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# Subiaco Children's Centre Parent Handbook


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## **1. Welcome to Subiaco Children's Centre**

Welcome to our Centre. Please read this information carefully to assist you in settling your child into the Centre and to answer any questions you may have. If you require more detailed information, or a copy of the activity program, please do not hesitate to consult with the Director or a staff member. The Centre's Policy Manual is available for you to view at any time.

- We are located at 160 Hamersley Road, Subiaco
  - Number of places: 50
  - Age range of children: 4-12 yrs
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## **2. Mission, Vision and Core Values of the Centre:**


### **Mission Statement:**

To engage children and families of our community in a supportive and safe environment, where each child's skills and interests are nurtured through our programs and play.

### **Vision Statement:**

Our centre will create a fun and stimulating learning environment where each child can create lasting memories through engaging experiences. Each individual will be valued, treated with a sense of responsibility and encouraged to reach their full potential through a holistic approach and supportive network.

### **Our Core Values:**

- Integrity – An organisation that is trustworthy, transparent and honest
  - Relationships - Where connections are fostered between the staff, children, families and the community
  - Communication – Where new ideas are cultivated and members of our community are engaged
  - Collaboration - Working together building trust of our functional group, where each child, educator and family are valued.
  - Respect – Modelling positive interactions where all individuals are considered and valued.
  - Fun – Providing exciting and enriching experiences, allowing each individual to flourish.
  - Quality – Ensuring all work is completed to a high standard.
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### **3. Management of the Centre (Community Based Services)**

The Centre is managed by an Incorporated Committee, comprising of parents who use the service and other community representatives who have an interest in the operations of the service. Parental involvement is very important at a management level to ensure the service is meeting family needs. All families are eligible to be elected onto the Management Committee and are welcome to provide input into the operations of the service at any time. Please feel free to raise any ideas or issues to the centre, or speak to any of the listed Committee Members at any time.

Management Committee Meetings are held periodically over the year. The list of current Committee Members and minutes of these meetings are kept in our office. You are welcome to read them at any time. The Committee is responsible for the operations of the service to ensure it meets all legal requirements and is financially viable.

From time to time the Management Committee may establish sub-committees to take on certain projects or events. All parents are encouraged to participate in these sub-committees or to offer other skills or assistance to the running of the Centre at any opportunity.

During the year, the Committee organises informal social events for parents at whom you can get to know other parents and your Management Committee. You are encouraged to attend these get together to find out a little more about the Centre and to establish friendships with other families that your child will meet at the Centre.

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### **4. Parent participation**

Parents are our biggest support. Your encouragement and assistance, in whatever way, such as coming to a family event, collecting bits and pieces for the craft corner and helping at busy bees, would be of invaluable assistance.

You are encouraged to become involved with the program of the Centre and your ideas and suggestions will be greatly appreciated. We are always happy to have people come into the Centre with interesting things to show and share, sing, teach, and make with the children, especially activities of a multicultural nature.

You can be involved by discussing your child's temperament, strengths, likes and dislikes and any special interest with the educators. Even though a parent's life is very busy, we would appreciate a few minutes when you bring and collect your child to talk about how he/she is enjoying/participating in the program.

To give the children the best opportunity for positive involvement in our program, Centre staff and parents work hand-in-hand. We want children to gain the best that is possible from our Centre, so please do keep in touch and discuss any problems, concerns and/or feelings you may have with the staff.

## **5. Settling Your Child into the Centre**

Our service caters for a wide range of Primary School age children. Children may have had little previous experience of multi-age groupings. Some of the younger children, in particular, may need time to settle and feel secure within the service. Our staff are experienced in encouraging children to feel at home and make new friends and ensure that children of all ages treat each other with care and respect.

If you are concerned about your child in any way, please telephone the service during the time your child is attending for reassurance of your child's wellbeing. The staff will always tell you honestly about how your child is. Our staff are also happy to discuss your child's emotional needs with you if any issues arise.

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## **6. Hours of Operation**

The Centre is open from

- 7.00am 8.45am (Before School Care)
- 3.00pm to 6pm (After School Care)
- 7.30am to 6pm (Vacation Care)

The Centre will be closed between Christmas and New Year and on Public Holidays.

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## **7. Enrolment**

You will be asked to complete an enrolment form requesting information about your child's health, custody arrangements and emergency contacts. You will need to name all persons who may deliver and/or collect your child from the Centre. It is your responsibility to ensure your nominated people are responsible and available when required.

The details required on the enrolment form are needed by our staff to help them take the best possible care of your child. All information is strictly confidential. If any of the details on the enrolment form change you are asked to advise the Director immediately.

At the time of enrolment, you will be asked to pay two weeks' fees in advance, fully disclose any medical or health concerns relating to your child, and agree to lodge your application with the Centrelink for Child Care Subsidy within 28 days of your child starting care. (See the section on Child Care Subsidy for further information.)

The enrolment form will form as an application to be a new or renewed member of the Subiaco Out of School Centre Inc. T/A Subiaco Children's Centre. Further information on our constitution can be obtained by contacting the Director on 0413 170 223 or [subicc@inet.net.au](mailto:subicc@inet.net.au)

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## 8. Priority of Access

The Commonwealth Government requires the Centre to provide access to the service according to the following priorities. This means that when the Centre is full, those families who are third priority may be asked to alter their care arrangements to allow a family with higher priority to access the service.

**First priority:** Children at risk of serious abuse or neglect.

**Second priority:** Children whose parents satisfy the work/training/study test under section 14 of the A New Tax System (Family Assistance) Act 1999. In addition to the Act, priority will also be given to

- 1) children of staff
- 2) children of the management committee (office bearer only)
- 3) children with a sibling already enrolled with the centre

**Third priority:** Any other child

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## 9. Current Fees

Our fees are reviewed on an annual basis. Our current fee schedules are:

- Before School Care: \$16
  - After School Care: \$30
  - Vacation Care: \$72
  - A late fee for every 15 (fifteen) minutes, or part thereof, that a child remains at the Centre beyond closing time will be charged. The fee is set at \$30.00 for every fifteen minutes after 6.00pm.
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## 10. Payment of Fees

Our Centre's operation is dependent on maintaining fees. Please read the following information carefully.

Fees must be paid for two weeks in advance. Parents pay for a place, therefore, if they are booked in, payment is required whether their child attends or not.

The Administrator will provide a statement of fees due each fortnight. You are asked to pay your fees promptly to ensure the viability of the service. Fees payment are only payable via **Direct Debit**.

Anyone experiencing difficulties in meeting their fees payments can speak to the Director who can make mutually agreeable repayment arrangements. If your fees are more than three weeks overdue and you have not made arrangements to pay or have not kept to arrangements made, your child's place will be cancelled.

Parents should notify the Centre if your child is going to be away or absent. Any child not attending the Centre for two consecutive weeks without notifying the Director (in writing if possible), of the reason, shall be regarded as having withdrawn, and the place will be cancelled.

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## **11. Child Care Subsidy**

All eligible families and provide current and correct information, as requested on the enrolment form are now eligible for Child Care Subsidy (CCS). Full fees will be charged until the information is provided. Parents can apply for this payment, which will reduce the childcare fees and is generally paid directly to service provider. Any difference between the fee charged and the subsidy amount, parents will pay the gap.

### Fee Reduction Families

Families' combined annual income (for example, Families earning \$65,710 or less will be entitled to receive a subsidy of 85% of the fees they pay, while those on \$350,000 or more will be entitled to 0%), the activity level (the number of hours of care parents can claim) and the service type are assessed and is used to determine the amount of CCS. Families can get an estimate of what they may be entitled to by entering their details into the Department of Human Services Payment and Service Finder or contact the Family Assistance office on 13 61 50.

### Cessation of Care

To withdraw from the centre permanently or reduce the number of days booked at the centre, families are asked to provide two weeks written notice. Please note that CCS is not payable for any absences at the start and end of care (even the two weeks of written notice was given in advance). This is known as 'Cessation of Care', therefore, full fees will be charged.

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## **12. Arrival and Collection of Children**

Our primary concern is the welfare and safety of your child. We, therefore, request that you comply with the following requirements. The Centre is committed to providing a safe and efficient system to collect children from school and take them to the Centre.

### Arriving at the centre



We request that children be brought to a staff member upon arrival. There will be a minimum two staff on duty at all times. Please keep to the attendance days requested on your enrolment form as this enables the Director to compile accurate staff work rosters. If you wish to change your days, please speak to the Director.

#### Authorised Persons

The Centre's primary concern is for the safety and welfare of your child and will therefore only release your child into the care of the custodial parent or authorised persons identified on your child's enrolment form. Any changes to these authorities must be advised in writing to the Centre as soon as possible. If an unauthorised person arrives to collect your child, the child will not be released until your authorisation (preferably in writing) has been obtained.

#### Late Collections

If you are unavoidably detained and unable to collect your child at the agreed time you must telephone the Centre and advise of your expected time of arrival. If you need to arrange for another person to collect your child, you must provide full details about this person to the Centre. If you have not contacted the Centre and your child has not been collected by closing time the Centre will attempt to telephone you. If this is not successful, the emergency contact people listed on your child's enrolment form will then be contacted to arrange for immediate collection of your child. The centre's policy requires that Crisis Care and the Department of Child Protection are contacted to advise them of the situation if a parent is more than 30 minutes late without explanation and no-one else can be contacted.

The centre has a policy of charging a fee to parents who are late to collect their children from the centre. This fee is to cover the costs of staff overtime hours.

#### Children's Safety on the Roads

In the case of a parent or guardian arriving at the centre to collect their child in a visibly intoxicated or unfit state to drive, they will be encouraged to contact an alternative adult to drive them and the child home, or the centre will offer to call a taxi at the expense of the parent/guardian.

#### Collecting/ dropping Children from / to School

Educators will collect/drop off children from year 2 and below from/to their class each afternoon/morning. Children from year 3 and above will walk across the oval with their peers.

Parents are required to contact the Centre to advise of their child's inability to attend as soon as this is known.



### **13. Signing In and Out Record**

Accurate attendance records will be kept and checked each day. Whoever brings your child to the centre or collects your child at the end of the day is required to indicate the child's times of arrival and departure. Signing IN and OUT sheet have been developed for this purpose.

This is a legal requirement of the Family Assistance Law. If you do not complete these records you will not be eligible to claim Child Care Subsidy.

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### **14. Suspension/Termination of Care**

In keeping with the Subiaco Children's Centre (SCC) community spirit which emphasizes the importance of cooperation, sharing and appropriate behaviour; Failure to observe the below condition may result in immediate suspension of enrolment pending management committee enquiry. Supervisor discretion will be invoked.

- Aggressive, bullying behaviour
- Bad language or other inappropriate gestures/actions
- Not following direct instructions from SCC staff

In extreme circumstances, it may be necessary to terminate a child's care.

Exclusion of children from the service will only occur after all other avenues of communication and support have been exhausted and when:

- Professional advice confirms a child is in psychological danger as a result of an unusually prolonged inability to settle into care away from the parent.
  - A child puts the majority of children at risk through inappropriate behaviour.
  - The parent continually fails to observe Centre hours of operation and/or continuously fails to pay the required fee.
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### **15. Complaint Procedures**

Please let us know if you are not satisfied with any aspect of the service we provide for you and your child.

We welcome all parent feedback, including your grievances and complaints, as these will help us to improve the services we provide. All concerns or complaints will be dealt with in a prompt, positive and sympathetic manner.

If you have a complaint or a concern, you may discuss your problem with a relevant staff member or with the Director. If you feel the problem is not being resolved, you may take the matter to the Management Committee for resolution, either through the Director or by writing directly to the Management Committee.

Parents are also entitled to direct their complaints to the Education and Care

## **16. Our Children's Activity Program**

Our staff are supportive, encouraging, and communicate with the children in a friendly, positive and courteous manner to establish a warm and caring relationship with each child in their care. Educators are happy to discuss your child's participation in the program with you, and we encourage you to stay for a chat prior to taking your child home at the end of the day.

### Activity Program

Children who attend our Centre may participate in a range of activities that have been planned to reflect the children's interests and meet their developmental needs.

The staff are responsible for creating an atmosphere and environment which is responsive to the needs of each individual child and to the group as a whole and which reflects the philosophy and goals of the service. The program will be balanced and include indoor and outdoor learning experiences, quiet and active times, individual, small group and large group times, time for individual staff/child interaction, group interests, children's special interests, and be flexible enough to allow for spontaneity and the unexpected.

Children will be encouraged to have input into program planning. The program will be child-centred and will allow children to experience a variety of materials and pursue their own interests. There will always be alternative choices when a child does not want to participate in a particular activity.

You will find the weekly program displayed on the SCC notice board. We invite you to have input into program development in relation to multicultural issues, music, art & craft and sport activities. Any suggestions you have can be discussed directly with Centre staff.

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## **17. Excursions**

Children will be taken on excursions outside of the Centre as part of the planned activities during Vacation Care.

Excursions are considered to be an integral part of the children's program and will therefore be arranged from time to time, to provide a broad range of learning experiences for children. Permission for walks to the local park is granted or denied on the enrolment form. For all other excursions, written permission will be sought from parents and details of the outing provided in writing. All excursions will comply with the Education and Care Services National Regulations 2012. Excursion plans will be submitted to the management committee for approval prior to the excursion taking place.

You are requested not to send your child on an excursion if they display any signs of being unwell. This is in the interests of everyone concerned. Pocket money for excursions should be discouraged.

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## **18. Swimming**

All swimming activities will be carefully planned and any risks assessed.

Parents are asked to provide information about their child's swimming skill level on the enrolment form. (Nominate your child's Vac Swim Level or describe their swimming ability.) It will not be assumed that older children are better swimmers than younger swimmers.

The required ratio of staff to children will comply with the [Education and Care Services National Regulations 2012](#). All swimming activities will be assessed for risks using Risk Assessment Form. Only low risk swimming activities will be conducted. High risk swimming activities will not be permitted at any time.

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## **19. Food and Nutrition**

Snacks form a significant part of the Centre routine.

Please make sure that any food allergies, strong dislikes and/or special dietary requirements your child might have are recorded on the enrolment form and discussed with the Director.

The Centre prepares morning and afternoon tea, and requires parents to provide a packed lunch for their child (excursion). The menu will be changed regularly, be nutritionally balanced and reflect a wide variety of cultures. Consideration will also be given to cost effectiveness. Children are often involved in preparing and cooking snacks as part of the planned activity program. Children are taught how to store, prepare and serve food hygienically. The weekly snack menu is displayed on the notice board. Ideas and recipes are welcome.

Snack times are treated as social occasions. The staff always sit with the children during snack times to interact with them, provide help where needed and set a good example for the children.

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## **20. Personal Toys**

The Centre provides a wide variety of sports equipment, games and toys for all children to play with and we encourage children to leave their personal toys at home.

We understand that many children would like to bring toys to the Centre, however if toys get damaged or lost at the Centre it can cause great distress for the child. Therefore, we request that all personal toys are left at home. Whilst all care is taken, the Centre will take no responsibility for broken or lost toys that do not belong to the centre.

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## **21. Birthdays**

Children's birthdays are a special day that we enjoy celebrating with them.

If parents wish the Centre to celebrate their child's birthday they may provide a cake or treat for afternoon tea. Please be aware that we're nut-free centre. The staff will encourage the children to sing "Happy Birthday". Parents are more than welcome to join the occasion if they can.

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## **22. Special Events**

We consider that special events which happen during the year provide excellent learning and socialising opportunity for the children.

Programs will reflect the cultural differences of all families using the service. The Centre will celebrate special events with the children that reflect the cultural heritage and ethnic origins of children attending the service. The following events are celebrated at the Centre each year:

- Special Persons' Days (i.e. Mothers' Day, Fathers' Day etc.)
- Chinese New Year
- Easter
- Christmas
- Others

The Centre understands that some parents may not wish their child to participate in some celebrations and therefore notice will be given on the notice board of forthcoming celebrations, so that parents may choose whether or not their child will participate.

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## **23. Supervision**

The Centre will maintain high levels of supervision of children at all times.


The staff to child ratios contained within the Education and Care Services National Regulations 2012 will be strictly adhered to at the Centre. The ratio is 1:13 or 1:10 (with kindy) during normal contact hours. This ratio does change accordingly during the lunch time period and on excursions.

There will be a minimum of two staff on duty at all times. This is to ensure children are appropriately supervised at all times. Staff will position themselves where they can see all the children under their supervision, listen carefully to what is happening and know the children individually so they can anticipate their needs. Staff will join in the children's play and encourage them to try new experiences.

Children outdoors will be appropriately supervised and will be given opportunities for self-discovery and freedom of choice. Children will be regularly reminded of

safety procedures for play equipment. Children will be encouraged to try new challenges as appropriate.

The Centre plan, which clearly defines the boundaries and areas where children may safely play, is displayed in the reception area. Parents are asked to become familiar with the plan and reinforce with their child that they must stay within the boundaries.



## 24. Children's Behaviour

Learning appropriate behaviour is part of your child's social development. Our staff aim to help children to be responsible for their own behaviour and to develop an understanding of what is appropriate in different situations.

You are encouraged to discuss your child's behaviour with Centre staff to ensure consistent behaviour expectations, both at home and at the Centre. Limits to children's behaviour will always be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way. Children will be encouraged to settle their differences in a peaceful manner. The staff will focus on positive behaviour, providing praise and encouragement where appropriate. Wherever possible, problems will be prevented before they arise by using methods such as diversion and providing enough equipment for all.

### Limits

We find the following limits/rules necessary to protect the safety and wellbeing of every child and ask parents to reinforce these with their child:

- Respect for other people and their property.
- Noisy play is to be conducted outside.
- Please stay within the boundaries.
- Take care of the equipment.

Developing a supportive relationship with the children encourages them to learn skills in self-discipline. Punishing a child stops the negative behaviour for a while but does not teach the child self-restraint. When "cooling off" is used as a consequence of negative behaviour the reasons will be discussed with the child and the "cooling off" period will be no longer than 5 minutes. A "cooling off" period may be needed so the child can calm down before discussing what happened and sharing their feelings with the educator, who will in turn talk about their own feelings and responsibilities with the child. Educators will always talk to the child quietly and as an equal. No further punishment will be given and the child will be reminded in positive terms of the expected behaviour. **At no time will a child receive any form of corporal punishment e.g. smacked, or be placed in a room alone, made immobile, frightened or humiliated in any way, verbally or emotionally punished, nor will food or drink be withheld as a form of punishment.**


If children consistently display unacceptable behaviour the Director will ensure:

- The expectations of the child's behaviour are realistic and appropriate to their developmental level and culture.
- The child understands the limits.
- There is no conflict between Centre, school and home expectations.
- The child's needs are being met.
- The child has no impediments which may be causing the unacceptable behaviour e.g. dietary problems, poor hearing, poor co-ordination, communication difficulties, illness or emotional distress.
- The child is not copying observed behaviour.
- Events at the Centre have not encouraged the behaviour.
- Consequences of the behaviour do not encourage it to persist.
- Strategies are consistently followed by all educators in contact with the child.

Members of staff are always available to discuss and assist with any concern a parent may have in respect to the child's behaviour or participation in the program and will work with parents to address any persistent behaviour problems.

#### Alternative care

After the child has been given every chance to respond positively and parents have been provided with written reports regarding the strategies used to improve their child's behaviour, and if all methods fail to result in a positive change, the Director will discuss alternative care with the parent, in consideration of the health and safety of other children in care.



## **25. Addressing Bullying Behaviour**

The Centre does not accept any behaviour that is intimidating to other children. Our staff aim to ensure all children are accepted for themselves and are able to express themselves without intimidation.

All children who attend the centre have the right to enjoy their play and friendships, and participate in the activity program within a supportive environment and among people who are caring and co-operative. The service will assist children to establish a network of people they can speak to about any concerns they may have and will ensure the program reflects and encourages core values such as friendliness, acceptance, respect, kindness, tolerance and co-operation. Staff will always listen and respond to children when incidents of bullying are reported or observed, and will act to eliminate bullying at the centre.

Staff will discuss the issue of bullying behaviour with the children and make it clear that this kind of behaviour is not acceptable at the centre. Children will be encouraged to speak to staff if they see, or are subjected to, bullying behaviour, and to refuse to be in any bullying situation.



Parents are asked to tell a staff member about any bullying incident, or if they suspect that bullying has occurred. Parents are also asked to support the centre's policies and emphasise the importance of courtesy, consideration and co-operation in everyday life, with their child.

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## **26. Health & Safety Issues**

### **Hygiene**

In group care situations one of the most troublesome problems is to control the spread of infections among both the children and the staff.

The application of universal hygiene procedures will be followed at the Centre at all times to control the spread of infection within the Centre. Staff role model a high level of personal hygiene at all times, and place emphasis on the children learning and understanding why hygiene is important. Hand washing is central to this system and children will be asked to wash their hands before all clean tasks (eg. snack time) and after all dirty tasks (eg. after using the toilet).

### **Immunisation**

Immunisation of children who attend the Centre will help to limit the spread of infection. We encourage parents to immunise their children against all diseases appropriate to the child's age. Children who are not immunised will be excluded from care during outbreaks of some infectious diseases in accordance with the National Health & Medical Research Council Exclusion Guidelines (on display in the reception area), even if the child is well and also the Child Care Subsidy (CCS) will stop. This is to limit the spread of infection and to protect all children.

### **Exclusion**

As a protection for all children and staff the following exclusion policy applies to all children enrolled in the Centre.

Children with infectious diseases will be excluded from the Centre in accordance with the National Health & Medical Research Council Exclusion Guidelines (displayed on notice board). A medical certificate is required after contracting diphtheria, hepatitis A, polio, tuberculosis, typhoid and paratyphoid before your child can be re-admitted to the Centre.

If your child is unwell at home please do not bring him/her to the Centre. Children who have more than a slight cold should not be brought to the Centre and may not be accepted at the Supervisor's discretion. Fevers, vomiting, diarrhoea or

unexplained rashes are some of the indications that a child should not be brought to the Centre.

### **Unwell Children at the Centre**

The Centre operates to provide care for well children and aims to ensure a safe and healthy environment for all the children in its care. The centre is not able to care for children who are ill. The following policy has been developed to protect your child and the other children attending the Centre.

It is important that the Director/Supervisor be notified if your child has been unwell or received an injury since last attending the Centre.

In the event your child becomes ill whilst at the Centre, you will be contacted and asked to collect your child. Where the Director/Supervisor has asked you to seek medical advice regarding your child's health, you will be given details about your child's symptoms and information of any illnesses that have recently affected children and/or staff at the centre to relay to the doctor. The doctor will need to provide a Clearance Certificate that pronounces your child fit for care before they can return to the centre. On your child's enrolment form you have given approval for an ambulance or doctor to be called if urgent medical attention is required. Every effort will be made to contact you or your nominated emergency contact people as soon as possible. All medical and ambulance costs are the parent's responsibility. In the event of an outbreak of a communicable disease at the centre, families and the Health Department will be notified.

### **Medication**

The giving of medication to children will be strictly monitored to ensure the child's safety and welfare.

Whenever possible, medication should be administered by parents/guardians at home. However, this is not always feasible. Therefore, to ensure children's safety and welfare, the giving of medication at the centre will be strictly monitored. Parents/guardians should consider whether the child who requires medication is well enough to be at the centre, and to keep the child home if unwell.

Medication will only be administered by Centre staff if:

1. It is prescribed by a doctor and has the original pharmaceutical label detailing the child's name, the name of the medication, the required dosage, the date of dispensing and the expiry date; AND
2. The parent has completed and signed an authority to give medication form on the day that it is to be administered.

Medication is NOT to be left in a child's bag. It is to be given directly to a staff member.

Only prescribed medications, or medications accompanied by an explanatory letter from the child's Doctor will be administered by staff at the Centre. This is to ensure an accurate dosage of appropriate medicine is given to children at all times.

Before medication is administered, the staff member will check the correct dosage with another staff member. After the administration the staff member will fill out a form detailing the date, time, child's name, medication, dosage, person who administered and person who verified.

Self-administration by an enrolled child is not allowable without direct supervision from a staff member.

Where medication is needed for long term treatment (eg. Asthma, epilepsy, ADD), the centre will need a letter from the child's doctor detailing the medical condition, correct dosage of medication and how the condition is to be managed.

If a child is receiving medication at home but not at the centre, the centre should still be notified of the purpose of the medication, its nature and the possible side effects it may have on the child while they are in care.

### **Occupational Safety & Health**

Our Centre is concerned with protecting the health and safety of children and staff at the Centre.

In the interest of Occupational Safety and Health, and the well-being of the children, the Centre is a smoke-free zone. This includes all indoor and outdoor play areas and anywhere that is within sight of the children. We request that parents adhere to this. Staff are vigilant to identify and remove any hazards that may create a risk to children or themselves. All equipment, toys and play areas are checked regularly to ensure they are clean and safe for children's use.

### **Sun Protection**

To ensure all children attending the Centre are protected from skin damage caused by harmful ultra-violet rays of the sun the following applies:

Children will wear a hat which protects the face, neck and ears whenever outside and will be encouraged to use available areas of shade during outdoor activities. SPF 30+ broad spectrum water resistant sunscreen will be provided for children and applied 15 minutes before going outside. Outdoor play will not occur in extreme heat or at the hottest time of the day.

Staff will act as role models, by wearing hats, applying sunscreen and seeking the shade wherever possible.

### **Safety Drills**

Safety drills will be run to ensure that children and staff are familiar with the procedures should an emergency occur.

Emergency evacuation and safety drills will be run at the Centre with staff and children during each school term and Vacation Care period. Evacuation procedures are displayed in the reception area and in each activity room. Parents are asked to familiarise themselves with these procedures.

### **Accidents**

Despite every precaution, accidents will occur at the Centre from time to time. The following policy will be implemented to protect your child and keep you informed should an accident occur.

You are required to provide written authority (included in the enrolment form) for staff of the Centre to seek medical attention for your child if required in an emergency.

In the case of a minor accident, staff who are qualified in First Aid will attend to the injured child and apply first aid. Depending on the injury, you will be contacted at the time of the accident or informed about the incident when you arrive to collect your child.

If a serious accident occurs which requires more than simple first aid treatment you will be contacted immediately or, if you cannot be contacted, your emergency contact person will be phoned. Your child's injuries will be assessed and either an ambulance will be called or your child will be taken to a local clinic or medical practitioner for medical treatment. A staff member will accompany your child until you are able to be there. You will be asked to sign the accident report completed by the person in charge at the Centre at the time of the accident and be provided with a copy of this report.

### **First Aid Qualifications**

It is a requirement that at least one staff member with a current First Aid and CPR qualification is on duty at the Centre at all times when the children are on the premises. First Aid will only be administered by qualified first aiders in the event of minor accidents or to stabilise the patient until expert assistance arrives. A fully equipped First Aid Kit is maintained at the Centre.

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Thank you for taking the time to read our Parent Handbook.





