



Woden Community Service

Lollipop Early Learning Centre

HANDBOOK

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Lollipop Early Learning Centre receives funding from the Community Service Directorate through Office of Children, Youth and Family Support.

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LOLLIPOP EARLY LEARNING CENTRE PHILOSOPHY

At Lollipop Early Learning Centre, we acknowledge that we live in a culturally diverse nation, and it is imperative to respect each child, family and educator's rich culture, traditions and backgrounds, by providing an inclusive environment for all. We acknowledge the traditional owners of the land we live and work on, the Ngunnawal people, and aim to respectfully incorporate components of the Indigenous culture into our curriculum and learning environments.

As educators we believe in providing an inclusive environment that allows children to have a say in matters and decisions that affect them. All children are entitled to feel safe, loved and secure and deserve respect and protection of their wellbeing regardless of age, gender, religion or additional needs. We encourage children to learn through developmentally appropriate play experiences at their own pace. With this intent we believe children have the right to receive an educational curriculum dedicated to early childhood learning based on principles, practices and learning outcomes. We acknowledge the Early Years Learning Framework, and embed a pedagogy of play based learning throughout our curriculums and daily practice.

We believe in connecting with the local community to enhance learning opportunities and provide a sense of belonging and awareness of a broader social network. We believe in Bowlby's theory of attachment, building secure, high quality relationships with children. We see these relationships as key to children's learning and their holistic development to become capable and confident learners. This alongside high quality pedagogical practices, which are underpinned by theory, research and individual children's abilities and learning styles, provide children with the tools for lifelong learning. Building relationships and working in collaboration with families are also beneficial to children's learning and development.

As early childhood educators, our pedagogies and practices are influenced by various theorists and approaches. We implement principles of the Resources for Infant Educators (RIE) and the Pikler approach, not only within the infant and toddler spaces, but throughout the whole centre. We recognise routines as "care moments" and see these as rich learning opportunities for children. We not only respect children, we demonstrate our respect every time we interact with them. Respecting a child, to us means treating even the youngest infant as a unique human being.

We rely on critical reflection and investigation to embrace quality improvement as an everyday practice. Educators take time to seek and understand the most up to date research, theories and perspectives in early childhood, while challenging and reflecting upon their practices for continuous improvement.

LOLLIPOP EARLY LEARNING CENTRE

Lollipop Early Learning Centre is a part of Woden Community Service and is licensed by the ACT Education Directorate and receives operational funding from the ACT Community Services Directorate, in order to provide assistance for children or families presenting in crisis or with high needs.

Lollipop Early Learning Centre has been rated and assessed under the NQF National Quality Framework system, and is eligible for Child Care Subsidy (CCS).

Lollipop Early Learning Centre is licensed to care for 60 children at any time.

| Room | Number of Places | Age Group |
|------------|------------------|----------------------|
| Nursery | 15 | 0-2 years |
| Toddler | 16 | 20 months – 3 years |
| Pre-School | 29 | 3 years – school age |

* Allocations and numbers are subject to change

AIMS

- To provide a child care service which adheres to the ACT licensing and National Law & Regulations 2012 and Woden Community Service policies.
- To provide a program that encourages a child to feel they belong at the centre, and to encourage them to work towards who they may become.
- To recognise, respect and respond to the feelings and needs of each child and parent/guardian within the context of the program.
- To provide a program which includes all children, and which develops children's additional skills through new experiences and stimulating activities.
- To provide a supportive and caring environment for all within the centre.
- To maintain a safe and healthy physical environment.

OPENING HOURS

Lollipop is open Monday to Friday 7.30am till 6pm

The centre operates Monday to Friday for 51 weeks of the year. Lollipop Early Learning Centre closes Christmas and New Year, from 6pm 24 December until 7:30am 2 January, if these fall on a work day.

Lollipop Early Learning Centre is closed between Christmas Day and New Year's Day. The centre re opens on 2nd January, if this falls on a work day. No fees are charged during this time.

FEES AND CHARGES

Fees for permanent bookings are **due for all booked days**. Fees apply whether or not your child attends the centre. Fees are charged for days absent for personal holidays, illness or other absences. **Fees are also charged for all declared public holidays**, if these fall on the day of your child's permanent booking.

Bond (per family)

All families are required to pay a bond*. This bond is fully refundable when the family leaves the program (exclusive of third party payment processing fees), after fees are paid and cessation of care is processed. Bond deposits will be retained for a period of 3 months after the last child has left any WCS children's service. During this time you will be contacted by phone, email and letter. If we receive no response from you, your bond will be forfeited. For the most up to date bond information, please visit our website (www.wcs.org.au).

*Exclusive of third party payment processing fees

Fees – Long Day Care and Occasional Care

WCS Early Learning Centres run on a not-for-profit basis and rely on fees to meet expenses. Fees are set at the lowest level possible while ensuring high quality care for your children. Fees are charged 51 weeks of the year, including all absences and public holidays. For the most up to date fee information, please visit our website (www.wcs.org.au).

Late fees

All bookings may incur a LATE fee if your child remains after your booked time. Late fees apply to children at the centre after 6.00pm, as well as children staying past their occasional care booking times. This is a rate for every 15 minutes or part thereof, this is charged per child. This charge will be added to your bill and will not attract CCS. For up to date fees please refer to our [website](#).

Childcare Subsidy (CCS)

CCS is available from the Government to reduce your out of pocket expenses for childcare. Most families are eligible to receive this fee assistance. CCS will be paid directly to Lollipop Early Learning Centre to reduce the fees you pay.

Families will need to complete an assessment through your online MyGov account to claim CCS. Assessments are based on income and parent/guardian activity level. For more information please see <https://www.education.gov.au/ChildCarePackage>.

If a family accesses CCS, it is the responsibility of the family to inform the Services Australia/Centrelink if and when their financial circumstances change. This can be done online through MyGov.

CCS will be paid for up to 42 absences per year, per child. After using the initial 42 absence day you may use Additional Absences for reasons listed in the Childcare Subsidy System (CCSS) handbook.

Customer Reference Numbers (CRNs) are required for each child and parents if claiming CCS. Families will also need to confirm the enrolment through their MyGov account before any CCS can be paid.

Cessation of Care – effect on CCS payment

CCS cannot be paid, including ACCS (Additional Child Care Subsidy) for absences before a child has physically attended care, or after the last session the child was physically in care, unless the child has previously used all of their 42 absence days and there is evidence for an additional absence. Services Australia automatically adjusts cessation of care every 8 weeks. Your account will be adjusted when there is a cessation of care charge from CCSS. If you have ceased care, the extra will be taken from your bond.

ACCOUNT BILLING

Statements

Your statement will be sent weekly on Wednesdays via email (pending delay from CCSS). The statements are sent one week in arrears due to CCS adjustments. Please contact our accounts officer via email or telephone if you would prefer alternative arrangements.

Woden Community Service **only uses a third party payment provider (Direct Debit)** payment service. You will be required to complete a Direct Debit form prior to your child commencing care. No bookings will be accepted without a completed Direct Debit form.

All accounts are processed and fees charged one week in arrears.

Third party payment provider All payments are uploaded by 12pm each Thursday afternoon. The third party payment provider charges transaction fees for all transactions. If your transaction is declined you will be charged a \$14.80 dishonour fee by the third party payment provider, along with any fees applied by your bank. This occurs each time a transaction is declined. It is the responsibility of the parent/guardian to ensure sufficient funds are available.

Please email/call the accounts team by 11.00 am on Thursday if you need your debit stopped, or if you would like to arrange a payment plan.

If you are having difficulty paying your account, please speak with the Lollipop Manager or accounts officer as soon as possible. Failure to meet fee payments may result in care being cancelled and debt collection proceedings put into action.

Please check fees owing, as shown on your statement.

DEBT COLLECTION

If a direct debit transaction has declined, you will receive an email before your next transaction. Please contact the accounts officer before 5pm on that day to make full payment, or complete a signed payment agreement. Care will be cancelled if no arrangements are made. Once a placement is cancelled, the debt will be adjusted with the bond amount, and referred to a debt collection agency for further recovery action.

All costs associated with the collection of debt will be charged to the account holder. **If you have an outstanding debt, you will no longer be able to access any WCS children's service.**

ENROLMENT

To enrol your child/ren at Lollipop Early Learning Centre, we ask you to visit our website at www.wcs.org.au and follow the links to "My Family Lounge". Families are required to register and complete the Request for Care.

Positions will be offered via email from do_not_reply@qikkids.com.au.

Please be aware that if you would like to remain on our waitlist after you have been offered child care on certain days, you will need to re-apply on "My Family Lounge". Vacancies may occur when children move up groups/rooms.

Priority of Enrolment:

- Children at risk of abuse or neglect.
- A child of a single parent, or parents who both satisfy the work/ training/ study test under section 14 of the Family Assistance Act.
- Children of families living or working in the Woden area.
- Children already using the Centre.
- Siblings of children already attending the Centre.

It is the parent/guardian's responsibility to advise Enrolments of any changes to their details. You can update your child's enrolment form at any time through My Family Lounge. Please contact our Enrolment Team for all waitlist and enrolment enquiries.

Phone: 02 6147 3318

Email: enrolments@wcs.org.au

You will also be required to provide current and up to date immunisation records.

Long day care bookings

Once you have enrolled your child through My Family Lounge you will receive an offer of a place for your child to attend Lollipop via email from do_not_reply@qikkids.com.au. The offer will need to be accepted through My Family Lounge which will complete the enrolment process.

If you require access to a computer to complete this process, please speak to Lollipop management.

All changes and cancellations require 2 weeks' written notice to enrolments@wcs.org.au.

Fees are charged during the notice period, including fees for all absences.

Increasing Days of Attendance:

An increase in days will only be approved when there are spaces available. 2 weeks' written notice is required for any booking changes. Additional places must be requested by the parent/guardian through My Family Lounge. When a position is offered the parent/guardian must confirm their acceptance via My Family Lounge within 7 days.

Increase in days and hours within the notice period will be charged as additional hours at occasional care rates.

Decreasing or Cancelling Days of Attendance:

Decreasing a booking is also done through My Family Lounge. This must be done at least 2 weeks prior to your intended last day. If insufficient notice is given you will still be charged for the remaining days within the notice period. An offer will be sent to you once processed to accept and confirm to make the change.

Occasional care bookings

Occasional care bookings are made by WCS Enrolment Team up to 7 days in advance. As availability is limited, bookings are taken on a first-in basis.

Please note: Occasional care availability is not guaranteed.

Occasional care is charged weekly to the account stated on your Direct Debit form.

All cancellations must be made by COB the day before on the booked day, **or full fees for this day will be charged.**

All bookings can be requested between 9.00am and 5pm, Monday-Friday (excluding Public Holidays) by calling WCS Enrolments on 02 6147 3318 or email enrolments@wcs.org.au. Bookings, extensions and other changes will depend on availability.

ABSENCES

A child's first 42 absences in each **financial year** will receive CCS.

After 42 absences, full fees will be charged for any absences, unless you provide additional documentation for reasons listed in the [CCSS handbook](#). For further details, please contact our enrolment team. Please note: absences follow a child from centre to centre.

The number of absences to date can be found on your statement.

Please advise the centre if you are going to be absent for either more than two consecutive days or an extended period of time.

If your child does not attend on the first or last day of their enrolment, full fees will be charged for all absences before/after their first physical attendance. Please read [Cessation of Care – effect on CCS payment](#) for further information and refer to this on page 7 of this booklet.

BOOKING PROCEDURE AND FEE AGREEMENT CHANGES TO BOOKINGS

- 2 weeks written notice is required for all changes to contracted hours or days.
- 2 weeks written notice must be given for cancellation of a booking. Fees are charged during this period, including for all absences. Please note, CCS cannot be applied to any absences during the cancellation period if your child is absent on the last day of his/her booking. In this case, full fees will be charged.

FEE PAYMENT

- Fees are charged 1 week in **arrears**.
- Fees are payable in full, 51 weeks per year, including for all absences such as holidays, sick days and public holidays.
- All families are eligible to apply for CCS.
- If a family accesses CCS, it is the responsibility of the family to inform Services Australia (Centrelink) if and when your financial circumstances change.
- Parents/guardians must advise Lollipop when their entitlements or fee structure changes.

Two weeks written notice to enrolments@wcs.org.au must be given for cancellation of a booking. Children **MUST** attend the last day of care or CCS will not apply for absences within the notice period, as per CCSS policy.

PARENTS/GUARDIANS RIGHTS

Courteous and respectful service.

A safe, secure, stimulating environment for your children.

To be provided with adequate information in order to make your decision about service delivery.

To have an avenue to provide feedback on the service and your complaints managed in a positive and non-judgmental manner.

To provide input into the centre.

To participate in the centre's activities i.e. social events, fundraising, parent/guardian information meetings.

PARENTS/GUARDIANS RESPONSIBILITIES

Treat educators, students, volunteers and other families with respect and courtesy.

Maintain confidentiality.

Maintain open communication with the educators for the benefit of your children.

Ensure details of your children are current.

Provide appropriate clothing for your children including sun protection and safe footwear.

Pay childcare fees when due.

Ensure children arrive and depart during operating hours.

Ensure children arrive in clean, dry nappies and clothing.

Provide comment and feedback with regard to the service.

PARENTS/GUARDIANS CONSENT

Parents/guardians must give written consent for the following:

- Emergency treatment (where possible).
- Before confidential information is given to other services, or referrals to other services are made (with the exception of a child who we feel may be at risk of serious harm).
- Administration of medication.
- Photographing or videoing of your children, other than the consent granted on the enrolment form.
- Persons authorized to collect your child.
- Excursions.
- Photography and social media.

Lollipop Early Learning Centre

Permission will be required on the day for excursions, or ongoing permission for regular off-site visits such as walks around Woden and to the library.

RECORD KEEPING

Lollipop Early Learning Centre is bound by the National Law and Regulations to keep a record of all children's enrolment details, medication, accidents, incidents and developmental progress or portfolios. The centre manager is responsible to ensure this information is recorded and remains confidential. Children's portfolios remain confidential; however these will be located in each room to encourage child and family contribution, so are available for your feedback.

Parents/guardians have the right to access your child's file.

Information about your child is confidential and cannot be given to others without the written consent of the parent/guardian (with the exception of the ACT Office for Children, Youth and Family Support, ACT Care and Protection, the ACT Children's Education and Care Assurance and ACECQA).

When legal matters arise, requests for information can be subpoenaed through the WCS Chief Executive Officer.

A daily record of each child's attendance is kept.

ORIENTATION

All families are required to complete orientation before commencing care.

Parents/guardians are welcome to visit Lollipop Early Learning Centre with your children. Once you have accepted your place, please contact our Enrolment Team on 02 6147 3318 to arrange orientation times.

We offer up to three orientations for new families. Once your orientation is complete, please arrange/confirm your start date with the centre.

ARRIVAL AT THE CENTRE

- To ensure CCS payments are processed correctly, parents/guardians must confirm on the tablet when your child has been dropped off/collected by an authorised agent, as stated on the enrolment form.
- Sign in and out by using the tablets located in the reception area at Lollipop or inside the main Lollipop door. The tablets use the system called Qikkids Kiosk. Please do not share your personal PIN with anyone else. Every person nominated or authorised on your child's enrolment to collect your child will have their own PIN automatically linked to their personal phone number.
- Wash and dry your child's hands.
- Apply sunscreen to your child before leaving the centre.
- Talk with an educator about any particular needs your child may have.
- Please say goodbye to your child, and let them know what time you will return.

Children in nappies are expected to be clean and dry before being left in the centre. You may use the centre's change room facilities to change your child, if needed.

Educators will ensure your child will leave the centre in a clean nappy.

We encourage mothers who are breastfeeding to come at any time to breastfeed their child. Whenever possible, a quiet place will be made available if requested.

EARLY ARRIVAL

Due to insurance and staff to child ratio requirements, parents/guardians and children are not to enter the centre before 7.30am.

COLLECTION OF CHILDREN BY FAMILY AND FRIENDS

Please notify the educators if someone not on the enrolment form will be collecting your child. You will be required to put that request in writing via email or a handwritten note.

The authorised person will have to show photographic identification, e.g. driver's license, to be able to collect your child.

Authorised contacts can also be added through your child's enrolment form on My Family Lounge. Please also email any changes to contact details to enrolments@wcs.org.au to ensure new contact details are linked to QKKiosk

FAMILY/ EDUCATOR COMMUNICATION

Lollipop educators recognise the importance of positive family/educator relationships.

- We encourage sharing knowledge to enhance the growth and development of the child.
- We will establish positive relationships with families that are based on mutual trust and open communication.
- We recognise the importance of a sense of belonging to the centre for the children, parents/guardians and educators.
- Photos and comments are also provided to families via the One Child app on your device.
- Important notices are placed on the notice board in the foyer, emailed or placed on the door of each room.

FAMILY PARTICIPATION

Families are encouraged to visit the centre and participate in the daily activities.

- Parents/guardians are welcome to share your special skills, interests and diverse family cultures with the centre.
- Parents/guardians are encouraged to participate in the services quality improvement plans and processes. Parents are kept informed of what is happening in the centre and invited to assist in the planning of future activities, including fundraisers.
- Families are encouraged to participate in social activities to enable parents/guardians to meet each other and form a sense of belonging to the centre.
- Regular emails are sent to families regarding illness and new and important information.
- Parents/guardians are encouraged to attend excursions whenever possible.

FOOD

Parents/guardians are required to supply nutritious food for your children as per our nutrition policy.

Lollipop Early Learning Centre

Lollipop Early Learning Centre is an allergy aware service. **Please speak with our Centre manager in regards to prohibited food.**

Please do not bring fish to be re-heated. This is in line with an ACT Health Department guideline.

Children are required to bring a piece of fruit or vegetable each day for the group to share. The centre provides morning tea and afternoon tea.

Children are offered water to drink at meal and snack times and throughout the day.

PLEASE NOTE: Fizzy drinks, sweets and lollies, cakes and fast foods, such as McDonald's, are not acceptable in the centre and will be returned.

Children are to be seated at all times while eating and drinking for health and safety reasons.

Educators are encouraged to sit and eat with the children to model healthy eating habits.

Please discuss with educators any special dietary needs your child might have, e.g. allergies. Parents/guardians are responsible for the food you provide for your child. All food that requires re-heating must be supplied in a microwave safe container, and the contents must be written on the container, along with your child's name and date.

BIRTHDAY CAKES AND CELEBRATIONS

Families are encouraged to celebrate your child's birthday at the centre. Families are welcome to join us at a time pre-arranged with the room educators. Games may be used or played providing they are safe and age appropriate, and party bags given out, if this is communicated to the room team leaders beforehand. Please respect individual children's allergies and food restrictions.

All cakes must be shop-bought, with the contents or ingredients written on the container. If you wish your child to blow out a candle, then a cup cake or a slice of cake must be cut for your child to blow onto, to prevent germs spreading.

Lollipop Early Learning Centre will respect each family's beliefs, values and culture in relation to food and celebrations, where possible.

CHILDREN'S BELONGINGS

Please label all your children's belongings. The centre cannot be responsible for lost belongings.

Named security toys and blankets can be brought to the centre as they are important for your child's sense of belonging and comfort.

Please leave **non-security** toys at home. These may be lost, or broken, or cause upset if children expect the owner to share.

NAPPIES

Lollipop Early Learning Centre provides nappies for all children that use our service. If you choose to not to use provided nappies, then we ask that you provide at least 5 nappies per day. Please note that your fees will not be reduced if you provide your own nappies.

Cloth nappies may be used, however we have separate procedures for these. If you wish to use cloth nappies please ensure you discuss this with the Lollipop manager before commencing care.

CHILD PROTECTION

All educators are mandated to report any case of suspected child abuse or to report children at risk of serious harm or neglect.

Failure to notify suspected physical and/or sexual abuse of children is a criminal offence for mandatory reporters.

INCIDENTS

The centre has a commitment to minimise accidents and injuries to children, educators and visitors.

- A playground safety check is carried out daily and documented.
- Educators will remove indoor and outdoor equipment or material from the environment which is hazardous and/or needing repair.
- In the event of a hypodermic needle being found on the grounds, children will be taken inside and kept indoors until the Sharps Disposal Team has removed the hazard.
- Educator ratios are higher (one educator: four children) for children aged under two. This reflects the need for younger children to have greater supervision as they are moving through rapid changes in physical and social development.

Where an accident or incident has occurred, the following procedures will take place:

- The educator who holds a current First Aid Certificate will carry out immediate First Aid.
- The manager or team leader will be informed.
- In an extreme emergency, dial 000 for an ambulance.
- In an emergency, parent/guardian or contact person will be notified by the manager or room leader.
- An educator will accompany the child to the hospital and stay until the parent/guardian arrives.

EVACUATIONS AND LOCK DOWNS

The centre practises evacuations and lockdowns, as required by regulations. A record of evacuations is kept.

Lollipop Early Learning Centre carries out emergency drills every 3 months. ALL educators and children participate.

NATIONAL QUALITY FRAMEWORK

The National Quality Framework (NQF) and the Early Years Learning Framework (EYLF) guide practices at Lollipop and the Centre was assessed and rated in May 2018 and is Meeting the National Quality Standard.

Educators regularly meet to discuss the provision of high quality care and education. Parents/guardians are encouraged to participate through parent/guardian meetings, participating in email discussions, by responding to surveys and through discussions with educators.

Lollipop Early Learning Centre

If you would like to participate, please talk to your child's room leader. Policies reviewed by educators and stakeholders are available via email or from the centre management for parent/guardian comment and feedback.

PROGRAM FOR EACH ROOM

A program based on the Early Years Learning Framework (EYLF) 'Belonging, Being and Becoming' is organized to encompass the needs, interests, and developmental stage of each child. Lollipop implements the principles of the Resources for Infant Educators (RIE) and Pikler approach, not only within the infant and toddler spaces, but throughout the whole centre. We recognise routines as "care moments", and see these as rich learning opportunities for children. We not only respect children, we demonstrate our respect every time we interact with them. Respecting a child, to us means treating even the youngest infant as a unique human being.

The preschool program provides a play-based literacy and numeracy program in order to prepare the children for formal school. We also run Early Learning Language Australia (ELLA) program, which covers 13 languages to learn, and Lollipop's 3 – 5 year olds are learning French.

Our programs contain spontaneous experiences and self-choice. Written, photographic and verbal observations of your child's group are recorded, evaluated and are included in the program displayed on the learning space wall. Daily reflections on your child will be sent through the OneChild app. This app also will be used to send a monthly individual learning journey for your child.

Parents/guardians are invited to contribute to the planning process. Parents/guardians are encouraged to read and sign acknowledgement of planned experiences for your child, either by commenting through One Child or speaking to your educators.

DISTRESSED CHILDREN

Some children find separating from their parents/ guardians difficult and distressing. Parents/guardians are to complete orientation with your child before commencing care. Parents/guardians are encouraged to make your child's initial visits short and positive. The educators will endeavour to comfort any child who is distressed. Parents/guardians of first time children and those children who are distressed when left will be asked to call the centre after thirty minutes to check on their child.

If you feel your child is not settling well, please discuss with your room leader or the manager for different techniques or strategies to try. Being consistent and in a routine is vital to assist children with separation anxiety.

SUNSMART

Lollipop Early Learning Centre will provide sunscreen to all children. Parents/ guardians are asked to apply sunscreen to your children on arrival at the centre, and educators will re-apply every 2 hours, or before going out in the afternoon.

Children will remain indoors or in shaded areas where possible between 10.00am – 2pm and during daylight saving time between 11.00am and 3pm, or in accordance with the UV index advice released daily by the Bureau of Meteorology. This Index is checked daily for UV levels.

Activities may be planned for outdoors in these times using shaded areas.

Hats must be worn outside when the UV index is 2.5 or above. Hats must be Sun Smart approved. No caps or cords under the chin on hats are permitted. If a child has no hat, the child will play in the shade.

Tops should have sleeves to protect shoulders.

The full Sunsmart policy is located on the WCS website or in the centre.

HEALTH

Families of children with ongoing health concerns must notify the manager about the health concerns, and when required, an Action Plan must be given to the centre.

Children who have been sent home with fever, diarrhoea, vomiting, and conjunctivitis will not be allowed back in the centre for at least 24 hours. If a severe infectious disease outbreak occurs, 48 hours exclusion may apply.

Exclusion periods for all other illness are determined according to the ACT Health Department guidelines.

Children on antibiotics for less than 24 hours for an acute illness will not be accepted in the centre. Children will not only infect others, but their own immunity is low and therefore they are at risk of being infected with something else.

Room leaders or qualified educators will discuss with the adult dropping off any child with the above or who is obviously not well enough to cope with the group.

Room leaders or qualified educators will call the parents/ guardians to collect their child if any of the above is evident.

Fees are still charged if you are asked to collect your child.

Parents/ guardians will be asked to collect your sick child immediately.

First Aid Procedures are followed when required, based on the first aid handbook located within the service, and based on First Aid training. An ambulance will be called when required. The family will be notified first, then emergency contacts. Every effort will be made to keep family members informed.

If your child is well enough to attend the centre, we expect him/her to go outdoors with the other children and participate in activities.

All scratches and cuts must be covered.

Full health policy is located on the WCS website or in the centre.

IMMUNISATION

Parents/guardians are requested to supply to the centre one (1) copy of your child's immunisation records. **Please provide us with an update each time your child receives a new immunisation. (Australian Standards copy)**

It is not compulsory for children to be immunised. However, children who are not immunised will be excluded from the centre for the period of any infection outbreaks, as required by the ACT Department of Health regulations.

Children who are not immunised will not receive any government CCS entitlements.

A copy of your child's Immunisation records will be sent every 3 months to Immunisation Unit, ACT Health Protection Service.

ILLNESS & INFECTIOUS DISEASES

Children who are unwell are encouraged to stay at home or remain away from care.

We encourage parents/guardians to respect children who are unwell and give them time away from care to recover.

The centre follows the WCS/Children's Services policy and procedure for Illness and Infection, which is available on the WCS website or in the centre. The policy has been developed reflecting the ACT Health Department guidelines for illness and infection control.

MEDICATION

Only prescription medication in its original container will be administered to a child and only with the completion and signing of the medication form by the parents/guardians.

All medication must be given with a pharmacy label that states the following:

- Date
- Name of the child to receive the medication
- Date and time last dosage was administered
- Name of medication
- Dosage to be given and date of administration
- Time to be given

For ongoing treatments, administration of medication authorisation must be given in writing and signed each day as required.

Where parents/guardians are contacted in an emergency situation to seek permission to administer medication, two educators must verify the authorisation and the dosages. The details are recorded and the parents/guardians must sign the form immediately on their return to the centre.

Paracetamol (e.g. Panadol) will only be administered in the event of a high temperature above 38 degrees Celsius, in accordance with our medication policy. Paracetamol will not be administered without prior written consent. Parents/guardians are asked to complete a permission to administer paracetamol form which is kept at the service. In the event a child has a fever or temperature over 38 degrees, the centre will attempt to contact parents/guardians before administering paracetamol, and the child must be collected as soon as possible, within an hour.

Side effects can occur from any medication. Therefore educators will not take the responsibility for administering the initial dose of any prescribed medication.

The Poisons Information Centre (ph 13 11 26) at Canberra Hospital can be contacted, if in doubt or where there are concerns.

Non-prescription medications will not be administered, including those from a naturopath.

ASTHMA AND ANAPHYLAXIS

All children with medical conditions such as asthma, severe allergies (including risk of anaphylaxis) and diabetes must provide the service with a current action plan from a medical practitioner and complete a medical risk minimisation plan which is reviewed each year.

NB If a child has severe difficulty breathing whilst in the centre, an asthma reliever will be given, in accordance with our First Aid for Asthma procedure. Please ask an educator for details. Parents/guardians will be contacted as quickly as possible.

Children who are at risk of anaphylaxis and have been diagnosed by a doctor, need to carry/have an Epipen with them at all times.

The child's Epipen, which may be needed quickly in an emergency, will be stored in a named container with a photo of the child on a high shelf in the child's room with the child's action plan.

An action plan must be signed off by a doctor and reviewed each calendar year. In the absence of an action plan, an ambulance would be called and first aid administered (please note: If advised by a medical professional an Epipen may be administered without parental consent).

HYGIENE

Hand washing:

Educators, students and volunteers must adhere to the hand washing procedures, as displayed throughout the centre.

All children are encouraged or assisted to wash their hands:-

- On arrival
- Before and after eating or touching food
- After toileting and nappy change
- After blowing their nose and wiping tears and dribbles.
- When leaving the centre

CLOTHING & FOOTWEAR

Clothing for outdoor play must be appropriate to the weather conditions and Sun Safety procedures, such as jackets for winter and shirts with sleeves for summer.

Appropriate footwear is necessary for the protection of feet. Thongs, flip flops or shoes without backs are not suitable or stable for children's play. To assist in the healthy development of the musculature of the children's feet, we encourage shoe-free times

during the day. Some activities may also require NO footwear. Children must have appropriate footwear available at all times.

SAFE SLEEPING

Lollipop Early Learning Centre educators will abide by the Red Nose recommendations, as outlined in the WCS Safe Sleeping policy and procedures below. Any alteration to this policy and procedure will only be made under the guidance of a medical professional, such as a signed letter from your doctor. The policy will be reviewed, on a regular basis by educators and families.

Sleep and rest times may be offered inside (see below) or outside with appropriate resources.

Safe Sleeping Procedures

Nursery/Chen Xi

- Children will be placed on their back in their cots.
- Children will be placed so their feet are near to the end of their cots.
- Children will be covered with a sheet or light blanket, with no other items placed in the cot.
- Cot rooms will be kept at a comfortable temperature.
- Cots will be sanitized after each child and made up with clean linen.
- Rooms will be well ventilated.
- Educators will place the baby's name on the cot room door when placing a baby in a cot. Cot rooms will be checked each fifteen minutes and the check recorded and initialled.
- Babies will be patted or soothed if needed.
- Clothing with ties and dummies on strings will not be worn for sleeping.

Toddler Room/Amarco

- Children will sleep on a mattress or 'Stak-a-bed' style bed, with a sheet, and blanket if required.
- Linen will be changed for each child and washed regularly.

Preschool Room/Tamariki

- Children will rest on a mattress, cushion or 'Stak-a-bed' style bed, with a sheet, and blanket if required.
- Those needing to sleep will be encouraged to do so. Other children will be encouraged to respect that some children need to sleep and that they will rest for a short time, then be offered quiet activities.

ENCOURAGING POSITIVE BEHAVIOUR

Building positive behaviours in children starts with building positive relationships.

Please read our **Interactions with Children Policy** (on WCS website or in the Lollipop Early Learning Centre office).

This policy sets out WCS Children Services expectations for educators around relationships with children and to facilitate children's friendships with each other. This policy also covers

how to support children in forming their relationships with others and how to ensure that safety, dignity and rights of all children are respected at all times.

- Educators consistently model positive social skills in their everyday interactions with other adults and children.
- Educators collaborate with the children to construct simple rules (expressed in a positive way). Setting limits is based on the safety and rights of all children at the service.
- Educators encourage children's efforts, rather than praise the child.
- Educators maintain written records of dates, times, circumstances and possible causes of the incidents.
- Educators discuss with the family any concerns about their child's behaviour and collaborate with them in constructing a behaviour guidance plan to help the child acquire the social skills necessary to play and learn positively with others. When practicable, educators will encourage the child contribute to the plan.
- Woden Community Service has access to family support agencies for referral. We work collaboratively with that agency to ensure a consistent approach. These organisations are able to support families with behaviour management strategies. Family permission and co-operation are required for referral to these organisations.
- We are not able to keep any child apart from other children. All children are expected to learn to play together and respect each other.

Responsibilities of Parents/Guardians

- To inform the service of any changes in your child's education and care needs.
- To contribute to the program.
- To provide the service with up-to-date information on your child and on any external circumstances affecting your child.
- To collaborate with educators in establishing any behaviour guidance plan required.
- To seek professional help for your child when recommended by the centre.

Persistent Unacceptable Behaviours

Observations of your child are recorded and dated.

All room educators to discuss the observations, and to develop a program to meet the individual needs of your child.

The manager/room leader will discuss the plan with your family and invite your co-operation and contribution.

Where the assistance of an outside agency, such as Belconnen Community Service Behaviour Support (ph 6264 0200) is required, written permission of the parents/guardians must be obtained.

If other children or educators are frequently put at risk by the behaviour of a child or she/he is a risk to him/herself, then parents/guardians will be consulted, and advice sought from a behaviour support service.

EXCURSIONS & EVENTS

Excursions and additional planned experiences for children are vital to help children feel part of their community and world. It allows children to feel they belong, by taking part in events that promote different ideas, values, beliefs and customs.

During the year families will be emailed, or there will be information displayed in the service, about upcoming events. All excursions are planned to allow sufficient notice to parents/guardians. All activities provided within the centre that are a part of our program are included in your child's fees and will come at no additional cost to families. However there may be times when a special event may be planned which requires additional payment.

All external excursions will require signed permission from parents/guardians and a risk management plan is developed to minimise any risk to the children and educators attending.

The activities we endeavour to provide each year will be library visits and excursions to our other WCS Children's Centre located in Lyons.

Internally we will endeavour to provide additional music, dance and Aboriginal cultural awareness programs to all children, and visits by "Kenny Koala" representing the police, who talks about child safety matters. Other guest speakers are also invited to the centre and we encourage participation from parents/ guardians who have knowledge, skills or talents, e.g. play music, dance or read, and are happy to come and share their own customs, ideas and beliefs with us.

OCCASIONAL CARE POLICY AND PROCEDURES

All previous information about Lollipop Early Learning Centre applies to families using occasional care.

This is a specific policy related to the occasional care places we offer at Lollipop, which have different requirements under the National Quality Framework, especially regarding access to places and documentation for those attending occasional care.

Lollipop Early Learning Centre is licensed for 60 children per day and is predominantly a long day care service, therefore occasional care spaces are limited. There are spaces for occasional care in each room.

Priority of Access

Priority is given as follows:

1. High support needs children (as decided by WCS management and ACT Office for Children, Youth and Family Support, or other community organisation or government department)
2. Family emergency (as decided by WCS management)
3. Single parent working family
4. Working families
5. Full day bookings
6. Part-time bookings
7. 2 hour bookings or under.

Lollipop Early Learning Centre

When a high support needs child is in need of a place and the centre is full, the last child/ren booked for that day will be taken off the list to create a space for the emergency care child/ren.

Occasional care bookings are made by Lollipop Administration up to 7 days in advance. As availability is limited, bookings are taken on a first-in basis.

Please note: Occasional care availability is not guaranteed.

Occasional care is charged weekly to the account stated on your Direct Debit form.

All cancellations must be made by COB the day before on the booked day, **or full fees for this day will be charged.**

All bookings can be requested between 9.00am and 5pm, Monday-Friday (excluding Public Holidays) by calling WCS Enrolments on 02 6147 3318 or email enrolments@wcs.org.au. Bookings, extensions and other changes will depend on availability.

Extension of care may be made if space is available, and WCS Enrolments and the rooms are advised. Extension of time must be in "whole hour" bookings.

Late fees apply for any child who remains in the centre over their booked-in time.

Programming and planning for Occasional Care

Lollipop Early Learning Centre plans and programs for individual children based on their interests and needs. Children are encouraged through play to be interactive, creative and to challenge themselves, as well as form strong bonds and connections to those around them.

Occasional care children are planned for in a slightly different manner to children in permanent care.

- Occasional care children who attend regularly will have a name tag, locker, placemat or photo displayed within the room.
- Occasional care children may have photos and observations sent through the OneChild app on your device.
- Children who attend regularly may have intentional teaching activities developed. Extensions of the child's interests are planned on the same day.
- If an occasional care child attends for more than 5 hours at least once a week, then an e-portfolio will be developed.

COMPLIMENTS & COMPLAINTS

Wherever possible, talk to the educators concerned. If this is not appropriate, you can talk to:-

Lollipop Early Learning Centre Manager on 6234 6817

The Manager, Early Childhood:

The Director, Children, Youth and Family: 6234 6837

The WCS Chief Executive Officer: 6282 2644

Lollipop Early Learning Centre

Children's Education and Care Assurance are responsible for maintaining and ensuring childcare centres meet regulations and all requirements. They can be contacted on: Children's Education and Care Assurance (Licensing) - 6207 1114

We encourage parents /guardians to email their team leaders (email addresses available from the team leaders) or the manager at lollipopadmin@wcs.org.au .

Thank you for reading this information package, if you have any suggestions or questions regarding this document, please talk to the Lollipop Early Learning Centre manager or any educator.

Lollipop Early Learning Centre and relevant Woden Community Service Policy and Procedures are available in the centre office for parent information, as well as on the WCS website, and WCS Privacy Policies are also on the website, www.wcs.org.au.

TRANSLATION INFORMATION

If you require this information booklet to be translated into your home language, please discuss this with the manager and this will be arranged for you.



NOTES:

1. Child Care Subsidy (CCS)

- CCS is a means-tested payment provided to eligible families.
- CCS is paid directly to providers to reduce your fees.
- A CCS enrolment will need to be confirmed by the claiming parent for each service they utilise. These enrolments are automatically ceased after non-attendance periods of 14 weeks.
- CCS is paid for up to 42 absence days for each child per financial year. After using the initial 42 absence day you may use Additional Absences for reasons listed in the CCSS handbook.
- <https://www.education.gov.au/fact-sheet-kit-families-using-child-care-0>

2. Direct Debit Payment

- Transaction fees are charged by the third part payment provider for all transactions using direct debit.
- If your transaction is declined you will be charged a dishonour fee by third party payment provider, along with any fees applied by your bank.
- It is the responsibility of the parent/carer to ensure sufficient funds are available. Please email/call the accounts team in time if you need your debit stopped, or to arrange a payment plan if you have had a payment declined.
- We use a debt collection agency for all unpaid accounts. All costs associated with the debt collection service will be charged to

3. Cessation of Care – effect on your CCS payment

- The government's Childcare Subsidy System (CCSS) has very strict regulations regarding how it pays subsidy for absences. For full details, see the CCSS website
- <https://www.education.gov.au/child-care-provider-handbook-0>
- CCS cannot be paid before a child has physically attended care or after the last session the child was physically in care unless the child has previously used all of their 42 absence days and there is evidence for an Additional Absence.
- CCS enrolments will be automatically ceased after a non-attendance period of 14 weeks. Any absences within that period will have the subsidy removed by Centrelink.

WODEN COMMUNITY SERVICE CONSENT FORM INFORMATION SHEET

You have been given a consent form to sign. The form asks for approval for Woden Community Service (WCS) to collect, use and share your personal information. This information sheet explains why we need your approval, and how your information might be used.

Why do I need to provide information?

You or someone you care for would like to access a Children's Service, provided by WCS. You need to provide information to us so that we can provide services to you. We may need to share your information with other services or the Australian or ACT government to ensure the right services are getting to people who need them.

When handling your personal information, we follow strict privacy rules. These are part of a national law called the Privacy Act 1988.

Under this law, we must tell you why we need your information and what we will do with it. If you do not consent to providing the information needed by us you may not be able to receive assistance from WCS.

How will the information be used?

Information you provide is required to enrol or access a WCS Children's Service. The information we collect from you is required for licensing and administrative purposes to ensure we can operate the highest quality of service.

The information you provide may also be used by a government agency. They will use it for research, analysis and evaluation of services provided by agencies like WCS. This data helps government agencies know about the amount and type of assistance needed in different areas. It will also help to make services better for people in the future.

Is information about me given to anyone else?

It is usually only given to others with your consent. For example, we may need to share your information with other organisations that can help you, such as financial assistance or parenting information and support. Your WCS worker will talk to you about this first.

Under the Privacy Act there are some situations where your information may need to be given **without** your consent. For example, if:

- Your health or safety is involved
- The health or safety of others is involved
- There are serious criminal matters
- There is a court direction.

Can I see the personal information held by us?

Yes, we will give you information about how you can see your personal information and make sure it is right. We will also give you information about our privacy policy. You can contact the Privacy Officer, Woden Community Service, by email at: email: info@wcs.org.au or write to PO Box 35 Woden ACT 2606 or phone 02 6282 2644.

Where can I learn more about privacy?

- You can ask your WCS worker.
- Read the WCS Privacy Policy on our website or ask for a copy.
- The Office of the Australian Information Commissioner can also explain your rights to privacy in more detail. Visit www.oaic.gov.au or call 1300 363 992.

| Enrolling via My Family Lounge | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|------------|----------|-----------|----------------------|------------|--|----------|-----------------------|---------------------------------------|-----------------------|----------|--------|--------|----------------------|---|--|---------------------------------------|------------------------------|----------|--------|--------|----------------------|------------|--|---------------------------------------|------------------------------|----------|--------|--------|----------------------|------------|---------------------------------|---------------------------------------|------------------------------|-----|--------|--------|------------|------------|----------------------|
| Step 1 – Activate or register for My Family Lounge account | <p>Existing families: if your child has previously attended any WCS child care programs contact WCS to obtain a link for your My Family Lounge account. Do not register for a new account as this can affect your CCS.</p> <p>New families: register for a My Family Lounge account via the WCS website.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Step 2 – Update enrolment form | <p>View your child's enrolment form by clicking either "view enrolment" or "start enrolment" next to your child's name. Ensure this form is complete and the details are up to date (Please note all phone numbers must be 10 digits long with no spaces, please include area codes for landline numbers).</p> <p>Use the "submit" button to submit the enrolment form to the service.</p> <p>This form needs to be completed before your child can be offered a position in the program. We will also require Direct Debit information for each centre enrolled into for payment, which can be found at the end of your enrolment form.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <div style="border: 1px solid #ccc; padding: 10px;"> <p>CHILD Add Child</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>CHILD NAME</th> <th>STATUS</th> <th>DOB</th> <th>Due Date</th> <th>AGE</th> <th>EDIT</th> <th>DELETE</th> <th>Enrolment information</th> </tr> </thead> <tbody> <tr> <td>██████</td> <td>Active</td> <td>01-01-09</td> <td>-</td> <td>8Y 1M</td> <td>Edit</td> <td>-</td> <td>View Enrolment Print</td> </tr> <tr> <td>██████</td> <td>Active</td> <td>01-01-14</td> <td>-</td> <td>3Y 1M</td> <td>Edit</td> <td>-</td> <td>View Enrolment Print</td> </tr> <tr> <td>██████</td> <td>Active</td> <td>01-01-17</td> <td>-</td> <td>1M</td> <td>Edit</td> <td>✗</td> <td>Start Enrolment</td> </tr> </tbody> </table> </div> | | CHILD NAME | STATUS | DOB | Due Date | AGE | EDIT | DELETE | Enrolment information | ██████ | Active | 01-01-09 | - | 8Y 1M | Edit | - | View Enrolment Print | ██████ | Active | 01-01-14 | - | 3Y 1M | Edit | - | View Enrolment Print | ██████ | Active | 01-01-17 | - | 1M | Edit | ✗ | Start Enrolment | | | | | | | | |
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| ██████ | Active | 01-01-17 | - | 1M | Edit | ✗ | Start Enrolment | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Step 3 – Create a booking request | <p>Existing families: create a booking request by clicking "edit" next to your child's current or previous booking.</p> <p>New families: create a booking request by clicking the "new request" button.</p> <p>This request will then be added to our waitlist so that we may contact you to offer any available positions.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <div style="border: 1px solid #ccc; padding: 10px;"> <p>BOOKING REQUESTS New Request</p> <p>Requests for new bookings or to change current permanent bookings are displayed here. These requests are yet to be approved.</p> <p>No records found</p> <div style="border: 1px solid black; padding: 5px; display: inline-block; margin-top: 10px;">New Families</div> </div> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <div style="border: 1px solid #ccc; padding: 10px;"> <p>CURRENT BOOKINGS Existing Families</p> <p>Current permanent weekly/fortnightly bookings are displayed here. To request a change in booking press the edit option.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>SERVICE</th> <th>ROOM</th> <th>CARE TYPE</th> <th>STATUS</th> <th>CHILD</th> <th>START DATE</th> <th>END DATE</th> <th>EDIT</th> </tr> </thead> <tbody> <tr> <td>Red Hill Before/After School Age Care</td> <td>1-3 After School Care</td> <td>ASC</td> <td>Placed</td> <td>██████</td> <td>16/02/2017</td> <td></td> <td>Edit</td> </tr> <tr> <td>Red Hill Before/After School Age Care</td> <td>K-1 Junior After School Care</td> <td>ASC</td> <td>Placed</td> <td>██████</td> <td>17/10/2016</td> <td>18/12/2016</td> <td>Edit</td> </tr> <tr> <td>Red Hill Before/After School Age Care</td> <td>K-1 Junior After School Care</td> <td>ASC</td> <td>Placed</td> <td>██████</td> <td>15/08/2016</td> <td>16/10/2016</td> <td>Edit</td> </tr> <tr> <td>Red Hill Before/After School Age Care</td> <td>K-1 Junior After School Care</td> <td>ASC</td> <td>Placed</td> <td>██████</td> <td>22/02/2016</td> <td>14/08/2016</td> <td>Edit</td> </tr> </tbody> </table> </div> | | SERVICE | ROOM | CARE TYPE | STATUS | CHILD | START DATE | END DATE | EDIT | Red Hill Before/After School Age Care | 1-3 After School Care | ASC | Placed | ██████ | 16/02/2017 | | Edit | Red Hill Before/After School Age Care | K-1 Junior After School Care | ASC | Placed | ██████ | 17/10/2016 | 18/12/2016 | Edit | Red Hill Before/After School Age Care | K-1 Junior After School Care | ASC | Placed | ██████ | 15/08/2016 | 16/10/2016 | Edit | Red Hill Before/After School Age Care | K-1 Junior After School Care | ASC | Placed | ██████ | 22/02/2016 | 14/08/2016 | Edit |
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| Step 4 – Accept an offer | <p>You will be sent an offer via email from do not reply@qikkids.com.au when we are able to offer your child a position in the service. You will need to log in to My Family Lounge to accept and confirm your offer. Please note that all offers have an expiry date. You must respond by the expiry date or the position may be offered to the next family on the waitlist.</p> <p>If you have not previously used our services, you will be required to pay a bond at this stage.</p> <p>If you accept an offer of less days you will need to put through a new booking request to stay on the waitlist for days not offered. The system does not do this automatically. This request should be for all days required, including days already accepted.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Lollipop Early Learning Centre

Current version

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|------------------------------------|--|------------------------------|------------|
| Service line Service area | Child, Youth and Family Early Learning Centres | Version | 1.5 |
| Owner | Early Learning Centre Manager | Date of issue | April 2020 |
| Approved by | Nishi Chatley | Scheduled review date | Feb 2022 |

Modification history (including current version)

| Version | Date | Author | Approved by | Description of changes |
|----------------|-------------|---------------------------------|--------------------|---|
| 1.5 | April 2019 | Damien Marais, Nishi Chatley | Kate West | Content reviewed, transferred to new format |