Sacred Heart
Early Learning Centre

Parent Information Book
2016
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PHILOSOPHY

The elements of Belonging, Being and Becoming are the foundations on which our philosophy rests. These three elements ensure that children are able to engage meaningfully in activities which enable them to fulfil their potential knowing that they are loved and valued for who they are.

The Practices, Principles and Outcomes outlined in the Early Years Learning Framework support the elements of Being Belonging and Becoming.

We believe that children are confident, capable and resourceful learners, able to construct their own knowledge of the world around them.

We believe that every child is an individual with unique interests, strength and abilities.

We believe each child has the right to feel safe in his and her environment.

We believe that a play-based curriculum empowers children to make choices, promotes positive peer relationships and provokes thoughts, questions and imagination.

We believe routine times are integral part of the child’s learning experience and take into account their home and cultural background.

We believe all children should be given equal opportunities to explore and play within their environment regardless of age, gender, culture or ability.

We believe families are the first and foremost educators of their children. We encourage families to be active participants in the centre. Through sharing of culture, ideas, knowledge and differences we develop a partnership with each child, which is critical and beneficial to the child’s learning and development.

We believe that as an Educator we must work together, share knowledge and experiences for the best outcomes for our students.

We believe that documentation is a way to record children’s thinking and learning. It shows a child that their work has value and is a powerful medium for sharing with a family.

We believe that learning empowers us to do our work well and are committed to undertake professional learning.
GOALS:

Our goals are to:

- Recognise each child’s unique strengths, talents and interests and incorporate these into the learning program.

- Provide a rich variety of opportunities where children can explore, talk, share, play, sing, laugh, dance, listen, create, experiment, work through challenges and solve problems.

- Challenge children and encourage them to believe in themselves and their abilities, take risks, grow in self-confidence and develop to their full potential.

- Welcome parents and encourage them to become actively involved in the Centre.

- Create an environment in which Educators, families and children maintain an open flow of communication at all times.

- Model the values of love, justice and respect for all through our daily interactions with Educators, children and families.

REGULATIONS:

Where we refer to regulations in this Handbook we are referring to Education and Care Services National Regulations issued December 2012 and as amended from time to time.

Published LW 13 December 2011
Reviewed: 04/01/2016
**Hours of Operation**

Monday to Friday: 7.00am – 5.45pm.
Centre Closed on Public Holidays. (Fees Apply)
Centre Closed for **Two weeks over Christmas and New Year (No Fees Apply)**.

**Educators Arrangement:**

Director: Gez Mulvahil
Assistant Director: Ivone Byrne
Early Childhood Educator: Dahlia de Guzman
Early Childhood Educator: Nella Ewin
Early Childhood Educator: Daniel Nicholson
Early Childhood Educator: Mira Haenninen
Early Childhood Educator: Trudy Turnbull
Canteen: Linda Bryan
Finance Officer: Widya Leiminda
Library: Helen Banning

Reviewed: Monday 4th January 2016

All our Educators are dedicated to providing your child with quality care and education. All Educators are required to hold a current Senior First Aid Certificate, Fire Awareness Certificate and have had a Police Check. Relief Educators may be employed when permanent Educators are sick or on holidays. All Educators levels are set in accordance with the Education and Care Services National Regulations.

**POLICY STATEMENT FOR OPERATION OF SACRED HEART EARLY LEARNING CENTRE**

_The quality of care for children, good relationships among Educators, the confidence of parents and the reputation of the Service all depend on the professional running of the Service. This policy aims to provide clear guidelines to parents and Educators on the procedures necessary for this to occur._

**IMPLEMENTATION**

**Orientation of new parents and children**

when parents/ carers seek enrolment at the Early Learning Centre they, and their child/children, will meet with the Director or Assistant Director to discuss the Centre’s philosophy in relation to the needs of both child and parent/carer needs. A visit to the Centre is part of the initial interview and one of the Educators will spend some time showing them around and answering further questions. This enables parents/carers to see the facility first hand and ask questions about what they see and how their child may fit in.

Following this parents are invited to fill out an application for enrolment.

Parents may return with their children and together spend time at ELC before deciding to enrol to ensure that both are comfortable with the decision.

We are fully aware of the emotions involved in leaving/ being left in childcare situations and discuss with parent the strategies Educator used to help children (and parents) transition this time.

**Enrolments**

* Enrolments will be accepted according to the Commonwealth Government 'Priority of Access' Guidelines. Each enrolling family must complete an enrolment form. On enrolment parents will be given a "Parent Information Book".

* If a place is not immediately available at SHELC the family may be put onto a waiting list.
Enrolment forms will be updated annually or when a family's circumstances change, to ensure information is current and correct. Enrolment information will be kept in a confidential file. Access to this information is available only to the Director, Service Staff, Parent and Commonwealth Officers.

Committee members' or Educator’s children may not be given priority of access.

Exclusion of children from SHELC may occur after all other avenues of communication and support have been exhausted and when:

Professional advice confirms a child is in psychological danger as a result of an unusually prolonged inability to settle into care away from the parent/guardian, or

A child puts the majority of children at risk through inappropriate Behaviour (see policy on Behaviour Management)

Prior to enrolment at the centre the Director or assistant Director conducts an interview with the parent / caregiver. The parent and child are shown over the Centre, introduced to Educators and the child may be encouraged to spend some initial time there whilst the parent is shown around the school. Parents are provided with an enrolment package that includes:

- SHELC Parent Handbook
- Enrolment Form
- Immunisation Advice
- ELC Brochure

Parents are required to return the enrolment form and relevant documentation to the Early Learning Centre a minimum of one week prior to commencement day. Regulation 158, 160,161 & 162

**Delivery / collection of children:**

It is the responsibility of the parent / guardian to hand the child to an Educator and signed the child on to the “Attendance Sheet”. There is a similar requirement that the time the child leaves the Centre must also be recorded in the book, together with the signature of the person collecting the child and Educator advised. Regulation 99

**Authority to administer medication:**

Only prescription Medication is to be administrated to children. Upon receiving medication from parents educators will give parents a “Medication Form” for them to complete. Parents must write down children’s name, time of last dosage, dosage amount, the time next dosage is due and the parent’s signature on the form – Regulation 92. Parents are to sign and acknowledge that medicine has been administered. Educators with a First Aid Certificate are the only staff permitted to accept and administer medication to a child.

Children with a Medical Conditions such as Asthma, Diabetes and Anaphylaxis, parents are required to provide a Medical Management Plan from their children’s doctors and the Centre Management will help develop a risk management to implement with a consultation with parents – Regulation 90 and 94.

Panadol and any other over the counter medications are no longer permitted in the Early Learning Centre. The Centre will notify parents if their child/children have exceeded a
temperature of 37.5 Celsius. Parents will be asked to collect their children from the Centre if their temperature keeps going up. If children are not well please keep them at home.

**Payment of fees:**
Fees are charged according to the days parents have booked. Fees are to be paid two weeks in advance. The office is open late every Friday. Fees may be paid by cheque, cash, direct debit or credit card and can also be paid over the phone.

**Enrolment acceptance:**
From 1st January 2016 enrolment will be a minimum of two days. One-day bookings will not be accepted.

**Change to Bookings:**
Parents wishing to change their booked days must complete a “Notice to Change Days” form. Parents must receive a “Confirmation of Changed Days” form from the centre before the child may attend at the different times.

**Waiting List:**
The centre has a wait list, which is updated on a regular basis. Initially the parents must fill out an application. Once the application form has been filled out, the details are added to the waitlist. Parents have the responsibility to update their details on the waitlist every two months. If contact between the parents applying and the centre is not maintained, the applicant may be removed from the wait list.

Priority on the wait list is given to siblings of children in the centre and the school. The director reserves the right to vary wait list priorities.

**Notification of children on holidays / sick leave:**
Written notification of holidays is required at least two weeks in advance. Parents are required to inform the centre when their child is absent due to illness. A doctor’s certificate is required to ensure Allowable Absence days are not used.

**Notification of End of Care**
Written notification is required two weeks or more prior to the child’s last day. A “Notification of End of Care” form must be completed and given to the Centre. If your child is leaving the Centre to attend Transition at Sacred Heart School, a school enrolment form must be completed and given to the School Office before your child may begin the school year.

**Clothes / personal belongings:**
Parents are requested to clearly mark all articles of clothing, footwear and any other items provided for their child. Parents are requested to bring sufficient clothing for the day for their child.

Whilst all due care is taken by Educator to ensure that personal belongings are kept safe and secure, responsibility is not accepted for any loss or damage at the Centre.

**Quality Improvement Plan and Assessment and Rating Process**
The centre participates in the QIP Assessment and Rating Process. Parents and Educators questionnaires will be sent out before Assessment commences. Parent comments and suggestions are always welcome. Policies and procedures are constantly reviewed and revised as necessary. Regulation 56
Parental involvement in Centre:

Parents are urged to participate in the life of the Centre. Also parents / guardians are:

- Encouraged to stay with their children initially in the morning particularly if / when separation is an issue
- Invited to join in excursions to such places as children’s concerts, fire station, museums etc.
- Encouraged to attend the Centre for special occasions
- Invited to participate in the Sacred Heart Sub-Committee of Sacred Heart Primary School Education Board.
- Encouraged to participate in whole school community events.
- Encouraged to participate in the program for their child and the group as a whole.

Refusal of Care

Parents may be refused care for their child for one (1) or more days if:

- Fees are not paid regularly.
- Their child’s behaviour is so disruptive that other children’s safety is jeopardised.
- They are abusive to other children in the centre, other parents or members of Educators.

Exclusion

Infectious children or adults are not permitted to enter the centre until they have been cleared by the exclusion policy. Regulation 88

Fees

Fees will be reviewed in light of the budget annually. The Director, in consultation with the School Board, the CEO and other CEO ELCs, sets the fee level. Parents will be given at least three months notice of any fee increase. Fees may be paid to the Book Keeper on a weekly or fortnightly basis by cash, cheque, Centre-pay, credit card or electronic transfer. A dated receipt will be provided for each payment. Hours/ sessions of care will be recorded. Details of a family’s fees and accounts will be confidential and stored appropriately. Families may access their own account records at any time, or particulars of fees will be available in writing to parents upon request.

Parents should tell the service of their child’s inability to attend as soon as this is known. Failure to do this may incur the day’s fees. It is parents’ responsibility to have their eligibility for Childcare Assistance assessed by Centre-link. Childcare Assistance will be deducted from fees in accordance with Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) requirements.

The service will keep parents informed about Childcare Care Benefit and Childcare Care Rebate rebate by:
* advising new families to apply for assessment
* having application forms to distribute to families
* reminding families of the need and encouraging them to reapply for reassessment when required
* charging full fees when a parent does not have a current Assessment Notice.

All documentation relating to Childcare Care Benefit and Childcare Care Rebate will be kept for the specified period of time and made available to Commonwealth Department Officers on request. Parents with overdue fees will be encouraged by the Director/ Co-ordinator to discuss any difficulties they may have in meeting payments and to make suitable arrangements to pay. If this is not done, or the agreed arrangements are not kept, the following procedure will apply:
* After two weeks overdue a letter will be forwarded to the parent, advising that their child's place may be cancelled if the account becomes three weeks overdue. The letter will include a reminder that parents are encouraged to discuss payment difficulties and make suitable arrangements to pay with the Director.

* After three weeks of non-payment, if no arrangements to pay have been made, or if made, not kept, the place will be cancelled.

**Fees**

<table>
<thead>
<tr>
<th>Weekly – Full-time</th>
<th>$350</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>$80 per day</td>
</tr>
</tbody>
</table>

Payment policy requires that family pay two weeks in advance amount. This serves as a bond and is cancelled out when a two-week notice is given on cessation of the service. This requirement is a standard practice across childcare services.

Reviewed – Monday, 4th January 2016

- Please contact the Finance Officer as soon as possible if there are any difficulties meeting payment commitments.

NB: A daily fee will apply for a child who attends across the morning and afternoon session. (Prior arrangement is required for this to occur)

**Late Fees**

Please note that if you are late picking up your child, the Centre reserves the right to charge a late fee. This fee is $5 per minute after 5.45pm and $10 per minute after 6.00pm.

Reviewed – Monday, 4th January 2016

**Allowable Absences**

Each child is entitled to forty two (42) allowable absences per financial year. These days can be used as holidays or just days off. Unlimited allowable absences exist for sick days with a doctor’s certificate. For more information, please contact Centre-link.

Reviewed – Monday, 4th January 2016

**Holidays Fees**

Written notification of holidays is required at least two (2) weeks in advance. Regular fees will be charged if notice is late or not given. Every Parent is entitled to two weeks half price as per calendar year. A holding fee will apply, as shown below.

<table>
<thead>
<tr>
<th>Weekly – Full-time</th>
<th>$175</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>$40</td>
</tr>
</tbody>
</table>

Reviewed – Monday, 4th January 2016

This will account to your 42 days of allowable absences unless you state otherwise. A holiday form must be completed and signed by the parents/guardians and given to the Assistant Director. Holiday forms can be found near the fee box or ask the Assistant Director or Educators in the Sacred Heart Early Learning Centre.

**Arrival and Pick Up**

To ensure that children arrive and depart safely and happily we ask that:

1. Parents only use the main entrance to the Centre (church car park side).
2. Children are always escorted to an Educator on arrival and never left at the gate.
3. Parents acknowledge the child’s arrival and departure with an Educator.
4. Parents must sign children in and out on the sign in/out register each day (this is a most important legal document, and also ensures we have an accurate roll in the case of an emergency evacuation).

If you are unable to collect your child from the Centre, please call the Centre to inform Educator as to who will be picking up your child. This person must be an adult (over 16) and authorised person noted on your child’s enrolment form and he/she will be asked for identification on arrival at the Centre. Please note that the Centre is not legally open until 7.00am, therefore you cannot drop your child off any earlier than this. If you are going to be late any time would you please contact our Educators at the Early Learning Centre. The Centre closes at 5.45 pm.

**Car Parking**
Car parking is available in front of the Centre, within the school grounds. Please exercise considerable care as there are many pedestrians and children can be very unpredictable.

**Saying Goodbye**
It may be difficult to leave your child at the Centre for the first time. We understand that it is as hard for parents as it is for children, so please call if you would like to check on your child.

Here are some suggestions on how to leave your child:
- Say, “Good-bye”, I’m going now and I will be back this afternoon”.
- Give them a kiss and a hug, then leave.
- Don’t leave then come back if you hear your child crying. This confuses children and just makes it harder for you to leave.
- Always farewell Educator so that they know you are leaving. This is a signal for them to give a little extra support to your child should they need it.
- Parents and children need time to adjust. Allow time so your child can show you things and places that interest them on arrival and departure.

**Changes of Contact Details**
Please notify us promptly of any changes to information regarding your child. Change of contact numbers, address, employer and persons authorised to collect your child are most important so that we are able to contact you at all times.

**PRIORITY OF ACCESS GUIDELINES**
Sacred Heart Early Learning Centre adheres to the Commonwealth Government Priority of Access Guidelines.

**Priority of access guidelines**
It is important for services to allocate places to those families with the greatest need for childcare support. The Australian Government has Priority Access Guidelines for allocating places in these circumstances...
- 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 (under section 14 of the A New Tax System (Family Assistance) Act 1999)
- Priority 3 – any other child

Within these main categories, priority should also be given to the following children:
- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families on low incomes
- Children in families from culturally and linguistically diverse backgrounds
- Children in socially isolated families
- Children of single parents

There are some circumstances in which a child who is already in a childcare service may be required to leave the service:
- Where a service has no vacant places and is providing child care for a child who is a Priority 3 under the Priority of Access Guidelines, the service may require that child to leave the child care service in order for the service to provide a place for a higher priority child, but only if:
  1. The person who is liable to pay child care fees in respect of the child was notified when the child first occupied the child care place that the service followed this policy, and
  2. The service gives that person at least 14 days notice of the requirement for the child to leave the child care service
**ROUTINE**

Our daily routine enables us to provide a stable learning environment for all children. The routine reflects the individual needs of the children as well as the group as a whole. Our routine is as follows and it is also displayed in the room.

- **7:00am**: Centre opens, greeting parents and children. Sunscreen on arrival
- **7.20am**: Free play, exploration, learning and discovery
- **7.30 – 7.45am**: Tidy room, hats on, and sunscreen check
- **7.30 – 8.45am**: Free play outside
- **8.45 – 9.00am**: Washing hands and check the roll
- **9.00 – 9.30am**: Morning tea as per menu plan
- **9.30 – 10.30am**: Group time as per program
- **10.30 – 10.45am**: Pack away, tidy room, making beds, sunscreen on and outside play.
- **10.45 – 11.30am**: Outside play
- **11.30 – 11.45am**: Washing hands, check the roll/head counts
- **11.45am – 12.30pm**: Lunch time as per menu plan
- **12.30 - 2.15pm**: Sleep, relaxation, rest and quiet play activities.
- **2.15 - 2.30pm**: Pack away, tidy room, putting beds away, sunscreen on, story and washing hands
- **2.30 – 3.15pm**: Afternoon tea as per menu plan
- **3.15 – 4.30pm**: Hats on and outside play
- **4.30 - 4.45pm**: Pack up outdoor area
- **4.30- 5.30pm**: Quiet indoor activities
- **5.30-5.45pm**: Pack away, hand washing
- **5.45pm**: Centre closes

Our routine is flexible and we always take into account the children’s individual needs and interests. It may also change due to the weather or to include school events.
**Excursions**
We believe that excursions are an integral part of children’s learning. We have included a local excursion form in which we will get all parents to sign on enrolment form, This will give Educators permission to take your child to the library, assemblies, school oval etc all of which are within the Sacred Heart School premises and do not include any means of transportation. You will be notified when these events occur. Excursions out of school premises also require parents to sign an “out of school excursion permission form” before your child can attend – Regulation 100. Risk Assessment Plan will be conducted before the excursion to identify any potential risks that may occur during the excursion – Regulation 102. Parent participation is highly appreciated when taking groups on excursions to assist with supervision.

**Clothing**
All children are required to wear casual clothes. Please include two spare sets of clothes in your child’s bag. Children must wear a hat and sunscreen at all times when outdoors. Please inform Educators if your child is allergic to any sunscreens. Please provide a hat, which has your child’s name clearly written on it. Please ensure your child has comfortable footwear, children’s shoes need to stay on their feet whilst outdoors as they are running, climbing, jumping and crawling.

**Lost Property**
Please check the lost property box regularly. Naming all items including socks, shoes and underwear - can help Educators in locating owners of lost property. The Lost Property Box will be emptied at the end of each term.

**Birthdays**
We encourage parents to let children share their special day with friends. Most children like to bring a cake; please check with Educators to arrange a convenient time to bring it into the centre. Lolly bags are not permitted.

**Treasures from Home**
Children are not permitted to bring toys from home to the Centre. Toys from home cause unnecessary conflict between children and they tend to get lost or broken. If toys are brought in, they will be taken away on arrival and put in the “Toys from home” box, for parents to collect later.

Occasionally, however, we may invite children to bring a special item in for a “show and tell” session. On these occasions, please clearly write your child’s name on the item.
**Sick Children**

We are sure parents would appreciate our concern for protecting the health of all children attending the Centre. The Director/Assistant Director reserve’s the right to send home or refuse attendance to any child who is considered too unwell to attend, or whose illness may affect the health of other children. In cases where a sudden illness occurs, or where the Director/Assistant Director considers a child to be showing signs of infectious or contagious diseases (e.g., mumps, measles, chicken pox, school sores, etc) the parents will be notified immediately and asked to collect their child.

<table>
<thead>
<tr>
<th>Condition</th>
<th>Exclusion From The Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Chicken Pox</strong></td>
<td>Exclude until fully recovered or for at least five days after the spots (eruption) first appear. Please note that some remaining scabs are not a reason for continued exclusion.</td>
</tr>
<tr>
<td>Conjunctivitis</td>
<td>Exclude until discharge from the eyes has ceased.</td>
</tr>
<tr>
<td>Diarrhoea and vomiting</td>
<td>Exclude until bowel motions have returned to normal and at least 24 hours after the last abnormal bowel motion.</td>
</tr>
<tr>
<td>(gastroenteritis)</td>
<td></td>
</tr>
<tr>
<td>Diphtheria</td>
<td>Exclude until a medical certificate of recovery is received following at least 2 negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later.</td>
</tr>
<tr>
<td>Head Lice</td>
<td>Exclude until the day after appropriate treatment has started.</td>
</tr>
<tr>
<td>Hepatitis A</td>
<td>Exclude until a medical certificate of recovery is received, but not before seven days after onset of illness or jaundice.</td>
</tr>
<tr>
<td>Impetigo (School Sores)</td>
<td>Exclude until treatment has commenced. Sores on exposed surfaces should be covered with a watertight dressing.</td>
</tr>
<tr>
<td>Influenza</td>
<td>Exclude until child feels well. No coloured discharge from the nose.</td>
</tr>
<tr>
<td>Measles</td>
<td>Exclude for at least four days after the onset of the rash.</td>
</tr>
<tr>
<td>Mumps</td>
<td>Exclude for nine days or until swelling has gone (whichever is sooner).</td>
</tr>
<tr>
<td>Ringworm</td>
<td>Exclude until the day after appropriate treatment has started.</td>
</tr>
<tr>
<td>Rubella (German Measles)</td>
<td>Exclude until fully recovered or for at least four days after the onset of the rash.</td>
</tr>
<tr>
<td>Whooping Cough (Pertussis)</td>
<td>Exclude for 14 days after onset of illness, or after completing five days of antibiotic treatment, and a doctor certifies that the person is no longer infectious.</td>
</tr>
</tbody>
</table>

**Regulation 88**

**Hygiene**

Strict hand washing procedures are implemented. Children will be encouraged to wash and dry their hands as they arrive at and depart from the Centre, before and after meals, after using the toilet and after messy activities. We would encourage you to continue this practice at home. **Regulation 77**

**Toileting**

Please note that our Centre does not have the facilities for nappy changing. It is a requirement that children are already toilet trained. Educators will assist children to change (please remember to include labelled spare clothes in your child’s bag) if they happen to have accident. **Regulation 77**

Children who are not fully toilet trained will be asked to go back on the waiting list for at least one month after which we will review the situation.

**Nutrition**

The Centre provides morning tea, lunch and afternoon tea. Drinks are available at each mealtime and cold water is freely accessible. Children are encouraged to drink regularly from the bubbler during the day. Please do not send water bottles or milk bottles with your children’s as the Educators cannot guarantee that other children will not try to drink from them as well. **Regulation 78**

Meals will be prepared in the School Canteen by our Chef. The Centre aims to provide a nutritionally balanced menu. These meals and snacks will be appropriate to the children’s developmental needs. Fruit
will always be offered at the end of every meal in accordance with our dental policy. Cooking activities for the children are also planned regularly and the products shared. Regulation 88

Please DO NOT BRING ANY FOOD FROM HOME, as this may be dangerous to other children with allergies (this includes foods that are normally considered to be healthy). The Educators will remove food brought into the Centre from outside/home.

If you have any concerns regarding your child’s nutrition, the meals provided or allergies your child may have, please let us know. A weekly menu is posted in the kangaroo’s room.

**Sleep/ Rest Times**
If your child usually has a sleep during the day, please let us know the normal times and requirements for going to sleep. Our quiet rest/relaxation time is from 12.30 – 2.15. If children ask for a sleep/ rest, it is provided. At times, rest or sleep is offered if the child appears particularly tired, grumpy or upset.

If you require your child to have a sleep a mattress will be provided, although it is your responsibility to supply a sheet for this time in a drawstring bag (clearly labelled with your child’s name), which will be sent home with your child on Fridays for washing. Regulation 81

**POLICY STATEMENT ON PROFESSIONALISM**
The quality of care for children, good relationships among educators, the confidence of parents and the reputation of the Service all depend on the professional attitude and behaviour of the educators and management. This policy aims to provide clear guidance to educators about the standards the Service requires as a condition of employment. (Refer to policy)

**POLICY STATEMENT ON COMMUNICATION**
All Educators shall foster an atmosphere in which parents feel free to outline a grievance in the knowledge that they will be dealt with fairly and sympathetically. It is essential that matters be investigated until the complainant is satisfied with the outcome.
1. Discuss the problem with an Educator member or the Assistant Director.
2. If this is unsatisfactory make an appointment to speak with the Director.
3. If the problem still hasn’t been resolved write the grievance down in a letter address to the Director.
4. The complainant may also choose to contact the Quality Education and Care NT on (08) 89993541 (Refer to policy)
POLICY STATEMENT ON HEALTH AND SAFETY – Regulation

The Sacred Heart Early Learning aims to provide a healthy and safe environment in which children can play and explore their world free from harm. All people in the Community will follow relevant policies at all times.

Sacred Heart Early Learning does not have facilities for nappy changing. Children should be already toilet trained however we can easily accommodate the occasional accident or the requirements of children with special needs/circumstances. (Refer to policy) Regulation 109

Head Lice
Head Lice are tiny animals, smaller than fleas, which transfer easily from one person to another in situations where people are in close contact. The lice lay eggs (nits), which adhere to strands of hair, particularly hair on the back of the neck and behind the ears.

Some facts:
- Lice do not jump from one head to another.
- While occasional and infrequent episodes do not pose a health risk, recurrent or prolonged attacks may cause local skin and gland infection.
- Clean people get head lice.
- Children are not the only ones who become infested. If one family member is affected, others in the family are likely to be infested too.
- Hair does not need to be cut short to aid the eradication. All the action is on the scalp.
It is a parent responsibility to treat head lice. Due to the fact that Territory Health Services has now declared nit infestation to be health risk, Principals have the authority to exclude children with infestations from school until scalp treatment has taken place.

If your child has head lice, a note will be sent home with your child. Please do not get embarrassed, this is normal procedure and when treatment is complete your child can return to school. Keep your child/children’s hair clean and tie long hair back while at school. (Refer to policy)

**POLICY STATEMENT ON POSITIVE GUIDANCE OF CHILDREN’S BEHAVIOUR**
Our basic approach to behaviour management is one of respect for the child. Positive encouragement, redirection and reasoning will be used to help develop appropriate behaviours. Correcting behaviour will always be appropriate to the developmental level of the child. Behaviour guidance and management strategies will be framed in positive language to enhance the child’s self esteem, encouraging the children to believe that acceptance does not depend on their behaviour.

The environment will be arranged so that behavioural problems can be minimised by:
* Ensuring that an adequate number of toys/equipment and stimulating experiences are available, to avoid misuses and conflict.
* Ensuring the activity is supervised adequately, and it is developmentally and age appropriate
* Ensuring that there is convenient storage available so that the children may easily assist with activity selection and packing up.
* Ensuring that there is a balance of quiet and active spaces for indoor and outdoor play.

Major incidents of inappropriate behaviour will be dealt with in consultation with the parents.

**Major incidents may include:**
* Inappropriate language behaviour or actions (includes biting)
* Bullying, harassment/teasing
* Damage to property
* Disrespecting Educators
* Creating unsafe environment for self or others.

‘Time With’ is put in place for a short period of time to be specified by the Educator member present. Children may be required to sit in a space away from the group with an Educator member who assists them to find alternative and more acceptable actions. It may be appropriate for the child to decide when he/she is ready to return to the group.

If the safety of other children/Educator is put at risk or if behaviours cannot be managed on the floor without disrupting and/or upsetting other children, a child may be referred for extra assistance. This step is a last resort and parents will be contacted to discuss the behaviours and to explore a positive way forward. (Refer to policy)
**Changes to Information:**
Please contact the front office if any personal details change so that our information data is correct.

**Medicine Administration:**
If your child requires medication, the medicine register must be completed and signed by the parent. Once the medication has been administered, the Educator doing so will sign to indicate that it has been carried through. A second Educator will check that the dosage is correct and also sign. This procedure is to be completed on a daily basis, even if medication is to be administered for more than one day. The medication must be in the original named container. If your child will require medication every day or most days (i.e. Ventolin puffer, antibiotics etc.) you will need to complete a “Long Term Medication Authority” form. Please ask Educator for a form. If the medication is prescriptive, please ensure that the container is clearly marked with the doctor’s instructions. All medication is locked away from the children. (Refer to policy) **Regulation 92, 93, 94 & 95**

**Accidents/Incidents:**
Educators record any accidents on an Accident/Incident form. If your child has been hurt during the day, you will be asked to sign this document at the end of the day, so that you are aware of any incident involving your child throughout the day. If necessary, you will be contacted to collect your child. If you cannot be contacted, your emergency contacts will be called. If they are unable to be contacted, we may seek medical attention for your child. If necessary any medical expenses incurred will be the parent/carer responsibility. All major incidents will be reported to parents when they collect their child. As a courtesy we now phone all parents if their child has sustained a head injury. **Regulation 85, 86 & 87**

**Sick Children:**
Please do not send your child to the centre if they are unwell. The Director reserves the right to send home or refuse attendance to any child who is considered too unwell to attend, or whose illness may affect the health of other children. In cases where a sudden illness occurs, or where the Director considers a child to be showing signs of infectious or contagious diseases (e.g. mumps, measles, chicken pox, impetigo etc) the parent will be notified immediately and asked to collect their child. (Please refer to guidelines for exclusion periods in the Parent’s Handbook) These decisions are made reference to the relevant policy. (Refer to policy). **Regulation 88**

**POLICY STATEMENT ON HEALTHY EATING**
Healthy food is an important element of our care for your child/children. Menus provided by the Sacred Heart Early Learning Centre are scrutinised as part of our Licensing process by Children’s Services. As we have a number of children with severe food allergies, it is important that children do not bring food into the centre. If your child requires breakfast please ensure that an Educator knows so they may assist your child. Breakfast sets the tone for your child’s day so please ensure it is low in sugar and is consistent with our healthy eating model.
It is important that as a provider of long day care that we model for the students healthy eating. Our canteen provides all food during the day. Additional snacks will not be required.
**Special celebrations:**
Celebration food can be sent in on the day of your child/children’s birthday or other special event. Parents of children with food allergies are welcome to provide alternative food which will be frozen so that these children do not miss out on special occasions.

**Sleep/Rest Times:**
Sleep times are scheduled for children who still require an afternoon sleep. If a child requests a sleep it will be allowed. Please advise the Educators of your child’s needs in this regard. (Refer to policy)

*Regulation 81*

**Assessment and Reporting to Parents:**
Reporting to parents is an ongoing process and you are welcome to talk to the Educators at any time about your child/children’s progress. Folios of work are kept as an ongoing process and you are welcome to peruse these at any time. Parent Information evenings are held 2-3 times per year which provides a more formal opportunity for you to discuss your child/children’s progress. These may be arranged at any stage by making an appointment to speak to the assistant Director. *Regulation 75&76*

**POLICY STATEMENT ON CLOTHING**
Uniforms are available at the front office but these are an optional item and are not compulsory. A spare change of clothes, hat and shoes need to be provided each day. It is important that your child wears comfortable clothing that offers sun protection when outside. Ideally this clothing will allow your child to participate in climbing and running activities as well as getting messy. Hats are compulsory when the children are playing outside. Safe footwear is important. (See below)
Remember to mark all clothing and shoes with your child’s name. (Refer to policy)

**Safe Footwear**
Children need to wear suitable footwear whilst attending the Sacred Heart Early Learning. Thongs, slip on shoes or shoes that have a heel are not suitable for the type of activities that our children engage in. The children participate in activities where they are running, balancing, jumping etc. Please check the shoes, sandals that your child currently uses and ensure that they arrive in footwear that will allow them to participate in the range of activities that may occur on any particular day. If footwear is unsafe Educators will be required to ring you and request immediate provision of appropriate footwear. Remember to mark footwear with your child’s name.

**CHILD PROTECTION/MANDATORY REPORTING, CONFIDENTIALITY**
Any person who believes, on reasonable grounds, that a child is suffering (or has suffered) maltreatment is required to report this fact to either an officer from Family and Children’s Services (FACS) or a member of the Police Force. Failure to comply with these provisions of the Community Welfare Act can result in a penalty. This service refers to the Catholic Education Council Policy Statement Policy and procedures for the identification and notification of child abuse and neglect.
Every employee, management committee member and member of the operating body is provided with clear written guidelines/legislation detailing what information is to be kept confidential, what
Confidential information they may have in order to fulfil their responsibilities, how this information may be accessed and who has a legal right to know particular information. Confidential conversations that educators have with parents, or the Director/Coordinator has with educators, will be conducted quietly away from others. (Refer to policy). Regulation 84

POLICY STATEMENT ON CHILDREN'S PROGRAM
All children attending Sacred Heart Early Learning will be given first hand experiences to actively explore and learn. The routines and activities will be based on each individual child's interests, abilities and needs. The Sacred Heart Early Learning Centre provides a safe and stimulating environment, where children learn through play. A balanced, developmentally appropriate and challenging program focusing on the areas of physical, intellectual, creative, social and emotional potential will be available for every child's participation daily. Children will be actively involved in program planning, implementation and evaluation processes when appropriate. (Refer to policy). Regulation 73, 74 & 75

EMERGENCY OR DISASTER POLICY
Emergency evacuation procedures will be clearly displayed near the telephone and are to be followed in the event of fire, natural disaster or other emergency. You are welcome to make yourself familiar with them. Safety and evacuation drills involving educators and children will be at least once every three months when most children are present. If you are present please follow the direction of the senior Educator. All alarms must be treated as real and responded to immediately. (Refer to policy)

Hours of operation
The Sacred Heart Early Learning operates from 7.00 am to 5.45 pm. It is a licensing requirement that parents and children are not on the floor before this 7.00 as duty of care is important to us. Regulation 111

Sign in and out sheets
Signing children in and out of the Centre is a daily requirement. Accurate attendance records need to be kept and checked each day. Your child must be signed in at the beginning of the day and then signed out when they are collected. The sign in book is used in case of emergencies and Educators not accountable for children who have not been signed in. It is also used for record keeping purposes, to ensure that your entitlements are kept up to date. Failure to sign in may jeopardise your enrolment at the service. Failure to sign out will necessitate an Educator ringing to confirm a parent has taken the child as this has now been mandated by Children’s Services. (Refer to policy)

Daily Routine
Our Sacred Heart Early Learning day has three breaks, morning tea, lunch and afternoon tea. At these times children are expected to gather, prepare for and participate in the social interaction offered by meal times. Planned activities are offered and supervised in keeping with children’s current interest or to maybe provoke an interest. Areas of interest inside may include the library area, home corner/dramatic play area, transport, block construction and quiet, soft areas. Outside areas also provide opportunities for creative and dramatic play as well as art and physical activities.
These areas are changed regularly for variety or to follow programme themes. There is opportunity for children who need a rest to sleep after lunch. For these children mattresses, a quiet area and supervision are provided. (Refer to policy)

**SUN SMART POLICY**
All children will apply sunscreen 20 minutes before they go out to morning play and it will be reapplied in the afternoon. Many thanks to all those parents who are applying the sunscreen before their child comes to the centre. If your child has an allergy to sunscreen or you do not want sunscreen applied, please advise us in writing so that your child/children’s file can be updated with this information. (Refer to policy)

**Regulation 77**

**Sick room**
Children who are unwell and whose parents are unable to be contacted may take to the sick room. Office Educator will monitor and supervise the child, until parents are contacted. (Refer to policy)

**Cyclone Procedure**
In the event of an official announcement of school closure due to imminent cyclone threat, parents must collect children. Children must be ‘signed out’ when picked up. Children not collected within 60 mins will be supervised in the Educator’s room for a further period of time and if parents are still not contactable they will be taken to the nearest shelter, which is at Palmerston High School. (Refer to policy)

**Regulation 97**

**Sacred Heart Early Learning Centre Operating Plan**
The Sacred Heart Early Learning Centre has an Operating Plan available for your perusal in the School Office and the Centre. It is a large document and some of the policy statements are already in the booklet. Please feel free to look through this or take it home to read. If you can’t see it, ask an Educator and they will locate a copy for you.

**Sacred Heart School Board**
Our School Board is an advisory group for the School Principal/ Centre Director. An ELC Sub-Committee will be formed. Parents are encouraged to become a member of this sub-committee of the Board. The focus is on forward planning and development of the Centre as well as fundraising for resources.

**Parent Information**
Please read the Parent Information board each day. Sacred Heart Early Learning Centre updates are a regular feature of the school newsletter, which is sent home every Wednesday. A Sacred Heart Early Learning Centre newsletter is also sent home once every three months. There is a Parent Communication Book situated next to the sign in/ out register, so if there is anything you would like us to know, please use this book. Please read all notices and signs in the Centre.

**Regulation 93&94**
BEHAVIOUR MANAGEMENT

Behaviour management policy and procedures:

The Centre aims to provide a safe, happy learning environment for all children, Educators and parents. Therefore the following guidelines apply:

- Positive guidance directed towards acceptable behaviour with praise freely given.
- Discipline will always be very constructive:
  - Suggesting alternate acceptable behaviour
  - Keeping the child busy by re-directing the activities
  - Talking with the child about feelings and the consequences of their behaviour
  - Focusing on the behaviour and not on the child
- Behaviour guidance and management strategies should be framed in positive language to enhance the child’s self esteem, encouraging the children to believe that acceptance does not depend on their behaviour.
- The environment will be arranged so that disciplinary problems can be minimised by:
  - Ensuring that an adequate number of toys/equipment and stimulating experiences are available, to avoid misuse and conflict.
  - Ensuring the activity is supervised adequately, and it is developmentally and age appropriate.
  - Ensuring that there is convenient storage available so that the children may easily assist with “packing up” and activity selection.
  - Ensuring that there is a balance of quiet and active “user friendly spaces for indoor and outdoor play

The children are involved in the development of the group’s behaviour guidelines.

Major incidents of inappropriate behaviour will be dealt with by following the Remind, Warn and Act procedure that is used within the school.

Major incidents include:

- Offensive behaviour – language, actions
- Bullying/harassment/teasing
- Violence
- Damage to property
- Disrespecting Educators

1. Remind
   - A reminder of the rules. There is an opportunity here for the child to make a better choice.
2. Warn
   - Warning of consequence.
3. Act
   - “Time beside you” is given for a short period of time to be specified by the Educator present. Children do not leave the room for “time beside you”, but may sit away from the group. It may be appropriate for the child to decide when he/she is ready to return to the group.
   - If the behaviour continue and impacts on the other children in the centre a parent will be called to collect their child and take them home for the remainder of the day.

All major incidents will be reported to parents when the child is collected.

Where there are ongoing concerns about a child’s behaviour, the Director/Program Co-ordinator will set up a meeting with the parents to draw up a “Collaborative Individual Learning Plan” (See Appendix 3O). In some instances a “Monitoring Sheet” may be completed daily to chart the child’s progress (See Appendix 3P).
External agencies such as inclusion support offices and speech pathologists may be contacted to assist with the development of individual children’s behaviour plans.

**Program guidelines for Educators behaviour:**

- Childcare Educators will present as good models of behaviour for the children and shall be encouraged to adopt the AECA code of ethics.
- Childcare Educators shall give consistent, clear and coordinated messages to the children about their behavioural expectations; so different Educator approached does not confuse those children.
- Childcare Educators should become familiar with stages of child growth and development so that they may hold reasonable behavioural expectations. Some child behaviour may be displeasing for adults, but should be considered acceptable and age appropriate.
- Childcare workers should trust and respect the children in their care as unique and special, and recognise that each child’s behaviour is an expression of feelings or an attempt to meet immediate or underlying needs.
- Childcare Educators will need to be aware of the different discipline styles and behavioural expectations that parents may have, as child-rearing practices vary greatly from family to family.
- Childcare Educators should take into consideration each child’s whole life situation when dealing with their behaviour, consulting regularly with parents to develop collaborative strategies to meet children’s needs both in the Centre and in the home. It is important to share any information that may identify possible stresses that might affect a child’s behaviour.

**Usage of inappropriate discipline techniques:**

Educators will be made aware of the reasons for dismissal according to the standard industrial practices.

Forms of abuse consistent with those stated below will lead to Educators disciplinary action as per the procedures outlined in the Educators Handbook –

- Physical abuse:
  - Including inappropriate use of “time out”
  - Placing a child in a confined space, or in a location in which eye contact with the worker cannot be maintained
  - Shaking, smacking, biting, pinching, or sitting on a child to restrain them
  - Injurious lifting (e.g. by one arm)
- Verbal abuse:
  - Shouting abusive words or tone, labelling inappropriately
- Emotional abuse: Including withdrawal of hugs, ignoring a child’s requests. Children will not be exposed to physical punishment, or other punishment that humiliate, frightens or threatens the child.
WHAT TO BRING:

1. A bag with at least two sets of clothes in it.
2. A hat
3. A pair of shoes.
4. A drawstring bag with a sheet for sleep time in it.
5. A library bag for book borrowing, which is done on a weekly basis.

PLEASE ENSURE ALL PERSONAL ITEMS ARE CLEARLY NAMED.

Please feel free to discuss any aspect of your child’s education or development with any of our Educators.

SACRED HEART EARLY LEARNING CENTRE
Phone number (08) 89 32 8036
CRN NUMBER: 407 350 271 B