to staff to place in First Aid cabinet and under no circumstances leave medication in bag. This will include asthma medication.

STAFF RESPONSIBILITY:

- [a] Administering, recording the dosage and time administered; is to be written in the Medication Book along with signatures of staff who administered the medication
- [b] Details of children's allergies, dietary restrictions or relevant medical history [and treatment] to be recorded and all Staff to be informed.

ACCESS

- [a] No unauthorised person will be allowed to remove or collect a child from the Centre.
- [b] If an unauthorised person attempts to remove a child from the Centre, Staff must verbally attempt to prevent removal of the child and should indicate their intention to remain with the child until the authorized person arrives. If confrontation could possibly lead to violence against the child or staff, the person must be allowed to leave with the child. The authorised parent/guardian must be notified and police and the Department of Human Services contacted.
- [c] A child's lawful Parent/Guardian may enter the Centre at any time of operation.
- [d] Access Arrangements/Custody orders will be viewed on enrolment and enforced.
- [e] If an authorised person who has arrived to collect the child, appears to be noticeably impaired by intoxication, illness or substance abuse the staff member should decide on one of the following courses of action:
- contact one of the child's emergency contacts, referring the matter to the person nominated to act as an emergency contact, or
 - contact Police or the Child Protection Agency.

GUIDELINES ON BEHAVIOUR MANAGEMENT

Staff will encourage children

- *to understand their needs & rights,*
- *to understand and take responsibility for their own actions within reason*
- *to become aware of other children's/adults feelings.*

- *to respect the rights & needs of others*
- *to develop behaviour choices for themselves & encourage participation in discussing consequences of their actions.*
- *in problem solving.*
- *to feel important and respected.*

STAFF will strive to: -

- *take time to actively listen and positively respond to a child*
- *be consistent in approach and response to a child's behaviour*
- *not display anger*
- *set limits that are fair & reasonable in relation to age appropriateness.*
- *promote positive role modelling for children*
- *focus on and encourage positive behaviour*
- *maintain reasonable and clear expectations*
- *treat the child as an individual and meet his/her needs accordingly*
- *provide activities that promote turn taking, decision making and encourage active involvement that allows for a learning process.*

DIRECTORS will support staff through:-

- ◆ *Ensuring that the participation of children in Childcare is consistent with the objectives of our policy and allows us to guarantee quality service and outcomes to all participants,*
- ◆ *Liaison with the Community Liaison Officer at the City of Darebin,*
- ◆ *Liaison with officers of the Department of Human Services,*
- ◆ *Supporting families with contact details on referrals to professional agencies,*
- ◆ *Seeking support in Early Childhood Development from agencies specialising in culturally sensitive issues.*
- ◆ *Supporting staff by negotiating mutually acceptable attendance parameters with carers,*

No child will be subjected to -

- [a] Any form of corporal punishment. [Redirection will be employed when the child is in danger of injuring himself/herself or others]
- [b] Any other humiliating or frightening experience.
- [c] Any verbal or physical abuse while in care.

STAFF WILL

- [a] Seek assistance when there is concern regarding the behaviour of the child and our ability to meet the needs of that child
- [b] Provide care and support in an accepting and caring environment that takes in to account the uniqueness of the individual.

PARENTS should support our staff :-

- ◆ *Bring issues regarding student behaviour to the attention of staff,*
- ◆ *Do not speak with other children about their negative behaviour,*
- ◆ *Remember it is the responsibility of staff to manage student behaviour. Do not approach other parents/carers directly with concerns about children's behaviour.*

COMPULSORY REPORTING OF SUSPECTED CHILD ABUSE

- [a] Any behaviour or physical injuries such as from burns or verbal information that warrants attention must be reported to the Committee of Management through the Responsible

Person.

- [b] All suspected cases of abuse will be documented and kept confidential.
- [c] The Committee of Management will contact the Department of Human Services regarding any suspected abuse.
- [d] No informal discussion of any suspected child abuse will be allowed with other workers or member of Staff unless it directly affects the child's welfare.

7. IMPLEMENTATION SUPPORT

7.1 COMMITTEE STRUCTURE

It is the responsibility of the Committee of Management to ensure that all staff and users are aware of this policy and that it is implemented within the centre.

7.2 KEY RESPONSIBILITIES AND AUTHORITIES

- * The Manager will be responsible to work with staff to ensure this policy is implemented within the centre.
- * The policy may be viewed in the centre's Policy Book.
- * The Committee of Management must formally approve any alterations to this policy and set due dates for review.

8. EVALUATION

- * Is the policy being successfully implemented?
- * Have any implementation issues occurred which need to be referred to C.O.M.

