



Parent Handbook 2024



Our Team

Nominated Supervisor – Amy FitzGerald & Ashlea Sim

Approved Provider – Maureen Murphy

Responsible Persons –

Ashlea Sim

Monique Williams

Amy FitzGerald

Rebecca Vougioukas

Rebecca Jenkins

Patricia Rhone

Shannon Sullivan

Michaela Dever

Laura Holden

Celena Delfin

Jessica Yates

Chloe Hugo

Maureen Murphy

Alana Dean

Michelle Moore

Caitlin Fox

Our Educators

Miss Grainne

Miss Tamekah

Miss Brodie

Miss Alana

Miss Celena

Miss Michaela

Miss Mary

Miss Cait

Miss Laura

Miss Chloe

Miss Charlotte

Miss Linda

Miss Becca

Mr Daniel

Miss Brodie

Miss Michelle

Miss Amelia

Miss Annalise

Miss Courtney

Miss Trish

Miss Nikki

Miss Karolina

Miss Shan

Miss Bec

Miss Lauren

Miss Jess

Centre Cook – Miss Catherine

Introduction

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. All of Rainbow Haven Kindergarten's Policies and Procedures are available in the foyer for parents to read at any time. The Early Childhood Education and Care National Law and Regulations are also available via the QR code located in the foyer.

Centre Details

Rainbow Haven Kindergarten is located at 155 Glenhaven Road, Glenhaven 2156 and is owned and operated by Holdan Pty Ltd. We have a maximum of 88 children per day ranging from 6 weeks to 6 years. Our centre operates to the highest possible standards of care and education.

Every parent needs to know his or her child is happy and healthy. Today's economic realities demand that many parents place their children in childcare. Parents can be assured that at our Kindergarten and Long Day Care Centre provides the highest possible standard of care, education, and supervision for the children from infants to six years of age is provided.

Bringing out the best in early childhood development is a challenge, which our staff accepts and meets with great commitment and pride.

Hours of Operation

The Centre operates Monday to Friday from 7.00am to 6.00pm. The centre closes on all NSW Public Holidays and for 3 weeks over Christmas and New Year.

Groups

The centre is split up into 5 rooms:

| | |
|----------------|--|
| Ducklings: | 12 children – Children turning 1 that year |
| Bumble Bees: | 16 children – Children turning 2 that year |
| Caterpillars: | 20 children – Children turning 3 that year |
| Snuggle Bears: | 20 children – Children turning 4 that year |
| Honey Bears: | 20 children – Children turning 5 that year |

Regulatory Authority for NSW

NSW Early Childhood Education and Care Directorate
Department of Education and Communities Website: www.det.nsw.edu.au

Email: ececd@det.nsw.gov.au

Locked Bad 5107

Parramatta NSW 2124

Ph: 1800 619 113

Fax: 8633 1810

Handling data

As part of providing safe and high quality childcare, Rainbow Haven Kindergarten is required by legislation to collect personal, sometimes sensitive information about families and children. All information is protected in accordance with the National Privacy Principles contained in the *Privacy Act 1988* and the National Regulations.



Personal details collected from families are stored in locked filing cabinets and on a password protected computer. Access to this information is then only made available to those directly related to the care of your child on a need-to-know basis.

Rainbow Haven Kindergarten may be required by law to give pertinent information about you to government organisations and agencies, and to certain community service organisations where they might be able to assist you. Wherever possible, we will seek to ask you first.

Payment Structure and Administration

Fees

1. A bond payment equivalent of 2 weeks' fees is paid on enrolment to the centre. This amount may be used at the end of your care to cover any outstanding amount and any difference will be refunded. Once the bond payment is made, if you choose to no longer enrol your child this bond will be forfeited unless 4 weeks written notice has been given.
2. A \$100 non-refundable enrolment fee is also payable upon enrolment.



Daily Fees:

| | | |
|-------------|-------|-------------------|
| 0 - 2 years | \$171 | per child per day |
| 2 -3 years | \$164 | per child per day |
| 3 - 5 years | \$154 | per child per day |

There are no half day or hourly bookings

3. Fees are charged based on your direct debit form either weekly, fortnightly, or monthly. The date that the fees are debited is flexible.

Child Care Subsidy (CCS)

The Centre meets all the regulatory requirements for CCS.

Parents seeking CCS need to lodge an application with the Centrelink through their MyGov account.

For more information about the Childcare Subsidy, you can go to

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Withdrawal and changes to number of enrolled days

We require a full two weeks' notice in writing (not verbal) if you intend to your child from the Centre or to decrease the number of days required. weeks' notice starts from the close of business of the day you inform the writing.



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Centre in

Absent Days and Public Holidays

The centre will be closed on the following public holidays, and full fees are charged for those days

- Australia Day
- Good Friday
- Easter Monday
- Anzac Day
- Queen's Birthday
- Labour Day

Full fees are still charged if your child is absent due to illness or if your child is on holidays (CCS adjusted if applicable).

The centre closes for 3 weeks over the Christmas/New Year Period. Fees are not charged during this time. Closure dates will be confirmed each year.

ENROLMENT

Casual days are available on request. These can only be provided if you are requiring additional days and if a position is available at the centre.

Before commencement

The Centre Director meets with all parents and children before commencement at the Centre and gives them a tour of the facilities. This gives the parent(s) opportunity to view the Centre, meet the educators, and receive the necessary enrolment information. The Centre's program and any special needs of the child (such as specific dietary requirements, allergies, asthma plans) are also discussed during this meeting.

Enrolment forms are to be completed, and parents must provide children's immunisation records, birth certificate, and any court orders affecting the child so that they can be photocopied at this time. The Bond, and enrolment fee must be paid before your child commences at Centre.

The decision whether a child with any additional needs can be enrolled in the Centre is made after consultation with the:

- Director/Licensee
- Child's Parents
- Child's Doctor/Paediatrician
- Children's Service Adviser (if necessary)
- Other relevant professional and medical personnel.



Arrival and departure

Arrival

To ensure your child's safety, we require that you (or another authorised adult over 18 years of age) accompany your child into the Centre.

Sign your child in upon arrival using the online 'Kiosk' system located in the front entrance.

Inform educators if:

- You are going to be away from your place of work or home for the day, and leave a direct contact telephone number for a medical emergency
- Someone different is collecting your child (if this person is not on your child's enrolment form, we will need this in writing)
- Your child is unwell or has been sick
- Your child requires medication throughout the day

- Your child has been given medication at home within the past 24 hours
- Your child is teething
- You are aware of anything that might have happened/or is planned that we should know about to ensure we meet your child's needs.

Before you leave, inform an educator of your child's arrival.

Departure

To ensure your child's safety, we require that you (or another authorised adult over 18 years of age) collect your child from the Centre.

Sign your child out on departure using the online 'Kiosk' system located in the front entrance.

Before you leave, inform an educator of your child's departure.

Note: It is a legislative requirement that your child is signed in and out of the Centre.

Persons authorised to collect children

At the time of enrolment, parents must provide the Centre with the names and contact details, including telephone numbers, of any persons authorised to collect their children. Parents must notify the Centre of any changes to this authorisation. If someone other than the authorised person (as indicated on the child's file) is to collect your child, the Centre must be notified in writing. Children will be released to authorised persons only. Photo ID must be shown before a child will be permitted to leave the Centre with a person unknown to staff. All authorised persons collecting children must be eighteen (18) years or older.

Parents who have court orders must provide the Centre with a copy for our records. If no legal documentation on who may pick up the child exists, the child will be released to either parent until the Centre is advised otherwise in writing. (Refer to the 'Access and Custody Policy' in the Centre's Policies and Procedures Folders.)

Arrival and departure of a child with a member of staff

Rainbow Haven Kindergarten does not allow staff members to pick up or drop off children to and from residences.

Late collection

The Centre closes at 6.00pm each night. To enable this to occur, parents should 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 is charged after 6:00pm of \$30 for the first 15minutes or part thereof, and \$1 per minute after that.

Parents will be given a Late Fee Form to sign upon arrival at the Centre. Payment of any late fee will be added to your monthly account.



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 6.00pm and we have not heard from you, we will take the following steps (in order):

1. Attempt to contact you at home, work, or school.
2. Call the people listed on your child's Enrolment Form as 'Emergency Contacts' and authorised to collect your child
3. Call the Police Department to advise them of the situation and consult on what action to take
4. Inform the Department of Education and Communities

What you will need to bring to the Centre

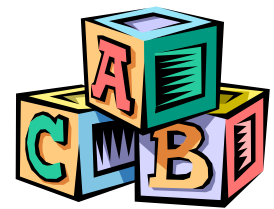
Your child requires the following items each day:

- A backpack or bag (**NO PLASTIC BAGS**)
- 2-3 changes of seasonally appropriate clothing
- Comforter (dummy/blanket/teddy bear) if required
- Shoes or sneakers – **no thongs**
- Infant formula and bottle (if applicable)
- A drink bottle (water only)
- Bed/Cot sheets

Every item is to be clearly labelled with the child's name.

The centre provides:

- Food and drink (dietary requirements catered for)
- Milk provided (Full Cream, Lite, A2, Soy Milk)
- Morning Tea
- Lunch
- Afternoon Tea
- Late snack
- Hats
- Sunscreen
- Nappies
- Wipes
- Painting Aprons
- Bibs
- Towels



Children's toys

Toys and items of value should be left at home. While many children would like to bring their own toys to the Centre, sharing these with other children can be a difficult concept for a child to grasp, and can cause distress. It is also difficult for staff to monitor personal toys and to ensure they will be sent home at night.

Of course, security items (e.g., dummy, rug, sleep teddy) are exceptions. However, these items are to be clearly labeled with the child's name.

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. We ask that any cake or food that is brought into the centre to share with the children is accompanied by a list of ingredients.



Please let us know if you are going to join us for the celebration. If you are unable, we are happy to take digital photographs for you.

Settling your Child into Childcare

Some children settle into care quickly, others take longer. We are sensitive to and aware of the anxiety that some children feel when starting at a new Centre. We try to make this transition as smooth as possible for

you and your child through our orientation process. Part of the process is for you to visit the Centre with your child for a short period(s) prior to their commencement date.

Additional ways to help children settle on the first day are:

1. Prepare them in advance by talking about what they will take to the Centre, and the activities (e.g. painting, drawing, craft, music, games, etc). If you are positive, your child will be too
2. When it is time to leave, do so quickly. Wherever possible, settle your child into an activity, say goodbye and go. Even when a child understands that you will “come back”, the moment of parting can still be sad
3. Always say goodbye. Before you leave your child for their first day, say you will pick them up later and take them home. Always say ‘goodbye’ as this will develop a secure and trusting relationship between you and your child. (Even if your child is distressed, to slip away breaks down trust.)
4. Use regular set phrases for when it’s time to go (e.g., Mummy is going now. I will be back after rest time, etc).

If you have any concerns about settling your child into the Centre, please talk to the educators. We encourage all parents to ring through the day to find out how their child is going and to discuss any concerns.

Centre philosophy

- As a trusted part of our local community, Rainbow Haven aims to set high standards for quality early childhood education and care. When children commence their early learning journey with us, they are welcomed into the Rainbow Haven family where they can feel safe and secure in a fun, educational and stimulating environment.
- Here at Rainbow Haven, we value the uniqueness of each child and family and ensure that the needs of each individual child are met throughout the day. With a child centred approach and a strong emphasis on play, children come into an environment where they can develop their independence, resilience, and sense of agency through a focus on social and emotional development.
- Rainbow Haven recognises, values, and supports families in the important role they have in their children’s lives. Establishing partnerships based on mutual trust enables us to learn from them as well as work together to make decisions to ensure their children thrive. Through strong partnerships and open communication, we value all interactions and allow families to express their ideas and opinions at any time.
- We believe that our team of passionate, diverse, and qualified educators are our most precious resource, each bringing fundamental qualities and skills to our service. Our dedicated team work together to support and encourage one another in providing and optimising learning opportunities for children. We acknowledge the importance of teamwork and educators extending their knowledge and skills through professional development. Valuing and acknowledging the important role of our educators is the fundamental core of our service that enables us to provide high quality education and care to our children.

Our Program

When your child starts at Rainbow Haven Kindergarten, they begin their learning journey. From babies through to preschool we facilitate play based and interest based experiences. Whilst it may seem as though your child is just playing and having fun, our aim is to prepare them for big school by providing much more than that with an educational environment based on children’s interests and needs.

Your child needs to feel secure and safe to fully explore everything that we have to offer. Your child has the right to choose and pursue his or her own interests and we love to facilitate and build on that. Our program offers your child the choice of a wide variety of play experiences which balance the active and the restful, the noisy and the quiet, the structured and the unstructured, the messy and the clean, the indoor and the outdoor, individual, small group and large group experiences.

Our preschool program includes many areas of learning, including maths, science, technology, music & movement, literacy and the creative arts, with a strong focus on social and emotional development. We encourage children to become confident learners and develop a love of learning.

To assist you in seeing your child's progress during their time at the Centre, we send you daily updates via email about their day. You will also receive an individual goal to work towards. Educators will plan experiences and document your child's individual progress towards their goal. Either once the goal has been achieved or after 3 months, whichever comes sooner, you will receive a 'letter to the child' with a summary of your child's learning and progress towards their goal. This allows us to follow your child's progress and individual learning journey throughout their time with us and then share this information with you.

Portfolios are also prepared by the educators for each child. The portfolios contain your child's craft which allows you to view your child's learning journey during their time at the centre. You can request to see your child's portfolio at any time.

Our program focuses on the EYLF approach of belonging, being and becoming.

Feedback of the program can be done via:

- General conversation with your child's teacher or the Director.
- Organising interview times to view program and development of your child/ren.
- Filling out questionnaires/surveys sent out frequently by the centre about the centre's program, routines, policies and overall running of the centre.
- Participating in 'Parent Participation Activities' within the centre (please see your child's teacher if you are able to participate in anyway). You are most welcome here at Rainbow Haven Kindergarten. The children love having parents visit and help out at the centre. Grandparents are also encouraged and welcomed.

Daily Journals and Observations - Kindyhub

- All our programming and planning is done through an online system called Kindyhub. This system makes it simple and easy for the educators to do their programming and planning. Kindyhub allows educators to create daily journals and observations through the system and these will be delivered daily straight to your email Inbox which includes personalised photos of your child. Please note that you will only receive the daily journal on days that your child attends.
- Our method of programming is making our documentation individualised and meaningful for each child. This will involve your child getting individual learning goals to work towards. Educators will plan experiences and document your child's progress towards their goal. Either once the goal is achieved or after 3-4 months, whichever comes sooner, you will receive a summary of your child's learning and progress towards their goal. This allows us to follow your child's progress and individual learning journey throughout their time with us and then share their information with you.
- You will receive your child's progress letters via Kindyhub.

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. Please speak to your child's teacher when you think your child is ready to begin the toilet training process. The process for toilet training will differ from child to child so please discuss with your child's teacher the best process to follow.

Food and nutrition

The Centre provides morning tea, lunch, afternoon tea, and late afternoon tea for all children. The meals are freshly cooked, healthy, and nutritionally balanced, and seasonally and culturally appropriate.



Water is offered regularly and on request throughout the day. The weekly menu is displayed. Information about the children's food and drink intake is recorded each day for you to view.

Please discuss any specific instructions or requests regarding your child's dietary requirements, particularly allergies, with the Centre Director upon enrolment so that this need can be accommodated. Rainbow Haven Kindergarten is a 'nut aware' environment and we ask for your support in this matter by not bringing any food into the Centre that contains nuts.



Mealtimes 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 pre-schoolers are encouraged to serve and feed themselves. Chairs, tables and eating utensils are suitable for the developmental levels of the children.

Infants are held while being bottle fed in a warm and affectionate manner. Babies are introduced to food in consultation with parent.



Teething

Parents should advise Centre staff when their child is teething so that the child's needs can be met. When the child who is teething becomes unwell and displays symptoms such as a high temperature, flushed cheeks or drooling, the Centre will contact the parent and the 'Procedure for Dealing with a High Temperature' will be followed. Parents are able to provide Bonjela Teething Gel for staff to apply during the day whilst the child is in care.

Bottles

Parents who supply bottles for their children should ensure the bottles are clearly labeled with the child's name. Please use nametags or a permanent non-toxic marker.

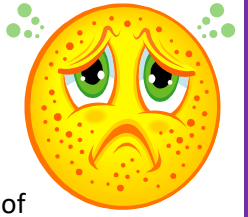
Place all bottles in the body of the refrigerator, not in the door. (The temperature of shelves in the door panels is not as cold as that in the body of the refrigerator.)

All bottles are kept at the centre and washed and sterilised by staff.

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 available to parents.



Immunisation

The *Public Health Act 1992* requires the Centre to maintain an Immunisation Register of all children enrolled in the Centre. Parents are required to provide approved documentation of the immunisation status of their children when enrolling their child and to notify the Centre of any subsequent changes. If no evidence of immunisation is shown, then the child is considered to be not immunised against any of the vaccine-preventable diseases and will not be able to be enrolled in the centre unless they present the required documentation from a medical practitioner. Vaccine-preventable diseases include:

- Measles
- Pertussis (Whooping Cough)
- Mumps
- Rubella (German Measles)
- Diphtheria
- Tetanus
- Polio.



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 Centre Director 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 Centre 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 an 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 Centre Director 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 Centre Director, she/he will contact the Authorised Public Health Unit for advice.

| Condition | Exclusion of cases | Exclusion if the child has come into <u>contact</u> with the illness |
|---|---|--|
| Amoebiasis (Entamoeba histolytica) parasite | Exclude until diarrhea ceases (i.e., 24 hours since the last loose bowel motion) | Not excluded |
| Campylobacter (gastroenteritis) | Exclude until diarrhea has ceases (i.e., 24 hours since the last loose bowel motion) | Not excluded |
| Chicken pox | Exclude for at least 5 days AND until all blisters have dried | Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded |
| Conjunctivitis | Exclude until discharge from eyes has ceased | Not excluded |
| Cytomegalovirus Infection | Exclusion not necessary | Not excluded |
| Diarrhoea | Exclude until diarrhea has ceased (i.e., 24 hours since the last loose bowel motion/episode of vomiting) | Not excluded |
| Diphtheria | Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later | Exclude family/household contacts until cleared to return by an appropriate health authority |
| Glandular fever (mononucleosis) | Exclusion is not necessary | Not excluded |
| Hand, Foot, and Mouth disease | Until all blisters have dried | Not excluded |
| Haemophilus type B (Hib) | Exclude until medical certificate of recovery is received | Not excluded |
| Hepatitis A | Exclude until a medical certificate of recovery is received, but not before seven days after the onset of jaundice or illness | Not excluded |

| | | |
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| | | |
| Hepatitis B | Exclusion is not necessary | Not excluded |
| Hepatitis C | Exclusion is not necessary | Not excluded |
| Herpes ('cold sores') | Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible | Not excluded |
| Hookworm | Exclusion not necessary | Not excluded |
| Human immun-deficiency virus infection (HIV AIDS virus) | Exclusion is not necessary unless the child has a secondary infection | Not excluded |
| Impetigo | Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing 2 | Not excluded |
| Influenza and influenza like illnesses | Exclusion may be required. Please discuss with your doctor and Centre's Director | Not excluded |
| Leprosy | Exclude until approval to return has been given by an appropriate health authority | Not excluded |
| Measles | Exclude for at least four days after onset of rash | Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with |

| | | |
|---|---|---|
| | | the first case, they may return to Centre |
| Meningitis (Bacterial) | Exclude until well | Not excluded |
| Meningococcal infection | Exclude until adequate carrier eradication therapy has been completed | Not excluded if receiving rifampicin |
| Molluscum contagiosum | Exclusion not necessary | Not excluded |
| Mumps | Exclude for nine days or until swelling goes down (whichever is sooner) | Not excluded |
| Parvovirus (erythema infectiosum fifth disease) | Exclusion not necessary | Not excluded |
| Poliomyelitis | Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery | Not excluded |
| Ringworms, scabies, pediculosis (lice), trachoma | Re-admit the date after appropriate treatment has commenced | Not excluded |
| Rubella (German measles) | Exclude until fully recovered or for at least four days after the onset of rash | Not excluded |
| Salmonella, Shigella | Exclude until diarrhea ceases | Not excluded |
| Streptococcal infection (including scarlet fever) | Exclude until the child has received antibiotic treatment for at least 24 hours and the person feels well | Not excluded |
| Tuberculosis | Exclude until a medical certificate from an appropriate health authority is received | Not excluded |
| Typhoid fever (including paratyphoid fever) | Exclude until approval to return has been given by an appropriate health authority | Not excluded unless considered necessary to public health authorities |
| Whooping cough | Exclude the child for five days after starting antibiotic treatment | Exclude unimmunised household contacted aged less than 7 years for at least |

| | | |
|--------------------|-----------------------------|--|
| | | 14 days after the last exposure to infection or until they have taken five days of a 10-day course of antibiotics. (Exclude close childcare contacts until they have commenced antibiotics). |
| Worms (intestinal) | Exclude if diarrhea present | Not excluded |

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 and Care National Law and Regulations, 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, 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 unwell children

To safeguard the health of other children and staff members, a child with any of the following symptoms will not be admitted to the Centre:

If a child is unwell at home, parents will be asked not to bring the child to the centre.

Signs and Symptoms indicating an illness may include but are not limited to:

- Is lethargic.
- unusual behaviour (child is cranky or less active than usual, cries more than usual, seems uncomfortable)
- Loss of appetite
- High temperature (38 degrees and above)
- Loose bowels
- Vomiting
- Discharge from the eye or ear
- Skin that displays rashes, blisters, spots, crusty or weepy sores
- Difficulty breathing
- Sore Throat or difficulty swallowing
- Headache or stiff neck

- Is unable to participate in the activities or routine with the centre.
- Sleeps at unusual times.
- Needs constant one to one care.
- severe pain anywhere (including toothache)
- Grey or very pale faeces
- Unusually dark or tea-coloured urine
- Frequent scratching of the scalp or skin
- Shows other obvious signs of ill-health.

A child will be considered sick, must be collected from the centre, and not return for 24hours from last symptom if he/she:

- Has a fever on or over 38 degrees and displays other symptoms.
- Vomits
- Has diarrhea (twice in 1 day)

A child or adult will be considered sick, must be collected from the centre, and requires a medical certificate pronouncing the child 'fit for care' to return to the centre if he/she:

- Has as an infectious disease
- Has ear, eye or discoloured nasal discharge
- An undiagnosed rash
- Has severe, persistent, or prolonged coughing (child goes red or blue in the face, and makes a high pitched croupy or whooping sound after coughing)
- Has symptoms consistent with an infectious disease reported in the centre

A child will not be admitted to the centre if he/she:

- Does not present a medical certificate when required
- Has not been excluded for 24hours when required
- Is in need of Panadol (or other similar pain relief) in the morning before care



When signs of infection are present

- The child who is ill will be comforted, cared for and if possible, placed in a quiet area with adult supervision until the child's parents or other authorised person arrives to take them home.
- The Department of Education and Communities requires a record to be kept of any particulars of illness or treatment given to children at the centre.
- The educator, who attends the child, is to complete the *Illness Report Form (attached)* and get it signed by parent/guardian.
- A photocopy of the Illness Report Form is to be provided to the parent/guardian as this will state when the child is able to return to the centre and if they require a medical certificate.
- A copy of these forms is to be kept in the child's file.
- If a staff member is unwell, they should not report for work. Staff should contact the Director/Nominated Supervisor as soon as possible to inform them that they are unable to attend work. This must be as least 2 hours before the commencement of their shift.
- If a staff member becomes ill or develops symptoms whilst at the centre, they can return home if able or organise for someone to take them home. The Director/Nominated Supervisor will



- organise a suitable replacement as soon as possible.
- Educators will follow the Workplace Instruction for the Service Routine for Cleaning Equipment in the event of all illnesses.
- Educators will ensure all bedding, towels, clothing, etc., which has been used by the child is disinfected – these articles should be washed separately and, if possible, aired in the sun to dry.

Common Colds

- Common colds are very common in children occurring 6-8 times per year on average. Children may show symptoms including coughing and runny nose but do not display symptoms of an infectious illness that requires exclusion
- In these cases, an assessment will be made by the Director/Nominated Supervisor in conjunction with the room leader to determine if the child is well enough to continue at the centre or requires parental care.
- Medical history and other signs and symptoms present will be taken into consideration when making the assessment
- If yellow or green nasal discharge is present for more than 2 days, the child will not be permitted to attend the centre until the discharge is clear.
- The Director/Nominated Supervisor will have the final say regarding whether a child is able to attend the centre.
- We want to support all the family's need for childcare; however, the parent must realise that a child who is unwell will need one-on-one attention. This places additional pressure on staff ratios and the needs of other children

Administering medication

Whenever possible, medication is to be administered at home. Careful consideration is then to be given to whether or not the child is well enough to attend the Centre. If the child attends the Centre after being given medication at home, the Centre must be informed of its purpose and possible side effects. Please note that only medication prescribed for the child or accompanied by a doctor's letter will be administered to a child whilst in care. The exception to this is nappy rash cream, Bonjela Teething Gel and Savlon.

When medication is administered at the Centre, the following procedures will apply:

- Parents have completed and signed the Administration of Medication form
- Prescribed medication is only administered to a child when in its original container, bearing the original chemist's label with full details of:
 - Child's name
 - Name of medication
 - Dosage
 - Frequency
 - How to be administered
 - Date of dispensing
 - Expiry date
- Two (2) doses of a prescribed medication must have been given or applied to the child by the parent at home not the staff. This is to ensure the child will not have an unexpected reaction to the medication.
- Ongoing prescribed medications are accompanied by an Emergency Action and Support Plan or an authority letter from the child's doctor and staff are fully trained to all requirements contained within

the Plan. When implementing an Asthma Management Plan, the staff member(s) attending the child must be trained specifically in asthma first-aid management

- Medication requiring administration other than an oral route or external application will only be administered by senior staff with a current First Aid

Certificate who has been given specific instruction from a health care professional and feel confident with the procedure.

Important: Medication must NEVER be put into a baby's bottle or drinking cup. No over the counter medication will be administered without a doctor's letter.

Accidents and injuries

Educators at Rainbow Haven Kindergarten 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 First-aid and CPR certificates and are attentive and quick to respond to any signs of injuries.

If children have an accident at the Centre, staff will:

- * Apply First Aid
- * Complete the Accident Report Form
- * Ensure the parent/emergency contact signs the Accident/Injury/Injury Illness Report Form.

Parents are required to sign the Accident/Injury Report Form when they collect their child from the Centre. 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.



Smoking

The Centre is a non-smoking area. This includes all indoor and outdoor play areas and anywhere that is within sight or smell of the children.

Sun protection

Rainbow Haven Kindergarten follows Sun Smart guidelines. These include:

- Children and educators wear legionnaire style or broad brim hats whenever outside
- Children without hats play indoors or in the shade
- When outdoors, all children and educators wear clothing that covers as much of the skin as possible, especially the shoulders, back, and stomach
- 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.



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. Educators are trained in their use.

Safety drills involving educators and children are practiced 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. Fire Safety Officers inspect the premises annually and oversee a fire drill.

Child protection

The Children and Young Persons (Care and Protection Act) 1998 requires educators to report concerns that they may have about the safety, welfare or wellbeing of any child attending the Centre to the Department of Community Services.

Access

Anyone who is not authorised to collect a child will be asked for identification upon arrival.

Visitors

All visitors are asked to report to the main office on arrival. Visitors will be asked to provide appropriate ID and to sign the Visitors' Book on arrival and departure. Visitors will be accompanied by a staff member at all times while in the Centre.

Parent /Centre communication

All important information and newsletters will be posted up around the centre and also emailed out to all families, but feel free to approach educators with any concerns at any time.

Your child's progress and overall development will be communicated to you throughout the year. All families are encouraged to participate in the evaluation of the program.



Special meetings can be scheduled whenever the need arises.

Activities involving the whole family are offered periodically during the year, but we encourage parents to visit at any time.

Our Centre is committed in providing information to all our families and will translate any material such as information sheets into your home language, on request.

Most of the communication at the centre is done via e-mail or through verbal conversations. All complaints should be directed to the Director in writing at admin@rainbowhaven.com.au.

Parent participation

The Centre values and appreciates any support or involvement by parents. Ways in which parents can be involved include:

- Chatting to staff about your child's day
- Sharing/discussing your child's needs and interests with educators
- Offering ideas and making suggestions

- Reading the program on display
- Reading to the children
- Sharing skills, talents, and cultural aspects of family life
- Assisting with collecting resource materials (e.g., wool, egg cartons)
- Assisting with excursions
- Attending social and parent functions

If your child has any special interest areas that you wish to share with us, please let staff know so that we can program for these interest based areas.

Please inform the Centre if:

- Your child is sick or going on holidays
- Custody/access arrangements have changed
- Your child's immunisation has been updated
- Your telephone number/address has changed
- Your work telephone number/workplace has changed
- The name of child's doctor, telephone number and address has changed
- Name of persons authorised to collect your child, and their telephone numbers have changed
- Any other information pertinent to education and care of your child.

Grievance procedures

Rainbow Haven Kindergarten always seeks to resolve any parental concerns that impact on, or affect the wellbeing of children, parents or educators, or the operation of the Centre as quickly as possible. It seeks to do this in a fair and positive manner, and in the spirit of consultation, cooperation and resolution.

Concerns about the care or safety of your child are to be raised with the educators in your child's group in the first instance, or with the Centre Director. If you do not receive a satisfactory resolution, or the concern is some aspect of the Centre Director's performance, you should speak with the Area Manager.

On behalf of all the Staff and Management of Rainbow Haven Kindergarten Glenhaven, we wish you a happy and enjoyable time with us

Acknowledgement of Country

We at Rainbow Haven

Would like to say thank you

To the Dharug Nation

For letting us share your land

We promise to look after it

The animals and people too.

