

Parent Handbook



Children's Hospital
Child Care Centre

Welcome

Early Childhood Education and Care

Children's Hospital Child Care Centre

We acknowledge the Whadjuk Noongar people as the Traditional Custodians of the land on which our centre stands. We honour their elders past and present and recognise the ongoing connection that Aboriginal and Torres Strait Islander peoples have to this land. We are committed to nurturing respect, understanding and inclusion within our learning community.

Welcome

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 (CHCCC). We hope this handbook helps you gain a better understanding of how the CHCCC operates and the many opportunities 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.

The Centre is open from 6.30am - 6.00pm, Monday to Friday for 50 weeks of the year. We are closed on Public Holidays and for a short period over the Christmas / New Year period (approximately two weeks).

Our centre caters for children aged 6 weeks to 6 years and we have up to 82 children enrolled daily. We offer occasional care bookings when positions are available.

CHCCC is independent of PCH and managed by a Board, made up of Centre parents, staff, hospital and community representatives who are all committed to providing high quality early childhood education and care services.

Our History

The first Children's Hospital Child Care Centre opened in 1986.

The Children's Hospital Child Care Centre was a 'not for profit' community organisation, situated on the grounds of the old Princess Margaret Hospital (PMH), Thomas Street in Subiaco.

The Centre was independent of PMH and managed by a Board, made up of Centre parents, staff, hospital and community representatives.

The Centre catered for all children including children of shift workers, breastfeeding mothers, children with additional needs and the siblings of children receiving care at PMH.

The Centre was divided into three age groups of children and had three rooms. There were between 15-20 staff at the Centre on a daily basis to care for and educate the children.

This centre closed on Friday 11th May 2018 due to the closure of PMH.

The new Perth Children's Hospital was then opened and the Children's Hospital Child Care Centre is now located on the Perth Children's Hospital site.

Our new Children's Hospital Child Care Centre opened its doors to families on Monday 14th May 2018.

Children’s Hospital Child Care Centre

OUR VISION

Beyond Child Care – supporting our community to thrive

OUR PHILOSOPHY

We acknowledge and respect Aboriginal and Torres Strait Islander peoples as the longest surviving culture in the world and the custodians of this land. Their perspectives are valued and embedded in our practice and the children’s learning.

Our partnerships with children, families and our community are at the heart of what we do. We cultivate a connected and responsive culture of trust, where relationships are at our core. We nurture and empower everyone to thrive, grow, experience joy and develop into confident and resilient individuals.

OUR VALUES

Partnerships

Our team values the importance of the relationships we form with our children, families, staff and community. Shared goals and open, honest communication create a welcoming, nurturing and inspiring environment that encourages a healthy and happier community.

Play and Learning

Play connects children to their world, their cultural identities, and other ways of knowing, doing, and being. Children’s right to play is our collective responsibility. Our educators engage and facilitate this through play-based learning and inquiry projects that develop the children’s interests, are challenging, encourage autonomy and value the input gained from families and our community.

We are committed to playing an active role with our families and children in creating and promoting sustainable practices for our future.

Equity and Inclusion

We are an inclusive, safe and respectful Service. We celebrate the diversity of our children, families, staff and community and actively support the inclusion of one another.

Joy

We delight in our everyday interactions and share in the joy, happiness, awe and wonder that children, families and staff bring to our Service.

Excellence

We encourage and support our dedicated educators to grow through ongoing professional development and reflective practice. Through high quality care and continuous improvement, we provide opportunities for all children to maximise their full potential.

Children's Hospital Child Care Centre

Contents

Welcome

- History
- Our Vision / Our Philosophy

Management of the Centre

- Our Team
- Priority of Access

Relationships

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

Routines and Curriculum

- Meals
- Breast feeding & Baby Bottles
- Celebrations & Birthdays
- Toilet Training
- Sleep / Rest time
- What to Wear and Personal Toys
- Children's Curriculum / NQS
- Children with Additional Needs
- Supervision
- Positive Child Guidance
- Photographs

Safety & Wellbeing

- Hygiene
- Immunisation
- Exclusion and Children Who are Unwell
- Medications & Medical Conditions
- Occupational Health and Safety Issues
- Sun Protection
- Incident, Injury, Trauma and Illness
- Incursions / Excursions
- Emergency Evacuation Procedures

Fees

- Fee scale
- Child Care Subsidy (CCS)
- Grievance Procedures

Further Information and Contact Details

Children's Hospital Child Care Centre

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 and community 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 every few months and an Annual General Meeting is held annually. The Board is responsible for overseeing the operations of the service to ensure the service meets all Education and Care Services National Laws and Regulations, legal requirements and remains financially viable.

Our Early Childhood Service

The Children's Hospital Child Care Centre is approved by the Department of Communities, Education and Care Regulatory Unit and incorporates best practices as outlined in the National Quality Framework.

We cater for children aged 6 weeks to 6 years & have up to 82 children enrolled at our centre daily.

We are open Monday – Friday from 6.30am – 6pm.

Our service operates for 50 weeks of the year, closing for two weeks over the end of the year period.

We are advocates for families and children and work to form partnership with families to gain their input and collaboration.

We are committed to implementing high quality care and education for children.

As a service we are committed to ongoing evaluation and continuous improvement.

We value and respect the professionalism of our educators by resourcing professional development, providing good working conditions and encouraging a collaborative approach in decision making.

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.

Our educators are a team of friendly, highly skilled and committed individuals who come from diverse backgrounds with have a wide range of experience. Each educator is committed to establishing relationships of trust with children and their families to provide the best outcomes for every child.

Additional educators are employed within our service on a daily basis to allow higher educator to child ratios throughout the day. We also have educators employed in support roles to focus on our curriculum and inclusion within the centre.

The Centre abides by all Government regulations including Equal Opportunity, when employing staff. A requirement of employment is to hold a formal qualification in Early Childhood Education and Care, a current Working with Children Check, Mandatory Reporter Training Certificate (for child protection), Medical Clearance and hold a current Senior First Aid Certificate including Anaphylaxis and Asthma Educators for educators who are deemed to be Responsible Persons.

Children's Hospital Child Care Centre

Our Team

Please see the Staffing Plan in the reception area 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.

Our Director's position is a 'non-contact' role. Our Director has years of experience and a wealth of knowledge in child care and in particular at CHCCC.

Priority of Access

Our Early Childhood Education and Care service is offered to children of families for work, study or respite purposes.

Child care places are allocated according to the below priorities, to ensure a fair system:

- **Priority 1.** Children at risk of serious abuse or neglect
- **Priority 2.** CHCCC Waitlist - Internal Children (and External)
 - Hospital shift workers
 - Internal - Families with children currently enrolled at our centre – siblings (to ensure existing families within the centre are kept together as a family when accessing childcare)
- **Priority 3.** A child of a sole parent who satisfies, or parents who both satisfy the Activity Test through paid employment.
- **Priority 4.** Any other children
 - Families who identify as Aboriginal and or Torres Strait Islander
 - CHCCC Waitlist – External Children
 - Children with a disability or that have an immediate family member living with a disability
 - Children with additional needs or living within a family with 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

Our Priority of access supports the Australian Government's aims of helping families who are most in need and supporting the safety and wellbeing of children at risk.

Children's Hospital Child Care Centre

Relationships

Enrolment

Application forms are available on the website www.chccc.org.au , by emailing, or phoning. There is an application fee charged at the time of lodgement of your application. You are required to contact the Centre every 3 months to keep your form 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.

There is no charge for the first settling visit, the following three settling visits are charged at a reduced settling fee rate. Once you commence regular booked care days for your child/ren the full fee will apply for each booked day.

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 our Centre.

The best outcomes for children occur when educators understand each child, your family values and expectations. Your input is invaluable to us and by sharing information regarding your child's temperament, stage of development and personal preferences this will all assist to smooth the transition into child care.

Assisting children to settle into child care:

- Prior to commencing, encourage your child to self-settle to sleep.
- Provide a familiar comfort toy (over twelve month old children)
- Provide a family photo (all children)
- 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, leave your child with or close by to an educator, say your goodbyes and then leave – smile and wave. Repeated goodbyes may be unsettling.
- You are welcome to telephone the Centre – 6456 0501 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.

Children's Hospital Child Care Centre

Assisting children to settle into child care: cont.

- 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 - 8 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.

Other things that may help are:

- Children with additional needs that cannot be catered for within the usual childcare routine will be integrated into the whole group with additional support from another Educator if possible.
- Parents are to be aware if they have another non enrolled child with them at the Centre, this child must be adequately supervised by the parent at all times and may not be supervised 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, 'primary educators' are allocated at the time of enrolment and again when children transition to the next age group.

Our goal for your child is to first establish a secure attachment with one educator, this will assist your child in settling in.

The primary 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 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 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.

Children's Hospital Child Care Centre

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
- current immunisation history and updated as required
- health, medical conditions including Action Plan documentation and developmental history
- contact details, custody arrangements, emergency contacts, who can drop off and 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 on the ipads
- If your child is not signed IN and OUT you will may not be eligible to claim your Child Care Subsidy (CCS)
- If your child is attending for a casual day - please sign IN and OUT as per usual
- 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. It is essential that you complete this every day.

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 any changes to who will collect your child and the approximate time of pickup.

Any ongoing changes to these details must be advised in writing 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.

Children's Hospital Child Care Centre

Late collection

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 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.

Parent and Community Participation

Parents, family and community members are all important partners in our work to deliver quality outcomes for children and families in our centre. You are encouraged to become involved with the learning experiences of the Centre, your ideas and suggestions are greatly appreciated.

We are always happy to have parents come into the Centre to contribute and share interests and experiences with the children – read books, musical skills, gardening, cooking, visual arts, language, do an activity related to your work (e.g. Doctor, Nurse, Vet) or share a multicultural experience.

Parental feedback on Policies that are being reviewed periodically is welcomed.

Contributing materials such as scrap paper, old wrapping paper + cards, wool, ribbon, left over craft items that our creative children could use.

Attending social gatherings, information evenings etc. as arranged.

Routines and Curriculum

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 messy 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. In changeable weather it is helpful to have a few options of layers. Please provide daily a wet bag for wet/soiled clothing.

Clothing should provide protection from the sun as much as possible. A top with a sleeve and knee length shorts or skirts for summer and long pants, a jacket and gum boots for winter. This will allow active outdoor play all year round. Please provide a broad brimmed sunhat to be left at child care.

Children are encouraged to remove their shoes when outdoors. 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 wet bag / reusable or plastic bag in your child's bag each day for wet or soiled clothing.

Children's Hospital Child Care Centre

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 each morning for our early children who arrive at the Centre before approximately 7.45am.

Morning and afternoon snacks are provided each day, consisting of fresh fruit, cheese, yoghurt or bread with various toppings and freshly baked snacks. A 'late' snack is offered to children who remain at the Centre after 5pm.

Meals are 'social occasions' and 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 Enrolment Form, their 'Daily Information' sheet and discussed with Educators.

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 requirements however this must be discussed with management prior to commencement.

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 with the PCH Food 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 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 full name and the date expressed in permanent marker and date EBM was defrosted (if required).
- 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.

Parents are required to provide expressed breast milk or formula for their child in a bottle clearly labelled with the child's full name and the date as above.

Children's Hospital Child Care Centre

Breast Feeding & Baby Bottles

Enough bottles are to be provided for the number of bottle feeds required daily please.

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, caps and dummies are all 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. Centre Policy discourages sugar in under 2 year olds, therefore we ask for fruit to be brought instead.

For children over 2 years old you may bring in cupcakes, please ensure that the cake does not contain any nuts or nut products, no 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. An ingredients list must be provided.

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 may be helpful in settling children to sleep.

Babies sleep times will be according to their individual need and tired signs, depending on their individual routine.

Older children have varied rest periods between approx. 12.00pm-2.00pm., each child is different.

Some children may need to sleep daily, older children that do not sleep will be offered quiet experiences over the rest/quiet times.

Children's Hospital Child Care Centre

Sleep/Rest Time

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.

Our cot/sleep rooms are monitored and sleeping babies are checked at 10 minute intervals.

At no time will a child be forced to sleep or be kept awake.

Educators will be guided by Red Nose Australia guidelines with the child's cultural needs and requests from parents also considered when tailoring individual children's sleeping routines.

Personal Toys

Please only bring 'necessary' comfort 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 encouraged to be brought into the Centre as distress is caused for children if their own toys become lost or broken and 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 to the Centre, as this is an opportunity to discuss with your child 'ownership' – we love it when children return a puzzle piece or a prized car. It is also less costly for the centre.

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

Children's Hospital Child Care Centre

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, then 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.

National Quality Framework (NQF)

The National Quality Framework (NQF) aims to raise quality and drive continuous improvement and consistency in early childhood education and care services.

Under the NQF we have the Education and Care Services National Law and Education and Care Services National Regulations, the National Quality Standards (NQS) and the National Quality Assessment and Rating process.

The focus of the NQS is on the outcomes for all children. Education and care services must provide educational programs that are based on our national curriculum - Early Years Learning Framework. This framework outlines the principles, practices and outcomes that need to guide our educational programs.

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.

Children with Anaphylaxis or Asthma are required to have an Action Plan from their Doctor as well as a Risk Minimisation Plan and Communication Plan 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 Responsible Person 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.

Children's Hospital Child Care Centre

Positive Child Guidance

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 children, usually caused by frustration through lack of verbal communication skills. These behaviours will be dealt with using the same positive child guidance strategies that educators use to deal with other developing skills / 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 iPad 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 cameras and memory sticks to the Centre, or to use mobile phone cameras or other personal digital devices in an area where children are.

Educators / students must obtain permission from parents if photos/images are to be used for training purposes.

Photos/images must not contain children who are not dressed or who are toileting.

Children's Hospital Child Care Centre

Photographs

The Centre can take no responsibility for photographs taken by the general public outside of the Centre when children are on excursions. Photographs taken by others at PCH may be used for publicity.

Safety & Wellbeing

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. This is 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.

Exclusion due to Illness

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 after the last vomit or 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's Hospital Child Care Centre

Exclusion due to Illness

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 become unwell.

- 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. Your child will be made comfortable and separated from other children until a parent/emergency contact person arrives.
- In the event of the parent/emergency contact person not being available and your child requiring medical attention, they 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 'Medication Record' form, either short term or ongoing.

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
- 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.
- 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 3 consecutive days or as prescribed on the package.

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.

Children's Hospital Child Care Centre

Sun Protection

All children are required to bring a hat in their bag every day throughout the year.

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. 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. The Responsible Person will 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'.

An annual "Regular Outing within PCH detail and Authorisation" form is completed by families to allow regular walks within the hospital. We have a six-seater pram for our babies and the 2-5 year old children use a walking rope when walking through the hospital.

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

Children's Hospital Child Care Centre

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 pram storage area.

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.

- Funds are debited from your nominated account each week. Please ensure sufficient funds remain in this account otherwise a fee will be charged for insufficient funds.
- Please enter your account details via your Xplor app account .
- 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 the reduced settling rate.
- Fees are not charged for the period the Centre is closed annually over the Christmas and New Year period.
- An annual fee 'in lieu' of Fund Raising is charged per family in July/August.
- Three weeks' notice is required when cancelling an enrolment or fees will continue to be charged. To receive CCB your child is required to attend on their first and 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.
- 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.

Child Care Subsidy (CCS)

The Child Care Subsidy is the main way the Australian Government assist families with their child care fees. There are three factors that determine a family's level of Child Care Subsidy. These are:

Combined annual family income

Activity test for both parents

Service type – type of child care service

The Child Care Subsidy (CCS) is generally paid directly to service providers to be passed on to families as a fee reduction. Families make a co-contribution to their child care fees and pay to the provider the difference between the total fee charged and the child care subsidy (CCS) amount.

Please contact the Department of Human Services to be assessed for the Child Care Subsidy before the commencement of care, or at least within 28 days of your child beginning care.

Children's Hospital Child Care Centre

Additional absences for CCS include

An illness (with a medical certificate)
Any other absences such as, a parent or sibling that is unwell with supporting documentation
A period of local emergency
Exceptional circumstances

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.

Grievance Procedures for Parents

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 or management team member.

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, PCH, Level 5, 15 Hospital Ave, Nedlands WA 6009, or by telephoning 6456 0501. 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 5000, Fremantle WA 6959 or by Telephoning 6227 3889.

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

Children's Hospital Child Care Centre

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 File provided in the Reception area, or contact the Director by telephoning 6456 0501, 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: 6277 3889
Health Direct: 1800 022 222
Parent Help Centre: 6279 1200
Ngala Parenting Line: 9368 9368
Poisons Info Line: 131126
Lifeline: 13 11 14
Mental Health Emergency: 1300 555 788
Crisis Care: 9223 1111
Legal Aid Info Line: 1300 650 579

Compliments, Suggestions, Complaints Form

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

If it is a confidential matter, please 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 6456 0501.

Complaints can also be directed to the Education and Care Regulatory Unit on 6277 3889, free call 1800 199 383

Compliment ■ Suggestion ■ Complaint ■

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.

Original written: 2019, updated: 2025