

Parent handbook

Welcome to
Daphne Street



Together we change lives.

ANGLICARESA

Child Care focussing on connection.

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Why choose us?

We're all about working together here at AnglicareSA, partnering with our families to make positive social impact and change lives.

You will see and feel that the moment we greet you at our centre.

When you're looking for that special place where your child will take their first little away-from-home steps, you want wall-to-wall love, laughter and learning, all bundled into one amazing learning experience.

Our team offers that in spades. We know how to connect with your children and, at this important early stage, set them on the path to full, productive and well-lived lives.

Our centre managers and program support officers will make sure everything runs smoothly, our early childhood educators love what they do and teach with real passion, and our chefs enjoy nothing more than whipping up tasty meals and family favourites.

Daphne Street Childcare and Early Learning Centre is a non-profit, long day care centre sponsored by AnglicareSA. We are licensed to offer care for children aged from birth to school age.

My experiences with the centre for the last four years has been nothing short of amazing. Words can't describe the love, care and overall support my children have received and felt.

Soula, Daphne Street ELC parent



Philosophy

At Daphne Street Childcare and Early Learning Centre, we aim to provide an educational play based program that promotes each child’s individual development using the Early Years Learning Framework Being, Belonging, and Becoming. We aspire to encourage children’s curiosity and creativity by providing a stimulating, secure and inclusive environment that allows all children to seek new challenges and connect to their natural world and the people in it.

What we believe in

We believe in partnerships with families and the connection of their home life to child care. We welcome discussions and highly encourage feedback which allows us to provide quality of care based on the individual needs and interests of all children and their families.

Therefore we will:

- Encourage families to be active partners in their child’s learning and share their ideas and encourage their involvement in our program.
- Respect and value their own child rearing practices.
- Provide parents with information about other services available for their children and families.

What we believe in

We believe and respect that every child is an individual and a valued member of our centre and the wider community. We celebrate diversity and all cultures, through the meals we provide, music, books, dressing up in traditional costumes and family participation. We want children to feel empowered to be inclusive and accepting of one other.

Therefore we will:

- Acknowledge and respect family’s cultures and diversity.
- Celebrate cultural days and festivals within our community and an understanding of differences in culture, gender, age and ability in relation to all children. We encourage these through singing songs or rhymes from different cultures during our music times, providing picture books from different cultures and providing culturally inclusive toys.
- Encourage parent involvement
- Encourage a sense of self-worth.
- Treat each child with respect and value their individuality.

What we believe in

Children learn through play. Play is the way we believe children can be individuals and explore, experience, communicate, create, problem solve, imagine and be who they want to be. We believe that learning through play, should be fun.

Therefore we will:

- Using the Early Years Learning Framework, provide in our programs routines and experiences that allow children to develop to their full potential.
- Encourage the development of problem solving, self-help and negotiation skills.
- Ensure the program is inclusive, flexible and developmentally appropriate as well as continually evaluated and observations are gathered regularly.
- All information concerning children and families is kept confidential.
- Provide all children with experiences which incite challenge, interest and encourage fun and enjoyment.

What we believe in

We believe a natural outdoor environment is valuable for all children to explore and imagine. We aim to extend children’s learning by offering both indoor and outdoor experiences to promote freedom of choice, challenge and wonderment. We will endeavour to help children connect to their natural world as well as encouraging them to contribute to our living environment.

Therefore we will:

- Continually experiment and change the experiences in the indoor and outdoor environments.
- Encourage children to participate in the caring for our potted gardens
- Seek children’s help and involvement in the setting up of experiences in the environment.
- Place children’s photos and artwork up and around the centre to encourage a sense of achievement and self-worth.

What we believe in

We believe each Educator member brings unique skills, personal abilities and professional strengths to the workplace. To achieve high quality of care we encourage open communication, strong Educator morale and team work

Therefore we will:

- Value each other’s differences and respect each individual’s culture, physical, professional and emotional needs.
- Provide Educator training and development.
- Encourage Educator to put forward their own ideas and suggestions and be a part of the centres decision making process.
- As professional individuals work within the Early Childhood Code of Ethics.

What we believe in

We believe that the centre, Educator and children benefit by connecting with the wider community. We encourage student and volunteer involvement and consider them to be an asset to the future of children’s services.

Therefore we will:

- Network with other centres and services within the community.
- Support students in their learning and provide opportunities and resources for them to develop their skills.
- Role model high quality professional practices to students and volunteers.
- Maintain confidentiality in relation to students and volunteers.
- Know the requirements and expectations of students and maintain communication with their representatives.



Hours of Operation

Centre opening hours:
Monday to Friday
7.00am to 6.00pm

Daphne Street Childcare and Early Learning Centre is open every day with the exception of recognised public holidays and weekends. The centre will also close from 2pm on the 24th of December and reopen again on the first working day after the 1st of January each year.

Attendance

Notification of Absence

Parents are asked to inform Reception on 8269 8688 if their child will not be attending by 8.30am if possible. This allows us to accommodate emergency bookings for other children.

Late Collection of Children

A charge of \$30.00 for the first fifteen minutes will apply after 6.00pm and \$5.00 for every minute thereafter.

In the event of an emergency circumstance, please call Daphne Street Childcare and Early Learning Centre as soon as possible.

If your child has not been collected by 6:00pm, Educator will attempt to contact parents and then emergency contacts nominated on your child's enrolment form.

If by 6:15 pm Educators are unable to locate anyone to collect your child, the Certified Supervisor on duty will then arrange for an appropriate person to wait with the child and Crisis Care will be contacted.

Rooms

Our rooms at Daphne Street Childcare and Early Learning Centre include Babies, Toddlers, Rainforest and Preschool groups.

- **Babies** 6 weeks to 2 years
- **Billabongs** 2 to 3 years
- **Rainforest** 3 to 4 years
- **Preschool** 4 to school age.

Babies Ratio: One Educator to four children

Toddler Ratio: One Educator to five children

Rainforest Ratio: One Educator to ten children

Preschool Ratio: One Educator to eight children

Our imaginative indoor and outdoor learning spaces are filled with equipment, material that give young minds confidence to explore and learn in safe and secure yet challenging areas.

Our Team

We strive to ensure we have the very best people working for us. That is when we know your child is getting the best care.

Daphne Street Childcare and Early Learning Centre has a very strong and committed long term team. We pride ourselves on consistency with educators for your children, ensuring that you can build strong connections with primary care educators.

There is an education leader, a fully qualified early childhood teacher and a group of dedicated educators who are here to help your children every step of the way.

Immersive learning, our curriculum

We strive to provide an immersive learning experience, where your child is at the centre of all learning that are filled with play, fun, discover, adventure and imagination. We believe this is how children grow and thrive. They explore, they gain confidence and they learn to make decisions for themselves.

We believe that providing opportunity to challenge children to do and learn things for the first time provides opportunity for discovery – and that is what learning is all about.

The preschool program aims to develop all aspects of a child’s development. School readiness, literacy and numeracy, social skills and physical development. We follow the Australian Early Years Framework and provide opportunities for play/ interest-based learning. Social skills

development is delivered through our ‘You Can Do It’ program which focuses on the development of the following social skills; organisation, getting along, confidence, persistence and resilience.

Our outdoor environment offers open and covered areas, ensuring that year-round activity takes place. One day the children will be our making new friends while hunting for bugs, or building mud castles, and the next day, they will be improving their hand-eye coordination by playing balls games.

We keep families up to date on progress and learning through our technology tool, KINDERLOOP that connects families and educators and shares your children’s activities and learning covered throughout the week.

Health, nutrition and food

Mealtimes are a wonderful learning experiences. Children will discover new tastes and experience dishes from countries and cultures across the world.

Our chefs provide everything from breakfast, morning tea, lunch and afternoon tea. They ensure our menus meet the Australian dietary guidelines, carbohydrates are there, along with proteins, dairy products and fruit and vegetables.

Our chefs can also cater for a diverse range of dietary requirements, allergies and intolerances, so please chat with the centre about these before you start to ensure we can provide the best possible experience for you.

Parent Involvement

Together we change lives

We believe the “we” includes our educators and other members of staff, you, your family, your other children and the wider community

Family members are welcome to visit Daphne Street Childcare and Early Learning Centre at any time.

There are various ways that parents can become involved in the Centre:

- Offer your skills and knowledge in a variety of practical ways
- Contribute to the diversity of experiences for the children attending Daphne Street Childcare and Early Learning Centre
- Introduce your cultural traditions and celebrations

- Attend the social events throughout the year
- Make suggestions and give feedback to Centre Management and Educators
- Bring your instruments to play
- Read a story to the children
- Do an art experience

Our Community

We maintain a sense of community among the busy daily routine. We invite you to build happy memories and positive relationships by participating in the social activities held throughout each year. We welcome your family’s involvement at Daphne Street Childcare and Early Learning Centre. We also endeavour to take our children out into the local community for walks to visit our beautiful parks and to listen to story time at the local library. We often see our friends along the way, and we love waving hello as we pass them by.

English as a second language

There are many ways we can support families where English is a second language. We can access a bi-cultural support worker who can support families, children and Educator at the time of enrolment and also whilst children are settling into childcare.

Cultural Awareness

Our program aims to allow children to experience the cultural diversity of Australia. We aim to develop an awareness of cultural diversity and understanding of different experiences through exploring the everyday lives of other children. Please share your own culture with the Educators



Fees

Our service is an approved childcare provider. This means when you enrol your child at our centre, you might well be eligible for the Child Care Subsidy (CCS).

The exact amount you will pay in fees depends on several factors. For example, the CCS is based on your family's income and level of activity.

We offer a number of sessional charges for families that can help to maximise your eligible subsidised hours.

Once you have decided to enrol, it is best to apply for the CCS at your nearest Centrelink office on online at www.servicesaustralia.gov.au as soon as possible.

You will find that this benefit can significantly reduce your out of pocket child care and early learning costs.

You will receive a weekly account via email. It is expected that this will be paid on a weekly basis.

Direct Debit is available via credit card, this is our preferred method of payment. Cash payments must only be given to the program support office in administration, EFTPOS services are available at the front desk.

You are entitled to three weeks' holiday (pro rata) at a 50% rate of the full fee. Two weeks' written notice is required to attract the reduced fee.

(For example if you child comes three days a week you are entitled to 9 days at the reduced holiday rate).

Public Holidays are charged for, however if you like you can book these at the 50% rate of the full fee with two weeks' notice. These holidays are not deducted from your yearly allowance.

Sessions of Care:

Our sessional care charges are designed to reduce out of pocket costs where families may exhaust their eligible subsidised hours. To determine which session of care would be of most beneficial to you please speak to us on enrolment.

- Our 10 hour session will run from either 7am to 5pm or 8am to 6pm
- Our 9 hour session will run from 8am- 5pm
- Our full day session will run from 7.00am- 6pm

The fee for each session of care will be the same as a full day charge.

Immunisation

On enrolment, parents must bring their child's immunisation record to be copied by administration educator. Please ensure you update your record each time your child receives additional immunisation and provide a copy to child care.

Daphne Street Childcare and Early Learning Centre has information on recommended immunisation schedules for children and details of local council clinic times. Parents should also consider having their child immunised against Hepatitis B if this has not been part their immunisation schedule. Please discuss this with your family doctor or contact the Women's and Children's Hospital for further information.

Women who may be planning another pregnancy should be aware of the increased exposure to childhood illnesses that may arise from attendance at child care. Please discuss any concerns you may have with your doctor.

Following changes to the South Australian Public Health Act 2011 (the Act), from 7 August 2020, children will not be able to enrol in or attend early childhood services unless all immunisation requirements are met.

For more info:
www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/immunisation/immunisation+programs/

Eligibility and Priority of Access

Daphne Street Childcare and Early Learning Centre provides full-time, part-time, occasional and emergency care for children aged birth to school age. We licensed in accordance with the Department of Education and Children's Services State Government regulations and guidelines.

Enrolment priorities are:

1. A Child at risk of neglect and/or abuse
2. Families with employment commitments
3. Families undertaking formal studies
4. Non-working families

Accreditation

We are committed to providing you and your child with the highest standard of care, support and learning. We constantly strive to improve and bring the best of child and early learning in the South Australian sector.

Our centre participates in the National Quality Standards system which is governed by the Australian Children's Education and Care Quality Authority (ACECQA).

We are currently assessed as meeting the National Quality Standards, proudly achieving an exceeding rating in two of the National Quality Standards.

Getting Started

We encourage you to arrange a minimum of two orientation visits prior to commencement date. This is a wonderful opportunity for families to acquaint themselves and their children to our room routines. Take time to become acquainted with the Educator that will be caring for your child. Use these visits to familiarise the Educator with your child's personal needs and explore the general environment.

There is no cost involved for orientation visits and they are usually booked for a period of one hour. A parent or caregiver is required to stay on site during the visit and are welcome to utilise our Parent Room.

The introduction into child care can be an intense period of expectation and learning for both children and parents. It is recognised that the needs for all our families will vary greatly in the orientation process.

Please find a list of suggestions below to help you settle your child into child care.

- Talk to your children about coming to play at Daphne Street Childcare and Early Learning Centre and meeting new friends.
- Ease your child into care with short stays to begin with to familiarise your child with the environment and the routines while getting to know some new friendly faces.
- Provide an appropriate, centre friendly favourite toy, blanket or comforter to support your child when they are separating from you or settling to sleep. In line with SIDS recommendations, children under the age of twelve months will not be put to bed with toys.

- It sometimes helps to establish a routine when leaving. For example giving your child a cuddle and then giving them to an Educator member, or sitting down and reading a book together before saying goodbye and then leaving, even changing their nappy before you go.
- Always say goodbye to your child. Reassure your child that everything is alright and that you will return later; try to maintain a 'happy tone' in your voice so the child can hear that you are not distressed to leave them.
- When leaving your child it is best to say goodbye and then leave. If a child is upset, hesitating and not leaving after you have said goodbye only confuses them. Our Educators are highly skilled in attending to a child with separation anxieties. This is a natural behaviour in your child's' transition process. This is the time that children discover that they are not alone, and don't need to be afraid because they see it modelled by their parents.

We hope that by supporting your child as their journey begins at Daphne Street Childcare and Early Learning Centre, parents know they are welcome to phone to speak to the friendly Educators throughout the day to 'check in' with your child's progress.

Important steps at drop off and pick up times

Dropping off

- Verbally let Educator know that your child has arrived, you may want to pass on some information to Educator about your child.
- Fill in the daily sheets with who is picking up, and at what time.
- Sign your child in.

Picking up

- Verbally let Educator know you are picking up your child.
- Check the daily sheets and nappy charts for meals, bottles, sleeps, etc.
- Sign your child out

Please sign your child IN and OUT of our care, with arrival and departure times on the sign in/out sheets located in your child's room.

This is requirement for both Child Care licensing and as a fire register. It is a record of attendance used in the event that we are required to evacuate the building. Signatures are also required for days absent. For example sick days and holidays. These can be signed the next time your child attends the centre.

It is in the best interest of children attending the centre that the toys and comforters provided are used for the specific purpose of transitioning your child into care. The need for them will become a lesser focus over time. Daphne Street Childcare and Early Learning Centre supports the use of soft toys or dolls, blankets etc., particularly if they are for the purpose of rest.



Your child's needs

What to bring?

In a named bag please pack the following:

- At least one complete change of named clothes (including socks), allowing for changes in weather
- A 'labelled' bucket, broad brim or legionnaire style hat (all year round). These can be purchased at the front office for \$5.
- Children may bring labelled comforters such as dummies, labelled soft toys or special labelled blankets as they are important for settling the child if they are upset.
- Preschool children need to bring a lunch box with morning and afternoon fruit. This is to encourage their school readiness skills.

Please do not bring other toys into Daphne Street Childcare and Early Learning Centre with the exception of 'Show and Tell' in the Preschool Room. Daphne Street Childcare and Early Learning Centre holds no responsibility for the loss or breakage of items brought into the Centre from home.

Clothing and Footwear

Babies require comfortable protective clothing (see sun safe policy). Elasticised waists on their pants are preferred for comfort and ease when redressing.

Babies attending our centre requiring hair ties should not wear clips of any kind as they are a choking hazard.

All clothing, bags and other belongings should be clearly labelled with your child's name. Younger children, especially those who are learning to use the toilet may require extra changes of clothes.

To assist the Educators and to help your child learn to dress and undress themselves, please send your child in clothing which is comfortable and easy to put on and take off. While Daphne Street Childcare and Early Learning Centre uses smocks for art experiences, children can still get messy. Please ensure your child is dressed in clothes that will enable them to freely participate in all play activities. Please do not send children in their 'best clothes' as they may get dirty, stained or lost.

Children should bring a warm hat and coat in the winter time as we encourage them to spend some time each day outside. Although a current trend in fashion, hooded tops are not considered appropriate as a headwear.

Children need strong, comfortable footwear (closed heel, buckles or laces) to allow them to participate in outdoor experiences. Thongs or thong like sandals are not permitted to be worn at Daphne Street Childcare and Early Learning Centre.

Sun Safe Policy

Children are required to wear a hat for outside play during the months of September to April.

A bucket, broad brim or a legionnaire style hat is recommended.

Children are required to wear SPF 30 plus sunscreen when outside, which is provided by the centre.

Hats are not compulsory for the months of May to August, due to the need for Vitamin D. Winter woolly hats are encouraged to keep your child warm and to continue with the routine of putting a hat on for outdoor play.

During the months of September to April, please apply sunscreen to your child before bringing them to Daphne Street Childcare and Early Learning Centre. Sunscreen may take up to 30 minutes to be absorbed to be most effective.

Sunscreen is not used for the months of May to August, due to the need for Vitamin D. However, if the weather is forecast for high UV rating, sunscreen will still be applied.

In the hotter months please dress the children in practical, comfortable clothing which protects the shoulders, neck and torso e.g. collar and longer sleeves instead of short sleeves. Daphne Street Childcare and Early Learning Centre will provide sunscreen to be applied regularly throughout the day. If your child has sensitivity to sunscreen, families may provide their own labelled sun screen. Please ensure you speak to the Educator about this.

The next important step

Security of Children

The security of children is a matter of great importance to the Educator as well as to parents. Daphne Street Childcare and Early Learning Centre aims to provide an environment in which parents can confidently leave their children and ensure that no confusion arises regarding who takes the child home. In order to ensure that we achieve these aims we require your co-operation with the following:

- Always ensure that an Educator is made aware of your child's arrival.
- Please sign your child in and out of our care, with arrival and departure times on the sign in/out sheets located in your child's room. This requirement is for both Child Care licensing regulations and as a fire register in the event of an evacuation.

- Signatures are also required for days absent. For example sick days and holidays. These can be signed the next time your child attends the centre.
- Children can only be collected by the persons listed on the child's enrolment form.
- These people should meet the Educators and become familiar with Daphne Street Childcare and Early Learning Centre at enrolment time. If due to unforeseen circumstances, someone not known to the Educator needs to collect your child, we will require notification from you and photo identification (e.g. driver's licence) from that person.
- Parents are expected to collect their children by the booked time. This time should only be altered if the Manager has been notified and agreed to the change. If you need your child to stay at the centre longer than their booked time you must discuss this with Educator.
- Always notify an Educator member when you are leaving with your child.
- Parents should arrive with enough time to have a short chat with Educator, collect their child's belongings and sign out before the session ends at 6pm.

Child Protection

All Educators are mandated notifiers of suspected or actual child abuse and or neglect. We are required by law to report any instance in which they suspect or actually observe child abuse as defined under Children's Protection Act.

This includes all areas of a child's health and wellbeing deemed at risk of physical, sexual, emotional, drug abuse and neglect. All Centre Staff and Educators receive ongoing training in this area.

- Please note - Mobile phones and cameras are not to be used at the centre due to child protection.



Now two-and-a-half years old, our son has been cared for by diligent and thoughtful people who've carefully consider his needs, allergies, development milestones and helped him enjoy his independence away from home.

Jen, Daphne Street ELC parent

Health and Safety

****Daphne Street Childcare and Early Learning Centre aims to be NUT FREE**

Anaphylaxis

Please do not bring any nuts, or food containing nuts, into the centre. This is due to potential issues related to allergic reactions to nuts in young children. Daphne Street Childcare and Early Learning Centre has children enrolled at the centre who have a severe allergy to nuts.

Pre-packaged foods are not to be brought into the centre, as the risk of nuts or traces of nuts is very high. This includes peanut butter and ensuring that if your child has had peanut butter at home that you wash their hands thoroughly before they come to Daphne Street Childcare and Early Learning Centre.

Allergies

If your child has any special dietary requirements, please let us know when you enrol so that we can plan to meet these needs.

If your child has a food allergy you will need to complete a dietary/allergy plan detailing all the foods they are unable to eat so that we can try to meet their needs. It is important that this information remains as updated and accurate as possible. This information should be accompanied by a letter from your child's GP or dietician stating the health problem and the diet required. (Please read the centre policies on Nutrition and Management of Special Diets). For this reason, we do not accept donations of egg cartons for our construction materials.

Birthdays

Children may wish to celebrate their birthdays with friends at Daphne Street Childcare and Early Learning Centre.

Please speak to an Educator about how we can arrange this for you. Vanilla Ice Cream in a dairy or non-dairy option is available for special occasions and can be ordered by filling out the order form and providing a small donation of \$5.00 to help cover the cost.

Bottles

For children who require bottles during the day we ask that parents supply labelled, heat proof bottles which contain the preferred choice of milk, or formula currently in use at home. If your baby drinks cow's milk, please supply enough empty bottles for the day we will provide cow's milk. We will rinse bottles but parents will still need to sterilise bottles as we do not have the facilities to do this. Bottles (and breast milk) are heated at Daphne Street Childcare and Early Learning Centre according to current licensing standards.

For children who are drinking from a cup, all drinks including a cup will be supplied by Daphne Street Childcare and Early Learning Centre.

Please Note – children will only be offered drinks of water, milk and on the odd occasion may have fresh juice/smoothies prepared by the cook or in a group activity. The centre will not provide flavoured milk drinks and juice drinks from home.



Promoting health and hygiene

At Daphne Street Childcare and Early Learning Centre, Educators adopt health and hygiene procedures over and above those usually practised in the home. We also model and encourage children to practice good hygiene routines.

These routines include:

- Prompt and strict routine for changing children's nappies and soiled clothing including disinfecting the change table after each nappy change.
- Supervising children while toileting and hand washing.
- Disinfecting toilet areas during the day.
- Washing the floors during the routines of the day.
- Using gloves and tissues to wipe noses.
- Hand washing prior to eating.
- Use of tongs to serve food.
- Cleaning food areas promptly and appropriately, removing spilled and discarded food from the floor.
- Requiring children to sit down when eating and drinking.
- Providing water for children freely throughout the day and at lunch as this cleanses the mouth.
- Cleaning tables, chairs, after eating.
- Using individual bedding, sheets, bottles and cups.
- Encouraging children to wear hats all year round.
- Children and Educator are required to wear sun safe hats and 30+ sun block

Daphne Street Childcare and Early Learning Centre has standard precautionary procedures with respect to handling blood and body fluids. We encourage children to understand and follow these procedures. This includes age appropriate self-management of cuts and abrasions including awareness that blood and other body fluids can carry viruses which make people very sick.

If you spend time at the centre we would greatly appreciate that you also follow the centre's hygiene policies. Additionally, we have supplied sanitising gel in the entrance to the centre to assist in the elimination of bacteria coming and going from the centre.

Disaster Plans

Daphne Street Childcare and Early Learning Centre has plans for dealing with fire and chemical threats inside or outside the building, bushfire, earthquake, severe storm, bomb threat and aggressive or threatening adults. In the event of any disaster, the appropriate emergency services will be contacted immediately.

Staff and children practice regular fire drills. Staff will discuss all safety practices with children to eliminate their fear and anxiety.

Please ensure that you read Daphne Street Childcare and Early Learning Centre's CCC Evacuation Procedures that are displayed in each room and in the Reception area. In the event that you are in the building when the evacuation alarm is sounded, you will need to report to the Children's Services Professional Educator in the appropriate room as per our documented procedures. A sign will be placed on the front door during a fire evacuation, so please do not enter at this time.

Medication

PLEASE DO NOT LEAVE ANY MEDICATION IN YOUR CHILD’S BAG. ANY FORM OF MEDICATION MUST BE HANDED TO YOUR CHILDREN’S CARER.

A medication plan must be completed by your medical practitioner (GP) and a note should be made on the daily attendance sheet. You can find a medication plan on the administration desk.

- Clear and accurate information must be written and signed for by the parent on the medication sheet.
- Please indicate each day that medication is required and have this verified with the team leader of that room.
- All medications must be handed directly to the Educator on duty for appropriate storage.
- Please remember to bring a dispenser from the chemist for each medication.

If your child needs to take medication at Daphne Street Childcare and Early Learning Centre, it must be supplied in the original container and clearly labelled with the child’s name, the name of the prescribing doctor and dosage instructions.

If your child has an ongoing medical condition which requires administration of medication, e.g. Asthma, please complete an illness and medication plan. This plan must be updated every 6 -12 months. Please talk to your room team leader if you are unsure at any time.

*Non-prescription medications, including Paracetamol, will not be administered unless accompanied by written authorisation and a health care plan from a registered medical practitioner.

Accidents and Emergencies

If your child has an accident at Daphne Street Childcare and Early Learning Centre, there are Educators that are trained in First Aid that will deal with the incident.

Families will be notified promptly and sensitively if Educator feel it is necessary or if parents have indicated they be contacted on their enrolment form.

Parents will be advised of any incidents when they collect their child and are required to sign the accident record.

In emergencies, children will be taken by ambulance to the Women’s and Children’s Hospital, Adelaide. Daphne Street Childcare and Early Learning Centre will not be responsible or liable for any medical fees or costs which may arise due to these emergencies.

Accidents from a fault in equipment or from Educator negligence are covered by insurance but every care will be taken to prevent the possibility of such accidents.

It is extremely important that we have ACCURATE daytime contact numbers including two emergency contacts in addition to parents.

Children will only be released to parents and authority to collect contacts listed on the child’s enrolment form unless other arrangements have been made with parents’ consent. The driver’s licence (photo I.D.) of any person collecting your child for the first time will need to be cited and copied. This will be kept on file for future record.

Illness and exclusion

When children begin to have contact with large groups of children for the first time, they share many things, including each other’s germs. In order to keep illness to a minimum and to respect the welfare of other children and families, please ensure that you keep your child away when they are unwell.

Children should not be brought to Daphne Street Childcare and Early Learning Centre if they have been:

- Unwell at home e.g. If the child has had a temperature of 38 or over degrees,
- Shown other signs of being unwell or
- If they have vomited or had two abnormal bowel actions in the past 12 hours.
- If the child has had to be given Panadol or Nurofen, then they are deemed too unfit for child care.

Children will also usually require 24 hours at home after they have commenced a new course of anti-biotic. When a child requires the sole attention of one carer, the health and welfare of all children in the group is compromised. When children are not well enough to attend childcare, even if they are not contagious, please keep them at home.

Please always let you doctor know that your child attends child care and consult them regarding exclusion times.

Please advise Daphne Street Childcare and Early Learning Centre as soon as an infectious disease is diagnosed. For the safety of other children, it is important that you abide by the prescribed incubation periods or until a doctor’s clearance is received.

Please consider that your child’s natural build-up of resistance to infection happens gradually. While you are using child care, if you are unable to take time off work, it is important that you have back-up care for the period of your child’s illness.

Daphne Street Childcare and Early Learning Centre is bound by the exclusion periods outlined in ‘Staying Healthy in Child Care’ policy and Health Support Planning Guidelines. At times, Daphne Street Childcare and Early Learning Centre may require longer exclusion. Please trust that our Educators work in all our families’ best interests when it is requested that you return to the centre to pick up your child with a sudden or suspicious illness.

*** All policy and procedures can be accessed in the front office.*

Students and Volunteers

Daphne Street Childcare and Early Learning Centre provides opportunity for school work experience students, University, TAFE child studies placements, school community service students and volunteers.

All volunteers have a DCSI and/or a CRIMTRAC Criminal History Check and have been interviewed prior to commencing their placement to ensure their suitability to the service.

Complaints procedure

Daphne Street Childcare and Early Learning Centre has a detailed complaints policy/procedure. A copy of all the Policies and Procedures are available from the front desk, please do not hesitate to come and see. These will also be sent out to families for feedback during reviewal processes. .

We have compliments, suggestions for improvements and complaints form available for this purpose. This form is available at the front desk and can be completed by parents, representatives, volunteers, visitors and Educator. Daphne Street Childcare and Early Learning Centre welcomes feedback and suggestions for improving our services. Feedback forms are located in the front foyer.

You have the right to question or complain about:

- Contact with an Educator
- Access to our services
- The standard of service received
- The information we provide

Complaints will be dealt with quickly, fairly and politely, with no penalty for people expressing their views. If you have a complaint, please raise the issue with the person providing the service.

If the issue is not resolved please feel free to discuss this further with the Manager. If the issue is still not resolved, we have a range of options for further action.

Complaints and their outcomes are recorded to minimise the chance of recurrence.

CCS is only paid for a maximum of 42 days absence during the year including holidays, sick leave (without a certificate) and occasional absences. It is advisable to obtain a Medical certificate if your child is absent due to a family illness that requires medical treatment.

Enrolments / Bookings

It is your responsibility to keep in contact with Daphne Street Childcare and Early Learning Centre (phone, e-mail, or personally) to find out when a place is available for you at the centre.

When you visit for orientation, you will also need to bring evidence of your child's immunisation to be copied by an Educator member. It is important that you maintain correct information on your enrolment form at all times. Please notify Administration or the Manager of a change of address, contact numbers etc. occur. Forms to up-date your information are located in the foyer.

It is very important that you maintain correct attendance times for your child. Daphne Street Childcare and Early Learning Centre aims to keep Educator-child ratios at their optimum and can only do this if children arrive at the centre and are collected from the centre at the times you have booked. If you need to vary these times you must confirm these with your child's Educator's or the Manager.

It is very important that you make yourself familiar with the centre's Priority of Enrolment Procedure and the Fee Payment procedure.

Waiting List

A non-refundable enrolment fee of \$50.00 must be paid for upon enrolment of your child.



Change of personal details

Please inform Daphne Street Childcare and Early Learning Centre administration by email or by filling out a blue 'Notification of Changes' form of any changes to your address, telephone numbers and emergency contacts. It is important that we always have current emergency contact numbers and email addresses.

Booking changes

If you wish to change your permanent booking (i.e. changing days, adding extra days, and reducing days, taking holidays or cancelling your booking) please provide two weeks' notice in writing, either by email or by Notification of Changes form, these are kept in the front foyer on the reception desk. Please complete the appropriate section and leave it in the office. You will need to contact the office to confirm changes to bookings.

Casual bookings

Casual days or sessions may be available on short notice. Casual bookings will be made available one week prior to your requested day. Casual care must be approved by the Manager, Assistant Manager or Administration and after approval will be charged even if not used. All casual bookings are reliant on availability and cannot be guaranteed.

Coordinator's Role

The Coordinator's is responsible for the day to day running of Daphne Street Childcare and Early Learning Centre along with monitoring child care and Educator. The Manager ensures the objectives and policies of the centre are implemented and liaises with Educator and families on the running of the centre and changes to government requirements.

Please feel free to approach the Coordinator,
Donna Turner, at any time to discuss concerns
or issues relating to Daphne Street Childcare
and Early Learning Centre by phone or email
dturner@anglicaresa.com.au

We thank you for your time and hope you enjoy the journey ahead with your child and our educators at Daphne Street Childcare and Early Learning Centre child Care Centre.

Notes or questions to bring along to the Parent Interview:

ANGLICARESA

Centre contact details

26 Daphne Street

Prospect SA 5082

(08) 8269 8688

daphneadmin@anglicaresa.com.au

www.anglicaresa.com.au

