



## St Andrews Early Learning Centre

Location: 175 Tallebudgera Creek Road  
Tallebudgera QLD 4228  
Address: PO Box 2142  
Burleigh BC 4220  
Phone: 07 5568 5990  
Email: [elc@salc.qld.edu.au](mailto:elc@salc.qld.edu.au)

Hours  
Monday to Friday  
7:00am to 6:00pm

Closed all public holidays.  
Closed 2 weeks over Christmas/New Year



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## WELCOME

We are delighted that you have chosen St Andrews Early Learning Centre as your child's Early Learning environment. At St Andrews Early Learning Centre, we provide your child with a safe, secure and supportive learning environment. Our program stimulates young minds to think independently supporting children to grow and develop at their own rate promoting children to become inquisitive learners and helping each child to reach their own potential. The program fosters creativity, challenges thought processes and supports co-operative learning. Our program supports the needs, interests and abilities of each child and recognises them as the unique individuals that they are.

This information booklet has been designed as a guide to help you and your child settle into our service and for you to have an understanding of our policies. It contains useful information about St Andrews Early Learning Centre.

The Centre is open from 7am to 6pm, Monday to Friday, 50 weeks per year, closing on Public Holidays and 2 weeks over Christmas and the New Year period.

St Andrews Early Learning Centre is a not-for-profit centre that consists of the following educational rooms:

- Junior Kindy-2.5 to 3.5 years, 4 staff: 20 children 1:5
- Pre Pep Rooms 3 – 5 years. Two rooms.
- 2 staff: 24 children per room. Ratio 1:11

### **Dates:**

St Andrews Early Learning Centre closes for approximately 2 weeks over Christmas and the New Year. No fees are charged to families during this time.

St Andrews Early Learning Centre is also closed on the following occasions:

All Public Holidays including Australia Day, Good Friday & Easter Monday, Anzac Day, Queen's Birthday, Gold Coast Show Holiday and Labour Day

Fees will be charged for all public holidays unless indicated. In fairness to all families public holidays, sick days or holidays cannot be swapped for other days. If you require an extra day, relevant charges will apply.

Please keep this booklet in a safe place so that you can use it as a reference for general information and policies. Some policies are only summarised in this booklet. The full details of policies are available at the service upon request. If you would like a translation of this book, we will endeavour to provide this service. Please discuss with us.

We encourage families to have input into and to contribute to review of all policies and procedures. Policies are developed in consultation with Queensland Lutheran Early Childhood

Service (QLECS), staff, families and the community. We look forward to building strong relationships with your family and your child and welcome your participation in the centre. We have an open door policy and encourage families to play an active role in our centre.

## **LEADERSHIP AND SERVICE MANAGEMENT**

### **About Queensland Lutheran Early Childhood Services (QLECS)**

QLECS support and oversee the running of St Andrews Early Learning Centre, including financial, staffing and compliance matters. QLECS is the Approved provider's representative for all 58 Lutheran Early Childhood Services in Queensland. Each service has its own Children's Services Manager and their details are displayed in the parent area of the Centre.

The QLECS Council meets monthly and its aims are to:

- represent the needs of parents, children, staff, community and the Early Learning Centre as a whole;
- attend to business and financial decisions of the service; and
- plan the strategic growth of the Early Learning Centre.

**The Children's Services Manager (CSM)** is part of the QLECS Operations Team and works closely with the educators of St Andrews Early Learning Centre, ensuring smooth operations and administration for QLECS. The CSM provides assistance to St Andrews Early Learning Centre through programming support, approval assistance, grant applications, staff support and advice, financial administration and support and other areas as needed.

### **Service Approval**

St Andrews Early Learning Centre's Approved Provider is the Lutheran Church of Australia Queensland District. We are licensed under the Education and Care Services National Law 2011 and the Education and Care Services National Regulations 2013. A copy of these are available in the resource library in the foyer. However, they cannot be borrowed, as they must remain at the Centre at all times. The Centre is regulated by the Office for Early Childhood Education and Care, Department of Education, Training and Employment and complies with the Act and regulations. Contact details can be found in this book.

The National Quality Framework (NQF), introduced in 2012, requires St Andrews Early Learning Centre to undertake a quality rating and assessment process. The National Quality Framework sets a new national benchmark for the quality of education and care services. The National Quality Framework is divided into seven Quality Areas:

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

**St Andrews ELC was assessed under The National Quality Framework and on 6<sup>th</sup> July received the following rating seen in the Summary box below.**

### Assessment and rating summary

Quality Area 1 is rated	Exceeding National Quality Standard
Quality Area 2 is rated	Exceeding National Quality Standard
Quality Area 3 is rated	Exceeding National Quality Standard
Quality Area 4 is rated	Exceeding National Quality Standard
Quality Area 5 is rated	Exceeding National Quality Standard
Quality Area 6 is rated	Exceeding National Quality Standard
Quality Area 7 is rated	Exceeding National Quality Standard
Overall rating	Exceeding National Quality Standard

As part of the NQF, prescribed information must be displayed at each service. This includes provider Approval, Service Approval, Nominated Supervisor, Service rating, hours of operation, health and safety. Information will be easily visible from the main entrance (Reg 173).

A service compliance folder is required to be kept (Reg 167). Found in the foyer. St Andrews Early learning Centre will keep all records in accordance with the conditions set out in the National Law (Reg 181).

*Where you see the term 'Reg' in the handbook, the reference is to the Education and National Laws and Regulations*

In conjunction with the Early Years Learning Framework (EYLF) we also will be running an approved Kindergarten program in two class rooms run by our four year trained Early Childhood teacher's for 40 weeks a year for children in the year prior to Prep. The Kindergarten program is based on the Queensland Kindergarten Guidelines and supports the National Quality Standards for further information please refer to Queensland Studies Authority website and discuss with the teacher in your child's room or with service leader.

## Philosophy 2016

St Andrews Early Learning Centre aims to provide high quality care and learning for all children within a safe, nurturing and happy environment. We believe that each child is a unique creation of God and a person loved by God. We strive to encourage spiritual, physical, emotional, social and cognitive development of each child and to build a strong foundation for successful learning. We aim to assist each family to develop a sense of belonging and inclusion and provide an open and friendly environment where all parents/guardians/carers and children feel accepted, supported and welcomed.

We understand the significance of high quality early childhood programs in relation to Children's long term success in education and citizenship and as such we encourage:

- active play-based learning
- child initiated inquiry
- problem solving – challenging children to solve problems, inquiry based

questioning

- open communication
- creativity & individuality, confidence
- positive social interactions
- children's interest through facilitating and scaffolding learning
- cultural awareness and celebrate special cultural events
- support children and promote awareness for children with additional needs and

uniqueness

- team work and strong relationships with family, children, staff, College
- staff who are committed to professional learning and development and using this

in daily practices

- nature pedagogy (play) practices indoor and out
- nurturing of children through our team's care and compassion
- strong connection to community
- sustainable lifelong practices – caring for environment/resources and world we

live in

We believe all parents/carers have unique and valuable insights about their children and we value their input and feedback. We will work with families to incorporate their ideas in the way in which we deliver care and education. At St Andrews Early Learning Centre, every child and family are a valuable part of our community and we support and implement the individual, cultural and spiritual qualities they bring to our centre. It is because of this that all of our programs are developed in partnership with families. Our programming is rich, based on children's interests, stimulating, challenging and designed to support every child to develop a joy of play and learning.

At St Andrews Early Learning Centre, we respect the uniqueness of each family and strive to learn about their culture, lifestyle, customs, language, beliefs and kinship systems. We believe in the strength of working together as a team, with shared goals and aspirations. We acknowledge the holistic nature of children's learning and the significance of children's cultural and linguistic identities. We believe that this provides every child with a safe, secure, caring and

happy environment, one in which they can experience interactions characterized by warmth, affection, sensitivity and responsiveness.

### Acknowledgements

St Andrews ELC Families

Educators

QLECS children's service manager

Advisory Group that have all worked on this year's philosophy.

## EDUCATIONAL PROGRAM AND PRACTICE

### **Children's Learning**

Our Programs are based on two Early Years Learning Frameworks Being, *Belonging and Becoming: The Early Years Learning Framework (EYLF)* & *Queensland Kindergarten Learning Guidelines in the Pre-prep classrooms*.

We focus on children learning through play, curiosity, enjoyment, freedom and friendship. We believe it is important for children to have opportunities to foster the development of self-esteem, creativity and growth at their own individual pace.

"The program provided at St Andrews Early Learning Centre contributes to the following outcomes:

- Each child has a strong sense of identity
- Each child feels connected to and contributes to his or her world
- Each child has a strong sense of wellbeing
- Each child is a confident and involved learner
- Each child is an effective communicators" (Reg 73)

Play is a context for learning that:

- allows for the expression of personality and uniqueness
- enhances dispositions such as curiosity and creativity
- enables children to make connections between prior experiences and new learning
- assists children to develop relationships, skills and concepts
- stimulates a sense of wellbeing.

Our core belief is that learning takes part in a holistic manner and when children feel in control of their lives and actions. This is developed through frequent opportunities to make real choices and decisions. Self-discipline is a natural outcome of being able to make real choices, and the children are free to choose the areas of interest in which they will participate throughout the day as individuals and as part of the group.



The program is developed so that the following characteristics are fostered:

#### Social Development

- an ability to form satisfying and happy friendships with other children.
- an ability to work and play as part of a group, with the accompanying skills of co-operation, respect for others, sharing and turn-taking.

#### Emotional Development

- recognition of self-worth as unique individuals.
- a feeling of security and acceptance within the family, early childhood setting and community.

#### Cognitive Development

- an active, inquiring attitude to learning.
- an acquisition of skills: listening, questioning, observing and problem solving.
- a broadening base of general knowledge of the world around us.

#### Language Development

- a love of books and poetry as a basis for reading readiness.
- an understanding of letters and their meaning.
- effective communication through vocabulary expansion, listening and asking questions.
- the continued growth of clear language patterns.

#### Physical Development

- the development of both gross and fine motor skills.
- the confidence to try new physical activities.

#### Spiritual Development

- the development of knowledge and understanding about God.
- the ability to make God a part of everyday life and learning.

St Andrews Early Learning Centre also provides Child Portfolios. These contain photos, artwork, observations, goals and evaluations for each individual child. Parents are encouraged to view these books and make comments and contribute to their child's profile. These books are then given to each family at the end of the year, as a record of their child's development and progress throughout the year.

“Staff will document the children's experiences and participation in the program provided”  
(Reg74)

“The program for the service is on display in the parent information area, past programs are available upon request” (Reg 75).

“Parents can request information on the content and operation of the program as it relates to their child as well as information about their child’s participation in the program” (Reg 76).

## **Links to the College**

St Andrews Early Learning Centre will have close links to the College. The Junior School runs the International Baccalaureate Primary Years Program and this will be extended into the Pre Prep classrooms. This will be excellent preparation for your children into the College’s academic program.

The College Chaplain will visit regularly to share stories and offer pastoral support for families.

### Links with St Andrews Lutheran Congregation

St Andrews Early Learning Centre has close links with the Pastor and the College Chaplain. The College Chaplain is available for Parents and Families for pastoral care. Families are welcome at regular family Services and the annual Early Learning Centre Family Service.

## **Image of the Child**

We believe that God created each child with strengths and abilities that we can celebrate with them. The program we offer comes from the ideas and interests of children, staff and the community. We encourage children to learn from one another, and to work collaboratively in small and large groups. Our environment stimulates thinking and offers children the opportunity to actively explore, experiment and create.

Supporting this view is the **United Nations Declaration on the Rights of the Child:**

- The right to affection, love and understanding.

- The right to adequate nutrition and medical care.

- The right to free education and full opportunity for play and recreation.

- The right to protection from all forms of neglect, cruelty and exploitation.

- The right to name and nationality.

- The right to special care, if disabled.

- The right to be among the first to receive relief in times of disaster.

- The right to learn to be a useful member of society and to develop individual abilities.

- The right to be brought up in a spirit of peace and universal brotherhood.

- The right to enjoy these entitlements, regardless of race, colour, sex, religion, national or social origin.

## Daily Requirements – What to pack in your child’s bag:

### Junior Kindy - 2.5 - 3.5 Year olds

- 4 changes of underwear
- 2 named complete changes of clothing
- Sleep comforters
- Named toilet training pants
- A named set of sheets top and bottom 1200mm x 800mm in a bag
- Water bottle
- Named hat

### Pre-Prep

- 2 named complete changes of clothing
- A named set of sheets top and bottom 1200mm x 800mm in a bag
- Water bottle
- Named hat

## Daily Procedures

### Arrivals and Departures

Upon arrival and departure at St Andrews Early Learning Centre the custodial parent or authorised nominee is required to sign the sign-in/out sheet with their full name, not initials. If you are going to be on a different contact number during the day, please advise staff. “Children can only leave the service after a parent or person nominated on the enrolment form has signed them out”. (Reg 99)

To **sign in and out you are required to use the XPLOR app or centre I PAD.** If your child is to be collected from the centre by someone besides the parents or persons on the “Authority to collect” form, we ask you please phone the centre beforehand, stating the person’s name and their relationship to the child. Identification will need to be produced upon their arrival e.g. Drivers licence. The authorised collector must be over the age of eighteen.

Parents, please ensure you notify a staff member about your child’s arrival and that your child is left in the care of a staff member. Please also ensure that upon departing, you inform a staff member that your child is leaving.

Arrival is an important time to communicate any information that might be of relevance to your child’s wellbeing during the day. Parent and staff contact is often limited in the mornings. However, if you need to have longer talks with the staff, a convenient time can be arranged for this or perhaps a phone call or email during the day can help.

Custodial Issues: Parents/guardians are required to notify the Service Leader about any details of legal custody of the child and any court orders. Copies must be provided to the director.

## **Routines**

In each program you will see a predictable pattern to the day, which is designed to give your child a sense of routine and security. Integrated into the predictable events of the day, interesting and motivating experiences are planned to challenge and stimulate children in the areas of social, emotional, physical, creative and intellectual development. We are committed to the provision of opportunities for learning and nurturing and to the development of children in ways which are informed by quality research and theory.

## **RELATIONSHIPS WITH CHILDREN**

### **Interactions with children**

“The program offered will:

- encourage children to express themselves and their opinions
- allow children to undertake experiences that develop self-reliance and self-esteem
- maintain at all times the dignity and rights of each child
- give each child positive guidance and encouragement toward acceptable behaviour
- have regard for the family and cultural values, age, and physical and intellectual development and abilities of each child” (Reg 155).

### **Relationships in groups**

“St Andrews Early Learning Centre will provide opportunities for children to interact and develop respectful and positive relationships with each other and with staff” (Reg 156).

## **COLLABORATIVE PARTNERSHIPS WITH FAMILIES**

### **Communication - Partnerships**

We believe that the partnership between parents and St Andrews Early Learning Centre staff is very important. For this to be effective, it is the responsibility of both parties to communicate with each other. The staff cannot always predict parent’s concerns or questions, so please be active in approaching the Service Leader or Lead Educator for discussions. Please arrange a set time to talk to the Service Leader if you have concerns or questions about your child. “A suitable area for private conversations will be made available when required. Parents may enter the service at any time their child is in attendance. Permission to enter will be withdrawn if a parent poses a risk to the safety of the children and staff or the parent is prohibited contact with the child by a court order” (Reg 157).

### **Contact Details**

Please keep your contact details up-to-date. This is extremely important for the safety of your child, and allows for quick communication in the event of an illness or emergency. Please ensure that authorised nominee names and numbers are current at all times.

We ask all families to complete a new enrolment form at the beginning of each year to ensure contact details are correct, please update as your circumstances change.

### **Daily Communication**

Communication regarding the day's events will be available on the XPLOR program, through photographs, observations and displays. These are valuable tools to give insight about the day so you can discuss and reflect with your child about their day.

Regular newsletters help staff to communicate the program, interests and events at St Andrews Early Learning Centre. Most information will be emailed. Please ensure your email address is current.

### **Notice Board**

Notices and information for parents are placed on the notice board. We ask that you check these notice boards each day.

### **Advisory Group**

St Andrews Early Learning Centre's Advisory Group is comprised of members from the parent group, congregation and local community. The group meets bi-monthly. The QLECS CSM will often attend these meetings.

The aims of the group are to:

- concentrate on planning and goal setting for St Andrews Early Learning Centre;
- explore, decide upon and co-ordinate fundraising ventures and family events;
- provide a support network for St Andrews Early Learning Centre

### **Parent Involvement**

We value parental input into the program. We welcome your participation and recognise the importance of this for the children. We work in partnership with parents to encourage the full potential of their child/children. We value the individuality and uniqueness of each family and encourage the development of positive relationships. We request that everyone who enters our service speaks and acts in a child friendly manner.

All parents are welcome to become involved in the Advisory Group in whatever capacity you are able. Notice of meetings can be found on the notice board.

### **Family Social Events**

During the course of the year, we may hold some special events for all families. Details will be provided on the notice board.

### **Baby Sitting**

Parents are requested not to ask staff of the Centre if they do private baby-sitting.

The centre takes no responsibility for such private arrangement.

## **Photographs**

Centre photographs are taken once a year and we ask that parents read the notices about these days and inform staff if you do not wish to partake in these. At St Andrews Early Learning Centre we have digital devices that are used on a daily basis to photograph the children. These photos are used to show the experiences and learning that has occurred and shared on the XPLORE program. We also use the photos to document your child's development throughout the year on their timeline. Please discuss with the Service Leader any concerns about photo's being taken.

## **CHILDREN'S HEALTH AND SAFETY**

### **Children's Clothing**

Please ensure that clothes are marked with the child's name to ensure that all items of clothing can be returned. Please dress your child in clothing that is suitable and appropriate for active play. Suitable clothes are those that are easy for your child to manage independently, easy to move in and of no concern if stained from art activities. It is a requirement that children wear t-shirts or tops with sleeves that cover the shoulders (in preference to tank-tops or singlet tops), to further ensure protection from the sun.

Ideally, sandals or sandals should be worn to the Centre. Shoes can often be a hazard in outdoor play areas and in warmer weather children are encouraged to remove them. Please ensure footwear is named.

**No Amber Necklaces** are to be worn to the service as advised by the ACCC as they pose a strangulation and choking hazard.

### **Precious Possessions**

The centre has a wide range of educational toys and equipment. Therefore, it is not necessary to bring toys, etc. from home to play with. **We cannot take responsibility for broken or lost toys.** Toys brought from home will stay in the office to ensure their safety. However, comforters for sleep time are most welcome. Items for discussion are welcome.

### **Nutrition**

We promote good nutrition and healthy eating habits.

Morning tea is a shared fruit platter, we ask that families provide a piece of fruit to be cut up and shared with the children. Lunch to be provided by parents in a labelled lunch box along with afternoon tea. Please reduce the amount of plastic wrapping and use labelled containers.

We do not reheat food as the centre does not have a thermometer to check the correct heating temperature as per food safety guidelines. You are welcome to bring hot food in a thermos.

If your child has any special dietary considerations, please discuss with us and complete medical management plan if required. Parents must provide any dietary needs that are outside the planned menus – please discuss with staff. Parents are asked to provide a detailed list of foods that your child is not allowed to have.

A small selection of Tuckshop items are available for families to order for your child's lunch. Lunch will be delivered to the Early Learning Centre. These meals need to be pre-arranged and ordered and paid for through the FlexiSchools online ordering system during school terms only.

We also celebrate other special events or holidays during the year with food, often multi-cultural and endeavour to make cooking experiences a regular part of our program.

### **Birthday Celebrations**

Birthdays are special times for children and the Centre enjoys sharing the occasion. You may like to bring in cupcakes. Please make ensure that the cakes are simple. Consider the children in your child's group who may be allergic to sugar, flour etc. (you may like to consult your child's Lead Educator first).

Parents/carers/Guardians are welcome to attend the celebration. Please arrange a suitable time with educators.

### **Rest and Relaxation**

Resting is an important part of the day. An atmosphere conducive to relaxation is provided to allow children to 'recharge' "The service will ensure that the individual needs of the child regarding sleep and rest are met" (Reg81).

### **Behaviour Guidance**

All staff guide children's behaviour with support to learn acceptable social skills within the community. Staff encourage and develop strategies for children to respect themselves, others and property through behaviour management and support. Staff provide programs that are play based and allow children to learn about social skills and rules, appropriate to their developmental level. All children are supported with behaviour strategies that ensure respect, dignity, privacy and personal growth. Children are encouraged to be involved in the development of the room rules and others throughout the centre. Staff have a good knowledge of the individual needs of each child including their developmental abilities, family background and cultural beliefs.

If staff observe inappropriate behaviours, they will analyse the reasons and/or contributing factors and implement strategies to change the behaviour. This may include having conversations with parents/guardians about the child's behaviour at home and strategies being used by parents/guardians. Ongoing difficult behaviour may require outside intervention from a professional agency.

Please refer to *QLECS Behaviour Guidance Policy (5.03)*.

## **Entertainment and Excursions/Incursion**

On some occasions we will have entertainers visit the Centre. Parents are asked to make a small contribution towards the costs of these visitors and this amount will need to be paid in cash in advance if you attend on this day. These entertainers provide a show at a minimal cost. The shows provide the children with an educational experience and often the content becomes the basis of further discussion and enquiry for children. All excursions / incursions are carefully planned and generally reflective of the educational program. Excursions will attract an additional cost on top of the daily fee. The cost of the show or excursion/incursion will be added to your fee statement.

“Children can only attend excursions after the parent or person nominated on the enrolment form has completed and signed the excursion permission form” (Reg 102).

## **Hygiene and Safety**

We take great care to provide a safe and hygienic environment for the children in our care. We aim to reduce the chance of accidents and minimise cross infection. The following procedures are implemented:

- toilets are cleaned and disinfected at the end of each day and during the day
- children are taught and expected to wash their hands after toileting and before meals
- all equipment and the grounds are checked regularly and maintained in a safe condition.

## **Illness and Injury Policy**

At all times, in each room, there is at least one educator who holds a current First Aid qualification. The care environment is arranged and resources selected, according to safety guidelines so that the risk of injury to both children and staff is minimised.

The minimum exclusion guidelines (see Exclusion Guidelines in QLECS Policies 2B:08 and 2B:11)) have been written on the premise that children who have been ill will not return to the Early Learning Centre until they are fully recovered. In some instances, a letter from your Doctor may be required.

Children with contagious illnesses will not be admitted to care and non-immunised children may be excluded (as per Policies 2B.08 and 2B.11). Please contact the Service Leader to report contagious illnesses.

“In the event of a child becoming ill or injured while in care, staff will complete an incident/injury form which includes name, age, circumstances, time and date as well as any action taken by staff, witness details and time and date of notification to parents or persons nominated on the enrolment form” (Reg 87)

A child who is unwell cannot concentrate and should be kept at home to rest and recover.

Children that become unwell whilst in care will be supported and made comfortable as best as possible and we will contact you to collect your child. We will complete an illness report and ask you to sign on your arrival.

In the case of minor injury to a child whilst in care, staff will administer first aid immediately. If



first aid has been given to your child during the day, staff will complete an incident /injury form which you will be required to read and sign. "Parents will be notified as soon as practicable and within 24 hours if their child is involved in any incident, injury, trauma or illness while at St Andrews Early Learning Centre " (Reg 86).

"The staff will take all reasonable steps to prevent the spread of infectious disease and if there is an occurrence of an infectious disease at the service families will be notified by the placement of a notice in the parents area as well as verbally by staff" (Reg 88).

Educators follow the guidelines as recommended by National Health and Medical Research Council.5th Edition Staying Healthy.

[http://www.nhmrc.gov.au/\\_files\\_nhmrc/publications/attachments/ch43poster4.pdf](http://www.nhmrc.gov.au/_files_nhmrc/publications/attachments/ch43poster4.pdf)

### **Head Lice.**

Unfortunately, head lice (pediculosis capitis) are a part of the life of children in childcare and school

Our centre will take every precaution to limit the spread of head lice within our service whilst ensuring that the centre will notify families of any reported case within the centre so appropriate treatment can be sought. If live head lice are identified in your child's hair they will need to be collected as soon as possible to have their hair treated.

### **Medication**

"St Andrews Early Learning Centre has a medical conditions policy that covers the management of conditions including asthma, diabetes and a child at risk of anaphylaxis. Parents are asked to provide staff a management plan for their child if they identify with one of the above health care needs. St Andrews Early Learning Centre will develop risk minimisation procedures in conjunction with parents of children identified to ensure that the risks relating to their child's specific health care need, allergy or relevant medical condition are assessed and minimised" (Reg 90). "St Andrews Early Learning Centre has a copy of the medical conditions policy readily available and families who indicate that their child has a medical condition or allergy will be provided with a copy" (Reg 91)

"If medication is required to be given during your child's attendance then a medication form is required to be completed by the parent or person nominated on the enrolment form. Staff will only be able to administer medication after the form is completed correctly and signed. Staff will complete and sign their section when the medication is administered" (Reg 92).

"Medication will only be administered once the medication form has been signed and correctly filled out. In cases of emergency a parent or person nominated on the enrolment form can consent to the administration of medication verbally or if parent or nominated person cannot be contacted then a registered medical practitioner or emergency service can consent" (Reg 93). "If staff need to administer medication for a anaphylaxis or asthma emergency they will notify the parent and emergency services as soon as practicable" (Reg 94)

"Medication can only be administered if it is prescribed by a registered medical practitioner, in its original container with original label with the child's name on it and the medication has not expired. Details and dosage will be checked by another staff member before administration" (Reg 95).

**Please note: No non-prescribed medication will be given.**

### **Management of Asthma**

#### **Puffers and Inhalers**

For asthma and any medication for the long-term treatment of asthma, a management plan from the child's doctor is required at least every six months or when medication or dosage changes. We do have blank forms onsite. Individual medication and equipment is to be supplied by the parent. The medication form will need to be filled out and signed by the parent on arrival and also on their return to St Andrews Early Learning Centre.

Parents are asked to demonstrate the procedure to staff, with the child, before the initial dose is given.

#### **Anaphylaxis Medication**

Parents must provide a completed management plan that outlines the medical condition of, and recommended treatment for the child. A signed consent form for Epi Pen must be kept at the service. It will be kept in the medical cabinet. All staff will be educated in the use of Epi Pens. All Epi Pens are to be within use by dates to be administered. For further information, please discuss with the Service Leader prior to your child beginning at St Andrews Early Learning Centre.

A notice stating that a child who has been diagnosed as at risk of anaphylaxis is enrolled will be displayed when applicable. A notice of an occurrence of an infectious disease at the service will be displayed" (Reg 173).

#### **Allergies and Intolerances**

Please discuss any allergies and intolerances on enrolment of your child so a communication plan can be developed. Please ensure that this information is kept up to date. Any medication for allergy will require a doctor's label before being administered and medication forms completed.

#### **Sun protection**

As you are aware, Queensland has the highest incidence of skin cancer in Australia. Staff will apply sunscreen to the children several times a day. Please apply sunscreen to your child prior to arrival at the Centre. Please ensure that clothing is sun smart. Sleeves are recommended for all children to protect shoulders. Hats are compulsory at the Centre for all children and staff. Should you wish to apply your own sunscreen you must inform the office on enrolment and give your named sunscreen to your child's educator.

#### **Emergency and Evacuation Procedures**

Emergency and evacuation procedures are prominently displayed in the rooms and are clearly visible to staff and visitors. These procedures include emergency services, contact numbers and locations and local meeting points in the event of an evacuation. A copy of the emergency procedures for the St Andrews Early Learning Centre is distributed to all new staff and

volunteers on their first day at the service. Parents, staff, contractors, trades people and visitors are referred to the Emergency Procedures for appropriate action in the case of fire or other emergency requiring evacuation/lock-down.

All children under the care of St Andrews Early Learning Centre are regularly familiarised with evacuation/lockdown procedures at the discretion of the staff.

## **Child Protection**

All staff are committed to protecting children and young people from harm and promoting children's safety, dignity and wellbeing. "All staff are aware of child protection laws and their obligations they have under Queensland Child Protection Act 1999" (Reg 84) and will receive training annually on the rights of the child and child Protection.

## **Immunisation**

Immunisation is the least expensive and most reliable method of preventing some infections. The principle of Immunisation is simple: it gives the body a memory of infection without the risk of natural infection. St Andrews Early Learning Centre recommends that parents have their children immunised. Upon commencement, Parents/Guardians at enrolment are asked to provide the Centre with a copy of their immunisation records that are then kept on file at the Centre. If children are not immunised a Conscientious Objection Form must be provided.

Parents are responsible for providing staff with updated immunisation information. Children who have not been immunised may be excluded from child care during specific outbreaks or epidemics of some infectious diseases such as measles and whooping cough. Exclusion of non-immunised children may occur even though the child is well.

Please refer to National Immunisation program Schedule and consult your doctor.

[http://www.health.qld.gov.au/immunisation/documents/nips\\_antigens.pdf](http://www.health.qld.gov.au/immunisation/documents/nips_antigens.pdf) sourced 16.7.14

## **Tobacco, Drug and Alcohol Free Environment**

"St Andrews Early Learning Centre provides an environment free from the use of tobacco, illicit drugs and alcohol" (Reg 82).

## **STAFFING ARRANGEMENTS**

St Andrews Early Learning Centre is very fortunate to have dedicated staff who hold a range of Early Childhood qualifications. Our Lead Educators in the Centre are required to hold or be working towards a Diploma in Childcare or equivalent. All other educators either hold a Certificate in Childcare or are studying towards a Certificate or Diploma of Child Care. It is a policy of the program that all staff members are trained in First aid, CPR and Anaphylaxis procedures before commencement of employment and are required to attend refresher courses on CPR every 12 months and in First Aid every 3 years.

Educator's names and positions and qualifications will be displayed in the foyer.

St Andrews Early Learning Centre actively supports on-going Professional Development for all staff. Staff members attend courses, seminars, conferences and workshops throughout the year. Suitably trained relief staff will be employed in the absence of regular staff members.

### **Students and Volunteers**

St Andrews Early Learning Centre welcomes students and volunteers. We receive requests from Universities, TAFE Colleges and schools to host students who are taking part in work experience programs that relate to Early Childhood Education. Before any student or volunteer is permitted to spend time at our service, they must be approved by the Service Leader, hold a Suitability Card and sign confidentiality and policy agreements. Parents will be notified if a student will be visiting the service. Students will display a poster introducing themselves to families.

Volunteers may also be accepted, only after careful screening and consideration of the children's needs. All volunteers, apart from a parent of a child who is in attendance, must hold a Suitability Card.

### **Staff Meetings/Professional Development**

St Andrews Early Learning Centre is staffed by a professional team, with a wide range of qualifications and experiences. Our regular staff meetings allow ideas and knowledge to be shared. Educators are offered to increase their skills throughout the year by undertaking professional development workshops.

### **Fees**

*St Andrews Early Learning Centre is a not-for-profit organisation that relies on the prompt payment fees to remain financially viable. All operating costs including maintenance of facilities, rent, equipment, cleaning, wages, supplies, resources, printing cost, and more, rely on the timely payment of fees. Fees are set by QLECS in conjunction with the Service Leader and are based on a carefully considered budget. Any surplus is expended into improving equipment, resources, facilities and building improvements at the service. Fees will generally be reviewed annually and maintained as low as possible. It is important that your fees are kept up to date at all times.*

Daily Fee	\$92.00 Junior Kindy
	\$89.50 Pre Prep

Payments must be continued during a child's absence for illness, holidays or for any other reason. Statutory holidays must be paid for. However fees are not charged for the Christmas/New Year closure (2 weeks).

Failure to pay fees may result in your details being referred to QLECS where the debt recovery

policy will be implemented. Please talk to the Director if you are having difficulties paying your child care fees so that a payment plan can be implemented. We endeavour at all times to keep our fees as low as possible, without jeopardising the programs we offer.

Upon enrolment, fees are payable one weeks in advance. Thereafter fees are payable on the first day of attendance each week. Fees for casual attendances must be paid on the day of attendance. Fee accounts are issued weekly.

Full fees are payable until enrolments meet CCMS requirements. Adjustments will then be made. Bounced cheques will incur a \$30 administration charge in addition to any bank charges. Late fees are charged to families who have not arrived by 6pm. The service closes at 6.00pm and staff who must remain because of a late pick up need to be paid overtime. As these situations can be disruptive to the staff and your child, we ask that, if you know you are going to be late, you please contact the service and/or try and make other arrangements. If a parent has not made contact by 6.05pm then staff will try and contact the parent, and if no contact can be made they will try the authorised persons indicated on the enrolment form. If no contact is made with anyone authorised on the enrolment form by 6.30pm the police will be called and we will follow their recommendations.

The late fee is listed below:

**\$5.00 at 6.05pm then \$2.00 per minute after this**

### **Method of Payment**

We are a cash free service and ask that all fees are paid by direct deposit or EZIDEBIT.

**Please use the account name on your statement as payment reference.**

If your family is experiencing financial difficulties or exceptional circumstances, please discuss this with the accounting staff at QLECS in Brisbane or with the Service Leader. A payment plan may be established for you.

St Andrews Early Learning Centre is to be announced Approved Care Provider and eligible parents/carers can access Child Care Benefit to assist with the payment of their fees. Child Care Benefit (CCB) reduces the amount you pay for your child care. To claim CCB families must apply for Customer Reference Numbers (CRNs) through the Family Assistance Office (FAO). Once you have been issued with yours and your child's CRNs you need to supply them to the Director so that the information can be entered into the service's software system. The service uploads child enrolment and attendance information weekly via the services software system to the government's Childcare Management System. It calculates the CCB and fees are charged to the family minus your CCB entitlement. We realise this is a lot to comprehend and urge families to contact FAO on **13 61 50** should you require any extra information. All parents are asked to contact FAO and link their children to both provider numbers listed below as this streamlines the CCB accountability process.

St Andrews Early Learning Centre Provider Number: **4-ZNL075**

### **Priority of Access/Management of Waiting list**

**If a waiting list has been formed the highest priority is given to children as per priority of access.**

The Australian Government has Priority of Access Guidelines for allocating places in a long day care centre. They set the following three levels of priority:

1. A child at risk of serious abuse or neglect
2. A child of single parent who satisfies or parents who both satisfy the work/study/training test
3. any other child

Please refer to priority of access policy for further details.

[http://docs.education.gov.au/system/files/doc/other/ccms\\_instruction\\_sheet\\_10\\_priority\\_of\\_access\\_guidelines\\_for\\_child\\_care\\_services.pdf](http://docs.education.gov.au/system/files/doc/other/ccms_instruction_sheet_10_priority_of_access_guidelines_for_child_care_services.pdf)

### **Absences**

Each child is eligible for CCB for 42 days for allowable absences from care across all approved child care services during each financial year without the need to provide documentation, such as medical certificates. All absences beyond the first 42 days will only be paid for as 'additional absences' if parents/guardians provide evidence that the absence has occurred under a permitted circumstance such as – an illness (medical certificate); an outbreak of infectious disease where a child is not immunised; any other absences due to sickness of the child, parent or sibling supported by medical certificates; a period of local emergency; exceptional circumstances parents are required to sign the attendance sheet for absences. Additional absences do not include public holidays.

### **Discontinuing Enrolment/Change in Days**

You are required to give **two weeks written notice** to the Service Leader if you are discontinuing your child's enrolment or making a change in your child's permanent day.

**Fees are payable up to and including end of notification date.**

We cannot offer make up days for any absence.

### **St Andrews Early Learning Centre Policies**

"All staff and parents are required to abide by these policies" (Reg 169, 170). This is a condition of enrolling your child at St Andrews Early Learning Centre. The policies cover all aspects of operation and management of St Andrews Early Learning Centre in accordance with stakeholders. The policies also incorporate the Code of Ethics produced by Early Childhood Australia. If you would like to raise an issue about a policy, please put your views in writing addressed to the Service Leader or the Children's Services Manager.

"Parents will be informed at least 14 days before any policy or procedure is changed that has significant impact on the services provision of education and care to any child enrolled at the service or the families ability to utilise the service, or changes to fees" (Reg172).

“St Andrews Early Learning Centre has a range of policies and procedures readily available which include the following:

- delivery and collection of children
- excursions / incursions
- refusal of authorisation for a child to leave the service
- dealing with infectious disease
- dealing with medical conditions
- emergency evacuations
- health and safety matters relating to:
  - nutrition, food and beverages and dietary requirements
  - sun protection
  - water safety
  - administration of first aid
- incident, injury, trauma and illness
- child safe environment
- staffing arrangements
- staffing including:
  - code of conduct
  - determining the responsible person present
  - participation of volunteers and students
- relationships with children
- interactions with children
- service management
- governance and management of the service, including confidentiality of records
- enrolment and orientation
- payment of fees
- dealing with complaints”  
(Reg 168, 171)

### **Inclusion Policy**

Children have a wide variety of cultural and social backgrounds and experiences. We recognise the unique individuality of each child and their family and observe a policy of acceptance and respect for everyone regardless of race, creed, gender, class, culture or ability.

Where a child has additional needs, parents/guardians are asked to discuss their child’s requirements/expectations with the Director. Medical information may be required.

### **Insurance**

The service is fully covered by Public and Products Liability with Liberty International through LCA Insurance Fund. “St Andrews Early Learning Centre will keep a copy of their current certificate of insurance” (Reg 180).

## Media Involvement

St Andrews Early Learning Centre has set out the following policy regarding media involvement:

- Permission to photograph or video at St Andrews Early Learning Centre is included in the Enrolment Agreement Form. This includes newspapers and advertising displays etc. If parents do not give permission, St Andrews Early Learning Centre will ensure that the child is not included in these activities.
- when photos go into local newspapers, first names only will be printed unless otherwise negotiated.
- Should St Andrews Early Learning Centre wish to print multiple copies of photos for advertising, permission will be sought from parents prior to use.

## Feedback and Concerns/Grievance

Parent input, comments and questions are always welcome. From time to time you may receive a survey or evaluation form asking you to provide feedback on you and your child's experiences at the centre. Please take the time to read and respond to these requests as they assist us to improve the quality of our service. We value constructive feedback from all stakeholders.

Open communication is the most effective means of addressing any issues.

The following procedure is recommended for parents to follow if a concern arises.

1. In the first instance, please approach the Service leader to discuss the matter. Be willing to express how you feel clearly and be open to working with the Service Leader to resolve this matter. This may involve more than one discussion.
2. Concerns that are unresolved can be conveyed to the Children's Services Manager (CSM) verbally or in writing. Contact details are as follows:  
St Andrews Early Learning Centre Children's Services Manager QLECS  
PO Box 1857 Milton QLD 4064  
Phone 3511 4079 Fax 3511 4051  
Ann-Marie Davis : [ann-marie.davis@qlecs.org.au](mailto:ann-marie.davis@qlecs.org.au) or mobile: 0409 698 551
- 3. Unresolved concerns can also be raised with  
Early Childhood Education and Care Office for Early Childhood Education and Care  
PO Box 557  
Robina DC Qld 4426  
Telephone: (07) 5656 6677  
Fax: (07) 5656 6662  
Email: [goldcoast.ocecec@dete.qld.gov.au](mailto:goldcoast.ocecec@dete.qld.gov.au)



## CONCLUSION

It is our hope and prayer that your family will enjoy being a part of the St Andrews Early Learning Centre.

Should you require further information or explanation regarding our services or anything in this booklet, please do not hesitate to contact us. We would welcome suggestions as to how to improve this important phase of your child's growth and development.

For attaining wisdom and discipline:  
for understanding words of insight;  
for acquiring a disciplined and prudent life;  
doing what is right just and fair;  
for giving prudence to the simple;  
knowledge and discretion to the young-  
let the wise listen and add to their learning,  
and let the discerning get guidance-

Proverbs 1: 2-5

Train up a child in the way he should go,  
And when he is old he will not depart from it.

Proverbs 22:6

We look forward to working with you.

Kind Regards

All the staff at St Andrews Lutheran College Early learning Centre.