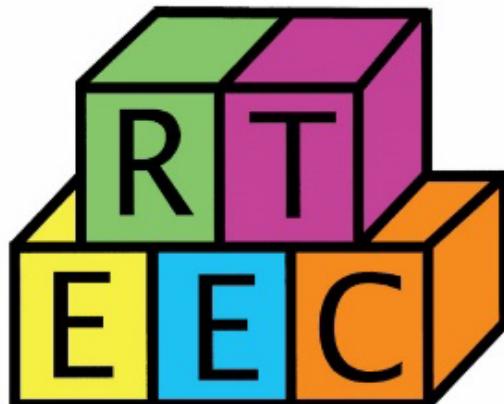


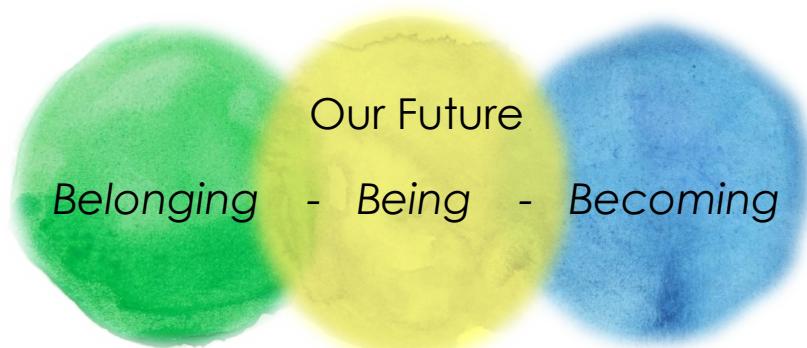
RAYMOND TERRACE EARLY EDUCATION CENTRE INC.

Family Information and Policy Book



88 BENJAMIN LEE DR, RAYMOND TERRACE NSW 2324

Ph. (02) 4987 1588
Email: admin@rteec.com.au
Web: www.rteec.com.au



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The RTEEC Parent Handbook has been developed by our staff and Educators and reflects their many years of experience and commitment to supporting the growth and development of your child.

We trust that you will find it a useful reference tool during the time your child is with us at the Centre.

Understanding of the Handbook and our processes can greatly assist communication.

If there are any issues which are unclear following perusal of the

Centre Details

Our Centre

Raymond Terrace Early Education Centre has been providing high quality early education care to children since [1987](#).

We provide care for 39 children per day.

We have two rooms: 'Early Learners' is our youngest room, providing for children aged between 6 weeks to 3 years with a maximum of 14 children per day and our Preschool Room provides for children aged between 3 and 5 years with a maximum of 25 children per day.

Hours of operation

The Centre operates Monday to Friday between the hours of 7.00am to 6.00pm for 49 weeks per year, closing for NSW calendar Public Holidays and for a 3 week period over Christmas.



Management Committee

RTEEC is a community-based child care centre and operates under the direction of a Management Committee.

The committee consists of parents of children enrolled at the centre and other members of the community who may have an interest in the centre's operation.

This committee is elected each year at the Annual General Meeting.

Committee meetings are held on the 2nd Monday of each month and all families are invited to attend.



Director: [Jenny Whitton](#)

It is my pleasure to welcome you to Raymond Terrace Early Education Centre, and to what is regarded as one of the leading early learning programs in the area.

I completed my Bachelor of Education (early childhood) in 1999. Leaving Uni, I worked in different centres around Newcastle and the Hunter before becoming the centre director in 2002 to current.

Together with our wonderful team of dedicated staff, I am confident that you and your child will settle into our beautiful learning environment with ease.

Our key aim is for this to be a mutually beneficial experience and a positive step in the development of your child.

This will be an exciting time of learning for your child as they explore and develop new skills, become confident learners, and make friendships; all of this whilst having fun and learning about their world.



Staff

We believe high quality educators are vital to providing the best education and care program for children.

Staff qualifications and staff to child ratios comply with the Care Services National Regulations. Rostered staff members work directly with the children at all times.

The Centre's educators are:

- Appropriately qualified, including First-aid CPR, Asthma and Anaphylaxis trained, Working with Children Check, and Fire training.
- Purposefully aware of their legislative responsibilities and adhere to Centre policies and procedures
- Safety conscious, and remain within sight and/or hearing of children. They arrange play areas to ensure children can be effectively supervised and communicate effectively with each other about the supervision of children.
- Skilled in fostering positive and constructive relationships with children (and between children), parents, families, and the community.
- Advocates of social justice, access, and equality for all.
- Committed to programming (planning, implementing, and evaluating learning experiences and teaching strategies) for individuals and groups of children based on direct and recent observations of the children's development.



Located in the foyer/entry area:

- Visitors Log / Sign in
- Sustainability Plan
- Quality Improvement Plan
- Centre Policies
- The Educational and care services National Regulations.
- Community Information Flyer

Visitors and access

Visitors, other than parents or guardians of children enrolled at the Centre, will be asked to provide appropriate ID on arrival and departure. Visitors will be always accompanied by a staff member while in the Centre.

A visitor who is not authorised to collect a child will be asked for identification upon arrival and will not be given access to the child without written authorisation from the parent.

Priority of access guidelines

One of the main reasons the Australian Government funds child care is to meet the child care needs of Australian families. However, the demand for child care sometimes exceeds supply in some locations. When this happens, it is important for services to allocate places to those families with the greatest need for child care support.

The Australian Government has Priority of Access Guidelines for allocating places in these circumstances. They set out the following three levels of priority which child care services must follow when filling vacant places:

- * 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:

1. children in Aboriginal and Torres Strait Islander families
2. children in families which include a disabled person
3. children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold or who or whose partner are on income support
4. children in families with a non-English speaking background
5. children in socially isolated families
6. children of a single parent

When a service has no vacant places and is providing child care for 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
2. the service gives that person at least 14 days notice of the requirement for the child to leave the child care service.



Centre Philosophy



In relation to CHILDREN we believe:

- Children are capable and resourceful learners who are active contributors to their own learning.
- Children need to be valued as individuals, within the context of their family and their community.
- Children can develop confidence and positive self-esteem through a supportive and secure environment.
- We value each child's voice and support their agency and decision making in their own learning.



In relation to FAMILIES we believe:

- Trust, respect, and collaboration form the basis for strong partnerships between families and our staff.
- Families, children, and staff are equal parts in a caring community and build a strong sense of identity.
- Family involvement is integral to a high-quality planning process.



In relation to the PROGRAM we believe:

- Children learn through collaboration and communication with other children and adults and through interacting with the environment.
- Children need opportunities to practice and consolidate their skills in key learning areas including language and literacy, creative and expressive arts, mathematics, science, and social and emotional development. We will support children to achieve learning outcomes as expressed in the Early Years Learning Framework.
- A rich, stimulating, and nurturing environment is used to stimulate imagination, promote creativity, and enhance aesthetic development.
- Diversity within our centre, families, staff, and the wider community should be respected and celebrated and that we can play a role in fostering and developing a social conscience among children with a view to addressing social inequities.
- We play an important role in educating children about sustainable practices and as a centre making choices that care for our environment.
- We will provide many opportunities for children to have agency and enjoy their time at the centre, engaging in a safe and supportive environment, where the children are enabled to assess risks and learn through reflecting on experiences.



In relation to STAFF we believe:

- In employing staff who are committed to working in the best interests of children and families.
- That each staff member brings fundamental, personal qualities to the centre environment such as empathy, respect, warmth, and a passion for learning.
- In the importance of creating an environment of collegiality where personal and professional contributions are valued, communication is open, and confidentiality is maintained.



In relation to the COMMUNITY we believe:

- We will strive to be a centre of excellence for early childhood education within our community. As advocates for our profession it is important to share our knowledge and experience.
- We are a central link to information and support services within the wider community.
- In the importance of nurturing and maintaining established relationships with community organizations, councils, and local schools.
- The needs of children, families, staff, and the community are constantly changing, and that ongoing reflection is essential to create a service that is responsive to those needs.



In relation to SUSTAINABILITY we believe:

- We are committed to protecting our environment to ensure a sustainable future for our children and through continuous improvement we strive to be better tomorrow than we are today.
- We aim to create a stimulating environment where children have the time, space, and resources to investigate, explore and experiment with experiences across all curriculum areas that interest and inspire them.

Partnerships with Families

You're given lots of information about what is happening and asked for your views

What is the best way to communicate with you?

Everybody has a different communication style and time for communication. We understand that mornings and afternoons can be a little rushed, and not the best time to discuss your child. We have many types of communication we use for families within the centre.

Confidentiality and Discretion

Information received through written and spoken communication with families will be treated with discretion.

If at any time if you require a private discussion with our Educators, Staff or the Director please inform us. This can happen face to face or by phone.

How do you like to be communicated with?

- Newsletter
- Phone calls
- Emails / App
- Letters
- Face to face

Ways we will be communicating the events of the centre by:

- Face to face verbal interactions at arrival and departure times.

- Regular eNews will be emailed to you.
- A notice board where various messages and notices are displayed, advertising current issues and upcoming events.
- A communication book is located in each room. Parents can leave more detailed written messages, for the purpose of expressing concerns, positive or evaluative input that they feel they need to let staff know about. These can be anonymous if so desired.
- Occasionally staff will ask parents to complete short surveys in order to maintain up-to-date records and seek parent feedback on various topics.
- Policies will be regularly reviewed in a variety of ways to enable parent feedback on centre practices.

What can you expect from staff?

- Staff will make efforts to communicate effectively with families.
- Staff will inform families promptly and sensitively of any out of the ordinary incidents affecting your child.
- Staff will share with children's families some of the specific interactions they had with the children during the day.
- Information on children's eating and sleeping patterns at the centre will be provided to families through verbal communication and through the room sign-in sheet.
- When families and staff make joint decisions that affect children's progress, interest, and experience, this will be recorded in the appropriate form (these may include new events like toilet training).

Please feel free at any time by phone, email or in person, to discuss your child's progress, relationship, interest, and experiences.



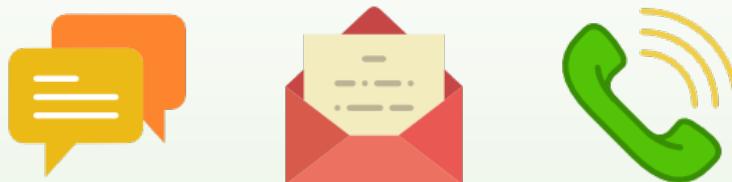
Grievance and Complaints

At Raymond Terrace Early Education Centre, we believe that children and parents/guardians are entitled to expect courtesy and prompt, careful attention to their needs and wishes.

We welcome suggestions on how to improve our setting through questionnaires, parent suggestion box, parent's evenings, child involvement and daily communication.

We anticipate that most concerns will be resolved quickly with the service director or by an informal approach to the appropriate member of staff.

If this does not achieve the desired result, we have a set of procedures outlined below for dealing with concerns and complaints.



How to lodge a complaint or concern

- Discuss the concern with an Educational Leader and/or the Director. (All staff understands that confidentiality is to be kept at all times).
- If this does not have a satisfactory outcome, or if the problem recurs, the parent/guardian should put their concerns or complaint in writing to the Director and the Management Committee who will complete a complaints record and action the concern.
- Findings of the investigation/actions if any, will be shared with parent/guardian at a mutually agreed date within 28 days from when the complaint was made.
- If you feel your concern/complaint has not been resolved by the Director or the Management Committee), you will need to proceed to an external review.

Referral may be made to any of the following:

JENNY WHITTON (DIRECTOR)

Phone: 02 4987 1588

Email: rteec@hotmail.com

MANAGEMENT COMMITTEE

In Writing:

PO Box 5031, Raymond Terrace East NSW 2324

EARLY CHILDHOOD EDUCATION AND CARE DIRECTORATE

Toll Free: 1800 619 113

Fax: 02 8633 1810

Email: ececd@det.nsw.edu.au

Address: Locked bag 5107, PARRAMATTA NSW 2124

Web: www.dec.nsw.gov.au



National Quality Standard

We are extremely proud of the ongoing commitment our team demonstrates.

This result reflects the dedicated and innovative approach that we deliver each day.

Thank you to all our families for the confidence you place in us every day in ensuring that your children get the best start in life.

It is a privilege that we never take for granted and we'll always continue to provide the best quality environment for your children.

ASSESED AND RATED IN DEC 2022



meets the National Quality Standard, providing quality education and care in all seven quality areas.



The National Quality Standard is made up of seven quality areas

1 Educational program and practice	2 Children's health and safety	3 Physical environment	4 Staffing arrangements	5 Relationships with children	6 Collaborative partnerships with families and communities	7 Governance and Leadership	Significant Improvement Required	Working Towards National Quality Standard	Meeting National Quality Standard	Exceeding National Quality Standard
■	■	■	■	■	■	■	■	■	■	■
■	■	■	■	■	■	■	■	■	■	■
■	■	■	■	■	■	■	■	■	■	■
■	■	■	■	■	■	■	■	■	■	■
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■	■	■	■	■	■	■	■	■	■	■
■	■	■	■	■	■	■	■	■	■	■

This service was last assessed in November 2018 against the *National Quality Standard for Early Childhood Education and Care and School Age Care* and these ratings have been awarded in accordance with the *Education and Care Services National Law Act 2010* and the *Education and Care Services National Regulations 2011*.

Date of issue: 07 December 2020

ASR-00024416

SE-00008603



education.nsw.gov.au/early-childhood-quality

National Quality Standards set a new national benchmark for the quality of educators and care services. It will also give services and families a better understanding of a quality service. This will enable families to make informed decisions about the services providing education and care to their child.

RTEEC were visited by an assessor who measures early childhood service's quality against a vast range of standards and elements as governed by the Australian Children's Education and Care Quality Authority. (ACECQA).

This assessment process forms part of the Quality Framework which was introduced to provide better educational and developmental outcomes for children and their families using education and care services.

Services are assessed and rated in 7 identified Quality Areas:

- 1) Educational Program and Practice
- 2) Children's Health and Safety
- 3) Physical Environment
- 4) Staffing Arrangements
- 5) Relationships with Children
- 6) Collaborative Partnerships with Families and Communities
- 7) Leadership and Service Management.

After a 2 day visit to the service, an Assessment and Compliance Officer observes interactions and relationships within the environment and reviews paperwork and documentation.

Our Program

Our program is designed to encourage the child to develop the following key learning outcomes as defined by the Early Years Learning Framework:

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

The daily program is designed to meet the individual needs and interests of each child, through dividing them into smaller programming groups. It is flexible recognising the need for each child to develop at his/her own pace. The educators are trained to guide children in all areas of their development. The program is designed to meet each child's individual developmental needs. Individual developmental records are kept on each child according to Department of Education and Communities requirements.

Children will participate in many different activities which may be called PLAY.

Children learn through play and staff structure play activities in order to provide the development of certain skills.

You too are important to the Centre's Program. The staff of RTEEC Inc encourages parents to participate in the Centre and share some aspects of their life style with the children and staff. Please don't be backward in coming forward.

If you have something to share eg. dress, language, artefacts etc. from another culture or simply have an interest in gardening, cooking etc. please share this with our children and staff.

Our Pre-School Program prepares children for school and life.

- Our program is created and taught by Bachelor qualified Teachers that is tailored to your child's individual interests.
- Play-based learning with stimulating resources as well as indoor and outdoor environments to support the best Pre School experience.
- Provided in a loving and caring environment.

Children's Transition to School.

Educators in the preschool room actively observe, plan and evaluate the children for skills and knowledge necessary for a smooth transition to formal schooling.

Educators liaise with parents/guardians about the child's development and readiness for transition to school.

Our service actively collaborates with local schools and educational services which helped us achieve the outstanding rating of MEETING in the NQS.

Raymond Terrace Early Education Centre is Licensed by the Department of Education and Communities.

Early Childhood Education and Care Directorate
Phone- 1800 619113

Enrolment Procedure

- An Enrolment Form will be provided to you for completion if you wish to book a place for your child at the Centre.
- We will make every effort to fulfil your required days as soon as a position becomes available.
- We appreciate that situations change, and we simply ask you to keep us informed of any changes in your requirements.
- When an appropriate place becomes available, we will notify you of this.
- Upon acceptance of the position by you, we will require you to complete an Enrolment Agreement (the details are required to be obtained by us by law).

Sign In/Out Using the KT Kiosk (iPad)

It is absolutely **essential** that you sign your child in and out of the Centre on the days of attendance as Centerlink can access this data.

Firstly, this is essential should there be an emergency at the Centre as the Sign In and Out KT Kiosk tell us very quickly who is at the Centre at that time.

Secondly, we are required to keep these records as a requirement from the Department of Education, Employment and Workplace Relations and Centerlink.

Thirdly, you will not receive the Child Care Subsidy (CCS) as this will not be paid to the Centre for sometime when the child's attendance or absence (on booked days) is not signed for by the child's parent/guardian. This will mean that full fees will be payable for those days that no Child Care Subsidy is paid.

Arrival

- To ensure your child's safety, we require that an authorised adult (over 18 year's of age) must accompany your child into the centre.
- Each child must be signed in daily by an adult via the iPad's located in the entry of each room. This is a Government regulation.
- Please ensure you notify an Educator of your arrival.
- Initially you are encouraged to stay and play with your child that is new to the centre. Sometimes children who are new to the centre go through a stage of 'Separation Anxiety' when they may become distressed at you leaving.
- We understand that this can be a heart wrenching time but experience has shown that children settle quite quickly after parents depart.
- May we suggest that you always say goodbye, tell them you are coming back and leave promptly. If your child does not settle we will contact you.
- You are welcome to call or email the centre for reassurance throughout the day.
- Please notify an Educator if:
 - Someone Different is collecting you child.
 - Your child is teething
 - Your child has been unwell or sick
 - Your child requires medication
 - Has been given medication in the last 24 hours
 - Or had immunisations in the last 24 hours

Departure

Each child must be signed out daily by an adult via the KT Kiosk located in the reception area. This is a Government regulation.

Please ensure you notify an Educator that you are taking your child home.

Regulations require an authorised person (on the enrolment form) to collect your child each day. Only when prior arrangements have been made with the Director will children be allowed to go home with unauthorised persons. The unauthorised person will need to show photo identification.

In the unlikely event that a child is not collected by an authorised person by 6.30pm, the centre will adopt the following procedure:

- Parents or guardians will be telephoned.
- If parents or guardians cannot be contacted, the first emergency contact person on the enrolment form will be telephoned and requested to collect the child.
- Appropriate Government Authorities will be called as a last resort.



what to bring



Your child requires the following items each day:

- ✚ Back pack or suitable bag
- ✚ Drink Bottle
- ✚ 2-3 changes of seasonally appropriate clothing
- ✚ Comforter (dummy) or blanket *if required*
- ✚ Shoes
- ✚ Sheets for children 2+ years
- ✚ Bottles and Formula

Please be sure to **label** everything that comes to daycare.



"Play is the work of the child"

Maria Montessori

Late Collection

RTEEC is licenced between the hours of 7.00am and 6.00pm

Parents need to arrive at least 10 minutes before that time to collect the child, sign-off, gather any personal belongings, and perhaps have a brief chat with educators.

A late fee of \$5.00 per minute per child applies for children collected after 6.00pm (by the Centre clock).

Emergencies do occur and the Centre understands this. In such an event, parents may be delayed and are asked to advise the Centre well before closing time.

If your child is still at the Centre at 6pm and we have not heard from you, we will take the following steps (in order):

- 1 Attempt to contact you at home and work.**
- 2 Call the people listed on your child's Enrolment Form as 'Emergency Contacts' and authorised to collect your child**
- 3 Call the Police**
- 4 Inform the Department of Education & Communities.**



Your child's safety is of paramount importance to us. This Centre has strict policies with regards to children's safety. All external gates have safety latches and it is requested that these are kept closed.

We implore you to assist us by keeping all doors and gates firmly shut after you have used them.

A detailed indoor and outdoor hazard safety checklist is completed daily before the children's arrival at the centre. Poisons and chemicals are kept out of reach of children. They are stored in childproof cupboards labelled with warning signs. Medications are locked in special containers in each room fridge. Medication not requiring refrigeration is stored in a sealed container out of reach of children. We would appreciate parent's assistance in ensuring children's clothing and footwear is chosen with safety in mind. E.g. jewellery can be a danger to young children; thongs may present a tripping hazard.

Fees & Payment

The current daily fee for each child is:

- \$135.00 across the centre**

Please note Fees are subject to change at any time with out notice.



Upon Enrolment families will need to pay an enrolment deposit equal to two week's child care fees.

An administration fee of \$35.00 per family will also be charged to satisfy incorporation requirements.

Child care fees are to be paid regularly at the beginning of each week (fortnight or month if you choose) and must remain up to date at all times. Failure to do so may result in termination of child care places.

**All monies are to be made out to:
Raymond Terrace Early Education
Centre**

Bank Details:

BSB: 650 000

Account: 9436 2390 8

Payment Ref: Child's Family Name

Bank/Branch: Newcastle Permanent
(Raymond Terrace)

Payment of fees

RTEEC is a cashless centre, For security reasons, fees should be paid by Direct Transfer.

When paying by Direct Transfer, please use your child's family name as the payment reference.

Scheduled Fee Increase

Scheduled fee increases are generally decided upon following development of the following year's budget. As a not for profit service we must ensure that daily fees cover the cost of our budgeted expenditure. The centre will notify of all fee increases.

In house Shows / Entertainment

From time to time throughout the year we invite entertainers into our centre to perform shows for the children. ~ In house shows are added to your account and are no more than \$15 per child.

Excursions

Excursions provide an opportunity for children to discover and observe the world. Real life situations can extend and enhance the learning opportunities of young children. Parents will be notified of any excursions and full consent forms will need to be completed. Where ever possible, fees will be absorbed by the centre, however, there will be times when additional fees will be requested.

Wet and Dry Bags

To assist with our sustainability program instead of using plastic bags for wet or dirty clothes, we have wet and dry bags for sale.

These bags are \$15 each

"We are committed to developing a partnership with families to share the nurturing and education of their children."



Family Assistance

Child Care Subsidy (CCS)

Child care fee assistance

The Australian Government may provide financial assistance towards the cost of your child's care.

If you would like to access this assistance, you will need to complete a Child Care Subsidy assessment with Centrelink by following the below steps:

- Sign in to your [myGov](#) account. If you don't have one, you will need to create a myGov account at <https://my.gov.au>.
- Select Complete your Child Care Subsidy assessment task.
- Work through the steps to provide new information and confirm your current details.

For instructions on how to use MyGov [click here](#).



Termination Of A Placement

Should you wish to terminate your child's placement you will need to give **TWO WEEKS WRITTEN NOTICE** to the Director, or fees paid in lieu of notice. If you fail to do this, enrolment deposits can not be returned.

Non Attendance & Absent Days

Fees must be paid for everyday your child is enrolled at the Centre regardless of attendance. This includes days on which your child is absent, due to ill health or holidays taken.

Fees are not payable for days during the Christmas period when the Centre is closed or for Public Holidays.

If families experience difficulties in paying fees they should contact the Director immediately. Please do not wait until you are in debt to discuss your fee situation.

Each financial year, the Family Assistance Office will pay your child's CCB entitlements for the first 42 absence days.

You may receive CCB for absence days after the initial 42 days each financial year. For all absences beyond the first 42 absent days, CCS will only be paid if you are able to provide evidence to demonstrate the absence has occurred under permitted circumstances. There is no limit on these days, but you will be required to provide documentation to support the absence.

When all the above steps are completed Centrelink will assess your information and advise you of your fee subsidy percentage, which is used to calculate how much of the full fee you will need to pay. Until you provide the centre with your and your child's Customer Reference Numbers, and your income has been assessed by Centrelink, you will be required to pay full fees.

important contacts & informative websites for parents

Department of Education and Training
www.education.vic.gov.au

Family Assistance Office
P. 13 61 50

Australian Childhood Immunisation Register
P. 1800 653 809

Early Childhood Association (ECA)
www.earlychildhoodaustralia.org.au

Australian Children's Education & Care Quality Authority (ACECQA)
P. 1300 422 327
www.acecqa.gov.au

Raising Children Network

The Australian parenting website; comprehensive, practical, expert child health and parenting information and activities covering children aged 0-8 years.
www.education.vic.gov.au

Better Health Channel

Quality consumer health information. Regularly reviewed health and wellbeing information and services. This site is sponsored by the State Government of Victoria.
www.betterhealth.vic.gov.au

Birthdays

Birthdays are an important part of a child's life, and parents are welcome to bring a cake to the Centre so their child may celebrate with their friends.

If you are intending to bring a cake for your child's birthday, please check with the educators beforehand to ensure that the cake does not contain any ingredients to which other children are known to be allergic especially nuts and nut products.



Lost Property

We have a lost property area located in the foyer which should be checked regularly for any missing items. Every six months any items remaining are to be given to charity.



Parent involvement

This is vital to ensure maintenance of a quality service.

Your contribution of ideas, experiences and skills are welcomed and greatly valued. You may be to share your skills and experiences in music, craft, cooking and storytelling etc, to enhance your child's program at the Centre.

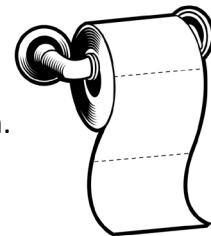
Sleep and rest time

All children are encouraged to rest during the day but are not compelled to sleep. The length of time children rest is dependent upon their needs, and these vary from child to child. Quiet activities are available for those children who do not sleep.

Your child's sleeping and eating habits will be recorded on 'day at a glance' sheets located in each room/area.

Toilet training

Centre staff will not begin toilet training your child until parents and educators agree that the child is developmentally and emotionally ready. This will ensure a consistent approach.



Breakfast

All items required for breakfast are to be clearly labelled and brought in a container ie: bread, cereal, spreads etc. It is the Parents/guardians responsibility to provide all food for their child's breakfast. Breakfast can be prepared and served prior to 8am.

Vaccinations

Children should not attend the centre 24 hours after any vaccinations.

Antibiotics

Children should not attend the centre for the first 24 hours first dose.

Children's Personal Toys

Toys bought from home are discouraged unless brought for 'show and tell'. There are days allocated for each child if the staff wish to implement this time into the daily routine. No responsibility will be taken by staff for children's personal toys being lost at the Centre.



Health & Safety

Food and nutrition

The Centre provides morning tea, lunch, and afternoon tea, for all children. The meals are freshly cooked inhouse by a qualified cook and are healthy and nutritionally balanced, and seasonally and culturally appropriate.



Water is offered regularly and available at all times throughout the day. The weekly menu is displayed at the entry of each room.

Information about the children's food and drink intake is recorded on their Daily Record Sheet.



Please discuss any specific instructions or requests regarding your child's dietary requirements, particularly allergies,

with the Director or Educators upon enrolment so that this need can be accommodated.

We are a 'nut free' environment so therefore please ensure that your children do not bring anything to the centre that contains traces of nuts.



Meal times are pleasant occasions. Educators sit with small groups of children during meals, talk with them and encourage conversation between children.



Children are encouraged to taste or try different food, but never forced to eat.

Toddlers and preschoolers are encouraged to serve and feed themselves. Chairs, tables and eating utensils are suitable for the developmental levels of the children.

Babies on formula need to have their bottles made up at home and labelled with their child's name. This ensures that each baby gets only their bottle, and their correct formula.

Sun protection

RTEEC follows SunSmart guidelines.

These include:

- Children and educators wear legionnaire style or broad brim hats whenever outside.
- Families are encouraged to apply sunscreen to children on arrival or prior to leaving home in morning (You are welcome to use the sunscreen provided in the foyer area and rooms).
- The Centre provides all children with a hat upon enrolment.
- All children and educators apply a SPF 30+ broad-spectrum water-resistant sunscreen 20 minutes before going outdoors.
- Babies under 12 months are always kept in the shade
- Sun protection is prioritised when excursions are planned.
- Sun protection awareness activities (both planned and spontaneous) are included in the Centre's program.
- Sun protection information is promoted to staff, families, and visitors.



Child protection

The Children and Young Persons (Care and Protection Act) 1998 requires educators by law to report to Community Services if they suspect (using their professional judgment and training), on reasonable grounds, that a child or young person is at risk of significant harm.



Health & Safety

Safety procedures

The Centre has an emergency and evacuation plan for dealing with a range of possible incidents and threats, including fire.

These procedures are displayed in each room.

Fire extinguishers are installed throughout the Centre, and are maintained regularly.

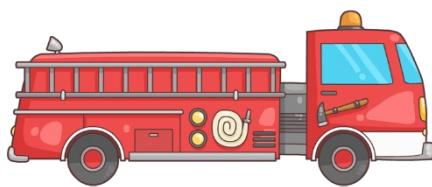
Educators are trained in their use.

Safety drills involving educators and children are practised randomly at least four times per year. They are called without warning at different times of the day and on different days of the week.

Evaluations are conducted after every drill. If the evaluation reveals any problem with the drill, appropriate changes are made.

Parents, staff and visitors are encouraged to advise staff if they notice anything that could pose a risk to the health and safety of anyone on the premises especially our children.

Please advise the office or an educator immediately if you notice anything that may concern you.



Medication

The medication form must be completed and signed by a parent/guardian, indicating all relevant details of the medication to be administered. These details will be confirmed by the member of staff giving the medication to the child - and checked by another member of staff.

Any medication supplied must be in its original container showing clearly:

- Child's name
- Name of medication
- Date of dispensing
- Administration instructions



Medication supplied in other than original container **will not be administered**. Medication that does not need to be refrigerated should be given to the staff. Medication requiring refrigeration should be placed in the child proof container in the small fridge located in the nursery. **Never leave medicine in your child's**

Antibiotics – Children on a course of antibiotics should not attend the centre for at least 24 hours after the administration of the first dose.

Children on long term medications require a separate letter from the prescribing authority which must be updated after each 4 month interval. Non-prescribed medication will only be administered for a maximum of two consecutive days. After this time the child should see their doctor.

A child should be kept at home if they have ...

- Elevated temperature.
- Eye discharge.
- Vomiting or diarrhoea (must remain at home for at least 24 hours after last occurrence).
- Rashes.
- Infectious Diseases.
- Head lice that has not been treated.

If a child becomes ill during the day, the parents and or emergency contact will be contacted.

Parents must notify the Centre of any infectious disease contracted by their children so that appropriate measures may be taken by the Centre to prevent the spread of the disease.

Immunisations

Changes to the NSW Public Health Act (Part 5, Division 4, Sections 85-88) and NSW Public Health Regulation (Part 7, Division 2, Sections 42-44A) came into force on 1 January 2014 to improve the timeliness of vaccine coverage in children, and help prevent outbreaks of serious vaccine-preventable diseases.

The new requirements prevent child care facilities from enrolling children unless immunisation certificates proving that they are fully immunised, or have a specified exemption, are provided at enrolment. This means that child care facilities must have documented evidence that children are up to date with their vaccinations, or that they are on a recognised catch-up schedule, or that they have a medical contraindication to vaccination, or their parents have a conscientious objection to vaccination, before enrolling a child.

Unvaccinated children may be excluded from child care facilities in the event of an outbreak of a vaccine preventable disease for their own protection. If an outbreak of a vaccine-preventable disease occurs in the Centre, the Centre will seek advice from the local Public Health Unit, concerning the possible exclusion of any children who are not immunised.

The decision to exclude a child from the Centre is made by the Director, management committee or the local Public Health Unit. Normal childcare fees apply during the child's absence from the Centre.

All families, staff and visitors to the Centre will be informed in writing that an outbreak of the particular infectious disease has occurred.

The Director has the right to send a sick child or staff member home if they are believed to be unwell and possibly contagious.



Infectious diseases

Young children have immature immune systems and the nature of their play makes them more susceptible to the risk of cross-infection, especially in their first year of group care.

In addition to staff and children maintaining healthy and hygienic practices, the Centre excludes children and staff according to the National Health and Medical Research Council Guidelines outlined in the table below.

Children and staff who have contracted a infectious disease may only return to the Centre on presentation of a medical clearance certificate, which confirms that they are no longer contagious and are well enough to return to the Centre. *However, the Director or Responsible Person has the ultimate responsibility for deciding if a child is well enough to return to the Centre.*

If a difference of opinion exists between the parents/doctor and the Director, she/he will contact the Authorised Public Health Unit for advice.

A child who has had vomiting or diarrhoea may only return to the Centre 24 hours after their last loose bowel motion or episode of vomiting.



→ Head Lice: Exclusion is only required until all eggs and lice have been removed from the hair and once treatment has commenced. No medical certificate is required to return to the centre but treatment is necessary to stop further infestation to staff and children.

Incident, Injury, Trauma and Illness Management

Educators at RTEEC take every effort to minimise the chance/likelihood of any accident happening at the Centre.

They supervise children closely at all times and do so knowing the times and situations where accidents are more likely to occur. They hold current Asthma and Anaphylaxis, First-aid and CPR certificates and are attentive and quick to respond to any signs of injuries, trauma or illness.

In the event that a child is injured; or becomes ill; or suffers a trauma, staff will:

- Follow the DRSABCD Action Plan
- Enter the details in the Centre's Incident/Injury/Trauma Register
- Notify the family of the child as soon as practicable.
- Ensure the parent/emergency contact signs the Incident/Injury/ Trauma and Illness Report Form.

- Advise the NSW Department of Education & Communities immediately (if the child receives medical treatment by a registered medical practitioner)
- If a parent/family notifies the Centre of any accident, injury or illness once the child has left the service and no record of the incident was noticed whilst the child was in attendance, a detailed record must be taken by the staff member receiving the information and this information must be placed in the child's personal confidential file.



NATIONAL IMMUNISATION PROGRAM BIRTH TO 5

AGE	VACCINE
Birth	Hepatitis B (hepB)
2 months	Hepatitis B, diphtheria, tetanus, acellular pertussis (whooping cough), Haemophilus influenzae type b, inactivated poliomyelitis (polio) (hepB-DTPa-Hib-IPV) Pneumococcal conjugate (13vPCV) Rotavirus
4 months	Hepatitis B, diphtheria, tetanus, acellular pertussis (whooping cough), Haemophilus influenzae type b, inactivated poliomyelitis (polio) (hepB-DTPa-Hib-IPV) Pneumococcal conjugate (13vPCV) Rotavirus
6 months	Hepatitis B, diphtheria, tetanus, acellular pertussis (whooping cough), Haemophilus influenzae type b, inactivated poliomyelitis (polio) (hepB-DTPa-Hib-IPV) Pneumococcal conjugate (13vPCV) Rotavirus b
12 months	<i>Haemophilus influenzae</i> type b and meningococcal C (Hib-MenC) Measles, mumps and rubella (MMR)
18 months	Diphtheria, tetanus, acellular pertussis (whooping cough) Measles, mumps, rubella and varicella (chickenpox) (MMRV)
4 Years	Diphtheria, tetanus, acellular pertussis (whooping cough) and inactivated poliomyelitis (polio) (DTPa-IPV)



Preventing infectious diseases



Further information visit "Staying Healthy in Childcare - Sixth Edition"

Condition	Exclusion of case	Exclusion of contacts
Candidiasis (thrush)	Not excluded	Not excluded
Conjunctivitis	Exclude until discharge from the eyes has stopped, unless a doctor has diagnosed non- infectious conjunctivitis	Not excluded
Diarrhea (No organism identified)	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Fungal infections of the skin or nails (e.g. ringworm, tinea)	Exclude until the day after starting appropriate antifungal treatment	Not excluded
Giardiasis	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Hand, foot and mouth disease	Exclude until all blisters have dried	Not excluded
Head lice (pediculosis)	Not excluded if effective treatment begins before the next day at the education and care service. The child does not need to be sent home immediately if head lice are detected	Not excluded
Herpes simplex (cold sores, fever blisters)	Not excluded if the person can maintain hygiene practices to minimise the risk of transmission. If the person cannot comply with these practices (e.g. because they are too young), they should be excluded until the sores are dry. Sores should be covered with a dressing, where possible	Not excluded
Human parvovirus B19 (fifth disease, erythema infectiosum, slapped cheek syndrome)	Not excluded	Not excluded
Impetigo	Exclude until appropriate antibiotic treatment has started. Any sores on exposed skin should be covered with a watertight dressing	Not excluded
Influenza and influenza-like illnesses	Exclude until person is well	Not excluded
Molluscum contagiosum	Not excluded	Not excluded
Pertussis (whooping cough)	Exclude until 5 days after starting appropriate antibiotic treatment, or for 21 days from the onset of coughing	Contact a public health unit for specialist advice about excluding non-vaccinated and incompletely vaccinated contacts, or antibiotics
Roseola	Not excluded	Not excluded
Rotavirus infection	Exclude until there has not been a loose bowel motion or vomiting for 24 hours	Not excluded
Varicella (chickenpox)	Exclude until all blisters have dried—this is usually at least 5 days after the rash first appeared in non-immunised children, and less in immunised children	Any child with an immune deficiency (for example, leukemia) or receiving chemotherapy should be excluded for their own protection. Otherwise, not excluded
Viral gastroenteritis (viral diarrhea)	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Worms	Exclude if loose bowel motions are occurring. Exclusion is not necessary if treatment	Not excluded

Health & Safety

The Centre is required by legislation to inform their local Public Health Unit whenever:

Either staff or children contract a vaccine-preventable disease. An outbreak, that is two or more cases of other infectious diseases, occurs in a centre

Either staff or children contract a notifiable disease. The local Public Health Unit guides and assists the Centre to manage any such outbreaks (e.g. immediately treat staff and children with medication or vaccination in the case of meningococcal), and provides the Centre and families with accurate information.

The Centre is also required, by the Education & Care Services National Regulations 2011, to inform all families:

That an instance(s) of the disease has been identified in the Centre:

Of the symptoms of the condition

Of the exclusion time from the Centre for any infectious persons

If a medical clearance is required before returning to the Centre

In a way that maintains the confidentiality of individual persons or families.

To minimise the risk of spreading the disease or condition, parents are asked to inform the Centre immediately if their child or a member of their immediate family has contracted an infectious disease.

Management of children with signs of illness or infectious conditions

To safeguard the health of other children and staff members, a child with any of the following

signs/symptoms or conditions will not be admitted to the Centre:

- Ear, eye or discolored nasal discharge
- An undiagnosed rash
- High temperature
- Infectious sores or diseases (children need a Doctor's clearance before re-admittance)
- Vomiting and/or abnormally loose bowel actions for that child (exclude for 24 hours after last bout)
- Any obvious signs of ill health (e.g. obvious difficulty breathing, barking cough)
- Head lice(NITS) (no clearance from medical practitioner is required however ALL eggs and lice must be removed prior to re-admission to centre)

If a child becomes unwell or has infectious condition whilst at the Centre, a staff member holding a first-aid certificate is to assess the child's condition as per the steps below:

- Take the child's temperature. If a child has a temperature higher than 38°C refer to the 'Caring for sick children policy.'
- Inform the Director or responsible person of the child's condition
- Find a quiet area where the child can rest comfortably and be observed by an adult for any escalating or further symptoms
- Inform the parents and ask them to collect the child from care as soon as possible
- Call an ambulance, if necessary.

Parents are required to sign the Incident/Injury/Trauma and Illness Report Form when they collect their child from the Centre.

This Parent Handbook contains useful information about the Centre and an overview of the philosophy, policies and guidelines which guide our daily practices.

Please keep this Handbook as a ready reference during your child's stay with us. A complete version of all centre policies is available for you to read at any time. This Policy Book is located on the front desk.

Centre Support

It is the aim of the Centre to ensure all families concerns, suggestions, feedback and grievances are addressed. The below support contacts provided are for your convenience. You may wish to speak with the relevant staff members personally at the Centre, by calling the Centre or by email (admin@rteec.com.au)

Children; i.e routines, other developmental information

1. Your Child's Educator
2. Centre Director/Nominated Supervisor
3. Management Committee

Administration; i.e fees, forms, administrative information

1. Office Manager
2. Centre Director/Nominated Supervisor
3. Management Committee

Service Operations i.e policies, events

1. Centre Director/Nominated Supervisor
2. Management Committee

Concerns/Complaints/Grievances

1. Centre Director/Nominated Supervisor
2. Management Committee

Checklist - Prior to Enrolment

- Contact Human Services on 136150 or through your MyGov app to submit a claim for ChildCare Subsidy. (refer to page 14 for more info).
- Birth Certificate - a copy of your child's birth certificate will need to be taken.
- Immunisation Records - (Immunisation statement / Not Blue Book)
- Completed Enrolment Form
- Payment of Admin fee of \$35 per child to secure your child's placement

- 2 Week Security Deposit
- Fees are to be paid in advance for days in attendance.
- Direct deposit is preferred method of payment

Direct Transfer

Name: Raymond Terrace Early Education Centre
BSB: 650 000
Acct: 9436 2390 8
Ref: Child's Family Name

On the First Day

It is an exciting and nervous time when you place your child in care. You can feel assured that we will nurture and comfort your little one as well as provide an enriching and vibrant program.

You are more than welcome to stay for as long as you like and feel free to come in or phone throughout the day. Talk to your child's teacher to see what they recommend as the best approach for separation, as some children respond best to a quick goodbye and others enjoy having a settling in routine of a morning.

What to Bring:

Label all items which come to child care! (including socks, underpants, shoes!)

- A bag with spare clothing (be warned we sometimes get very messy when we enjoy an activity or meal!!). If your child is toilet training it is best to pack 3-5 spare pairs of clothing, just in case of accidents. (no sleeveless tops/dresses and 'short' shorts/skirts etc are allowed as per our sun safety policy)
- Drink Bottle & Baby Bottles (empty for cows milk) or with water measured out and Formula if required. You are more than welcome to bring a tin of formula if your child attends 3 or more days per week. Otherwise the formula can be placed in individual portions. For health reasons and regulations we are not able to accept formula which is not in portion form or in a tin. Sorry for any inconvenience. The children/babies have access to water throughout the day so a bottle or sippie cup is not necessary.
- Dummies need to be labeled and have a cap or be placed in a container (No Plastic Bags please).
- Please supply sheets for children sleeping or resting in the 2-5 years groups. A cot sheet, top sheet and a blanket in the cooler months. (We provide linen for the 0-2 years group.)
- Comfort toys are more than welcome. Please label these items.

We look forward to meeting you and caring for your precious ones!