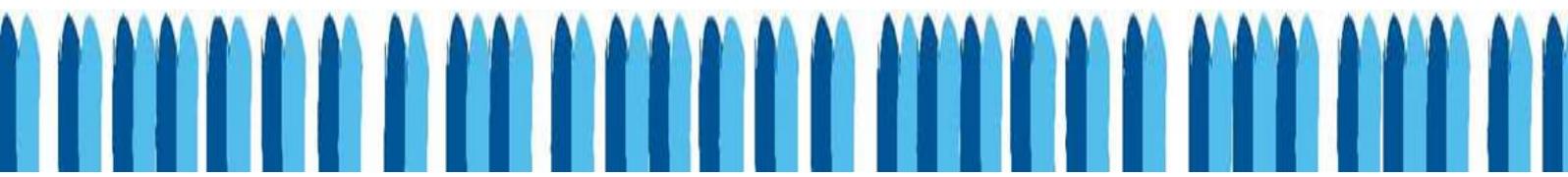


# Parent Handbook



2016



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### [Welcome from the Pastors](#)

Welcome to Canning Bridge Early Learning Centre!

We are excited that Como Baptist Church is able to offer this service to the community, continuing more than 80 years of caring for families. One winter morning in 1927 a small group of children gathered on the front veranda of Harold and Winifred Harris’ home for the first day of the Canning Bridge Sunday School. It was this educational service to local children and families, many of whom lived in ‘tent city’ along the Canning River that heralded the birth of what is now Como Baptist Church.

Teaching and caring for children and families is part of our very foundation, and we are pleased to be able to continue this heritage of meeting a community need in new ways.

Como Baptist Church is a self-governing community, which means that all of the facilities and services of the church are funded and managed by those who attend the church – and this includes the building that is home to Canning Bridge Early Learning Centre, and operating The Bridge Organisation Inc. the Approved Providers of Canning Bridge Early Learning Centre.

We are committed to supporting all families from the diverse and rich culture within the community. Whilst the Canning Bridge Early Learning Centre will focus on providing an exceptional service that fulfils (and exceeds) all ACECQA requirements, we as a church can maintain our focus on providing chaplaincy and pastoral support to you and your family. This includes being available for hospital visitation, support in crisis situations, prayer, or simply an ear for listening, and yes, regular Sunday Services, and special services too. Our first goal is to be a *loving community*, and we would be honoured to serve you, should you wish to call on us.

Rev Phil and Rev Jackie Smoker  
Senior Pastors, Como Baptist Church

Approved Providers  
Tel 9450 5328

### General Information

The staff Canning Bridge Early Learning Centre welcome you to our community. We hope that you find your time with us a rewarding experience for both you and your child.

Canning Bridge Early Learning Centre is a 53 place, not for profit service operated by The Bridge Organisation Incorporated and is a ministry of Como Baptist Church. The centre is licenced by the Department of Local Government and Communities, Education and Care Regulatory Unit. For more information regarding licencing please see the department's website [www.communities.wa.gov.au](http://www.communities.wa.gov.au).

The centre caters for children from 6 weeks old to compulsory school age. The children at Canning Bridge Early Learning Centre are grouped according to their age. Three age groups exist, these are: The Manger room (6weeks – 18months), The Cherubs room (18months – 3 years) and The Footprints room (3 – 5 years). Although this is the normal grouping, children who developmentally display skills of a differing age group may be transitioned with parent permission.

The aim of the centre is to provide a quality service that meets the needs of the families in our community. It is our intent to work alongside parents and guardians in the care and education of their children. We welcome parent participation and involvement in the centre.

Canning Bridge Early Learning Centre is open from 7am to 6pm, Monday to Friday. The centre is open fifty one weeks a year, closing between Christmas and New Year, and on public holidays.

### About The Bridge Organisation Inc.

The Bridge Organisation Inc. is a ministry of Como Baptist Church and was established to minister and care for individuals and families within the community through the provision of educational, environmental and social services and projects. The Bridge Organisation Inc. will be transparent in its relationship with Como Baptist Church. The Bridge Organisation Inc. is an Incorporated Association, with the membership appointed by Como Baptist Church. All executive members of Como Baptist Church are members of the Bridge Organisation Inc. The board of the Bridge Organisation Inc. are the Approved Providers for Canning Bridge Early Learning Centre.

Whilst Como Baptist Church will minister through faith based activities; such as bible studies, Sunday School, Trilogy (youth mentoring), worship and small groups, The Bridge Organisation Inc. will provide community focused activities such as childcare, playgroups, Rhyme Time and other activities as the needs and expertise become available.

There will be no restriction on access to the services provided by The Bridge Organisation Inc., nor will there be any requirement to attend worship or faith-based activities held by Como Baptist Church in order to access services of The Bridge Organisation Inc.

There are many opportunities for Como Baptist Church to participate in volunteer services through activities run by The Bridge Organisation Inc. or through Canning Bridge Early Learning Centre. Any volunteers must follow an application and recruitment process, be appropriately screened and trained, and have the endorsement of the management of the Canning Bridge Early Learning Centre.

## Enrolment

You can enrol your child at Canning Bridge Early Learning Centre through our website [www.canningbridgeelc.org.au](http://www.canningbridgeelc.org.au) or you can call us to receive an application package or alternatively drop in and see us. As an approved service we are required to use the Priority of Access Guidelines when allocating childcare places where there are more families requesting care than places available. When filling vacant places, a service is required to fill them according to the following priorities;

- 1<sup>st</sup> priority – A child at risk of serious abuse or neglect
- 2<sup>nd</sup> priority – 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
- 3<sup>rd</sup> priority – Any other child

Our centre keeps a waiting list, however priority of enrolment will be given to children of parents (or parent) falling within the above categories. Every effort will be made to accommodate all children who require care.

## Starting Day Care

Introducing your child to care can be an emotional time, it is fair to expect some tears to begin with. Each child's start to day care is different, some children are eager to join in, others quietly observe and other take a little while to adjust. Be prepared for a variety of behaviour in the early days as your child settles in. Please feel free to stay as long as needed, and to ring the centre any time to find out how your child is doing.

Please understand that most children settle quickly once you are out of sight you are usually upset longer than your child. Try to find an activity that your child is interested in and settle them in before saying goodbye. Please remember that the staff are here to help you and your family. If you have any concerns, please come and talk to one of the staff, we are more than willing to help you in any way we can.

## About Us

### Our Purpose

Canning Bridge ELC is a trading name of The Bridge Organisation Inc. (The Bridge). The Bridge is an incorporated body created as a service of Como Baptist Church. The purpose of The Bridge is to minister and care for individuals and families within the community through the provision of educational, environmental and social services and projects. The objectives of The Bridge are to:

1. Minister and care for welfare of individuals and families in the community with the practical love of God.
2. Inspire people within the church and the community to use their gifts in service for a local need
3. Be actively going to families with the life and teaching of Jesus, through recreational and social interaction
4. Be a living example of the integrity of Jesus, stewarding the resources that God has provided

## Our Philosophy

**Canning Bridge Early Learning Centre will strive to serve all families in the community by providing a loving and caring environment within which children will receive a high level of education. We will endeavour to create a community environment that provides a sense of belonging and enables children and their families to feel safe, secure and supported.**

Our Centre provides an educational program that is both stimulating and age-appropriate. Our aim is to assist in the children in their physical, social, emotional, cognitive, creative and spiritual growth within a Christ-centred environment. Learning through play, we cater for each child's individual development. Activities will generally reflect the current interests of the children and their families.

Our educational play-based programs assist each child to build and develop:

- confidence, curiosity and imagination
- a sense of independence and self-esteem
- the ability to share and handle disappointment
- their response to discipline and the respect of authority
- respect for themselves and others
- friendly and caring behaviour
- their emotional, spiritual and physical potential
- their ability to foster and reinforce self-control and learn an understanding and appreciation of the rights and feelings of other people

The programs will be tailored to enable each child to develop at their own individual rate with guidance and support by all educators.

Our programs reflect our appreciation of Australia's multicultural society, enhancing the children's awareness of and respect for, cultural and religious differences and similarities. Our programs are designed to help your child in developing all areas for success now and in later years and to begin to equip them with the necessary tools to deal with life.

We endeavour to create a "family-like" atmosphere and recognise the importance of creating a link between home and the Centre, where parents and educators work in partnership to develop the child in a holistic manner in a mutually supportive and caring environment. Children and parents are welcomed into the Centre regardless of cultural, religious and family beliefs. Note that being a Christian organisation, there may be some activities and themes (such as Halloween), which we will not engage in despite them being accepted by the wider community and other religious groups.

## Policies and Procedures

The following is a list of the centres policies and procedures. Should you wish to read any of these a copy is available in the front office.

### Policies

Acceptance and refusal of Authorisations Policy  
Additional Needs Policy  
Administration of Authorised Medication Policy

Animal and Pet Policy  
Bike Safety Policy  
Chemical Spills Policy  
Child Protection Policy  
Continuity of Education and Care Policy

Cystic Fibrosis Policy  
Death of a Child Policy  
Delivery and Collection of Children  
Education, Curriculum and Learning Policy  
Educator and Management Policy  
Emergency Management and Evacuation Policy  
Emergency Service Contact Policy  
Enrolment Policy  
Environmental Sustainability Policy  
Epilepsy Policy  
Excursion Policy  
Family Law and Access Policy  
Fees Policy  
Food, Nutrition and Beverages Policy  
Governance Policy  
Health, Hygiene and Safe Food Policy  
HIV AIDS Policy  
Immunisation and Disease Prevention Policy  
Incident, Injury, Illness and Trauma Policy  
Infectious Diseases Policy  
Work Health and Safety Policy

Lock Up Policy  
Lockdown Policy  
Medical Conditions Policy  
National Quality Framework Policy  
Orientation for Children Policy  
Parental Involvement and Interaction in the Service Policy  
Photography Policy  
Physical Environment Policy  
Policy and Procedures Review Policy  
Privacy and Confidentiality Policy  
Record Keeping and Retention Policy  
Relationships with Children Policy  
Sandpit Policy  
Sleep, Rest, Relaxation and Clothing Policy  
Social Media Policy  
Staffing Arrangements Policy  
Technology Usage Policy  
Tobacco, Drug and Alcohol Policy  
Unenrolled Children Policy

### Procedures

Administration of medical treatment  
Administration of Medication  
Arrival and Departure  
Bike Safety Procedure  
Biting  
Breast Milk Procedure  
Chemical Spills  
Child Protection Information for families  
Code of conduct  
Death of a Child  
Dental Accident Procedure  
Documenting a Disclosure of Harm  
Documenting a Suspicion of Harm  
Educator Recruitment  
Emergency Management  
Emergency Service Contact  
Enrolment Procedure  
Epilepsy  
Excursion  
Food Preparation Procedure  
Food Safety Procedure  
Food Storage Procedure  
Grievance guidelines

Hand Washing Procedure  
Identifying workplace bullying  
Incursions  
Lock Up  
Maintenance of Fire Equipment  
Managing Breaches of Child Protection  
Nappy Change Procedure  
Notification of Harm  
Orientation  
Provision of Food and Beverages Procedure  
Recommended Minimum Periods of Exclusion  
Reporting and Documenting Abuse or Neglect  
Resting  
Return from extended leave  
  
Stress management  
Taking of photographs by people who aren't educators  
Toileting Procedure  
Water based activities  
Workplace students and volunteers

## Day to Day

### What to Bring

- Fruit to share for morning tea
- Lunch and snacks in a lunch box, **NUT FREE** (please provide food that your child has eaten before).
- A drink bottle (to stay at the centre)
- A wide brimmed hat (to stay at the centre)
- At least one complete change of clothes, more if toilet training
- At least 5 nappies (if applicable)
- Bottle/s and formula (if required)
- Any security items such as a dummy for rest time
- A family photo for the photo board (first day)

**Please ensure all items are clearly labelled**

### Clothing

Please dress your child in comfortable play clothes that your child can easily manage when toileting. We will have lots of messy activities and whilst your child will be encouraged to wear protective clothing at times their clothes will get soiled.

### Sun Protection

Sunscreen is provided for the children and available in all the rooms, you may supply your own sunscreen if your child suffers allergies or you have a particular brand you use. According to our Physical Environment Policy sunscreen is applied to children over 12 months of age before they go out into the sun. Babies under 12 month of age are not exposed to direct sunlight. Outdoor play will occur each day between sun safe hours. When playing outside children and educators are to wear wide brimmed hats.

### Rest Times

Your infants individual sleep pattern used at home is continued at the centre in order to maintain continuity between the centre and home. Our staff will talk to you about your child's sleep routine and discuss with you how your child's individual needs can be accommodated. For older children we have a rest period each day. Some children sleep during this time other quietly play in a peaceful and relaxing environment.

### Meals

In an effort to keep our fees as low as possible as well as ensuring that your child is eating a familiar diet our centre does not provide meals. Please pack a piece of fruit to share for morning tea, as well as lunch and sufficient snacks for your child. Please ensure that all food is nut free. If your child has bottles please provide milk or formula and bottles for the day.

### Birthday Celebrations

Birthdays are a very special time for children, and unless you wish otherwise (due to personal beliefs) we will celebrate your child's birthday. Please do not bring in any food or cakes to share or distribute, we will have a cake with candles to blow out.

### Items and Toys from Home

Items, jewellery and toys from home can be lost or broken. As such, please discourage your child from bringing these in. A security item such as a dummy for rest time is fine.

### Communication

We aim to communicate with our families as much as possible. Our parent communication boards display daily information, program, as well as photos and stories about your child's day. Please feel free to come and talk to the staff about your child's day and their development. We also will communicate news and events through our monthly newsletter.

### Collection of a Child

Children will only be released to a parents or authorised person as advised on their enrolment form. We require photo ID of the person collecting the child. Please inform the centre of any changes to who is going to, or who as able to, collect your child. Please also ensure that your child is signed in and out as it is a legal requirement. For more information regarding the collection of children, please see our Delivery and Collection of Children Policy.

### Medical

#### Medication

If your child requires any medication throughout the day, you will need to fill out an Authorised Medication Form. The medication needs to be prescribed and in its original container with the chemists label displaying the child's name, date and dosage required. We cannot give your child medication that has not been prescribed. For more information, please see our Administration of Authorised Medication Policy.

### Exclusion of Non-Immunised Children

In the event of a vaccine preventable infectious disease children who have not been immunised will be asked not to attend the centre during the period of infection.

## Exclusion of a Sick Child

If your child has one of the following illnesses they will be excluded for the following periods of time. This is for their benefit as well as the benefit of others.

### **Campylobacter**

Exclude until there has not been a loose bowel motion for 24 hours.<sup>b</sup>

Exclusion of Contacts - Not excluded.

### **Candidiasis ('Thrush')**

Exclusion is NOT necessary.

Exclusion of Contacts - Not excluded.

### **Chickenpox (Varicella)**

Exclude until all blisters have dried. This is usually at least 5 days after the rash first appeared in unimmunised children and less in immunised children.

Exclusion of contacts - Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded.

### **CMV (Cytomegalovirus infection)**

Exclusion is NOT necessary.

Exclusion of Contacts - Not excluded.

### **Conjunctivitis**

Exclude until discharge from the eyes has stopped unless a doctor has diagnosed non-infectious Conjunctivitis.

Exclusion of Contacts - Not excluded.

### **Cryptosporidium**

Exclude until there has not been a loose bowel motion for 24 hours.<sup>b</sup>

Exclusion of Contacts – Not excluded.

### **Diarrhoea (No organism identified)**

Exclude until there has not been a loose bowel motion for 24 hours.<sup>b</sup>

Exclusion of Contacts - Not excluded.

### **Fungal infections of the skin or nails (eg ringworm, tinea)**

Exclude until the day after starting appropriate anti-fungal treatment.

Exclusion of Contacts - Not excluded.

### **German measles (See 'Rubella')**

### **Giardiasis**

Exclude until there has not been a loose bowel motion for 24 hours.<sup>b</sup>

Exclusion of Contacts - Not excluded.

### **Glandular fever (Mononucleosis, EBV infection)**

Exclusion is NOT necessary.

Exclusion of Contacts - Not excluded.

### **Hand, foot and mouth disease**

Exclude until all blisters have dried.

Exclusion of Contacts - Not excluded.

### **Haemophilus influenzae type b (Hib)**

Exclude until the person has received appropriate antibiotic treatment for at least 4 days.

Exclusion of Contacts - Not excluded.

### **Head lice (Pediculosis)**

Exclusion is NOT necessary if effective treatment begins before the next day at the Service. (The child doesn't need to be sent home immediately if head lice are detected).

Exclusion of Contacts - Not excluded.

### **Hepatitis A**

Exclude until a medical certificate of recovery is received and until at least 7 days after the onset of jaundice.

Exclusion of Contacts - Not excluded. Contact a public health unit for specialist advice about treating or vaccinating children in the same room or group.

### **Hepatitis B**

Exclusion is NOT necessary.

Exclusion of Contacts - Not excluded.

### **Hepatitis C**

Exclusion is NOT necessary.

Exclusion of Contacts - Not excluded.

### **Herpes simplex (cold sores, fever blisters)**

Exclusion is not necessary if the person is developmentally capable of maintaining hygiene practices to minimise the risk of transmission. If the person is unable to comply with these practices they should be excluded until the sores are dry. Sores should be covered by a dressing where possible.

Exclusion of Contacts - Not excluded.

### **Human Immunodeficiency Virus (HIV/AIDS)**

Exclusion is NOT necessary. If the person is severely immunocompromised, they will be vulnerable to other people's illnesses.

Exclusion of Contacts - Not excluded.

**Human Parvovirus B19 (fifth disease, erythema infectiosum, slapped cheek syndrome)**

Exclusion is NOT necessary.

Exclusion of Contacts - Not excluded.

**Hydatid disease**

Exclusion is NOT necessary.

Exclusion of Contacts - Not excluded.

**Impetigo (school sores)**

Exclude until appropriate antibiotic treatment has commenced. Any sores on exposed skin should be covered with a watertight dressing.

Exclusion of Contacts - Not excluded.

**Influenza and influenza-like illnesses**

Exclude until well.

Exclusion of Contacts - Not excluded.

**Listeriosis**

Exclusion is NOT necessary.

Exclusion of Contacts - Not excluded.

**Measles**

Exclude for 4 days after the onset of the rash.

Exclusion of Contacts - Immunised and immune contacts are not excluded. For non-immunised contacts, contact a public health unit for specialist advice. All immunocompromised children should be excluded until 14 days after the first day of appearance of rash in the last case.

**Meningitis (viral)**

Exclude until well.

Exclusion of Contacts - Not excluded.

**Meningococcal infection**

Exclude until appropriate antibiotic treatment has been completed.

Exclusion of Contacts - Not excluded. Contact a public health unit for specialist advice about antibiotics and /or vaccination for people who were in the same room.

**Molluscum contagiosum**

Exclusion is NOT necessary.

Exclusion of Contacts - Not excluded.

**Mumps**

Exclude for 9 days or until swelling goes down (whichever is sooner).

Exclusion of Contacts - Not excluded.

**Norovirus**

Exclude until there has not been a loose bowel motion or vomiting for 48 hours.

Exclusion of Contacts - Not excluded.

**Pertussis (See 'Whooping Cough')**

**Pneumococcal Disease**

Exclusion until person is well.

Exclusion of Contacts - Not excluded.

**Roseola**

Exclusion is NOT necessary.

Exclusion of Contacts - Not excluded.

**Ross River virus**

Exclusion is NOT necessary.

Exclusion of Contacts - Not excluded.

**Rotavirus infection**

Children are to be excluded from the service until there has not been a loose bowel motion or vomiting for 24 hours.<sup>b</sup>

Exclusion of Contacts - Not excluded.

**Rubella (German measles)**

Exclude until fully recovered or for at least four days after the onset of the rash.

Exclusion of Contacts - Not excluded.

**Salmonellosis (Salmonella infection)**

Exclude until there has not been a loose bowel motion for 24 hours.<sup>b</sup>

Exclusion of Contacts - Not excluded.

**Scabies**

Exclude until the day after appropriate treatment has commenced.

Exclusion of Contacts - Not excluded.

**Shigellosis**

Exclude until there has not been a loose bowel motion for 24 hours.<sup>b</sup>

Exclusion of Contacts - Not excluded.

**Streptococcal sore throat (including scarlet fever)**

Exclude until the person has received antibiotic treatment for at least 24 hours and feels well.

Exclusion of Contacts - Not excluded.

**Toxoplasmosis**

Exclusion is NOT necessary.

Exclusion of Contacts - Not excluded.

**Tuberculosis (TB)**

Exclude until medical certificate is produced from an appropriate health authority.

Exclusion of Contacts - Not excluded. Contact a public health unit for specialist advice about screening, antibiotics or TB clinics.

**Varicella See 'Chickenpox'**

**Viral gastroenteritis (viral diarrhoea)**

Excluded until there has not been a loose bowel motion for 24 hours. <sup>b</sup>

Exclusion of Contacts - Not excluded.

**Whooping cough (pertussis)**

Exclude until 5 days after starting appropriate antibiotic treatment or for 21 days from the onset of coughing.

Exclusion of Contacts - Contact a public health unit for specialist advice about excluding non-vaccinated contacts, or antibiotics

**Worms**

Exclude if loose bowel motions are occurring.

Exclusion is not necessary if treatment has occurred.

Exclusion of Contacts - Not excluded.

<sup>b</sup> If the cause is unknown, possible exclusion for 48 hours until the cause is identified. However, educators and other staff who have a food handling role should always be excluded until there has not been a loose bowel motion for 48 hours.

## Sick Child and Care

If your child becomes sick with at the centre you will be contacted immediately. If you cannot be reached your emergency contacts will be contacted and arrangement made to collect your child. If your child is sick, ill or injured and requiring emergency care we will accompany your child in the ambulance to the hospital.

## Emergency Procedures

The centre has a procedure in the event of an evacuation or emergency such as a fire. The centre will run a practice emergency evacuation every three months. Please familiarise yourself with the evacuation muster points on the maps located at each exit. Please ensure that you keep you contact details and emergency contact people up to date, notifying staff of any changes.

## Centre Fees

### Fees

Under 2 years old \$100 per day.

Over 2 years old \$90 per day.

The centre operates 51 weeks a year and the fee is set to allow the centre to meet all operating expenses. We are a not for profit organisation. Fees are payable even when your child is absent for any reason (please note that this is standard practice). Fees are not payable for the Christmas to New Year closure.

## Child Care Benefit and Rebate

The Australian Government helps families pay for childcare through two schemes;

1. Child Care Benefit (CCB). Many parents are entitled to some CCB, this scheme is means tested
2. Child Care Rebate (CCR). All families who meet the work/study/training test are entitled to a 50% rebate of their out of pocket expense up to \$7500 annually.

You may be eligible for rebates please see the Human Services web page for more information [www.humanservices.gov.au](http://www.humanservices.gov.au).

### Allowable Absences

Fees are payable even when your child is absent for any reason. Under the Australian Government's Child Care Benefit Scheme each child is eligible for 42 allowable absences in the financial year without doctor's certificates. Anything over this number requires a doctor's certificate to receive CCB or CCR for that day.

### Cessation or Reduction of Care

Two weeks' written notice is required for withdrawal from care, the reduction in days or a change of days.

### Continuation of Enrolment

In November you will be sent a letter asking your intentions for the following year. Families already enrolled are given preference and will be asked to request the days you require the following year. This is not a guarantee we will be able to provide your preferred days.

### Annual Closure

Canning Bridge Early Learning Centre is open 51 weeks a year closing for public holidays and from Christmas to New Year.

### Public Holidays

Canning Bridge Early Learning Centre is closed for public holidays. Public holidays are billed as absent days and are included in your 42 allowable absence days (this is standard practice).

### Contacting Canning Bridge ELC

If for any reason you want to contact us you can call the office on 08 6161 5454 or 0411 522 905. You can also email the office at [office@canningbridgeelc.org.au](mailto:office@canningbridgeelc.org.au).

### Parental Responsibilities

#### Arrival and Departure

As parents you or your representative are responsible for completing the Child Care Attendance Record by signing your child in and out. It is extremely important that this is completed on each arrival and departure as this record is used to determine which children are in care in the event of an emergency situation such as a fire.

When entering or leaving the centre, please make sure that the child safety gates have been closed properly. Please discourage your child or older siblings from opening the gate themselves and swinging or hanging on the gate. Siblings need to be supervised by you during this drop off and pick up time.

Please do not drop your child off before 7am and make every effort to pick up your child by 5.45pm. This is to give you time to speak to staff about your child's day, pack up their belongings and be ready

to leave by 6pm. If your child is not collected by 6pm, two staff members are required to stay behind until you arrive. Please also consider that staff have other responsibilities outside of work. If you are going to be late to pick up your child please give us a call to let us know. As staff are paid overtime after 6pm please note that there may be times when we will charge a late fee.

The Centre's hours of operation relate directly to the terms of the licence and insurance policies. Therefore caring for children outside normal hours means that we may breach the Child Care Regulations, which is a serious offence.

### Persons to collect child

A child can only be released into the care of either parent, a guardian, or a responsible person (when approved by the parent in writing). This will only include persons nominated as Emergency Contacts or persons nominated as Authorised to Collect on the enrolment form.

Parents must inform staff by recording information if anyone other than a parent will collect their child.

A Collection Authority Form must be filled out on every occasion when someone (other than the parent or those nominated as Authorised to Collect) is required to pick up the child. In an emergency verbal permission can be given over the phone but will only include people already listed on the enrolment form. Only the parent of a child can give this permission. Messages will not be accepted from any other person.

The person collecting the child must be over the age of 18 years and be able to produce proof of identity. Staff have a duty of care to your child and therefore are unable to allow adults under the influence of alcohol or illegal drugs to collect your child. In the event a parent or other person is under the influence of alcohol or drugs another person on the Authority to Collect list will be contact to collect your child.

The Centre can only permit a person to collect your child if they have written permission from you.

### Emergency Contacts

The parent needs to provide the centre with the names, contact numbers and addresses of at least two responsible persons who can collect the child in case of an emergency or illness.

When contacted by the Director, or their delegate, the parent, or responsible person authorised by the parent, must personally go to collect the sick or injured child as soon as possible.

In the event a child is left after hours at the centre and parents and emergency contacts cannot be reached, the Department of Community Services, or the police will be notified. On the advice of the Department of Community Services the child may then be released into the care of the police.

### Change of Details

Please let the centre know as soon as possible if any details such as address, phone numbers, allergies, and collection authorities etc have changed. These will need to be adjusted on the child's enrolment form and are vital in case of emergency situations.

## Enrolling Siblings

Children are enrolled in the centre strictly in the order in which their waiting list applications were lodged at the centre. If you are interested in adding a sibling's name to our waiting list please do so as soon as possible.

## Absences

If a child is to be absent, parents are asked to notify the centre as soon as possible, and inform the centre of the estimated length of absence. Please let the centre know if your child is ill with an infectious disease to allow staff to keep an eye out for similar symptoms in other children.

Children who have had a contagious illness or an unspecified rash, must produce a doctor's certificate stating the details of the illness, that they are no longer contagious, and are fit to return to the Centre.

We require written proof that the child is immunised appropriately for his/her age prior to commencement at the Centre, or proof of a conscientious objection.

A child who has not been immunised may be excluded from the Centre if a condition usually prevented by immunisation occurs at the centre. This is a Department of Health requirement.

## Medication

A parent whose child requires medication will need to:

Complete and sign the Authorised Medication Form. Please note that medication can only be authorised by the parent. Therefore, if someone else is dropping off the child, they will need to be provided with a permission note from the parent. The permission note needs to include the child's name, date the medication is to be administered, name of medication, dosage, time to be given, and signed by the parent.

Authorisation must be in compliance with the prescription label that is in the child's name. Non-prescription medication will only be given if accompanied by a doctor's certificate stating the dosage, times to be given and length of time to be given.

Medication bought to the centre must be in its original container and given to a staff member (medication must never be left in children's bags).

Centre staff are authorised to administer medication only in accordance with the parents written authority. In doing so, the staff are to be regarded as acting in place of the parent. Staff are not liable for any allergic reaction or injury caused to the child by the administration of the medication in accordance with the parent's written authority. Nor will they be responsible for any error contained in the written permission, or the supply of incorrect medication by the parent.

Staff are not permitted to give medication using their own discretion. Therefore medication to be given 'as needed' cannot be accepted.

## Asthma Action Plan

If your child suffers from asthma or develops asthma whilst enrolled at the centre, please let staff know as soon as possible. You will need to provide an asthma action plan, available from staff to be filled out by your child's doctor. Please update this whenever your child's asthma plan changes.

If your child has an asthma plan, the medication required in the plan must accompany the child to care on each care day. Alternatively asthma medication can be left at the Centre whilst your child is in care.

### Anaphylaxis Action Plan

If your child suffers from anaphylaxis or allergic reactions whilst enrolled at the centre, please let staff know as soon as possible. You will need to provide an anaphylaxis action plan, available from staff to be filled out by your child's doctor. Please update this whenever your child's anaphylaxis plan changes.

If your child has an anaphylaxis plan, the medication required in the plan must accompany the child to care on each care day. Alternatively anaphylaxis medication can be left at the Centre whilst your child is in care.

### Sun Protection

Parents are required to purchase a hat for their child to wear during outdoor play. The staff will make sure your child's hat is clearly labelled. The hat will be laundered weekly by the Centre.

### Smoke Free Environment

Canning Bridge Early Learning Centre is a smoke free area. Parents, staff and all other visitors are requested to refrain from smoking within the indoor OR outdoor play spaces or adjoining church premises at any time. Parents are requested to advise any emergency contacts who may collect a child of the requirement.

### Other Information

#### Confidentiality

Staff at Canning Bridge Early Learning Centre are aware that confidentiality of all matters concerning the centre and its clients must be maintained at all times. Staff cannot give out any details concerning a child's records to any other parents or discuss details of any child who has caused injury to other children in the centre. Parents are assured that any information shared with a staff member will remain confidential. Nor will any information be shared with Como Baptist Church without your permission.

#### Complaints

If you have a complaint, please first discuss the issue with the room leader. If a satisfactory outcome cannot be reached please bring the matter to the attention of the director. If a satisfactory outcome cannot be reached with the centre, the parents or staff are able to speak with the Canning Bridge ELC board and lodge a formal complaint. The complaint will be recorded with the board and will be fully investigated.

Complaints can also be made directly to the Department of Local Government and Communities and the Ombudsman.