



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 Long Day Care Centre catering for children aged six months to school age. 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. 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.

Contact details

Street address: 28 Tozer Street
Kempsey NSW, 2440

Postal address: PO Box 3003
West Kempsey NSW, 2440

Phone Number: 02 6562 2477

Fax: 02 6562 2511

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 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 routines implemented at the service are designed to promote children's independence, resilience and wellbeing. We believe in fostering healthy eating and nutrition and acknowledge the importance of children's participation in physically active play.

In relation to the physical environment

Little Adventures Early Learning believes in providing an environment that encourages children to explore, discover and investigate through the provision of natural materials and experiences. We believe in providing an environment that is inclusive, stimulating, challenging and encourages and promotes safe risk taking. 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 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. We believe in providing an environment that promotes a sense of belonging where all children are acknowledged as individuals and their dignity and rights are maintained at all times.

In relation to collaborative partnerships with families and communities

Little Adventures Early Learning believes that each child, their family, and their culture are diverse and this is respected and valued throughout the curriculum. Families are partners in the care and education that is provided for children and their expertise is recognised through shared decision making. We believe in building and maintaining collaborative relationships with the local and wider community to support children's learning and wellbeing.

In relation to leadership and service management

Little Adventures Early Learning believes in providing a positive work environment that promotes professionalism and advocacy for the education and care industry. We believe that the implementation of dynamic administration systems, 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@odonnellhanlon.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 NSW Early Childhood Education and Care Directorate, Department of Education and Communities.

P: 1800 619 113

F: 02 8633 1810

E: ececd@det.nsw.edu.au

W: www.dec.nsw.gov.au/ecec

Education and Care Services National Law and Regulations

Little Adventures Early Learning must comply with the Education and Care Services National Law and Regulations.

Law <http://www.legislation.nsw.gov.au/maintop/view/inforce/act+104+2010+cd+0+N>

Regulations <http://www.legislation.nsw.gov.au/maintop/view/inforce/subordleg+653+2011+cd+0+N>

National Quality Standard (NQS)

The National Quality Standard sets a national benchmark for the quality of education and care services. Approved Services will be assessed and rated against each of the seven Quality Areas of the National Quality Standard and the National Regulations. They will also be given an overall rating. The rating and assessment process aims to drive continuous quality improvement at services and provide families with better information for making 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 and Leadership and service management. The ratings that the service receives will be 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 service is staffed according to the ratio requirements outlined in the National Regulations. The following ratios apply:

Age range	Ratio Educator: child
0 – 2 years	1:4
2 – 3 years	1:5
3 – 5 years	1:10

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 Certified 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, an educator will be designated in writing as a Certified Supervisor. Families will always be made aware of the responsible person that is present at the service on any given day.

First Aid management qualifications

All educators at the service will hold approved first aid, asthma and anaphylaxis management qualifications.

Child Protection

All staff at the service will 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 harm. Educators at the service are mandated by Law to report any suspected child abuse or harm.

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 will be provided with a minimum of two weeks' notice prior to any change.

Enrolment Fee

Upon enrolment, families will be charged an enrolment fee in order to secure their child's booking at the service. The enrolment fee is charged per child and is non-refundable.

The enrolment fee is \$80 per child. Upon payment of the enrolment fee your family will receive an enrolment pack that includes the following:

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

Daily Fees

The daily fee is \$80 per child, per day. Upon enrolment, families will be charged two weeks fees in advance, plus the fees for the first week that the child is attending (a total of three weeks fees). 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 or fortnightly basis. The daily fee includes the supply of linen and all nappy change requirements.

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 pay the daily fee even if their child is absent from the service. Families can receive CCB for up to 42 absences per child per financial year. Additional absences beyond 42 days for certain reasons may be approved and paid; however documentation is required for this. Families are encouraged to inform the centre as soon as possible if their child is going to be absent due to illness or holidays. These positions can then be temporarily offered to other families who require care.

Ezidebit

Little Adventures uses the payment system Ezidebit to administer their fees. Families must nominate whether their fees are deducted from their nominated bank account or charged to their credit card on a weekly or fortnightly basis. An authorisation form needs to be completed upon enrolment.

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 are required to notify the centre should their bank and/or credit card details change no later than 48 hours prior to a debit. If incorrect or invalid bank or credit card details result in being unable to withdraw funds, families will be liable for an Ezidebit Failed Payment Fee of \$9.90 plus a Little Adventures Early Learning Administration Fee of \$10 to reprocess the payment.

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 an Ezidebit Failed Payment Fee of \$9.90 plus a Little Adventures Early Learning Administration Fee of \$10 to reprocess the payment.

Debt Collection

Failure to pay accounts will result in the engagement of a debt collection service and all charges and fees relating to the collection of the debt will be paid by the family and not 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 in writing to the Director. Upon cessation of care, any outstanding accounts need to be paid in full. Any accounts that are in credit will be refunded to the family. Should families still have a debt on the last day of care, the Ezidebit agreement and payments will still continue to be debited from the nominated account until the debt is paid in full.

Invoices and Receipts

Families will be provided with invoices on a weekly basis. Receipts will be issued for every payment that is made. Four weekly statements will also be provided to families. Families can opt to have these emailed or a hard copy printed.

Late Fees

A late fee of \$1 per minute will be charged for any child collected later than the service's closing time.

Child Care Benefit (CCB) and Child Care Rebate (CCR)

CCB

Little Adventures Early Learning has Australian Government approval to pass on Child Care Benefit to families as a reduction in their child care fees. Families need to contact Centrelink to apply for CCB which is income tested. Families will be provided with a number for Centrelink which will link their child to our service.

Families will be issued with a Customer Reference Number (CRN) which will need to be provided to the service in order for the CCB to be deducted from the child care fees. Families may be eligible for either 24 hours or 50 hours per child per week depending on the family's circumstances. Families can choose to have the CCB paid as a fee reduction directly to the service or as a lump sum.

CCR

CCR is not income tested and is based on 50% of your out of pocket expenses. The maximum amount of Child Care Rebate you can get is \$7,500 per child per year. You may be eligible for Child Care Rebate if:

- you use a Child Care Benefit approved child care service
- you are eligible for Child Care Benefit, even if you earn too much to receive payment, and
- you and your partner meet the Work, Training, Study test or are exempt from it.

There are 4 ways to receive your Child Care Rebate:

- directly to your approved child care service, fortnightly
- directly to your bank account, fortnightly
- directly to your bank account, quarterly
- by annual payment to your bank account. This payment option is only available if you receive your Child Care Benefit for approved child care as a lump sum payment.

Change of information

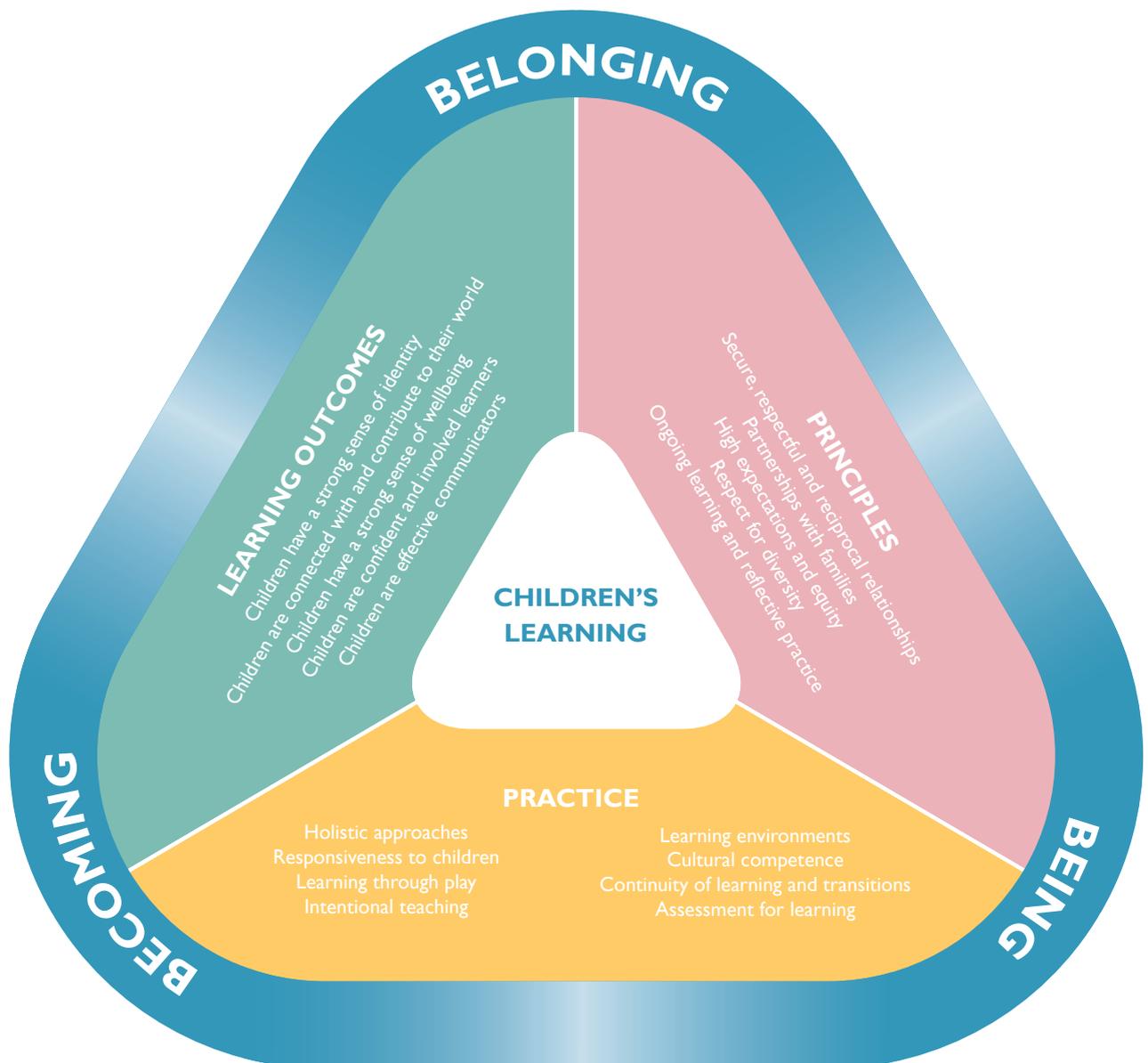
It is important that you notify the service of changes to any of the following as they occur during the year:

- your address
- contact phone numbers
- authorised nominees and their contact details
- medical conditions and health information
- immunisation
- doctor details
- custody information
- CCB percentage.

Curriculum

The educators at Little Adventures Early Learning implement 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.

EYLF - http://files.acecqa.gov.au/files/National-Quality-Framework-Resources-Kit/belonging_being_and_becoming_the_early_years_learning_framework_for_australia.pdf



A 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 learning journal, accessible to families that documents the child's learning and experiences participated in at the service.

Inclusion and diversity

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 equality and fairness for 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.

Information gathered about children with additional needs is used to develop an individual support plan, in consultation with parents. The service works with families, external professionals and agencies to ensure that the learning environments are the optimum for each child with additional needs.

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 will be incorporated into the curriculum.

Policies and procedures

Little Adventures Early Learning has several policies and procedures that are available for families to access both at the service 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; and
 - the administration of first aid.
- 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
 - 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 an annual basis or as needed with input from the approved provider, staff and families.

Illness, injuries, immunisation, infectious diseases and 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.

Should a child become unwell during the day, the parents or authorised person are 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 or hospitalisation, the parent may be asked to provide a medical certificate verifying that their child is sufficiently recovered to return to the service. This will be at the discretion of the Nominated Supervisor.

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.

Immunisation

Upon enrolment, families are asked to 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 at all times. The service maintains a record of children who are not immunised. Where an outbreak is a vaccine preventable disease, the service will notify the relevant health authority, and will follow that authority's recommended guidelines and directives. Children who are not immunised may be excluded from the service for the duration of the outbreak.

Infectious diseases

Families are asked to inform the service if their child has been exposed to any infectious disease. If an outbreak of an infectious disease occurs in the service, parents will be notified. The service adheres to the National Health and Medical Research Council's recommended minimum exclusion periods for infectious conditions. These can be found below.

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 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 the day after appropriate treatment has been administered.

Recommended minimum exclusion periods

ADAPTED FROM STAYING HEALTHY | 5TH EDITION | 2013

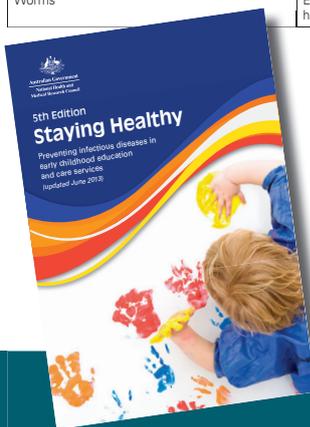
Condition	Exclusion of case	Exclusion of contacts ^a
Campylobacter infection	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Candidiasis (thrush)	Not excluded	Not excluded
Cytomegalovirus (CMV) infection	Not excluded	Not excluded
Conjunctivitis	Exclude until discharge 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 occurred	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 hand medications directly to an educator. Medication of any kind is never to be left in a child's lunchbox or bag.

Before any medication – other than those listed in Medical Management Plans – 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 (Short-Term) or (Long Term).

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 a location accessible to educators but inaccessible to children.

If a child develops a temperature of 38 degrees Celsius or above while at the service, the Parent/Authorised Emergency Contact is contacted for permission to administer paracetamol. A second educator confirms that verbal permission has been obtained by the caller. If paracetamol is administered, the child is to be collected within the hour. The Parent/Authorised Emergency Contact is to sign the Incident, Injury, Trauma and Illness Record and Medication Form – Authority to Administer (Short-Term) when the child is collected.

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 Plan from the child's doctor. The plan should include a photograph of the child, details of the actions to be taken in the event of an attack (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 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 any updates to their child's Medical Management Plan (e.g. at any time the child has been reassessed by the doctor, the child's medication has been altered or discontinued, new photograph), and at other times when the Nominated Supervisor requests updates as agreed in the Medical Conditions Risk Minimisation and Communications Plan.

Copies of each child's Medical Management Plan are displayed in strategic places throughout the Service, including food preparation and eating areas. A copy of the Medical Management Plan is taken on any excursion the child attends.

All EpiPens and asthma medication are stored readily accessible to all staff (including relief staff), but inaccessible to children. At the parent's discretion, a supply of their child's prescribed medication for their diagnosed medical condition can be stored at the service. Staff will monitor and advise families of the quantities and expiry dates of all medication.

Food, nutrition and healthy eating

At Little Adventures Early Learning, families are required to provide all of their children's food requirements while at the service. An ample amount of food and milk bottles/formula (if applicable) needs to be provided for morning tea, lunch and afternoon tea. Parents are encouraged to pack nutritious food in their children's lunch boxes to promote healthy eating. 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.

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.
- 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 platter for morning tea.
- Any food requiring warming is heated according to the service's Food Preparation, Storage and Handling Policy.
- Milk bottles will be warmed using bottle warmers.
- Only appropriately sealed lunchboxes must be used to store children's food. Insulated lunch bags must not be used. 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.

Water

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 will be clearly labelled with the child's name and remains at the service to be cleaned and refilled on a daily basis.

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.

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 returned to parents when they collect their child.

Allergies, dietary requirements and cultural food preferences

At enrolment, parents must provide the service with details of their child's food and drink allergies, 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 and strategically throughout the service.

Birthdays

Birthdays are an important part of a child's life, and educators and children are encouraged to celebrate them at the service. Parents are welcome to bring a cake to share. Parents of children with allergies are encouraged to bring a suitable option for their child.

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.

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. Children play outdoors at the discretion of the educators who take into account the weather and are guided by the routines and children's interests.

On enrolment, every child is given a hat that complies with the SunSmart guidelines. Any child who does not bring the hat provided is expected to use one from the service's set of spares, or to play in the shade. 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, or to play in the shade.

The service supplies 30+ 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 to sunscreen, and to supply an alternative clearly labeled with the child's name.

Educators ensure that all children have a broad spectrum sunscreen with an SPF of 30+ applied to all exposed areas of their skin before they go outside. Sunscreen will be reapplied every two hours if children are outdoors for a prolonged period, or more frequently if the children are perspiring or involved with water play.

Enrolment and orientation

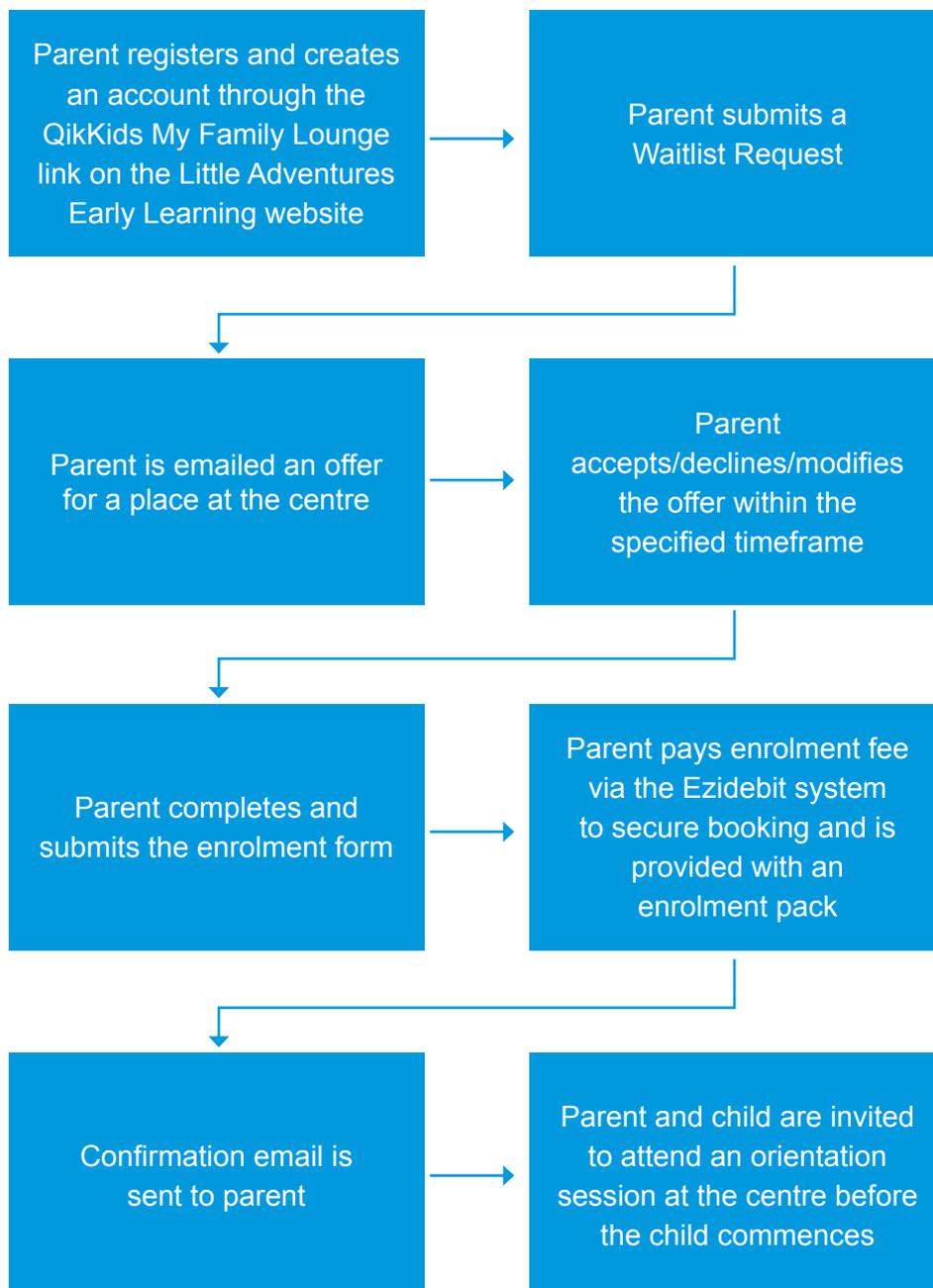
At Little Adventures Early Learning, a suite of online QikKids programs are used to manage the centre’s operations. Waitlists and enrolments are managed through QK Enrol which provides families with access to a parent portal called My Family Lounge.

The service follows the Australian Government’s Priority of Access Guidelines for allocating childcare places. Once these Guidelines are met, the service prioritises siblings of children who are already attending.

Families are encouraged to visit the service prior to their start date to familiarise themselves with the environment, staff and routines. The dates and times of these visits need to be confirmed with the nominated supervisor. Parents must stay with their child at all times during these periods. The number of visits required will be dependent on the needs of the child.

At the end of the enrolment and orientation, parents are asked to complete a Child and Family Enrolment and Orientation Checklist which provides feedback on how to improve these processes.

Enrolment process



Transitions

Children are transitioned to the next room 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. Written confirmation of the transition will be provided to 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.

Routines

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 and learning.

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.

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. At Little Adventures Early Learning, age appropriate individual cots and beds are available and all linen is provided. Sleeping children will be supervised at all times and the period that they sleep for will be recorded. Educators will check on sleeping children at 15 minute intervals and these checks will be recorded.

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:

- a bag or back pack, clearly labelled with your child's name. Each child will have a locker to store their belongings
- shoes
- alternate sunscreen if applicable
- a packed lunch box (no insulated bags) with sufficient food
- fruit or vegetable to share for morning tea
- a hat (provided upon enrolment)
- wet bag (provided upon enrolment)
- milk bottles (if applicable)
- prescribed medication (if applicable)
- comforters such as dummies, special blankets; and
- spare clothes – children are encouraged 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 and nappy change supplies, including nappies and wipes, will be provided by the service.

Any nappy change creams that you wish to be applied to your child must be labelled by a medical practitioner and a medication form must be completed.

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. 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.

The person who delivers a child to the service uses an Ipad to digitally sign the child into the service using the QikKids application QK Kiosk. 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; or
- to 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 of a separation in the family where one parent has custody of the child, and where restrictions may be in place, a copy of relevant documents must be provided upon enrolment. Children are not given into the care of a parent who is prohibited by a court order 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.

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 to the Service.

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 confidential exchange of information between the service and its families. At all times the parents' right to express or discuss a grievance will be respected and no discrimination will be applied to either the family or child/ren as the result of the grievance.

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

- discuss with the child's primary educator any concerns that you have about the care of your child.
- if not resolved with the primary educator, formal complaints or recurring concerns can be lodged with the Nominated Supervisor verbally or in writing. The Nominated Supervisor will document the complaint clearly and objectively on the Service's Parent Grievance and Complaint Form. In collaboration with the family, strategies will be implemented in order to resolve the grievance/complaint in a timely manner.
- If not resolved with the Nominated Supervisor, or if the grievance is about the Nominated Supervisor, the matter can be directed to 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.

Contact details of the service, the Approved Provider, and the NSW Regulatory Authority are documented previously in this handbook and are also displayed in the entrance of the service.

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 parent 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).

Useful contacts and resources

ACECQA

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

Starting Blocks

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

My Child

<http://www.mychild.gov.au/>

Child Care Benefit (CCB)

<http://www.humanservices.gov.au/customer/services/centrelink/child-care-benefit>

Child Care Rebate (CCR)

<http://www.humanservices.gov.au/customer/services/centrelink/child-care-rebate>

Nutrition Australia

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

Centrelink Kempsey

68 Elbow Street

WEST KEMPSEY NSW 2440

Phone: 132 468

Keep Them Safe

<http://www.keepthemsafe.nsw.gov.au/>

Kempsey Early Childhood Health Centre

7 Marsh Street

KEMPSEY NSW 2440

P: 02 6562 8684

Kempsey Family Support Service Inc.

21 Verge Street

KEMPSEY NSW 2440

P: 02 6563 1588

F: 02 6562 2765

E: kfss@tsn.cc

Kempsey Hospital

119 River Street

KEMPSEY NSW 2440

P: 02 6562 6155

F: 02 6563 1557

Kempsey Neighbourhood Centre

5 Kemp Street

KEMPSEY NSW 2440

P: 02 6562 8300

F: 02 6562 6831

E: kncfcs@bigpond.com

W: http://www.kempseync.org.au/full.php?page_id=1

Staying Healthy in Childcare

http://www.nhmrc.gov.au/_files_nhmrc/publications/attachments/ch55_staying_healthy_childcare_5th_edition_0.pdf

Asthma Australia

<http://www.asthmaaustralia.org.au/>

Allergy and Anaphylaxis Australia

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

Diabetes NSW

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

Cancer Council Sun Safety

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

Immunisation

<http://www.immunise.health.gov.au/>

Kempsey Early Intervention Programme

P: (02) 6562 6491

E: keip@bigpond.com

W: <https://www.dss.gov.au/our-responsibilities/disability-and-carers/program-services/for-people-with-disability/better-start-for-children-with-disability-initiative/kempsey-early-intervention-programme>

Kempsey Shire Library - For Children

<http://www.kempsey.nsw.gov.au/library/child-activities.html>

Australian Breastfeeding Association

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

**Kempsey Shire Council – Community Services
Directory**

[http://www.kempsey.nsw.gov.au/communitydirectory/
listentities.asp](http://www.kempsey.nsw.gov.au/communitydirectory/listentities.asp)

Playgroup NSW

<http://www.playgroupaustralia.com.au/nsw>

Kids Helpline

P: 1800 55 1800

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

Poisons Information Hotline

P: 13 11 26

Kidsafe NSW

P: 02 9845 0890

F: 02 9845 0895

E: kidsafe@chw.edu.au

W: kidsafensw.org

Sids and Kids

<http://www.sidsandkids.org/>