

CATHOLIC EARLY LEARNING & CARE

Information Handbook

2023



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This information booklet must be read before completing the Enrolment Form as you are agreeing to abide by the conditions and obligations listed.



Acknowledgement of Country

Catholic Early Learning and Care respectfully acknowledges the many Tribal clans on which our services reside within Yidinji Nation and extend that respect to our services to the North on Kuku Yalanji Country and to the South on Ma:Mu Murinbunjup Country.

We acknowledge the Gimuy Walubara Yidinji people as the traditional owners and custodians of the Cairns region and pay our respects to Elders past, present and emerging on whose land we gather.

May we listen with great care to the heartbeat of the Aboriginal lands and the Torres Strait Islander waters, may we connect and feel with deep attachment – spiritually, emotionally and physically as our nation's first people have with the land and sea, as they have cared for it so well and for so long.

For they hold the memories, the traditions, the culture and hopes of Aboriginal and Torres Strait Islander peoples across the nation.

A Message from the Approved Provider

The CELC Information Handbook has been prepared to assist you to understand the operational and educational aspects of our organisation. We are committed to responding to the needs of all stakeholders - educators, parents and children - and are defined by the positive partnerships we have established within the local community. We look forward to working with you and providing quality, educational care for your child.

Welcome

EARLY CHILDHOOD EDUCATION & CARE, KINDERGARTEN AND OUTSIDE SCHOOL HOURS CARE (OSHC)

CELC aims to deliver high quality education and care to all children attending our services. We work closely with families, schools and the community, and welcome all suggestions and feedback. We are proud to provide a team of dedicated, passionate educators that are committed to delivering the best possible environments and experiences for children throughout all stages of development.

Current educator ratios, as determined by the Education and Care Services National Law and Regulations are:

| Age | Required Educator-to-child Ratio |
|------------------------------|----------------------------------|
| Up to 24 months of age | 1:4 |
| 24 months - 36 months | 1:5 |
| 36 months – Kindergarten age | 1:11 |
| Over kindergarten age | 1:15 |

Our environments support and encourage each individual child's development in line with the National Quality Framework and Standards, Early Years Learning Framework, My Time Our Place Framework and the QLD Kindergarten Learning Guide.

This booklet provides information regarding booking arrangements, payment of accounts, policies and procedures, Childcare Subsidy and other relevant details. If you require additional information or have any questions, please contact your preferred service.

Family participation in the Quality Assurance process is essential and your involvement and

feedback is encouraged and appreciated when your child is enrolled at a CELC service.

Licence Standards set out by the Department of Education and Training require all families to re-enrol their children at the beginning of each school year. It is essential that the service has up-to-date information about your child, especially contact numbers for parents/guardians and emergency contacts.

Please ensure any changes to information are provided to the service and that educators are aware of any details regarding your child that may impact on their involvement in the program. Please read all information, complete the enrolment form and direct debit authority form in full and return to the service prior to care commencing.

CONTACT US

CATHOLIC EARLY LEARNING & CARE

22-24 Aplin Street,
Cairns 4870

Tel: 4256 0220

Email: admin@cclc.catholic.org.au

CELC Accounts Receivable:

Tel: 4256 0225

email: accounts@cclc.catholic.org.au



Our Philosophy

Catholic Early Learning and Care is made up of a unique **community** of educators. Together we **cherish, support** and **respect** the children, families and each other. We believe that we provide an **inclusive, welcoming, spiritual** environment where we all have a place to **belong**. We foster continual learning and growth through **collaboration**, and are always searching for innovative ways to further our **pedagogical** knowledge. Our services are founded on the values of the Catholic Church, and we endeavour to light a path of faith in everything we do. Together we are a **family**.



Mission Statement

Quality Early Learning and Care programs will be child-centred and holistic.

Catholic Early Learning and Care Services will address equity of access and outcomes, respect and encourage the involvement of families and communities and incorporate quality practices into the learning environment.

Early Learning & Care Services

Catholic Early Learning and Care, Redlynch

185 – 205 Intake Road, Redlynch, QLD

T: 4252 5700

M: 0439 999 127

E: director.redlynch@cclc.catholic.org.au

Operating Hours: 7:00am – 6pm

Sessional Kindergarten: 8:30am – 3pm

MacKillop Catholic Early Learning and Care

1 MacKillop Road, Mount Peter

T: 4252 5718

M: 0438 620 587

E: director.mtpeter@cclc.catholic.org.au

Operating Hours: 6:30am – 6pm

Kindergarten: 8:30am – 3pm

Community Kindergarten Silkwood

6 Harold Street, Silkwood, QLD

T: 4252 5755

M: 0439 924 736

E: kindy.silkwood@cclc.catholic.org.au

Operating Hours: Tuesday, Thursday, Friday
8:30am – 3pm (term time only)

Community Kindergarten Bentley Park

135 Robert Road, Bentley Park

M: 0436 645 606

E: kindy.bentleypk@cclc.catholic.org.au

Operating Hours: 8:30am – 2:45pm
(term time only)

Outside School Hours Care Services

Holy Cross

Reed Road, Trinity Park, QLD

T: 4057 6895

M: 0410 629 096

E: oshc.trinitypk@cclc.catholic.org.au

Before School Care: 6:30am – 8:30am

After School Care: 2:50pm – 6pm

Vacation Care: 7am – 6pm

Mother of Good Counsel

394 Sheridan Street, North Cairns, QLD

T: 4252 5739

M: 0408 935 004

E: oshc.nthcairns@cclc.catholic.org.au

Before School Care: 6:30am – 8:30am

After School Care: 2:50pm – 6pm

Vacation Care: 7am – 6pm

Mackillop College

1 Mackillop Road, Mt Peter QLD

T: 4252 5717

M: 0439 312 901

E: oshc.mtpeter@cclc.catholic.org.au

Before School Care: 6:30am – 8:30am

After School Care: 3pm – 6pm

Vacation Care: 6:30am – 6pm

St Francis Xavier

5 Atkinson Street, Manunda, QLD

T: 4252 5779

M: 0418 196 614

E: oshc.manunda@cclc.catholic.org.au

Before School Care: 7:00am – 8:30am

After School Care: 2:50pm – 6pm

Vacation Care: 7am – 6pm

Our Lady Help of Christians

18 Balaclava Road, Earlville, QLD

T: 4252 5727

M: 0400 248 866

E: oshc.earlville@cclc.catholic.org.au

Before School Care: 7am – 8:30am

After School Care: 2:30pm – 6pm

Vacation Care: 7am – 6pm

St Andrew's

185 – 205 Intake Road, Redlynch, QLD

T: 4252 5795

M: 0409 588 832

E: oshc.redlynch@cclc.catholic.org.au

Before School Care: 7am – 8:30am

After School Care: 2:40pm – 6pm

Vacation Care: 7am – 6pm

St Augustine's

Grogan Street, Mossman, QLD

T: 4252 5797

M: 0447 181 102

E: oshc.mossman@cclc.catholic.org.au

After School Care: 2:50pm – 6:00pm

Vacation Care: 8:00am – 6:00pm

St Gerard Majella

63 Anderson Road, Woree, QLD

T: 4252 5737

M: 0429 893 527

E: oshc.woree@cclc.catholic.org.au

After School Care: 2:50pm – 6:00pm

Vacation Care: 8:00am – 6:00pm

St Michael's

58 Mill Street, Gordonvale, QLD

T: 4252 5784

M: 0439 829 830

E: oshc.gordonvale@cclc.catholic.org.au

Before School Care: 6:30am – 8:30am

After School Care: 3pm – 6pm

Vacation Care: 6.30 am – 6.00 pm

St Joseph's

11 Loeven Street, Parramatta Park QLD

T: 4252 5785

M: 0428 786 250

E: oshc.parramatta@cclc.catholic.org.au

Before School Care: 7am – 8:30am

After School Care: 2:50pm – 6:00pm

Vacation Care: 7am – 6pm

St Therese's

135 Robert Road, Bentley Park, QLD

T: 4252 5713

M: 0438 213 584

E: oshc.bentleypk@cclc.catholic.org.au

Before School Care: 6:30am – 8:30am

After School Care: 2:50pm – 6:00pm

Vacation Care: 6:30am – 6:00pm

Enrolment

A completed annual enrolment form (in its electronic version) must be held at the service for every child in attendance. Please ensure that the information provided is correct at all times, in particular contact numbers, emergency contacts and medical information. The parent linked with Centrelink should be listed as Parent/Carer 1 on the enrolment form.

Re-Enrolment

Early Childhood Services and Outside School Hours Care re-enrolment occurs at the start of Term 4 each year. All families are required to participate in this process in order to confirm and secure places for the following year. Parents will be advised of a cut-off date for re-enrolments. Spaces will then be made available for new families. Bookings do not automatically roll over from one year to the next.

Bookings

All bookings are made through the service directly. Please refer to the fee schedule for information relating to bookings.

Absent Days

For the safety of all children the service must be notified if a child will be absent for any reason. Each child is eligible for child care subsidy for the first 42 absences from care across all approved child care services during each financial year. These absences can be taken for any reason and do not require supporting documentation.

Any day a child is absent due to illness, please obtain a medical certificate if you think you may go over the 42 allowable absences.

Late Fees/ Collection

Children collected after the service closing time will incur a late fee of \$10.00 per child for every 5 minutes until collected. (E.g. 10 minutes late with 2 children will incur a \$40.00 late charge and 15 minutes late with two children will incur a \$60 charge). This fee is to cover additional staffing costs. If you have not collected your child 30 minutes after closing time, and the service is unable to reach you or any other authorised/emergency contacts listed on enrolment, the police will be phoned.

Cancellation Policy

It is most important that you notify the service of any cancellations to your child/ren's booking/s. Our service is bound by regulation which stipulates staff to child ratios. Timely cancellations allow us to readjust the staff roster which in turn assists us to keep operation costs at a minimum.

- Cancellation of an Early Learning and Kindergarten booking requires 2 weeks written notice.
- Cancellation of a Before and/or After Kindy Care Booking requires 2 weeks written notice.
- Cancellation of a Vacation Care Bookings require 7 days written notice
- Cancellation of a Permanent or Part-time OSHC Bookings require 7 days written notice

- Full fees will be charged for failing to give notice as per fee schedule of any changes to your child/ren's attendance.
- If your child does not attend on the last day of care, they will be charged full fees as CCS will not be available

Payment of Fees

Our organisation relies on the prompt payment of fees to maintain an effective and efficient operation.

Fee payments are not accepted at services. Methods of centralised payment of fees are detailed below.

Payment Methods:

- Direct debit payment system

Key days to remember:

- Invoices are available after 10pm Sunday night
- All fees are charged on **Tuesday** (may take 1-2 days to clear from your account)
- All fees are **charged 1 week in arrears**.

***Example:** If your child starts care on a Monday, and attends Monday, Tuesday, Wednesday of the first week, you will be charged **the following Tuesday after the first week of care**.*

Catholic Early Learning and Care will:

- Provide Invoices on a regular basis
- Inform families of changes to fees in a timely manner
- Be sensitive and responsive to families in times of financial hardship

Families will:

- Make payments in a timely manner according to the attached service *Fee Schedule*
- Inform service of any absences and changes to bookings
- Inform staff of any inconsistencies with their child care statement

Please note: Failure to pay fees within agreed timeframes is a breach of the conditions of your child's enrolment and may result in withdrawal of care until payment is received in full or a payment plan is

negotiated. Failure to adhere to the negotiated agreement may result in termination of care and account referral to a debt collection agency.

Childcare Subsidy

Child Care Subsidy is the way in which the Government assists families with their child care fees. Childcare Subsidy is a single, means-tested subsidy that is paid directly to the child care provider to be passed on to families.

Eligibility

There are some basic requirements that must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child. These include:

- the age of the child (must be 13 or under and not attending secondary school)
- the child meeting immunisation requirements
- the individual, or their partner, meeting the residency requirements listed in the legislation.

Estimating the subsidy you can receive

There are three factors that will determine a family's level of Child Care Subsidy. These are:

- Combined family income
- Activity Test – the activity level of both parents
- Service Type – type of child care service

The Child Care Subsidy will be paid directly to service providers to be passed on to families as a fee reduction. Families will make a co-contribution to their child care fees and pay to the provider the difference between the fee charged and the subsidy amount. The new child care system will also provide targeted additional fee assistance for vulnerable families through the Child Care Safety Net. Families can get an estimate of what they may be entitled to by entering their details into the Department of Human Services Payment and Service Finder.

When enrolling your child into a service for the first time, you will need to log on to **mygov.com.au** and follow the prompts to begin the process to claim Childcare Subsidy. *Stand-alone, community Kindergarten services are not eligible for Child Care Subsidy.*

Kindergarten Funding

*Kindergarten children turning 4 years old by 30th June in the current year are required to attend a minimum of five days in each fortnight. All other children must attend a minimum of two sessions each week.

Kindergarten Government Subsidy:

If you or your child holds a current Australian Government Health Care Card, Pension Card/Veterans Affairs card or if you identify as being Aboriginal or Torres Strait Island (or have a child who does), or if you have 3 or more children of the same age enrolled in the same year. Please speak with the service Nominated Supervisor for further details of possible additional subsidy available when using an approved kindergarten program provider in the year before Prep.

If you meet the above criteria, your discounts will be applied to your account at the beginning of each week per school term.

Arrival and Departure

For accountability, legislative and safety reasons all children need to be signed **in and out EVERY DAY** by an authorised adult using the electronic system. When signing in and out, parents will be required to enter their pin code. When someone other than the parent/guardian is collecting the child, if they are an authorised nominee, they will need to be set up with their own pin.

Service Responsibilities;

- Staff will ensure that children are only released to the person/s authorised on the Enrolment Form.
- Where no authority has been given for an alternate person to collect the child/ren, permission via phone will be required. The parent will then be required to send a text to the service phone to allow this person to collect their child. Proof of identity will be requested upon arrival. Its CELC policy that notice is provided in writing prior. Phone call/text message for emergency situations only.
- When no contact has been made ten minutes after closure, the staff will attempt to phone parent/carers and/or emergency contact people listed on the child's enrolment form to arrange for immediate collection. Additional fees will apply.

In the event there is no response from contact numbers or parents/carers are unable to arrange collection, the Police will be phoned.

Orientation

Introducing your child into care for the first time can be an emotionally stressful, overwhelming time. At the beginning, it is expected that there will be some tearful goodbyes from both child and parent. All CELC services have individualised ways to assist you and your child with this transition.

If you are interested in enrolling your child into one of our services, please contact the service directly and arrange a time to meet. Upon meeting, the Nominated Supervisor will go through and explain the forms you will be required to read and sign. These are listed below:

- enrolment form;
- Direct debit authority form;
- fee schedule;
- parent information handbook;
- parent/visitor code of conduct; and
- medical conditions policy (should your child have a medical condition).

Once these forms are completed in full, the Nominated Supervisor will arrange a time to meet with you again and discuss the general operations of the service. Specifically, the service operating hours, daily routine, sign in/ out procedure, planned experiences, menu, team of educators and the feedback and grievance procedure. During this meeting the electronic sign in/out process will be explained.

Electronic Signing in and out - Signing your child in for the first time:

1. Enter your PIN into the device and sign your children out

If your child has any specific considerations that you would like the service to be aware of such as dietary requirements, a medical condition or additional needs support, or you require information to be translated, please speak with the Nominated Supervisor directly.

CELC strongly encourage all families to bring their child into the service prior to beginning care, to allow them to become familiar with the environment. This will allow the child to transition smoothly into the service. This is also a great opportunity for you to spend time with the educators and Nominated Supervisor.

Communication between parent, child and educator is crucial in helping our families to adjust. We encourage parents to participate in our programs, allowing them an insight into their child's day to day activities. Parents are welcome to spend time in the centre and share those special moments with their children or phone us during the day to check on their child's progress.

OSHC Only

On the child's first day in attendance at OSHC, the child/ren will be shown around the service by an educator and introduced to the team. The educator will discuss with the child the afternoon routine as well as the location of the toilets, bubblers, meals areas, bag racks, boundaries and behavioural expectations. The child will be encouraged to play with children that are already familiar to them and where appropriate, assigned a buddy. The educator will also explain the process of what to do if the child is feeling upset, worried or angry, to encourage and foster open communication between children and educators.



National Regulatory Body

The national regulatory body for Early Childhood Education and Care is Australian Children's Education & Care Quality Authority (ACECQA). In Cairns, the state regulatory body is the Office of Early Childhood Education and Care (OECEC). This governing body ensures all services abide by the law and regulations and oversee the application of the National Quality Standard. The department conducts regular spot checks on all services and every 2-3 years conducts an Assessment of the service, and awards it with a rating based on the practices witnessed.

Should you wish to contact the regulatory body, their details are;

Office of Early Childhood Education and Care

PH: 4037 3911

E: cairns.ecec@qed.qld.gov.au

National Quality Framework

The National Quality Framework (NQF) provides a national approach to regulation, assessment and quality improvement for early childhood education and outside school hours care services across Australia.

The NQF includes;

- National Law and Regulations
- National Quality Standards
- Assessment and Rating Process
- National Learning Frameworks - My Time, Our Place and the Early Years Learning Framework (EYLF)

It is stipulated in the regulations that each service is required to complete and annually update, a Quality Improvement Plan (QIP). The aim of a QIP is to help services self-assess their strengths and areas of improvement. Throughout the year, you might be asked to complete a survey in relation to the QIP or National Quality Standards. Educators will use the framework in partnership with families to develop learning programs responsive to children's ideas, interests, strengths and abilities and recognise that children learn through their play.

Parent Involvement

We encourage parents to engage with the service and share in decision making. Our services have an open-door policy, which means you are most welcome to come and spend time with your child/ren. Parents may provide feedback via the suggestion box, surveys, email, phone, and verbal communication with the Nominated Supervisor. Please refer to the Grievance, Compliments and Complaints section below if you wish to provide feedback to the CELC Manager in relation to a service.

It is WH&S protocol as a visitor to the service to sign in and out in the visitor sign in book. If you wish to spend time with your child at the service please ensure you do this.

We sincerely want you and your child/children to be happy and feel welcome at the service. Our intent is to develop a home away from home atmosphere where everyone feels part of the family.

Parent, Volunteer and Visitor Code of Conduct

The **Code of Conduct** applies to all parents, guardians, caregivers, visitors and volunteers who interact with our Catholic Early Learning and Care services in the Diocese of Cairns. As part of the Catholic Diocese of Cairns, there is an expectation of support and respect for the vision and Mission of Catholic Education.

Parent Responsibilities:

- Communicate to all parties in a respectful, constructive and appropriate manner
- Uphold and comply with Catholic Early Learning and Care Policies and Procedures as well as all applicable laws including student protection and workplace health and safety
- Act in a manner that enhances the values of the service and its staff
- Under no circumstances approach another child whilst they are in the care of any Catholic Early Learning and Care service to discuss or chastise them because of actions towards their own child/ren
- Refrain from using offensive, insulting, abusive, threatening, derogatory language or conduct, including wearing clothing with offensive insignia or language
- Act in a manner that is free from harassment, victimisation and unlawful discrimination
- Refrain from engaging in malicious or condemnatory gossip, either directly or online, and be mindful of the damage social media can cause
- Ensure that you are not under the influence of alcohol and illegal drugs while being present at the service
- Follow all state and federal laws in relation to smoking
- Disclose accurately and fully, all information required by the service in its enrolment process and committing to further update this information as required to ensure compliance
- Report all issues or concerns that have potential for conflict to the Nominated Supervisor to seek their intervention in bringing about an equitable and peaceful solution
- Ensure confidentiality is maintained at all times
- Ensure that your personal appearance is appropriate for that of an education and care setting
- Follow the procedure listed in this Code of Conduct to resolve a conflict or grievance
- Follow the safety procedures of the service at all times
- Do not discuss any issues or concerns regarding the service, educators, child/ren, or family/ies in front of children

Grievances, Compliments and Complaints

It is appropriate in times of conflict that correct procedures are followed. If the conflict is in relation to the service, in the first instance, please approach the Nominated Supervisor to discuss. If a resolution is not reached then it is appropriate to involve the CELC Manager to assist with a harmonious result. If parents/guardians remain dissatisfied with the result then the matter may be referred to the Executive Director – CELC of the Cairns Catholic Diocese. It may be necessary in times of investigation or enquiry to involve the school in certain matters. Confidentiality, in accordance with our applicable policies, will be maintained at all times.

Policies and Procedures

The services Policies and Procedures are reviewed on a regular basis by the CELC Policy Committee. Parents, Educators and children are encouraged to be involved in the consultation process. Our Policies and Procedures are available for your perusal at the service. Should you wish to view a copy of these policies,

please speak with the Nominated Supervisor. It is a requirement of the regulations that if your child has a medical condition, you must read the medical conditions policy (this will be given to you upon enrolment).

Priority of Access

The Australian Government funds childcare to meet the needs of and assist Australian families. However, the demand for childcare services sometimes exceeds supply in some locations. In these circumstances, the Government has determined a set of guidelines for allocating places, ensuring services allocate places to those families with the greatest need for childcare support. The three levels of priority which childcare services must follow are:

Priority 1 – a child at risk of serious abuse or neglect.

Priority 2 – a child of a single parent who is satisfied, or of parents who both satisfy the work/training/ study text (section 14) of the Family Assistance Act (1999).

Priority 3 – any other child.

Within these main Priority categories, priority should also be given to children in:

- Aboriginal and Torres Strait Islander families
- parents or children with disabilities
- families with low incomes
- families from a non-English speaking background
- socially isolated families
- single parent families

Under the Priority of Access Guidelines a child care service may require a Priority 3 child to vacate a place to make room for a higher priority child. The service can only do so if:

- the person liable for the payment of the child care fees was notified when the child first entered care that the service followed this policy, and;
- the service gives the person at least 14 days' notice of the requirement for the child to vacate the place.

Medical Conditions

If your child has a medical condition, it is a requirement of the regulations that parents must be provided with the organisational medical conditions policy. We encourage families to familiarise themselves with this document. In alignment with the Education and Care Services National Law and Regulations, if your child has a medical condition, you will be asked by the service to complete the appropriate medical forms upon enrolment and reviewed each year. It is essential these forms are reviewed annually and provided to the service in a timely manner. Enrolment may be suspended until these documents are provided.

These are;

- Medical Management Plan (asthma, anaphylaxis, allergies)
- Risk Minimisation Plan (for all medical conditions)
- Communication Plan (for all medical conditions)

Medication

If your child requires the ongoing use of medication, such as an asthma relief puffer, please speak with the Nominated Supervisor at the service.

When medication is administered at the service:

1. Medication must be in its original packaging, with pharmacy label attached, indicating the child's name, dispensing details, dosage amount and expiry date. This applies to all medications, regardless of whether they are non-prescribed (such as cough medicines, antiseptic creams, etc.) or prescribed (antibiotics etc.) Pharmacies can provide dispensing labels for non-prescribed medication.
2. Parents must complete the Authorisation to Administer Medication Form, which is available at the service.

Please note: Medication will not be administered if the requested dosage is higher than recommended on the label, the medication is not in the original container or if the child's name is not on the label.

Illness

Common illness and communicable disease outbreaks are incredibly common due to large groups of children playing in close proximity to each other. Our services will endeavour to limit the spread of infectious diseases by excluding children from the service while they are infectious, upholding hygiene standards and educating parents. If a child/ educator presents to the service with an infectious disease the service will exclude the child/ educator for the period of time recommended by the Department of Health on the Time Out document. This document is prominently displayed at each service for you to view. By excluding the child/ educator, the risk of infection for the remaining children and staff is reduced. After an exclusion period, the service requires a medical certificate stating the child/ educator is fit to return to service.

A parent/ guardian will be called to collect their child, if the child is presenting with any of the following symptoms;

- Vomiting (the child will be excluded from care until 24 hours after they last vomited)
- An outbreak of a rash or spots
- Temperature of 38 degrees or above accompanied with symptoms of illness such as lethargy, pale etc. (the child may return to care the following day if their temperature is back to normal)
- Diarrhoea/ unusual stools
- Eye discharge/ conjunctivitis

Accidents/ Incidents

In the event of an accident or incident at the service, first aid will be administered by a qualified staff member. If medical assistance is required, parents will be contacted immediately. Should it be required, staff will accompany the child in the ambulance to the hospital. Staff will complete an Illness/Incident/Injury Report Form as soon as practicable, and parents are required to sign this form. Should the child receive medical attention, parents will be required to send the doctor's notes/follow up to the service. CELC will lodge the information with the Office for Early Childhood Education and Care.

Emergency

In an emergency situation, educators will follow the emergency procedures and parents will be notified as soon as practicable. Emergency evacuation procedure instructions are located in each room at the exit points within the service. Emergency evacuation and lock down drills are practiced at least once each per term.

Child Protection

Catholic Early Learning and Care endeavours to fulfil its duty of care to all children within its service

communities. As a condition of employment all educators are required to hold a current Blue Card. CELC is committed to:

- Responding promptly and appropriately to information concerning child protection matters;
- Co-operating and working in partnership with the relevant State authorities that are involved in child protection;
- Providing educators with annual child protection training through In Safe Hands;
- Adhering to legislative and organisational responsibilities as documented within the CELC Child Protection Policy.

Educational Experiences

Each CELC service is driven by an educational curriculum that contributes to an ongoing planning cycle. As part of the curriculum, a play- based, educational program is developed that provides children with opportunities to develop their physical, emotional, social, intellectual and spiritual needs. Educational Leaders create and lead the guidance of the educational program. The programs are based on the children's interests, strengths and needs and are designed to foster inclusion, creativity and exploration. Educators encourage individuality and independence and scaffold the children to learn and develop life-long, practical skills. Educators are flexible wherever possible in their approach to programming, ensuring they foster children's learning and fun through spontaneous play. CELC look forward to providing your family with the highest quality innovative and personalised education and care experience. Should you wish to discuss the educational experiences on offer, please speak with the Nominated Supervisor directly.



Behaviour Guidance

Catholic Early Learning and Care are committed to providing a safe and supportive environment for all children in care. We recognise that children's behaviour can be affected by their development, environment, time of day, peers, culture and family experiences. Each service has developed a set of specific behavioural expectations that are implemented to ensure the safety and wellbeing of every child. Educators implement various behavioural guidance techniques such as role modelling, positive praise, expressions of empathy, redirection and group/ individual encouragements.

CELC appreciates that developing agreeable methods of behaviour guidance can be difficult at times. If there are ongoing issues of unacceptable and inappropriate behaviour that is causing significant disruption to the program, families will be required to meet with the Nominated Supervisor to discuss how the service can better support the child/ ongoing care should the behaviour continue.

CELC understands the right of all children to attend the service free from bullying and/or harassment. Children who are found to be bullying or harassing others will be dealt with through the behaviour management process. Inappropriate language will not be tolerated. Where it is deemed by the Nominated Supervisor and educators that a child may cause physical or emotional harm to educators, other children or themselves, the Parent/Guardian will be informed immediately and required to collect the child from the service. This decision will be made jointly between the Nominated Supervisor and the Catholic Early Learning and Care Manager.

Vacation Care (where provided)

Our vacation care programs run all through school holidays, excluding a two week break over Christmas each year. The programs are based on the children's interests and aim to nurture, foster and build upon children's creativity and imagination. Each day there are planned activities that take place, including incursions (an activity that is taking place within the service) and excursions (an activity that requires leaving the service for a period of time). Incursions and excursions incur costs in addition to the daily fee. All incursion, excursion and bus costs are shared amongst all children in attendance to keep costs at a minimum. On excursion days, all children must attend the excursion as no team members remain at the service.

If your child is absent during vacation care and you have not given the required notice, you will still be charged. If there is an excursion taking place you will be charged the bus fee, and if there is an incursion taking place you will be charged the cost of the incursion.

Prep Children: All new prep enrolments are able to commence vacation care once they are attending school.

Inclusion

Inclusion for all children is fundamental to CELC. All services are committed to supporting and ensuring positive outcomes and experiences for all children in care. Please advise educators if there are any strategies or resources that you feel your child will benefit from and educators will do their best to implement and accommodate these. CELC strive to provide high quality care at all services however in some instances we are not able to accommodate all children in our facilities. If you have any concerns regarding your child and their participation in the service, please speak with the Nominated Supervisor.

Immunisation

Services request all Parent/Guardians confirm that their child has been immunised upon enrolment. The Child Care Subsidy only applies to children who are fully immunised or have an approved exemption from immunisation. If your child has not been immunised, they will be excluded from the service during infectious disease outbreaks, even if your child is well.

Hygiene

Educators encourage children to practice good personal hygiene and endeavour to teach them about the importance of being hygienic in all aspects of life. Children are encouraged to wash their hands with soap before every meal and at certain services, will take turns serving food to practice safe and hygienic food handling.

Nutrition

CELC understands the important role educators play in meeting the nutritional needs of children whilst in care. Each service creates a nutritional menu offering a variety of foods that differ in taste, texture and food groups. This allows children to try foods that they normally wouldn't and ensures they are meeting their health needs in alignment with the Australian Dietary Guidelines. Service menus are displayed for children and parents to view and make comment on. Children with special dietary guidelines are taken into consideration and provided alternatives.

Early Learning and Care - Children who attend early learning services will be provided with a delicious and nutritious morning tea, lunch and afternoon tea.

Kindergarten – Children provide a piece of fruit to share for morning tea, their own lunch and a water bottle.

Outside School Hours Care - Children attending OSHC services will be served a healthy afternoon tea snack each afternoon as well as a selection of fresh fruit and vegetables. If children are hungry later in the afternoon they are able to choose from a selection of fruits and/or remaining afternoon tea.





Confidentiality and Privacy

The service protects the privacy and confidentiality of its children, families and educators through policies and procedures. Written information is kept secure and accessed as required. Families can request to meet with the Nominated Supervisor to discuss confidential issues.

Personal Belongings

CELC does not take responsibility for children's personal belongings, including their hats, water bottles, bags and toys. All services discourage children from bringing toys as they often become lost, broken or misplaced, and this causes significant distress to the children.

Sun Safety

If children wish to play outside, they must wear a hat as all services have a 'no hat no play' rule. Please ensure that your child/ children attend care with a broad brim hat and appropriate sun safe clothing. Sunscreen is available at the service for children to apply. Parents are encouraged to apply sunscreen to their children on arrival at the service. On excursion days, should your child arrive without a hat/ not dressed appropriately for the activity, you will be phoned to collect your child.

Electronics (OSHC only)

Electronics are not permitted to be brought into the service unless specified on the service program. If an electronics day is taking place, and parents choose to allow their child to bring a device, the device must not be able to access the internet. CELC take no responsibility for loss or damage to devices. Devices will be confiscated if children are seen sharing or playing games other than mentioned above, or if they are using personal data.

Homework (OSHC only)

Our services appreciate the importance of educational learning, however do not help or assist children with homework. Children are taught specific strategies in the classroom, and by assisting with homework, educators may demonstrate different strategies, causing the child to become confused with their learning. Services provide a supervised space and materials for children to complete their homework.

Examples of what children need to bring

***Please note each service is different and may require different items. Please speak directly with the service to clarify exactly what to bring.*

- Bag for belongings
- Wide brimmed Hat
- Closed in shoes
- Water bottle
- Spare clothing
- Bedsheets (Early Learning only)
- Smile

Educators appreciate it when parents;

- ✓ Take notes of important dates on the calendar and are prepared for the day's activities
- ✓ Advise when they are going away, or their child is sick and will not be attending the service
- ✓ Ensure enrolment forms are handed in within the appropriate timeframes
- ✓ Show an interest in what their child is learning
- ✓ Help their child build a positive relationship with the service



Testimonials

"We are extremely happy with the service provided at OLHOC OSHC as participants in both ASC and VAC programs. The staff are professional and courteous at all times, but most importantly, have the kids at heart in everything they do. We are pleased to be a part of the OLHOC OSHC community".

- Our Lady Help of Christian's OSHC Service

"The service embraces Indigenous culture and experiences. Children are supported and educators show genuine love and interest in the children's development."

- Redlynch Early Learning and Care LDC Service

"We couldn't be happier with our child's teachers and her education. She is super happy to be at Kindy and obviously enjoys all activities and her surroundings"

- Community Kindergarten Silkwood

"The educators are all wonderful, and it feels like family for my son. We have used the service for many years and have never had a problem. Thank you to the staff for being there for my son when I can't be".

- Mother of Good Counsel OSHC Service

