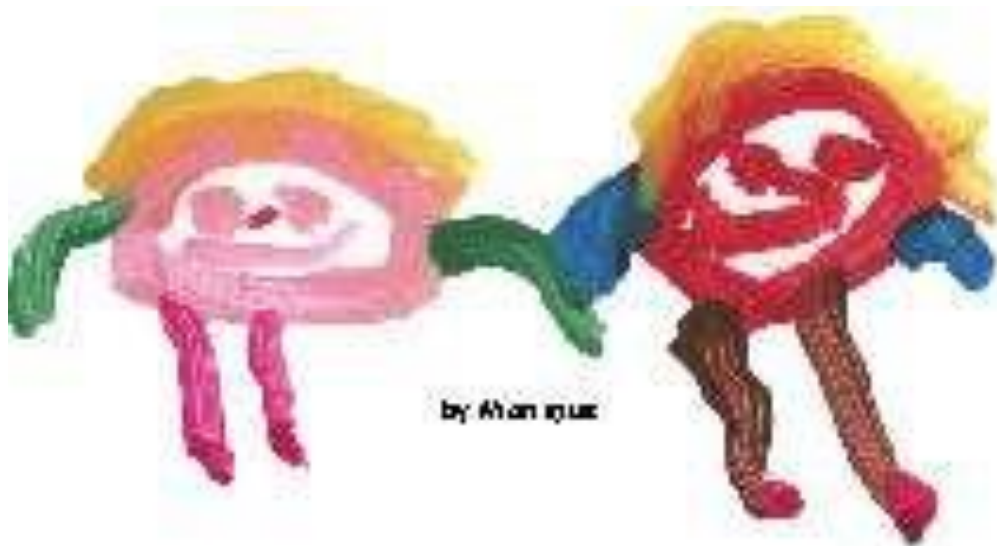


MIRAMBEENA CHILDREN'S CENTRE

PARENT HANDBOOK



by Alan J. Lee

'Where Children Come First'

2017

Mirambeena Children's Centre

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Toowoomba
Qld 4350

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BANK:	Heritage Bank, Toowoomba
Account Name:	Mirambeena Children's Centre
BSB:	638 060
Account:	12988375

Centre Reference Number (CRN): 555 001 585T
(for Child Care Benefit CCB)

For General information in relation to Child Care please feel free to contact the Child Care Information Service: 1800 637 711

Welcome from the Director

Welcome to Mirambeena Children's Centre. We are pleased that you have entrusted us with your child's care and learning prior to starting school.

We have a wonderful Centre with talented and committed staff, and an environment where children have fun, learn and thrive.

Mirambeena Children's Centre has been operating since 1987, started by Mrs Yvonne Winer, then lecturer at USQ, after she realised the need to provide child care for the University's families but also to offer a place for students to undertake a quality practical experience whilst undertaking their education studies.

As a community-based child care centre, we encourage parents to be involved in decisions about the type of care provided and other relevant issues. Since February 2002 we have been affiliated with the Creche & Kindergarten Association of Queensland (C&K) for the pre-Prep rooms. C&K is the largest and longest established provider of community based early childhood education and childcare services in Queensland, committed to providing quality early childhood education. At C&K, children come first. There are no private shareholders.

This handbook aims to be a comprehensive guide to getting started with us, and as a useful reference for our policies and procedures. All of our policies are located in the office if you would like to view them at any time. However, if you have any further questions, I will be happy to answer them.

We look forward to welcoming your child to our community.

Lyn Johnston

Director, Mirambeena Children's Centre

Why choose Mirambeena Children's Centre?

Mirambeena Children's Centre is a community-based, not-for-profit child care centre. Our not-for-profit status means that all fees paid by parents go directly to providing the best possible care in employing highly qualified, professional staff. We are proud of our centre and hope you will be too.

At Mirambeena, our philosophy reflects the partnership between families and staff in providing care and learning opportunities for the children of our centre.

- We aim to cultivate and nurture children's innate sense of wonder and curiosity about the world around them. Through their play, we encourage children to ask why, to investigate, problem solve, reflect, make friends, negotiate and, most of all, celebrate their uniquely special individuality.
- We draw upon aspects of life at home to cater for varying needs, cultural backgrounds and family structures. Staff communicate with each other, parents and children to work together as a team to provide the appropriate resources to meet the special needs of all children.
- We provide an environment, which is safe, supportive and caring; where the children form secure attachments with care givers. This facilitates the development of positive self-esteem, where children learn to value their own and each other's strengths and weaknesses. With this confidence the children are able to participate fully in the outdoor and indoor program, which aims to promote each child's development to their full potential.
- As Mirambeena is a community-based centre, we encourage parents to play a large part in the management and decision making in order to meet the needs of the community, which we serve. We

welcome the participation of parents and other community members in our program. We like to draw on their knowledge, skills and interests to extend the children's awareness of the world around them.

- At Mirambeena we respect the environment both natural and manmade. We respect our own and others' individuality and learn to value our own and others' strengths and lesser strengths.
- At Mirambeena we acknowledge and respect our traditional owners of this land, the Jarowair peoples. Our program aims to strengthen our capacity to engage Aboriginal and Torres Strait Islander families in delivering an inclusive early childhood program which meets the needs of ATSI children. We will be committed to ensuring that all Mirambeena's children, families and educators, from all cultures and backgrounds, will be included and have opportunities to learn about the Indigenous culture.

Centre Goals

- To provide a secure nurturing environment where each child is recognised as a unique individual.
- To provide a welcoming and enriched environment where children and their families form a partnership with the staff.
- To encourage children to explore and to discover their environment, and to construct knowledge and express themselves while doing so.
- To provide many opportunities for children to interact with staff and their peers.

Assessment and Rating

Mirambeena Children's Centre is licensed by the Office for Early Childhood Education and Care under the Education and Care Services Act. The centre must meet the requirements regarding activities, experiences and programs, numbers of staff members and children, staff members' qualifications etc according to legislation.

Mirambeena had its assessment and rating 2 day visit from our assessor in late 2014. It is at this visit that a rating was given according to a rigorous and extensive set of criteria established by the Commonwealth Government. The assessor viewed our Continuous Improvement document prior to her visit and over the 2 day period spent considerable time observing our practices in each of our 4 rooms. It was at this time that we received a rating of **exceeding** the National Quality Standards.

Role of the USQ

Mirambeena is a separate entity to the University. As trustee for our centre, we continue to strive for a close relationship between USQ and ourselves. The location of Mirambeena is ideal for students and employees alike, and there are special privileges offered to USQ families, such as the waiving of waiting list fees, priority on the waiting list and offer of placements for student teachers.

Groupings

The Centre provides care for children from 3 months to school age in four different age groups:

Gumnuts

Ages: 3 months to 2 years (or older, depending on circumstances)

Carer ratio: 8 children to 2 carers

Possums

Ages: 2 to 3 years (or older, depending on circumstances)

Carer ratio: 10 children to 2 carers

Kookaburras

Ages: Pre-prep children, 3 ½ years to 4 ½ years

Carer ratio: 22 children to 2 carers

Butterflies

Ages: Pre-prep children, 3 ½ years to 4 ½ years (or older, depending on circumstances)

Carer ratio: 22 children to 2 carers

Children already attending one group are automatically placed on the list to move to the next age group. Children are only able to move up to the new group when there is a vacancy in that group. Teachers in each group adjust their programs accordingly, depending on the ages of the children in the group.

The Program

Research has shown that play-based problem-solving with other children and an adult has a crucial effect on early brain development and should be the format for children entering the school system.

At Mirambeena we have implemented C&K's birth to school age curriculum, entitled *Building Waterfalls*, throughout the centre. The curriculum acknowledges the important role adults-educators, parents, other children and the physical environment play in children's learning. Adults and children share responsibility for the learning process through interaction, negotiation and collaboration.

A new, **national** early learning framework for children from birth to five years (Early Years Learning Framework (EYLF) *Belonging, Being and Becoming*) has been implemented. This is very similar to *Building Waterfalls*, where quality play based learning such as Mirambeena offers, builds success for life. An information booklet on this framework is available from the office.

What this means in practice is that we provide opportunities for children to select their own experiences from a range of choices, giving them control over their environment. We provide a balance of indoor and outdoor experiences that allow children to naturally progress through their own unique stage of learning.

The program for the Kindergarten and pre-Prep groups is in keeping with the Queensland School Curriculum Council's Preschool Curriculum Guidelines. Staff members negotiate the curriculum with the children and actively seek input from parents with regard to their child's likes, interests and events that occur in the home. Children's interests are developed into a broad theme through which curriculum goals are achieved by introducing appropriate language (both oral and written), maths and science concepts. For example, block play provides opportunities for children to experiment with the maths concepts of counting, sorting, shape, size and spatial awareness. With the introduction of signs for roadways, work-areas and buildings children become aware of words and their purpose. Careful planning to introduce these topics while children are playing provides a vibrant education which has real meaning for the child.

Kindy Rooms

Kookaburras

The Kookaburras room organises regular excursions and visitors from our community, based on the children's interests at the time e.g. natural spaces, theatre, art galleries and other cultural experiences. We welcome family members visiting to share their interests and cultural experiences e.g. cooking, dancing, music, stories, crafts and aspects of their culture.

Butterflies

The weekly Butterflies Bush Kindy program provides fantastic life skill opportunities that children can engage in with confidence. The program at the bush is similar to that at the Centre, the difference being that there are more perceptible risks and children must evaluate personal and peer safety as well as that of the activity. The setting provides changing physical challenges that cannot be gained through a man-made playground environment.

Throughout the year, kindy staff compile a portfolio for your child to keep at the end of the year. We would encourage you to take this portfolio home throughout the year to add photos and/or stories to contribute to the child's journey during these formative years.

Parents are welcome to chat with their child's carers about the program including their child's development. Formal interviews with carers are encouraged at any time should parents like to make an appointment to do so.

Our Staff

At Mirambeena we are proud of the accomplishments and formal training of our caring team and their devotion to their roles. Our staff are highly qualified and come from a range of diverse backgrounds. We have an exceptionally low staff turnover rate, with many staff at the Centre having cared for full families of brothers and sisters, cousins and friends. This continuity of care adds to the family atmosphere at Mirambeena, which our families consider an important part of their child's experience.

The Kindergarten and pre-Prep programs employ University-qualified and registered early childhood teachers. Staff are also actively encouraged to participate in further education and training and in-service and other professional development activities, thus ensuring our staff stay at the forefront of early childhood education. The strong co-operation between the Centre and the C&K Early Education Consultant adds a positive influence in this area.

For the information of parents and visitors, staff names and qualifications are displayed at the entrance to each room.

Staffing during school holidays

In keeping with the employment conditions for registered teachers, the teachers and assistants in the Kookaburras and Butterflies rooms are granted holiday leave during the Queensland State School holiday period. The Easter, June, September and December/January holiday programs are staffed by a combination of afternoon staff and casual relief staff. During these times, the centre endeavours to have at least one familiar face in the rooms throughout the day.

During the January state school holiday period the centre operates a combined vacation care program for the Butterflies and Kookaburras children. If you have a school-age child whom you would like to attend the centre over this period, please speak to the Centre Director to book them in to the vacation program. Similar staffing arrangements to the other holidays apply.

Reminder: The centre closes for the week of Christmas and the week of New Year – specific dates will be advised towards the end of each year. There is no charge for these two weeks.

Students and Volunteers

The Centre is committed to helping with the training of student teachers and child care staff, accepting students from high schools, USQ and other tertiary training organisations.

Having students at the Centre enhances the program by providing more individual attention for the children, and through the introduction of varied ideas and activities provided for the children. All students work with, and are supervised by, Mirambeena staff at all times. All students and volunteers are required to hold a Commission for Children and Young People suitability card (blue card) before they are accepted into the Centre.

Our Facilities

The Centre has been designed to ensure a generous amount of outdoor play, to which few centres can compare. Having the opportunity to run about is vital to a child's physical coordination skills and creative play development. The outdoor area consists of varied play opportunities including a grassed area, a large covered sand pit (plus one especially for the babies and another for the toddlers), a generous area of soft fall, a much adored digging patch, play mounds, swings and climbing equipment. Our semi-rural location contributes positively to the atmosphere of the Centre.

Indoor time offers enriched creative experiences where children have the opportunity to create with numerous and varied mediums. Accessing multicultural play equipment from various organisations enhances our already rich indoor resources. We also frequently access materials through the Cobb & Co Museum. Such items cover a wide area of interest. Once a term, we enjoy performances from various artistic groups who come and entertain the children at a nominal fee.

The bathrooms at Mirambeena were completely renovated in 2011, providing children with access to modern and functional facilities to assist them with learning about toileting and personal hygiene. The Kookaburras' room was privileged to have received additional play space following renovations in early 2015. This included their own kitchenette area to support the cooking activities done with the children.

Our Meals

The Centre provides wholesome home-style meals for morning tea, lunch and afternoon tea. Children's tastebuds are tantalised by a refreshing array of freshly prepared fruits, muffins and slices. Our lunches consist of nutritious hot cooked meals and freshly made sandwiches, prepared to ensure all five food groups are covered.

The menu offers a diverse range of cultural cuisines and special diets can also be accommodated. In addition, young babies also enjoy freshly prepared vegetable medleys, yoghurts and the like. Daily menus are displayed in each room, the dining room and the foyer. We are a nut-free centre, and also happily cater for a range of other food allergies and sensitivities.

Nutrition is considered together with the provision of a wide range of tastes and textures in a structured yet inviting eating atmosphere where table manners are observed. At other times informal meals are held on rugs in the form of a picnic either outdoors or inside. Afternoon teas are prepared for children in attendance at that time.

Birthday Celebrations

We celebrate each child's birthday on the day they attend the Centre that is nearest to their actual birthday date. The Centre provide a freshly-cooked birthday cake and the children join in singing 'Happy Birthday'. Please do not bring birthday 'goodies' on your child's birthday. While this is a lovely thought, it can cause problems for those children who are on special diets and feel left out when they cannot share the party food. The 'birthday child' feels special with our low-key celebrations and can enjoy the party food etc. when celebrating at home. We understand that some families' beliefs do not include the celebration of birthdays. If you do not wish the centre to provide a birthday cake, please inform the staff prior to the event.

Getting started – what you need to know

Hours of Operation

The centre is open from 7.00am until 6.00pm for 50 weeks of the year. The Mirambeena Children's Centre closes for maintenance and major seasonal cleaning for two weeks over the Christmas and New Year period. There is no charge when the centre is closed over this period.

The centre is not open for gazetted public holidays. However, as is standard practice, these public holidays are charged at the normal rate.

Delivery and Collection of Children

When delivering your child to the Centre, please ensure that you do the following:

- sign and print your name in the attendance book, along with the time;
- put your child's bag in his/her locker;
- apply, or assist with applying, sunscreen to your child's face and other exposed skin (you may do this at home if you prefer) – see our Sun Safety Policy at the end of this Handbook;
- wash your child's hands, to minimise the spread of germs between home and the Centre;
- if it is prior to 8:15am and your child is from the Possums or Butterflies rooms, take them to the Kookaburras room; and
- speak to a carer about anything that may impact on your child's day.

When collecting your child from the Centre, please:

- sign and print your name in the attendance book, along with the time collected;
- collect your child's belongings, including any wet clothes or artwork; and
- ensure that your child's carer is aware of your departure.

PLEASE NOTE: It is ESSENTIAL that you sign the attendance book when delivering AND collecting your child. This attendance record is used to ensure all children are evacuated during a fire drill or in an emergency. Failure to sign "IN" could place your child in DANGER during an emergency and failure to sign "OUT" could result in staff or fire officers re-entering a burning building to locate a missing child and needlessly placing their lives at risk. Following any absence it is also a requirement that you initial those days when your child was away.

In addition, the signature on the attendance record sheets is required to enable us to claim CCB on your behalf. Because this is a legal document it is important that parents sign in the correct manner.

Late Fee

Collecting a child after 6pm will attract a late fee of \$20 per each ten minute interval, or part thereof, past 6pm. This is to cover the additional staffing cost of two staff members as required under the Childcare Regulations.

What to bring for your child

Our program includes activities that are creative and sometimes quite messy, so please dress your child in clothes that are appropriate. We offer Mirambeena T-shirts, skivvies and sweat shirts for sale, which are ideal for such messy activities.

Each day you will need to bring a bag for your child that contains:

- at least one full change of clothing, including underwear & socks (if worn); and
- an extra jacket during the cooler months;
- Nappies or training pants (if required).

All items must be clearly named. While we try to ensure that things are not lost or damaged, we cannot take responsibility for unnamed articles.

Please do not allow children to bring toys (except a cuddly toy for rest time) as special items can become the source of great interest to other children and your child may not welcome this. The toy will often get broken or lost and this can be very upsetting.

Parent Participation

Parents are welcome to join in our program at any time. We value parental involvement and the skills you can share with us. Your child will benefit from your participation in the program, even if it is for a short time at the beginning or the end of the day.

Whilst we acknowledge that parents from time to time wish to talk extensively with staff, appointments should be made to allocate the most suitable times so that staff can give their time to the children in their care.

We also hold functions throughout the year generally in the evenings and at weekends to allow families to become more a part of the child's experience at our Centre and to meet with other parents.

Parents are also requested to attend two of our bi-monthly working bees held throughout the year. A small group of parents help to maintain the Centre and the equipment. This is a good opportunity to meet other parents and staff members.

Being a community centre we also value parental input into our policies. We regularly issue policies for feedback and look forward to parents taking the time to understand and provide input.

If parents wish to have a more formal role they may become part of the Management Committee which meets monthly to help form policies and manage the Centre's affairs. This Committee is elected at the Annual General Meeting held each year in Feb/March. This Committee manages the Centre for that year. All parents are invited to attend the monthly Committee Meetings and the Annual General Meeting.

Payment and enrolment

Fees

Mirambeena operates under an "all inclusive" fee structure. Our fees cover meals, sunscreen, bed linen and hats.

Our current fee schedule is enclosed as a loose-leaf schedule for your information, and is subject to change.

Payment of Fees

Invoices are sent fortnightly, either electronically or placed in "parent pockets" in your child's room. Fees are payable for all booked times whether the child attends or not. **This includes regularly booked days that fall on public holidays.** No fees will be charged when the Centre is closed over the two week Christmas period.

We acknowledge that families take holidays through the year. You are entitled to request 2 weeks at half your usual rate for holidays **providing** you give us a minimum of 2 weeks' notice. The holiday request form is available from the foyer.

Please pay fees by Direct Debit or Electronic Funds Transfer. No cash or cheques please. We have no facilities for credit card or EFTPOS. The Centre's banking details can be found on the inside cover of this Parent Handbook. For USQ staff members a salary deduction can be arranged. Please note, your child's place may be forfeited if your fees are more than two weeks in arrears. If you are experiencing issues that may prevent you from being able to pay your fees, please contact the Centre Director immediately to discuss your options. It is important that fees are paid in advance.

The receipt of Child Care Benefit is dependent on you signing the Attendance Sheets in the room on arrival and departure and also signing off absences on return.

A copy of your child's birth certificate and immunisation details are to be provided to the centre and kept on file for our records.

Child Care Benefit

It is your responsibility to notify Centrelink that you wish to claim the Child Care Benefit (CCB) for child care purposes.

CCB is available to all parents who receive Family Allowance. Child Care Benefit is calculated on parents' combined gross taxable income and is represented as a percentage. Child Care Benefit can only be claimed as a percentage of an hourly figure established by the Commonwealth Government. The gap between this ceiling and the fee is to be met solely from parents. Rules relating to claiming Child Care Benefit can change regularly. Please consult the Centre Director or other authorised information officer to obtain current information.

To receive this CCB it is necessary for families to provide the child's and parent's CRN from Centrelink as well as the child's and parent's dates of birth. Parents can opt to have their Child Care Rebate (CCR) paid to the centre. This is paid weekly and offsets some of the out of pocket expenses, whereas if families choose to receive the CCR themselves it is paid every 3 months into the families' financial institution.

It is important that the centre is kept informed of any changes to Health Care Cards and JET entitlements. Copies of these Centrelink letters should be kept on file. Once the Health Care Card is renewed, a copy of the new card is to be provided to the centre and kept on file for our records.

Maintenance Levy

A \$100 Maintenance Levy is an annual levy to be paid on the first Customer Account. Parents can have this levy refunded by attending working bees. These working bees are held at the Centre on a Bi-Monthly basis. Dates for these will be established at the beginning of the year so that families can organise their dates of attendance. Families are refunded their levy of \$100 if they attend two working bees during the calendar year, or refunded \$50 if they attend one working bee, providing they attend for a minimum of 2 hours each time. Signing an attendance register during these working bees will provide evidence of attendance, necessary for the refund.

Enrolment

The centre is open to all children between the ages of 3 months and Queensland school age, subject to the availability of care. The Federal Government has provided guidelines that give priority to children whose parents are working, studying or seeking employment. The priorities of access guidelines are as follows:

1. A child at risk of serious abuse or neglect.

2. A child with disabilities.
3. Both parents, or single parent working/training.
4. Parent/s at home.

A waiting list is maintained and children are selected from the list as vacancies occur. An administration fee of \$30 is payable to place children on this list. This fee is waived to those families with USQ connections.

As our centre enjoys a high demand for limited places a refundable \$100 bond is to be paid once a placement is offered to your child. This is refunded at the conclusion of your child's attendance once all fees have been paid. No refund is payable if you modify your commencement date or subsequently cancel your enrolment.

Changes to enrolment requirements after your start date will be accommodated wherever possible. However preference for places will be provided on the basis of our priority of access guidelines in accordance with vacancies, Centre utilisation policies and relevant waiting lists. A minimum of two weeks' notice in writing is required with any request for changes to bookings.

If you need to cancel your enrolment you are required to provide a minimum of two weeks' (ten working days) notice to avoid the loss of the security deposit. Notification should be made, preferably in writing, to the Centre Director.

If you require a "one off" extra day these will be accommodated whenever utilisation/staff ratios permit. Please apply to the office to confirm availability. Please note: we are not able to swap days. If you need a "one off" extra day you will be charged for the day.

Parents are required to ring the Centre as early as possible (after 7am) when they know that their child will not be attending the centre due to illness etc. This notice allows our carers to plan for the day, and allows us to notify other parents who may wish to utilise your child's place. (Casual vacancies are placed on the main noticeboard for any parents to make use of extra available days).

Health & Safety policies

To maintain the health of the children at the Centre, staff and parents must work together to maintain the highest hygiene standards. Children suffering from heavy colds or infections must stay at home to avoid the risk to other children. Children on antibiotics need to stay at home for **at least 24 hours from the time of the initial dose**.

If your child becomes ill, or is injured while at the Centre, staff will endeavour to contact you immediately. If a parent is not available staff will then try to contact the person/s nominated by you on your enrolment form. Medical assistance will be sought if deemed necessary by the Centre Director.

It is a policy of the Centre that a Medical Treatment Order Certificate must accompany all medications requiring administration by the staff members at the Centre. Copies of these forms are available in your child's room or from the office. Staff members at the Centre will not administer **unprescribed medication**.

Accidents

Although every care is taken to prevent accidents, they do occur. All staff at Mirambeena hold current first-aid certificates. When an accident occurs, staff must fill out details on the appropriate form, which requires a parent's signature to indicate that they are aware of the accident. Staff may call parents should they feel concerned about the child's safety and wellbeing.

Parents are required to inform the Centre of any change of address or telephone number. This is necessary to allow the Centre to contact you in the event of an emergency. Forms for these changes are available in the foyer.

Illness and Medication Policy

It is vital the Centre maintains, as far as possible, an atmosphere free from contagious illnesses and infections. We must therefore ensure that no child showing symptoms of heavy colds or other infectious or contagious illnesses including vomiting and diarrhoea, which may affect the health of other children or staff, attend the Centre. The child must remain absent for the period specified by the Health Department, doctor or Infectious Diseases chart and/or 24 hours since the last vomit or loose bowel motion.

Children who are unwell do not cope well with a day at the Centre, often they just want to be quiet and with a parent or special aunt, grandparent etc. It is wise to have a plan of what to do when your child is sick or unable to attend the Centre. Most children will be sick, at some stage, during the time they usually attend the Centre. Your child's carers have the right to send home any child whom they consider is unwell.

Minimum Exclusion Periods from Centres for Infectious Diseases, Cases and Contacts

Detailed with this handbook is a listing of childhood diseases and conditions. They have been included to serve as a guide to parents about the required exclusion and treatments that are required. From time to time the information and advice on which this guide is based may change.

The following information has been derived from "Staying Healthy in Child Care" Fourth Edition (National Health and Medical Research Council, AGPS, December 2005):

Head Lice Policy

Mirambeena has a whole of centre pro-active approach to head lice. Workplace, Health and Safety obligations to our children, families and our staff have been a major focus in the development of this procedure. The occurrence of head lice is the most common insect infestation in humans throughout the world. It can affect people of any age, nationality, gender or socio economic status. It is a health and educational issue and the way it is approached can have a significant influence on a child's emotional, social and educational development.

Parents have the prime responsibility for the detection and treatment of head lice on their children. The aim of this policy is to educate and to contain the spread of head lice at Mirambeena.

(Please note that any reference to "parent" also includes persons with legal responsibility for the child.)

Expectations of Parents

It is the parents' responsibility to ensure that their children do not attend Mirambeena Children's Centre with untreated or live head lice. To achieve this it is expected that parents will:

1. Regularly inspect their child's scalp and hair to detect the presence of lice or lice eggs.
2. Regularly inspect all household members and treat them if required.
3. Notify the Centre if their child is affected.
4. If their child has head lice, not send their child to the Centre until the day after treatment has commenced and no live lice nor eggs are found.
5. Return the completed 'Action taken at home' slip to the centre which parents are obliged to fill in and sign indicating they have checked and where necessary treated their child's hair.

If treatment has not commenced the child will be excluded and parents contacted to take the child home.

Children can only return to the Centre once the child has been treated and the 'Action taken at home slip' is filled in, returned to the teacher and no live head lice nor eggs are present.

Expectations of Mirambeena Children's Centre

Mirambeena Children's Centre has the responsibility for minimising the risk of the spreading of head lice to the centre's community ie: all children enrolled and staff.

To help control head lice, through the leadership of the Director, Mirambeena Children's Centre will:

1. Facilitate a whole-of-centre approach to the management of head lice based on the Head Lice in Primary Schools Kit. (Education Qld)
2. At enrolment, distribute the Centre's procedures and information on the prevention, detection and treatment of head lice to parents. Included in the package is a standard agreement for parents to sign allowing staff to physically check for head lice and to treat if need be with the conditioning treatment as outlined in Staying Healthy in Child Care.
3. Instruct staff to inform the Director immediately of head lice outbreaks.
4. Contact the parents immediately to collect their child and the parent can begin treatment.
5. If the parent cannot collect their child immediately, the parent is advised the emergency contact will be notified or, the staff will treat the child's hair with the conditioning treatment for a fee. The fee is to cover the wages of a relief person to treat the child's hair. The Centre will ensure that the rights and privacy of the child are respected.
6. Implement programs that minimise head to head contact during outbreaks of head lice.
7. Support and encourage parents through practical advice.
8. Remind parents not to send children with head lice to the centre until the day after treatment has commenced **and** no live lice nor eggs are found.
9. Utilise form letters to alert all families that head lice have been found at the centre that has an 'Action taken at Home' tear off slip attached.
10. Ensure 'Action taken at home' slips are returned.
11. At all times ensure the child's dignity and right to privacy are preserved and the matter is handled in a manner which will not embarrass the child or cause the child any unreasonable distress.

Sources: Education Queensland HLS-PR-011: The Control of Head Lice
<http://education.qld.gov.au/strategic/epr/health/hlspr011/>
Dept of Education Training, Student Services (Principal Advisor, Nick)
Tel: 07 3234 1604
C&K Head Office: 1800 177 092

Sun Safety Policy

When outside, all children and adults will wear a hat and sunscreen. A 30+SPF sun-screen is provided by the Centre for this purpose. The children will be encouraged to play in the shade between the hours of 10am and 3pm when the UV index is 8 or above. Parents and staff members have a shared responsibility in protecting children from exposure to ultraviolet radiation from the sun.

Responsibilities of Parents:

- Parents are requested and encouraged to apply sun screen to their children's exposed skin each day on arrival or prior to attending the Centre.
- A pro forma must be signed in the instance of a parent not wishing the staff to apply sun screen to their child.
- If parents are providing a hat for their child to wear, a legionnaire or broad brimmed hat that protects the face, eyes, neck, ears and crown of the head is essential. This hat must be clearly marked with the child's name.
- Parents are requested to dress children in clothing that will provide adequate protection from the sun.

Immunisation Policy

Parents are required to provide particulars of their child's immunisation on enrolment and to keep these records updated. While the Centre encourages parents to immunise their children against communicable diseases, children who are not immunised are able to attend the Centre unless there is an outbreak of a particular disease (refer to exclusion list).

If an outbreak of a particular disease (such as measles, mumps, etc) occurs, unimmunised children, or children whose immunisation status is not known, will be excluded from the Centre for the protection of other children who are attending the Centre, until the outbreak has ceased. Full fees are payable during this period.

Paracetamol

Parents will be requested to sign a permission form on enrolment giving permission for staff to administer ONE DOSE ONLY of paracetamol to their child in the event of their child's temperature reaching in excess of 38 degrees C. These are the only circumstances when staff are permitted to administer paracetamol.

In each case staff will endeavour to contact a parent by phone to advise them that the child is unwell and request that the child be taken home or seek medical attention. A written 'Medication Form' will be available to be signed when the child is collected.

The Centre keeps Panadol brand liquid, which is sugar-free and colour-free. If your child cannot take this particular brand please supply a small bottle (clearly named) of the paracetamol your child can take.

The paracetamol will be administered according to the manufacturer's instructions only, and will be administered by the group leader with another staff member present to witness.

THESE ARE THE ONLY CIRCUMSTANCES WHEN STAFF ARE ABLE TO ADMINISTER PARACETAMOL.

ON NO ACCOUNT WILL THE STAFF ADMINISTER MORE THAN ONE DOSE PER DAY.

PARENTS MUST ADVISE STAFF MEMBERS IF PARACETAMOL (OR SIMILAR PRODUCT) HAS BEEN ADMINISTERED TO A CHILD BEFORE THE CHILD ARRIVES AT THE CENTRE.

Grievance Procedure for Parents

The Centre recognises that from time to time individual parents may have grievances that need to be resolved in the interests of good relationships and quality care of the children.

Parents will have the right for a grievance to be heard through all levels of management. These grievances can only be resolved if a line of communication is established and negotiations conducted in a reasonable manner.

1. In the first instance the parent should raise the concern with the immediate caregiver.
2. The caregiver and parent should, if appropriate, take the matter to the Group Leader.
3. If the parent still feels concerned or the caregiver considers it appropriate, the parent shall attempt to resolve the grievance with the Director.
4. If the problem is still unresolved, the matter shall be referred to the Parent Management Committee in writing where discussion between parties concerned will take place until a fair and satisfactory settlement is reached.
5. If the parent feels the Parent Management Committee has not dealt with the concerns, then they are invited to contact the Early Childhood Officer at the Office for Early Childhood Education and Care.

Early Childhood Officer
Office for Early Childhood Education and Care
PO Box 38
Toowoomba Qld 4350
Telephone: 07 4616 9125
Fax : 07 4616 9100

A copy of the Education and Care Services Act and Regulation are available from the Director at the office at Mirambeena
For General information in relation to Child Care please feel free to contact the Child Care Information Service- 1800 637 711

References:

Staying Healthy in Child Care. Second Edition. Commonwealth Dept of Health and Family Services.
Handbook on Child Care Licensing, Queensland Dept of Families
Kindergarten Handbook, Creche and Kindergarten Association of Qld

If You Have Concerns

The staff members at the Centre are always interested to hear from parents about their wishes for their children. If you have any problems, please see either the Group Leader or Director, or follow the Grievance Procedure.

We feel confident that you and your child will enjoy your time with us at Mirambeena and we look forward to welcoming you to our wonderful Centre.

Should you have any queries please feel free to speak to the Director.
Phone: 07 4630 1989

Email: miramben@usq.edu.au

Web address: www.mirambeenachildrenscentre.com.au