



**Green  
Eggs**  
Ham<sup>RD</sup>  
Early Childhood Centre



# Parent's Information Handbook

Revised July 2024

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## WELCOME

The team at Green Eggs Early Learning Centre welcomes you and your family. We understand children are active participants in their own learning, and that the best learning outcomes for children are more achievable if a collaborative relationship is developed between children, families, educators and the community.

Our dedicated educators are highly qualified and are guided in best practice by the Education and Care Services National Law and Regulations 2011, National Quality Standards 2011 and Belonging, Being & Becoming: The Early Years Learning Framework for Australia 2009, as well as other relevant government regulations.

Should you require translation of this Handbook, we will endeavour to provide this service.

## CONTACT US

Phone: (07) 3349 3233

Email: [mail@greeneggschildcare.com.au](mailto:mail@greeneggschildcare.com.au)

Address: 72-78 Ham Rd, Mansfield QLD 4122

Postal: PO Box 335 Mansfield, QLD 4122

## MANAGEMENT

The Nominated Supervisor, also known as the Centre Director, is responsible for the day to day running of the centre. As a privately-owned centre, our Approved Provider is also active in the running of Green Eggs Early Childhood Centre. In the absence of both the Nominated Supervisor and the Approved Provider, a Certified Supervisor assumes responsibility of the Service (displayed on the OWNA Childcare Software Parent App).

An Educational Leader has been appointed by Green Eggs Early Childhood Centre; the details of our Educational Leader are displayed in the parent information area in our foyer.

### **Approved Provider Details:**

Suzie Cockerill

Phone: 0414 893 368

Email: [suzie@greeneggschildcare.com.au](mailto:suzie@greeneggschildcare.com.au)

## OUR TEAM

Team members at Green Eggs have been selected based on their qualifications, experience, supportive and caring nature and professional attitude.

All staff are employed under either the Child Care Industry Award (Qld) or the Educational Services (Teachers) Award (Qld). The Centre complies with the guidelines of the Education and Care Services National Regulations 2011 (Division 2).

### Qualifications

All of our Educators meet or exceed the following qualification levels.

Position	Qualification
Director/Nominated Supervisor	Advanced Diploma in Early Childhood, (or studying this qualification)
Teacher	Bachelor of Education (Early Childhood) or Bachelor of Education (Primary) plus relevant Early Childhood Qualification
Senior Educators	Diploma in Children's Services (or studying towards this qualification)
Assistant Educators	Certificate III in Children's Services (or studying towards this qualification)

In addition, all of our Educators hold and maintain a current:

- ❖ Working with Children Suitability Notice ("Blue Card")
- ❖ First Aid and CPR Certification
- ❖ Asthma & Anaphylaxis Management
- ❖ Child Protection Training

All staff are encouraged and assisted to undertake continuous Early Childhood studies and to attend regular (relevant) professional development. In-house seminars and workshops are arranged to keep staff abreast of the latest early childhood reforms and initiatives associated with the implementation of the National Quality Framework.

We display information about current staff, their position and qualifications in rooms (for room educators) and the parent information area in our foyer (floats and regular relief staff).

### Staffing Levels

Each Group has at least one Senior Educator (or Teacher) and, where more than half the maximum number of children in the group are in attendance, an Assistant Educator will also be assigned to each group. In certain circumstances, to maintain educator to child ratios, we will assign a third educator to a group.

### Responsible Person

At all times, when children are being educated and cared for at the Centre, a "responsible person" will be placed in charge of day to day operations. In the absence of both the Nominated Supervisor (Director) and the Approved Provider, a Certified Supervisor will be

nominated as the “responsible person”. This person, and their level will be displayed on the OWNA (Childcare Software) Parent App.

## **Rosters**

Rostered shifts are planned to provide maximum contact time between the children and their primary educational team. For example, where possible, one of your child’s educators will be rostered on the early shift and the other educator will be rostered on a later shift. This allows your child to access familiar educators throughout the day. Our Roster is displayed in the parent information area in reception and updates are available on the OWNA Parent App.

## **OUR PHILOSOPHY**

**....A special place to *create, play, explore* and *learn*.**

### *Our Place*

At Green Eggs Early Childhood Centre, we motivate, inspire and empower children to be the best they can be and to continue to explore and discover their world through play in an environment based on kindness, fairness and consideration of others.

We strive to be a centre of excellence for Early Childhood Education within our community.

Our Educators are highly qualified, experienced and enthusiastic and are dedicated to nurturing each child’s learning, thinking and development. There is an intentional, active, collaborative and reflective approach in the creation, design and delivery of our programs under the guiding principles of the National Quality Framework.

### *Our Beliefs and Values*

We value children as competent and self-directed learners. We believe children should be agents of their own learning and by scaffolding this we will create a lifelong love of learning.

We strive to provide authentic and diverse environments which foster creativity through investigations and experiences to allow the holistic development of each child.

We encourage families and our community to participate in our Centre’s holistic approach by creating a welcoming, inclusive environment which recognises the significant contribution of all cultures and backgrounds.

We acknowledge the traditional custodians of the land we learn, create and grow upon and recognise the valuable role early learning has in helping children understand and learn about the history, culture and lives of Indigenous people.

### *Our Commitments*

We are committed to maintaining a strong understanding of the emerging needs of children, families, educators, and our community to ensure that our service continues to be sensitive and responsive to these needs.

We commit to assisting children in their emotional growth, learning and development by building resilience and embracing everyday moments of happiness and kindness.

We strongly advocate for the value of play in early childhood development and are committed to creating safe, secure and challenging environments which will engage children through play to support them to develop to their full potential.

## GROUPS

The centre caters for children aged 15 months to 5 years, in the following groups:

Group	Age Group	Children
Toddlers	15 mths – 2 yrs	8
Senior Toddlers	18 mths - 3 yrs	15
Pre-Kindy	2.5 yrs - 4 yrs	25
Kindergarten	3.5 yrs - 5 yrs	26

*There are 2 Educators in the Toddlers Room and 3 Educators in each of the Senior Toddlers, Pre Kindy, and Kindergarten Rooms. Information regarding groups are displayed on doors at the entry to each of our rooms.*

We firmly require a minimum enrolment of 2 days per week in our Kindergarten Room.

Single day enrolments will only be approved for either Mondays or Fridays in all other rooms.

## SESSION TIMES

Long Day Care Session Times : 7:15am – 5:15pm (10 hours)

(with 45 minutes grace period either side)

## HOURS OF OPERATION

Our hours of operation are strictly 6:30am to 6:00pm Monday to Friday.

Green Eggs Early Childhood Centre is closed on weekends and public holidays.

Our Educators have commitments outside of work hours and appreciate parents collecting their children and exiting the centre prior to centre close (6pm). In accordance with our Fees Policy a “late collection” fee will apply to parents who are late collecting their child.

If a parent is late, and has not notified the centre, and where listed emergency contacts cannot be reached, police will be contacted after 30 minutes.

## PRIORITY OF ACCESS

The Priority of Access Guidelines set by Family Assistance Law must be applied by Approved Services to allocate available childcare places in circumstances where there are more families requiring care than places available. For information regarding priority of access – see: [Priority of Access Guidelines for Childcare Services \(dss.gov.au\)](https://www.dss.gov.au/priority-of-access-guidelines-for-childcare-services)

## CENTRE FEES

A schedule of current fees is available in our foyer. There is no charge to be placed on our waiting list. To accept a position at the centre, families must pay an enrolment bond and a **\$50 enrolment fee**. Families are advised of bond conditions in their enrolment offer.

We also charge an **annual programming levy of \$10** per child to access our online programming software through the OWNA secure portal.

Our fees policy specifies that all fees must be paid to two weeks in advance at all times. Fees must be paid regularly; weekly, fortnightly or monthly and always in advance.

Centre fees are reviewed twice a year and adjusted accordingly in the months of January and July.

### Payment Options

Our preferred method of payment is direct bank transfer. This can be setup through your internet banking with regular payments to the Green Eggs bank account:

**ANZ**

**BSB: 014 002**

**Account: 902958111**

Alternatively, you may use EFTPOS facilities in our reception or setup a Credit Card Authority for regular deductions (weekly or fortnightly).

### Invoices

Invoices are updated in OWNA on either Mondays or Tuesdays each week and are viewable on the OWNA Parent App. Our account details for payment can be found on family invoices. Invoices include information regarding fees and charges, government subsidies, payments received, and accrued year to date absences for your child.

### Absences Due to Illness

Fees are payable for all days that your child is booked into the centre (including absences due to illness).

### Public Holidays

Our Centre is closed on public holidays. Fees are payable for the days that your child is booked into the centre (including public holidays). The holiday subsidy will **not** be applied to public holidays.



## Holiday Subsidy

Holiday rates are available at a subsidised rate of **\$10 discount per day** for all leave (excluding public holidays), without a maximum limit. The application of this subsidy is conditional upon the following two criteria:

- ❖ two weeks' notice of leave must be given in writing (via the OWNA Parent App)
- ❖ fees must be up to date at the commencement of the holiday period i.e. two weeks in advance.

It is important that extended periods of absence are paid for in advance and that the Centre is notified of the impending absence (prior to commencement of leave) if you wish to retain your booking. If fees are not up to date, and a child is absent for more than two weeks without notification, the booking will be cancelled.

Under the "Free Kindy" funding scheme, holiday relief will only be applied to Kindergarten Children for leave taken during the 12 "unfunded" weeks per year.

**The Centre does not offer make up days.**

## Fee Penalties

- ❖ Failure to comply with the fees policy may result in cancellation of enrolment
- ❖ A parent who arrives after centre close will incur a **late fee** of \$50 for the first 15 minutes or part thereof and then \$25 for every additional 5 minutes or part thereof. This fee is applied per child.
- ❖ A fee penalty will be applied to families who provide late cancellation for extra booked days. Where notice of cancellation of extra booked days is less than two business days, the booking will be removed and a **late cancellation penalty of \$30** will be applied per child.
- ❖ Any family who is two or more weeks late with their fees will be charged a \$20 **overdue account fee**. This fee will be applied weekly on a Friday.
- ❖ Families who have entered into payment plans will not be charged overdue account fees
- ❖ **Costs of Recovery**: Families shall pay for all costs incurred by the Centre (including costs for which the Centre may be contingently liable) in any attempt to collect any monies owed by the Family to the Centre including debt collection agent costs, repossession costs, location search costs, process server costs and solicitor costs on a solicitor/client basis.

## Annual Re-Enrolment Process (Continuing Children) – Commitment Bond

Each year we undertake a re-enrolment process for our continuing children. Parents have an opportunity to nominate changes to preferred days as we roll over into a new calendar year. This process takes place prior to offering positions to children on our wait list.

After parents have accepted a position, as part of this process, this constitutes a commitment to the Centre to take up the position as specified. As a result of holding a spot for you, Green Eggs may turn away other parents and children. Dropping days after confirming your

enrolment is unfair on both the Centre and other parents looking to place their children in our Centre.

A commitment bond may be applied if for any reason you need to drop days (or cancel your enrolment) during the commitment period. The commitment period will be the period from the date that the confirmation of enrolment form was returned to the end of term 1 (in the new school year).

### **Free Kindy**

As a Queensland Government Approved Kindergarten Provider, Green Eggs Early Childhood Centre receives Government subsidies to improve access to Kindergarten for all children. Our Centre participates in the Qld Govt “Free Kindy” funding scheme.

Free Kindy will be applied to 15 hours per week and for only 40 weeks per year. For the remaining 12 weeks per year, normal fees and CCS (without discount) will apply.

Green Eggs will NOT enrol children into our Kindergarten Program where they will also be enrolled at a Sessional Kindergarten for part of the week.

### **Financial Hardship**

You may also be eligible for Additional Child Care Subsidy (Temporary Financial Hardship) for up to 13 weeks of additional assistance to families needing extra support with their child care fees. You can apply online [Additional Child Care Subsidy](#).

### **Debt Escalation Procedures**

The following debt escalation procedures do not relate to families who are genuinely suffering from financial hardship.

Accounts in arrears will be handled as follows:

- ❖ > 1 week – friendly reminder
- ❖ > 2 weeks – overdue account fee
- ❖ > 5 weeks – payment plan
- ❖ Failure to take up a payment plan or to meet the obligations of the payment plan (to enter into a credit card payment arrangement and make weekly payments to reduce the outstanding balance) will result in cancellation of enrolment
- ❖ Outstanding debts at this stage will be passed on to our debt collection agency and there will be no further contact with the Centre.

### **Notice Required**

Two week’s advance notice in writing of any cancellation or change to bookings is required.

**Fees will be charged in lieu of notice.**

Note that CCS entitlements will cease on the last day of your child’s attendance at the centre.

## CHILD CARE SUBSIDY

The Child Care Subsidy (CCS) is provided on behalf of families and paid directly to approved childcare providers. The subsidy is then used to reduce the amount that parents are required to pay the centre.

CCS is based on each family's combined income (income test) and work or study hours (activity test).

As part of the enrolment process, and prior to commencement at Green Eggs Early Childhood Centre, each family must ensure that they have a current **Subsidy Assessment Notice**. This includes confirming your child's enrolment with Green Eggs Early Childhood Centre (through MyGov). Parents can complete their Child Care Subsidy Assessment using their Centrelink Online Account (MyGov).

The Child Care Subsidy Assessment is a 4-step process

1. Family Income Assessment
2. Activity Test
3. Child Schooling Details
4. Confirm Enrolment

Where these tasks (listed above) have not been completed by parents via Centrelink (through MyGov), full fees will be charged to families.

For more information, visit the [Services Australia website](#), call Centrelink on 13 61 50 or complete your subsidy assessment via your Centrelink Online Account (MyGov).

### CCS Conditions

The following conditions must be met to qualify for and receive Child Care Subsidy:

- ❖ Your child must be signed in and out of the Centre every day of attendance and you must also sign for each day of absence where fees are charged (including public holidays)
- ❖ The family must have a current Subsidy Assessment Notice
- ❖ Immunisation schedules and family information provided to the Family Assistance Office must be up to date
- ❖ For further information see:

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

## Allowable Absences

- ❖ Child Care Subsidy is paid for each child for up to 42 absences per financial year from all approved child-care services, except occasional care. Days of absence can be taken for any reason, with no evidence required.
- ❖ Child Care Subsidy is also paid for additional absences, beyond the 42 days, in certain circumstances. There is no limit on these days, however, supporting documentation may be required.

## ATTENDANCE

### Authorised Persons

Children must arrive at the centre with a responsible adult. This person should be known to the Nominated Supervisor (Director) and/or the Educators in the centre. Only authorised persons, as indicated on the authorised collectors list, will be allowed to collect children from the centre.

Please notify the Nominated Supervisor, in writing, of any changes regarding authorised persons for collecting your child(ren). An adult, who is not known to staff at the Centre, will require photographic identification to collect a child. This adult must also be included on the authorised collector list at the time of collection.

### Custody/Court Orders

Our centre policy states that, in circumstances where details of custodial arrangements have been provided to the centre (copies held at centre), children will not be released to a parent/guardian in contravention of these arrangements. However, our priority is the safety of our educators and children. If this is questioned at any time, the child will be allowed to leave with the parent in contravention of the custody order and relevant persons/authorities will be notified immediately.

Such custody/court orders should be brought to the Nominated Supervisor's attention on enrolment and a copy of the order supplied. Any concerns regarding access to the Centre should also be discussed.

### Arrivals

On arrival at the centre, please;

- ❖ Sign in (using the OWNA parent kiosk)
- ❖ Take children to the playground and transfer them to the care of an educator
- ❖ Leave child's belongings in their locker

Sometimes saying goodbye is more difficult for the parent than the child. We recommend that you explain to your child that you are leaving and that you will return to pick them up (explain timing). A big hug and firm farewell before leaving will let your child know that

there is no negotiation. Educators will settle your child after you leave and ensure that they join in activities and are happily distracted.

You are most welcome to telephone us if you would like to check on your child's progress throughout the day.

## Departures

At departure time, please: -

- ❖ Come in and greet your child
- ❖ Together, say farewell to the Educator in charge of the group. Please feel free to take some time to discuss your child's day
- ❖ Together, collect your child's belongings.
- ❖ Sign out (using the OWNA parent kiosk)

Please ensure that your child and his/her siblings remain in your sight during this process. Note that school aged siblings may not collect your child from the centre.

## WHAT TO BRING

*Please bring the following each day:*

- ❖ 1 sunhat (provided at enrolment)
- ❖ a sheet set (one flat, one fitted - cot size) in a sheet bag (not plastic)
- ❖ a small blanket during the cooler months
- ❖ at least 1 complete change of weather appropriate clothes
- ❖ A named water bottle

*Children under 3 (in addition to the above):*

- ❖ if not toilet trained, at least 6 disposable nappies (or more as required)
- ❖ if toilet trained, at least 5 trainer pants/underpants/nappy pants if required
- ❖ cleansing lotions or barrier creams as required.
- ❖ another complete change of clothes.

We recommend that you do not send children to childcare in good clothing. Children should be dressed according to the climate. In summer, light cotton clothing that provides protection from the sun (no shoestring/singlet tops or dresses). In cooler months, children should wear warmer clothing layers that can be taken off as the day warms up.

Please ensure that all items are **CLEARLY LABELLED**. Whilst all care is taken, we will not accept liability for loss or damage.

## Treasures from Home

It is natural that children will wish to bring special toys or items with them from home to share with friends. Unfortunately, this can create conflicts in group situations and may result in these special items being lost or broken.

If you, or your child, have something special to share with the class, please speak to your child's educator so that opportunities can be made for these items to be viewed by everyone during a group time or show and tell. Items used for transitions and security, such as a blanket or a favourite stuffed animal, are welcome and must be clearly labelled.

## SUN PROTECTION AND HATS

Green Eggs Early Childhood Centre is a Sun Smart Centre. Our centre encourages the use of sun protective clothing and SPF30+ broad spectrum sunscreen as well as maximising the use of shade available for outdoor activities to reduce time spent in the sun. Hats offering maximum sun protection are provided at enrolment and a **“NO HAT, SHADE PLAY”** policy will be enforced when children do not wear their hats.

## FOOD PROVIDED

We provide nutritionally balanced food to suit the dietary requirements of your child. These are prepared by a qualified and experienced dietician and a team of chef's from [“Kids Gourmet Foods”](#). Meals use only fresh quality ingredients and are free from artificial flavours, colours, additives and preservatives. Food is delivered to the Centre Daily.

## EDUCATIONAL PROGRAMS & PRACTICE

Green Eggs Early Childhood Centre is guided by the Early Years Learning Framework and promotes children's learning by providing opportunities to maximise the potential of each child. Children's learning will be promoted across the following outcomes;

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

In collaboration with families, our aim is to enrich children's learning experiences through purposeful actions by our educators.

Daily routines and the Educational Program are recorded in our online programming software (OWNA) for each room. Our programs have a strong emphasis on play-based learning.

## Observational Records and Portfolios

We use OWNA Online Programming software to maintain our observational records and child portfolios. Staff are continually observing each child and recording their interests, needs and levels of development in OWNA. From these observations, activities are introduced to heighten each child's curiosity and extend their learning.

Children's observational records and portfolios are an important component of our programming. We encourage parents to review portfolios (via OWNA) and discuss programs and observations with our Educators.



## Kindergarten Program

Green Eggs Early Learning Centre is certified to offer a Queensland Government Approved Kindergarten Program. This program is approved by the Department of Education and Training and is provided to children in the year prior to their Preparatory (Prep) Year at School. Children must turn four years old by 30<sup>th</sup> June in the year that they participate in the Kindergarten program. We have a minimum booking in the Kindergarten Program of 2 days per week for each child.

The Kindergarten program is aligned with the Queensland Kindergarten Learning Guidelines and the principles, practice and outcomes of the Early Years Learning Framework. This program is delivered by an Early Childhood Teacher whose qualifications meet the required standards. Details of our Kindergarten Program are displayed in the parent information area of our foyer.

## Gardening Program

Gardening is great for children and provides an opportunity to learn new skills and have fun. Our educators run a gardening program at the centre. The children are involved in growing an edible garden from which they learn about science, nature, the environment and nutrition. They plant herbs, vegetables and fruits as well as fast growing, colourful flowers and shrubs.

## REST POLICY

At Green Eggs Early Childhood Centre, we provide an opportunity for every child to rest during the day. Most children require a daily sleep (especially in the younger age groups). Children in the older groups are positively encouraged to participate in a "quiet time". Quiet activities will be provided for children who do not wish to rest or sleep.

*Please refer to our Sleep, Rest, Relaxation and Clothing Policy available on the OWNA Parent App.*

## TOILETING

Children are encouraged to go to the toilet independently. During toilet training educators will endeavour to support efforts made at home. Please feel free to discuss your child's individual needs with us.

*Toileting procedures are displayed in all children's toilets.*

## BEHAVIOUR GUIDANCE

Our focus is centred on the importance of respect and dignity for each child. We acknowledge and accept children's feelings and encourage individual feelings to be expressed.

Steps that we take towards establishing good behaviour management include;

- ❖ Establishing and maintaining appropriate limits for behaviour
- ❖ Explaining the appropriate use of materials and equipment
- ❖ Reinforcing positive behaviour with praise
- ❖ Explaining why certain behaviour is inappropriate or unacceptable and providing acceptable options
- ❖ Offering children choices and encouraging good decision-making
- ❖ Setting realistic (age and stage appropriate) expectations

### Biting

Biting is not an uncommon behaviour in young children. Children who bite usually do so because they are frustrated or angry. They often act impulsively and quickly and are too young and immature to make other choices or understand consequences. They usually bite because their language skills are not yet developed enough to effectively express their needs. Teething may also be a cause of biting. Biting is most frequent in the thirteen to thirty-month age bracket.

When biting occurs, it is often very distressing for parents. If your child is bitten, you will probably feel angry. If, on the other hand, your child is the biter, you may feel concerned and uncomfortable. Please remember that this is a natural phase of development for some children. Educators find incidents of biting very distressing, often feeling guilty that they have been unable to prevent it. Be assured that they will be actively seeking ways to eliminate the problem whilst maintaining the self-esteem of all parties involved.

*Please refer to our Relationships with Children Policy available on the OWNA Parent App.*

### Swearing

Children who swear do so because it elicits a reaction from adults. The secret is to remove this power by ignoring the swearing and to make the child feel powerful in more acceptable



ways. Some parents are concerned that their children will learn unacceptable language from children at the centre. The reality is that most children hear these words outside the centre: from older children, adults in the community and the media. They are now at an age when they are interested in trying out new words, especially those words that seem powerful.

### **Aggression**

A certain amount of aggression is normal in young children. Many children cannot control their strong feelings and act impulsively. They are not able to understand the immediate consequences of their actions. We try to empower children with skills to deal with aggression by talking about their feelings, actions and consequences.

*Please refer to our Relationships with Children Policy available on the OWNA Parent App..*

## **HEALTH**

Children who are showing signs of being unwell should not be brought to the Centre. Sick children benefit from the care, attention and quiet of home. We request your co-operation in this regard to alleviate the possibility of spreading infection to other children, staff and families at the Centre. Sooner or later all children get sick, so please be prepared and have a contingency plan should illness occur e.g. arrange a standby caregiver.

**Parents will be called to collect their children, where children arrive at the Centre and are obviously not well or become unwell during the course of the day.**

### **Infectious Diseases**

In the case of infectious disease, the following procedure applies;

- ❖ Parents must immediately notify the centre if their child has been diagnosed with an infectious disease.
- ❖ All parents will be notified by the centre when an infectious disease is diagnosed in any room and information will be made available about the outbreak and the necessary precautions.
- ❖ Should a child contract an infectious disease, exclusion periods set down by Queensland Health (minimum [exclusion periods](#) for infectious conditions for schools, pre-schools and child care centres) will apply.
- ❖ Our policy regarding medical clearance (below) will also apply

*Please refer to our Infectious Diseases Policy available on the OWNA Parent App.*

### **Diarrhoea & Vomiting**

Diarrhoea and vomiting are contagious and it is our policy to follow the guidelines of [Old Health Time Out](#).. Guidelines state that if your child is suffering from either Diarrhoea or vomiting, regardless of the cause, they must be kept away from Education and Care for a minimum of **24 hours** from when the last symptom appeared. This policy is in place to

protect the health of all children in our care and we do not have any discretion when implementing this.

### Medical Clearance

A medical clearance letter from your child’s Doctor may be required if we have any doubt about your child’s suitability to return to the Centre following illness.

### Immunisation

[Immunisation Schedules](#) for children under 10 years are maintained by Qld Health.

*Please refer to our Immunisation and Disease Prevention Policy available on the OWNA Parent App.*

## MEDICAL CONDITIONS POLICY

The centre should be informed on enrolment, or when diagnosed, that a child has a long-term medical condition (such as an allergy, anaphylaxis, diabetes or asthma). In these circumstances, parents/guardians must provide a medical management plan signed by a medical practitioner. For high-risk allergies, involving anaphylaxis or severe respiratory distress, the management plan must include a current photograph of the child. This will be displayed in “staff only” areas of the centre (Staff Room and Kitchen). In addition, parents must complete a communication and risk minimisation plan which clearly outlines procedures to be followed by educators in the event of an incident relating to the child’s specific health care needs.

Please note that where a child has been prescribed an EpiPen, or long-term medication for a medical condition, this medication must be stored at the centre for the duration of the child’s enrolment.

In certain circumstances, specialised staff training will need to be arranged before we can accommodate the health care needs of a child with a medical condition that we are unfamiliar with.

### Medical Conditions Risk Minimisation

#### Summary Medical Conditions Risk Minimisation Measures

Medical Condition	Medical Plan with Photo displayed in staff areas	Medical Management Plan & Medication stored in Centre Cupboard	Risk Minimisation & Communication Plan (individual child)	Red Alert Band	Special Dietary information sent to Kids Gourmet Foods and displayed in kitchen
Food Allergy with	Yes	Yes	Yes	Yes	Yes

Anaphylaxis					
Other Medical condition with life threatening consequences i.e. Diabetes,	Yes	Yes	Yes	Yes	No
Other Medical Condition requiring medication i.e. Asthma,	No	Yes	Yes	Yes	No
Food allergy or intolerance not requiring medication	No	No	Yes	Yes	Yes
Special Dietary (cultural)	No	No	No	No	Yes

*A copy of the Medical Conditions Policy is available on the OWNA Parent App.*

## INJECTIONS

If your child has an illness that requires injections as part of their treatment, it is the parent’s responsibility to provide educators with a management plan from a medical authority. Injections will only be administered after our staff have received formal training from a recognised medical professional.

## MEDICATIONS

### Medication Authorisation Form

Medication can only be administered by Staff at the centre when a “medication record” has been completed and submitted via the OWNA Parent App by the child’s Parent (this form must be accurate and complete).

### Prescribed Medication

Where a ‘medication record’ has been completed, in relation to prescribed medication, this medication will be administered, where it is in a properly labelled container, dispensed by a pharmacist. The label must detail the following:

- ❖ the child’s name,
- ❖ the doctor’s name,

- ❖ the name of the medication,
- ❖ the correct dosage and frequency of medication
- ❖ date of dispensing and expiry date.

Under no circumstances (including requests from parents) will staff deviate from the prescribed medical instructions for medication. Any concerns should be raised with the Centre Director or Approved Provider.

### **Nebulisers, Volumatics and EpiPens**

Will be administered with a Doctor's consent (these must be accompanied by a medical management plan).

### **Non-Prescribed Medication**

The Centre policy is that all non-prescribed medications e.g. cough mixture, paracetamol, topical creams/ointments and some asthma medications must be accompanied by written instructions from your Doctor before they can be administered. Depending on the medication, a Doctor's letter may cover a period of up to twelve months.

### **Temperatures above 37.5C**

If during the day a child experiences a temperature rising above 37.5C, parents will be contacted to collect their child from the Centre. Where authorisation has been provided at enrolment, the centre can accept verbal authorisation from the parent to administer one dose only of paracetamol to provide comfort to their child.

It should be noted that, as a precaution, the centre will not administer a child's first ever dosage of paracetamol.

### **Safe Storage**

Please ensure that medication is not left in your child's bag. Medication must be handed to a staff member to be stored safely.

*Please refer to our Administration of Authorised Medication Policy available on the OWNA Parent App.*

## **ACCIDENTS AND INJURY**

The Centre is equipped with a First Aid Kit and all staff members hold current Senior First Aid certificates.

In the case of a serious injury or accident, the parent or emergency contact person will be contacted as soon as possible. The Director may seek medical assistance by either calling an ambulance or contacting the family's designated doctor (as authorised on the Enrolment Form). The Centre does not accept responsibility for any costs associated with medical treatment of children.

Incident reports are completed for accidents and injuries occurring at the Centre and submitted electronically through the OWNA Parent App. The incident will be explained to you prior to this by telephone and you will be required to sign the record electronically upon receipt and review.

## **WORKPLACE HEALTH & SAFETY**

The health and safety of all children, educators, families and visitors at the centre is of utmost importance to us.

Parents must be aware of their responsibilities under the Workplace Health and Safety (WHS) Act when visiting the centre.

### **Emergency Exits**

We ask that you make yourself aware of the emergency exits as you move through the centre. Take care when opening doors into a room as children often stand nearby entrances, and please close all doors carefully as you leave a room or the playground.

### **Tripping Hazards**

Please pay attention to toys and other tripping hazards on the floor and in our playground.

### **Emergency**

In the unlikely event of an emergency, please follow the directions of our educators.

### **Hand washing**

Please remember that good hand washing (with anti-bacterial foam or soap and water) is the single most effective method of reducing the spread of illness. We ask that you incorporate hand washing into your arrival and departure routine at the Centre. Have your children wash their hands as they arrive (to avoid bringing germs into the centre) and again when you pick them up in the afternoon. Please note that anti-bacterial foam is available in the front gated entrance, the foyer of the centre and at several locations on the verandah in our playground.

### **Car Park**

Parents should hold their children's hands in the car park area. In accordance with National Law, young children should not be left in your car unattended for any period this includes while you are inside the Centre.

### **Our Practices**

The hygiene procedures and practices employed at the centre cover areas such as:

- ❖ Personal Hygiene
- ❖ Food Preparation and Handling
- ❖ Cleaning routines

- ❖ Toileting procedures
- ❖ Nappy Changing
- ❖ Precautions to avoid contamination.

We conduct regular audits of health and safety practices and hold targeted training across the centre. We also hold bi-monthly fire drills with the children. If you identify risks, or have any concerns, please speak with an educator immediately.

*Please refer to our Physical Environment (WHS) Policy available on the OWNA Parent App.*

## **ADDITIONAL NEEDS**

Before enrolling your child at our centre, it is important to discuss with us any additional needs that your child might have and how we can meet the needs of your child.

Planning for children with additional needs requires careful thought and often the assistance of specialists. It is important for us to understand how specific needs may affect your child's learning and activities.

Please help us to provide excellent education and care for your child by bringing to our attention any concerns that you may have regarding your child's development.

*Please refer to our Additional Needs Policy available on the OWNA Parent App.*

## **EXCLUSION**

The overall health, safety and well being of our educators and the children attending our service must always be protected above the needs of any individual. We acknowledge that in extreme circumstances, where a child's behaviour (for whatever reason) compromises the health and safety of others, we must;

- ❖ work with parents in obtaining appropriate assessments, professional assistance and support;
- ❖ Determine whether the centre and its Educators are adequately able to provide for the additional needs of the child in a caring and supportive way which allows for continuity in delivering their programs under the Early Years Learning Framework.

It will be the joint decision of the Director and the Approved Provider to permanently exclude a child from the Centre where it is deemed that continued attendance by the child would pose an unacceptable risk to the welfare of educators and children.

## CHILD PROTECTION

Green Eggs Early Childhood Centre takes our responsibility to provide a safe and caring environment for all children seriously. We believe that the safety of children is paramount, and we aim to protect a child's right to be safe from abuse of any kind.

We conduct annual staff training to reinforce educator roles in child protection and in recognising the signs of abuse. All staff are aware of the requirements of the Child Protection Act, including mandatory reporting.

*Please refer to our Child Protection Policy available on the OWNA Parent App.*

## GENERAL INFORMATION

### Special Visits/Incursions

During the year we host several special visits e.g. hatching program, shows, emergency services (police/fire/ambulance). These experiences are a valuable part of the children's program as they extend concepts and provide a broad range of learning experiences.

We also have occasional visits from health care or special needs staff e.g. speech therapists, multicultural assistants and other resource workers etc.

All special visits are notified in advance through the centre events calendar, emails and notices (OWNA).

The Centre also encourages student participation from local schools and T.A.F.E. Colleges. These students have direct supervised involvement in our programmed activities. Volunteers are occasionally present at the Centre and these people are accountable to the Director and are always under direct supervision.



### Photographs and Videos

Photographic permission is sought upon enrolment at the Centre. Photos of your child at various developmental stages provide the staff with evidence of milestones reached and are used to enhance the Centre environment. On a yearly basis, the Centre arranges for professional photos to be taken of the various Groups and individual children. You will be advised of the date in advance and provided with an opportunity to select and order the photos of your choice.

Photos or videos taken by parents/guardians at the centre and/or during centre events containing images of children (other than their own) must not be shared on social media.

## **POLICIES & PROCEDURES**

This Handbook contains abridged information from our Centre's policies. Where a conflict arises, between documents, our Centre Policies take precedent. Copies of our policies and procedures are available at any time for your perusal through the OWNA Parent App.

## **PARENTS RIGHTS & RESPONSIBILITIES**

### **Involvement**

Parents are welcome in the centre at any time. We encourage and invite parents to share their talents and time with the centre by participating in any way possible. Parent participation sends a strong positive message to your child that you support them and are part of their Child Care journey.

*Please refer to our Parental Interaction and Involvement in the Service Policy available on the OWNA Parent App.*

### **Communication**

In keeping with our philosophy, Green Eggs Early Childhood Centre aims to foster a positive relationship between parents and staff. Our regular communication with parents will include the following:

- ❖ Daily contact and exchange of information between parents and staff (informal)
- ❖ Daily programming information posted to OWNA
- ❖ Notices displayed in the parent information areas of each room and the foyer
- ❖ Emails from the Director/Approved Provider and Senior Educators
- ❖ Regular Parent Discussion Group
- ❖ Daily Charts, Announcements, Posts and Alerts on OWNA Parent App

Parents can request information at any time regarding the Centre's philosophy, the daily routine and details of how these are incorporated into activities, programming and evaluation. Parents can also leave feedback on OWNA and request a parent interview.

### **Confidentiality & Children's Records**

Our service recognises that every individual has the right to ensure that their personal information is accurate and secure, and only used or disclosed to achieve the outcomes for which it was initially collected. Personal information will be managed in a way that protects an individual's privacy and respects their rights under Australian privacy laws.

It is important for the centre to collect relevant personal information from parents for enrolment purposes and for the educators to maintain records of each child's individual development. We understand and respect the sensitivity of this personal information. Our practices are consistent with the Australian Privacy Principles.



*Please refer to our Privacy and Confidentiality Policy available on the OWNA Parent App.*

### **Change to Personal Details**

It is essential that our records are kept up to date. You are required to notify the Centre Director or Approved Provider immediately regarding changes to any of the following:

- ❖ Home Address or Phone Number
- ❖ Work Address or Phone Number
- ❖ Doctor or Phone Number
- ❖ Emergency Contacts/Authorised Collectors
- ❖ E-mail Address
- ❖ Custodial Arrangements
- ❖ Immunisations
- ❖ Your Child's General Health and Special Needs

### **Responsibilities of Parents**

It is the parent's responsibility to comply with our policies. At enrolment, parents also agree to our code of conduct (below).

### **Code of Conduct for Parents/Guardians**

Green Eggs Early Childhood Centre is committed to the safety and wellbeing of all children, staff, contractors, and families who utilise its service. It is expected that, at all times, Parents/Guardians will engage in a respectful and understanding manner. To ensure that stakeholders are kept safe from harm, the following code of conduct for interacting with children, other families, staff and contractors at the Centre applies.

This code of conduct sets out the standards of appropriate behaviour.

**It is expected that, whilst on Centre grounds or in attendance at Centre functions, Parents/Guardians will:**

- ❖ Be respectful towards centre staff and are required to use appropriate language and tone when communicating with our Educators and Centre Management.
- ❖ Use appropriate language – swearing, yelling, verbal abuse, derogatory terms, are not acceptable.
- ❖ Respect all children - Parents/Guardians should not engage in disciplinary action with any children (other than their own), whilst at the centre. Observed instances requiring behaviour management must be referred to a staff member. At Green Eggs corrective practices are not punitive, humiliating or aggressive.
- ❖ Be responsible for the supervision of other children in their care, when dropping off and collecting enrolled children at the Centre.

- ❖ Be responsible for children in their care whilst attending out of hours centre events, ensuring that children respect other children and the property of Green Eggs Early Childhood Centre at all times. Understand that it is not the responsibility of our Educators to supervise children at out of hours events where parents/guardians are in attendance.
- ❖ Respect the rights, dignity and worth of every person, regardless of their abilities, gender, religion, culture, or socio-economic background.
- ❖ Understand that bullying or harassment is not acceptable by anyone to anyone, including Parents / Guardians.
- ❖ Not attend the centre whilst under the influence of drugs or alcohol.
- ❖ Understand that photos / videos taken at the centre and/or centre events containing images of children (other than their own) must not be shared on social media.
- ❖ Raise grievances and concerns with centre management so that these can be appropriately addressed.

**Failure to comply with the Parental Code of Conduct may result in termination of enrolment without notice.**

### **Grievance Procedure for Parents**

We encourage open communication with parents and welcome any suggestions or comments you may have. Any parent/caregiver with a concern or complaint in relation to the running of our Service either in relation to administration matters or child-related matters should:

- ❖ Voice their complaint or concern with the Centre Director. Note that any parent complaints received by other staff members will be referred to the Centre Director.
- ❖ If required, document the complaint

The Centre Director will explain intended follow-up actions to be taken by the Centre and will keep communication channels open until the complaint is resolved.

If a parent would like to contact the Approved Provider about unresolved or sensitive issues, please send an email to [suzie@greeneggschildcare.com.au](mailto:suzie@greeneggschildcare.com.au).

Any serious complaints, which allege a breach of legislation, will be referred to the relevant authorities.

Parents can also contact the Office of Early Childhood Education and Care to discuss concerns or raise complaints regarding our Centre.

### **Metro South regional office (Mt Gravatt)**

PMB 250 Mansfield DC Qld 4122

Telephone: (07) 3028 8063

Email: [metrocity.ecec@qed.qld.gov.au](mailto:metrocity.ecec@qed.qld.gov.au)

Other Early Childhood Education and Care Contact Information:

- ❖ Early Childhood Education and Care (ECEC) - email: [ecec@qed.qld.gov.au](mailto:ecec@qed.qld.gov.au) or phone 13 QGOV (13 74 68)\* - 24 hours, 7 days
- ❖ [startingblocks.gov.au](http://startingblocks.gov.au)
- ❖ National governing body - Australian Children's Education and Care Quality Authority (ACECQA) - phone 1300 4 ACECQA (1300 422 327)

### **Compliance History Logbook**

A compliance history logbook is kept on our premises (foyer) and can be accessed by families. This logbook contains details of any compliance direction or notice issued to the service provider. (*Education and Care Services National Law and Regulations 2011*).

*Please refer to our parental interaction and Involvement in the Service Policy available on the OWNA Parent App.*

## **FINAL THOUGHT**

*We look forward to getting to know your family and we sincerely hope that your stay with us will prove both enjoyable and rewarding.*