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Welcome

Welcome to St Andrew’s Little Saints and After School & Vacation Care (LS & ASVC). We are proud of our ability to provide high quality care and education for the children at our services and look forward to a fulfilling and enjoyable association with your family.

Our services are equipped with both spacious indoor and outdoor play areas and are designed to be safe yet challenging for young children. There are many outlets for children’s imaginations and experimentation – where flexible learning environments are added to creative indoor play spaces, specially designed with children’s developmental stages in mind.

Please read this handbook carefully to familiarise yourself with our guidelines, policies and general information. We trust the information in this handbook is sufficient to assist you in starting at our services. We welcome your feedback regarding all our operations at LS & ASVC at any time as this will help us continuously improve the service we provide. All families are welcome to visit any time during the day and participate in the programme and ask staff any information about LS & ASVC including:

- Information about activities and experiences,
- Centre Philosophy about learning and child development outcomes,
- How the outcomes are achieved,
- The goals about knowledge and skills to be developed through the activities and experiences.

History

Little Saints Early Learning Centre opened its doors on 28th August 2005. Originally Little Saints opened as a purpose-built Long Day Care Centre catering for 75 children. In January 2014 Little Saints Early Learning Centre expanded, with the addition of two new rooms to accommodate additional Pre-Kindy and Kindy children, as well as Before and After School Care and Vacation Care programs. In January 2015, Little Saints needed to expand further to accommodate the high numbers of Pre-Kindy, Kindy and After School and Vacation Care. Due to high demand, Outside School Hours services now operate in another facility located at the St Andrew’s Secondary Campus, three classrooms in I Block. The Little Saints building accommodates 145 children daily, and I Block catering for up to 60 children daily. Our service is committed to providing high quality care and education in a happy, safe, secure and loving environment.

Management

Both services are governed by The Corporation of the Synod of the Diocese of Brisbane, St Andrew’s Anglican College and are managed by a highly qualified professional Early Childhood Director (Nominated Supervisor) who is on hand daily to deal with any questions that may arise. She is supported by the Assistant Director and the Management team of St Andrew’s Anglican College. A Governance Policy is available to families in the Policy Manuals located on both premises. As Parents, we acknowledge that you are the most important people in your child’s life and, as such, your input and feedback are vital to our provision of a quality service that truly meets your and your child’s needs.

National Quality Framework and Licensing

St Andrew’s Little Saints is a long day care centre which provides care and education for children aged 6 weeks to school age. Before School Care is located on the Little Saints Campus, while After School and Vacation Care is located in the I Block Campus. Both services are licensed under the Education and Care Services National Law 2010 and Education and
Care Services National Regulations 2011 through the Australian Children’s Education and Care Quality Authority (ACECQA) and monitored by the Office of Early Childhood Education and Care.

All staff have qualifications in accordance with the regulations, hold suitability notices (blue cards), first aid, CPR and asthma and anaphylaxis training.

Our services participate in and value the National Quality Framework (NQF), including the National Quality Standard (NQS), the Early Years Learning Framework (EYLF), the Queensland Kindergarten Learning Guidelines (QKLG), the “My Time, Our Place” Framework for School Age Care and the National Regulations – an Australian Government initiative linked to the funding of the Child Care Benefit for parents. This is conducted through the Australian Children’s Education and Care Quality Authority (ACECQA) and the state licensing department through scheduled site assessment visits and where appropriate, spontaneous visits.

The NQS provides standards of quality practices for care provided in our services as well as guidance and support from the Service’s self evaluation through our Quality Improvement Plan (QIP). The system also allows educators to continually improve practices by identifying the quality aspects of care the services already provide and assist in developing goals for further improvement through our QIPs.

Our services will ensure that all educators and management are informed about current practices and requirements in the NQF process by attending appropriate in-service/training, accessing any other publications and information about the assessment process that may be of benefit – including those published by ACECQA.

Educators will involve parents, families and management in each stage to seek their input and views into practices and care, this includes having parent input into policy reviews, parent meetings and providing updates in newsletters about our current stage in the process.

The seven Standards under the NQS are –

1. Educational program and practice
2. Children’s health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Leadership and service management

**Centre Philosophy:**

**Mission Statement**

To provide quality child care by offering a continuum of services tailored to meet the needs of our families.

**Goals**

- To provide a caring, healthy, safe and friendly atmosphere for all children.
- To respect each child as unique individuals, irrespective of race, sex, cultural background, religious beliefs or additional needs.
- To provide developmentally appropriate and emergent learning opportunities which cater for the whole child encouraging children to make choices and participate in play, develop and maintain relationships, promote language and literacy, promote problem solving and mathematical abilities, promote enjoyment of and participation in the expressive arts and promote physical abilities.
- To build and foster each child’s self esteem by developing strong feelings of self worth.

• To value and respect all children’s interests and ideas.
• To provide a stimulating and challenging environment that allows the children to make mistakes, risk-take and be creative.
• To build an excellent home/school relationship with staff and parents through providing regular information to parents and encouraging parents’ questions, ideas and involvement.
• To employ staff who reflect a diversity of education, training and life experience and who possess the necessary nurturing qualities, sensitivity and commitment to the well being of the children and parents of the centre.
• To involve the centre in the community by taking an interest in other groups and inviting others to share in the programme.

**Philosophy**

Our philosophy guides our pedagogy and teaching decisions and is framed around current research into the most effective ways young children learn. The service uses the Walker Learning Approach: a play-based approach which inspires a child’s natural curiosity to learn. Through nurturing experiences, the children are encouraged to question and reflect on their own ideas as well as those around them. Experiences are arranged to promote the wellbeing of each child and are thought-provoking to develop intellectual, physical, social, spiritual, artistic and environmental knowledge and skills. The children of our Little Saints’, After School and Vacation Care community, St. Andrew’s family and the wider area will grow towards understanding and respecting the traditional custodians of our Country, our environment and learn how to become valued members and contributors to their world.

Our service operates under the Education and Care Services National Law and Regulations, follows the guidelines and principles of the Early Years Learning Framework, My Time Our Place, Queensland Kindergarten Learning Guideline and the National Quality Standard. The curriculum centres on developmental areas and uses children’s interests, parent contribution and community events as a basis for learning and shaping the programme. Education, daily practices, decisions, and children’s experiences are underpinned by our philosophy, policies and practices. Educators and families are encouraged to provide feedback where relevant to ensure that our practices meet expectations and current research.

Developing strong bonds with children and ensuring meaningful interactions are paramount for learning to occur among young children. Inclusive practices are important at Little Saints and After School & Vacation Care, and educators ensure that all children are provided with experiences that promote trust and mutual respect. The service has a full commitment to children with additional needs and ensures that all families and children are not discriminated against and enrolments are equitable and fair.

We acknowledge that families are the children’s first teachers and our curriculum is a collaborative approach between children, families and staff. Our environment is organised to stimulate thinking and extend understanding and learning. The children act as researchers with staff and together discover new concepts and ideas. Our children learn about our world by becoming a part of it. Children are allowed to ‘be’ and feel that the service belongs to them and are part of the Little Saints’ and OSHC community. By allowing the children to ‘be children’, they explore and learn about their surroundings through play which is intentionally organised to promote further thinking and analysis.

**Statement of Values and Beliefs**

St Andrew’s Anglican College has developed a College ethos based on the Christian Principles of respect, love and tolerance for others which we continue here at LS & ASVC. The Centre believes that children should have the highest possible standard of opportunities to develop holistically in their own individual ways and at their own individual pace. The College
has a well-developed Child Protection Policy and is committed to safeguarding students’ health, happiness and well-being. Protecting children in all aspects covered by this policy is a priority, as is the creation of a supportive, pro-active and nurturing environment. LS & ASVC supports the belief that children – from newborn babies through to school age – learn best through play, where they are empowered to take control of their learning and discovery and are encouraged to build upon their own ideas and dreams.

**Hours**

Little Saints Campus and I Block Vacation Care is open Monday to Friday from 7:00am to 6:00pm and is closed on all gazetted public holidays, including the Brisbane Exhibition Show Day. One day a year is designated for a staff development day similar to the pupil free days at the College. You will be informed of this day well in advance so that you can organise alternative care. Both services also closed for approximately two weeks at the end of the year covering the Christmas and New Year’s Day holidays.

Before School Care is available at the Little Saints Campus from 7.00am.

After School Care operates between 3pm and 6pm during school terms.

**Fee Information**

Little Saints has a waiting list for families wanting to enrol additional child/ren in the Centre. Families must fill out a waiting list application and pay a $30.00 Waiting List Administration Fee. This amount is per family and is non-refundable. A family will remain on the waiting list for 12 months, after which it is their responsibility to contact the Centre to keep the application active. There is no further charge for this service.

**Daily Fees**

A full description of all fees and charges will be issued upon enrolment and an updated ‘Fee Schedule’ will be emailed out to all families each year. Whilst we strive to keep our fees as low as possible, we also aim to provide the highest quality care, including highly qualified staff, higher than required staff to child ratios, abundant creative materials and activities and state-of-the-art facilities. Fees provide the majority of the funding for all materials, facilities and staff. In addition, eligible families can apply for Child Care Benefit (CCB) by contacting the Australian Government’s Family Assistance Office (FAO) on 13 61 50. Families receiving such assistance will only be charged a ‘gap’ payment on their weekly Little Saints statement (i.e. the difference between the full fee rate per day and the FAO contribution). Some families may also be entitled to claim the 50% Tax Rebate on ‘Out-Of-Pocket’ child care fees. You can nominate to have this also paid directly to Little Saints.

**Bond Payments and Cancellation fees**

A security bond of two weeks full fees per child is required upon enrolment at the Little Saints Campus for children under school age. This amount is refundable on withdrawal of your child from the Centre, provided proper notice has been given (10 working days’ notice in writing) and all fees are paid up-to-date.

**General Fee Payment**
Account statements are emailed on Mondays and are payable by Friday. If you do not use email or would prefer a hardcopy, let us know and your account will be placed in your child’s room each Monday. Failure to make payment within 14 days may result in the child’s enrolment being cancelled.

Payments can be made by cash, cheque, credit card, EFTPOS or BPAY through the College payment portal (www.saac.qld.edu.au). Cheques and cash payments must be given to a staff member who will provide you with a written receipt of your payment. EFTPOS and credit card payments can also be made directly at Reception using our EFTPOS machine.

BPAY payments require a unique reference number which appears on your statement. Please note that BPAY payments can take up to two or more days to reach our accounts and to be credited towards your statement.

**No Charge Days**

For periods when the Centre is closed there is no charge (e.g. public holidays, pupil free days and over the Christmas break).

**Absence Days**

All enrolled days which the Centre is open are charged for including sick days, family holiday periods and days off. You are entitled to 42 absences each financial year. Should you require more time off, you will need to supply either a medical certificate or court order (further information can be obtained from reception), otherwise full fees will be charged as Centrelink will not subsidise with Child Care Benefit (CCB) or Child Care Rebate.

**Financial Difficulty**

Problems with payment that might arise should be discussed with the Nominated Supervisor as soon as possible. A part payment is better than no payment at all, the Nominated Supervisor can discuss a payment plan with you.

**Child Care Benefit**

*NOTE: For a full explanation of Child Care Benefit and parents’ responsibilities – please refer to Appendix A at the end of this handbook.*

Child Care Benefit (CCB) is available to many families to help subsidise child care fees. Please supply your child’s and your CRN and date of birth, as this information is required to link your child to Centrelink in order to claim CCB and CCR. Please note that it is your responsibility:

- To notify FAO of any changes to your income – as per the CCB Parent Checklist in Appendix A.
- Apply for a client reference number even if you do not wish to claim CCB (as you may be able to receive Child Care Rebate).
- To maintain your child’s immunisations as CCB will be cancelled by the FAO if they are not up to date (NB. This does not relate to families who apply with the FAO for an immunisation exemption for personal belief reasons).

**Licensed Places**

Little Saints Campus is licensed for 145 children from 6 weeks to school age, and After School & Vacation Care is licensed for 60 children. Each room has a specific ratio for the number of children that can be cared for by a staff member at any one time. Little Saints adheres to these ratios at all times. The table below outlines each age group, with maximum group size and staff to child ratios.

<table>
<thead>
<tr>
<th>Room</th>
<th>Age Group</th>
<th>Regulation Ratios</th>
<th>Little Saints’ Ratios</th>
<th>Max Group Size</th>
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</thead>
<tbody>
<tr>
<td>Babies</td>
<td>6 weeks – 2 years</td>
<td>1:4</td>
<td>3:9</td>
<td>9</td>
</tr>
<tr>
<td>Toddlers</td>
<td>15 months – 2 years</td>
<td>1:5</td>
<td>3:12</td>
<td>12</td>
</tr>
<tr>
<td>Senior Toddlers</td>
<td>2 years – 3 years</td>
<td>1:6</td>
<td>3:16</td>
<td>16</td>
</tr>
<tr>
<td>or</td>
<td>2 ½ years – 3 ½ years</td>
<td>1:8</td>
<td>3:16</td>
<td>16</td>
</tr>
<tr>
<td>Pre-Kindy</td>
<td>3 years – 4 years</td>
<td>1:12</td>
<td>3:24</td>
<td>24</td>
</tr>
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</table>

Each room has three staff members daily that are the primary carers. Research shows that ratios play an important part in quality care, and for this reason, our services ensure that we have higher than required ratios. This ensures that your children receive the specialised care that they need in order to develop to their full potential. Having more staff throughout the services ensures that more quality one to one interactions are possible between staff and children. Children will be able to build strong relationships with their educators and the staff will grow to know the children well through observation, guidance and daily interaction. Using their knowledge of each individual child the staff can then build programs that will best meet the children’s developmental needs and interests.

Children who are developmentally ready to move into the next room (should a position be available), are moved after they have had a transition period. This is a time where children move between their current room and the next one until they are ready to commence full time in the new room. Parents are notified in advance about transition plans so they have time to ask any questions and be comfortable with the change. The child’s existing educators move with them for short periods to ensure that they become familiar with their new room and new educators.

The Curriculum – The Walker Learning Approach (WLA)

The Walker Learning Approach is an Australian designed teaching and learning approach (pedagogy) that authentically personalises learning and is developmentally and culturally appropriate. Learning is real, relevant and meaningful for all children regardless of their age, culture, family context, socioeconomic background or geographical position. The WLA has been developed over 20 years using an action research model. It places the child at the centre and utilises developmental psychology and biology alongside cultural and environmental influences as its pedagogical platform and the basis for practical application across the Australian setting. International research highlights that educating children requires a systemised approach that embraces family and community (Burnham et al 2007, Otero et al 2011). The WLA is incorporated in a systems based model for the education of the whole child (birth to 12 years) through theories of practice, parent education, empowerment and inclusion, teaching and learning at school, and establishing and sustaining links and networks between family and community. Within this systems model the WLA provides a seamless transition from childcare to preschool, to early and upper primary school and beyond.

The key principles that guides WLA practice are that:

- All teaching is intentional.
- Not all children are ready to learn the same thing at the same time in the same way.
- Children’s interests are used not for the interest alone, but as a catalyst for engagement.
- Children’s interest, culture and context are respected and used as a springboard to facilitate further understandings and skill development in all areas of learning including literacy, numeracy, the sciences, the arts, language, cognition, social, psychological and emotional development.
- Child development is used as a basis for guiding practices as well as the principles of culture, community and family.
- Learning is personalised and uses the children’s interests alongside additional exposure and concepts and experiences for children to explore their world, concepts, skills and environment.
- The process of learning and skill acquisition is valued - not just, or always the focus of the end product.
- Intrinsic (not extrinsic) motivation is valued and embedded in practice.
- The adult / child relationship is highly valued and the relationship itself is a scaffold in the learning alongside the child.
- Relationship with child, family and community are integral components of the approach.
- The WLA does not require topics or themes but does include opportunities for teachers to include specific concepts.
- Child development is used as a basis for guiding practice.
- Relationships are developed and deepened through a range of key practices including Focus Children.
- Learning is real, relevant and meaningful and is contextual to the child, family and community.
About our Staff

Both services meet all staffing requirements set out by the Office of Early Childhood Education and Care. All groups are staffed by a qualified Teacher or Lead Educator and Assistants. Where possible shifts are arranged so that one of your child’s primary carers will be at the service earlier in the morning and one will be there later in the afternoon to discuss any concerns that you may have regarding your child’s day. All staff who work in our centres are dedicated caring professionals who have completed or are enrolled in courses in relation to child development and education. Little Saints has a policy of employing qualified and experienced staff and supporting continued professional development. All staff have a current Suitability Notice (blue card) and are qualified in first aid and complete annual CPR updates as well as Asthma and Anaphylaxis training. Staff are chosen because of their excellent personal qualities, dedication to their chosen career in child care, and love of children.

Each Lead Educator is responsible for the organisation and programme of their room under the guidance of both the Educational Leader and the Nominated Supervisor. Programming time is essential for the delivery of a high quality curriculum throughout the Centre. Additional assistants may work at the centre when children with special needs attend. Most of our staff have either completed studies beyond regulatory requirements or are currently enrolled in further studies. Below is a list of all staff and qualifications in each age group.

Staffing – Rooms and Qualifications
Information about staffing is listed below, and is also found on the door of each group as well as at the entrance of Little Saints.

<table>
<thead>
<tr>
<th>Room</th>
<th>Lead Educator / Teacher</th>
<th>Assistant Educator</th>
<th>Assistant Educator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Babies</td>
<td>Jo Stewart</td>
<td>Sarah Bass</td>
<td>Trudie Allen</td>
</tr>
<tr>
<td>Toddlers</td>
<td>Jenny Broeren</td>
<td>Jan Bull</td>
<td>Amber Dempsey</td>
</tr>
<tr>
<td>Senior Toddlers</td>
<td>Cheryl Weymouth</td>
<td>Sharyn Stintson</td>
<td>Satomi Mohr</td>
</tr>
<tr>
<td>Pre-Kindy 1</td>
<td>Kelly Kennedy</td>
<td>Melissa Camp</td>
<td>Rachelle Camama</td>
</tr>
<tr>
<td></td>
<td>Lesley Shaw</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pre-Kindy 2</td>
<td>Jen Young</td>
<td>Elaine Moore</td>
<td>Mindy Martin</td>
</tr>
<tr>
<td>Kindy 1</td>
<td>Dani Bignall (teacher)</td>
<td>Michelle Main</td>
<td>Jo Bowles</td>
</tr>
<tr>
<td>Kindy 2</td>
<td>Jane Hirst</td>
<td>Chloe Coombs</td>
<td>Deyarine Rollason</td>
</tr>
</tbody>
</table>

Relief Staff

On occasions when permanent staff are ill or on holidays you will notice other staff members in your child’s room. Please note that we take just as much care selecting these relief staff as we do our permanent staff. We have a pool of regular relief staff who get to know the children and the children become familiar with as well.

Daily Routines

The daily routines of each room are posted in your child’s room and may vary at times. Parents are encouraged to read these so they know what their child is involved in each day. A daily educational record, often referred to as a day book, is displayed with photos in each room so you can read about what your child has experienced that day.

Rest Time

Our programme aims to cater for the holistic development of children and that, of course, includes physical needs. One of these needs is the need to rest and restore energy supplies. Rest time provides a balance between physical and mental activity and relaxation. A child who learns to relax in a group situation and alone, eventually without props or aids, will mature with an ability to cope better with the normal stresses of life. To experience a quiet time and relax in a settled environment is an opportunity to develop a skill which, once learnt, will be used by the child to his or her advantage for the rest of their life.

Children are not forced to sleep if they are not tired. We have mini stretcher beds in each room for rest time. After a period of rest, children are encouraged to read or do quiet activities as they awaken while they wait for their friends to also wake up.

Children in the older group (Kindergarten) will usually have a rest/sleep time at the beginning of the year. The rest period will stop about mid-year, unless children still need to sleep. The routine in the Kindergarten Room allows for children to sleep/rest that need to and others who do not need a sleep (or the parent has requested that their child does not have a sleep). The children are provided with activities, but will be asked to use quiet voices while their peers sleep. Please speak to your child’s teacher if you have any concerns about your child’s sleeping/resting patterns.

Toileting

Babies – Nappy Changing. This is a time when a child receives total one-on-one care and attention and we aim to make toileting a fun and positive experience where communication is encouraged.

Toddlers – Each child is different and we encourage toilet training when he or she is ready. Often just watching the other children assists with toilet training as they try to emulate their friends. Staff will work with you to discover the methods that will work best for your child and offer support for your endeavours at home.

Older children – Children who are toileting independently are encouraged to go to the toilet before and after meals and rest time and to develop good toileting and hygiene habits. They are supported to develop more self-sufficiency and independence.

Excursions and Visitors

Outings may be arranged occasionally for older children, in particular during vacation care periods for school aged children. Parents will be informed well in advance as it is a regulatory requirement that permission slips are to be completed by the parent/guardian before a child can leave the Centre. There may be a extra fee to cover any costs of entry, transport, etc. As often as possible, children from Little Saints will visit the College for special events, library or just to have a walk through.
the College. Little Saints has regular shows and visitors to the Centre and all families are encouraged to come along even if their child is not booked in for the day.

**OSHC Excursions**

St Andrew’s OSHC includes excursions as a valuable part of its overall program. Excursions provide enjoyment, stimulation, challenge, new experiences and a meeting point between the service and the wider community. Maximum safety precautions will be maintained. Risk assessments will be used before each excursion to identify risks and develop strategies to be used. **No staff are permitted to transport children in private cars.** Sun smart rash shirts must be worn by both staff and children during swimming. Children are required to have suitable footwear for ALL excursions.

Please check Vacation Care schedule for daily requirements. There will be no changes to the notified itinerary except in an emergency or due to changed weather conditions. Changes will be notified as soon as possible via noticeboard. All parents/guardians are required to sign an Excursion Permission Form for each excursion. The same illness and injury procedures apply while on an excursions, as they apply whilst at the service. Due to fairness for all children money for lunches/spending money will not be allowed on excursions. Food on excursions will need to be packed with an ice brick in an insulated lunch box, please avoid bringing high risk foods such as meats and dairy foods.

**Family Participation**

Because this is your Centre as much as your children’s, your input and involvement are valuable and important. Staff will welcome ideas and suggestions for the care and education of your children.

We actively encourage family involvement and ensure that we maintain open lines of communication. Your contribution is valuable for your child as it provides you with an opportunity to share in their experiences, to join in and observe the things that make up their day, as well as for the staff of the Centre, as you can help them understand your child and his or her needs better than anyone else.

A few times a year we hold information evenings covering topics of interest such as child behaviour, first-aid, child health, nutrition, sleep problems, etc. If you have a suggestion for an information night, let the Director know by placing your idea in the comments and suggestions box located on the front counter in the foyer, or you may email them to the Director at ogoryl@saac.qld.edu.au.

Parent feedback is very important to us, so please feel free to comment on any of our Centre policies or procedures. The policies for the Centre are accessible in the foyer at Little Saints as well as in I Block at any time and we strongly encourage parents to familiarise themselves with these policies and to provide feedback towards improvement. We ask parents to complete surveys regularly to let us know about the things that you believe we could improve on. The Little Saints Committee meets regularly to review Centre policies which are updated and provided to families for further feedback.

Parents are welcome to participate in the programme whenever possible by reading a story, playing or sharing their skills. The following are examples of ways in which you can participate:

- Collecting scrap materials for collage and artwork – material scraps, wood, ribbons, string, plastic containers, boxes, egg cartons, pine off-cuts, lids, wrapping paper, curtains, sheets, towels and throw rugs, Tupperware, saucepans, kitchen utensils, cardboard, architects paper…any item that can help the imagination run wild
- Helping with excursions
- Helping with social/fundraising functions
- Helping on working bees
- Serving on committees
- Attending and supporting parent night functions

• Offering suggestions that may improve the function of the Centre
• Acting as a volunteer
• Making a day to drop in for lunch with your child

**Verbal Communication**

We acknowledge that most of the communication between staff and parents occurs at an informal level when parents drop off and pick up children. Parents and staff need to be aware of the importance of passing on information which helps all parties better anticipate a child’s behaviour. Please remember that staff have strict supervisory responsibilities in the morning and afternoon; therefore if you wish to speak for a period of time, please ask if you can make an appointment for a time when the Lead Educator may be able to speak more freely. Appointments can be made for more detailed consultations regarding your child’s development or any concerns which may arise.

When you are speaking with staff in the playground or room, staff must exercise the “eyes in the back of their heads” principle and so if they keep glancing away, they are not ignoring you but doing their job and maintaining supervision in the area.

**Written Communication**

Due to time clashes you may not always be able to speak directly with your child’s educators, but it is still very important to keep in contact with them. You may like to email your child’s Lead Educator or Teacher, staff check their emails at least once a day and you should always receive a response within 24 hours.

In addition, notices, statements, newsletters, etc. are emailed to families, please ask if you need a printed hard copy of any of these.

From time to time notices and information will be posted on the front door, in the foyer, on the chalkboard near the Centre entrance or on the Parent Noticeboard. Please keep in touch with what is going on at the service by keeping an eye on the notice boards and reading all information in emails, newsletters, notices, posters, etc.

**Facebook**

Little Saints (LS & ASVC) has a Facebook page which all families are encouraged to access. Regular photos are posted online to keep families in touch with the happenings at the Centre. Feel free to comment or ‘like’ the photos which are posted of your children.

Here is the link to our Facebook page: [https://www.facebook.com/LittleSaintsEarlyLearningCentre](https://www.facebook.com/LittleSaintsEarlyLearningCentre)

**Procedures for Dealing with Concerns**

We welcome feedback, and you as parents are encouraged to comment upon the standard of care provided at our centre. Should you have any concerns you are encouraged to address these freely with the Lead Educator or Teacher in charge of your child’s group but not in the presence of the children if possible. If it is not possible to address your concerns with the Lead Educator, or you do not feel satisfied with the outcome, you should make your concerns known to the Assistant Director – Trudiann Marshall who will take steps to remedy the situation. If you still feel your needs are not met, please contact the Nominated Supervisor – Ola Goryl. We always try to do our best, and with your help we can work as partners to provide the best possible care for your child.

OSHC Complaint procedures

The OSHC Certified Supervisor shall be the first contact for all complaints, unless:
• the complaint is about the conduct of the OSHC Certified Supervisor;
• the complainant is not comfortable about taking the complaint to the OSHC Certified Supervisor;
• the complainant is not satisfied with the OSHC Certified Supervisor’s handling of the complaint; and
• the complaint is about a matter of management or administration.

If you feel your concerns have not been satisfactorily dealt with please see or email the Assistant Director-Trudiann Marshall. If you still feel your needs are not met, please contact the Nominated Supervisor – Ola Goryl.

“So What Did You Do Today?”

More often than not, if you ask a child what they did at Kindy today, most will say, “Nothing”. During the day children participate in a number of activities and experiences that you can read about on the notice boards and daily Educational Documentation in each room. If you are interested in a particular aspect of your child’s activities, please talk to your child’s Lead Educator or Teacher. She/he will be more than happy to tell you about the things your child has been involved in and discuss their development and education.

Sometimes you may think your child never does any artwork or things to bring home. There may be a number of reasons for this:
• Educators often collect work to display in the room or build a profile on each child
• The child simply did not want to paint or make things on those days and they have been very busy doing other things that are more important for their development on that day

The programmes encompass such areas as:
• Gross motor development (running, jumping, tumbling, dancing)
• Fine motor development (threading, drawing, playdough, construction, puzzles and games)
• Cognitive development (understanding, identifying, negotiating, problem solving)
• Social development (sharing, playing together, conflict resolution)
• Communication (speaking, asking, explaining)
• Emotional skills (anger/frustration management, controlling sadness, understanding feelings of others)
• Creative skills (painting, modelling, singing, drama, dancing, building)

Each Child is Different…

All staff treat each child equally and try to accommodate their individual needs. Some children need extra attention from time to time and this will be given. Children with diverse backgrounds or cultural requirements are also respected and supported. Children are treated equally with regard to gender. All children are also encouraged to try all activities without bias towards traditional male or female dominated areas. This time of life is one of exploring, curiosity and discovery and children need an environment which will provide many opportunities for these to occur.

Affection

An important part of our programme revolves around a genuine love and affection for the children in our care. Staff of both sexes are encouraged to show their affection for both boys and girls so this means lots of hugs and cuddles. Staff are urged to be very sensitive to the needs of individual children and families though. Some children do not like physical affection and these wishes are respected. They will receive positive attention in other ways.

Special Events

Cultural and Religious Celebrations
The programme at Little Saints incorporates activities, stories, rhymes, music and food that acknowledge the many important cultural and religious events celebrated by children attending our Centre and in the wider community. We encourage children to participate in special celebrations. Any celebration being planned for the Centre will be detailed in the Events Calendar. Parents wishing their children not to participate need to ensure that their wishes are known to the Director or Assistant Director so that alternative arrangements can be made.

Birthdays
We welcome the opportunity to be a part of your child’s birthday celebrations. You may like to send a cake to be shared by your child’s group to help celebrate the occasion. If you do not wish your child to participate in birthday celebrations, please let your child’s Lead Educator know so that alternative arrangements can be made. Please ensure that should you provide a cake for your child’s birthday, it must not contain nuts due to nut allergies in the Centre. Cupcakes are preferred as it is easy to blow out candles on one cupcake without risk of spreading germs.

Students and Volunteers
Both services accept early childhood students from a variety of learning institutes including TAFE, private Registered Training Organisations, local secondary schools, universities and occasionally volunteers to provide them with valuable practical experience in a child care setting.

The students work closely with staff members and are not permitted to supervise children alone. These students are accountable to the Nominated Supervisor and are screened by their particular teaching institution. Students may be required as part of their study to observe and interact with the children during their time with us. Please be assured that no students are allowed to include any personal or identifying information regarding your child or your family in their work, without your written permission. We encourage students to join us as part of their TAFE or University practicum as it is highly beneficial to the children. It allows an increase in ratios, and the extra help and new ideas are always welcomed.

Enrolment Procedures
As occupancy at the services changes, families on the waiting list are notified if a suitable vacancy arises. Once notified of a vacant spot, and the required bond has been paid, a family has up to two weeks to enrol their child/ren in the vacant spot (OSHC no bond required). At this time an enrolment form must be completed providing details about the child, parents, emergency and medical contacts, as well as any particular needs or requirements of the child. In addition, copies of the
child’s birth certificate and immunisation records must be provided to keep in the child’s file. Parents must also sign an Authorisation Form covering areas such as Paracetamol doses, sunscreen, photographs and visits to the College.

Little Saints has a policy which states that all children must be enrolled for a minimum of two days per week (under school age). Having two days allows children to settle into Little Saints more quickly as relationships and friendships are established earlier. It can be particularly difficult for some children to cope with only one day a week as the time between visits is quite long for a small child, and the settling in process may have to begin again each time they attend.

N.B. It is very important to note also that enrolment at Little Saints does not secure automatic enrolment at St Andrew’s – you will need to speak to the Registrar at the College to enrol for Prep.

Changes to Enrolment Bookings
A family’s intention to withdraw their child from our services must be advised in writing to the Nominated Supervisor and 10 working days’ notice is to be provided. Failure to do so will result in forfeiture of the bond. In addition, requests for changes to enrolment days must also be in writing and received with at least 10 working days in advance. If the change results in a reduction of days booked per week and less than 10 working days’ notice is given, the family will continue to be billed for the higher amount of days per week until 10 working days have passed since notice was received.

Anti-Discrimination Policy
All families are welcome at our Centre without regard to race, sex, impairment, social origin, parental status, political belief, or religion. We embrace the fact that Australia’s society is a melting pot of different cultures. The capacity to learn is not determined by gender, race or socio-economic status. Individual and group differences are accepted, valued and celebrated by both adults and children at the Centre.

Change of Details
It is extremely important for the welfare of each child that the centre maintain current enrolment details. For this reason parents are requested to fill out enrolment update forms approximately every six months. In addition to this it is important that changes such as contact details, workplace, marital status, people authorised to collect your child, allergies, immunisation, etc. be promptly advised to the Director in writing. It is essential that parents notify Centrelink should their income, family situation or the number of children in care change or you may risk your CCB being cancelled. Please email us at littlesaints@saac.qld.edu.au if you need to update: phone/address details, add or drop authorised people to collect your child, adding or dropping days, or cancelling your child’s enrolment.

Introducing Your Child to the Centre
It is essential that we meet with each family before your child starts at our Centre to discuss your child’s needs. It also allows you and your child to meet the staff and become familiar with the environment. We strongly recommend families spend at least two mornings at the Centre prior to officially starting to ease the transition from home to Little Saints (under school age).

Things to bring...
1. A bag that is large enough to hold:

• A wide brimmed hat (all year)
• A spare set of clothing, underwear, and socks

2. Lunch box and water bottle (for additional information on food requirements please see ‘Meals’ below)
3. Sheet bag (e.g. pillow case or draw-string bag) containing a single bed sheet or set of cot sheets for rest time and a pillow, if necessary. Please add a blanket in winter.

Additional items for Babies and Toddlers
1. Sufficient nappies and/or trainer pants for those children who are toilet training
2. Comfort items such as dummies, soft toys, blanklets, etc.
3. Bottles and formula as needed (pre-made – staff cannot make up formula bottles at the Centre)
4. Three spare sets of clothing (ensure there is clothing appropriate to the season and also for sudden climatic changes)

N.B. for safety reasons, plastic bags and plastic wrap should be avoided.

What to wear
Loose fitting clothing that protects as much of the children’s skin as possible during outdoor play. Shirts that cover the shoulders and have collars and sleeves that are at least elbow length and longer style shorts are most suitable. Your child’s day can involve lots of painting, water play, play dough and sand play so older, comfortable clothes are best. Longer dresses and skirts can be dangerous whilst climbing. Well-fitting shoes or sandals are also recommended although children are encouraged to remove their shoes for outside play as bare feet are best for healthy foot development and safety when negotiating climbing frames, etc.

Clothes should be comfortable to rest/sleep in and should not be tight fitting or have drawstrings around the neck. We discourage children from wearing or bringing any special clothes as these can get damaged or lost. Self-Help Skills - please also consider clothes that are easy for your child to manipulate for toileting purposes as we encourage the development of independence.

Meals
Children will need enough HEALTHY food for morning tea, lunch and afternoon tea, depending on how long their day will be. Please consider that more food is better than not enough. Staff will keep you well informed of your child’s eating habits.

Refer to separate OSHC Booklet for more detailed information on food and your School Aged child.

Dental Care:
Because of the difficulty in maintaining hygienic conditions for a great number of toothbrushes, tooth brushing does not occur at Little Saints. The children in the Centre are encouraged to finish their meal by rinsing their mouth with water after eating, using the ‘Sip, Swish & Swallow’ Procedure.

Dentists now know that too much fruit juice on young teeth can lead to damage. We therefore recommend that juices be left for home where children can clean their teeth after a meal.

Nutrition
We believe that good nutrition is a way of life. Happy, active children require healthy, balanced meals to provide them with the energy they need to enjoy their day. Children’s lunchboxes should contain a variety of foods from the various food groups. Each room has a fridge so cold foods can be kept at a safe temperature. Food must be removed from insulated lunch bags before being placed in the fridge.

We have a detailed Nutrition Policy available for you to read at any time.

‘Junk’ Food

Please refrain from sending junk food (‘sometimes foods’) that are high in fat, salt, sugar and preservatives into the Centre. Things that are best left for home are chocolate coated muesli bars, roll-ups, cereal bars (LCMs, etc), sweet biscuits, cake, chocolate and lollies, chips, soft-drinks and juices. Many of these types of food are full of empty kilojoules and therefore have limited nutritious value. Children will often choose these foods first from their lunchboxes before the healthier options. We do not ban these foods totally, recognising that for many families they are culturally relevant for celebrations such as birthdays. Therefore we aim to reserve and promote these foods for these occasions only.

Nut-Free Centre – Anaphylaxis

Some children have a severe allergy to any peanut product – these allergies can be so severe as to be life threatening. For this reason we have made our Centre **NUT FREE**. We ask that parents respect this very serious request and refrain completely from sending in any form of nut product (e.g. peanut butter, muesli bars with nuts, etc.). If your child has specific dietary requirements please see the Director.

Breakfast

Breakfast is the most important meal of the day, so it should be nutritious and filling. If your child is unable to complete breakfast before coming to the Centre, please send along something easy for them to eat such as cereal, a sandwich or fruit.

Toys

Children are not to bring their own toys to the Centre as they are easily broken or misplaced and can create conflict as children are naturally reluctant to share their personal toys. If your child requires a cuddly toy, etc. for comfort, you are welcome to send this along and store it in your child’s bag.

Children are welcome to bring any toys or interesting objects that they have found or made at home (e.g. an interesting leaf or insect found in the garden, photographs). These items form an important part of our programme as it stems from children’s interests.

Arrival and Departure

Children are to be delivered to and collected from inside the building by a responsible adult (over 18 years). Parents must sign their children in and out of the centre using the sign-in sheets provided. This is a legal requirement. In cases of emergency we need to be sure who is in the Centre. In the case of absences, please telephone the Centre when you know your child will be absent. Your child’s absences will need to be signed on the attendance record as a requirement of the Family Assistance Office.

- Please ensure that a staff member knows when your child has arrived and is informed of their departure.
- The Centre must be informed if a different adult is delivering or collecting your child or if he/she is being collected earlier or later than usual.

Points to note

- Unauthorised people will not be permitted to collect a child. Children must be collected by an adult previously nominated by the parent either on the enrolment forms or in person or by telephone on the day. This adult will need photo ID as proof of identity.
- Do not leave children unattended in the foyer or a room. Ensure they are delivered directly to a staff member.
- Please make sure all gates and doors are closed securely behind you.
- Children must be collected by an ADULT. An older sibling is not suitable, unless 18 years or older.

Absences

All absences and the reason for the absence should be reported to the Centre as soon as possible so that the Centre can maintain accurate information regarding the health of the children. Sick days and other days off are noted on your statement, but are charged at the same rate as if the child had attended the Centre.

Late Collection

The Centre closes at 6:00 pm. A late fee of $15.00 for the first 5 minutes or part thereof and $5.00 per minute thereafter until collected will be imposed for any child not collected by this time. This fee is to cover the cost of staff overtime. Repeated late collections will result in a review of the child’s placement by the Director. Children left later than 6:30 pm will be referred to the Crisis Centre of the Department of Child Safety if contact with parents cannot be made.

Arrivals and Departures OSHC

Little Saints Before School Care begins at 7 am. After School Care operates between 3-6 pm. Vacation Care is open between 7am -6pm. No child will be admitted outside of these times due to legal reasons. All children will be signed in and out in the Attendance Register by the parent/guardian/staff member or other person whom the parent/guardian has nominated on the enrolment form, or subsequently in writing, as being authorised to do so. This Register will state the child’s name and exact time of arrival and departure, printed name of authorised person and signature.

During Vacation Care children must be brought to I Block and signed in by parent/guardian. The program takes no responsibility for children whose parents allow them to walk unsupervised to our service.

If a person is to collect a child who has not previously been nominated on the enrolment form i.e. in the case of an emergency, the parent or guardian may give permission by email or by telephone for an alternative person to collect the child. The parent must provide the name and description of any such person concerned and photo proof of their identity will be required on arrival.

If at closing time (6.00pm) children have not been collected or parents have not made arrangements for collection by normal closing time, parents/guardians will be contacted on the most recent numbers, and if necessary emergency numbers, provided by the parent/guardian. If no contact is made via emergency numbers advice will be sought from police and/or Department of Child Safety.

Parents/Guardians who have custodial rights and do not wish the other parent/guardian to have contact with their children must provide a current copy of the custodial papers. Staff will, where it is possible without unreasonably endangering any person, not allow children to be released to any person other than the parent, or to an authorised person as permitted under the above procedure. If in doubt, the Nominated Supervisor will contact a parent/guardian immediately to discuss.

Whilst every care will be taken to prevent a child being taken by an unauthorised person, there may be instances in which we cannot prevent this from happening. Our staff cannot expose themselves or the other children to an unacceptable risk of personal harm. If a child is taken the police will be called immediately. No child will be permitted to travel home or to another activity on their own unless written direction or approval or, in an emergency, verbal direction or approval is received from a known parent or guardian of the child. These records (including documentation, on an Incident Report, of verbal approval) will be kept in the individual child file.

OSHC children attending school activities.

If a child is required to attend activities within the school grounds, written authority must be given prior to commencement of activity. Staff will not be available to deliver or collect children from these activities due to staffing ratios. Parents are asked to consider this when enrolling children in these activities. We will not permit a child to leave the service unaccompanied to attend an external activity unless an Activity Permission Form detailing time of departure indicating a release of duty of care has been provided by the parent/guardian.

The Importance of Physical Activity

The National Quality Framework requires services to implement a balance of activities including outdoor physical play experiences which stimulate and develop physical and recreational skills. Current research into the area of physical activity among children suggests that children are not engaging in enough physical activity and are engaged in more sedentary experiences such as computer use or television viewing. At Little Saints and After School & Vacation Care, we endeavour to provide enough daily physical activity which is recommended for children aged 0-12 years and school age. Children under five years should participate in at least one hour of structured physical activity and a minimum of one hour and up to several hours of free-play physical activity each day. Physical activity is important to develop children’s gross motor skills, builds resilience, builds social skills and also acts to promote a healthy lifestyle. As children can spend a lot of their time in services, it is important that programmes are developed to encourage physical activity, through play.

Settling Children In

Settling in is sometimes difficult for you and your child. You may find you have a mixture of feelings when placing your child in care. Guilt, anxiety, relief, confusion and sadness are all very natural feelings that you may experience. Give yourselves time to settle in, encourage him/her to explore and become involved in an activity. Develop a drop off ‘routine’ where you stay and read a story-book or push them on the swing. A predictable routine really helps your child learn to separate from you. It is important that you always tell your child that you are leaving – explain you will come back later that day, give a cheerful goodbye, and go quickly (never leave without saying goodbye). It may seem that it is better not to upset children by telling them that you are going, however if your child looks up to find you missing his/her level of anxiety can be greatly increased. Allow your child to bring a special comforter from home, such as a teddy bear, blanket or special pillow if they wish, but not a special toy or something that may be lost or broken.

Some children settle into a new setting quickly. For other children this process may last for several weeks. For the vast majority of children the stress that they feel on your departure is short lived. This is why the visitation process is very useful for both children and parents. If you are able to develop trust in the Centre and staff you will feel happier. If you are happy and have a positive attitude your child can also. Feel free to phone at any time and see how they are settling in.

Our staff are experienced at easing children’s (and parents’) anxiety through this aspect of enrolling children into a Long Day Care Centre. They will aim to make settling in as smooth as possible. Keep talking with staff and listen to their suggestions. They will not consider any of your feelings silly or unimportant and will try to find ways to support you and your child in these initial stages.

You are most welcome to pop in and visit during the day, although if your child is going through an unsettled period, check with the staff if they think this would be a good idea. Staff will always contact parents if their child is having severe difficulty in settling in and are distressed.

**The transition from home to child care**

Going back to work and starting child care are significant changes in the life of your family. It is well worth the time and effort invested to ensure that your family’s relationship with Little Saints will be a happy one. Occasionally, even after a child has been at the Centre for a long time and has apparently settled in well, they may revert to having problems at separation. There may be any number of reasons for the change. If separation does suddenly become a problem, speak to us and we will endeavour to find the cause and remedy it.

** Keeping staff informed**

During the year it is very important for you to keep staff informed about changes to routine, teething, ‘a big weekend’ or restless night, illness, ‘getting out of the wrong side of the bed’ or fights with siblings…anything that may affect your child’s day. We will in turn, inform you of how your child’s day has been at Little Saints – how he/she slept, how much he/she has eaten or not eaten, how he/she played and interacted through the day and the sorts of things he/she likes to do.

Generally, most children will have settled within ten minutes of your leaving (usually even sooner!). Staff here are caring and employed primarily for their genuine love of children. Your child WILL be given that extra attention required to make their first days as easy as possible and their time at Little Saints a very happy one.

**Safety and Hygiene**

It is our aim to minimise the spread of infection. Frequent hand washing is the single most effective method of preventing the spread of disease. To help us in our aim, we ask that you encourage your child to wash their hands on arrival at our Centre, and for the benefit of your family, again before leaving the Centre in the afternoon. Hand sanitizer is provided in the reception for your children and yourselves to use on arrival and departure. We encourage you to develop effective hand washing skills at home by helping children wash their hands with soap and running water and drying well before eating or handling food and after going to the toilet. Children and staff wash their hands after going to the toilet, before meals, before cooking or preparing food, after blowing their nose and each time they move from one environment to another.

All equipment, floors and toys are regularly cleaned. Staff follow cleaning schedules on a daily, weekly or other periodic basis in accordance with all health, safety and hygiene regulations. We also have a professional cleaning team who keeps our services clean and tidy.

Maintenance of equipment and the building is carried out in an on-going manner. Compliance is also made with workplace health and safety requirements and every endeavour is made to keep the building and equipment in a safe condition.

**Behaviour Management**

Behaviour management techniques used always respect the individuality of the child, their confidence and developmental levels and never diminish their self-esteem. Praise and encouragement and the development of a child’s own sense of self-worth and the worth of others are central to behavioural management techniques at our services.

All staff are aware of a variety of positive approaches to behaviour management and are encouraged to use them at all times. Staff will consult with parents regularly on our behaviour management policy and seek constructive solutions to any differences in values. All children are different and different techniques will work at different times, depending on the child, the incident, other children that are involved and many other factors. Staff will inform you if children’s behaviour has ever been out of the ordinary to determine if there are any other factors that may be contributing to their actions.

Staff will involve children in discussions about dealing with conflict and guiding behaviour. Older children will be guided to develop their own guidelines that they can use to monitor their own and their friends’ behaviours. For example, some guidelines that pre-schoolers may develop might be, “we play safely”, “we walk inside” or “we use our words”. Staff who see children, for example, running inside, remind them with positive statements - “Remember, we walk inside.”

Staff will encourage children to show empathy and healthy assertiveness. For example a child who is crying that someone has taken his shovel will be encouraged to go to the offending child and say, “May I have my shovel back please, I wasn’t finished with it.” Or a child who is aggressively trying to take a toy from another child will be encouraged to say, “Tell (him/her) that you would like a turn so that he knows you are waiting,” and the other child is encouraged to acknowledge the request and hand the toy over when they are finished.

At no time will children ever be hit or physically punished, roughly handled, grabbed or physically manipulated (unless they or other children or staff are in immediate physical danger). Children will never be humiliated, ridiculed or demeaned, threatened or yelled at or isolated from others such that they cannot see other children or staff.

On occasion that a child may be constantly or deliberately aggressive or disruptive, staff may remove the child from the group or activity for a short time (one minute per year of age of the child) to think about their actions and consequences. When their thinking time is up children are asked if they understand why this has happened and encouraged to apologise sincerely to any staff member or child that they have injured or offended. Removing children is used as a last resort and after children have been warned that this will occur if they don’t modify their behaviour.

Children are encouraged to understand that they are responsible for their own actions and must accept any consequences that arise from their actions. They can control what happens if they use self-control to modify their behaviour. Information on developmentally appropriate behaviours and their management is available in the parent library.

**Thinking Time**

Thinking time for a child is:

- A time for reflection
- A time to calm down
- A time to consider a different approach next time
- A positive experience through interactions with a staff member
- Used as a last resort

Thinking time is not used as a means of

- Excluding children from their friends or environment
- Scaring children into appropriate behaviour
- A ‘cop out’ for staff

**Sun Safety**

We encourage sun safe play while playing outdoors. Children are encouraged to wear a hat at all times when in the playground. As it is very difficult to stop children from going outdoors when they do not have a hat with them we ask your vigilance with ensuring your child has a suitable hat every day. The best kinds of hats are the legionnaire style or a hat with a full brim of at least five centimetres.

Sunscreen works most effectively if applied about 20 minutes before going out into the sun. For this reason we ask that parents give the first application of sunscreen to their children at home before dropping them off. We recommend using SPF 30+ broad spectrum water resistant sunscreen. The staff will reapply sunscreen during the day as required.

If you know of any allergies your child may have to sunscreens, please note this on your enrolment form and advise staff. An Authorisation form included in your enrolment pack needs to be signed to enable us to apply sunscreen as necessary. If you wish to supply a specific sunscreen for your child, it should be marked with your child’s name and handed to the Lead Educator in charge of your child’s room.

Health and Safety

Maintaining a healthy community in child care is the shared responsibility of parents and staff. Our services are not a place for sick children, as we cannot provide the care contagious or ill children need. Any child suffering from an infectious illness must be excluded from the Centre until they are well or no longer in an infectious state. Children suffering infectious skin disorders such as school sores (impetigo), conjunctivitis and head lice must also be excluded until treated. This policy reduces the risk of transmission and therefore maintains a safe environment for the children and staff. A list of infectious diseases and exclusion periods is available at Reception, is posted around the Centre and is included as Appendix B at the end of this handbook.

The Director, or in her absence, the Assistant Director, will ask a parent to take home any child who is considered not well enough to attend the Centre. While this may seem inconvenient and difficult, particularly for parents who are working, families will need to arrange for alternative care to cover the times a child is unable to attend the Centre due to illness. A child who is ill must be isolated but still supervised and so takes one staff member away from the other children and will more than likely pass the illness to other children and staff.

This is a healthy Centre and we strive to keep it that way. Please show to us and to other parents the consideration that you would expect shown to you and your child and help us prevent the spread of infection.

If your child has:
- German measles (Rubella)
- Measles, mumps or chicken pox
- Vomiting and/or diarrhoea
- Head Lice
- Conjunctivitis
- School Sores (Impetigo)

Please notify the Centre immediately

A notice will then be displayed in the foyer informing other parents that the illness is present in the Centre. At all times your private information is held in the strictest confidence. In such cases, parents of non-immunised children will need to exclude their children for a time to minimise risk of infection. In the case of minor illnesses, please use discretion in deciding whether or not to send your child. A child who is heavy with cold and flu will not enjoy or learn at the Centre and may pass the cold onto the other children. Parents must notify the Centre if their child is to be absent through illness.

If a child is not well enough to participate in daily activities, they will be deemed unfit to stay at the Centre. If your child becomes unwell during the day, a staff member will contact you. If we are unable to reach you in a short period of time, we will contact the person/s listed as emergency contacts on your child’s enrolment form. Please ensure these contact details remain current. In the event of a parent or emergency contact not being available, the Director (person in charge) will take whatever steps are considered necessary to prevent a dangerous situation arising. Parents will be liable for any costs incurred.

Medication

Occasionally staff may be asked to administer medication to children who have been unwell, but are now well enough to return to childcare (e.g. antibiotics). The daily medication register is to be completed requesting that medication be given. No medication will be administered without the signed medication register. These are located in each room. Medication should be handed to a staff member – it must not remain in your child’s bag/lunch box. All medication will be locked away in a child-safe manner where it cannot be accessed by children, and in accordance with the instructions on the packaging.

No medication will be administered to a child unless it:

* Is clearly labelled with a pharmacist’s label, the child’s name and expiry date,
* Gives directions for dosage, time of dosage, and is presented in the container in which it was dispensed.

Asthma nebulizers or inhaler use must be demonstrated to administering staff by the parent/guardian.

Long term medication – that is medications that need to be administered regularly (such as Ventolin, Intal, etc.) may be administered via a Long Term Medication Authority which you can obtain from the Director and must be filled in by your Doctor. Paracetamol may be administered after consultation with the parent if the child’s temperature rises above 38.5 °C or 38 °C and visibly unwell/uncomfortable. Parents will still be required to collect their child as soon as possible. If emergency medication such as paracetamol is administered, details (such as time, reason, etc.) will be documented on the Illness Observation Form by the administering staff member. This form will need to be signed by the parent when they collect their child that day from the Centre.

**Head Lice**

Quite common even in the cleanest of families are the traditional head lice, scabies, school sores and ring worm. The fact with head lice in particular, is that they are very social creatures that are not at all particular who they cuddle up to. Anybody can get them. Head lice actually prefer clean hair. If you discover them, please let us know so that we can inform other parents and they can then monitor their children more closely. Of course, your privacy will be maintained. If we all work together to control the spread, we can reduce the impact of head lice.

**CHECK WEEKLY – TREAT QUICKLY – TELL THE CENTRE**

Children must commence treatment as soon as lice or nits (the eggs) are discovered and must be absent from child care until treatment has commenced.

**Immunisations**

Although we do not refuse children who are not immunised, we strongly recommend that each child is immunised. All parents should keep up to date with immunisations with this information made available to the Director to include in each child’s file and in electronic records.

More information about immunisations is available at the office and a copy of the recommended Immunisation Schedule is included in Appendix C.

Unfortunately, many of the infectious diseases of childhood are at their most contagious before any symptoms appear. This means that children are very likely to be exposed to the disease should it be introduced to the Centre. For this reason and to protect children who may not be able to be immunised for medical reasons, non-immunised children will be excluded from the Centre during the outbreak of certain diseases according to the current Queensland Health ‘Time Out’ Exclusion Policy (Appendix B).

**Incident/Injury Procedures**

Staff are trained to recognise potential hazards in the environment for each stage of a child’s development. Staff also endeavour to take an active role in facilitating children’s play as part of their supervision of children. However, despite adequate supervision and monitoring of equipment, injuries can occur. These are a child’s experimenting years and accidents are inevitable as children challenge themselves.

All Centre staff are trained in First Aid, CPR Anaphylaxis and Asthma. Should a child become injured while at the Centre, staff will apply appropriate first aid, and record of the incident will be completed. This record will be signed by staff and yourself and kept in your child’s file. Any health concerns at all will be referred to the Director who will decide if a parent should be contacted immediately.
**Emergency Incident Procedures**

If your child becomes severely injured and requires hospital treatment, one staff member will apply appropriate first aid to the child while another staff member calls an ambulance. You will be contacted immediately. If we are unable to reach you, we will contact the person/s listed on your child’s enrolment form as emergency contacts. If the child needs to be transported by ambulance and a parent is not present, the child will be accompanied by a staff member, or by your nominated authorised emergency contact person.

**Child Protection**

This service regards as of the utmost importance its role in the protection of children in its care. This includes the service’s moral and legal duties to care for children associated with the service whilst not in the care of their parents or primary carers. Proactive strategies are implemented including the promotion of protective behaviours to the children. All Staff have been made aware of the Child Protection Policy and the Reporting of Child Abuse Policy.

**Is my Child Going to be Okay?**

Staff are always alert to your child’s health and well-being, their feelings and their comfort. If your child is unwell or injured, appears to be behaving or acting differently than usual, or is attempting something that may be too dangerous for his/her abilities, staff will monitor the situation very carefully and take any action necessary. If the weather changes, staff will ensure children are dressed appropriately. Staff also regularly check nappies to ensure children remain clean and dry and make sure that if children are tired, thirsty or hungry, their needs are met.

**Emergency Evacuation**

If evacuation of the building is necessary, the fire alarm will be sounded. If the alarm is ringing you should not enter the building. Evacuation procedures are displayed in each room, the foyer and toilets. Emergency drills (lockdown and evacuation) will be held once per term and anyone in the building is required to participate. Please make yourself familiar with the emergency evacuation procedures. All staff are trained in the appropriate course of action.

There is an emergency alarm button and fire extinguishers in strategic locations throughout the Centre, as indicated on the Evacuation Procedures Map. In the event of a cyclone, severe storm or bush fire warning, parents will be requested to collect their child/ren if it is safe to do so. If parents are unable to come, staff will take the appropriate action to keep each child safe.

**Information for Families**

Little Saints has a wide variety of information for staff and families in the Parent Library. Should you require information that you cannot find, please let us know and we can source it for you. Currently, the Centre’s main home language is English, but should we have families that require any information translated for them, please let us know and we are more than happy to help.

**Privacy Issues**

**Collecting and Handling Private Information**

To meet regulatory requirements and to ensure the smooth running of our operations and activities we are required to collect various information from you which may be personal and/or sensitive. Such information includes: health and medical details, addresses and telephone numbers, occupation and place of work. We assure you that all personal information is handled with great care and each individual’s privacy is protected as much as possible.

All information that is collected is used strictly for that which it was intended and never shared with anyone not directly concerned with the provision of care and service to your family. Approximately every six months you will be asked to update information to ensure our service provision is as comprehensive as possible.

Information will be kept for as long as needed to fulfil our service provision needs and/or to fulfil legal requirements and regulatory obligations. Such information will always be stored and disposed of in a secure manner.

Security of Private Information

Personal information will be secured by the use of lockable filing cabinets and by limiting access to storage areas. All computer programs where personal information is stored are password protected. Wherever possible we will limit the use of names to first or given names only.

Situations where privacy may be compromised

Because of the nature of our operations there will be certain situations where the privacy of you or your child/ren may be compromised. Such situations are:

- The display of photographs or videos in the rooms, in newsletters, emails or Facebook
- Centrelink requires you to sign your child in and out every day. Others may be able to see this information
- If your child requires medication to be administered, this authority may be visible to others.

If at any times these situations or any privacy issues become a concern to you, speak with the Director to make alternative arrangements.

Conclusion

We hope you and your child will enjoy your time at our Little Saints and After School & Vacation Care and that this information will help you to understand our two services. We recognise that to care adequately for a child, the whole family must be supported, and we want our programmes to reflect this. We are here to support you in any way we can. We have access to information and services that could help you with problems or issues that may arise, so please let us know if we can lend a hand in any way. Staff are always willing to offer a listening ear or support you in your parenting endeavours however they can.

Please remember that this is your centre and your participation is vital. Please contact the Director if you have any suggestions, comments, concerns or grievances. Please let us know if there is anything contained in this booklet that you have difficulties with, or if you feel there are any areas that require additional information.

Our Centre motto ‘Caring, growing and learning together’ is very appropriate and we look forward to developing a strong relationship as we work together to provide the very best for every child.

We thank you for your support and interest. We look forward to getting to know you and your child over the coming weeks and months. Thank you for choosing our Centre to educate and care for your child.
Appendix A
Australian Government
Department of Education, Employment and Workplace Relations
Information for families using child care: Fact Sheet 7

What is the Child Care Benefit (CCB) work, training, study test?

To determine how many hours of CCB you can get, the Australian Government has the work, training, study test—for both approved and registered care. The work, training, study test also determines eligibility for the Child Care Rebate. The work, training, study test looks at whether you, and your partner if you have one, need child care for a work related commitment.

What is a work related commitment?

This is one or more of these activities:
- paid work
- self employment
- setting up a business
- training or studying
- looking for work
- voluntary work to improve your work skills*.

How do I meet the test for approved care?

If you are using approved care, you will get up to 24 hours of CCB per child per week without having to meet the work, training, study test. However to claim between 24 and 50 hours of CCB per child per week, you have to show that you and your partner have been involved in work related commitments for:
- at least 15 hours a week or 30 hours a fortnight or have an exemption.

*Note: The time you spend in work related activities can be combined with other work related activities to meet the 15 hours per week requirements. Voluntary work that does not improve work skills cannot be combined with other activities and must be undertaken for at least 15 hours a week or 30 hours a fortnight.

Can I average my work related commitments to get up to 50 hours of CCB a week?

Yes. If your work related commitments are at least 30 hours a fortnight, you can receive up to 50 hours of CCB per child for both weeks in the fortnight.

How? Simply average your hours over the fortnight.

Example over a fortnight:
- you work 10 hours one week
- you work 20 hours the next week
- this totals 30 hours over a fortnight.

How much CCB can you get for this per child per week?

CCB will cover 50 hours care.

How do I meet the test for the Child Care Rebate?

You and your partner only have to participate in work related commitments at some time during a week or have an exemption. No minimum number of hours is required.

How do I meet the test for registered care?

For registered care you and your partner only have to participate in work related commitments at some time during a week or have an exemption. No minimum number of hours is required.
Does anything else satisfy the work, training, study test?

Yes. You will satisfy the work, training, study test if you are:

- on annual or long service leave
- sick or other paid leave
- on paid or unpaid parental leave
- self employment leave
- self employment sick leave
- receiving Carer Payment
- receiving Carer Allowance
- caring for a disabled person
- on carer leave or carer sick leave.

Are there any exemptions from the work, training, study test?

Yes you may be exempt if:

- you or your partner get Carer Allowance or Carer Payment from Centrelink for a child
- you or your partner are a grandparent with primary care for your grandchild
- you or your partner have a disability (the other partner must still meet the work, training, study test)
- you are facing exceptional circumstances.

What is the Child Care Rebate (CCR)?

The CCR is a payment from the Australian Government that helps working families with the cost of child care. If you are using approved child care for work, training or study-related reasons the Government will provide you with 50 per cent of your out-of-pocket child care costs up to the annual cap. From 1 July 2010 the Child Care Rebate annual cap will be $7,500 per child per year, subject to the passage of legislation.

Who can get the CCR?

There are certain requirements you must meet to get the CCR. You must have:

- used approved child care
- been eligible for Child Care Benefit (CCB) (entitled at a rate of zero or more)*
- passed the CCB work, training, study test (for the purposes of the rebate).

* Note: There is no income test for the CCR. If you are eligible for CCB but your CCB entitlement is zero due to income, you are still eligible for the CCR.

What is the work, training, study test?

To get the CCR, both you and your partner (if you have one) must have had work, training or study-related commitments at some time during a week or have an exemption. No minimum number of hours is required.

For more information about this test, contact the Family Assistance Office by visiting www.familyassist.gov.au or calling 13 61 50.

What is approved care?

Approved care covers child care services approved by the Government because they meet certain quality standards and operating requirements. Services include:

- Long Day Care
- Family Day Care
- Outside School Hours Care (including before and after school and during school holidays)
• Occasional Care
• In Home Care.

To find out if your child care service is approved, call the Child Care Access Hotline on 1800 670 305 or search the www.mychild.gov.au website

*It is important to note that you cannot get the CCR for registered care.*

What if my child is absent from child care?

CCB and CCR can be paid in some situations if you are charged for child care when your child is absent. You will get CCB and CCR for 42 absence days per child each financial year. These can be for any reason and will not require proof.

You can also get CCB and CCR for additional absence days above this for specific reasons only. There is no limit on these days but you may be required to provide documentation to support the absence. More information is available in Fact Sheet 9—Absences from child care—Child Care Benefit (CCB)

You can also access your child’s absence record on your View Child Care Attendance online statement along with your child care usage, CCB and CCR amounts paid statements available on the Family Assistance Office website, under Online Services/View child care details and payments, at www.familyassist.gov.au.

What if I did not get CCB?

If you have now identified that you are eligible for CCB but have not received it, you can lodge a lump sum claim with the Family Assistance Office. You must do this within two years of the end of the financial year for which you are claiming. Once you have received your CCB entitlement, you are then eligible for the CCR if you used approved care and were working, training or studying.

If you were not eligible for CCB, you will not be able to get the CCR.

**How can I get more information?**

For further information on your eligibility for CCB and CCR please contact the Family Assistance Office:


Call 13 61 50 between 8am and 8pm (local time) Monday to Friday

Visit a Family Assistance Office (located in Medicare Offices, and Centrelink Customer Service Centres.).
Appendix A

Recommended minimum exclusion periods for infectious diseases

Adapted from “Staying Healthy 5TH Ed. 2013

<table>
<thead>
<tr>
<th>Condition</th>
<th>Exclusion of case</th>
<th>Exclusion of contacts*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campylobacter infection</td>
<td>Exclude until there has not been a loose bowel motion for 24 hours§</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Candidiasis (thrush)</td>
<td>Not excluded</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Cytomegalovirus (CMV) infection</td>
<td>Not excluded</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Conjunctivitis</td>
<td>Exclude until discharge from the eyes has stopped, unless a doctor has diagnosed non-infectious conjunctivitis</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Cryptosporidium</td>
<td>Exclude until there has not been a loose bowel motion for 24 hours§</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Diarrhoea (no organism identified)</td>
<td>Exclude until there has not been a loose bowel motion for 24 hours§</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Fungal infections of the skin or nails (e.g. ringworm, tinea)</td>
<td>Exclude until the day after starting appropriate antifungal treatment</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Giardiasis</td>
<td>Exclude until there has not been a loose bowel motion for 24 hours§</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Glandular fever (mononucleosis, Epstein–Barr virus [EBV] infection)</td>
<td>Not excluded</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Hand, foot and mouth disease</td>
<td>Exclude until all blisters have dried</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Haemophilus influenza type b (Hib)</td>
<td>Exclude until the person has received appropriate antibiotic treatment for at least 4 days</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Head lice (pediculosis)</td>
<td>Not excluded if effective treatment begins before the next day at the education and care service The child does not need to be sent home immediately if head lice are detected</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Hepatitis A</td>
<td>Exclude until a medical certificate of recovery is received and until at least 7 days after the onset of jaundice</td>
<td>Not excluded Contact a public health unit for specialist advice</td>
</tr>
<tr>
<td>Hepatitis B</td>
<td>Not excluded</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Hepatitis C</td>
<td>Not excluded</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Herpes simplex (cold sores, fever blisters)</td>
<td>Not excluded if the person can maintain hygiene practices to minimise the risk of transmission If the person cannot comply with these practices (e.g. because they are too young), they should be excluded until the sores are dry Sores should be covered with a dressing, where possible</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Human immunodeficiency virus (HIV)</td>
<td>Not excluded</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Human parvovirus B19 (fifth disease, erythema infectiosum, slapped cheek condition)</td>
<td>Not excluded If the person is severely immune compromised, they will be vulnerable to other people’s illnesses</td>
<td>Not excluded</td>
</tr>
</tbody>
</table>

*Exclusion of contacts: Not excluded unless otherwise stated. Contact a public health unit for specialist advice.

§Exclusion periods vary based on the severity of the infection and the stage of the disease.

<table>
<thead>
<tr>
<th>Condition</th>
<th>Exclusion of case</th>
<th>Exclusion of contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hydatid disease</td>
<td>Not excluded</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Impetigo</td>
<td>Exclude until appropriate antibiotic treatment has started</td>
<td>Not excluded</td>
</tr>
<tr>
<td></td>
<td>Any sores on exposed skin should be covered with a watertight dressing</td>
<td></td>
</tr>
<tr>
<td>Influenza and influenza-like illnesses</td>
<td>Exclude until person is well</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Listeriosis</td>
<td>Not excluded</td>
<td></td>
</tr>
<tr>
<td>Measles</td>
<td>Exclude for 4 days after the onset of the rash</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Immunised and immune contacts are not excluded</td>
<td></td>
</tr>
<tr>
<td></td>
<td>For non-immunised contacts, contact a public health unit for specialist advice</td>
<td></td>
</tr>
<tr>
<td></td>
<td>All immunocompromised children should be excluded until 14 days after the appearance of the rash in the last case</td>
<td></td>
</tr>
<tr>
<td>Meningitis (viral)</td>
<td>Exclude until person is well</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Meningococcal infection</td>
<td>Exclude until appropriate antibiotic treatment has been completed</td>
<td>Not excluded</td>
</tr>
<tr>
<td></td>
<td>Contact a public health unit for specialist advice about antibiotics and/or vaccination for people who were in the same room as the case</td>
<td></td>
</tr>
<tr>
<td>Molluscum contagiosum</td>
<td>Not excluded</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Mumps</td>
<td>Exclude for 9 days or until swelling goes down (whichever is sooner)</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Norovirus</td>
<td>Exclude until there has not been a loose bowel motion or vomiting for 48 hours</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Pertussis (whooping cough)</td>
<td>Exclude until 5 days after starting appropriate antibiotic treatment, or for 21 days from the onset of coughing</td>
<td>Contact a public health unit for specialist advice about excluding non-vaccinated contacts, or antibiotics</td>
</tr>
<tr>
<td>Pneumococcal disease</td>
<td>Exclude until person is well</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Roseola</td>
<td>Not excluded</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Ross River virus</td>
<td>Not excluded</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Rotavirus infection</td>
<td>Exclude until there has not been a loose bowel motion or vomiting for 24 hours</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Rubella (German measles)</td>
<td>Exclude until the person has fully recovered or for at least 4 days after the onset of the rash</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Salmonellosis</td>
<td>Exclude until there has not been a loose bowel motion for 24 hours</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Scabies</td>
<td>Exclude until the day after starting appropriate treatment</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Shigellosis</td>
<td>Exclude until there has not been a loose bowel motion for 24 hours</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Streptococcal sore throat (including scarlet fever)</td>
<td>Exclude until the person has received antibiotic treatment for at least 24 hours and feels well</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Toxoplasmosis</td>
<td>Not excluded</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Tuberculosis (TB)</td>
<td>Exclude until medical certificate is produced from the appropriate health authority</td>
<td>Not excluded</td>
</tr>
<tr>
<td></td>
<td>Contact a public health unit for specialist advice about screening, antibiotics or specialist TB clinics</td>
<td></td>
</tr>
<tr>
<td>Varicella (chickenpox)</td>
<td>Exclude until all blisters have dried—this is usually at least 5 days after the rash first appeared in non-immunised children, and less in immunised children</td>
<td>Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection as they are at high risk of developing severe disease Otherwise, not excluded</td>
</tr>
<tr>
<td>Viral gastroenteritis (viral diarrhoea)</td>
<td>Exclude until there has not been a loose bowel motion for 24 hours</td>
<td>Not excluded</td>
</tr>
<tr>
<td>Worms</td>
<td>Exclude if loose bowel motions are occurring</td>
<td>Not excluded</td>
</tr>
<tr>
<td></td>
<td>Exclusion is not necessary if treatment has occurred</td>
<td></td>
</tr>
</tbody>
</table>

### National Immunisation Program Schedule Queensland

#### March 2015

<table>
<thead>
<tr>
<th>Age</th>
<th>Vaccine</th>
<th>Disease</th>
<th>Further childhood vaccination plus</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-4 weeks</td>
<td></td>
<td></td>
<td>Birth</td>
</tr>
<tr>
<td>4-6 weeks</td>
<td></td>
<td></td>
<td>All other childhood vaccinations</td>
</tr>
<tr>
<td>6-8 weeks</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12-16 weeks</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18-24 weeks</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>24-28 weeks</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Notes:
- Vaccine 1: Diphtheria, tetanus, pertussis (DTaP), hepatitis B, polio, Hib
- Vaccine 2: Varicella
- Vaccine 3: Mumps, measles, rubella
- Vaccine 4: Pneumococcal (Pre-P)
- Vaccine 5: Influenza

#### Additional Vaccines:
- For children at risk
- For travellers

#### Additional Information:
- Infants: 2 doses at 6 and 12 weeks
- Toddlers: 1 dose at 12 months
- Children: 1 dose at 4 years
- Adolescents: 1 dose at 16 years

#### Updated:
Contact Details

Centre Director / Nominated Supervisor: Ms. Ola Goryl
Email: ogoryl@saac.qld.edu.au

Assistant Director / Educational Leader: Mrs. Trudiann Marshall
Email: tmarshall@saac.qld.edu.au

Administration: Mrs. Racheal Vozzo
Email: rvozzo@saac.qld.edu.au

St Andrew’s Little Saints and After School & Vacation Care
10 Peregian Springs Dr
Peregian Springs QLD 4573
Ph: 07 5471 5600
Email: littlesaints@saac.qld.edu.au