



## Early Learning Centre and Out of School Hours Care



## Parent Handbook

### Welcome to Brindabella Christian College Early Learning Centres!

*The Early Learning Centre's and Out of School Hours Care Program are excited to offer an excellent service providing families and children with a professional educational environment.*

Our Parent Handbook explains important information you will need to be aware of while your child attends our Early Learning Centre.

We strongly recommend you read the provided information and ask questions to confirm your understanding of how the Service operates.



Families play a vital role in supporting the delivery of education at the Early Learning Centre. This handbook sets out the ELC's policies, practical guidance, expectations and the requirements of our parents.

Parent's agreement to comply with this handbook (reviewed and amended yearly) as a condition of enrolment.

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### About Brindabella Christian College's ELC's:

Brindabella Christian College's Early Learning Centre's are focused on bringing excellence in Early Childhood Education and Care through a Christ centred curriculum.

Our educators aim to equip the next generation of children with the skills they need to flourish in all educational programs both present and beyond. With a strength and play-based, child centred teaching approach, we incorporate all Educational areas of the Early Years Learning Framework. We cater to children from 4 months old through to the Preschool years, with a focus on social and emotional wellbeing along with rich literacy and numeracy program to develop concepts relevant to the early years.

Our educators facilitate a Biblical Living program which teaches the children about the love of Christ and sets them up with Christian Morals to continue into their later education and life.

### Hours of Operation:

The Early Learning Centre and Out of School Hours Care operate:

- Brindabella Christian College's, Early Learning Centre's operate between the hours of **7:30am - 6pm** from Monday through to Friday.
- Brindabella Christian College's, Out of School Hours Care operates during the school terms from **7:30am – 8:45am** and **3:00pm - 6pm** from Monday through to Friday.
- Brindabella Christian College's, Vacation Care runs during school holidays **7:30am - 6pm** Monday to Friday.

The centre is open **50 weeks** of each year. The Centre is closed on Public holidays and for approximately two weeks over Christmas. No fees are charged for the two weeks shut down period; dates will be communicated with plenty of notice to families.

### Service Location and Contact Details:

*Director of Early Learning: Tammy Brown - 0423 533 823.*

#### **Central Campus: 136 Brigalow Street, Lyneham, ACT, 2602.**

ELC Office: 02 6190 7370

Assistant Director mobile: 0418 843 131

Email address: [lynehamelc@bcc.act.edu.au](mailto:lynehamelc@bcc.act.edu.au)

#### **Norwest Campus: 46 Lhotsky Street, Charnwood, ACT, 2615.**

ELC Office: 02 6190 7432

Assistant Director mobile: 0418 625 265

Email address: [charnwoodelc@bcc.act.edu.au](mailto:charnwoodelc@bcc.act.edu.au)

#### **Finance and Accounts: (office is located at our Norwest Campus)**

Finance Office: (02) 6190 7430

Finance Manager mobile: 0423 533 823

Email address: [elcfinance@bcc.act.edu.au](mailto:elcfinance@bcc.act.edu.au)

We request that all correspondence emails are sent through to the individual campuses email address. If you would like to address an email to a specific educator or staff member, please just make a note in the first line as to who you would like the message to be directed / attention to; alternatively, you can send a 'Communicate' on KindyHub.

### Service Details:

#### **Central Campus:**

The Central Campus, located in Lyneham; welcomes children between the ages of three and six years old. *We require all children to be toilet trained prior to attending the service.*

### Norwest Campus:

The Norwest Campus, located in Charnwood; welcomes children between the ages of four months and six years old.

### Fees:

#### Early Learning Centre's:

- Permanent Booking Fee: **\$125.5** a day.
- Casual Booking Fee: **\$130.50** a day.

The fees include all meals (morning tea, lunch, afternoon tea and late afternoon tea).

Brindabella Christian College is only able to offer full day rates; however, children are not required to attend for the full day if this does not suit the family.

*Please Note: The Early Learning Centre's also charge a \$50 resource fee **each term**. This will be charged to your account at the beginning of the four terms.*

#### Families have three attendance options:

- Five days (Monday through to Friday)
- Three days (Monday through to Wednesday)
- Two days (Thursday and Friday)

### Out of School Hours Care:

#### Before School Care: (BSC) Breakfast is included in this fee.

- Permanent Booking Fee: **\$17.00**
- Casual Booking Fee: **\$21.00**
- Walk in Fee: **\$26.50**

#### After School Care: (ASC) Afternoon tea and a late snack is included in this fee.

- Permanent Booking Fee: **\$34.00**
- Casual Booking Fee: **\$38.00**
- Walk in Fee: **\$42.00**



### **Vacation Care: All meals are included in this fee.**

- Permanent Booking Fee: **\$78.00**
- Casual Booking Fee: **\$91.50**
- Walk in Fee: **\$98.00**
- Additional Incursion Fee: **\$20.00**
- Additional Excursion Fee: **\$25.00**

*We are an approved child care provider and you may be entitled to Child Care Subsidy (CCS).*

The Family Assistance Office will assess parents' taxable income and a scale will be used to determine the amount of assistance each family will receive. The assistance will be claimed at a reduced Service fees. You must register with the Family Assistance Office prior to commencing at BCC ELC and provide us with both the registered parent and child's Customer Reference Number (CRN) and date of birth.

### **Please Note:**

**If you are late picking your child up from the ELC or OSHC programs, a late fee of \$50.00 for the first 5 minutes and \$5.00 a minute thereafter for every minute you are late will be charged to your account and you will be required to complete our 'Late Fee Form' as per our Arrival and Departure Policy.**

### **Early Learning Centre Compulsory Uniform:**

All children of Preschool Age (3-5yrs) are required to wear the Preschool uniform when attending the centre during the School term. Children are welcome to wear other clothes during the School holidays.

Brindabella Christian College Early Learning Centre's will provide **all** ELC children with **one** uniform hat, upon commencement. All children will be required to bring this hat to the service with them when they are in attendance. If your child goes for one consecutive week with out their hat, your child will be issued a new hat and your account will be charged.



*Please ensure that your child's hat and clothing are clearly labelled and taken home at the end of each day.*

Our uniforms can be purchased from **Perm-a-pleat**.

Perm-a-pleat is located at our Norwest Campus in Charnwood. For all uniform enquiries, please email [brindabella.uniforms@permableat.com.au](mailto:brindabella.uniforms@permableat.com.au).

### **Advancing the College's Interests:**

As a parent, you must support the aims of Brindabella Christian College, Early Learning Centre (as stated in the College's prospectus) and will support the College in delivering education to the child consistent with the values and beliefs of the College.

You must encourage your child to comply with the policies and procedures of the Early Learning Centre, and to encourage the child actively to involve himself or herself in its activities and community life.

You must always act in the best interests of the Early Learning Centre and the wider College throughout the duration of the child's schooling, and agree to seek to positively support Brindabella Christian College, its Board and its staff.

You must not disparage Brindabella Christian College, the Early Learning Centre's, the Board and/or its staff to others or make any adverse comment harmful to the College or its reputation.

The curriculum at Brindabella Christian College Early Learning Centre's are based upon faith in God and a belief in His Son, Jesus, and endeavours to challenge students with the relevance of faith to life and contemporary culture. The academic, cultural, physical and social development of the children finds meaning, context and purpose in their spiritual development.

All studies are centred on knowledge of God, not simply knowledge about God. Our desire at BCC is to provide opportunities for students to contemplate the reality of

and engage in a relationship with God, to love Him, to love their neighbours, and to be inspired and sustained by hope in the goodness of God.

Students are encouraged to appreciate that beliefs underlie values and worldview perspectives and that these are lived out in practice. The curriculum thus seeks to establish dignity and self-esteem in the current and future lives of students through attitudes of:

- **Wisdom** – to seek for the purposes and standards of God as the basis for all knowledge and activity.
- **Integrity** – to live according to the moral and ethical criteria taught and exemplified by Jesus, contemplating and acting on issues of justice, reconciliation, forgiveness and peace.
- **Service** – to lovingly use gifts and talents in purposeful service to others with openness, understanding and welcome, recognising that all people are God’s children and considering as paramount the needs of others.
- **Excellence** – to appreciate the uniqueness of individuals in God’s eyes, to develop abilities as well as possible and to recognise God’s empowering for tasks to which He has called them.

### Early Learning Centre and Out of School Hours Care Statement of Philosophy:

In combination with the Schools W.I.S.E vision statement this document outlines the centres commitment to quality and continuous improvement with a focus on Christ centred Education.

#### In relation to Children we believe:

- Each child has unique interests and strengths and the capacity to contribute to their communities.
- Children learn best when it’s fun.
- Children learn best with others.
- Children learn best when they are interested.
- Children are capable and involved learners.

- Children learn best when they are safe and comfortable.
- Children will believe that they are made in God's image.
- Children are active learners and contribute to their own learning.
- Learn what they can see and can touch. (tangible)
- Children learn via their imagination.
- Children learn in partnership with educators and peers.

### **In relation to families we believe:**

- That they are active participants in their child's learning.
- That we build respectful relationships with each family.
- Families are the Child's first teacher.
- Value their background and beliefs.

### **In relation to educators/ ourselves as professionals we believe:**

- That we are role models.
- That friendships are valued in the team.
- Unconditional care and respect for each other.
- Unified approach to care and education.
- We are professionals.
- Value and take pride in what we do.
- We are advocates for Early Years Education.
- Understand that this is the plan and mission that God has for us all.

### **Final Summary:**

Together in Christ both educator and child learn and grow.

*John 15:5 New International Version (NIV)*

*"I am the vine; you are the branches. If you remain in me and I in you, you will bear much fruit; apart from me you can do nothing"*

### Parent Code of Conduct:

Behaviour that will not be tolerated:

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises.
- Using loud or offensive language or displaying temper.
- Threatening in any way, a member of staff, visitor, fellow parent/carer or child.
- Damaging or destroying school property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community.
- Defamatory, offensive or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school on Facebook or other sites
- The use of physical, verbal or written aggression towards another adult or child. This includes physical punishment of your own child on school premises.
- Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences)
- On arrival and collection to the service please refrain from being on your mobile device to ensure engagement with your child, and to be available to the educators to communicate information regarding your child's day.

### Class Structure:

Your child is enrolled in a specific class for the year, each class has a designated teaching team of qualified educators. Each class runs above the legislation requirements with a raised educator to child ratio.

### Legislative Requirements:

- Birth – 24 months: 1:4 ratio.
- 24 months – 3 years old: 1:5 ratio.
- 3 – 5 years old: 1:11 ratio.
- 5 and above: 1:11 ratio.

For more information - <https://www.acecqa.gov.au/nqf/educator-to-child-ratios>.

### Priority of Access:

The Commonwealth Government provides guidelines in regard to access that is prioritised according to need. When filling vacant places, a service must fill them according to the following priorities:

**Priority 1:** A child at risk of serious abuse or neglect.

**Priority 2:** A child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test.

**Priority 3:** Any other child.

**Priority 4:** Special consideration will be given to families with children with special needs, and parents in need of respite.

*Although every effort would be made to avoid such occasions, because of these government guidelines it may be necessary to change either the time of attendances, or number of attendances, for families considered of lower priority under these guidelines, to make room for a family requiring care for reasons considered within these guidelines as a higher need.*

### Payment Method – Debit Success:

Debit Success is used to collect fees on a fortnightly basis from a nominated bank account or credit card. Please note credit card payments will incur a 0.4% surcharge.

If in the case of a fee decline Debit Success will charge a dishonour fee of \$14.95 to your nominated account. *Ongoing enrolments are dependent on fortnightly payment of fees via direct debit.*

### Allowable Absences:

The Centre has a legal obligation to report all attendances/ record all absences of children who are in receipt of the Child Care Subsidy within the Centre.

Parents have a legal requirement to provide documentation regarding the absence, if they exceed 42 allowable absences with in a financial year, you can access your child's absence record on your statement provided.

### Immunisation requirements:

Your child must meet immunisation requirements if you get Family Tax Benefit (FTB) Part A or child care fee assistance. Please be aware that we only accept print copies from the MyGov website for record of immunisation; **the 'Blue Book' is no longer adequate for our records.**

### Child Care Subsidy:

*We are an approved child care provider and you may be entitled to Child Care Subsidy (CCS).*

The *Family Assistance Office* will assess parents' taxable income and a scale will be used to determine the amount of assistance each family will receive. The assistance will be claimed at a reduced Service fees. You must register with the Family Assistance Office prior to commencing at Brindabella Christian College Early Learning Centre and provide us with both the registered parent and child's Customer Reference Number (CRN) and date of birth.

### Cancellation of Care:

Should parents need to cancel their child's booking before the end of year, four weeks' notice must be provided in writing to the [elcfinance@bcc.act.edu.au](mailto:elcfinance@bcc.act.edu.au).

Once this notice has been provided, you will be issued a final statement for remainder of the booked days in the Early Learning Centre.

#### Please note:

*That in order to receive your childcare subsidy you must sign your child into the service on their last booked day or full fees will be charged. If a child does not attend the Early Learning Centre for more than four consecutive weeks without any notice to the Director, then the family's booking will be automatically cancelled, and the child's place will be offered to another family on the waiting list.*

### Arrival and Departure:

Our Educators aim to ensure that arrivals to and departures from the Service are smooth so that all children feel safe and secure and families feel supported during this transitional time.

Please follow the below guidelines in relation to arriving and departing the service.

*Upon Arrival and Departure times Parents or Authorised Nominee (all Authorised Nominees must be over 18 yr. old persons) are required to:*

- Sign in and out via the Qikkids Kiosk located in the foyer of ELC's.
- Leave their child in the **direct** care of an Educator on arrival.
- Inform Educators that they are taking their child home on departure.
- Communicate via Kindy hub to notify Educators if their child's arrival or departure times will vary from the planned routine.
- The only authorised adults to collect children are those listed on the Early Learning Centre QikKids Enrolment Form, this is inclusive of both parents.

**Unless there is a court order officiated by a magistrate or family law court that details that limitations of access.**



- Brindabella Christian College Early Learning Centre always maintains the safety of all children while they are attending the centre and will ensure they are collected by an appropriate and authorised adult in line with the Education and Care Services National Regulations.
- When someone arrives to collect a child for the first time, an Educator will check for their name in the authorised nominee lists. The authorised nominee will be asked to provide a photographic ID and copy will be taken.
- If the person is not listed as an Authorised Nominee, they will be asked to wait while the parents are contacted by phone to authorise the collection of their child. Parents will then be asked to email through written authorisation, giving the centre permission to allow the person to take their child. Again, a photographic ID will be asked for.
- If a parent knows at the beginning of the day that someone other than an authorised nominee will be collecting their child, they are required to notify the service in writing via email or a Kindyhub communicate.

**Verbal communication of this is not adequate.**

### Late Fee:

Please be aware the Service's close at **6:00pm**.

In accordance with insurance & licencing requirements, we are not permitted to have children in the service after 6:00pm. A **late fee** is incurred for children collected after 6.00pm.

This fee is to cover the costs of Educators overtime hours in addition to further administration costs. A late fee of \$50 for the first 5 minutes and \$5 per minute thereafter will apply to cover overtime. *This fee is not covered by the Child Care Subsidy.*

If we are unable to contact either the parent or the child's emergency contacts to arrange collection of the child/children within an hour of the Service closing, then we will contact Community Services Directorate and the Police to take responsibility of your child.

### Meals:

Brindabella Christian College Early Learning Centres employ experienced Cooks or Chefs who have knowledge and experience with nutrition and food preparation for young children; adhering to Nutrition Australia's requirements.

Menus are displayed and provided for families in the foyer, these operate on a seasonal and weekly rotation and all meals are varied across the cycle.

Water is provided with each meal, and the children are encouraged but not forced to explore new foods.

The ELC provides breakfast, morning tea, lunch, afternoon tea and late afternoon tea to all children. Alternatives for children with specific medical allergies or intolerances will be provided, once the service has received the medical risk minimalization plan for your child provided by a medical practitioner.

*Food from home is not required as Educators will not prepare or distribute other than food prepared at the ELC, birthday cakes being the only exceptions.*

### Mandatory Reporting:

Brindabella Christian College Early Learning Centres are committed to caring for and protecting our children and families. Our Educators are aware that they have a mandated responsibility to report any suspected case of neglect or physical, emotional and sexual abuse of children in their care.

According to the Section 356 of the Children and Young People Act 2008 all teachers at school, paid employees and our Educators caring for children at our Early Learning Centres are mandated to report child abuse and neglect, if they suspect or believe on reasonable grounds that a child or a young person is experiencing abuse or neglect. Every Educator is provided with training in recognising child abuse and in reporting requirements upon commencement of employment and then again at the start of each year.

### Confidentiality:

We are committed to protecting your privacy. We support and are bound by privacy laws and strict confidentiality is always maintained. Information provided by families is kept in accordance with Privacy Act 1988. Information is seen and recorded only by the administration staff and the Educators directly responsible for the care of the child.

### Service Policies and Procedures:

You will find a copy of our Service policies and procedures in the ELC foyers at both campuses. We always expect our staff and families to adhere to our policies and procedures to ensure we maintain compliance and abide by the National Law and Regulations. Educators cannot make exceptions for individuals unless the Nominated Supervisor or Management do so on account of serious and/or unusual circumstances.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures adhere to family's needs and meet required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures.

### Emergency Evacuation and Lockdown Drills:

Brindabella Christian College Early Learning Centres will carry out evacuation procedures and lockdown procedures in accordance with the National Regulations and Laws on a quarterly basis. Throughout the year the ELC will hold emergency and lockdown drills, which occur at any given time throughout the day. These are carried out in a well-organised and orderly manner. Parents will be notified via Kindyhub.

### Children's Safety:

- Never leave children unattended in cars while collecting children from the Service.
- Cars parks are dangerous places for children. Always hold your child's hand when arriving and leaving the Service.
- Never leave a door or gate open.
- Never leave your children unattended in a room.

### Workplace Health and Safety:

We welcome all feedback regarding the safety of our Services.

If you see something that concerns you regarding safe work practices, the safety of building and equipment or general Workplace Health and Safety, please contact the campus Nominated Supervisor immediately.

### Educator ratio and qualifications:

We ensure that we meet all legal requirements in relation to child to educator ratios and the qualifications of our Educators and Teachers. All Educators employed in the Early Learning Centres hold a Nationally recognised First Aid qualification.

All Staff of the School and Early Learning Centres are required to hold a *Working with Vulnerable People Cards* and it is policy that they have assessments done prior to employment.

For further details on the qualifications of the Teachers & Educators, please see the campus Nominated Supervisor.

### Educational Program:

The educational program is guided by the *Early Years Learning Framework*. Our Educators are continually evaluating how our curriculum meets the education needs of our children and reflecting on ways to improve children's learning and development. Educators are encouraged to attend further professional training and development. The Curriculum is led and reviewed by our Educational Leader in partnership with the education team. If you require any information in relation to this, please feel free to contact the Assistant Director at your campus or the Educational Leader.

Brindabella Christian College Early Learning Centre is committed to providing an excellent early learning curriculum, which is highly structured, intentional and focused, and is built on the children's interests, strengths, capabilities, culture, developmental needs and experiences. Our curriculum development aspires to be a cycle of reflection, planning, implementation and evaluation reflective of ELC philosophy and BCC values and ethos.

Parents and members of the wider school community are welcomed to participate in the curriculum development cycle by providing input and feedback.

We are committed to providing a developmental and educational program, which caters for each child's individual needs, abilities and interests. Our program will continue to develop as we use the relationships children have with their families and communities, working in partnership with parents, to ensure each child's knowledge, ideas, culture, abilities and interests are the foundation of our programs.

We know that children learn effectively through play; Educators who are diligent in their responsiveness to each child support this. Applying strong intentional teaching practices will provide the children with an authentic and meaningful learning environment that challenges, supports and nurtures a child's development.

If we as Educators have any areas of concern, we will inform you and advise where help may be pursued e.g. seeing a speech therapist. As we understand this is a sensitive topic, we will broach the subject in a respectful manner, using discretion. We respect that it is always your decision as the parent whether you want to follow this up.

Our Educators encourage parents to discuss any aspect of learning and development with them.

### Early Years Learning Framework:

Fundamental to the Framework is a view of children's lives as characterised by belonging, being and becoming. We follow the Early Years Learning Framework as per our Programming policy and regulation. The aim of the 'Being, Belonging, Becoming – Early Years Learning Framework' document is to extend and enrich children's learning from birth to Five years and through the transition to school.

#### Being:

Childhood is a time to be, to seek and make meaning of the world. Being recognises the significance of the here and now in children's lives. It is about the present and them knowing themselves, building and maintaining relationships with others, engaging with life's joys and complexities, and meeting challenges in everyday life. The early childhood years are not solely preparation for the future but also about the present.

#### Belonging:

Experiencing belonging – knowing where and with whom you belong – is integral to human existence.

Children belong first to a family, a cultural group, a neighbourhood and a wider community. Belonging acknowledges children's interdependence with others and the basis of relationships in defining identities. In early childhood, and throughout life, relationships are crucial to a sense of belonging. Belonging is central to being and becoming in that it shapes who children are and who they can become.

### Becoming:

Children's identities, knowledge, understandings, capacities, skills and relationships change during childhood. They are shaped by many different events and circumstances. Becoming reflects this process of rapid and significant change that occurs in the early years as young children learn and grow. It emphasises learning to participate fully and actively in society.

**Outcome 1:** Children have a strong sense of identity

**Outcome 2:** Children relate to and contribute to their world

**Outcome 3:** Children have a strong sense of wellbeing

**Outcome 4:** Children are confident and involved learners

**Outcome 5:** Children are effective communicators

Physical play includes activities that use physical movements to allow children to use their energy, enhance their concentration, motivation, learning and wellbeing. We feel physical play is a vital part of everyday life. We believe in providing children with a range of physical activities and experience on a daily occurrence for them to challenge their large and small muscles, allowing them to gain increasing control over their bodies as they learn the importance of physical play.

*Physical play provides children with the opportunity to:*

- Develop strong bones and muscles.
- Improve strength and balance.
- Develop Flexibility and coordination.
- Develop Fundamental Movement Skills.
- Develop spatial awareness.
- Develop mathematical concepts.
- Be confident as they learn to control their bodies and understand their limits.
- Learn to cooperate and share with others.
- Promote healthy growth and development.



### Excursions:

Our ELC charges a \$50.00 resource fee at the beginning of each term. This fee includes one excursion or incursion a term. The excursions and incursions will be used to extend on what learning the children are involved in. Our excursions are designed to:

- add to each child's individual learning experience.
- provide opportunities to explore new environments.
- respond to specific interests of the children.

On the occasion of an excursion, parents will be given at least two weeks' written notice. Children who are not permitted to attend an excursion will take part in a supervised program at the Early Learning Centre.

### Regular Outings:

As part of enrolment, parents are asked to give authority for their children to take part in 'Regular Outings' throughout the year. These outings are a great way for the children to engage in the wider community. Educators are only permitted take the children up to a 1-kilometre radius of the service. A map of the radius will be on the permission form.

### Communication:

At Brindabella Christian College Early Learning Centre, we recognise that effective communication is a vital factor in providing care that is personal and individualised.

Everybody has a different communication style and timeframe for communication. We understand that mornings and afternoons can be a little rushed, and may not be the best time to discuss your child's day.

We have many types of communication we use for families, which include:

- Newsletter.
- Phone calls to your work.

- Emails.
- Letters.
- Face to face.
- Daily Kindy Hub reports.

Educators always endeavour to be available and responsive to the parents' and children's needs. However, the children are our priority, this means that you will need to make an appointment if you require an in-depth conversation.

### Grievances and Reconciliation:

*“The Lord loves righteousness and justice; the earth is full of His unfailing love.”*

*- Psalm 33:5.*

There is always the potential for disputes and grievances to arise in any community and our policy seeks to provide an opportunity for reconciliation. In this context and in keeping with our Christian philosophy, Brindabella Christian College aims to provide an environment which is characterised by openness, honesty, compassion, integrity and righteousness.

It is possible though, that disputes and grievances may arise. It is the desire of the Early Learning Centres to see, wherever possible, reconciliation between the parties in accordance with Biblical teaching for instance in Matthew 18:15;

*“If your brother sins against you, go and show him his fault, just between the two of you. If he listens to you, you have won your brother over.”*

As a rule, the following procedures will apply. It is intended that the process will be fair and equitable, efficient and not intimidating.

- Disputes between parties should first be resolved between the parties themselves wherever possible. This should be done with openness and equity with both parties attempting to find reconciliation with their neighbour.

- Should it not be possible to resolve the matter at this level, the parties may bring their disagreement / dispute before the Director or Assistant Director. Either party may approach the Director or Assistant Director, but ideally the approach should be made jointly in recognition that both parties seek resolution and reconciliation.
- Should this matter not be resolved at this level they may place their dispute before the School Board.
- The School Board will attempt a reconciliation of the aggrieved parties, wherever possible reaching an agreed outcome. However, at times the requirements of serving the College's diverse needs as a Christian education community, including legislative and regulatory requirements, may mean that an aggrieved party is not satisfied with the outcome. It is nonetheless the aim of this policy that the aggrieved person recognises fairness and equity in the process which has been followed.
- The Board can review the matter in relation to whether the policy has been followed.

At any time, parents/guardians are welcome to contact the **Children's Policy and Regulation Unit on 6204 1114**, and ask to speak with the Children's Services adviser; or they can contact the **ACT Children & Young People Commissioner on 6205 2222**, who provides an independent, fair and impartial process for resolving complaints about services for children and young people, including the services provided by us.

### Kindyhub:

Kindyhub is a digital communication platform, allowing our Educators to easily share your child's learning experiences with you at the end of each day. Our Educators capture your child's achievements throughout the day via Kindyhub with photos, notes and stories.



As a parent, you (and your chosen relatives) will have a secure private login to access a snapshot of what your child does throughout the day via email or the Kindyhub smartphone Parent App. This will

be sent to you with photos, a daily report from your child's group and the learning outcomes they have met.

Kindyhub is here to enhance communication and provide the parents that are unable to visit us with photos and information about the child.

*For further information regarding Kindyhub, you may visit [www.kindyhub.com.au](http://www.kindyhub.com.au)*

On our enrolment form, we require your consent to add you and your child to the Kindyhub online platform.

### **Behaviour Guidance:**

Brindabella Christian College Early Learning Centres believe that it is in the best interests of all children to have guidelines that will help define boundaries within the Service. This will result in every child being safe and having the freedom to develop their God given potential.

The goal of behaviour guidance and support is to encourage children towards self-regulation. Our Educators aim to set loving and clear boundaries, teach children the rules that people live by and help them learn what behaviours are acceptable in our community.

We achieve this through the use of the **5 Love Languages**, see:

<http://www.5lovelanguages.com/profile/children/>

### **Rest and Sleep:**

Rest and sleep routines vary according to individual needs. We aim to make rest time a relaxed and pleasant time for all children.

The Service provides stretcher beds/mats for children and have soft music playing in the background to create a relaxing atmosphere for all children. Your child may wish to bring a comforter to have at rest time.

Please feel free to discuss your child's rest or sleep needs with your child's educators.

### Sun Safety:

Brindabella Christian College Early Learning Centres provide each child with a uniform hat; as per the Sun Smart regulations and the Services UV - Sun Safe policy, children and educators must wear sun protection when the UV rating is 3 and above. Our Educators will encourage all children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 30+), which is reapplied according to the manufacturer's recommendations.

*We ask that children come to the Service with sunscreen already applied so they are able to participate in outdoor play immediately and not have to wait the 20 minutes after application.*

### Breastfeeding:

*Brindabella Christian College Early Learning Centres strongly supports breastfeeding.*

If you would like to come in and breastfeed your child, you are most welcome; families that are breastfeeding are able to find our policies on storing and serving breast milk in the policy folder in centre foyer.

### When should I keep my child home from care?

If your child is not well, we encourage you to keep them home. We are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care.

To try and prevent the spread of disease, please monitor your child's health and watch for:

- A runny, green nose.
- High temperature.
- Diarrhoea.
- Red, swollen or discharging eyes.
- Vomiting.

- Rashes.
- Irritability, unusually tired or lethargic.

Please do not bring your child to the Early Learning Centres if they display any of the above symptoms.

If a child becomes ill whilst at the Service, the child's parents or person responsible for the child will be contacted to organise collection of the child. If the child is unable to be collected, Educators will contact the child's Emergency Contacts for collection.

When the child is collected, the family will have the following information made available to them to present to their doctor: symptoms, date of onset, general behaviour of the child leading up to the illness and any action taken.

*Please Note: Your child should not attend the ELC if they have had Panadol or Neurofen within 24 hours for a temperature. It is important that you ensure that our educators are made aware if your child has had either of these medications.*

Medication of any type should not be added to a child's bottle. Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and decrease the risk of spreading the infection to others.

If your child has been away due to illness, please check with your campus Assistant Director as to whether or not you will need a medical certificate or clearance before your child returns.

### **Injuries, Illnesses and Infectious Diseases:**

Brindabella Christian College Early Learning Centres aims to take all precautions to prevent accidents and injuries to children, educators, volunteers or visitors to the service. All of our educators hold a current First Aid qualification; and as regulations state we ensure at least one person who has a current approved First Aid Certificate as described by the NQF is on the premises at all times. We also have an easily accessible, fully stocked First Aid Kit which is kept inaccessible to children.

When a child, staff member or visitor is acutely ill from an infectious disease or is suspected as having an infectious disease as listed by the ACT Health Communicable Disease Control Section. We will, under the Public Health Regulations (ACT) 2000; exclude them from care or work and notify the local Public Health Unit, providing any details of any known or suspected person (child or adult) with any of the following vaccine preventable diseases - measles, mumps, rubella, diphtheria, tetanus, polio, pertussis (whooping cough) or communicable diseases such as, Gastroenteritis or Hand, Foot and Mouth Disease etc.

*When a child becomes acutely ill or is injured during care, we will:*

- Notify the family as soon as practically possible and request they or a responsible person nominated by the family, pick up, take charge of the child and take him/her to the child's doctor. It is expected that the child is collected asap as this reduces the risk of spreading infection.
- Keep the child under adult supervision until the child's family or a responsible person with consent to take charge of the child arrives, and, if required, provide appropriate first aid.
- If medication is required in an emergency without prior consent of the child's parent or legal guardian, make every attempt to secure consent from a parent or legal guardian or consent from a registered medical practitioner.

### Infectious Diseases:

The National Health and Medical Research Council have supplied the following information regarding exclusion from the Service of a child suffering with the following diseases/ailments.

Please inform the Early Learning Centres if your child has any of the following; so that we can let families and Health Department know if something is going around and avoid an epidemic.

*(Confidentiality is always maintained).*

### Condition Exclusion:

Sourced from Staying Healthy in Child Care 5<sup>th</sup> Edition.



Table 1.1 Recommended minimum exclusion periods

Condition	Exclusion of case	Exclusion of contacts*
<i>Campylobacter</i> infection	Exclude until there has not been a loose bowel motion for 24 hours <sup>a</sup>	Not excluded
Candidiasis (thrush)	Not excluded	Not excluded
Cytomegalovirus (CMV) infection	Not excluded	Not excluded
Conjunctivitis	Exclude until discharge from the eyes has stopped, unless a doctor has diagnosed non-infectious conjunctivitis	Not excluded
<i>Cryptosporidium</i>	Exclude until there has not been a loose bowel motion for 24 hours <sup>a</sup>	Not excluded
Diarrhoea (no organism identified)	Exclude until there has not been a loose bowel motion for 24 hours <sup>a</sup>	Not excluded
Fungal infections of the skin or nails (e.g. ringworm, tinea)	Exclude until the day after starting appropriate antifungal treatment	Not excluded
Giardiasis	Exclude until there has not been a loose bowel motion for 24 hours <sup>a</sup>	Not excluded
Glandular fever (mononucleosis, Epstein–Barr virus [EBV] infection)	Not excluded	Not excluded
Hand, foot and mouth disease	Exclude until all blisters have dried	Not excluded
<i>Haemophilus influenzae</i> type b (Hib)	Exclude until the person has received appropriate antibiotic treatment for at least 4 days	Not excluded Contact a public health unit for specialist advice
Head lice (pediculosis)	Not excluded if effective treatment begins before the next day at the education and care service The child does not need to be sent home immediately if head lice are detected	Not excluded
Hepatitis A	Exclude until a medical certificate of recovery is received and until at least 7 days after the onset of jaundice	Not excluded Contact a public health unit for specialist advice about vaccinating or treating children in the same room or group
Hepatitis B	Not excluded	Not excluded
Hepatitis C	Not excluded	Not excluded
Herpes simplex (cold sores, fever blisters)	Not excluded if the person can maintain hygiene practices to minimise the risk of transmission If the person cannot comply with these practices (e.g. because they are too young), they should be excluded until the sores are dry Sores should be covered with a dressing, where possible	Not excluded
Human immunodeficiency virus (HIV)	Not excluded If the person is severely immune compromised, they will be vulnerable to other people's illnesses	Not excluded
Human parvovirus B19 (fifth disease, erythema infectiosum, slapped cheek syndrome)	Not excluded	Not excluded

Condition	Exclusion of case	Exclusion of contacts*
Hydatid disease	Not excluded	Not excluded
Impetigo	Exclude until appropriate antibiotic treatment has started Any sores on exposed skin should be covered with a watertight dressing	Not excluded
Influenza and influenza-like illnesses	Exclude until person is well	Not excluded
Listeriosis	Not excluded	Not excluded
Measles	Exclude for 4 days after the onset of the rash	Immunised and immune contacts are not excluded For non-immunised contacts, contact a public health unit for specialist advice All immunocompromised children should be excluded until 14 days after the appearance of the rash in the last case
Meningitis (viral)	Exclude until person is well	Not excluded
Meningococcal infection	Exclude until appropriate antibiotic treatment has been completed	Not excluded Contact a public health unit for specialist advice about antibiotics and/or vaccination for people who were in the same room as the case
Molluscum contagiosum	Not excluded	Not excluded
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner)	Not excluded
Norovirus	Exclude until there has not been a loose bowel motion or vomiting for 48 hours	Not excluded
Pertussis (whooping cough)	Exclude until 5 days after starting appropriate antibiotic treatment, or for 21 days from the onset of coughing	Contact a public health unit for specialist advice about excluding non-vaccinated contacts, or antibiotics
Pneumococcal disease	Exclude until person is well	Not excluded
Roseola	Not excluded	Not excluded
Ross River virus	Not excluded	Not excluded
Rotavirus infection	Exclude until there has not been a loose bowel motion or vomiting for 24 hours <sup>2</sup>	Not excluded
Rubella (German measles)	Exclude until the person has fully recovered or for at least 4 days after the onset of the rash	Not excluded
Salmonellosis	Exclude until there has not been a loose bowel motion for 24 hours <sup>2</sup>	Not excluded
Scabies	Exclude until the day after starting appropriate treatment	Not excluded
Shigellosis	Exclude until there has not been a loose bowel motion for 24 hours <sup>2</sup>	Not excluded
Streptococcal sore throat (including scarlet fever)	Exclude until the person has received antibiotic treatment for at least 24 hours and feels well	Not excluded
Toxoplasmosis	Not excluded	Not excluded

Condition	Exclusion of case	Exclusion of contacts*
Tuberculosis (TB)	Exclude until medical certificate is produced from the appropriate health authority	Not excluded Contact a public health unit for specialist advice about screening, antibiotics or specialist TB clinics
Varicella (chickenpox)	Exclude until all blisters have dried—this is usually at least 5 days after the rash first appeared in non-immunised children, and less in immunised children	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection as they are at high risk of developing severe disease Otherwise, not excluded
Viral gastroenteritis (viral diarrhoea)	Exclude until there has not been a loose bowel motion for 24 hours <sup>a</sup>	Not excluded
Worms	Exclude if loose bowel motions are occurring Exclusion is not necessary if treatment has occurred	Not excluded

### Accident, Incident and Illness Records:

Despite all precautions taken, there may be times when children will hurt themselves or become ill. When this happens, the staff will complete an Accident, Incident and Illness Record.

The record will explain what happened and how it happened. There will be a notification on kiosk for the guardian. We ask that Parents / Carers have a look at the report, sign it and return it to the Teacher or Room Leader present.

If a minor accident occurs, the Teacher/Lead Educator present at pick up will verbally let parents know of the incident and what action was taken.

Any injury that occurs above the shoulder or is a major injury will be communicated to the guardian as soon as practicable, within the hour of it occurring.

### Allergies or Asthma:

**It is vital that the service is aware of any allergies or asthma your child may have.**

Families are required to disclose any allergy or asthma conditions on the enrolment form; if the condition requires medication, you will be required to provide us with a formal diagnosis and action plan from your child’s doctor and the required medication with a pharmacy instruction sticker.

*Please Note: Action plans are required to be updated on a yearly basis.*

*Brindabella Christian College Early Learning Centres are nut-aware services.*

### **Administering Medication:**

Educators can only administer medication prescribed by a Doctor. They cannot administer non-prescription drugs or dietary supplements unless a doctor provides the Early Learning Centre with written authorisation.

Educators can only administer medication to a child from its original packaging with a pharmacy instruction sticker.

On arrival, families must give medication to Educators for safe storage and complete a medication authorisation form.

**Under no circumstances should medication be left in children's bags.**

### **Preparing your child for their first day:**

We aim to ensure that families have a smooth transition into the Service. It is very important that both the parents and children feel welcome, comfortable and settled into the program before commencing care.

The families who have been offered a place at the Early Learning Centres, will be invited to take part in an Orientation process.

The Orientation process may take one or more visits, depending on the individual needs of the family. We encourage parents, who have been offered a place, to bring their child along for these visits.

Fees are not charged for children who are orientating, however, parents **must** remain on the premises due to licensing requirements.

The families who have been offered a place at the Early Learning Centres, commencing at the start of the year, will be invited to an Orientation day which is held during the last term of the year.

If parents are concerned in any way during the time the child is attending the Service, they are encouraged to telephone, e-mail or meet the child's Room Leader or the campus Assistant Director for reassurance of the child's well-being and progress.

Communication between families and the Service must be open and regular to best support your child during this time. There may be tears and extra tight hugs when saying "goodbye" for the first few weeks; however, our educators are there to support both the child and the families. Sometimes this experience can be more upsetting for the family, not the child. We understand this can be a hard transition and offer support through phone calls during the day, photos and open communication.

### **Saying goodbye:**

Ideally, your child will be settled and engaged in an activity before you leave, however, some children find it hard to settle until their parents have gone. We have found that establishing a routine from the orientation process is a great way to support your child in transitioning into the care setting.

Most children will want to have a look around first to see who else has arrived and to look at what activities are available.

It is important that you say "good bye" to your child, as they may become upset if they haven't had the opportunity to say goodbye. Consistency is key! When you say that you are leaving, it is important to follow through and allow our educators to support your child, this not only gains trust from your child, but also allows the children to build secure relationships with the educators. Rest assured, we'll contact you if your child becomes distressed.

### **What to bring to the Service?**

#### **Backpack:**

For independence, we work towards all children being able to recognise and open their own bag. We encourage that you allow them to be involved in selecting the bag and taking ownership of it. Please ensure it is large enough to hold all their belongings and is clearly labelled.

### **Spare clothes:**

Every now and then accidents occur and it may be necessary for your child to get changed into a fresh set of clothing. Please include a complete change of clothes every day which can stay in your child's bag, just in case.

Lace up shoes or sandals are appropriate shoes to wear to the centre. Thongs are NOT to be worn to the Service.

### **Sun hat:**

Please ensure that the provided Brindabella Christian College uniform hat is brought into the service every day, regardless of the weather conditions. If the hat is not brought in for a week consecutively, a new hat will be issued and your account will be charged with the purchase fee. Children are required to take their hat home every day, it is the parent's responsibility to regularly wash your child's hat.

### **Toys:**

The Service has an abundance of toys; so, we ask that children do not bring in toys from home.

This eliminates toys getting lost, broken, disappointment for other children and responsibility on Educators to track numerous toys throughout the day.

Brindabella Christian College Early Learning Centres will not take any responsibility for toys, other than 1 comfort toy; that are brought in from home.

### Parent Handbook Acknowledgement:

Please complete the form below, stating that you have read and understood the above information stated in the 'Early Learning Centre and Out of School Hours Care Parents Handbook, 2021'.

*Please return the completed acknowledgement to the service before commencement of care for 2021.*

<b>Acknowledgement:</b>			
<p>I have read and understood the above information.</p> <p>I agree to adhere to the Policies and Procedures that Brindabella Christian College Early Learning Centres uphold.</p>			
<b>Parent/Guardian name:</b>			
<b>Signature:</b>		<b>Date:</b>	
<b>Parent/Guardian name: (if applicable)</b>			
<b>Signature:</b>		<b>Date:</b>	