



**Selby Community House Inc.  
Occasional Childcare Program  
Parents Handbook**



**This revised edition Published Oct 2018**

Please refer to the Selby Community House policies for the Occasional Childcare Program for details on any of the matters described in this handbook.

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## Occasional Child Care Program

### Restricted License – Occasional Child Care

Selby Community House Inc has a Restricted License to operate a children's service under the Children's Services Act 1996. License Id: 3297 registered with the Department of Education and Early Childhood Development.

### Hours of Operation

Monday	9.30am- 1.30pm
Wednesday	9.30am – 1.30pm
Friday	9.30am – 1.30pm

Open during school terms only – closed on public holidays, high fire danger and days of Total Fire Ban.

### Fees

Fees are charged on a daily enrolment basis and payable via invoice fortnightly. Fees to be paid at front desk on pick up of your child.

All 4 hour sessions \$44

This fee will alter depending on your eligibility for Childcare Subsidy as our enrolments are linked up with Centrelink.

Reduced fees will be available where parent or guardian is enrolled in House courses or activities.

### Enrolment

Selby Community House provides Occasional Childcare for children up to six years of age.

Enrolment forms must be completed in full prior to first use of the service.

Forms can be obtained from administration or Child Care staff.

For first time users it is recommended parents/carer book an appointment to meet Child Care staff and observe our Child Care centre in operation.

Please book your child into Child Care at least 24 hours prior to a session. Bookings on day of care are accepted dependant on availability.

Parents/guardians are required to advise staff where their child cannot attend a confirmed place. Please notify us prior to the session start. If your child is booked in routinely on a certain day every week and are absent they will still pay the gap fee UNLESS we can fill your child spot for that day. Centrelink does only provide children 40 paid (centrelink will still pay CCS) days off per year.

Child Care is available for parents/carers attending a class at Selby House, dependant on availability. Please note from time to time sessions may be cancelled if insufficient numbers.

## Please Note

Selby Community House is  
closed on days of  
Total Fire Ban

May also be closed where staff  
consider the fire danger to be  
extreme.

# Selby Community House Inc

## Philosophy

### Purpose

Our philosophy is to provide a high-quality occasional child care program to the community and for participants enrolled in courses at Selby Community House. Our Selby Community House Occasional Childcare Program operates with the following principles:

### Inclusiveness

We provide a secure, nurturing and inclusive environment in which children are accepted as individuals.

### Learning

We aim to provide a warm, caring and stimulating environment that positively encourages the needs of all children's learning and development.

- In a child-initiated program, children have the opportunity to explore their individual interests and build their strengths.
- We foster each child's autonomy to choose and experience activities at their own time and pace.

### Respect

All children, parents and staff are to be treated with respect and dignity.

### Families

- To create a welcoming and inclusive environment, ensuring flexible access to families at an affordable rate.
- To actively encourage family involvement and support for families.
- We aim to foster a sense of belonging and community.

### Positive Reinforcement

Our staff will aim to always use positive reinforcement to encourage co-operative play and mutual respect. Parents are encouraged to provide healthy food and drinks and to minimise food colouring and additives from their child's lunch box.

### Designated Areas

**Indoors** Childcare takes place in the Childcare Room which has children's toilets and washbasins. If the children are to be in any other room in the house eg. The kitchen, the parents will be asked to sign a 'permission form'.

**Outdoors** Children are taken to the top play area that is securely fenced via the amphitheatre area.

## **Privacy Policy**

Selby Community House maintains that the protection of privacy of individuals as an integral part of its commitment towards accountability and integrity in all its activities and programs.

As such the personal and health information provided by you for yourself and your child(ren) and any other person will only be used to ensure the health and safety of your child(ren) while they are in attendance at the Occasional Child Care service. In addition:

- We will only use personal information provided by you for the purpose for which it was collected as stated above. This information will not be used for any other purpose without prior consent.
- We will not disclose your personal information to a third party and will take all necessary measures to prevent unauthorised access or disclosure. We will ensure that your personal information is not disclosed to other institutions and authorities without prior consent except if required by law

## **What to bring?**

It is advisable that children wear clothes which are appropriate to changing weather conditions and to the season comfortable and casual clothes that allows for freedom of movement and also allows for them to enjoy play experiences with e.g. water, sand, and paint without concerns about the effects of soiling which may occur.

Each day all children should bring the following items in a clearly labelled bag:

- A complete change of clothes
- Lunch box containing adequate lunch and snacks for a 4 hour session
- Drink bottle
- A hat
- A coat or warmer clothing in colder weather
- Disposable nappies if required
- Clearly labelled babies bottles with formulas or breast milk if required
- A special toy or comforter if required
- Additional set of clothing during toilet training
- Suitable comfortable, protecting footwear
- Pram: if your child is likely to require sleep during the session

We do supply a portacot if your child will sleep better if that

Children are not able to run and climb in thongs or slippery soled shoes. Gumboots are great for wet weather but not suitable to be worn all day.

- Clothing should fully cover shoulders. Singlets and sleeveless dresses are discouraged for both children and staff

## **Orientation**

For many children, entry into childcare will be the first experience they have had of separating from their parents. This experience will be different for each child. Even if a child has been in childcare before they will need time to adjust to the staff and environment.

To assist your child with this new experience, it is important that both staff and parents work together to build the special relationship necessary for successful adjustment. As a parent or guardian, you can help your child settle into this new environment by:

- Bringing your child to visit the centre a few times prior to leaving him/her.
- Staying with your child, then leaving your child for short periods of time to begin with.
- Being confident yourself. If you are anxious this can easily influence the way your child feels.
- Ensuring that your child has his/her special 'security object' such as a teddy bear, soft toy or blanket.
- Always tell you child what the plans are for the day; and tell them when you are leaving and that you will be back.

The settling in period varies with each child and you will know whether your child will settle quickly or require a longer orientation period. The staff will always be in contact with you if they feel that the child is not going to settle.

Please feel free to discuss your particular needs with the Director.

## **Educational/Recreational Program**

A program of activities will be posted on the noticeboard in the Childcare Room describing the development/learning opportunities that will be provided for the children over the period of the week/term.

Parents are encouraged to suggest other activities.

Children will be observed as to their participation and a record will be kept for discussion with parents when appropriate.

## **Delivery and collection of children - Sign In and Out**

It is a legal requirement that your child is signed in to each session on arrival and signed out on departure. Staff will inform you of the location of the sign In – Sign Out book.

Please ensure that you leave the correct telephone numbers where you can be reached on any particular day. You may nominate an alternate person to pick up your child on the Enrolment Form, however if this person is not available and you are unable for some reason to pick your child up from the service, the coordinator or a nominee (staff Member) must be informed and the 'Authority to pick up child form' completed.

In an emergency this can be via telephone or preferably by email [selby@selbyhouse.com.au](mailto:selby@selbyhouse.com.au).



### **Authority to pick up child**

There is a form to complete if you are authorising another person to pick up your child so please ensure that you receive and complete the form. The name of the person must be supplied and contact phone number and they will be required to show identification. Under **NO** circumstances will a child be allowed to leave the service with an unauthorised person. All authorised persons must be 16 years or above. Where custodial arrangements are in place, the custodian must provide all relevant legal documentation to the coordinator regarding the conditions of the custody.

### **Late Collection**

Late collection of children can affect the required staffing numbers and cause the service to be in breach of their license. 'Late collection' is defined as any time after the session time finishes. A late fee may apply to any family collecting their child late repeatedly after the session ends or the time recorded for pick-up.

If for any reason you are going to be late please notify the services as soon as possible so appropriate staffing arrangements can be made.

### **Emergency Evacuation**

The emergency evacuation for the service is displayed in the foyer. This procedure specifically relates to emergencies that would require the evacuation of children from the centre. Evacuation drills occur within the centre four times a year. Parents are informed of evacuation drills prior to their occurrence.

### **Emergency Evacuation Procedures**

In line with the Risk Management procedures for the community house, in the event of an emergency where it is necessary to evacuate the children from the centre as in the case of an internal fire or situation, the children will be taken to the Assembly Area on Minak Reserve and be fully supervised while they are on the Reserve. Staff will take the necessary emergency contact information so that parents can be informed of the situation and can return to pick up their children if possible. Once the Police, Emergency Services or House staff, believe that the situation is safe, the children will be returned to the Centre.

### **External Fire or Threat**

Should there be an unexpected fire threat, the children will be taken to whichever room is deemed to be safest. This may be the computer room which has metal protection on the windows and doors. There is bottled water and snacks available for the children/participants at the House and protective clothing. Parents are asked to supply an old men's flannel cotton shirt for their children to wear. Parents will be informed via telephone of the situation, if possible but asked to keep in touch with fire authorities and/or Yarra Ranges Council as to when it is safe to return to the House to pick up their children.

## **Sun Safe Policy**

The Sun Safe Policy applies to all children accessing Children's Services and staff employed at the service. The Sun Safe Policy is to be implemented throughout the year. A NO HAT, NO OUTDOOR play policy will be implemented between October and April (inclusive)

### **Definition**

- Wide brimmed Hat - the hat should have a brim of between 10cm and 12cm for adults, between 8cm and 10cm for children and 6cm for children under the age of 2 years
- Legionnaire Hat – Caps with large peak and flaps at the back and sides to protect the neck and ears
- Sunscreen – Non allergenic cream with SPF of 30+ which is broad-spectrum and water resistant
- Sunglasses – Suitable glasses should block out 100% of UV rays and meet the Australian Standards As 1067
- Clothes – Clothing should fully cover shoulders. Singlets and sleeveless dressed discouraged

We encouraged you to apply your own sunscreen to your child prior to the session. Additional sunscreen can be left with the staff to reapply to your child at a later time in the session as in accordance with the products recommendation of application. Enrolment forms include authority for staff to reapply your sunscreen.

### **Hygiene**

Children are encouraged to:

- Wash hands with soap, before and after meals
- Wash hands with soap, after using the toilet
- Flush the toilet after use

Disposable nappies must be supplied by the family/guardian

### **For staff**

In addition to the positive role modelling, staff maintains a high level of hygiene by

- Washing hands with soap, before and after nappy change
- Use disposable gloves to minimise any risk of cross infection.
- nappy change are is then wiped down with a disinfecting agent at the end of each nappy change
- Wiping noses
- Before and after meals
- Assisting a child with toileting
- Strict compliance with Food Handling Regulations
- Staff wear neat clean clothes

Parents need to complete an authorisation form before any prescription or barriers cream can be used on their child by staff.

### **Illness Health Related Problems**

It is essential that parents inform staff of any health related problems. A child's life could depend on staff having the correct information, e.g. history of convulsions or severe allergic reactions. Allergies or chronic conditions from which your child suffers should be discussed with staff so that they are aware of your child's needs and can take necessary precautions.

### **Infectious Diseases**

To ensure a healthy environment cross infection must be kept to a minimum. Parents are required to keep their children home if they show any of the following symptoms:

- **Diarrhoea**  
A child should not return to the childcare until he/she has been free of the diarrhoea (Loose, watery bowel motions) for 24 hours. If the child has an allergy or medical condition, which regularly diarrhoea, please discuss this with the Service Coordinator at enrolment
- **Vomiting**  
A child who is vomiting should be kept at home until the vomiting has stopped. Micro organisms which cause vomiting and diarrhoea are highly contagious and will spread to others very quickly.
- **Fever** - Particularly with associated symptoms such as heavy nasal discharge  
A child with a fever of more than 38C must be kept home. Children are expected to remain at home until they are fever free for 24 hours.
- **Pediculosis (Head Lice)**  
The child should be excluded until treatment has commenced.
- **Conjunctivitis**  
An eye condition that requires medical attention. Children must remain at home for 24 hours from start of treatment. The discharge from eye/eyes must have cleared before the child returns to the service.
- **Cold Sores/Impetigo**  
These conditions should receive specific treatment and sores should remain covered
- **Hand-Foot-Mouth Infection**  
This infection is highly contagious which consists of small lesions which tend to spread quickly on the side of the tongue or inside of the mouth around the cheek region. Lesions may also occur on the hands, feet, and occasionally on buttocks. Children should not return to the service until they have recovered from the infection.

If your child is diagnosed as having an infectious disease, it is your responsibility to notify the coordinator immediately. In some cases it may be necessary to recommend that medical advice be sought immediately.

This may be particularly important if there is a possibility of a staff or parent being pregnant. The consequences of a pregnant woman contracting infectious diseases such as rubella, hepatitis, etc, can have severe repercussions on the unborn child. Parents will be notified of any significant infectious diseases in the childcare services via a sign in the foyer. If you seek extra details of any diseases, please speak to the Coordinator.

- **Rashes**

A Child may attend with a doctor's certificate stating the rash is not infectious. If the child displays any of the above symptoms, or it becomes apparent that your child becomes ill, staff will contact you.

You will be asked to sign a form similar to that used in the case of an accident. If you suspect that your child may have an infectious disease such as measles, Rubella or chicken pox, please have the condition diagnosed by a doctor and notify the service

If your child has a contagious illness or condition then your child is required to be absent from the services for the prescribed exclusion period identified on the infectious disease exclusion list which is displayed at the services in this handbook. If you feel your child is able to return to the service earlier the Coordinator will require a return to care doctor's certificate stating that your child is no longer infectious

### **Administration of medication**

Staff will administer medication to a child if requested and service medication forms have been completed, by the parent/guardian. The service is required to comply with the Children's Services regulations 2009 when administering medication and the following guidelines must be followed:

- Prescribed medication must be accompanied by clear, written instructions and discussed verbally with staff.
- The parent must complete and sign the medication form in your child's room.
- The parent must give details of the time and date of the last dose of medication.
- Medication must be administered from its original container bearing the original label and instructions, and before the expiry or use by date.

Staff member administering the medication must check the dosage of the medication administered, and then details are recorded on the child's medication form. The parent must sign the medication form at the end of the day to verify the recorded details of any medication administered to their child

Where emergency treatment is required, oral authorisation is given by parent/guardian, written confirmation must be received within 48 hours of administering medication.

Parents need to provide details of any medical condition or allergy their child experiences; this is to be recorded on their child's enrolment form. Please inform the services Childcare Director if your child develops any medical condition while they are enrolled in the services.

The details which need to be recorded are:

- The children's health status, including serious illnesses
- Hospitalisation
- Known allergies
- Current medication

- Other medical conditions

### **Immunisation**

A copy of your child's immunisation record must be attached to your enrolment form. Immunisation should be kept up to date and we ask parents to inform the service about any further immunisation your child may receive whilst enrolled at the service. Immunisation details need to be supplied.

### **Immunisation Policy and Non-immunised children**

In the case of an infectious disease occurring in the services, children will be requested to stay home for the duration of the specified period of infection.

The period of exclusion is dependent on the particular disease present. It is therefore essential that all immunisation records are kept up to date so that staff is aware of each child's current immunisation status.

In accordance with recommendations and regulations from the Department of Human Services, non-immunised children will be excluded from the Occasional Childcare Service.

Please notify the Childcare Director each time your child receives a vaccination so that their records can be updated.

### **Medical conditions and allergies (including Anaphylaxis)**

Children's food allergies need to be recorded on the enrolment form. Anaphylaxis Management Plans for a child diagnosed at risk of anaphylaxis are requested to assist staff to aid in ensuring your child's wellbeing and seek appropriate medical intervention where required and appropriate. If the condition ceases whilst the child is enrolled at the services, please inform the coordinator in writing, which will then be attached to enrolment for; ie No longer allergic to food stuff.

A child may attend with a doctor's certificate stating the child is not infectious. If your child displays any symptoms, or it becomes apparent your child is ill, staff will contact you. You will be asked to sign a report form similar to that used in the case of an accident. If you suspect that your child may have an infectious disease such as Measles, Rubella or Chicken Pox, please have the condition diagnosed by a Doctor and notify the Service.

### **Accidents, Injuries and Illness**

Strict guidelines have been developed to deal with all accidents, injuries and illnesses occurring during childcare.

In the event of an accident, injury, or illness, your child will be comforted and given appropriate first aid.

- Immediate medical attention will be sought if staff considers it necessary.
- Staff will attempt to contact the parent immediately.
- In the case of a serious accident or illness and we cannot reach a parent, the nominated emergency person will be contacted.
- Please ensure that these telephone numbers are up to date.
- It is imperative that persons listed as emergency contacts are easily contactable and live within close proximity (no more than 30 minutes) of Selby Community House.
- All accidents, injuries and illnesses are recorded in the Accident Book. Parents must sign this book after being informed of the accident by staff.

All accidents requiring medical treatment are reported, by the service Director to the State Government Department of Human Services.

All staff members on duty in the room have a first aid and anaphylaxis training certificate, in accordance with Children's Services Regulations (Vic.) 2009

### **Asthma**

It is important that parents notify the service staff if their child has suffered or is suffering from asthma. Parents will be required to complete an asthma information plan that outlines the action the service should take in the event of your child having an asthma attack whilst attending the service. Details of medication, and written permission to implement the action plan are attached with enrolment information. The child's regular medication should accompany the child to the service each day.

### **Sudden Infant death Syndrome (SIDS)**

(Suddenly unexplained death of an infant or child) Service staff practice precautionary methods as advocated by the SIDS Foundation to reduce risk of cot death including:

- Using light layers of bedding
- Sleeping the baby on their back
- Positioning the baby in the pram with their feet at the bottom
- Using a firm mattress and no pillow
- Removing soft toys from the pram at sleep time.

### **HIV/AIDS and Hepatitis B and C**

No one is obliged to disclose that they have a blood borne virus, and children cannot be excluded from the children's service on the grounds of a blood borne assumed infection. If a parent does not disclose to the staff that his/her child has a blood borne virus, this information remains confidential. Selby Community House Occasional Childcare Program provides sound workplace hygiene practices to prevent the spread of any infectious disease.

### **Behaviour Guidance**

The program is supported by positive reinforcement, which nurture social equality, mutual respect, trust, shared responsibility, cooperation, encouragement rather than praise, self-respect, self worth and a sense of belonging for all children in the group.

Staff use a quiet voice and maintain a non-judgmental reassuring calm manner.

### **Staff Practice**

- Appropriate language
- Positive role modeling
- Positive reinforcement
- Flexibility to meet individual children's needs
- Consistency in setting expectations and limits
- Encouraging children to be responsible for their own behaviour and to set their own boundaries
- Unacceptable behavior (for both children and adults) is considered to be that which causes harm or damage to other children, adults, materials or the environment.

### **Supervision**

Staff attempt to provide a safe and healthy play environment at all times through active supervision. Active supervision enables the staff to participate in children's activities in sensitive and creative ways. This technique will extend the activities and therefore encourage children to develop skills appropriate to their age.

### **Employment of Qualified Staff**

Selby Community House employs a Director of Childcare who has a recognized Diploma of Childcare and an assistant who has a Certificate III (3) (or is working towards completion). All members of staff are required to have an up-to-date first aid and anaphylaxis certificate. All staff are required to have a current police check and *Working with Children* check.

### **Professional Development**

All staff participate in a staff development and review process which includes each staff member having their work performance reviewed, assessed and the training requirements identified annually. Individual staff objectives are developed to compliment the service annual objectives.

### **Storage of Dangerous Products**

All chemicals, first aid supplies, medicines, and cleaning products are stored in original labelled containers that are inaccessible to children.

### **Occupational Health and Safety**

Safe and healthy work practices are followed in compliance with the Occupational Health and safety requirements.

### **Environmental Awareness**

- Recycled materials are used where possible for art/craft activities
- Environmentally friendly cleaning products are used.
- Fruit and food scraps are composted or deposited in the worm farm
- Families are informed at enrolment of the house's commitment to the environment.

### **Photographs**

Your written permission is required on your child's enrolment form, before any photographs of your child are taken. If you do not wish your child to be photographed please inform the Director. Photographs of children enjoying activities may be taken to highlight and complement the program. The photos may be used for discussion with the children and are displayed in the service to give an opportunity for parents to observe some aspects of the program when they are not there.

### **Mandatory Reporting**

Qualified Child Care staff is required to report suspected child abuse to the Department of Human services. This legal obligation is defined in the Children's and Young Persons Act. Mandatory

Reporting of suspected child abuse will occur if the child care staff are presented with information or observe behaviour that gives a strong indication that a child may be experiencing abuse.

### Exclusion Table

Minimum period of Exclusion Children's Services Centres of Infectious Diseases Cases (Source: Department of Human Services, Victoria). Disease or Condition Exclusion of Cases Exclusion of Contacts:

Chicken Pox until fully recovered or at least 1 week after the eruption has first appeared.	Not excluded.
Conjunctivitis until discharge from eyes has stopped.	Not excluded
Diphtheria until receipt of medical certificate of recovery from infection.  Domiciliary contacts excluded until investigated by the medical officer of health or health officer of the Department and shown to be clear of infection.	
Giardiasis until diarrhea has stopped.	Not excluded.
Hepatitis A (Infectious hepatitis) until receipt of a medical certificate of recovery from infection or until symptoms disappear.	Not excluded
Hepatitis B until recovery from the acute attack. Hepatitis C until recovery from the acute attack.	Not excluded.
Impetigo (school sores) until sores have fully healed.  The child may be allowed to return earlier provided that appropriate treatment has begun and that sores on exposed surfaces such as scalp, face, hands or legs are properly covered with moisture proof dressings.	Not excluded
Leprosy until receipt of medical certificate of recovery from infection.	Not excluded
Measles until at least 5 days from the appearance of rash or until receipt of a medical certificate of recovery from infection.	
Meningococcal Infection until receipt of a medical certificate of recovery from infection, for at least 48 hours.  Domiciliary contacts must be excluded until they have been receiving appropriate chemotherapy.	
Mumps until fully recovered.	Not excluded.
Pediculosis (head lice) until appropriate treatment has begun.	Not excluded.



Pertussis (whooping cough) until two weeks after the onset of illness and until receipt of a medical certificate of recovery from infection.	
Poliomyelitis until at least 14 days after the onset of illness and until receipt of a medical certificate of recovery from infection.	Not excluded.
Ringworm until appropriate treatment has begun.	Not excluded.
Rotavirus (diarrhea) until diarrhea has stopped.	Not excluded.
Rubella until fully recovered or at least five days after the onset of rash.	Not excluded.
Scabies until appropriate treatment has begun.	Not excluded.
Shigella (diarrhea) until diarrhea has stopped.	Not excluded.
Streptococcal Infection including Scarlet Fever until receipt of medical certificate of recovery from infection.	Not excluded.
Trachoma until appropriate treatment has begun.	Not excluded.
Tuberculosis until receipt of medical certificate from an officer of the Department that the child is not considered to be infectious.	Not excluded
Typhoid and Paratyphoid until a medical certificate of recovery from infection.	Not excluded. Unless the medical officer of health or a health officer of the department considers exclusion is necessary.

If you would like any further information on any aspect of this handbook, please refer to the Selby Community House Policy Folder on display on the information bench at the door of the Childcare Room.

A copy of the Children's Services Act 1996 and the Children's Services Regulations 2009 is also located on the information bench immediately outside the Childcare room door.

### **Complaints Procedure**

If you have any concerns about the care, protection or safety of your child, please raise these concerns in the first instance with the Childcare Director.

We value your feedback and wish to be informed of any concerns you may have. If you feel that the Director has not addressed the issue to your satisfaction, you are encouraged to contact the:

- Selby Community House Manager on 9754 2039.  
Concerns or complaints may also be made directly to the State Government Department, which licence, childcare centres.
- Department of Education and Early Childhood Development East Metropolitan Region  
Children's Services Advisor - Tel 1300651940