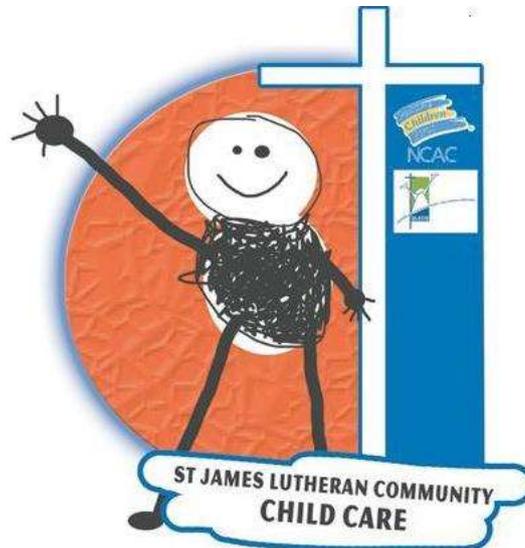


PARENT HANDBOOK 2014



29 Waterloo St

Cleveland 4163

PH: 07 3286 1953

FAX: 07 3289 9266

Email: stjccare@bigpond.net.au

Website: www.stjameskindychildcare.net.au

Hours

Monday to Friday

7:30am to 5:30pm

Closed all public holidays

Closed approx 2 weeks Christmas/New Year



Welcome

- [Philosophy. & Mission Statement.](#)
- [Centre Goals](#)
- [Dates for 2013.](#)

Educational Program and Practice

- [Children's Learning](#)
- [Image of the Child](#)
- [Daily Requirements](#)
- [Daily Procedures](#)
- [Routines](#)
- [Spiritual Links](#)

Relationships with Children

- [Interactions with Children](#)
- [Relationships in Groups](#)

Collaborative Partnerships with Families

- [Communication - Partnerships](#)
- [Contact Details.](#)
- [Daily Communication](#)
- [Notice Board](#)
- [Parent Involvement](#)
- [Management Committee](#)
- [Family Social Events](#)
- [Baby Sitting](#)
- [Photographs](#)

Children's Health and Safety

- [Children's Clothing](#)
- [Nutrition](#)
- [Rest and Relaxation](#)
- [Behaviour Guidance](#)
- [Entertainment and Excursions](#)
- [Hygiene and Safety](#)
- [Illness and Injury Policy](#)
- [Medication](#)
- [Sun Protection](#)
- [Emergency and Evacuation Procedures](#)
- [Child Protection](#)
- [Immunisation](#)
- [Tobacco, Drug and Alcohol Free Environment](#)

Staffing Arrangements

- [Our Staff](#)
- [Students and Volunteers](#)
- [Staff Meetings](#)
- [Professional Development](#)

Leadership and Service Management

- [About Queensland Lutheran Early Childhood Services.](#)

- [Service Approval](#)
- [Fees](#)
- [Method of Payment](#)
- [Absences](#)
- [Discontinuing Enrolment](#)
- [St James Lutheran Community Child Care Policies](#)
- [Inclusion Policy](#)
- [Insurance](#)
- [Media Involvement](#)
- [Feedback and Concerns](#)

Conclusion

WELCOME

We are delighted that you have chosen St James Lutheran Community Child Care as your child's Early Learning environment. We hope that you will be very happy during your time here with us.

At St James Lutheran Community Child Care, we provide your child with a safe, secure and supportive learning environment. Our program stimulates young minds to think independently and promote their own learning. It fosters creativity, challenges thought processes, and supports co-operative learning. We address the needs, interests and abilities of each child and recognise them as the unique individuals that they are.

This information booklet has been designed as a guide to help you and your child settle into our service, and for you to have an understanding of our policies. It contains useful information about St James Lutheran Community Child Care, the way it is managed, and what to expect during your time here.

St James Lutheran Community Child Care is a 39 place non-profit Centre that consists of 3 educational rooms:

- Joeys - 6weeks to 2years, 2 staff:8 children
- Possums -2 to 3 years, 2 staff:11children
- Emus -3-5years, 2 staff: 17 children

The Centre is open from 7:30am to 5:30pm, Monday to Friday, 50 weeks per year closing on Public Holidays and 2 weeks over Christmas and the New Year

Please save this booklet to your desk top so that you can use it as a reference of general information and policies. If you wish for a hard copy please request from a staff member. Some policies are only summarised in this booklet, the full details of policies are available at the service upon request. Any comments you may wish to make regarding policies are also welcomed. Policies are developed through consultation with QLECS, staff, families and the community.

We look forward to sharing the coming year with you and your child, and the partnerships the year may bring.

Philosophy & Mission Statement

Mission Statement

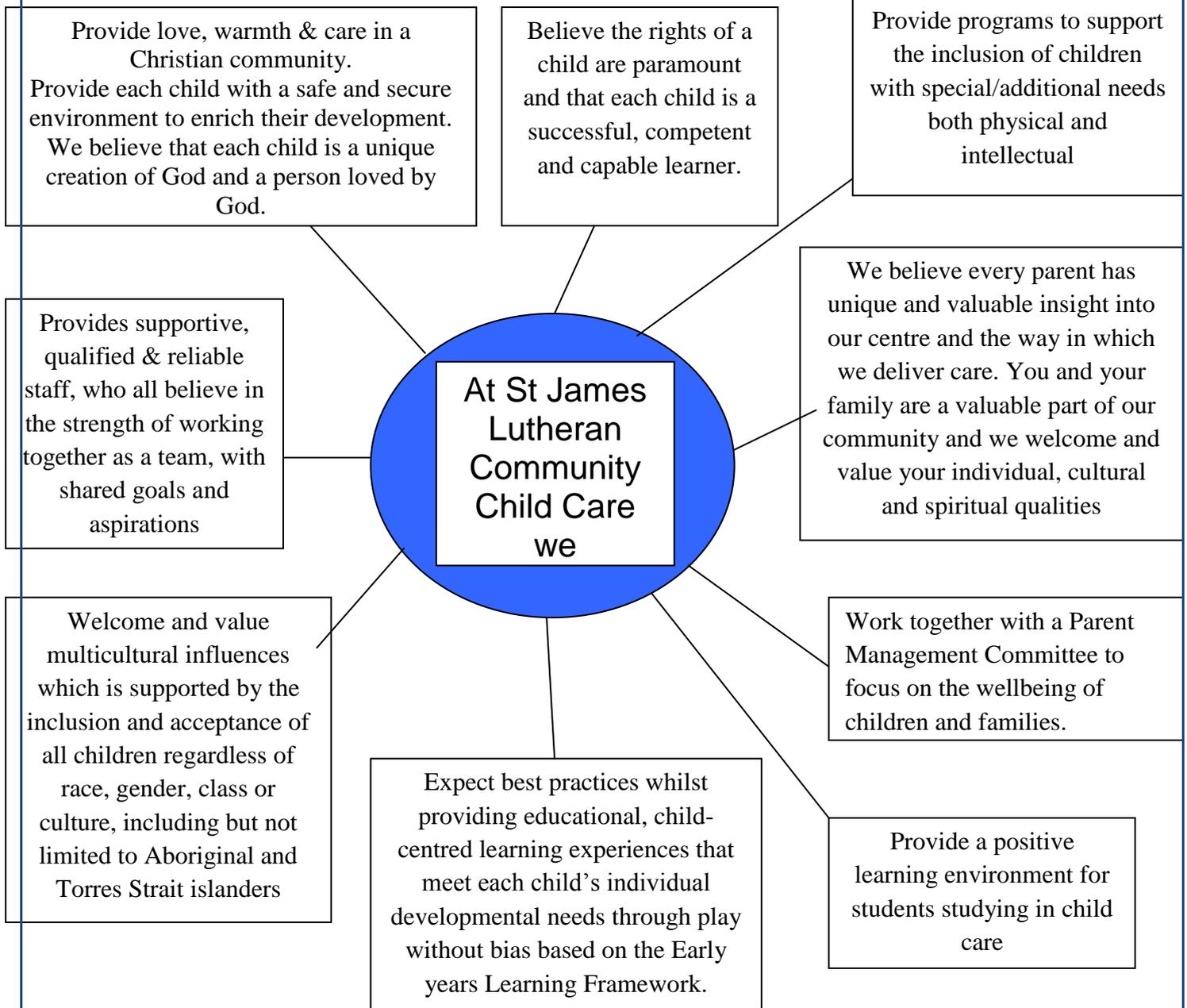
St James Lutheran Community Kindergarten and Child Care offers compassionate Christ-Centered care, seeking excellence in service, care and Christian nurturing empowering all people to reach their full potential.

St James Lutheran Community Kindergarten and Child Care aim to:

- Provide an environment that supports and extends children's holistic learning and development, acknowledging the physical, social, emotional, personal, spiritual, cognitive and linguistic aspects of learning.
- Develop each child's unique qualities and abilities, nurturing each, as a child of God and promoting wellbeing and sense of belonging.
- Develop the child's identity, connectedness and disposition to learning and life in a Christian context.
- Promote meaningful partnerships with families.

CENTRE PHILOSOPHY

Children are special treasures of the heart and special gifts from the Lord.
“Let the children come to me, and do not stop them, because the kingdom of God belongs to such as these” Mark 10:14



The Staff at St James co-operate with the Qlecs, Parent Management Committee and families in formulating all policies of the Centre and goals for the children, working together for the benefit of all concerned

Goals for the Children

October 2013

Due for review October 2014

IDENTITY

Learning Outcome: Children have a strong sense of Identity

- ▶ For children to feel Safe and Secure: Comfortable in the presence of familiar adults, comfortable with daily routine, seek and accept help when needed.
- ▶ For children to act independently and persevere: Follow simple directions, keep belongings organised, play independently, will try and retry to complete new tasks before seeking assistance
- ▶ For children to demonstrate Self-confidence: make choices during play, express feelings and ideas, confidently approach familiar tasks and confidently explore the environment

CONNECTEDNESS

Learning Outcome: Children are connected with and contribute to their world

- ▶ For children to develop a sense of belonging: enjoy playing and working with others, initiate and join in play, willingly share toys, share informal conversations and personal experiences.
- ▶ For children to develop a sense of social responsibility and fairness: begin to show an awareness of feelings, respond and show consideration to others, able to wait and take turns, follow an adults lead to make things fair
- ▶ For children to develop a respect for diversity: show interest in other cultures and respect others
- ▶ For the children to develop a respect for the environment: help care for environment, use equipment with care, show interest in the natural environment and changes in it, to interact with animals and plants with care.

WELLBEING

Learning Outcome: Children have a strong sense of wellbeing

- ▶ For all children to feel happy and content within themselves : express happiness and contentment on a regular basis, show courage in difficult everyday situations, know they can make choices, respond when others help them express feelings, try to control reactions when frustrated and participate in quiet activities.
- ▶ For all children to feel happy and content in the company of others: connect with particular peers and adults, follow an adults' lead to show respect, empathy, care and concern and express happiness.
- ▶ For children to explore and promote their own and others health and safety: follow familiar routines to ensure health and safety, share ideas about healthy foods and activities, follow familiar routines to manage hygiene and bodily needs
- ▶ For the children to explore ways to promote their physical wellbeing: actively participate in movement experiences, willingly try different ways of manipulating objects, show control when manipulating objects and tools, move with control using a large range of motor skills, willingly attempt new climbing and balancing challenges.

ACTIVE LEARNING

Learning Outcome: Children are confident and involved learners

- ▶ For children to develop a positive disposition and approaches to learning such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, and imagination.
- ▶ For children to show confidence and concentration: able to complete tasks, show confidence when approaching familiar experiences, contributes to learning through conversation.
- ▶ Children engage their imagination and creativity: by exploring ways to: use imagination in play, use materials and processes to create, to represent ideas, feelings and experiences creatively.
- ▶ Explore Information and Communication technologies (ICT): enjoy using ICT to create, realise ICT can be used to find out information and use ideas about everyday technologies in play.

COMMUNICATING

Learning Outcome: Children are effective communicators

- ▶ Explore and expand ways to use language: use simple vocabulary to describe what they see, hear, feel etc., use simple sentences, listen to and follow simple directions, use verbal and nonverbal language to communicate.
- ▶ Explore and engage with literacy: join in shared reading activities, look at or read books, respond to sounds, rhythms, patterns in words, rhymes and songs, name some letters and sounds that are familiar.
- ▶ Explore and engage with numeracy: can point to objects in small collection, may use familiar number names to count, asks about numbers, beginning to understand how symbols and patterns work, respond to direction to show understanding of spatial positions, explore ideas about time and money.

Dates for 2014

St James Lutheran Community Child Care closes for approximately 2 weeks over Christmas and the New Year, no fees are charged to families during this time. We will close on Friday 20th December 2013 and reopen for children on Tuesday 7th January 2014

St James Lutheran Community Child Care is closed on the following occasions:

- All Public Holidays
- Australia Day- Monday 27th January
- Good Friday & Easter Monday- Friday 18th April & Monday 21st April
- Anzac Day- Friday 25th April
- Queen's Birthday – Monday 9th June
- Ekka Show Day – Monday 11th August
- Labour Day – Monday 6th October
- Or any other date as advised

Fees will be charged for all public holidays unless indicated. In fairness to all families public holidays, sick days or holidays will not be swapped for other days. If you require an extra day parents will be charged accordingly.

EDUCATIONAL PROGRAM AND PRACTICE

Children's Learning

In our program we focus on children's learning through play, enjoyment, freedom and friendship. We believe it is important for children to have opportunities, foster the development of self-esteem, creativity and growth at their own individual rate.

"The program provided at St James Lutheran Community Child Care contributes to the following outcomes for children"

- *children have a strong sense of identity*
- *children are connected with and contribute to his or her world*
- *children have a strong sense of wellbeing*
- *children are confident and involved learners*
- *children are effective communicators" (reg 73)*

Play is a context for learning that:

- allows for the expression of personality and uniqueness
- enhances dispositions such as curiosity and creativity
- enables children to make connections between prior experiences and new learning
- assists children to develop relationships and concepts
- Stimulates a sense of wellbeing.

Our core belief is that learning is assisted when children feel in control of their lives and actions. This is developed through frequent opportunities to make real choices and decisions. Self-discipline is a natural outcome of being able to make real choices, and the children are free to choose the areas of interest in which they will participate throughout the day as individuals and as part of the group.

Learning is enhanced when we encourage children to organise their thinking in ways that make sense to them and to represent their ideas and meaning through appropriate symbol systems. Use of symbol systems such as language, drawing, modelling, construction and pretence allows the development of increasingly sophisticated thinking and communication of ideas to others.

The program is developed so that the following characteristics are fostered:

Social Development

An ability to form satisfying and happy friendships with other children.

An ability to work and play as part of a group, with the accompanying skills of co-operation, respect for others, sharing and turn-taking.

Emotional Development

Recognition of self-worth as unique individuals.

A feeling of security and acceptance within the family, early childhood setting and community.

Cognitive Development

An active, inquiring attitude to learning.

An acquisition of skills: listening, questioning, observing and problem solving.

A broadening base of general knowledge of the world around us.

Language Development

A love of books and poetry as a basis for reading readiness.

An understanding of letters and their meaning.

Effective communication through vocabulary expansion, listening and asking questions.

The continued growth of clear language patterns.

Physical Development

The development of both gross and fine motor skills.

The confidence to try new physical activities.

Spiritual Development

The development of knowledge and understanding about God.

The ability to make God a part of everyday life and learning.

St James Lutheran Community Child Care also provides Child Portfolios. These contain photos, artwork, observations, learning stories and evaluations for each individual child. Parents are encouraged to view these books at the centre and make comments. Each parent is required provide a book at the start of the year. These books are then given to each family at the end of the year, as a record of their child's development and progress throughout that year.

"Staff will document the children's experiences and participation in the program provided" (reg74) "The program for the service is on display in the parent information area, past programs are available upon request" (reg 75). "Parents can request information on the content and operation of the program as it relates to their child as well as information about their child's participation in the program" (reg 76).

Image of the Child

We believe that God created each child with strengths and abilities that we can celebrate with them. The program we offer comes from ideas and interests of the children, families, staff and the community. We encourage children to learn from one another, and to work collaboratively in small and large groups. Our environment stimulates thinking and offers children the opportunity to actively explore experiment and create.

Supporting this view is the **United Nations Declaration on the Rights of the Child:**

The right to affection, love and understanding.

The right to adequate nutrition and medical care.

The right to free education and full opportunity for play and recreation.

The right to protection from all forms of neglect, cruelty and exploitation.

The right to name and nationality.

The right to special care, if disabled.

The right to be among the first to receive relief in times of disaster.

The right to learn to be a useful member of society and to develop individual abilities.

The right to be brought up in a spirit of peace and universal brotherhood.

The right to enjoy these entitlements, regardless of race, colour, sex, religion, national or social origin.

Daily Requirements

WHAT TO BRING TO ST JAMES

ALL CHILDREN are required to bring:

- ✓ An A4 display folder for children's profiles, parents will get to keep these at the end of the year.
- ✓ 1 packet of extra plastic sleeves to add to the display folder
- ✓ A packet of A4 photo paper for printing photos of the children involved in activities. These photos will be used to display in our daily evaluations for families to see and to go into the children's portfolio's for parents to keep at the end of the year.

Children in the JOEY room are to bring:

- ✓ A bag for your child's belongings.
- ✓ 2 changes of clothes.
- ✓ 1 fitted cot sheet and 1 flat sheet or light blanket in a draw string bag (not Plastic).
- ✓ A nutritious morning tea, lunch and afternoon tea and any other food requirements packed in a plastic lunch box with a flat top (**No Insulated Bags** as per Nutrition Australia's recommendation).
- ✓ Pre-made bottles containing formula/milk clearly named and placed in the fridge.
- ✓ A drink bottle with water and any other drinks your child requires.
- ✓ App 6 Disposable nappies for your Childs use throughout the day

Children in the POSSUM AND EMU rooms are to bring:

- ✓ A clearly named bag for your child's belongings.
- ✓ 2 complete changes of clothes i.e. underpants, T-shirt and shorts (or appropriate clothes for the weather conditions).
- ✓ Disposable nappies for the day if your child requires them (5 per day)
- ✓ If your child is toilet training, numerous changes of trainer pants or Undies (not pull-ups)
- ✓ 1 fitted cot sheet and 1 flat cot sheet inside a drawstring bag for rest time (not a plastic bag).
- ✓ A nutritious morning tea, lunch and afternoon tea stored in a lunch box with a flat top (**No Insulated Bags** as per Nutrition Australia's recommendation). Please see Centre Nutrition policy regarding appropriate foods. **No heat up foods**
- ✓ A drink bottle with water (no Juice or Cordial in water bottle).

Daily Procedures

Arrivals and Departures

Upon arrival and departure at St James Lutheran Community Child Care, the custodial parent or authorised nominee is required to sign the sign-in/out sheet with their full name, not initials. If you are going to be on a different contact number during the day, please advise staff and write in communication book located near sign in sheets. *"Children can only leave the service after a parent or person nominated on the enrolment form has signed them out"* (reg 99)

The sign in and out folder is located in your child's room or above their lockers. If your child is to be collected from the centre by someone besides the parents or persons on the "Authority to collect" form, we ask you please phone the centre beforehand, stating the person's name and their relationship to the child. Identification will need to be produced upon their arrival e.g. Drivers licence. The authorised collector must be over the age of eighteen.

Parents, please ensure you notify a staff member about your child's arrival and that your child is left in the care of a staff member. Please also ensure that upon departing, you inform a staff member that your child is leaving.

Arrival is an important time to communicate any information that might be of relevance to your child's wellbeing during the day. Parent and staff contact is often limited in the mornings however, if you need to have longer talks with the staff, a convenient time can be arranged for this or perhaps a phone call or email during the day can help.

Please be punctual and keep to the operating times indicated on the front cover of this information book, as this helps the program to run smoothly. If you are unable to collect your child at the stated end time please arrange for another authorised person to do so.

Custodial Issues: Parents/guardians are required to notify the Director about any details of legal custody of the child and any court orders. Copies will be required at the service.

Routines

In each program you will see a predictable pattern to the day, which is designed to give your child a sense of routine and security. Integrated into the predictable events of the day, stimulating experiences are planned to challenge and stimulate children in the areas of social, emotional, physical, creative and intellectual development. We are committed to the provision of opportunities for learning and nurturing and to the development of children in ways which are informed by quality research and theory.

Spiritual Links

St James Lutheran Community Child Care has close links with the congregation Pastor he is available for Parents and Families who have spiritual concerns. Pastor Andrew attends the centre every second Wednesday the children enjoy bible stories and songs that are aimed to encouraging an awareness and appreciation of Jesus.

RELATIONSHIPS WITH CHILDREN

Interactions with children

“The program offered will

- *Encourage children to express themselves and their opinions*
- *Allow children to undertake experiences that develop self-reliance and self-esteem*
- *Maintains at all times the dignity and rights of each child*
- *Gives each child positive guidance and encouragement toward acceptable behaviour*
- *Has regard to the family and cultural values, age, and physical and intellectual development and abilities of each child” (reg 155)*

Relationships in groups

“St James Lutheran Community Child Care” will provide opportunities for children to interact and develop respectful and positive relationships with each other and with staff” (reg 156)

COLLABORATIVE PARTNERSHIPS WITH FAMILIES

Communication - Partnerships

We believe that the partnership between parents and St James Lutheran Community Child Care staff is very important. For this to be effective, it is the responsibility of both parties to communicate with each other. The staff cannot always predict parent's concerns or questions, so please be active in approaching the service Director or Room Leader for discussions. Please arrange a set time to talk to the Director if you have concerns or questions about your child. *“A suitable area for private conversations will be made available when required. Parents may enter the service at any time their child is in attendance. Permission to enter will be withdrawn if a parent poses a risk to the safety of the children and staff or the parent is prohibited contact with the child by a court order” (reg 157)*

Contact Details

Please keep your contact details up-to-date. This allows for quick communication in the event of an illness or emergency. **Please ensure that authorised nominee names and numbers are current at all times.**

Daily Communication

A communication pocket is provided for each family. They are labelled with your child's name and are located in each room. Please check your communication pocket daily.

Communication regarding the day's events will be available through photographs and a written journal or learning stories that are displayed in the sign out area for you to enjoy prior to the collection of your child. These are valuable tools to give insight about the day so you can discuss and reflect with your child about their day.

Regular newsletters help staff to communicate the program, interests and events at the St James Lutheran Community Child Care. Most information will be placed in your pocket. Please ensure your pocket is regularly checked for information.

Notice Board

Notices and information for parents are placed on the notice board. We ask that you check these notice boards when they are displayed.

Parent Involvement

We value parental input into the program. We welcome your participation and recognise the importance of this for the children. We work in partnership with parents for the benefit of encouraging the full potential of their child/children. We value the individuality and uniqueness of each family and encourage the development of positive relationships. We request that everyone who enters our service speak and act in a child friendly manner.

Management Committee

As a community centre we are managed by a Committee of Parents, Church Reps and interested members of the community. The committee meets monthly and is facilitated by the Chairperson, minutes are taken by the Secretary and a financial report furnished by the Treasurer. The Director presents reports about the day to day running of the Centre. Staff and parents are invited to attend the meetings to contribute ideas and information. Minutes of the Committee meetings are posted for parents and staff on the centre website.

All parents are welcome to become involved in the management committee of St James Lutheran Community Kindergarten and Child Care in whatever capacity you are able. Notice of meetings can be found on the St James Lutheran Community website. Parents are invited to nominate for positions on the committee. The Committee is elected at the Annual General Meeting held in February or March of each year.

Family Social Events

During the course of the year, we may hold some special social events for all families details will be provided on the notice board and/or website.

Baby Sitting

Parents are requested not to ask staff of the Centre if they do private baby-sitting. The centre takes no responsibility for such private arrangement.

Photographs

Centre photographs are taken once a year and we ask that parents read the notices about these days and inform staff if you do not wish to partake in these. At St James Lutheran Community Child Care we have digital cameras in each room that are used on a daily basis to photograph the children. These photos become the basis of our daily visual diaries, which are on display in each room. We also use the photos to document your child's development throughout the year in their profile book.

CHILDREN'S HEALTH AND SAFETY

Children's Clothing

Please ensure that clothes are marked with the child's name to ensure that all items of clothing are returned to the rightful owner. Please dress your child in clothing that is suitable and appropriate for active play. Suitable clothes are those that are easy for your child to manage independently, easy to move in and of no concern if stained from art activities. It is a requirement that children wear t-shirts or tops with sleeves that cover the shoulders (in preference to tank-tops or singlet tops), to further ensure protection from the sun. Ideally, sandals or sandals should be worn to the Centre. Shoes can often be a hazard (especially Crocs or rubber thongs which we prefer not to be worn at all) in outdoor play areas and in warmer weather children are encouraged to remove them.

Nutrition

You are required to provide your child with food and drink for both morning/Afternoon tea and lunch each day. We promote good nutrition and healthy eating habits at St James.

- Our practice is for children to eat **fruit and Yoghurt** first at morning tea and **Sandwiches** first at lunch time.
- Centre policy **does not allow** for the **reheating** of food.
- We request that you do not send lollies, cordial, juice, chips, chocolate, popcorn or foods high in sugar, preservatives, flavouring and colouring.
- It is better to provide more food rather than less food for your child.
- Please provide a drink bottle (clearly named) each day. 500ml – 750ml are a good size to ensure your child is drinking enough water each day. Please send your child's bottle filled to the top with water each day. A pop top style is recommended rather than a twist top.
- If we have a child enrolled at the centre with severe or anaphylactic allergies to certain foods or food products, we may ask all parents to exclude these items from their child's lunch box. This ensures the health and safety of all children.
- Flat top lunch boxes as pictured below **NO INSULATED LUNCH BOXES**



St James encourages children to consider the environment.. Whole foods rather than processed foods are also encouraged for good nutrition. We promote litter less lunch boxes and encourage you to use containers where possible instead of plastic or pre-packaged items; we find that this type of lunch box is efficient.

Foods we love at Kindy	Please do not send
Fruit (Fresh/Dried) Vegetables/with or without dip Yoghurts Cheese, Crackers Sandwiches/Wraps/Rolls Cooked Pasta (served cold) Baked beans Boiled eggs, quiche Salads	Roll Ups LCM's Chocolate Yoghurts/Custards Iced biscuits Chocolate Muesli Bars Chips Lollies/Chocolates Chocolate Cakes Popcorn

Special Occasions

We love to celebrate your child's birthday at Child Care! Parents are welcome to bring cupcakes for the children to share with their group, please check with your teacher as to how many you will need to bring.

Behaviour Guidance

All staff guide children's behaviour with support to learn generally accepted social skills within the community. Staff encourage and develop strategies for children to respect themselves, others and property through behaviour management and support. Staff provide programs that are play based and allow children to learn about social skills and rules, appropriate to their developmental level. All children are supported with behaviour strategies that ensure respect, dignity, privacy and personal growth. Children are encouraged to be involved in the development of the room rules and throughout the centre. Staff have a good knowledge of the individual needs of each child including their developmental abilities, family background and cultural beliefs.

If staff observe inappropriate behaviours, they will analyse the reasons and/or contributing factors and implement strategies to change the behaviour. This may include having conversations with parents/guardians about the child's behaviour at home and the strategies being used by parents/guardians. Ongoing difficult behaviour may require outside intervention from a professional agency.

Please refer to *QLECS Behaviour Guidance Policy (5.03)*

Rest and Relaxation

Resting is an important part of the day. An atmosphere conducive to relaxation is provided to allow children to 'recharge' *"The service will ensure that the individual needs of the child regarding sleep and rest are met"* (reg81)

Entertainment and Excursions

On some occasions we will have entertainers visit the Centre. Parents are asked to make a small contribution towards the costs of these visitors and this amount will need to be paid in cash in advance if you attend on this day. These entertainers provide a show at a minimal cost, usually between \$8 and \$10. The shows provide the children with an educational experience and often the content becomes the basis of further discussion and enquiry for children

All excursions are carefully planned.

"Children can only attend excursions after the parent or person nominated on the enrolment form has completed and signed the excursion permission form" (reg 102)

Hygiene and Safety

We take great care to provide a safe and hygienic environment for the children in our care. We aim to reduce the chance of accidents and minimise cross infection. The following procedures are implemented:

- Toilets are cleaned and disinfected during rest period and at the end of each day and during the day, if the need arises.
- Children are taught and encouraged to wash their hands after toileting, before meals and after wiping their nose.
- All equipment and the grounds are checked regularly and maintained in a safe condition.

Illness and Injury Policy

At all times there is at least one staff member in each room that holds a First Aid qualification. The care environment is arranged, and resources selected, according to safety guidelines so that the risk of injury to both children and staff is minimised.

The minimum exclusion guidelines (see Exclusion Policy) have been written on the premise that children who have been ill will not return to child care until they are fully recovered. In some instances, a clearance letter from your Doctor may be required.

Children will be administered one dose of Panadol for a fever over 38C, but must be collected promptly and are unable to return to the centre for a period of at least 24 hours after their last dose of Panadol/Nurofen.

Children who have been given any form of pain relief in the morning must remain at home as this will wear off by lunchtime and your child may become more ill. (See Medication, Paracetamol and Natural therapies policy with Addendum attached)

Children with contagious illnesses will not be admitted to care and non-immunised children may be excluded (as per Exclusion Policy). Please contact the service to report contagious illnesses.

“In the event of a child becoming ill or injured while in care, staff will complete an incident/injury form which includes name, age, circumstances, time and date as well as any action taken by staff, witness details and time and date of notification to parents or persons nominated on the enrolment form” (reg 87)

In the case of minor injury to a child whilst in care, staff will administer first aid immediately. If first aid has been given to your child during the day, staff will complete an incident /injury form which you will be required to read and sign. *“Parents will be notified as soon as practicable and within 24 hours if their child is involved in any incident, injury, trauma or illness while at St James Lutheran Community Child Care” (reg 86)*

“The staff will take all reasonable steps to prevent the spread of infectious disease and if there is an occurrence of an infectious disease at the service families will be notified by the placement of a notice in the parents area as well as verbally by staff” (reg 88).

Medication

“St James Lutheran Community Child Care has a medical conditions policy that covers the management of conditions including asthma, diabetes and a child at risk of anaphylaxis. Parents are asked to provide staff a management plan for their child if they identify with one of the above health care needs. St James Lutheran Community Child Care will develop risk minimisation procedures in conjunction with parents of children identified to ensure that the risks relating to their child’s specific health care need, allergy or relevant medical condition are assessed and minimised” (reg 90). “St James Lutheran Community Child Care has a copy of the medical conditions policy readily available and families who indicate that their child has a medical condition or allergy will be provided with a copy” (reg 91)

“If medication is required to be given during your child’s attendance then a medication form is required to be completed by the parent or person nominated on the enrolment form. Staff will only be able to administer medication after the form is completed correctly and signed, Staff will complete and sign their section when the medication is administered” (reg 92).

“Medication will only be administered once the medication form has been signed and correctly filled out .In cases of emergency a parent or person nominated on the enrolment form can consent to the administration of medication verbally or if parent or nominated person cannot be contacted then a registered medical practitioner or emergency service can consent” (reg 93). “If staff need to administer medication for a anaphylaxis or asthma emergency they will notify the parent and emergency services as soon as practicable” (reg 94)

“Medication can only be administered if it is prescribed by a registered medical practitioner, in its original container with original label with the child’s name on it and the medication has not expired, details and dosage will be checked by another staff member before administration” (reg 95).

Please note: No non-prescribed medication will be given this includes Panadol, nurofen and any other pain relief.

Puffers and Inhalers

For asthma and any medication for the long-term treatment of asthma, a management plan from the child’s doctor is required at least every six months or when medication or dosage changes. We do have blank forms onsite. Individual medication and equipment is to be supplied by the parent. The medication form will need

to be filled out and signed by the parent on arrival and also on their return to St James Lutheran Community Child Care, if medication has been administered.

Anaphylaxis Medication

Parents must provide a completed management plan that outlines the medical condition of, and recommended treatment for the child. A signed consent form for injection of medication must be kept at the service. For further information, please discuss with the Director prior to your child beginning at St James Lutheran Community Child Care.

Sun Protection

As you are aware, Queensland has the highest incident of skin cancer in Australia. Staff will apply sunscreen several times a day but hats must be worn. St James Lutheran Community Child Care provides these and they remain at the centre. Please apply sunscreen to your child prior to arrival at the Centre. Please ensure that clothing is sun smart also. Sleeves are recommended for all children to protect shoulders. **Hats are compulsory at the Centre for all children and staff and will be supplied one by the centre.**

Emergency and Evacuation Procedures

Emergency and evacuation procedures are prominently displayed in the rooms and are clearly visible to staff and visitors. These procedures include emergency services, contact numbers and locations, and local meeting points in the event of an evacuation. A copy of the emergency procedures for the St James Lutheran Community Child Care is distributed to all new staff and volunteers on their first day at the service. Parents, staff, contractors, trades people and visitors are referred to the Emergency Procedures for appropriate action in the case of fire or other emergency requiring evacuation/lock-down. All children under the care of St James Lutheran Community Child Care are regularly familiarised with evacuation/lockdown procedures at the discretion of the staff.

Child Protection

All staff are committed to protecting children and young people from harm and promoting children's safety, dignity and wellbeing. *"All staff are aware of child protection law and their obligations that they have under Queensland Child Protection Act 1999" (reg 84)*
Each and every staff members holds a valid Suitability Card (Blue Card), these are renewed frequently.

Immunisation

Immunisation is the least expensive and most reliable method of preventing some infections. The principle of Immunisation is simple: it gives the body a memory of infection without the risk of natural infection. St James Lutheran Community Child Care recommends that parents have their children immunised. Immunisation status of your child must be completed on your child's enrolment form. Parents are responsible for providing staff with up dated immunisation information. Children who have not been immunised may be excluded from child care during specific outbreaks or epidemics of some infectious diseases such as measles and whooping cough. Exclusion of non-immunised children may occur even though the child is well.

National Immunisation Program (NIP) Schedule.

Birth	Hepatitis B (hepB)
2 Months	Hepatitis B (hepB) Diphtheria, tetanus and whooping cough (acellular pertussis) (DTPa) <i>Haemophilus influenza</i> type b (Hib) Polio (inactivated poliomyelitis IPV) Pneumococcal conjugate (7vPCV) Rotavirus

4 Months	Hepatitis B (hepB) Diphtheria, tetanus and whooping cough (acellular pertussis) (DTPa) <i>Haemophilus influenza</i> type b (Hib) Polio (inactivated poliomyelitis IPV) Pneumococcal conjugate (7vPCV) Rotavirus
6 Months	Hepatitis B (hepB) Diphtheria, tetanus and whooping cough (acellular pertussis) (DTPa) <i>Haemophilus influenza</i> type b (Hib) Polio (inactivated poliomyelitis IPV) Pneumococcal conjugate (7vPCV) Rotavirus
12 Months	Hepatitis B (hepB) <i>Haemophilus influenza</i> type b (Hib) Measles, mumps and rubella (MMR) Meningococcal C (MenCCV)
12-24 Months	Hepatitis A (Aboriginal and Torres Strait Islander children in high risk areas)
18 Months	Chickenpox (varicella) (VZV)
18-24 Months	Pneumococcal polysaccharide (23vPPV) (Aboriginal and Torres Strait Islander children in high risk areas) Hepatitis A (Aboriginal and Torres Strait Islander children in high risk areas)
4 Years	Diphtheria, tetanus and whooping cough (acellular pertussis) (DTPa) Measles, mumps and rubella (MMR) Polio (inactivated poliomyelitis IPV)
10 -13 Years	Hepatitis B Chickenpox (varicella) (VZV)
12-13 Years	Human Papillomavirus (HPV)
15-17 Years	Diphtheria, tetanus and whooping cough (acellular pertussis) (dTPa)
15-49 Years	Influenza (Aboriginal and Torres Strait Islander people medically at risk) Pneumococcal polysaccharide (23vPPV) (Aboriginal and Torres Strait Islander people medically at risk)
50 Years	Influenza (Aboriginal and Torres Strait Islander people) Pneumococcal polysaccharide (23vPPV) (Aboriginal and Torres Strait Islander people)
65 Years	Influenza (flu) Pneumococcal polysaccharide (23vPPV)

Tobacco, Drug and Alcohol Free Environment

“St James Lutheran Community Child Care provides an environment free from the use of tobacco, illicit drugs and alcohol” (reg 82).

STAFFING ARRANGEMENT

Our Staff

Julie Cunningham Director
April Penrose Admin

Joey Room

Mereoni Duncan
Pauline Lawrence

Possum Room

Di Huth
Carolyn Clark

Emu Room

Natalie Hammond (Maternity Leave)
Zoe LeMaistre-Cunningham

Permanent relief staff

Sharon Crick

Casual Relief Staff

Jenny Robinson
Ines Catavittello
Paulette Holden
Julie Homes
Leanne Troost

Notices of current staff are displayed at the service. Families will be informed of staff changes via the notice board.

Students and Volunteers

St James Lutheran Community Child Care welcomes students and volunteers. We receive requests from Universities, TAFE Colleges and schools to host students who are taking part in work experience programs that relate to Early Childhood Education. Before any student or volunteer is permitted to spend time at our service, they must be approved by the Director, hold a Suitability Card and sign confidentiality and policy agreements. Parents will be notified if a student will be visiting the service.

Volunteers may also be accepted, only after careful screening and consideration of the children's needs. All volunteers, apart from a parent of a child who is in attendance, must hold a Suitability Card.

Staff Meetings

St James Lutheran Community Child Care is staffed by a professional team, all with a wide range of qualifications and experiences, our regular staff meetings allow ideas and knowledge to be shared.

Professional Development

St James Lutheran Community Child Care actively supports on-going Professional Development of all staff. Staff members attend courses, seminars, conferences and workshops throughout the year. Suitably trained relief staff will be employed in the absence of staff members.

LEADERSHIP AND SERVICE MANAGEMENT

About Queensland Lutheran Early Childhood Services (QLECS)

QLECS support and oversee the running of St James Lutheran Community Child Care, including financial, staffing and compliance matters.

The QLECS Board meets monthly and its aims are to:

- Represent the needs of parents, children, staff, community and the service as a whole;
- Attend to business and financial decisions of the service; and
- Plan the strategic growth of the organisation.

The Children's Services Manager (CSM) is part of the QLECS Operations Team and he/she will work closely with the staff of the St James Lutheran Community Child Care, ensuring smooth operations and administration by QLECS. The Children's Services Manager provides assistance to St James Lutheran Community Child Care through programing support, approval assistance, grant applications, staff support and advice and support or advice in other areas as needed.

Service Approval

St James Lutheran Community Child Care approved service provider is Queensland Lutheran Early Childhood Services LTD

From 2012 the National Quality Framework (NQF) requires St James Lutheran Community Child Care to undertake a quality rating and assessment process. The National Quality Framework sets a new national benchmark for the quality of education and care services. The National Quality Framework is divided into seven Quality Areas:

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management.

"Information on the service will be on display easily visible from the main entrance. A notice stating that a child who has been diagnosed as at risk of anaphylaxis is enrolled will be displayed when applicable. A notice of an occurrence of an infectious disease at the service will be displayed" (reg 173)

'A service compliance folder is kept" (reg 167)

"St James Lutheran Community Child Care will keep all records in accordance with the conditions set out in the National Law" (reg 181)

Fees

St James Lutheran Community Child Care is a non-profit community based organisation that relies on the prompt payment fees to remain financially viable. All operating costs including maintenance of facilities, rent, equipment, cleaning, wages, supplies, resources, printing costs, and more, rely on the payment of fees. Fees are set by Management Committee and are based on a carefully considered budget. Any surplus is expended into improving equipment, resources, facilities, building improvements etc. at the service. Fees will generally be reviewed annually and maintained as low as possible.

It is important that your fees are kept **2 weeks in advanced** at all times.

Daily Fee	\$72.00 Joey room
	\$70.00 Possum and Emu Room
Enrolment Fee	\$55.00 (non-refundable) Inc. GST
Parent Participation Bond	\$150.00 (Paid 1 month after commencing)

For generations Community Centre's such as ours have been run with a great deal of participation by parents and the community. These days the increased demands on our time from work and competing social activities means that there is less opportunity to contribute to the centre. This in turn means that work that has traditionally been performed by parents, like minor building and ground maintenance, has had to be contracted out at a cost to the centre. The committee therefore decided that a Parent Participation Bond will

be charged each year. During the course of the year we will call upon parents to assist with working bees or other committee nominated maintenance or fundraisers. Participation in one working bee, to a total of 5 hours per family in the year will result in your bond being refunded at the end of the year. Parents who choose to serve on the management committee, in any capacity, will be deemed to have served their time and will be eligible for the refund.

Payments must be continued during a child's absence for illness, holidays or for any other reason. Statutory holidays must be paid for however fees are not paid for the Christmas/New Year closure (2 weeks).

Failure to pay fees may result in your details being referred to Management Committee where the debt recovery policy will be implemented. Please talk to the Director if you are having difficulties paying your child care fees so a payment plan can be implemented. We endeavour at all times to keep our fees as low as possible, without jeopardising the programs we offer.

Late fees are charged to families who have not arrived by 5:30pm. The service closes at 5:30pm and the staff that must remain because of a late pick up need to be paid overtime. This situation is disruptive to the staff and your child, we ask that if you know you are going to be late to contact the service and/or try and make other arrangements. If a parent hasn't made contact by 5:35pm then staff will try and contact the parent and if no contact can be made they will try the authorised persons indicated on the enrolment form. If no contact is made with anyone authorised on the enrolment form by 6.00pm the police will be called and we will follow their recommendations. The late fee is listed below

\$20 per child per 15 minutes or part thereof. A separate invoice will be issued to parent or guardian for this cost.

Method of Payment

We are a cash free service and ask that all fees are paid by Cheque or direct deposit

Account details: Account Name: **St James Lutheran Child Care**
BSB **084 606** ACCOUNT NUMBER **50867 9923** BANK **NAB**

Internet transfer is our preferred payment option (see above for Internet banking details).

If fees are not kept at two weeks in advance, you will be required to go onto **EZI DEBIT** (see above).

We do not have Debit or Credit card facilities at the centre.

Cash can be given but no change is available and it must be written up in fees book and handed directly to April in the Administration Office, no later than Friday mornings. Whilst we have no fees box as an alternative if April is not available it can be handed to a staff member as long as this is witnessed and payment checked by a second staff member

Full fees are payable until enrolments meet CCMS requirements, adjustments will then be made. Bounced cheques will incur a \$30 administration charge in addition to any bank charges.

St James Lutheran Community Child Care is an Approved Care Provider and eligible parents/carers can access Child Care Benefit to assist with the payment of their fees. Child Care Benefit (CCB) reduces the amount you pay for your child care. To claim CCB families must apply for Customer Reference Numbers (CRNs) through the Family Assistance Office (FAO). Once you have been issued with yours and your child's CRNs you need to supply them to the Centre so that the information can be entered into the services software system. The service uploads child enrolment and attendance information weekly via the services software system to the governments Childcare Management System it calculates the CCB and fees are charged to the family minus your CCB entitlement. We realise this is a lot to comprehend and urge families to contact FAO on **13 61 50** should you require any extra information. All parents are asked to contact FAO and link their children to both provider numbers listed below this streamlines the CCB accountability process.

St James Lutheran Community Child Care Provider Numbers : **1-6PX-3112**

Absences

Each child is eligible for CCB for 42 days for allowable absences from care across all approved child care services during each financial year without the need to provide documentation such as medical certificates. All absences beyond the first 42 days will only be paid for 'additional absences' if parents/guardians provide evidence that the absence has occurred under a permitted circumstance such as – an illness (medical certificate); an outbreak of infectious disease when a child is not immunised; any other absences due to sickness of the child, parent or sibling supported by medical certificates; a period of local emergency; exceptional circumstances Parents are required to sign the attendance sheet for absences. Additional absences don't include public holidays

Discontinuing Enrolment

You are required to give *two weeks written notice* to the Director if you are discontinuing your child's enrolment. *Fees are payable up to and including end of notification date.*

St James Lutheran Community Child Care Policies

"All staff and parents are required to abide by these policies" (reg 169, 170). This is a condition of enrolling your child at St James Lutheran Community Child Care. The policies cover all aspects of operation and management of St James Lutheran Community Child Care in accordance with stakeholders. The policies also incorporate the Code of Ethics produced by Early Childhood Australia. If you would like to raise an issue about a policy, please put your views in writing addressed to the Director or the Children's Services Manager. *"Parents will be informed at least 14 days before any policy or procedure is changed that has significant impact on the services provision of education and care to any child enrolled at the service or the families ability to utilise the service, or changes to fees" (reg172)*

"St James Lutheran Community Child Care has a range of policies and procedures readily available which include but is not limited to the following

- *Delivery and collection of children*
- *excursions*
- *refusal of authorisation for a child to leave the service*
- *dealing with infectious disease*
- *dealing with medical conditions*
- *emergency evacuations*
- *health and safety matters relating to*
- *nutrition, food and beverages and dietary requirements*
- *sun protection*
- *water safety*
- *administration of first aid*
- *incident, injury, trauma and illness*
- *child safe environment*
- *staffing arrangements*
- *staffing including*
- *code of conduct*
- *determining the responsible person present*
- *participation of volunteers and students*
- *relationships with children*
- *interactions with children*
- *service management*
- *governance and management of the service, including confidentiality of records*
- *enrolment and orientation*
- *payment of fees*
- *dealing with complaints"*
- *(reg 168, 171)*

Inclusion Policy

Children have a wide variety of cultural and social backgrounds and experiences. We recognise the unique individuality of each child and their family, and observe a policy of acceptance and respect for everyone regardless of race, creed, gender, class, culture or ability.

Where a child has additional needs, parents/guardians are asked to discuss their child's requirements/expectations with the Director. Medical information may be required.

Insurance

The service is fully covered by Public and Products Liability with Liberty International through LCA Insurance Fund. "St James Lutheran Community Child Care will keep a copy of their current certificate of insurance" (reg 180).

Media Involvement

St James Lutheran Community Child Care has set out the following policy regarding media involvement:

- Permission to photograph or video at St James Lutheran Community Child Care is included in the Enrolment Agreement Form. This includes newsletter and advertising displays, Facebook and centre website etc. If parents do not give permission, St James Lutheran Community Child Care will ensure that the child is not included in these activities.
- When photos go into local newspapers, first names only will be printed unless otherwise negotiated.
- Should St James Lutheran Community Child Care wish to print multiple copies of photos for advertising, permission will be sought from parents prior to use.

Feedback and Concerns

Parent input, comments and questions are always welcome. From time to time you may receive a survey or evaluation form asking you to provide feedback on you and your child's experiences at the centre. Please take the time to read and respond to these requests as they assist us to improve the quality of our service.

We value constructive feedback from all stakeholders.

Open communication is the most effective means of addressing any issues.

The following procedure is recommended for parents to follow if a concern arises:

1. In the first instance, please approach the Director to discuss the matter. Be willing to express how you feel clearly and be open to working with the Director to resolve this matter. This may involve more than one discussion.
2. If your concerns are not resolved please contact the management committee
St James Management Committee
29 Waterloo St
Cleveland 4163
3. Concerns that are unresolved can be conveyed to the Children's Services Manager (CSM) verbally or in writing: contact details are

St James Lutheran Community Child Care
Children's Services Manager QLECS
PO Box 1857 Milton QLD 4064
Phone 3511 4079
Fax 3511 405
email: christineh@qlecs.org.au

Unresolved concerns can be raised with:

The Office of Early Childhood Education and Care
Department of Education and Training
PO Box 250
Woodridge, Qld, 4114
Phone: 3884 7813
Fax: 3884 9881
Email: ecec@deta.qld.edu.au

CONCLUSION

It is our hope that your family will enjoy being a part of St James Lutheran Community Child Care. Should you require further information or explanation regarding this booklet, please do not hesitate to contact us. We would welcome suggestions as to how to improve this booklet for the future.

*For attaining wisdom and discipline:
for understanding words of insight;
for acquiring a disciplined and prudent life;
doing what is right just and fair;
for giving prudence to the simple;
knowledge and discretion to the young-
let the wise listen and add to their learning,
and let the discerning get guidance-*

Proverbs 1: 2-5