**Children’s Hospital Child Care Centre**

We extend a warm welcome to you and your family as you start this exciting learning journey at the Children’s Hospital Child Care Centre. We hope this handbook helps you in gaining a better understanding of how the CHCCC operates and the many qualities we have to offer you and your child.

The CHCCC is a ‘not for profit’ community organisation, situated on level 5 of the Perth Children’s Hospital (PCH), 15 Hospital Avenue, in Nedlands, on the QE 2 site. It is independent of PCH and managed by a Board, made up of Centre parents, staff, hospital and community representatives.

The Centre is open from 6.45am-6.00pm, Monday to Friday, closing on Public Holidays and for a short period over the Christmas / New Year period.

Care and education is offered to children of families for work, study or respite purposes, however particularly recognising the needs of:

* Shift working parents who commence work at 7.00am
* Children with additional needs
* Families who have a child receiving treatment at PCH
* Children at risk

**Our Vision**

To provide a high quality care and education service for young children and their families.

**Values**

We are committed to providing a responsive warm and consistent learning environment that respects diversity and the needs of each individual. We are guided by the following five values:

* **Relationships –** bydeveloping relationships with children, their families and the service, a sense of belonging is created where everyone feels valued and accepted.
* **Partnerships** – by respecting each other’s knowledge and expectations partnerships are formed with families, educators and the wider community to maximise children’s learning and development.
* **Inclusion** – we respect and value the uniqueness and individuality of all children, their families and our educators. Each child is viewed as being capable and competent with the capacity to succeed. We provide an environment that is equitable for all – acknowledging that some children require additional support and learning experiences to realise their potential.
* **Learning through Play –** all children have a fundamental right to play and to make choices. Play is valuable to children’s learning as they explore, experience curiosity and wonder, expand their thinking, are challenged, problem solve and engage with others. Educators encourage and support children to participate in purposeful play and use their knowledge to extend children’s learning and wellbeing.
* **Excellence –** with professionalism and integrity our educators are committed to striving for the highest level of care and education, by reflecting on and continuing to improve their practice, to achieve the best possible outcome for the children, families and the service.

2018

**Contents**

Management of Centre

* Our Team
* Priority of Access

Relationships

* Parent Participation
* Enrolment
* Preparing your Child
* Primary Care Giving
* Arrivals and Departures
* Authorised Persons to Collect Children
* Late Collection

Routines and Curriculum

* Meals
* Breast feeding & Baby Bottles
* Birthdays
* Toilet Training
* Sleep/Rest time
* What to Wear and Personal Toys
* Children’s Curriculum
* Children with Additional Needs
* Supervision
* Guiding Children’s Behaviour
* Photographs

Safety & Wellbeing

* Hygiene
* Immunisation
* Exclusion and Children Who are Unwell
* Medications
* Occupational Health and Safety Issues
* Sun Protection
* Incident, Injury, Trauma and Illness
* Excursions
* Emergency Evacuation Procedures

 Fees

* Fee scale
* Child Care Management System (CCMS)
* Child Care Subsidy
* CCS Activity test
* Center Fees
* Grievance Procedures

 Further Information and Contact Details

**Management of the Centre**

The CHCCC Association is an incorporated body, managed by a Board. Parental involvement is very important at a management level to ensure the service is meeting current family needs. All families are eligible to be elected onto the Board of Management and are welcome to provide input into the operations of the service at any time.

Board of Management meetings are held monthly and an Annual General Meeting is held annually. The Board is responsible for overseeing the operations of the service to ensure it meets all legal requirements and is financially viable.

**Our Team**

Our Educators are highly valued. The Centre management is proactive in implementing strategies to attract and retain staff to ensure continuity of care for children and to maintain a positive work environment.

The Centre abides by all Government regulations including Equal Opportunity, and the National License requirements when employing staff. A requirement of employment is to provide a Working with Children Check and Medical Clearance and Qualified Educators are to hold a current Senior First Aid Certificate.

Please see the Staffing Plan for the current staffing details and staff photos.

The Centre maintains the staff: child ratios as outlined by the Education and Care Services National Law (WA) 2012, a copy of which is provided for your information in Reception.

The Director, Rae Young, is a ‘non-contact’ Director who is a Registered Child Health Nurse, with a Paediatric background.

**Priority of Access Guidelines**

The Australian Government requires the Centre to provide places at the service according to priority of access.

* Particular focus offering positions to children of Hospital shift workers, and to children who have high additional needs.
* A minimal number of ‘casual’ places become available due to regular children being absent. Bookings for these places will only be confirmed 24 hours in advance and are available for the siblings of PCH patients.

**Relationships**

**Parent Participation**

You are encouraged to become involved with the learning experiences of the Centre and any ideas and suggestions are greatly appreciated. We are always happy to have parents come into the Centre to contribute experiences – read books, sing, dance, cook, activities to do with your work (e.g. a Doctor, Nurse, Fireman), or of a multicultural experience.

**Enrolment**

Application forms are available on the website [www.chccc.org.au](http://www.chccc.org.au) by emailing, or phoning. When your application has been accepted, you are required to contact the Centre every 3 months to keep your application active. It is a requirement at CHCCC that all children be fully immunised for their age.

When offered a position, arrangements will be made for your child to begin settling visits. A series of short visits will be arranged for you and your child to familiarise yourselves with our educators and with the new environment

**Preparing your child for child care**

 Starting child care can be an emotional time for both the parents and the child. Our aim is for your child to have a positive experience at this Centre. The best outcomes for children occur when educators understand each child, your family values and expectations. Your input is invaluable to us, by sharing information regarding your child’s temperament, stages of development and personal preferences.

**Other things that may help are;**

* Prior to commencing, encourage your child to self- settle to sleep.
* Provide a familiar comfort toy and a family photo
* It is important for you to show your child that you feel secure about leaving them at the centre and that you trust the staff.
* Never leave without warning -it is important to always say goodbye confidently, even if they become upset, as it can be very distressing for your child to realise that you have left without saying goodbye. This also establishes the trust that you will not just ‘disappear’.
* You are welcome to stay for a short time each day to settle your child; however it may be confusing if you stay too long. It helps if you always alert an educator of your intention to leave, say your goodbyes and then quickly leave. Repeated goodbyes are unsettling.
* You are welcome to telephone the Centre during the day to check on how your child has settled, you will be given sensitive, honest feedback. If your child is very distressed and unable to be comforted, we will call you. We are well trained in separation issues, so it is important to have faith in the Centre staff.
* Be aware that some children settle more slowly than others and may be distressed by being in group care. It may take anything from 2 - 6 weeks to settle. Our educator’s will assess your child’s emotional needs and discuss this with you. Regular attendance also helps a child to settle into the new routine.
* Try to avoid bribes as this lays down an expectation which may be hard to change later in life.
* During this settling period, it’s not a good time to introduce any other changes for example toilet training, moving your child into a bed, moving house etc. Aim to minimise any other stressful situations.
* Children with special needs that cannot be catered for within the usual child care routine will be integrated into the whole group with additional support from an Inclusion Support Educator.
* Parents are to be aware if they have another non enrolled child with them at the Centre, they must be adequately supervised by the parent at all times, and not by the Centre staff.
* Our aim is that by the time your child is coming for the day, you and your child are settled and feeling safe and comfortable.
* We appreciate a few minutes every morning as you bring in your child to provide relevant information to update the educators on your child - changes in sleeping patterns, recent immunisations, any recent changes at home e.g. moving house, relatives staying etc. - these changes may impact on your child and how they react during the day.

**Primary Educators**

* To assist children to settle, develop attachments and to meet their emotional needs, 2 ‘primary educator’s’ are allocated at the time of enrolment and again when children transition to the next age group. Our goal is first to establish a secure attachment with one educator, assisting the child to settle. The primary educators will whenever possible carry out your child’s personal care needs (e.g. feeding, nappy change, toileting, settling to sleep, comforting and individual learning experiences).
* The primary care educators will be the ones who work closely with you and your child during the settling period. Children do best when the family and educators work together.
* The outcome of primary caring is that children tend to stay close to their primary educators and therefore able to have their individual needs anticipated.
* When there is an issue or concern in respect to a child, the Team Leader or the Director will speak to you after first discussing the concerns with the primary educator. All primary care groups are reviewed periodically, to ensure the groups are compatible and balanced.

**Documents required**

To help us take the best possible care of your child, we require you to complete an enrolment form and provide the following information;

* your child’s birth certificate
* immunisation history
* health, medical and developmental history
* contact details, custody arrangements and emergency contacts, who can collect your child from the centre
* all information you provide is strictly confidential.

**Arrivals and Departures**

The Centre is required to keep accurate attendance records. We request that you comply with the following Government licensing requirements by;

* Signing your child ‘in and out’ every day
* If you do not complete these records you will not be eligible to claim your Child Care Subsidy.
* Casual bookings (i.e. children who do not have a permanent booking) are required to sign in/out into the Occasional Care file.
* Signing IN and OUT is used to check numbers of children in attendance at any time. This is important in the event of an emergency evacuation so it is essential that you complete this every day.
* In the event of your child being absent, please sign the absence when next attending.
* Please keep to the arrival and departure times as agreed upon at enrolment as the staff rosters are planned according to the number of children booked in to meet the required staff: child ratio.
* If your needs change please discuss with the Director in advance so the necessary adjustments to staff numbers can be made.

**Authorised Persons to Collect Children**

* Your child will only be released into the care of the custodial parent or authorised persons as identified on your child’s enrolment form.
* We request that you confirm on your arrival in the morning who will collect your child.
* Any changes to these details must be advised to the Centre as soon as possible.
* Identification will be requested for any persons unknown to Centre staff.
* If an unauthorised person arrives to collect a child, the child will not be released without parental authorisation being obtained. You must ensure your child’s collection from the Centre is reliably organised, as uncertainties and irregularities can cause anxiety for your child and the Centre.

**Late Collection**

* If you are unavoidably detained and unable to collect your child at the agreed time, you are requested to telephone the Centre prior to the arranged collection time and indicate your expected time of arrival.
* If you need to arrange for another person to collect your child, you are required to provide details about this person to the Centre staff by telephone or email. Identification will be required of them before allowing your child to be collected.
* If your child has not been collected by 5.45 pm, staff will telephone you (or the nominated emergency contact person) to arrange immediate collection. If no one can be contacted by 6:15pm - Crisis Care, the Department for Communities or the Central Police Station will be contacted to take responsibility for your child.
* A notice to this effect will be left on the inside of the Centre front door, giving the details for the parent.
* A late fee is charged to cover the cost of staff overtime.

**Routines and Curriculum**

**Meals**

* The midday meal is prepared in the PCH kitchen and transported to the Centre ‘ready to serve’. The meals are varied, balanced and nutritious. The weekly menu is displayed for your information.
* Breakfast is provided only to those children who arrive at the Centre before 7.30am; children who arrive after this time should be given breakfast at home.
* Morning and afternoon snacks are provided each day, consisting of fresh fruit, cheese, yoghurt or bread with various toppings. A ‘late’ snack is offered to children who remain at the Centre after 5pm.
* Meals are ‘social occasions’ and are planned to meet children’s nutritional needs, are appetising, provide variety in colour, texture and taste and promote healthy eating habits.
* Children are encouraged to make healthy choices, try a variety of foods, but are never forced to eat.
* Please ensure that any food allergies, strong dislikes and special dietary preferences are recorded on your child’s ‘Daily Information’ sheet and discussed with Educators. Parents are welcome to provide their child’s food if preferred.
* A Special Diet Form may be required. It is the parent’s responsibility to inform staff of any changes.
* Due to some children suffering severe allergic reactions, it is important that snacks, food or drinks are **not** brought to the Centre or left in children’s bags as it may inadvertently cause harm to another child. The Centre is ‘nut aware’ for this reason.
* Parents may choose to provide meals and snacks for children who have special preferences or requirements.
* Children are to bring a drink bottle each day and encouraged to drink water throughout the day. Milk is offered at snack times. Juice or cordial is not provided and parents are strongly discouraged from providing it in bottles.
* The Centre policy on nutrition reflects the recommendations from the Commonwealth Government ‘Get up and grow’ program and the children’s menu is reviewed regularly with the PCH Dieticians and Catering service.

#### Breast Feeding & Baby Bottles

We support and encourage the continuation of breast-feeding whilst your baby is in our care. Breast feeding mothers, who are feeding on demand, can be telephoned / paged when their baby requires a feed, or we can give expressed breast milk (EBM). Please discuss your preference with your child’s primary educator.

The Centre policy on offering EBM, (as it is a ‘bodily fluid’) states;

* EBM bottles must be clearly labelled as “EBM” with the child’s name and date expressed in permanent marker and an ‘Authority to give EBM’ form is to be completed by the parent, and checked prior to the feed by 2 educators (as for administering medications).
* EBM feeds will be heated by the water bath method only, not in the microwave and any EBM remaining in the bottle at the end of a feed will be discarded.

**Formula feeds** - Parents are requested to provide bottles that are clearly named using a permanent marker and formula is to be **premade** by the parent. Please also ensure that bottle tops and dummies are clearly named.

**Solids** - a range of foods are provided, (from smooth puree to mash and finger food) and are only introduced following consultation with parents. Parents are welcome to provide their own food when solids are being introduced if they prefer.

**Birthdays**

* Children’s birthdays are a special day that many families like us to celebrate. As we have children attending who have serious allergies (e.g. to nuts, eggs, milk) if you wish to provide a cake, please ensure there is an ingredients list attached.
* Cup- cakes are preferred, please ensure that the cake does not contain any nuts or nut products, cream or alcohol is plain and simple, suitable for young children. A fresh fruit platter is a healthy option if you prefer.
* Parents who have children with special dietary requirements are asked to provide some ‘special treats’ to be kept in our freezer for these special occasions.

**Toilet Training**

* Please indicate on your child’s ‘Daily Information’ sheet what assistance your child requires with their toileting.
* It is important that we work in partnership with parents in meeting children’s toilet training needs and we encourage parents not to commence any toilet training until the child is indicating some clear ‘readiness’, e.g. telling you when they have wet their nappy, remaining dry for lengthy periods.
* Consistency and a positive approach is important for children learning to use the toilet. Please discuss your plans with educators and read our ‘Tips and hints for toileting.’
* Additional changes of clothes / pants/ or the provision of pull ups may be requested during this period.

**Sleep/Rest Time**

Sleep and rest times are a part of the daily routine for the children. Please discuss your child’s current sleep patterns and how they settle, with educators. Providing a comfort toy or cuddly blanket may be helpful in settling children to sleep.

* Babies sleep times will be according to their individual need and tired signs, similar their own routine.
* Older children are encouraged to rest from approx. 12.30pm-2.00pm.
* Some children need to sleep, others may rest, those not sleeping will be offered quiet activities after they have had a short rest.
* Parent wishes regarding their child’s sleeping routine will be adhered to as much as is possible. Remember however, there are many distractions and children’s sleep patterns may be different in child care to at home.
* The cot rooms are monitored and sleeping babies are checked at 15 minute intervals.
* At no time will a child be forced to sleep or to be kept awake.
* Educators will consider such factors as the SIDS guidelines, cultural needs and requests from parents when tailoring individual children’s sleeping routines.

**What to Wear**

It is important for children to be in regular comfortable clothing that does not restrict their enjoyment or participation at the Centre,

* Please dress your child in clothes that you do not mind getting grubby with paint, mud, sand or glue etc.
* Please provide your own nappies, at least 4 per day, either disposable or cloth.
* Please provide a full set of spare clothes in your child’s bag to change into should the need arise. In changeable weather it is helpful to have a few options of layers.
* Clothing should provide protection from the sun as much as is possible (please always include a hat) and avoid singlet tops.
* Children are encouraged to remove their shoes when outdoors or wear rubber soled shoes that are flexible. This allows them to run and climb more safely and to develop the muscles in their feet.
* Your child’s bag and all items that can be removed, (e.g. hat, shoes, sandals, shirts, jumpers, cuddly toys, blanket etc.) should be ***clearly*** ***labelled*** with your child’s name.
* Please provide a plastic bag in your child’s bag each day for wet or soiled clothing.
* Each room has a lost property box. Please check this occasionally for items that you may have left. Items not collected are eventually kept for use as spare clothes or given to charity.

**Personal Toys**

* Please only bring ‘necessary’ security toys with you (i.e. dummy, comfort rug, sleep teddy etc.) and ensure these toys are clearly labelled with your child’s name.
* Other toys are not to be brought into the Centre as great distress is caused for children if their own toys become lost, broken or played with by other children.
* Whilst every care is taken, the Centre can take no responsibility for broken or lost toys that do not belong to the Centre.
* Children can sometimes accidentally put Centre toys into their bags or pockets and take them home. Please return these on your next visit, as this is an opportunity to discuss with your child ‘ownership’ - is also very costly for us to replace ‘lost’ items.

**Children’s Curriculum**

* Our Philosophy is reflected in our play based learning approach. Our programs are developed from careful observations of the children and reflect their interests and strengths. They are based on the Early Years Learning Framework and are influenced by aspects of several learning and developmental theories.
* Play based learning has been widely acknowledged throughout the world as one of the most im­portant ways that children learn and develop. Long periods of uninterrupted play, rich and stimulating environments, experiences that challenge, extend and engage children and educators that are re­ceptive and supportive of the children in their learning are fundamental to our program planning.
* We believe that play allows children to create, explore, imagine, improvise, discover and make decisions as they develop their physical, cognitive, social and emotional strengths. It enables them to make connections between prior experiences and new learning, assisting the develop­ment of concepts and relationships. From a very early age, they are able to engage and interact with the world around them, learn to master their world, overcome their fears and develop the confidence and the resilience needed to face future challenges.
* WE see children as capable and competent learners and children who develop resilience are more equipped to have a go, to solve their own prob­lems, to manage disappointments and to discover that risks are not necessarily dangerous, but something to be managed.
* The role of our Educators is to create supportive environments where children can ask questions, solve problems and engage in critical thinking. Children are encouraged to make choices, to explore their environment and try new experiences. Our Educators act as facilitators of children’s learning and enrich their learning experiences as they guide and model, listen, extend, engage in conversation.
* Our routines and play experiences will provide children with a sense of security and stability, ena­bling children to predict what will happen next, build their confidence and sense of self.
* The curriculum process begins with observations (both individual and group) made by all educators. These observations are reflected upon and goals are established for the children, in conjunction with feedback from parents. A program is then planned and implemented with a balance of child initiated and educator supported learning experiences. Parents are informed of their child’s involvement in the program through a portfolio created for each child.
* Your contribution is vital for us to develop a greater understanding of your child’s cur­rent interests and needs both at the Centre and in your home environment. Our Daily Noticeboards are also a great way for you to catch up on the happenings of the day and provide information for you to discuss with your child.

**Children with Additional Needs**

* The Centre actively promotes and supports the inclusion of children with additional and complex needs.
* A risk assessment will be conducted prior to accepting the child into child care to ensure we can meet the child’s needs. Medical Action Plans will be developed with the child’s parents, medical staff and the Director.
* Inclusion support is aided by the Australian Government who contributes to the funding of the Inclusion Support Program Educators (ISPE’s). Parent consent and a letter confirming the child’s diagnosis and individual needs is required from the Doctor to support the application for funding.
* Children are supported by the ISPE, who works as part of the team, facilitating the child’s inclusion, with input from the family and any other agencies involved, in meeting the child’s individual needs and goals.
* Children with Anaphylaxis or Asthma are required to have an Action Plan from their Doctor and to bring their emergency medication with them every day.

**Supervision**

Children are supervised at all times at a level appropriate to; their age, needs, curriculum, the time of day and associated risks.

The staff: child ratios contained within the Education and Care Regulatory Regulations are:

0 - 2 years 1:4

2 - 3 years 1:5

3 - 5 years 1:10

A Qualified Educator / Certified Supervisor is responsible for opening and closing the Centre each day. Procedures are in place for checking that the environment is safe in the morning before children go outside and that all children have been collected before closing.

**Guiding Children’s Behaviour**

Learning appropriate behaviour is part of a child’s social development. Our aim is to help children learn to be responsible for their own behaviour, to develop self-control, to have empathy for others, manage disappointment and to develop an understanding of what is appropriate in different situations.

You are encouraged to discuss your child’s behaviour with the Educators in your child’s room to ensure there are consistent behaviour expectations between home and the Centre.

Limits to children’s behaviour will always be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way, including using visual cues. The limits will be established according to the developmental level of children.

Wherever possible, problems will be prevented before they arise by using methods such as diversion and providing enough equipment for all to avoid conflict. Developing a supportive relationship with the children encourages them to learn skills in self-control.

At no time will a child receive any form of physical punishment e.g. be smacked, be placed in a room alone, restrained, frightened or humiliated in any way, nor will food or drink be withheld as a form of punishment.

If a child consistently displays unacceptable behaviour the Team Leader will ensure:

* The expectations of the child’s behaviour are realistic and appropriate to their developmental level.
* The child understands the limits.
* There is no conflict between the expectations at the Centre and at home.
* The child’s needs are being met.
* The child has no impediments which may cause difficulties with behaviour e.g. dietary problems, poor hearing, poor co-ordination, communication difficulties, illness or emotional distress - or is unwell, hungry, thirsty or tired.
* That strategies are consistently being followed by all educators in contact with the child.
* Parent may be invited to meet with the Director and Team members to develop a ‘Behaviour Guidance Management’ Plan.

**Biting**

Occasional biting and hitting are normal behaviours in the development of most children, usually caused by frustration through lack of verbal communication skills. These behaviours will be dealt with using the same positive behaviour guiding strategies that educators use to deal with other unacceptable behaviours. Members of staff are always available to arrange a suitable time to discuss such issues with you and will work with you to address any persistent behaviour problems.

**Photographs**

The Centre Policy on taking photographs of children states;

* Permission is sought from parents on the ‘Parent Agreement’ form.
* Centre digital and video cameras and memory sticks always stay on-site except for work related reasons, i.e. program planning, excursions and professional development sessions.
* Educators are not permitted to bring their own memory sticks to the Centre, or to use mobile phone cameras.
* Educators / students must obtain permission from parents if photos are to be used for training purposes.
* Photos must not contain children who are not dressed or who are toileting.
* The Centre can take no responsibility for photographs taken by the general public outside the Centre when on excursions. Photographs taken by others at PCH may be used for publicity.

**Safety and Well Being**

We ensure that every reasonable precaution is taken to protect children from harm and from any hazard likely to cause injury.

* Accident /Incident forms are completed and provided to parents at collection time.

**Hygiene**

In a group care situation one of our challenges, is to control the spread of infection from one child to another and between children and staff, particularly in the younger age groups, where children developmentally are ‘mouthing’ and have not yet developed a ‘cough and sneeze etiquette’. For this reason, children who are unwell are unable to be cared for at child care.

* + The application of universal hygiene procedures will be followed at the Centre at all times to control the spread of infection within the Centre.
	+ Educators model a high level of personal hygiene at all times, and place emphasis on the children learning and understanding why hygiene is important.
	+ Hand washing is central to this system and children will be introduced to washing their hands before all clean tasks (i.e. meals) and after all dirty tasks (i.e. after nappy changes, using the toilet, blowing their nose or playing outdoors).
	+ Children are also encouraged to cough into their elbow - to cover their mouths when coughing and sneezing and when able, to blow their own nose.
	+ Your assistance in encouraging and developing these skills at home is appreciated.

**Immunisation**

* It is a requirement at CHCCC that all children be fully immunised for their age. It is also a requirement when making an application for Child Care Subsidy.
* A record of your child’s current immunisation status will be kept at the Centre, please update us when your child is immunised.
* The Centre’s closest local immunisation centre is at Rheola Street, West Perth.

**Exclusion**

For the protection of all children and staff the following exclusion policy applies to all children enrolled in the Centre.

* + Children with infectious diseases will be excluded from the Centre in accordance with the National Health & Medical Research Council exclusion guidelines.
	+ We are NOT able to care for sick children at the Centre.
	+ A medical certificate is required after contracting diphtheria, hepatitis A, polio, tuberculosis, typhoid and paratyphoid, before your child can be readmitted to the Centre.
	+ If your child has been unwell at home, please do not bring them to the Centre. Fevers, vomiting, diarrhoea or unexplained rashes are all indications that a child should remain at home until the symptoms have completely passed i.e. a minimum of 48 hours since the last vomit, loose stool, and 24 hours after a fever.
	+ Children who are developing a cold should not be brought to the Centre during the early stages, as this is the most infectious period - when they are sneezing, coughing and spraying secretions.
	+ Children who are unwell on arrival at the Centre may not be accepted if they are obviously unwell or showing signs of an infectious illness such as a rash or discharging eyes.
	+ Parents are to notify the Centre if their child will not be attending during their booked time, as soon as this is known.

**Children Who Become Unwell at the Centre**

Our Educators are not able to care for children who are ill.

* It is important that the Educator receiving your child is notified if your child has been unwell or received an injury since last attending the Centre.
* If your child becomes unwell whilst at the Centre, you will be contacted and asked to collect your child as soon as possible.
* In the event of the parent/emergency contact person not being available and your child requiring medical attention, the child will be taken to the PCH Emergency Department for assessment.

**Medication**

* Parents are asked to consider whether a child who requires medication is actually well enough to be at the Centre with other children, or whether it would be in the child’s interest and that of all other children and educators, to remain home until they are well.
* The Educators should also be notified if your child is receiving any medication at home that is not required to be given at the Centre.
* If your child requires medication whilst at the Centre, you are required to give written

 permission and sign the Centre’s ‘Authority to Administer Medication’ form.

All medications are routinely checked by 2 educators prior to administering and recorded accordingly. Medication will only be given if it;

* is authorised by the parent in writing
* is prescribed by a doctor and has the original pharmaceutical label, the child’s name, the name of medication, the prescribed dose, frequency, date of dispensing and the expiry date.
* if an ‘over the counter’ medicine, it must have the detailed information of the ingredients, the dose by age and weight and the child’s name clearly printed on it and its expiry date.
* NB Parents are requested to seek medical advice if the ‘over the counter’ medication is required for more than 2 consecutive days.
* All Medication is to be handed to an Educator and not stored in a child’s bag or locker.

**Occupational Health & Safety Issues**

We are committed to protect the health and safety of all children, staff and visitors to the Centre. In line with Hospital policy, in the interest of Occupational Safety & Health and for the well-being of all, the Child Care Centre and the Hospital site is a smoke free zone.

**Sun Protection**

* All children are required to bring a hat in their bag every day throughout the year, to teach children that in Australia, you need to wear a hat when you go outside. The hat should be broad brimmed, protecting your child’s face, neck and ears and is to be worn at all times when outside. Please ensure it is clearly named and that you wash it regularly.
* Parents are requested to apply sunscreen to their children in the mornings prior to coming to child care and dress their children in ‘sun smart’ clothing (covering shoulders, neck and arms) to enable them to go straight outdoors between September-May. Children who do not have a hat will be asked to remain indoors or in the shade. Sunscreen is provided on the Sign In desk for parents if required.
* SPF 50+ broad spectrum water resistant sunscreen will be provided for children, and applied by educators 20 minutes before going outside in the afternoon.
* Educators will act as role models, by wearing sun smart clothing, hats, applying sunscreen and seeking the shade wherever possible.
* Children’s outdoor activities are limited to shade areas whenever the UV Index is 3 or above.
* The CHCCC is a WA Cancer Council approved ‘Sun Smart’ Centre.

**Accident, Incident and Illnesses**

Despite every precaution being taken, accidents may occur from time to time. The following procedure will be implemented to protect your child and keep you informed should an accident occur.

* You are required to provide written authority (included in the enrolment form) for staff of the Centre to seek medical attention from the PCH Emergency Department for your child if required.
* In the case of a minor accident, educators will attend to the injured child and apply first aid. All qualified educators hold a current Senior First Aid Certificate.
* Depending on the nature of the injury, you may be contacted at the time of the accident or informed of the incident with a copy of the Accident / Incident Report when you arrive to collect your child at the end of the day.
* If a serious accident occurs which requires more than first aid treatment you will be contacted immediately or if you cannot be contacted your emergency contact person will be.
* Your child will be taken to the PCH Emergency Department for medical treatment. A staff member will accompany your child (and remain with them if the staff: child ratio can be maintained at the Centre) until you arrive. You will be provided with a copy of the Accident Report completed by the person in charge of your child at the time of the accident.

**Excursions**

Due to the nature of this service and the high number of part time children, it is our preference to plan ‘incursions’ for the children rather than ‘excursions’.

In the event of an excursion being arranged, parental permission is always sought with comprehensive details of the excursion plan being provided to each family.

**Emergency Evacuation Procedures**

* Spontaneous practise emergency evacuation drills will be planned for at least four times per year for the staff and children and a record of these will be kept.
* The Toddler and Kindy children use the ‘walking rope’.
* Babies will be placed in the evacuation cots, or be carried.
* An evacuation plan is displayed in the Reception area for your information.
* In order to keep the corridors free from obstructions could parents please ensure that prams are small and always placed in the pram storage area.

**Protective Environment**

The CHCCC is committed to the safety and well-being of all young children accessing the Centre. We support the rights of the child and will act without hesitation to ensure a safe environment is maintained at all times that minimises the risk of children being harmed in any way.

To support this right the Centre will follow the procedures set down in the Department for Community document ‘Child Protection in Children’s Services’, when dealing with any allegations of abuse or neglect of children, to ensure the protection of all children attending the Centre. For more information, please see the Centre Policy Manual on the ‘Sign-In’ desk in Reception.

Registered nurses employed by the CHCCC (Director and RN/Inclusion Support) and our Early Childhood Teachers are required to comply with the WA Mandatory Reporting of Child Sexual Abuse Legislation.

**Quality Improvement**

The Centre participates in the National Quality Standards (NQS), supporting the provision of high quality care. Further information is available on the Australian Children’s Education and Care Quality Authority website.

Currently the Centre is accredited at the highest level. Parents are invited to participate in the Accreditation Committee and to offer ideas, suggestions and feedback. We will keep you informed of details or any changes to Centre procedures and policies, via our monthly Parent Newsletter (by email) and notices on the parent notice board in Reception.

**Fees**

The Board of Management determines the required fee level to meet budget predictions for the following financial year. Parents will be given at least two weeks’ notice of any fee increase.

**Child Care Management System (CCMS)**

The Child Care Management System (CCMS) is a national child care system that is aimed to bring all approved child care services online. We use CCMS registered software to record child enrolment and attendance information and reports to the Department of Education, Employment and Workplace Relations (DEEWR) via the internet to allow calculation and payment of Child Care Subsidy (CCS).

**Child Care Subsidy (CCS)**

You are required to apply online and complete a Child Care Subsidy Assessment.

Once completed you will receive an assessment of your Child Care Subsidy eligibility and entitlement.

More information is available at <http://humanservices.gov.au/childcaresubsidy>

**CCS Activity test**

Family entitlement to the Child Care Subsidy will be determined by a three-step activity test, more closely aligning the hours of subsidised care with the combined hours of work, training, study or other recognised activity undertaken, and providing for up to 100 hours of subsidy per fortnight.

**Centre Fees**

* Fees are paid through Child Care Easy Pay (CCEP). Funds are debited from your nominated account each week. Please ensure sufficient funds remain in this account as CCEP will reject the debit and a fee will be charged for insufficient funds.
* At the time of enrolment you will be asked to complete the CCEP form, to authorise our service to debit the full balance of your child care fees at weekly intervals.
* Fees will be charged for the number of days booked, regardless of absences including sick days, annual leave, and public holidays.
* Settling visits – there is no charge for the 1st visit and the following 3 visits are charged at a half day rate, if less than 3 hours.
* Fees are not charged for the period the Centre is closed annually over the Christmas and New Year period.
* An ‘Amenities’ fee is charged per child annually.
* An annual fee ‘in lieu’ of Fund Raising is charged per family in July.
* Three weeks’ notice is required when cancelling an enrolment or fees will continue to be charged. To receive CCS your child is required to attend on the last day.
* A ‘late fee’ is charged for children in care after 6.00pm for every 15 minutes or part thereof, to cover staff overtime costs.
* More information on the new child care package and other programs is available at: [www.education.gov.au](http://www.education.gov.au)
* If you are experiencing difficulty in meeting your fee payments please bring this to the Director’s attention. It may be possible for mutually agreeable repayment arrangements to be made.

**Grievance Procedures**

Please let us know if you are unhappy with any aspect of the service we provide for you and your child.

We welcome all parent feedback, including your grievances and complaints, as these will help us address the issue in a prompt positive and sympathetic manner as per the CHCCC Policy (see Policy manual).

A ‘Compliments, suggestions and complaints’ form is included at the back of this handbook, or is available in the reception area for your use. If you have a complaint or concern, please bring this promptly to the attention of the Director.

If you feel the problem is not resolved you may take the matter to the Board of Management for resolution, either through the Director or by writing directly to The Chairperson, c/o CHCCC, GPO Box D184, Perth, WA 6001 or by telephoning 9340 8586. A written statement is requested and a written record will be made of the discussion, signed by both parties.

Parents are also entitled to direct their complaints to the Education and Care Regulatory Unit, PO Box 2642, East Perth Business Centre, East Perth. WA 6892 or by Telephoning 6551 8333.

A copy of the Centre Policies and the National Law and Regulations 2012 are available for parents to access from the Reception area.

**Please remember** to **inform us** in the event of any of the following changes:

* Your child is to be absent for any reason.
* Your contact details or address have changed.
* Your emergency contact person’s details have changed.
* Your custody / access arrangements have changed.
* Your child’s immunisation has been updated.
* Your personal circumstances or any other significant changes occur for your child or your family.
* There are any medical or health concerns relating to your child or any new medications.

***Further Information & Contact Details***

We hope your time at the Children’s Hospital Child Care Centre is an enjoyable and rewarding experience for you and your child. We welcome your comments and if you have any queries or concerns, or if you require more detailed information on any CHCCC policies or procedures, please see the Policy Hand book provided in the Reception area, or contact the Director by telephoning 9340 8586, or email chccc@health.wa.gov.au

Below are some phone numbers of outside Agencies that may be of help to you or your family:

Department OF Communities: 9222 2555

Perth Children’s Hospital: *(to be confirmed)*

Lifeline: 13 11 14

Health Direct: 1800 022 222

Parent Help Centre: 6279100

Ngala Parenting Line: 9368 9368

Poisons Info Line: 131126

Mental Health Emergency: 1300 555 788

Crisis Care: 1800 199 008

Legal Aid Info Line: 1300 650 579

Rae Young Director/Nominated Supervisor

**Compliments, Suggestions, Complaints Form**

We value your comments, feedback and suggestions, positive or negative, so we can review and continually improve our service.

Please fill out your comments on the online form at <https://chccc.org.au/compliments_suggestions_complaints_form/>

If it is a confidential matter, please either complete the online form without leaving your name and contact email, or enclose this form in an envelope or you are welcome to contact the Director or the Chairperson of the Committee of Management directly by email chccc@health.wa.gov.au or by telephoning 9340 8586.

Complaints can also be directed to the Education and Care Regulatory Unit on 6551 8333, or free call on 1800 199 383

Compliment ■ Suggestion ■ Complaint ■

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Are you a: Parent ■ Staff member ■ Visitor ■ Other ■

Name (optional): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If you wish for your identity or the contents of this to be kept confidential, please tick this box ■

Thank you for taking the time to assist in our continual improvement.

Rae Young

Director/Nominated Supervisor