

# Milestone Child Care and Kindergarten

374 Maroondah Highway, Croydon VIC 3136  
(03) 9727 4414 – [milestonekinder@bigpond.com](mailto:milestonekinder@bigpond.com)



## Family Handbook

Handbook Reviewed: 06/01/2022

# FAMILY HANDBOOK

## **ABOUT OUR CENTRE**

- Page 3** Our History  
Hours of Operation  
Educators  
Room Schedule

## **PHILOSOPHY AND VALUES**

- Page 4** Centre Philosophy  
**Page 5** What You Will See at Milestone  
**Page 6** What You Won't See at Milestone  
Philosophy Series

## **POLICIES AND PROCEDURES**

- Page 7** Centre Website  
Assessment & Rating  
Policy & Procedure Manual  
Quality Improvement Plan (QIP)  
Nut and Egg Free Policy  
Centre Menu  
Smoke-Free Environment

- Page 8** Conditions of Enrolment  
Fee Policy  
Fee Bond  
Fee Payments  
Account Statements

- Page 9** Payment Dishonours  
Late Fees  
Cancellation or Reduction  
Unsettled Accounts

- Page 10** Absences  
Operational Procedures  
Casual Days

- Page 11** Holiday Leave  
Early Closures  
Waiting List  
Court Orders  
Priority of Access

- Page 12** Current Family Details  
Child Care Subsidy (CCS)  
TIS National  
Lost Property

- Page 13** Arrival & Departure  
Family Participation  
Newsletter & Weekly Update

- Page 14** Educational Program  
What We Provide  
What To Bring  
Toys & Belongings

- Page 15** Orientation  
Recommended Clothing  
Students & Visitors

- Page 16** Behaviour Management  
Feedback & Complaints  
Social Media

- Page 17** Four Year Old Kindergarten  
Room Communication  
Confidentiality  
Behaviour & Language  
Code of Conduct for Families

- Page 18** Code of Conduct Relating to the  
Child Safe Standards

## **HEALTH AND SAFETY**

- Page 20** Emergency Procedures  
Health & Safety Guidelines  
Medical Conditions  
Exclusion Table  
Safe Sleeping

- Page 21** Illness & Infectious Diseases  
Medication

- Page 22** Accidents and Injuries  
Sun Protection

## **POLICY AND PROCEDURE MANUAL**

The policy and procedure folder is located in the centre foyer. Please feel free to photocopy policies. Alternatively, we can email them to you. A list of our policies is on page 23.

# ABOUT OUR CENTRE

## OUR HISTORY

Milestone Child Care & Kindergarten is a purpose built early childhood centre and kindergarten located in Croydon, Victoria. We are a privately owned centre which caters for 120 children daily, aged from 6 weeks to 6 years. Milestone was established in 2010 but our centre has been a part of the Croydon community since 1995.

## HOURS OF OPERATION

The centre is open Monday to Friday from 7:00am to 6:30pm. We operate for 52 weeks of the year and remain open on school holidays and over the Christmas period. We ask that families arrive by 6:20pm to collect their child, so the centre can close at 6:30pm.

**Please Note:** *The centre is closed on recognised Victorian Gazetted Public Holidays.*

## EDUCATORS

We pride ourselves on providing dedicated, highly qualified and experienced educators who are warm, affectionate, compassionate and always available for children and families. Whether you have queries or concerns about your child's experience in care, their development, or things happening at home, our educators are more than willing to share their time, knowledge and support with you.

The relationships we foster with our families and the local community are of the highest priority. Family participation is always welcomed and encouraged across all aspects of our program. Our educators value ideas and contributions from families, and part of our aim is to make your family feel that this is a home away from home.

All educators on the premises have recognised early childhood certificates, diplomas and/or degrees. Many educators are currently furthering their education by studying tertiary courses or university degrees. All educators have completed first aid training. They have also been trained in child protection, food safety & infection control. It is a requirement of employment that educators have valid *Working with Children Checks* and are also fully vaccinated against *COVID-19*.

We have developed some key roles for educators showing interest and skills in certain areas, e.g. *Educational Leader*. We also have a *Wellbeing Team* for educators interested in improving, implementing and reviewing our health, wellbeing, sustainability and emergency management procedures.

## ROOM SCHEDULE

The rooms at Milestone are split up between 5 age groups:

<b>Nursery</b>	6 weeks to 14 months	12 children daily	3 Educators
<b>Toddlers</b>	1 to 2 years	20 children daily	5 Educators
<b>Pre-Kinder</b>	2 to 3 years	24 children daily	6 Educators
<b>Kinder</b>	32 months to 4 years	32 children daily	4 Educators
<b>Pre-School</b>	4 to 5 years	32 children daily	3 Educators

# PHILOSOPHY AND VALUES

## **CENTRE PHILOSOPHY**

Our centre philosophy has been developed over many years with help from educators, families, children, management and the community. It outlines the principles under which we operate. We welcome any feedback to help further develop our philosophy.

### ***Play Based Learning Program***

At Milestone, we believe that play is a vital component in the development of all children which is why we follow a play based learning program. The implementation of an indoor/outdoor program has given children the freedom to decide where they wish to play regardless of weather. We value outdoor play and think of our indoor and outdoor environments as one whole space rather than separate areas. Through the provision of a wide range of materials, children have the opportunity to explore and extend on their learning and experiences. We believe in letting the children play without interruption from adults and encourage them to take risks and make their own choices.

### ***High Expectations for Children***

We pride ourselves on having high expectations on what children can achieve. Every child at Milestone is viewed as a capable and active contributor to their own learning. We allow children to make choices and inspire them to engage in risky play. Children are provided with many opportunities to demonstrate their independence and are encouraged to further extend on their skills throughout their day. We allow the children to regulate their own play while also encouraging them to respect their environment and others.

### ***Inclusive Environment***

At Milestone, we respect all cultures and believe in unity in diversity. The centre challenges stereotypes surrounding gender bias, culture, age and ability. We believe that the cultural blend of families in our community has a positive effect on our centre via the opportunity to explore these cultures through experiences and celebrations. Our team is committed to providing an environment that is inclusive for every child and family at the centre.

### ***High Quality Relationships***

The development of high quality relationships with children and families is of the utmost importance at our centre. We aim to provide a home-like environment that is warm, friendly and nurturing. Educators work closely with families to foster collaborative relationships that will assist children to achieve quality outcomes. We believe that a working partnership between families and educators is beneficial to the ongoing development of each child. Families are encouraged to be involved in all aspects of the centre's operations and are invited to participate in all events. Our families have identified communication as being of the highest standard. We endeavour to act on concerns raised by families quickly and efficiently.

### ***Committed Educators***

We are proud to provide warm, affectionate, dedicated and compassionate educators who are available to children & families when required. We feel that our team is one big, happy family who are devoted to continuously evolving in the early childhood field. All of our educators work collaboratively to improve practice and relationships through team meetings, reflection and professional development. They are excited and open to change, show a thirst for knowledge, and are proactive in providing children with engaging play spaces. The relationships we foster with our families and the local community is of the highest priority.

### ***Connected to the World***

Our centre is committed to embedding sustainability within our daily practices. We encourage children to be environmentally responsible and engage them in many sustainable practices such as recycling and maintaining edible gardens. We provide play environments, both indoors and out, that allow children to explore a multitude of natural materials. We aspire to build many meaningful relationships within our local community and regularly utilise social media as a more sustainable and effective way of staying connected.

# PHILOSOPHY AND VALUES

## WHAT YOU WILL SEE AT MILESTONE

- **Indoor and Outdoor Play:** Our indoor/outdoor program operates all year round regardless of the weather. Families are encouraged to provide appropriate clothing for children to play outdoors at all times & experience all types of weather. Generally speaking, children are not well enough to attend if they are unable to go outside due to illness.
- **Messy Play:** We provide children with many different opportunities to get messy. This means they will explore paint, water, dirt, slime, sand, mud etc. Children will never be discouraged from engaging in messy play at any time.
- **Barefoot Play:** We believe children need opportunities to explore indoor & outdoor environments without shoes. Going barefoot is beneficial to children as it nourishes, strengthens, and promotes agility in a child's growing feet, ankles, legs, knees, and hips.
- **Risk Taking:** Children both need and want to take risks in order to explore their limits, venture into new experiences and develop. Any injury is distressing for children and those who care for them, but the experience of minor injuries is a universal part of childhood and has a positive role in child development. Risky play promotes resilience which is critical for children to be able to self-regulate, make good decisions and negotiate the challenges in life.
- **Mixed-Age Grouping:** We provide multiple opportunities during the day for children to interact with children of all ages, and throughout all rooms and outdoor spaces. Mixed-age grouping provides opportunities for younger and older children to learn from each other, with older, more competent children often providing leadership and support to those who are younger and less capable. It also provides siblings, cousins and friends the opportunity to interact with one another.
- **Loose Parts Play:** Loose parts are materials that can be moved, carried, combined, redesigned, lined up, and taken apart and put back together in multiple ways. They have no specific set of directions and can be used alone or combined with other materials. Some may consider it "junk" but we know these items are very beneficial to children's development.
- **An Anti-Biased Approach:** We encourage children to engage in any activity or with any child or educator at the centre regardless of their gender, race, age, culture, abilities, family background, appearance, behaviour, qualifications or years of experience.
- **High Expectations for Every Child:** We believe that children achieve better outcomes when they are expected to succeed. The concept of high expectations relates closely to acknowledging children's agency. Children are able to construct their own understandings and initiate, contribute to and lead their own learning. From infancy, children are capable of making choices & decisions.
- **Exploration of Nature:** It is not enough for children to look at trees and plants in children's services. They must be able to actively explore, engage with, and experience different types of natural spaces. This is why we encourage children to touch and interact with the natural environment in their everyday play.
- **Choice and Independence:** Allowing children to make choices for themselves is an important yet relatively easy step towards encouraging independence and agency. When we make materials and resources easily accessible, without the need for adult assistance, we promote children's ability to resource their own learning independently and successfully.
- **Free Choice Art:** We believe that the process of exploring art is more important than the end product which is why we provide a range of materials for children to explore rather than providing teacher-directed art experiences.
- **Self-Regulation:** Finding ways to balance ones own feelings and behaviours is called self-regulation. We believe in encouraging & supporting children to resolve problems and frustrations, where appropriate. Children who play and learn in an environment which promotes independence are less likely to display inappropriate behaviours.
- **Commitment to Health and Wellbeing:** The health & wellbeing of all children, educators & families is of the utmost importance. Policies have been implemented to develop positive physical and mental health, minimise illness and control the spread of infection.

# PHILOSOPHY AND VALUES

## WHAT YOU WON'T SEE AT MILESTONE

- **Children will never be discouraged from:**
  - \* Playing outside in cold, wet or hot weather
  - \* Engaging in activities where they will get messy, wet and dirty
  - \* Taking calculated risks
  - \* Engaging in experiences that are usually regarded as only “for boys” or “for girls”
  - \* Attempting tasks that may be considered “outside of their abilities”
  - \* Taking off their shoes when exploring indoor and outdoor environments
  - \* Playing with children of differing ages or exploring other rooms & outdoor spaces
  
- **Children will never be expected to:**
  - \* Stay indoors or keep away from messy, wet or dirty experiences
  - \* Make gifts for special events without showing an interest
  - \* Participate in formal lessons on topics such as numbers or the alphabet
  - \* Engage in teacher-directed or end-product art, *e.g. we would never ask all of the children to colour in the same template or construct the same snowman*
  - \* Participate in any experience that they are not comfortable with or interested in

## PHILOSOPHY SERIES

We are very proud of our centre philosophy here at Milestone and aim to share our vision with all families, educators, students, visitors and the local community. To help others to understand our centre values and the benefits of our educational program, we have developed a collection of documents known as the ‘*Philosophy Series*’.

Each chapter focuses on a certain aspect of our philosophy and explains how our practices, experiences and documentation link to our philosophy and also to the National Quality Framework.

We have compiled a book of all five chapters which is located in our centre foyer for your perusal at any time. Alternatively, we can send the individual chapters to families via email.

The ‘*Philosophy Series*’ chapters are:

- Play-Based Learning
- Outdoor Play
- High Expectations for Children
- Celebrations and Events
- Anti-Biased Approach

# POLICIES AND PROCEDURES

## **CENTRE WEBSITE**

Milestone has a comprehensive website for families to view which includes information, frequently asked questions and documents to download – [www.milestonekinder.com.au](http://www.milestonekinder.com.au)

## **ASSESSMENT AND RATING**

Milestone is registered with the Australian Children's Education and Care Quality Authority (ACECQA). We had our second Assessment and Rating Visit in February 2018 and are officially Exceeding the National Quality Standard.

## **POLICY AND PROCEDURE MANUAL**

An extensive policy and procedure manual is available in the foyer for families to view at any time. Alternatively, we can email copies. This manual outlines the most common questions asked of us. Please feel free to ask about any policies or procedures as we are only too happy to outline them for you. The centre welcomes feedback on any policy or procedure in written or verbal form.

## **QUALITY IMPROVEMENT PLAN (QIP)**

The Quality Improvement Plan identifies the service's strengths and where improvements can be made and how they can be implemented. All educators are required to participate in the continuous development, implementation and evaluation of the centre's QIP. Families are welcome to provide feedback to add to our centre quality improvement plan at any time.

## **NUT AND EGG FREE POLICY**

Due to our centre following a **NUT & EGG FREE POLICY**, families cannot bring any meal or item into the centre containing eggs, nuts or nut oils into the service, including the foyer. We ask that any child who has had eggs, peanut butter, satay sauce or nuts thoroughly wash their hands and brush their teeth before attending. Many children have allergies to eggs & nuts that can be life threatening so we must ensure we are providing them with the safest environment possible.

We also do not serve eggs to children, use eggs in cooking programs, or allow fresh or cooked eggs in our centre kitchen.

## **CENTRE MENU**

Each day, our in-house cook prepares a fresh and varied breakfast, morning tea, lunch, afternoon tea & late snack, which meets all nutritional recommendations for children. Children with cultural requirements, allergies, sensitivities and/or food preferences are appropriately catered for.

The menu is displayed in the foyer and on our website for your perusal. Alternatively, we can email you a copy. It is rotated over a four week period, and vegetarian, gluten-free, dairy-free, and soy-free options are all available.

In Term 4, our pre-school room hosts a weekly *Lunch Box Day*. Our lunch box days familiarise the children on how to open wrappers, peel fruit, and punch through straws, all by themselves. We request that families **do not** provide junk food **or send food containing nuts or eggs**.

**Please Note:** We do not use any nuts or eggs in our meals. Please refrain from bringing any meals into the centre without prior consent. **We are a NUT AND EGG FREE CENTRE.**

## **SMOKE-FREE ENVIRONMENT**

Milestone provides a smoke-free environment. Families are not allowed to smoke on the centre premises or within 4 metres of the centre boundary. This includes inside of cars on the premises.

# POLICIES AND PROCEDURES

## CONDITIONS OF ENROLMENT

A deposit of the first week's fee must be paid to secure your child's place in the centre. Enrolment forms & immunisation records must be submitted to the centre before a child can begin orientation. These forms contain important information relating to where families can be contacted, emergency phone numbers etc. Families need to inform the centre of any changes to the details on this form, to keep it regularly updated. This is a regulation.

## FEE POLICY

The fee structure is based on the following:

Daily Rate:	\$132.00
Weekly Rate:	\$630.00

Until Child Care Subsidy (CCS) has been approved, full fees will be charged. Families are required to supply the centre with the customer reference numbers (CRN) for both the account holder and the child starting care.

## FEE BOND

The first week's full fee is required to be paid before a place for any child will be held. This will ensure that you remain within the centre policy regarding fees in advance. The fee bond will pay for the child's first week of care once commenced.

**Please Note:** Fees are payable weekly or fortnightly (in advance) for the entire year that the centre is open. Fees are paid for public holidays and any days of absence. This includes days of illness, or any personal holidays.

## FEE PAYMENTS

The first week's fee deposit can be paid by cash, credit card, eftpos or direct debit, as a once off payment. From then onwards, fees are to be paid via direct debit from a credit card or bank account.

Both of the above payment methods require an authorisation form to be signed in advance. Families have the option of deciding how regularly their payments are made (weekly or fortnightly). Families can also decide on the day of the week their debits will occur.

Fees must not be in arrears for more than two weeks at any time. Milestone has the authority to terminate an enrolment at the centre where fees remain outstanding for two or more weeks and no agreement to pay is in place. Continual or habitual lateness in payment of fees can jeopardise the child's place at the centre.

Families with permanent bookings pay full fees for all public and personal holidays, sick days and any other miscellaneous absences that fall on a child's booked days. Fees are due and payable in advance as per the *Payment of Fees* policy, prior to taking any holidays.

**Please Note:** However regularly payments are made, e.g. weekly, that's how far in advance the account must be.

Please refer to our [Payment of Fees](#) policy for more information.

## ACCOUNT STATEMENTS

Account statements are emailed to all families fortnightly. However, families can request a statement at any time. If you do not understand your statement, please do not hesitate to ask for an explanation.

# POLICIES AND PROCEDURES

## **PAYMENT DISHONOURS**

Occasionally families may have their direct debit dishonoured due to issues such as insufficient funds or a cancelled credit card. A declined payment will attract a dishonour fee. Full details of this information can be found on your signed *DebitSuccess* agreement.

Upon notification of a dishonour, the director will contact the family to organise an immediate payment. Families with regular dishonoured payments may have their child care cancelled if a regular payment cycle cannot be implemented.

It is up to each family to keep the centre regularly updated regarding bank and credit card details. Families can update their account or card details at any time.

## **LATE FEES**

If your child is not collected by 6:30pm, a late fee will be charged consisting of:  
\$1:00 per minute, per child, after 6:30pm.

After 6:30pm, we no longer have the protection of the regulations. By law, two educators must remain at the centre whilst a child is still there. Therefore, overtime wages incur. You must ring the centre if you are going to be late collecting your child, or arrange for an emergency person to collect your child. If this person has not been to the centre before, photo ID will be required. If by 8pm, educators have not been able to contact any of the above, the director will advise the *Child Protection Team* at the *Department of Health and Human Services*.

## **CANCELLATION OR REDUCTION OF BOOKING**

A minimum of **two full week's written notice** via email is required for any cancellation of enrolment or reduction of booking. Fees will continue to be payable until such notice is given.

Full fees are charged for the cancellation period when a child does not attend the centre after the date that the cancellation email is received at the office. Families need to be aware that failure to attend on the last day of the notice period will result in no CCS forthcoming from Centrelink & full fees will be charged from the child's last day of attendance. Therefore, full fees will be payable during this period. Families leaving the centre with unpaid fees will incur the cost of a debt collection process.

**Please Note:** At least two full weeks notice is required, in writing, when canceling a position. All outstanding accounts must be paid in full at this time. The notice period starts from when we receive the withdrawal application.

## **UNSETTLED ACCOUNTS**

If any family has not paid for two weeks, a reminder will be issued. If no payment is forthcoming within the following week, the child care booking will be suspended until the account is paid in full.

A debt collection agency will be engaged to recover any outstanding debt owed to the centre. If the amount is sent to our debt collection agency, they will add additional fees on top of the figure making it much higher.

Costs incurred associated with debt recovery will be the responsibility of the family. Once the debt has been sent to the debt collection agency, the account is out of our hands and all correspondence regarding the account will be between the debt collection agency and the account holder. The account holder is deemed to be the person who has stated they are "*liable and responsible for the cost of childcare & payment of fees*" in the declaration section of the child's enrolment form.

# POLICIES AND PROCEDURES

## **ABSENCES**

Families will receive child care subsidy (CCS) for 42 absence days per child each financial year. These can be for any reason, *e.g. illness, personal or public holidays, and any range of miscellaneous reasons*, without having to bring in supporting documentation such as a medical certificate. However, once they reach 42 absences, any absent day following that will be charged at the full fee unless there is supporting documentation.

If you do not use a purchased day of care, (*e.g. the day is no longer needed or your child is absent due to being unwell*), you will still be charged the full cost of the day.

You cannot claim absences if your child has not started care or has stopped care. You also cannot claim an absence if you have notified the service that you are taking your child out of care on a set date and then change your mind and remove your child earlier.

- Fee assistance is not payable before the child has physically attended care or after a child has physically ended care at the service.
- An absence cannot be reported for a child **before** they start attending care at the service unless it is for an additional absence reason and the child has already used their 42 initial absence days at another service.
- An absence cannot be reported for a child **after** the last day they physically attend the service unless it is for an additional absence reason with supporting documentation and the child has already used their 42 initial absence days.
- If the family has advised that their child will leave the service on a particular day, but that child does not attend their last session(s) of care, the family may only receive CCS for the days the child was expected to attend if the child's 42 absence days have been exhausted and the absence is an additional absence. Initial 42 absence days may not be claimed for these days.

**Please Note:** Medical certificates **do not** cover the absent day fee. Fees are charged as normal when a child is away due to illness, regardless of documentation. However, if your child is away and has used up all of their 42 absences, a medical certificate will allow an additional absence to be claimed. Therefore, the child will receive CCS as normal, rather than being charged the full fee.

## **OPERATIONAL PROCEDURES**

- Milestone does not do day swaps. If you require an extra day, you must pay for your current booked days as well as your extra day. We cannot supply day swaps if your child's booked day falls on a public holiday or if your child had an absence due to illness or holiday.
- Milestone's operating hours are 7:00am to 6:30pm. Children cannot be dropped off before 7:00am and must be picked up by 6:30pm or a late fee will apply.
- Direct debit payments may be altered due to increase in fees charged, extra booked days, changes to child care subsidy or for non-attendance during the two week leave period.
- The centre does not offer half days.

## **CASUAL DAYS**

Milestone is able to provide once-off casual days to families if:

- We have the space available in that particular room on the day
- We have adequate educators to ensure the required ratio is maintained
- The family requiring the extra day does not have an account in arrears
- The casual day was pre-organised with the director with at least 48 hours' notice

If a casual day is cancelled, it will still be charged, unless we receive at least 48 hours written notice of the cancellation.

## POLICIES AND PROCEDURES

### HOLIDAY LEAVE

The centre offers up to 2 weeks of holiday fees for each child's current booking per financial year. The amount is determined by how regularly the child attends, *e.g. a child that attends for 2 days per week receives 4 days at the holiday rate per financial year*. Holidays will be charged at 50% of the usual fee. This is applicable if you have notified the director in writing **at least two full weeks** before you require the leave for holidays.

- Absences due to public or personal holidays, illness or other miscellaneous reasons are still payable and as a general rule we are not able to swap days in lieu.
- To receive the holiday rate, children must be absent from the centre. It cannot be granted if children are still in attendance.
- Holiday leave is at the discretion of the director and may not be granted in certain circumstances, *e.g. account in arrears; late or insufficient notice*.
- Holiday leave entitlements are reset at the start of a new financial year and any unused entitlements **will not** roll over into the next financial year.
- Families will become eligible to receive holiday leave entitlements after 6 months of continuous attendance at the centre. Any leave applications submitted during the first 6 months of enrolment will not be granted and will be marked as an absence only.
- Holiday leave entitlements are based on a child's current attendance. If a family permanently reduces their days, their allowance will go down, and any unused days will be invalid. If a family increases their days, their allowance will go up accordingly.

### EARLY CLOSURES

Each year, the centre closes at 4:00pm on two days over the Christmas/New Year period rather than the normal 6:30pm closing time. Generally these closures are on Christmas Eve (December 24<sup>th</sup>) and New Year's Eve (December 31<sup>st</sup>), or the closest Friday. Families will still be charged their normal daily fee on these days.

### WAITING LIST

When the demand for child care exceeds the number of places available, a waiting list is compiled. This waiting list is referred to when a place becomes available, in order of date and enquiry, taking into account the age of the child & days available. We give priority to sibling children, and existing families wishing for changes in the days of care. Families who have used our service in the past will also have priority. To join the waiting list, we require a waiting list application to be submitted as well as a deposit of one week's fees paid. We cannot take enrolments more than one month in advance so families wishing to enrol earlier than one month in advance will be placed onto the waiting list in the meantime.

### COURT ORDERS

It is a guideline of this centre to comply with any legally binding written instructions regarding custody arrangements and to make every effort to ensure the safety and security of the children whilst at the centre. Families must provide the centre with copies of current court orders before we are able to comply with them.

### PRIORITY OF ACCESS

Within Centrelink guidelines, we have to take children of working families, children at risk, and children of family members who are studying, over respite care, *e.g. non-working family members*. If you are using the centre as respite care, you may be asked to swap to alternative days, if available, so children from the above list can attend. In extreme circumstances, your position may be cancelled.

# POLICIES AND PROCEDURES

## **CURRENT FAMILY DETAILS**

Please ensure that the centre always has your current family details and contact numbers. All emergency contact details need to be up to date at all times. We must be informed if:

- You move house or change your phone number or email address
- You want to add or remove a contact from your child's contact/collection list
- The phone numbers of emergency contacts change
- Your child has recently had an immunisation
- Your child has recently been diagnosed with an allergy and/or medical condition
- You have just had a court order put in place or your current order has changed
- You have changed bank accounts or received a new credit card or expiry date

## **CHILD CARE SUBSIDY (CCS)**

The Australian Government provides a number of subsidies and programs to help with the cost of child care, with Child Care Subsidy being the main type of assistance that most families will use.

To be eligible for the Child Care Subsidy the following requirements must be met:

- **The child must:**
  - be a 'Family Tax Benefit child' or 'regular care child'
  - be 13 or under and not attending secondary school
  - meet immunisation requirements
- **The person claiming the Child Care Subsidy, or their partner, must:**
  - meet residency requirements
  - meet the Child Care Subsidy activity test (or be eligible for an exemption)
  - be liable to pay for care provided under a Complying Written Arrangement, also known as a CWA, with their child care provider

Families need to access the MyGov website or app in order to organise Child Care Subsidy. The portal will ask for details regarding income and activity which will be submitted to Centrelink.

Once your child is enrolled, and a CWA has been signed, we will put all of the child and family details into our child care provider software and attempt to link your child to CCS. Once Centrelink receives this information, they will go through the process of confirming that data.

Families will then be required to sign back into the MyGov website or app to confirm that their child will be attending our child care centre on the days listed and for the daily fee listed. Once this has occurred, CCS will automatically be applied to the fees at the centre, leaving families to pay the difference remaining - known as the gap fee.

**Please note:** The percentage and amount of subsidised hours given is different for each family and subsidised hours may not cover the full fortnight's child care usage.

## **TRANSLATING AND INTERPRETING SERVICE (TIS NATIONAL)**

The Translating and Interpreting Service National can help non-English speaking people understand the content in this handbook, or any other correspondence to do with the centre, by arranging a telephone conversation with an interpreter. TIS National is available 24 hours a day, seven days a week for any person or organisation in Australia requiring interpreting services.  
Phone: 131 450 (24 Hours)

## **LOST PROPERTY**

Any clothing, toys or objects found by the educators will be placed aside as lost property. Please ask an educator if an item has been misplaced.

## POLICIES AND PROCEDURES

### ARRIVAL AND DEPARTURE

Children must always enter the centre with an adult over 18 years of age. At least one educator must be aware of your arrival. You are required to “**sign in**” on our centre kiosks when you arrive each day. This is a legal requirement.

When collecting your child, educators must once again be aware of your child’s departure, and you must “**sign out**” on our centre kiosks. Each child must have recorded arrival and departure times, and be signed out of the centre daily. This is a legal requirement.

**Please Note:** *No child will be allowed to leave the centre with any person other than the custodial parent/guardian unless this has been pre-arranged, and/or details are listed on the enrolment form. In an emergency, custodial arrangements and nominated persons must be listed correctly on the enrolment form, and updated as necessary.*

Please ensure that your child is collected at the pre-arranged time. If you are late, the educators will be concerned and your child may become anxious. If you are unavoidably detained, please call us. If we do not hear from you within an hour of your expected pick-up time, we will call you.

If contact cannot be made, your emergency contacts will be asked to come and collect your child. If a child has not been collected one hour after closing time, and we cannot contact any person nominated on the enrolment form, we must contact Child Protection. This is a regulation.

We require the centre to open with 2 educators at 7:00am. In the event of an employee being late for this shift, we ask that you remain with your children until another staff member arrives. The centre acknowledges the inconvenience of such an event, however, this procedure is in the best interests of the children and staff.

The nominated supervisor may refuse an authorised person to collect a child from the centre if:

- The person is not currently nominated as an authorised nominee
- The person is prohibited by any court order relating to the child from having contact with the child (unless written authorisation has been given by the custodial guardian)
- The person poses a risk to the safety of the child in question, or to the children and educators of the centre
- The person is under the age of 18 years

Please refer to our [Delivery & Collection of Children from the Service](#) policy for more information.

### FAMILY PARTICIPATION

We would like to encourage family participation across all aspects of our program. Ideas or suggestions are most welcome at any time. Also, we would be interested in hearing from you if you have any “special talents” you may wish to share with us, such as playing the guitar, singing, cooking, etc. This centre values ideas and contributions from families, and part of our aim is to make your family feel that this is a home away from home.

### NEWSLETTER & WEEKLY UPDATE

The centre newsletter is distributed via email every three months to all current families, educators and waiting list families. Newsletters include staff updates, centre information, upcoming events, policy extracts, and other information that families are to be advised of.

We also send out a weekly update email at the end of each week keeping families informed on what’s happening at the centre.

## DAILY OPERATIONS

### **EDUCATIONAL PROGRAM**

We follow the Early Years Learning Framework for children from birth to 8 years here at Milestone. Educators have worked together to create a program that encourages freedom of choice, exploration and independence.

Educational programs are devised by room educators, in accordance with the interests of all children. All educators at the centre are involved in providing educational programs to provide multiple perspectives. We offer a variety of experiences and activities for all age groups, depending on each child's current stage of development. Educators utilise observations formats to gain an understanding of each child's interests, skills and knowledge. At the end of each program, educators will conduct an evaluation. Family input is encouraged throughout this process.

Photos of the children and educators engaging in experiences are regularly shared with families and displayed around the centre to showcase what the children are currently interested in and what they are learning at the centre.

We believe play is how children learn and is necessary for the development of new skills. Through play, children will explore their independence, develop relationships, take risks and strengthen their self-esteem. All age groups follow an indoor/outdoor program where children can choose where they wish to play and explore.

### **WHAT WE PROVIDE**

The centre provides the following:

- High quality learning programs for children aged 6 weeks to 6 years
- Funded 3 and 4 year old kindergarten programs
- A gourmet, 4 weekly rotating, nutritional menu which takes into account the likes, cultures, dietary and allergy requirements of each child
- All meals, milk, water, nappies, linen & daily consumables, *e.g. wipes, sunscreen*
- Two large outdoor recreational playgrounds with a large undercover verandah area
- Doctor that visits weekly, bulk-billing to Medicare
- Nursery with separate, tranquil sleep room
- Highly qualified & experienced educators with a very low staff turnover
- Annual calendar of events including a range of incursions and special celebrations
- Primary school transition reports and processes
- End of year pre-school graduation ceremony

### **WHAT TO BRING**

Each child should bring the following items daily:

- A child care bag
- A bottle of water
- Bottles of formula/breast milk, or formula accompanied by empty bottles (*if required*)
- Comfort items, *e.g. dummy, blanket, sleeping bag (if required)*
- SunSmart hat
- SunSmart clothing (*at least 3 changes*)
- Raincoat and gumboots (*for wet weather*)

### **TOYS AND BELONGINGS**

We provide toys, games, dress-ups, art activities etc., at all times during the day, so please leave home toys at home. A favourite toy, such as a teddy, is acceptable if it is a comfort item. Bringing something special for show & tell is also acceptable for pre-school. Favourite or expensive toys are better left at home to prevent them from being lost, broken or borrowed by other children. We will take no responsibility for items brought from home that are damaged, lost or stolen.

## DAILY OPERATIONS

### **ORIENTATION**

If this is the first time your child has been in care, or even in another centre, we encourage orientation sessions to be arranged a week or two prior to commencement of your child's position. This will allow your child to be introduced to the educators, children and their new environment. These sessions also reassure the child that you will be returning for them.

The days of orientation will be agreed upon by the family and the director. Families are given the opportunity to have as many orientation sessions as they desire. These sessions run from daily from 10:00am to 11:00am and are pre-organised.

Please note: orientation sessions must not go any longer than the one hour period. Any orientation period longer than one hour will attract a daily fee charge.

When the time comes for separation, please remember to be cheerful and positive, without lingering unnecessarily when making farewells. Reassure your child that you will return. You may ring the centre at any time to check on your child. Our educators will contact you, should your child become distressed or unwell.

In conjunction with the enrolment form, a 'Child Profile' is provided for you to fill in any information that you feel may be helpful to the care of your child. The more we know about your child's likes/dislikes, routines etc., the easier it is for us to get to know your child, therefore, the easier it will be to settle them into care.

### **RECOMMENDED CLOTHING**

We encourage families to dress children in a way that protects them from accidents, the elements, and ensures ease of dressing. Remember to dress your child in comfortable, practical clothes that they can manage. Jeans, belts, braces and overalls are often hard to manage, especially at the toilet. Long skirts and thongs can hinder running and climbing. We dress for comfort and not for style. Please dress your child in a way that makes play easy and comfortable and taking clothes on and off a far less frustrating task for them.

We follow sun protection procedures here at the centre. Children are required to wear loose fitting clothing that covers as much skin as possible. Clothing made from cool, densely woven fabric is recommended. Tops with elbow length sleeves and knee length or longer style shorts and skirts are best. If a child is wearing a singlet top or dress, they should wear a t-shirt/shirt over the top before going outdoors.

All children are required to wear hats that protect their face, neck and ears, e.g. *legionnaire, broad-brimmed or bucket hats*. Baseball or peak caps are not considered a suitable alternative. Children are also encouraged to wear sunglasses if families are happy to provide them.

Good or special clothes should be kept at home as we provide lots of messy activities for the children each day. We will not discourage children from getting dirty. Labeling clothes is important. Children take off their clothing and educators cannot be expected to remember what each child wore each day. This is particularly important for younger children as they are undressed for sleep.

During wet weather, we still go outdoors, so we encourage families to provide raincoats, jackets and gumboots for their children.

### **STUDENTS AND VISITORS**

Students & visitors are limited, but are a regular part of the service we offer to the community. The director and educators give all students and visitors guidance and supervision. The centre educators remain responsible for the children and students and visitors are never left unattended. All students and visitors require a valid *Working With Children Check* and must be fully vaccinated against *COVID-19*.

## DAILY OPERATIONS

### **BEHAVIOUR MANAGEMENT**

Redirection and positive reinforcement are our preferred methods for behaviour management in the centre. If a child is behaving in a manner considered undesirable, they are redirected to a new activity. Diversion & distraction play a major role in behaviour management. When a child is doing something positive, they are given lots of encouragement and praise.

Children are also given the opportunity to solve their problems by dealing with the problem themselves. Under the guidance of our educators, children can learn to deal with difficult situations for themselves, until a time that educators consider it necessary to intervene.

All educators are to practice these behaviour procedures to maintain consistency in our educator/child interactions.

Please refer to our *Interactions with Children* policy for more information.

### **FEEDBACK AND COMPLAINTS**

All feedback, complaints and suggestions are most welcome to assist in the operation of our child care centre, and can be given to educators or the director. If you have a complaint or concern, please speak with the director or a person concerned, to resolve the matter. All correspondence will be treated in a confidential manner.

Alternatively, you may write to:

*Management – Milestone Child Care and Kindergarten*  
374 Maroondah Highway,  
Croydon VIC 3136

If you feel the matter has not, or cannot be resolved, you may contact:

*Children's Services Authorised Officer*  
*Department of Education and Training*  
Level 3, 295 Springvale Road  
Glen Waverley 3150  
Ph. 1300 651 940  
[emr.qar@edumail.vic.gov.au](mailto:emr.qar@edumail.vic.gov.au)

Please refer to our *Dealing with Complaints* policy for more information.

### **SOCIAL MEDIA**

Milestone utilises social media & networking platforms as an additional means of communication between families and the centre, and also to connect with the wider community. Through social media and networking, the public is kept informed on important information, events, programs and achievements. Photographs are regularly posted of the centre & the experiences that are provided.

Whether you wish for your child to appear on social media or not is completely at your discretion. You are able to specify your preference on your child's enrolment form. Photographs of children will only be shared if appropriate permissions have been given. We take the matter of online protection very seriously so children will only be referred to by their first name. Every picture or video will first be screened by management before being posted to any site. All children depicted will be suitably clothed and displaying appropriate behaviour.

Families are asked not to post anything onto social networking sites that can be construed to have any impact on the centre's reputation or that would offend any educator or family at the service.

Please refer to our *Social Media and Networking* policy for more information.

## DAILY OPERATIONS

### THREE AND FOUR YEAR OLD KINDERGARTEN

We operate funded 3 and 4-year-old kindergarten programs here at Milestone. Both of these programs run all day long from Monday to Friday.

Children must attend 3-year-old funded kindergarten for at least 5 hours per week in the year before 4-year-old kindergarten, which can be achieved at Milestone by attending at least one day per week. To be eligible for the 3-year-old program, children need to turn three years old by April 30th in their 3-year-old kinder year.

Children must attend 4-year-old funded kindergarten for at least 15 hours per week in the year before school, which can be achieved at Milestone by attending for at least two days per week. To be eligible for the 4-year-old program, children need to turn four years old by April 30th in the year before school.

These programs are led by bachelor qualified early childhood teachers in conjunction with diploma qualified room leaders and assistants. Families are welcome to decide which days they would like their child to attend kinder (pending availability).

### ROOM COMMUNICATION

Each room has its own email address so families can communicate with educators directly:

**Nursery:** [nurseryroom@live.com](mailto:nurseryroom@live.com)  
**Toddlers:** [toddlerroom@live.com](mailto:toddlerroom@live.com)  
**Pre-Kinder:** [prekinderroom@live.com](mailto:prekinderroom@live.com)  
**Kinder:** [kinderroom@live.com](mailto:kinderroom@live.com)  
**Pre-School:** [preschoolroom@live.com](mailto:preschoolroom@live.com)

### CONFIDENTIALITY

All information and events that occur within the centre must remain confidential at all times and must not be discussed outside the centre. Failure to maintain confidentiality may result in cancellation of child care arrangements.

### BEHAVIOUR AND LANGUAGE

Families are expected to model appropriate behaviour and language whilst at the centre. Swearing and offensive or inappropriate conversations are prohibited.

### CODE OF CONDUCT FOR FAMILIES

All families agree to:

- Act courteously and respectfully at all times.
- Refrain from impolite, abusive or offensive behaviour and language towards, or around, educators, children or other families.
- Respect the centre's environment.
- Deliver and collect children during the scheduled operational hours.
- Practice safe driving on the service road outside the centre and in the carparks, including the use of the one-way street in its correct manner.
- Ensure no child is left unattended in a vehicle on the centre premises.
- Respect cultural differences of educators and other families.
- Ensure any child being dropped off or collected from the centre is placed into a suitable car seat or booster seat appropriate for their age, weight and height.
- Not be adversely affected by alcohol or other drugs.
- Not smoke tobacco or other substances on, or near, the centre and its carparks.

## DAILY OPERATIONS

- Maintain a professional relationship with educators.
- Refrain from posting anything on the internet or social networking sites, e.g. *Facebook*, that can be construed to have any impact on the centre's reputation or that would offend any educator or family at the centre. This includes on any *Facebook* community noticeboards, e.g. *Maroondah Noticeboard* or on personal accounts, pages or groups.
- Abide by all of our policies & procedures, and all information detailed in the *Family Handbook*.
- Understand that we may need to discuss sensitive topics such as behavioural difficulties or developmental issues on occasion and that we only have the best interests of your child in mind when we are discussing this.
- Follow the centre's grievances procedure when raising concerns or issues.
- Respect and interact with all educators regardless of age, years of experience, qualifications, abilities, race, culture or gender.
- Accept & respect the decisions made by educators and management of the centre.
- Maintain complete confidentiality regarding any information or events that occur within the centre and ensure these topics are not discussed inside or outside of the centre.
- Refrain from bringing any nuts, nut products, eggs, or egg products into the centre.
- Be responsible for any child brought into the centre that is not enrolled. This includes supervising them and ensuring they do not damage property. If non-enrolled children are disrupting the program, you may be asked to remove them.
- Ensure that photos, videos and images of children at the service are not taken, recorded, saved, removed from the service, or used for any purpose without written permission from the guardians of those depicted.

**Please Note:** A breach of the *Code of Conduct for Families* may result in your child's enrolment being terminated. Please ensure your emergency contacts are aware of this code of conduct. Cancellation of child care due to a breach of the *Code of Conduct for Families* is at the discretion of management & may occur without notice. Management reserve the right to terminate a child's enrolment for any reason.

### **CODE OF CONDUCT RELATING TO THE CHILD SAFE STANDARDS**

While at the centre, families are discouraged from:

- Using any form of corporal punishment or physical discipline. This includes spanking, slapping, pinching, hitting, tapping, shaking, poking, smacking or any other physical force as retaliation or correction.
- Touching the groin, genital area, buttocks, breasts or any other part of a child's body that may cause distress or embarrassment.
- Initiating, permitting or requesting contact with children including kissing, massage, hand holding, tickling or tickling games, and rough, physical games.
- Emotional abuse of any form including name calling, humiliation, ostracism, shaming, degrading, intimidation, oppression, belittling, derogatory comments about a child, educator or another family and threatening, humiliating or frightening language.
- Inappropriately physically restraining a child (including, but not limited to):
  - \* force applied to the head or neck
  - \* grabbing them by, or pulling them around by, their arms

## DAILY OPERATIONS

- \* restrictions to breathing
  - \* punching or kicking
  - \* holding by the hair or ear
  - \* confining them in a locked room or limited space
- Being alone with a child or young person unnecessarily.
  - Unlawfully discriminating against any child on the basis of age, gender, race, culture, vulnerability or sexuality.
  - Engaging in any activity with a child or young person that is likely to physically or emotionally harm them.
  - Initiating unnecessary physical contact with a child or young person, or do things of a personal nature for them that they can do for themselves, *e.g. toileting*.
  - Developing a 'special' relationship with a specific child or young person for their own needs.
  - Showing favouritism through the provision of gifts or inappropriate attention.
  - Photographing or recording a child or young person without the consent of the child and their family.
  - Entering the centre while under the influence of alcohol or illegal drugs.
  - Engaging in open discussions of a mature or adult nature in the presence of children.
  - Using inappropriate language in the presence of children.
  - Punishment of any form with regards to toileting habits, or lack thereof.

# HEALTH AND SAFETY PROCEDURES

## EMERGENCY PROCEDURES

Emergency drills are conducted regularly, and are to be held at different times and on different days. Educators, families, students and visitors present at the time of the drill are required by law to participate. Educators are to be aware of the centre's emergency procedures and note where evacuation plans are throughout the centre.

Please refer to our [Emergency and Evacuation policy](#) for more information.

## HEALTH AND SAFETY GUIDELINES

We follow strict guidelines regarding illness and your children.

- This centre must be notified if your child is to be absent, especially if this is due to an infectious illness.
- Families of a child who has a chronic illness which requires prolonged or preventative medication, *e.g. asthma, epilepsy, diabetes or anaphylaxis*, should provide the centre with an action plan written and signed by a qualified medical practitioner at the time of enrolment, giving details of treatment. Families should keep educators up to date with new techniques and requirements. Action plans must be updated by a doctor annually.
- The safety of the children in our care is of utmost importance, therefore, we have behaviour management, hygiene, and food handling policy guidelines that are adhered to and set by the *Department of Health and Human Services*.

## MEDICAL CONDITIONS

The educators at the centre can effectively respond to and manage medical conditions including asthma, diabetes, epilepsy, anaphylaxis and allergies to ensure the safety and wellbeing of children, families, educators and visitors. All educators are trained in first aid management.

Any child with an ongoing medical condition, *e.g. asthma, anaphylaxis*, is required to have an action plan or management plan prepared by their doctor. We also require that any prescribed medication is left at the centre on a permanent basis, *e.g. asthma puffer, EpiPen*. Action plans must be reviewed by your child's doctor every 12 months. It is the family's responsibility to ensure action plans are reviewed and medication is in date.

Constant communication is the key to minimising the risks associated with these conditions and families are asked to continuously update the centre of any changes to their child's conditions.

**Please Note:** Medication should never be left in your child's bag. Please give it to an educator upon enrolment and we will keep it in our medication box.

Please refer to our [Dealing with Medical Conditions policy](#) for more information.

## EXCLUSION TABLE

The exclusion table describes the minimum period of exclusion from a children's service for infectious diseases & contacts. This table is included at the end of our '[Dealing with Infectious Diseases](#)' policy. In this schedule, "*medical certificate*" means a certificate from a qualified medical practitioner. A child who has been absent with an infectious disease is required to show a medical certificate that proves the child is "*no longer infectious and may return to child care*".

Please refer to our [Dealing with Infectious Diseases policy](#) for more information.

## SAFE SLEEPING

We follow safe sleeping guidelines set by the Sids & Kids Foundation. Information on SIDS is available on request.

# HEALTH AND SAFETY PROCEDURES

## **ILLNESS AND INFECTIOUS DISEASES**

In the event of your child becoming ill, we will offer them a quiet area to rest. The child will be comforted until a family member is contacted & arrives for the child.

Once a family has been contacted to collect an unwell child from the centre, the family is required to organise for the child to be collected within a one (1) hour time frame. If the child has not been collected after one hour, we will contact the family a second time for an estimated time of arrival. If after one hour, the family member is still more than 15 minutes away, we will contact other emergency contacts on the child's collection list to find someone who can collect the child sooner.

We aim to protect all children from the risk of cross-infection. Children who are unwell will be excluded from the centre in accordance with the centre's *'Dealing with Infectious Diseases'* policy. Children may not return to the centre until the conditions fulfill the criteria for return to care. Medical certificates must clearly state that the child is not infectious to others.

Children suffering from vomiting, diarrhoea, or fever (37.5°C and above) will be excluded for at least 24 hours after their last symptom or last temperature of 37.5°C and above. On arrival, if any staff member considers your child to be unwell, they will ask you to take your child home.

Child care fees are still payable for days which children do not attend due to illness. If a child is excluded due to illness, families are still required to pay for these absent days. Any child that is considered unimmunised will be charged full fees during the period of exclusion.

Families should note that children entering a group care environment for the first time have a tendency to pick up illnesses that may be going around. The reason for this is not poor standards of hygiene but is due to the fact that the child has not been exposed to bugs before and therefore has no immunity.

**Please Note:** *Children who are ill must remain at home. The care we provide is for children who are well and able to cope with a busy day. We are not able to cater for sick children. We have other children, their families, and our educators, to consider.*

[Please refer to our \*Dealing with Infectious Diseases\* policy for more information.](#)

## **MEDICATION**

Medication can only be given if an educator has received the appropriate details, and written authority. Please fill out a medication record with all the correct details and a signature. All medication must be handed to an educator to be placed in a locked medication box. No medication is to be left in a child's bag. Please remember to write a separate line for each dose of medication required.

Any medication given will be witnessed by another educator to verify that we are indeed giving the correct dose & medication to the correct child. These requirements are regulations set by the *Department of Health and Human Services*.

Educators at Milestone **WILL NOT** administer 'over the counter' medications to children without a letter from a doctor stating the reason, dosage and period of time the child requires the medication. Medications must be in their original container with the child's name written on a label from the doctor/pharmacist. This includes asthma puffers.

The centre will keep *Panadol* on the premises in the event of a child experiencing an extreme temperature. *Panadol* will only be administered after parental permission has been given and whilst the child is waiting to be collected. *Panadol* will not be administered to any child on a regular basis or on request if a child is not feeling well.

# HEALTH AND SAFETY PROCEDURES

## ACCIDENTS AND INJURIES

In the event of an accident, your child will be comforted and given appropriate first aid. Immediate medical attention will be sought, if the educators consider it necessary. We require your written authorisation on the enrolment form. We will notify you as soon as possible to inform you of what has happened.

In the event that your child needs to go in an ambulance to hospital, we will notify you of the hospital where we are going, so you can meet us there.

If we cannot reach you, we will contact your nominated emergency person. Please ensure that these phone numbers are up-to-date. Make sure your emergency contacts are aware they are nominated.

If your child has had a minor accident during the day, you will be notified upon collection of your child, and asked to sign an incident form. This form contains information on how the accident occurred and where the injury is located. All incident forms are taken to the person in charge for verification once they have been written.

Sometimes, if the accident is more serious, an educator will call to notify you that an accident has taken place, and what action we have taken to rectify it. It may be necessary for you to collect the child.

[Please refer to our \*Incident, Injury, Illness and Trauma\* policy for more information.](#)

## SUN PROTECTION

We use a combination of sun protection measures for all outdoor activities from **September to the end of April** and whenever UV levels reach 3 and above. Children are required to wear hats and clothing that protect them from the sun. Children are also encouraged to wear sunglasses.

We provide SPF50+ sunscreen which we apply to the children regularly throughout the day. Children are encouraged to play in the shaded parts of the yard. Our centre has been recognised as a SunSmart Centre by SunSmart Victoria for the past 19 years. Our current certificate will be valid until July 2023.

Children should be encouraged to:

- Wear hats that protect the face, neck and ears, *e.g. legionnaire, broad-brimmed or bucket hats*. Baseball or peak caps are not considered a suitable alternative.
- Wear loose fitting clothing that covers as much skin as possible. Clothing made from cool, densely woven fabric is recommended. Tops with elbow length sleeves, and if possible, collars, and knee length or longer style shorts and skirts are best.
- Apply sunscreen before each outdoor period. Sunscreen must be applied at least 20 minutes before going outdoors and reapplied every two hours, if outdoors.
- Seek shade wherever possible. Children who do not have appropriate hats or outdoor clothing are encouraged to stay in the shade or a suitable area protected from the sun.
- Wear close fitting, wrap-around sunglasses that meet the Australian Standard 1067 (Sunglasses: Category 2, 3 or 4) and cover as much of the eye area as possible.

[Please refer to our \*Sun Protection\* policy for more information.](#)

# POLICY AND PROCEDURE MANUAL

## **POLICY AND PROCEDURE MANUAL** (located in centre foyer)

1. Acceptance and Refusal of Authorisation
2. Administration of First Aid
3. Child Safe Standards
4. Code of Conduct
5. Coronavirus
6. Dealing with Complaints
7. Dealing with Infectious Diseases
8. Dealing with Medical Conditions in Children
9. Delivery and Collection of Children from the Service
10. Determining the Responsible Person Present at the Service
11. Emergency and Evacuation
12. Enrolment and Orientation
13. Excursions
14. Governance and Management of the Service
15. Immunisation and Disease Prevention
16. Incident, Injury, Trauma and Illness
17. Interactions with Children
18. Mental Health & Wellbeing
19. Nutrition, Food & Beverages and Dietary Requirements
20. Participation of Volunteers & Students on Practicum Placements
21. Payment of Fees
22. Providing a Child-Safe Environment
23. Record Keeping and Retention
24. Sleep and Rest
25. Social Media and Networking
26. Staff Health & Wellbeing
27. Staffing Arrangements
28. Sun Protection
29. Sustainability
30. Tobacco, Drug & Alcohol-Free Environment
31. Water Safety