



Little
Adventures
EARLY LEARNING

Family Handbook



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Welcome

Welcome to Little Adventures Early Learning. We are excited to work in partnership with you and your family to provide an optimal education and care experience for your child. We hope that this handbook answers many of your questions. Please feel free to ask the staff for any further information.

Service Information

Little Adventures Early Learning is a Centre Based Day Care Service catering for children aged six months to five years. The service is approved to provide education and care to 76 children per day. The Centre has four spacious indoor learning areas that are allocated to groups of children based on their age, learning and developmental needs. The learning spaces are allocated as follows:

Explorers – 12 Children, 0-2 years

Discoverers – 15 Children, 2-3 years

Investigators – 24 Children, 3-4 years

Inventors – 25 Children, 4-5 years

Hours of Operation

Little Adventures Early Learning operates Monday to Friday, 7:30am to 6:00pm, 50 weeks per year. Little Adventures is closed on Public Holidays and for a period of time between Christmas and the New Year.

Families and children are not to be on the premises outside of these operating hours.

Contact Details

Street address:	28 Tozer Street Kempsey NSW, 2440
Postal address:	PO Box 3003 West Kempsey NSW, 2440
Phone number:	02 6562 2477
Centre mobile phone number:	0417 073 859
Nominated Supervisor phone number:	0419 655 532
Email:	info@littleadv.com.au
Website:	www.littleadv.com.au

Little Adventures Early Learning Philosophy

In relation to the educational program and practice

Little Adventures Early Learning believes in implementing a curriculum that is based on the principles, practices and outcomes of the Early Years Learning Framework, with a strong emphasis on play based learning. We view children as capable and competent and support the development of children's independence and sense of agency. We believe in providing children with opportunities to engage in sustained uninterrupted periods of play and use intentional teaching strategies and spontaneous experiences as opportunities for learning. We believe that children learn best when their knowledge, ideas, culture, abilities and interests, are at the centre of the curriculum being guided by educators who are there to facilitate and support their learning.

In relation to children's health and safety

Little Adventures Early Learning believes in providing a safe and secure environment for all children that promotes and supports individual children's health care needs. The flexible routines implemented at the service are designed to promote children's independence, resilience, wellbeing and social interaction. We believe in supporting the growth and development of children through the promotion of healthy eating and nutrition, regular participation in physically active play and through opportunities for children to sleep, rest and relax.

In relation to the physical environment

Little Adventures Early Learning believes in providing an environment that is flexible and encourages children to freely explore, discover and investigate open ended resources, materials and experiences in both the indoor and outdoor spaces. We believe in providing an environment that is inclusive, natural, stimulating, challenging and encourages independence, agency and promotes safe risk taking. Our environment provides opportunities for children to learn from and interact with each other regardless of age. We believe in supporting children's awareness of environmental responsibility through the implementation of sustainable practices

In relation to staffing arrangements

Little Adventures Early Learning believes in providing children with access to qualified, experienced and dedicated educators who are committed to providing quality education and care programs. We believe in the importance of providing children with staffing that promotes consistency and continuity. We believe in continuous quality improvement and providing educators with ongoing professional development so that children can be further supported within the program by professionals who are up to date with current pedagogy. We promote a safe, respectful and ethical environment where educators are encouraged to support, challenge, collaborate and learn from each other.

In relation to relationships with children

Little Adventures Early Learning acknowledges the importance of developing and maintaining secure, respectful and reciprocal relationships between staff and children and between children and their peers, so that each child is supported to feel secure confident and included. Educators are committed to ensuring that children's dignity and rights are maintained at all times through the implementation of the Early Childhood Australia Code of Ethics and the UN Convention on the Rights of the Child. We believe in providing an environment where all children are acknowledged as individuals and staff are committed to implementing practices that promote inclusion, equity and fairness.

In relation to collaborative partnerships with families and communities

Little Adventures Early Learning believes in building and maintaining collaborative relationships with the local and wider community to support children's learning and wellbeing. Educators, families and community members work together to support each child's inclusion and participation in the program. Each child, their family, and their culture are diverse and this is respected and valued throughout the curriculum. Families expertise of their child is valued, acknowledged and recognised through collaboration and shared decision making.

In relation to governance and leadership

Little Adventures Early Learning believes in providing a positive work environment that promotes professionalism and advocacy for Early Childhood education and care. We believe that the implementation of dynamic administration systems, and policies and procedures contributes to the effective management of the service. We believe that continuous quality improvement and reflective practices are integral in driving the strategic direction of the service and ensuring positive outcomes for children and families.

Governance and Service Management

Little Adventures Early Learning is an approved service under the National Quality Framework (NQF). The service is governed by an Approved Provider who is responsible for adhering to the requirements of the NQF including compliance with the Education and Care Services National Law and Regulations.

Approved Provider Details

Name of Approved Provider: Little Adventures Early Learning Pty Ltd
Provider Approval Number: PR-40003210
Primary Contact: Ben O'Donnell
M: 0438 626 368
P: 02 6566 3700
F: 02 6563 1827
E: ben.odonnell@odh.com.au

The NQF

The NQF is the result of an agreement between all Australian governments to work together to provide better educational and developmental outcomes for children using education and care services.

The Australian Children's Education and Care Authority (ACECQA)

ACECQA is the national body that guides the administration of the National Quality Framework to ensure consistent implementation across all states and territories.

The Regulatory Authority

A Regulatory Authority in each state and territory is responsible for administering the National Quality Framework, including approving, monitoring and quality assessing services. In NSW the regulatory authority is the Early Childhood Education Directorate, NSW Department of Education.

P: 1800 619 113

F: 02 8633 1810

E: ececd@det.nsw.edu.au

W: www.education.nsw.gov.au

Education and Care Services National Law and Regulations

Little Adventures Early Learning must comply with the Education and Care Services National Law and Regulations. Hard copies are available at the service for families to access or the websites below are available to view the documents.

Law <https://www.legislation.nsw.gov.au/#/view/act/2010/104>

Regulations <https://www.legislation.nsw.gov.au/#/view/regulation/2011/653>

National Quality Standard (NQS)

The National Quality Standard sets a national benchmark for the quality of education and care services. Approved Services are assessed and rated against each of the seven Quality Areas of the National Quality Standard and the National Regulations. Services are also given an overall rating. The assessment and rating process aims to drive continuous quality improvement and provide families with the information required to make choices about their children's education and care. The seven Quality Areas include Educational program and practice, Children's health and safety, Physical environment, Staffing arrangements, Relationships with children, Collaborative partnerships with families and communities Governance and Leadership. The ratings that the service receives are displayed in the entrance to the service.

Staffing

At Little Adventures Early Learning we believe that qualified, experienced and dedicated educators are the key to high quality education and care programs. The minimum ratio requirements outlined in the National Regulations are adhered to at all times Little Adventures Early Learning exceeds these ratios by providing an additional staff member in each room. (Subject to change based on enrolled bookings). See table below:

Room	Minimum educator to child ratio required under National Regulations	Actual ratio provided at Little Adventures Early Learning (subject to change based on enrolled bookings)
Explorers 6 mths-2 yrs	1:4 (3 educators)	1: 3 (4 educators)
Discoverers 2-3 yrs	1:5 (3 educators)	1: 3.75 (4 educators)
Investigators 3-4 yrs	1:10 (2 educators)	1: 6.66 (3 educators)
Inventors 4-5 yrs	1:10 (2 educators)	1: 6.66 (3 educators)

Early Childhood Qualifications

All staff at Little Adventures Early Learning will hold or be actively working towards an approved Early Childhood qualification. This includes qualifications at a Certificate III, Diploma and Bachelor level.

Nominated Supervisor and Responsible Persons

It is a legislative requirement that there is a Responsible Person on the premises at all times that the service is operating. A Responsible Person can be either a representative of the Approved Provider, the Nominated Supervisor or a Responsible Person designated in writing by the Approved Provider or Nominated Supervisor.

At Little Adventures Early Learning, the Nominated Supervisor is the Director, who is responsible for the overall day to day management of the service. The Director is the first line of communication for families. In the absence of the Director, the Responsible Person present at the service will be available to support families. Families will always be made aware of the Responsible Person that is present at the service on any given day. A sign is displayed in the foyer of the service detailing who the Responsible Person is at any time that the service is operating.

First Aid Management Qualifications

All educators at the service will hold, or be enrolled to complete, approved first aid, asthma and anaphylaxis management qualifications.

Child Protection

All staff at the service will hold, or be enrolled to complete an approved qualification in child protection. Everyone has a responsibility to ensure a positive and nurturing environment for children, and to seek support for children who may have suffered, or are at risk of significant harm. Educators at the service are mandated by Law to report any suspected child abuse or risk of significant harm.

Volunteers and Students

Little Adventures Early Learning recognises the importance of supporting students who are studying early childhood education and care qualifications. This means that staff may, at times, be required to provide appropriate supervision for students when they are completing a practicum placement at the centre. Students may ask families questions or to complete authorisation forms during their placement. All students and volunteers at the service are approved by the Director and undertake an induction and orientation process to ensure they are aware of service policies and procedures.

Our service has a regular volunteer, Emily Livermore, who is a part of the Little Adventures Team. Emily works for 2 hours on a Monday and Wednesday afternoon as a part of her National Disability Insurance Scheme Package. Emily works alongside our team to complete all of the important afternoon tasks that supports our centre to run smoothly. Each day that Emily volunteers she is accompanied by a carer, who is employed by Macleay Valley Support Services.

Fees

It is essential for Little Adventures Early Learning to charge fees in order to provide an optimal education and care experience for your child and family. The fees charged allow the service to operate smoothly and effectively with an educational program delivered by highly qualified and experienced educators.

Fees will be reviewed annually and families provided with a minimum of two weeks' notice prior to any change.

Enrolment Fee

An enrolment fee is charged per child in order to secure their child's booking at the service. This can be paid before the child commences or included in the first fee payment deduction. This fee is non-refundable.

The enrolment fee is \$90 per child. Upon enrolment your family will receive an enrolment pack that includes the following:

- A drink bottle;
- Sustainable Wet Bag for wet/dirty clothing;
- Hat;
- Hardcopy of this Family Handbook; and
- A variety of resources and information

Daily Fees

The daily fee charged by the service for the 2023/2024 financial year is \$108 per child, per day. Upon enrolment, families will be charged three weeks fees (two weeks fees in advance, plus the fees for the first week that the child is attending). These fees must be paid in full before the child commences at the service. Families can then choose whether their fees are paid on a weekly, fortnightly or monthly basis. The daily fee includes the supply of morning tea items, milk, linen and all nappy change requirements.

Family accounts are to be kept two weeks in advance at all times. Once two week's notice of intent to withdraw the child has been received by the Service, the advanced fees will be used for those two weeks with the difference (if any), refunded to the parents nominated bank account.

Families of children eligible for Start Strong Fee Relief will have their entitlement applied to their gap fees on a weekly basis.

Late Fees

Families are to notify the service as soon as possible if they know that they are going to be late collecting their child/ren. Parents will be encouraged to make alternate arrangements for an authorised collection contact or other person that they authorise to collect the child/ren.

If there are children still present at the Service at 6.00pm, the Nominated Supervisor or Responsible Person will contact the parents immediately. If we are unable to contact the parent, the authorised nominees will be contacted.

If a parent or authorised nominee cannot be contacted and the child is still present at the service at 6.30pm then the Nominated Supervisor or Responsible Person will contact the Police and inform them of the circumstances and seek their advice.

The two educators that are rostered on the closing shift are to remain at the service with the child until the parent/authorised collection contact arrives or until Police advise of further instructions.

Families of children eligible for Start Strong Fee Relief will have their entitlement applied to their gap fees on a weekly basis.

Public Holidays

Families are required to pay the daily fee for every public holiday if their child normally attends on that day.

Absences

Families are required to notify the service of any non-attendance for their child/ren, either in advance when known, or preferably by 10am for any on the day of absences. Ideally this would be done via the Xplor Home App, but either phoning or emailing the service is also acceptable. This is to ensure the safe delivery and collection of children, and so we meet attendance record keeping requirements.

Families are entitled to 42 absence days for each registered child in a financial year. Child Care Subsidy (CCS), is paid for these days provided the child would normally have attended that day and fees have been charged. Additional absences can be claimed when the first 42 days have been used. Supporting documentation is required for approval of these additional absences. If no documentation is received, then individuals will incur the full fee for that day. Documentation can include, but is not limited to, a medical certificate from a registered medical practitioner.

Debit Success

Little Adventures uses the payment system Debit Success to administer their fees. Families must nominate their preferred bank account or credit card their fees are to be deducted from.

Fee payments default to Thursdays, weekly so families must communicate any other preference to the Nominated Supervisor. An authorisation form is completed as part of the Xplor on line enrolment process.

At the discretion of the Nominated Supervisor, families may pay their fees using the Centrelink Centrepay option or via Direct Deposit into the services bank account. Families must request these payment preferences with the Nominated Supervisor.

Correct Bank Details

It is the responsibility of the family to ensure that bank account and/or credit card details provided to Little Adventures Early Learning are up to date and accurate. Families should update their bank and/or credit card details change no later than 48 hours prior to a debit via the Xplor Home App. If incorrect or invalid bank or credit card details result in being unable to withdraw funds, families will be liable for a Direct Debit Default Charge (Dishonour/Failed Payment Fee) of \$19.95.

Available Funds

It is the responsibility of the family to ensure that there are sufficient cleared funds in their nominated account or on their credit card by the due date to enable the direct debit to be honoured. Failure to do so will result in a Direct Debit Default Charge (Dishonour/Failed Payment Fee) of \$19.95.

Inability to Pay Fees

Families must discuss with the Nominated Supervisor any difficulties they may have in meeting payments and make suitable arrangements to pay, agreed to in writing by both parties.

Parents/guardians are notified immediately once the service is made aware that their fees have not cleared. The family will be given the option to pay the fees that did not clear immediately, or with their next scheduled payment. If these fees are not paid immediately or with their next scheduled payment, or they have not entered into an arrangement with the Nominated Supervisor, the family will be contacted, advising them that their child's enrolment at the Service is at risk of being terminated.

If after being notified that their child's enrolment is at risk of being terminated, no reasonable attempts are made to pay their overdue account, the family will be provided with two weeks written notice stating that their child's enrolment will be terminated.

Debt Collection

If accounts are in arrears, after the child's last day of care, the Debit Success agreement and payments will still continue to be debited from the nominated bank account and/or credit card until the debt has been paid in full. If payments continue to decline, Little Adventures Early Learning will engage the services of a debt collection agency and all charges and fees relating to the collection of the debt will be paid by the family, not by Little Adventures Early Learning.

Cessation of Care

When a family becomes aware that their child will be ceasing care at the service they are required to provide two weeks' notice. The child must be physically present at the service on the last day of their two-week notice period. The family is not eligible to receive CCS from the time that their child last physically attended the service and the end of the notice period, if they do not attend on their last day of care. Therefore, full fees will be incurred for that period. Upon cessation of care any accounts that are in credit will be refunded to the family.

Invoices and Receipts

A Statement of Entitlement is issued to families every two weeks detailing the child's attendance, fees charged, and payments made within that period. Receipts of payments are also documented on the fortnightly statement of entitlement.

Child Care Subsidy (CCS) & the Child Care Subsidy System (CCSS)

CCS

Little Adventures Early Learning complies with the Australian Government requirements to be an approved education and care service for the purposes of CCS. The online CCSS reporting requirements and any other requirements for claiming and administering CCS are maintained by the Service.

Child Care Subsidy is paid directly to Little Adventures Early Learning Pty Ltd who then passes it on to families as a fee reduction so that their fees are reduced at the time that they use childcare. Families pay the Service the difference between their subsidy and the fees charged (the gap fee).

The individual who is enrolling the child at the service is responsible for lodging a claim for CCS with Centrelink to determine their benefits. Ideally, this should occur prior to the child attending the service. A claim needs to be made for each individual child who is attending the Service.

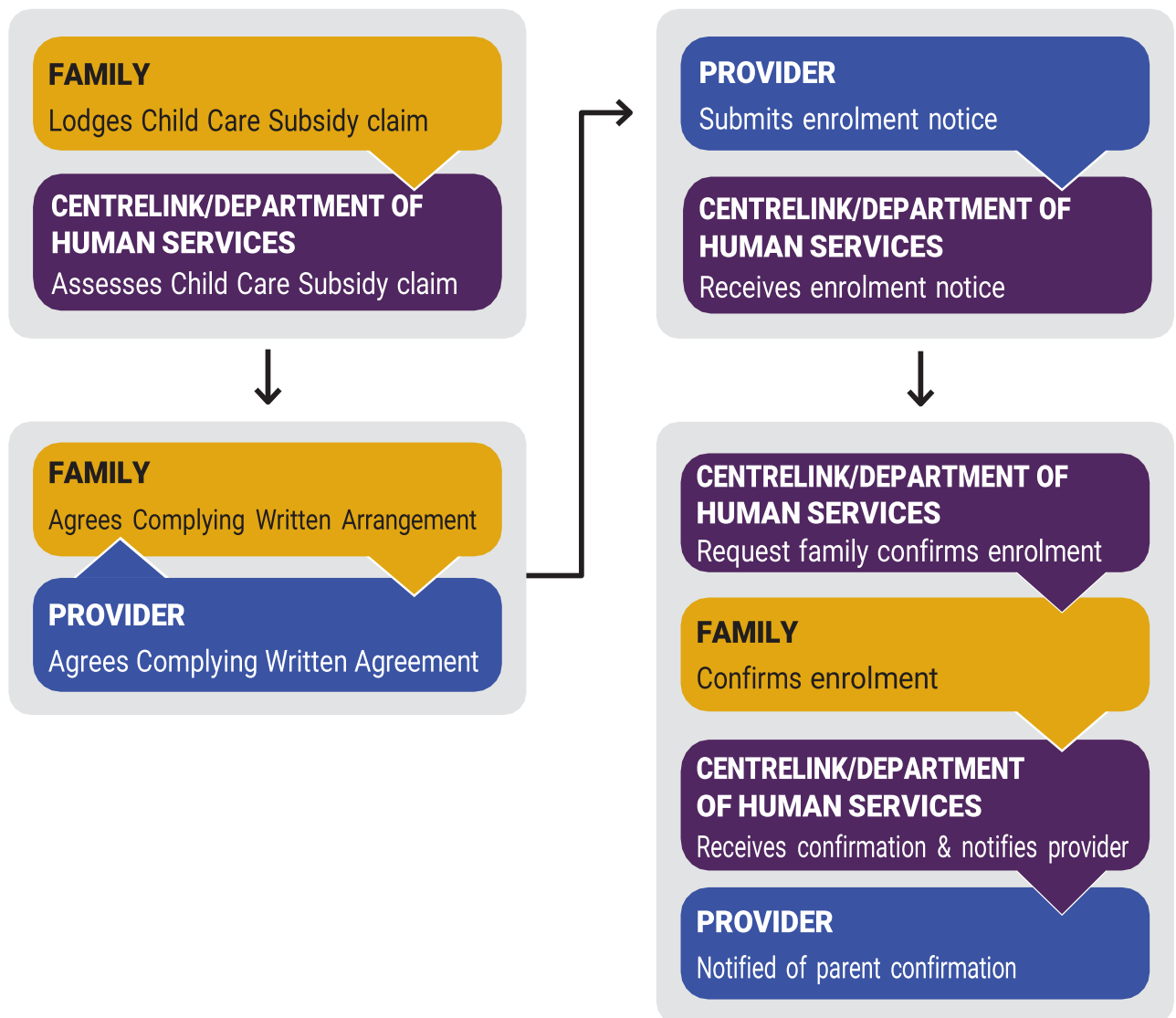
The individual who enrolls the child at the service and has made the Claim for CCS under their Customer Reference Number (CRN) is the person responsible for paying the childcare fees. Where another party, such as the state, an employer or another organisation is paying all or part of a child's childcare fees, no subsidy can be paid for the fees paid by the other party.

Once the individual has lodged their claim for CCS, the service must enter into an agreement with the individual on the planned arrangements for the care of the child. There are four types of arrangements that can be entered into. Individuals need to agree to the terms of each arrangement in writing (see table below).

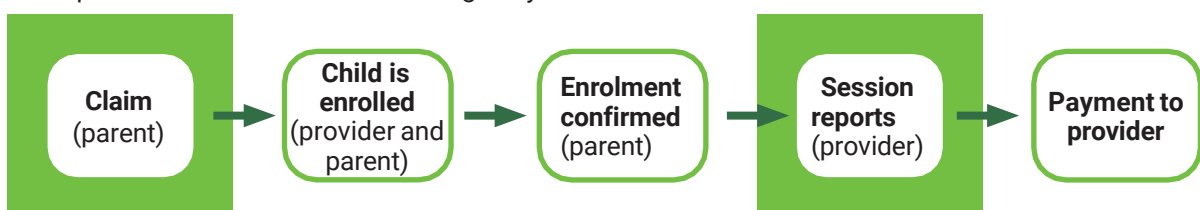
Arrangement type	Description	Is Child Care Subsidy payable?
Complying Written Arrangement	<p>A Complying Written Arrangement must include the following information:</p> <ul style="list-style-type: none"> → the names and contact details of the provider and the individual(s) → the date the arrangement starts → the name and date of birth of the child (or children) → details about the days on which sessions of care will usually occur → the usual start and end times for these sessions of care → whether care will be on a casual or flexible basis (in addition to, or instead of, a routine basis) → details of fees charged under the arrangement (providers can reference a fee schedule or information available on their website), which the parties understand may vary from time to time. → Additional information can be included to support the individual's understanding of their payment obligations. 	Yes – Child Care Subsidy or Additional Child Care Subsidy
Relevant Arrangement	<p>An arrangement between the provider and individual for the care of a child that does not meet the full requirements for a Complying Written Arrangement.</p> <p>Child Care Subsidy can be paid for care provided under this type of agreement.</p> <p>This type of enrolment notice is used only where a provider is sure that the family does not wish to claim Child Care Subsidy.</p>	No
Arrangement with an organisation (third party)	<p>An arrangement between the individual(s) and another party (for example, an employer, other organisation, or the state – such as for participants in the Adult Migrant English Program) where the other party is liable for the fees for care of the child.</p>	No

For any arrangement type, the service must submit an enrolment notice for each child attending the service. The enrolment notice reflects the type of arrangement that is in place between the service and the family/ individual or organisation. For a Relevant Arrangement, or an Arrangement with an organisation, the service invoices the individual or the organisation for the full fee as agreed in the Arrangement, because no subsidy applies.

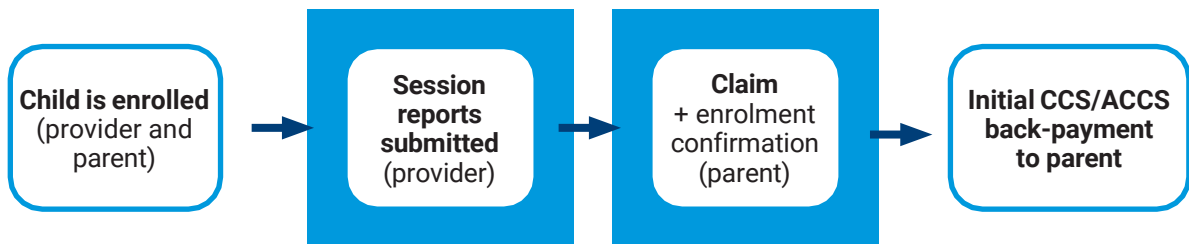
After the service has submitted the enrolment notice for a child, the individual will be notified through their online Centrelink account to confirm that the enrolment details are correct. Once the enrolment is confirmed, entitlements to Child Care Subsidy and Additional Child Care Subsidy will be calculated and childcare fee assistance payments can begin. The service will be notified through QikKids when an enrolment has been confirmed. See diagram below.



Once the individual has confirmed the child’s enrolment at the service, attendances (session reports) can now be submitted to CCSS for each child. Based on the information submitted in these session reports, the service will then receive payment. The diagram below details the recommended sequence of payments to providers where session reports are submitted after CCS eligibility and entitlement has been established.



When a parent claims, or eligibility and entitlement is established **after** session reports have been submitted, the finalisation of the claim triggers new payment decisions for any past session reports already submitted. In this sequence, any resulting back payment is made to the parent. In this instance, families will be charged the full daily fee until the individual's eligibility and entitlements are confirmed by CCSS through the QikKids software. See diagram below.



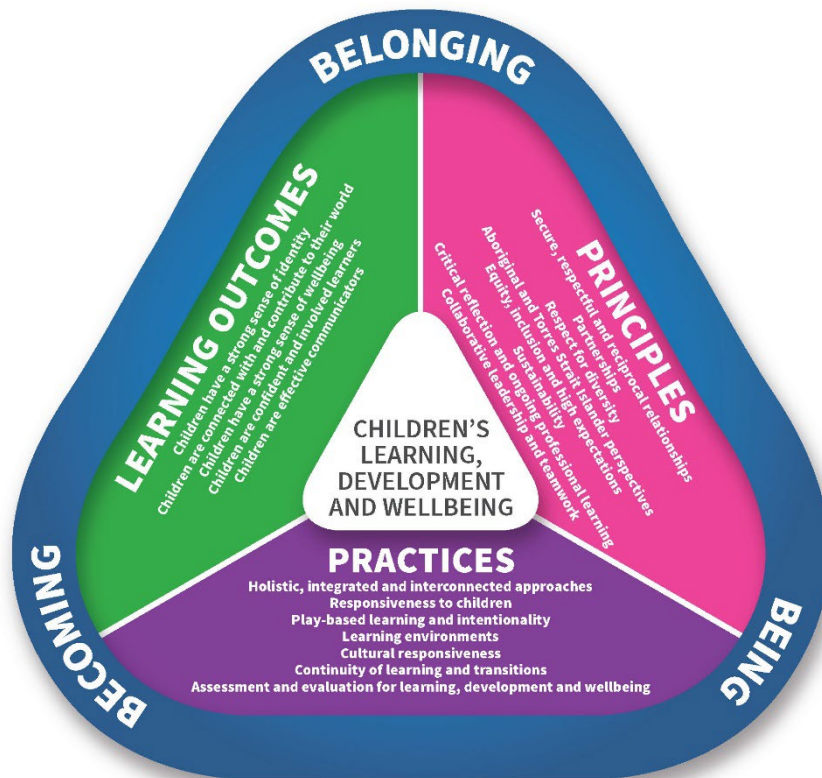
Change of Information

It is important that you notify the service, via the Xplor Home App where applicable, and in writing, of changes to any of the following as they occur during the year:

- your address
- contact phone numbers
- authorised nominees and their contact details
- medical conditions and health information
- immunisation
- doctor details
- custody information (court orders, parenting plans, AVO's etc); and
- CCS entitlements

Curriculum

Little Adventures Early Learning implements a curriculum that is based on the principles, practices and outcomes of the Early Years Learning Framework (EYLF) with a strong emphasis on play based learning.



Curriculum Documentation

A fortnightly program is available to families in each room of the service that is based on observations of children’s interests, learning and development. Each child has a portfolio that is accessible to families that documents the child’s learning, development and experiences participated in at the service.

In each room of the service educators complete ‘Reflections of our Day’ documents that highlight the experiences the children have been engaged in each day. These are displayed for families to read and comment on in each room.

The service has a rotating ‘Tech-free Day’ where Daily Reflections are presented in various forms. These can include presentations of artworks, construction displays, and hand drawn or written records of children’s recounts.

Indoor/Outdoor Program

Our curriculum incorporates an indoor/outdoor program where the children from the three older rooms have the freedom and flexibility to move between both the indoor and outdoor spaces. This flexibility fosters choice and independence as well as teaching opportunities that support individual children’s learning styles.

Daily Routine

Each room at the service has their own routine that includes a balance of indoor and outdoor play. The routines are flexible and subject to change, based on the interests and needs of the children as well as the weather. Large periods of uninterrupted play are provided so that the children have the opportunity to immerse themselves in their play which fosters their learning and development.

In order to provide a continuity of care between the home and service, the staff at Little Adventures Early Learning will try and adhere to the sleep routines that you have in place for your child at home. See below the outline of the routine for the whole centre.

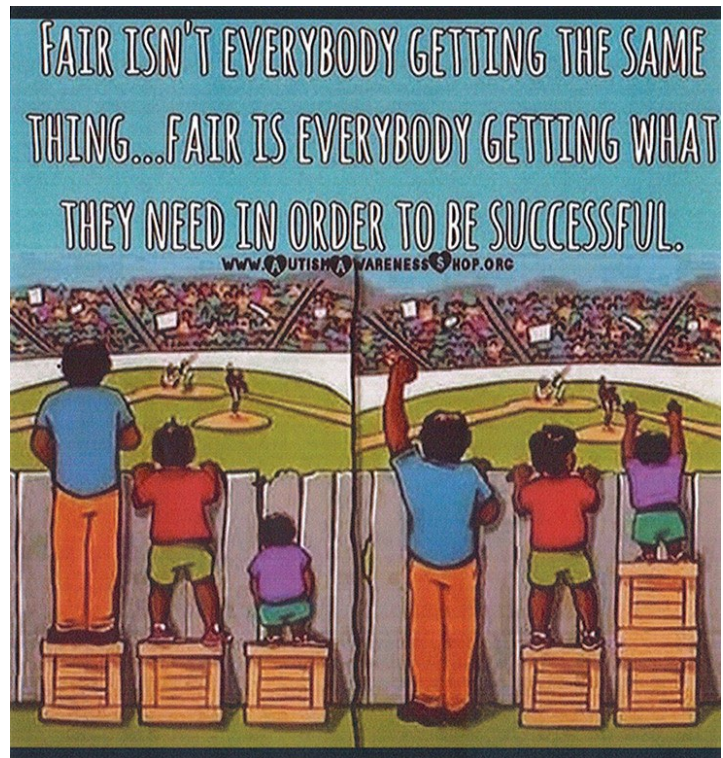
DAILY ROUTINE	
7.30am	Centre opens and all children and families meet staff outside and participate in outdoor play. Staff check with families that sunscreen has been applied. If not families to apply.
9/9.30am	Children from the Discoverers and Explorers Rooms move indoors, washing hands for morning tea.
9.30am	Children from the Explorers Room transition to outdoor play.
9.30am - 10.30am	Progressive morning tea served in the Investigators Room or Inventors room on a rotating basis. Children choose to eat morning tea at their own leisure. Staff give gentle reminders to children that Morning Tea will be finishing in 15, 10, 5 minutes. Investigators Room and Outdoor environment is available during this time for children's choice of play space.
10.30am	The Discoverers, Investigators and Inventors the children have the choice to play in these indoor spaces or the outdoor play space.
11.00am	Children from the Explorers Room transition inside for lunch, followed by sleep/rest/quiet experiences.
11.30am	Children from the Discoverers Room transition indoors for lunch, followed by sleep/rest/quiet experiences.
12.00pm	Inventors and Investigators split into own rooms for lunch.
	Investigators Room is available for those children from both Investigators and Inventors rooms who wish to sleep. Children who do not wish to sleep have the choice to play in either the Inventors Room or the outdoor play space.
2.30pm	All children separate into individual rooms for afternoon tea.
3.00pm	All children participate in outdoor play.
6.00pm	Centre closes.

Inclusion & Equity

At Little Adventures Early Learning we acknowledge that children and families come from diverse backgrounds and staff aim to incorporate this diversity into the curriculum. The service is committed to promoting equity and the inclusion of all children, particularly their right to fully participate in every aspect of the program.

The physical environment and facilities are, when necessary, adapted to ensure access and participation for every child in the service.

The Service works with families, external professionals and agencies (e.g. paediatricians, child welfare workers, early childhood intervention services, psychologists) to ensure that the learning environments are the optimum for each child with additional needs. Copies of any goals for the children, specific support plans or instructions provided by these external professionals and agencies are kept at the Service and are incorporated into the program.



Inclusion Support Programme

The service is able to access support through the Inclusion Support Programme (ISP). The Programme supports 'Early Childhood Education and Care services to build their capacity and capability to include children with additional needs in mainstream services; providing them with an opportunity to learn and develop alongside their typically developing peers.' (ISP User Guide)

Our service meets the requirements to display an 'Our Service Values Inclusion' sticker. This sticker shows our community that our service values diversity and recognises inclusion as a right for all children. Each year that our service's Strategic Inclusion Plan (SIP) remains active, our Inclusion Professional provides us with a star to add to our original sticker which shows that our service continues to be a service that values inclusion. This is displayed in the foyer of the service.

National Disability Insurance Scheme (NDIS)

Support is available for families to access if they have concerns about their child's development. The NDIS has an Early Childhood Early Intervention (ECEI) Approach that is available for children under 7. More information regarding the NDIS and the ECEI is available at the service.

Policies and Procedures

Little Adventures Early Learning has policies and procedures in place to ensure the health, safety and wellbeing of children and to outline operational procedures. The policies are available for families to access both at the service, on our website, and via email. The National Regulations state that the service must have policies and procedures in relation to the following:

- Health and safety, including matters relating to:
 - nutrition, food and beverages and dietary requirements
 - sun protection
 - water safety, including safety during any water based activities
 - the administration of first aid; and
 - sleep and rest for children.
- Incident, injury, trauma and illness
- Dealing with infectious diseases
- Dealing with medical conditions
- Emergency and evacuation
- Delivery and collection of children
- Excursions
- Providing a child safe environment
- Staffing, including:
 - a code of conduct for staff members
 - determining the Responsible Person present at the service; and
 - the participation of volunteers and students on practicum placements.
- Interactions with children
- Enrolment and orientation
- Governance and management of the service, including confidentiality of records
- The acceptance and refusal of authorisations
- Payment of fees and provision of a statement of fees charged by the service; and
- Dealing with complaints.

In addition to these prescribed policies, there are several other policies and procedures that have been created to support the effective operation of the service. Each of the services policies will be reviewed on a regular basis or as needed with input from the approved provider, staff and families.

Illness, Injuries, Immunisation, Infectious Diseases & Exclusion Periods

Illness

Little Adventures Early Learning has a responsibility to ensure that the health, safety and wellbeing of children and staff is maintained at all times. To ensure this, families are encouraged not to bring any unwell child into the service. If your child is ill and won't be attending the service, parents are asked to contact the service as soon as possible.

Common childhood illnesses or symptoms of illness that may require families to collect their child from the service include, but are not limited to:

- **High fever** – a high fever in a young child can be a sign of infection, and needs to be investigated to find the cause.
- **Drowsiness** – the child is less alert than normal, making less eye contact, or less interested in their surroundings.
- **Lethargy and decreased activity** – the child wants to lie down or be held rather than participate in any activity, even those activities that would normally be of interest.
- **Breathing difficulty** – this is an important sign. The child may be breathing very quickly or noisily, or be pale or blue around the mouth. The child may be working hard at breathing, with the muscles between the ribs being drawn in with each breath.
- **Poor circulation** – the child looks very pale, and their hands and feet feel cold or look blue.
- **Poor feeding** – the child has reduced appetite and drinks much less than usual. This is especially relevant for infants.
- **Poor urine output** – there are fewer wet nappies than usual; this is especially relevant for infants.
- **Red or purple rash** – non-specific rashes are common in viral infections; however, red or purple spots that do not turn white if pressed with a finger require urgent medical referral because the child could have meningococcal disease.
- **A stiff neck or sensitivity to light** – this may indicate meningitis, although it is possible for infants to have meningitis without these signs.
- **Pain** – a child may or may not tell you they are in pain. Facial expression is a good indicator of pain in small infants or children

Should a child become unwell during the day, the parents or an authorised nominee will be contacted immediately to collect the child and will be asked to sign the Incident, Injury, Trauma and Illness Record. In the case of serious ill health, infectious diseases or hospitalisation, the parent may be asked to provide a medical certificate verifying that their child has sufficiently recovered and is medically cleared to return to the service. This will be at the discretion of the Nominated Supervisor.

Pain Relief

If a child has had pain relief or requires pain relief to get through the day at childcare, for any reason including teething, fevers, toothaches etc, then they should not be present at the service.

If a child has had pain relief prior to attending the service and families inform staff of this, families will be required to take their child home.

Children should not attend childcare until 24 hours after they have last been administered any type of pain relief.

Paracetamol can make your child's pain less severe and help them feel more comfortable; however, it will not make the cause of the pain go away and therefore may mask other symptoms that may go unnoticed.

Injuries

If an incident/accident/injury occurs at the service where any form of first aid is administered to a child, staff are required to complete an Incident, Injury, Trauma and Illness Record, which parents will be asked to sign upon collection of their child. If the incident/accident/injury is of a serious nature, staff will apply appropriate first aid, contact the ambulance service and inform families immediately.

Families will be provided with a courtesy phone call for any head injuries.

Immunisation

Upon enrolment, families must provide a copy of their child's current immunisation record. It is the parent's responsibility to ensure that the service is provided with copies of up to date immunisation records each time that their child receives a new vaccination.

Infectious Diseases

Families must inform the service as soon as practicably possible, if their child has developed any infectious disease. If an outbreak of an infectious disease occurs in the service, parents will be notified via a display in the foyer of the service with accompanying fact sheets regarding the disease. The service adheres to NSW Health Guidelines and the National Health and Medical Research Council's (NHMRC) *Staying Healthy in Child Care* recommended minimum exclusion periods for infectious conditions. These can be found on the following page.

If a child has a confirmed case of an infectious disease, the parent must provide the service with a medical clearance stating that the child is cleared to return to the service.

Head Lice

Please note that the service has a separate head lice policy which outlines exclusion periods that differ from those outlined in the NHMRC's *Staying Healthy in Child Care* recommended guidelines.

Parents of a child found to have head lice while at the service will be contacted immediately to collect their child. The child can only return to the service once appropriate treatment has been administered.

Recommended minimum exclusion periods

ADAPTED FROM sTaying hEALTHy | 5Th EDiTion | 2013

Condition	Exclusion of case	Exclusion of contacts ^a
Campylobacter infection	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Candidiasis (thrush)	Not excluded	Not excluded
Cytomegalovirus (CMV) infection	Not excluded	Not excluded
Conjunctivitis	Exclude until discharge from the eyes has stopped, unless a doctor has diagnosed non-infectious conjunctivitis	Not excluded
Cryptosporidium	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Diarrhoea (No organism identified)	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Fungal infections of the skin or nails (e.g. ringworm, tinea)	Exclude until the day after starting appropriate antifungal treatment	Not excluded
Giardiasis	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Glandular fever (mononucleosis, Epstein Barr virus [EBV] infection)	Not excluded	Not excluded
Hand, foot and mouth disease	Exclude until all blisters have dried	Not excluded
Haemophilus influenzae type b (Hib)	Exclude until the person has received appropriate antibiotic treatment for at least 4 days	Not excluded. Contact a public health unit for specialist advice
Head lice (pediculosis)	Not excluded if effective treatment begins before the next day at the education and care service. The child does not need to be sent home immediately if head lice are detected	Not excluded
Hepatitis A	Exclude until a medical certificate of recovery is received and until at least 7 days after the onset of jaundice	Not excluded. Contact a public health unit for specialist advice about vaccinating or treating children in the same room or group
Hepatitis B	Not excluded	Not excluded
Hepatitis C	Not excluded	Not excluded
Herpes simplex (cold sores, fever blisters)	Not excluded if the person can maintain hygiene practices to minimise the risk of transmission. If the person cannot comply with these practices (e.g. because they are too young), they should be excluded until the sores are dry. Sores should be covered with a dressing, where possible	Not excluded
Human immunodeficiency virus (HIV)	Not excluded. If the person is severely immune compromised, they will be vulnerable to other people's illnesses	Not excluded
Human parvovirus B19 (fifth disease, erythema infectiosum, slapped cheek syndrome)	Not excluded	Not excluded
Hydatid disease	Not excluded	Not excluded
Impetigo	Exclude until appropriate antibiotic treatment has started. Any sores on exposed skin should be covered with a watertight dressing	Not excluded
Influenza and influenza-like illnesses	Exclude until person is well	Not excluded
Listeriosis	Not excluded	Not excluded
Measles	Exclude for 4 days after the onset of the rash	Immunised and immune contacts are not excluded For non-immunised contacts, contact a public health unit for specialist advice. All immunocompromised children should be excluded until 14 days after the appearance of the rash in the last case
Meningitis (viral)	Exclude until person is well	Not excluded
Meningococcal infection	Exclude until appropriate antibiotic treatment has been completed	Not excluded. Contact a public health unit for specialist advice about antibiotics and/or vaccination for people who were in the same room as the case
Molluscum contagiosum	Not excluded	Not excluded
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner)	Not excluded
Norovirus	Exclude until there has not been a loose bowel motion or vomiting for 48 hours	Not excluded
Pertussis (whooping cough)	Exclude until 5 days after starting appropriate antibiotic treatment, or for 21 days from the onset of coughing	Contact a public health unit for specialist advice about excluding non-vaccinated and incompletely vaccinated contacts, or antibiotics
Pneumococcal disease	Exclude until person is well	Not excluded
Roseola	Not excluded	Not excluded
Ross River virus	Not excluded	Not excluded
Rotavirus infection	Exclude until there has not been a loose bowel motion or vomiting for 24 hours ^b	Not excluded
Rubella (German measles)	Exclude until fully recovered or for at least 4 days after the onset of the rash	Not excluded
Salmonellosis	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Scabies	Exclude until the day after starting appropriate treatment	Not excluded
Shigellosis	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Streptococcal sore throat (including scarlet fever)	Exclude until the person has received antibiotic treatment for at least 24 hours and feels well	Not excluded
Toxoplasmosis	Not excluded	Not excluded
Tuberculosis (TB)	Exclude until medical certificate is produced from the appropriate health authority	Not excluded. Contact a public health unit for specialist advice about screening, antibiotics or specialist TB clinics
Varicella (chickenpox)	Exclude until all blisters have dried—this is usually at least 5 days after the rash first appeared in non-immunised children, and less in immunised children	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise, not excluded
Viral gastroenteritis (viral diarrhoea)	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Worms	Exclude if loose bowel motions are occurring. Exclusion is not necessary if treatment has or cured	Not excluded

^a The definition of 'contacts' will vary according to the disease—refer to the specific fact sheet for more information.

^b If the cause is unknown, possible exclusion for 48 hours until cause is identified. However, educators and other staff who have a food handling role should always be excluded until there has not been a loose bowel motion for 48 hours.

Adapted from SA Health Communicable Disease Control Branch: <http://www.dh.sa.gov.au/pehs/branches/branch-communicable.htm>. Note that exclusion advice is consistent with Series of National Guidelines (SoNGs) where available.

Staying Healthy. Preventing infectious diseases in early childhood education and care services | 5th Edition | Printed June 2013 | NHMRC Ref. CH55e



Medication

Staff at Little Adventures Early Learning will only administer medication to a child if it has been prescribed by a registered medical practitioner, is in the original container, bearing the original label and instructions, and has not exceeded its used by date.

Parents are to give medications directly to an educator. Medication of any kind is never to be left in a child's lunchbox or bag.

Before any medication is administered, the parent or person named in the enrolment form as authorised to consent to administration of medication must complete the Service's Medication Form – Authority to Administer.

Medication is stored securely away from children, and according to the instructions on the label. Medication that does not need to be refrigerated is stored in a locked container inaccessible to children. Medication that needs refrigeration is stored in the refrigerator in a locked container. Asthma medication and EpiPens are stored in an individual 'Allergy Buddy' pouch in the laundry, inaccessible to children.

If a child develops a temperature of 38 degrees Celsius or above while at the service, the Parent/Authorised Nominee is contacted to collect the child. If the parent/authorised nominee cannot collect the child within 15 minutes of the phone call being made, then staff will ask for verbal permission to administer the age appropriate dosage of paracetamol to the child. (Prior written authorisation for the administration of paracetamol in the event of a high temperature is also included in each child's enrolment record.)

The Parent/Authorised Nominee is to sign the Incident, Injury, Trauma and Illness Record when the child is collected. The child must be collected within the hour if paracetamol has been administered and the child should not attend the service until 24 hours after they have last been administered any type of pain relief.

Medical Conditions

If your child has a diagnosed medical condition (e.g. asthma, diagnosed risk of anaphylaxis, diabetes, epilepsy) families are required to provide the service with a Medical Management/Action Plan from the child's doctor. The plan should include details of the actions to be taken in the event of a flare-up (including administering medication), written permission for the service to implement the plan as required, and the contact details of the doctor who signed the plan.

The service uses the Medical Management/Action Plan provided to develop, in collaboration with the parents, a Medical Conditions Risk Minimisation and Communications Plan for their child. The Medical Conditions Risk Minimisation and Communications Plan identifies the possible risks to the child's specific condition or health care need while at the Service (e.g. exposure to known allergens) so that those risks can be minimised. Further it ensures communication processes are in place so that, at all times, educators have the complete, correct and up-to-date information necessary to meet the child's health needs.

The Service requires parents to provide an updated Medical Management Plan and a new Medical Conditions Risk Minimisation and Communication Plan each year from the date that the Medical Management Plan was originally created. Parents are also required to notify the service and provide information when any changes occur to the child's medical condition. E.g. at any time the child has been reassessed by the doctor or registered medical practitioner, the child's medication has been altered or discontinued, and at any other reasonable time that the Nominated Supervisor or Responsible Person requests.

A copy of the Medical Management Plan and the Medical Conditions Risk Minimisation and Communication Plan is filed with the child's enrolment record. Copies are also available in a Medical Conditions Folder located in a known location by all educators in the office. A copy of the Medical Management Plan is also kept where the child's medication is stored.

Summaries of children's medical conditions are displayed on the fridges in each room of the service, the outdoor roll, kitchen and other strategic places throughout the Service. The summaries include a photo of each child, the medical condition and/or dietary requirement and the required treatment/action to follow.

All EpiPen's and asthma medications are stored readily accessible to all staff, but inaccessible to children. Parents are required to provide a supply of their child's prescribed medication,(and equipment for administration e.g. mask and spacer) for their diagnosed medical condition, to be stored at the service. Staff will monitor and advise families when supplies are running low.

Food, Nutrition and Healthy Eating

At Little Adventures Early Learning parents are required to pack nutritious food in their children's lunch boxes to promote healthy eating.

Families are also required to provide a piece of fruit or vegetable for morning tea for each day that their child attends. In addition to the fruit and vegetables provided by families, the Service will provide and offer the children in the Discoverers, Investigators and Inventors Rooms the following additional food at morning tea to support the daily food intake of the children as well as to promote self-help skills:

- Whole meal bread, butter and Vegemite
- Cheddar cheese and plain rice crackers
- Reduced fat milk; and
- Water

Educators monitor the safety and suitability of foods and will send home any foods likely to cause choking and those with high sugar/fat content. A list of foods that are suitable to bring each day are listed in the services *Nutrition, Food, Beverages and Dietary Requirements Policy* that is provided to families upon enrolment.

Food Requirements and Storage

- On arrival, children's labelled lunchboxes and milk bottles must be placed in the fridge in each room of the service. Containers of measured amounts of formula and tins of formula must be labelled with the child's name and the instructions given by the parent/ set out on the tin to ensure the correct amounts of formula and water are added.
- One piece of uncut fruit/vegetable, per child, per day, is required to be placed in the fruit basket in each room to contribute to a shared fruit and vegetable platter for morning tea.
- Families are welcome to pack leftovers, or food that requires warming, to the service. Any food requiring warming is heated according to the service's *Food Preparation, Storage and Handling Policy* and the *Reheating Food Procedure*.
- Milk bottles will be warmed using bottle warmers.
- Appropriately sealed lunchboxes must be used to store children's food. Insulated lunch bags are not recommended. This is to ensure that appropriate and safe food storage temperatures are maintained.

Nude Food

In order to minimise our impact on the environment and to promote sustainable practices with the children, families are encouraged to pack 'Nude Food' in children's lunchboxes. This means providing children with food stored in reusable containers rather than pre-packaged foods and foods wrapped in plastic. While this practice promotes environmental responsibility, it also supports families to provide healthier food choices.

Beverages

Drinking water is accessible to children via bubblers throughout the environment as well as through the provision of a water bottle that is provided upon enrolment. This water bottle must be clearly labelled with the child's name and remains at the service to be cleaned and refilled with filtered water on a daily basis.

The service also supplies full cream milk for those children in the Explorers Room who are 12 months of age and older. Low fat milk is provided to the children in the older three rooms at morning tea time.

Breastfeeding

Mothers who are breastfeeding are welcome to do so at the service in order to maintain consistency with the child's routine. Alternatively expressed milk bottles can be supplied to the service. The service has quiet, comfortable spaces available for parents to breastfeed.

Nut Free Zone

The service is a nut free zone, and Educators take all reasonable steps to ensure this mandate is upheld. Children are actively discouraged from sharing food. Educators remove from lunch boxes any products suspected of containing nuts and these products will be returned to parents when they collect their child.

Allergies, Dietary Requirements and Cultural Food Preferences

Upon enrolment, parents must provide the service with details of their child's food and drink allergies, intolerances, dietary requirements and of any cultural food preferences. Parents are asked to update this information when any changes occur. The service maintains a list and photographs of children with special food requirements. This information is displayed in the food preparation areas, eating areas, on the morning tea trolley, and on the fridge in each room of the service.

Celebrations

During the year, there will be times where the children will have the opportunity to participate in celebrations such as Birthdays, Christmas and Easter. These celebrations are an important part of a child's life, and educators and children are encouraged to celebrate them at the Service. Families are welcome to bring a plain cake or cupcakes (limited icing and colouring), or another favourite food that complies with the *Nutrition, Food, Beverages and Dietary Requirements Policy* such as fruit platters, to share for children's birthdays. Families of children with allergies are encouraged to bring a suitable option for their child.

It is acknowledged that these celebrations may involve foods that would not normally be considered appropriate for children's lunchboxes; however, as a Service, we acknowledge the importance of a balanced diet and aim to support children's understanding of moderation.

Sustainability

At Little Adventures Early Learning we promote sustainable practices with the children and support them to become environmentally responsible and show respect for the environment. Experiences and resources that promote sustainability and environmental responsibility are incorporated into the curriculum.

Emergency Procedures

The Service has procedures to follow in the event of any emergency necessitating evacuation or lock down. They are designed to ensure the swift, safe and calm evacuation of all children, staff, families and visitors. Identified emergency procedures are rehearsed every three months so that educators and children are confident in knowing what to do.

Rehearsals will occur at different times on different days of the week. Everyone in the Service at the time, including visitors and parents, are expected to participate. Families will be notified prior to an emergency procedure being rehearsed.

In the event of an emergency, families will be notified as soon as practicably possible to advise when it is deemed necessary and safe to collect their child, and from which location, in the case of an evacuation from the premises. Depending on the type of emergency that occurs, there will be different responses e.g. Some situations may result in a lock down, shelter in place or an evacuation. The services *Emergency and Evacuation Policy* has more detailed information about each procedure.

Sun Safety

Little Adventures Early Learning takes every reasonable precaution to protect children and staff from the harmful effects of exposure to the sun while they are at the service. The service's indoor/outdoor program provides children with the opportunity to play outdoors for the majority of the day with recommended sun protection practices implemented at all times that the service is operating.

On enrolment, every child is provided with a hat that complies with the SunSmart guidelines. Any child who is unable to find or does not have the hat provided is expected to use one from the service's set of spares. Parents are encouraged to ensure that their children wear clothes with adequate protection from the sun such as T-shirts with sleeves. Any child who does not have suitable clothing is expected to wear clothing from the service's set of spares.

The service supplies 50+ broad-spectrum waterproof sunscreen for children and staff. The sunscreen is available in each room and in the outdoor play area. Parents are required to include information in their enrolment form if their child is allergic or intolerant to sunscreen, and to supply an alternative clearly labeled with the child's name.

Families must apply sunscreen to their child at least 20 minutes before arriving at the service. Following the initial application, staff reapply sunscreen to each child every two hours, 20 minutes prior to playing outside.

Toys from Home

While it is exciting for children to bring in toys from home, they are at risk of getting lost or broken and can cause several disagreements between children. To prevent this from happening, we ask that families encourage their children to leave their toys at home or in the car for when they are collected.

Enrolment and Orientation

Little Adventures Early Learning aims to ensure that each child and their family receives an enrolment and orientation process that meets their needs, allowing the family and child to feel safe and secure in the education and care that we provide.

Families can make initial enrolment enquiries via email, telephone or in person. At this time, families are provided with basic information about the Service, its programs, routines and fees; and, if present, are shown through the Service or encouraged to make an appointment at a later time.

The service uses information technology to support the enrolment and orientation process for families. Our website provides families with the option to register a Xplor account that allows them to share information with the service. The service can then access this information through the Xplor program.

Wait List

When a family decides that they would like to enrol their child at our service, and there is no immediate place available, they must complete a Waitlist Application via the service's website.

When a position becomes available at the service, the Nominated Supervisor or Responsible Person will refer to the Waitlist Folder, identify who is next on the list, and inform the family of the availability, either by phone or email.

First preference is given to children on the waitlist who are currently enrolled and to those children who are the sibling of a child who is currently enrolled.

Enrolment

To enrol a child at our service, the family can follow the steps for the online enrolment process included in this handbook.

A copy of the child’s current immunisation history statement must be provided as well as a current Medical Management/Action Plan (if the child has a diagnosed medical condition).

Orientation

Once a family has been offered a place at the service and they have accepted the offer, the family will be contacted to arrange an orientation visit to the service with their child. A minimum of one to two visits is recommended, however the number of visits required is dependent on the needs of the child and their family.

The orientation process allows families to familiarise themselves with the environment, staff and routines of the service. Parents must always stay with their child during these visits.

Families are provided with an enrolment pack during their orientation visit. The enrolment pack is a calico bag that includes the following:

- Family Handbook
- Hat
- Drink bottle
- Sustainable wet bag; and
- A variety of pamphlets and information that is relevant to the operations of the service, our philosophy and policies and procedures.

Re-enrolment

At the end of each year, families are required to complete a Re-enrolment Record for the following year. This must be completed before the child can recommence care.

Termination of enrolment

Two weeks’ notice must be given by parents when they are planning on withdrawing their child from the service. This must be completed in writing.

Children must be physically present at the service on their last day of care. If not, the Child Care Subsidy will not be paid to the service. The family will then be charged the full fee rate for each day, dating back to when the child was last physically present at the service. This is called Cessation of Care.

Online Enrolment Process

Registration of Interest and Enrolment Process	
Step 1 Register Interest	<ul style="list-style-type: none"> • Access Little Adventures Early Learning Website www.littleadv.com.au and click on the “Register Enrolment Interest’ tab. • Enter your details and click “Submit” • Your registration should now be complete.
Step 2 Offer of Enrolment	<ul style="list-style-type: none"> • When a place becomes available at the service for your child, we will contact you to confirm the offer. • You will then receive an email with a link to create your Digital Enrolment. • Once completed, you will receive a confirmation receipt to your nominated email address (check junk or spam if not received)
Step 3 Service Orientation	<ul style="list-style-type: none"> • Family and child are invited to attend at least one orientation visit at the centre before the child commences. This date and time will be organised by the service in collaboration with the family. • Family is provided with an enrolment pack.

Transitions

Children are transitioned to the next room at our service when they are developmentally ready to move to the next age group and a vacancy occurs. When educators identify that a child is ready to begin transition, and a vacancy is imminent, they contact parents to discuss the desirability of the move and to obtain their input. This is a collaborative process between the service and the family.

The educators at Little Adventures Early Learning will also support the children's transition to formal schooling. Further information about this will be given prior to these transitions occurring. This process is individual and based on the needs of the child and their family.

Sleep and Rest

It is important that each child's comfort is provided for and there are appropriate opportunities to meet each child's need for sleep, rest and relaxation. Infants and young children's sleep patterns will be varied and occur at different times throughout the day. Older children will have a scheduled sleep/rest period that will generally occur after lunch; however, these routines are flexible to ensure that all children's needs are met.

At Little Adventures Early Learning, age appropriate individual cots and beds are available and all linen is provided. Sleeping children are supervised at all times and the period that they sleep for is recorded. Educators check on sleeping children at 10 minute intervals and these checks are recorded.

Children are left to wake of their own accord, and educators attend to and soothe them when they do wake. Staff will work in collaboration with families to ensure that their child is receiving an appropriate amount of sleep while in care. Families may ask educators to wake their child after a certain time frame; however, the decision to wake a child will be based on the needs of the child at the time.

In instances where families request that their child remain awake, that child will not be encouraged to sleep. However, if the child should subsequently fall asleep, or ask for a rest, educators will support the child to do so.

If parents ask for their child to be 'wrapped' as a means of settling for sleep, educators will ensure that a lightweight wrap is used, the child is not wrapped too tightly, and that the wrap is kept away from the face. Once children can roll over, they will no longer be able to have their hands contained in wraps, muslins or Sleeping Sacks. This is in line with Red Nose guidelines.

Any jewellery (including amber teething necklaces) will be removed from children prior to sleep/rest times and will be replaced upon waking.

Any dummies used by children are only available at rest/sleep times and at other times that educators deem necessary, such as when settling or feeling unwell. The dummies are stored in the fridge in individually labelled containers. Families are encouraged to leave a dummy at the service. Dummy chains will not be used at the service and will be removed and provided to the families.

Comforters from home will be given to children who need them to settle. However, toys with ribbons, removable parts or parts that can be looped over a child's head cannot be used because of the Service's adherence to Red Nose guidelines. Once children are settled and asleep, their comforters will be removed to ensure optimal safety.

What to Bring to Little Adventures Early Learning

Below is a list of items that families need to provide on a daily basis for their children. All items must be clearly labelled with your child's name:

- a bag or back pack. Each child will have a locker to store their belongings
- shoes and socks (especially for cooler weather and excursions)
- alternate sunscreen (if applicable)
- a packed lunch box (preferably no insulated bags) with sufficient food for lunch and afternoon tea
- fruit or vegetable to share for morning tea
- a hat (provided upon enrolment). This stays at the service and is laundered regularly.
- wet bag (provided upon enrolment). This is to be used for transporting wet and soiled clothing.
- milk bottles, formula, or Expressed Breast Milk (if applicable)
- prescribed medication (if applicable)
- comforters such as dummies, special blankets
- nappy change cream (if applicable. No prescription label needed); and
- several sets of spare clothes – children are required to wear clothes that will protect them from the sun. E.g. shirts with sleeves, rather than singlets. Sufficient warm clothes are required for the colder weather.

Please note that all linen, sunscreen, nappies and wipes are provided by the service.

Delivery and Collection of Children

Families must nominate in their child's enrolment record people who are authorised to collect their child from the service (Authorised Contacts). Families must keep this information up to date and provide the service with details of any changes. A person must be 18 years of age to collect a child from the service.

Parents (and/or authorised contacts) must be contactable at all times that the service is operating. They need to be able to attend the service to collect their child in a timely manner if requested by the service. If a parent knows that they are not going to be able to be contacted for the day, they need to advise the service when they drop off their child, who the best contact will be for that day.

The person who delivers a child to the service uses an Ipad to digitally sign the child into the service using the Xplor Hub application. They must then place the child into the care of an educator, ensuring they are aware of their arrival. Children are signed out using the same digital process and the person collecting the child needs to inform an educator that they are collecting the child so that they are aware of their departure.

At the end of the day, children will only be given into the care of:

- a parent of the child
- an authorised nominee detailed in the child's enrolment record authorised for collection; or,
- a person with written authorisation by a parent or authorised nominee detailed in the child's enrolment record to collect the child from the Service.

In the event that there are custody orders or parenting agreements in place, a copy of relevant documents must be provided upon enrolment. Children will not be given into the care of a parent who is prohibited by a court order, or parenting plan, from having contact with the child.

Parents must give prior notice where the person collecting the child is someone other than an Authorised Nominee (e.g. in an emergency situation). The person nominated by the parent must be able to produce some form of photo identification. No child is released into the care of any person not known to the educators without photo identification and authorisation from a parent or Authorised Nominee. Staff may photocopy the persons identification as they see fit.

Excursions

As a part of the educational program at Little Adventures Early Learning, your child may participate in excursions that provide meaningful learning experiences as well as opportunities to participate in and learn about the local and wider community.

The Nominated Supervisor completes an Excursion Risk Assessment for every excursion. The purpose of the risk assessment is to identify, assess and manage and/or minimise any risks posed to the safety, health and wellbeing of any child being taken on the excursion. Risk Assessments are available for families to access.

Prior to any child being taken on an excursion, the Nominated Supervisor will ensure that the parent or authorised nominee has completed, signed and returned the *Excursion Authorisation Form*.

Families are encouraged to participate in excursions. If parents bring their child's sibling, they are the responsibility of the parent.

Grievances and Complaints

Little Adventures Early Learning prioritises open, respectful and the confidential exchange of information between the service and its families. At all times the families right to express or discuss a grievance will be respected and no discrimination will be applied to either the family or child/ren as a result of the grievance.

If you have a grievance, the following steps should be followed:

- discuss concern with an educator from your child's room in the first instance in an attempt to resolve the matter.
- if not resolved with the educator, concerns can be lodged with the Nominated Supervisor, or the Responsible Person present, verbally or in writing.
- If the concern or grievance is about the Nominated Supervisor, the complaint will need to be raised with the Assistant Director, the Responsible Person present, or the Approved Provider.
- When an issue cannot be resolved at the Service, or by the Approved Provider the complainant can contact the NSW Regulatory Authority. Families can also make a complaint directly to the Regulatory Authority where the complaint alleges that:
 - The safety, health or wellbeing of a child or children was or is being compromised while that child or children is or are being educated and cared for; and/or
 - Relevant Legislation has been contravened
- In collaboration with the family, strategies will be implemented in order to resolve the grievance or complaint in a timely manner.

Family and Community Involvement

At Little Adventures Early Learning we acknowledge the importance of working in collaboration with families and the community to support the care and education of children. We value family input and involvement and invite families to participate in the program at any time. This can be done in a variety of ways such as sharing particular skills, knowledge, culture or hobbies with the children. In addition to this, families will be asked throughout the year to provide feedback on policies, the philosophy and the services Quality Improvement Plan (QIP). The service also hosts events where families are encouraged to attend each year. E.g. National Families Week Family BBQ and the end of year Christmas celebration.

Useful Contacts and Resources

ACECQA

W: <http://www.acecqa.gov.au/>

Starting Blocks

W: <http://www.startingblocks.gov.au/>

Child Care Subsidy (CCS)

W: <https://www.servicesaustralia.gov.au/child-care-subsidy>

Nutrition Australia

W: <http://www.nutritionaustralia.org/>

Centrelink Kempsey

68 Elbow Street
WEST KEMPSEY NSW 2440
P: 132 468

Child Protection Services

W: <https://www.facs.nsw.gov.au/providers/children-families/child-protection-services>

Kempsey Community Health Centre (Early Childhood Health)

119 River Street
KEMPSEY NSW 2440
P: 02 6561 2790

Kempsey Families Inc.

21 Verge Street
KEMPSEY NSW 2440
P: 02 6563 1588

Kempsey Hospital

119 River Street
KEMPSEY NSW 2440
P: 02 6561 2600

Kempsey Neighbourhood Centre

2 Geoffrey Debenham Street
KEMPSEY NSW 2440
P: 02 6562 8300
E: kncfcs@bigpond.com
W: <http://www.kempseyneighbourhoodcentre.org>

Staying Healthy in Childcare

W: <http://www.nhmrc.gov.au/sites/default/files/documents/attachments/ch55-staying-healthy.pdf>

Asthma Australia

W: <http://www.asthma.org.au>

Allergy and Anaphylaxis Australia

W: <https://www.allergyfacts.org.au/>

Diabetes NSW

W: <http://diabetesnsw.com.au/>

Cancer Council Sun Safety

W: <http://www.cancercouncil.com.au/cancer-prevention/sun-protection/>

Immunisation

W: <http://www.health.nsw.gov.au/immunisation/pages/default.aspx>

Early Connections Kempsey (Early Intervention Programme)

P: (02) 6562 6491
E: admin@earlyconnections-kempsey.org.au
W: www.earlyconnections.org.au

Kempsey Shire Library

Cnr Elbow and Tozer Streets
WEST KEMPSEY NSW 2440
P: 02 6566 3210
W: <http://www.kempsey.nsw.gov.au/library>

Australian Breastfeeding Association

W: <https://www.breastfeeding.asn.au/>

Useful Contacts and Resources

Domestic Violence Line

P: 1800 737 732

Child Protection Helpline

P: 132 111

NDIS and Northcott Kempsey (Early Childhood Early Intervention)

Suite 7, 41 Belgrave Street, Kempsey

P: 1800 241 675

W: <https://www.ndis.gov.au>

W: northcott.com.au

Kempsey Shire Council – Community Services Directory

W: <http://www.kempsey.nsw.gov.au/Your-Valley/Your-community/Community-support-services?Kempsey-Community-Directory.html>

Playgroup NSW

W: <http://www.playgroupnsw.org.au>

Kids Helpline

P: 1800 55 1800

W: <http://www.kidshelp.com.au/>

Poisons Information Hotline

P: 13 11 26

Kidsafe NSW

P: 02 9845 0890

F: 02 9845 0895

W: kidsafensw.org

Red Nose

P: 1300 998 698

W: <http://www.rednose.org.au>

Raising Children Network

W: https://raisingchildren.net.au/?gclid=EAlaIqobChMlky2zv3WggMVutMwBR2d3gtEEAAYASAAEglsOfD_BwE

