



2018 HANDBOOK

Mission Statement

To respond to group and individual needs and to maximise awareness and involvement of Woden Community Service in the development of the community within the ACT.

Lollipop Manager, Nishi Chatley

6234 6817 0438 219 649

nishi.chatley@wcs.org.au

Lollipop Assistant Manager,

Amrita Bissessur-Seeballuck

6234 6817 0438 401 329

amrita.bissessur-seeballuck@wcs.org.au

Lollipop Administration:

6234 6886

lollipopadmin@wcs.org.au

Enrolments Coordinator:

6147 3318

enrolments@wcs.org.au

Accounts Officer:

6147 3328/6147 3326

childcareaccounts@wcs.org.au

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

Lollipop Early Learning Centre Service provider number: 555001145B

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Lollipop Early Learning Centre

26 Corinna St. Woden, ACT 2606

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LOLLIPOP EARLY LEARNING CENTRE PHILOSOPHY



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AIMS

- To provide a child care service which adheres to the ACT licensing and National Law & Regulations 2012 and Woden Community Service [WCS] policies.
- To provide a program which encourages a child to feel they belong at the Centre, encourages them to achieve as a human being, and to help them work towards what they may become.
- To recognise, respect and respond to the feelings and needs of each child and parent/carer within the context of the program.
- To provide a program which includes all children, and which develops childrens' 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.

LOLLIPOP EARLY LEARNING CENTRE

Lollipop is licensed by the ACT Education Directorate to care for 60 children at any time, and receives operational funding from the ACT Community Services Directorate to provide assistance for children or families presenting in crisis or with high needs.

Lollipop has been rated and assessed under the NQF National Quality Framework system [see Attachment A], and is eligible for Child Care Benefit.

Lollipop Early Learning Centre is a part of the Woden Community Service organisation.

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

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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 from Christmas Eve and re opens on 2nd January, if this falls on a work day. Lollipop families with **permanent bookings** are **not charged** during this closure.

The Centre does not operate on any Public Holidays.

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.

Lollipop Children's Centre is closed between Christmas Day and New Year's Day. No fees are charged during this time.

All families are required to pay a bond. This bond is fully refundable when the family leaves the program, after fees are paid and cessation of care is processed. 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, we will retain your deposit.

Bond (per family)

Long Day care: \$500.00

Occasional Care: \$200.00

Fees – Long Day Care

\$99.00 per day

Fees - Occasional Care

Bookings are only in one hour blocks and are charged at \$12.50 per hour.

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 \$20.00 every 15 minutes or part thereof. This charge will be added to your bill and will not attract Childcare Benefit.

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CHILDCARE SUBSIDY

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

Families will need to complete an assessment through their 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 Child Care Subsidy, it is the responsibility of the family to inform the Department of Human Services/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 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) 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. The Department of Human Services 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 Debit Success (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 complete Direct Debit form.

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

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Debit Success Payment

All payments are uploaded by 12pm each Thursday afternoon. Debit Success charges transaction fees for all transactions. If your transaction is declined you will be charged a \$14.80 dishonour fee by Debit Success, along with any fees applied by your bank. This occurs each time a transaction is declined. It is the responsibility of the parent/carer 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.

Debt Collection

If a direct debit transaction has declined, parents will receive an email before your next transaction. The declined payment will be attempted again the following week. If subsequent payments also decline, please ensure you contact the Accounts Team by 5pm to arrange payment or a 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 a further recovery action.

All costs associated with the collection of debt will be charged to the account holder.

All accounts that proceed to legal action will have interest charge applied.

If you have an outstanding debt, you will no longer be able to access any WCS children's service.

ENROLMENTS

To enrol your child/ren at Lollipop, 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.

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.

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- 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 Enrolments Coordinator for all waitlist and enrolment inquiries.

Phone: 02 6147 3318

Email: enrolments@wcs.org.au

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

ORIENTATION

All families are required to complete orientation before commencing care. Parents and carers are welcome to visit Lollipop with their children. You are encouraged to visit between 9.30am – 4.30pm, so that your child has an opportunity to join in activities. Please make your bookings by calling Lollipop Administration on 6234 6886.

After orientation, please arrange a start date with Lollipop Administration.

BOOKINGS PROCEDURE

Long day care bookings

Once you have enrolled your child through My Family Lounge, and attended orientation, you will receive an offer of a place for your child to attend Lollipop via email. The offer can be accepted through My Family Lounge, where you can also complete the enrolment process.

All changes and cancellations require 2 weeks written notice.

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

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

Occasional care bookings

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.

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

All cancellations must be made before 8.30am on the booked day, **or full fees for this day will be charged.**

All changes to bookings such as extensions, can be requested by 9.00am by calling Lollipop Administration on 6234 6886. Acceptance of extensions and other changes will depend on availability.

WAITING LIST POLICY

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.

ABSENCES

A child's first 42 absences in each **financial** year will receive Child Care Benefit.

After 42 absences, full fees will be charged for any absences, unless you provide additional documentation (as listed in the CCMS handbook <https://docs.education.gov.au/node/29700>).

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 an extended period of time or more than two consecutive days.

If your child does **not attend on the first or last day** of their enrolment, full fees will be charged **for all absences during the notice period (14 days)**. You will not be able to receive child care rebate or benefit, as per CCMS guidelines.

ARRIVAL AT THE CENTRE

Please stop at the reception desk to have your child marked in on every visit.

Sign in and out by using the tablets located in the foyer of Lollipop or at reception. The tablets use the system called Qikkids Kiosk. Please do not share your personal PIN with anyone else. Every person nominated or authorised to collect your child will have their own PIN number.

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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 requirements, parents and children are not to enter the Centre before 7.30am.

To maintain correct child to educator ratios, children may not be left in the Centre before the contracted time. Parents are welcome to stay with their children until the booked starting time.

FAMILY/ EDUCATOR COMMUNICATION

Lollipop educators recognise the importance of a positive family/educator relationship. We encourage:

- Sharing knowledge to enhance the growth and development of the child.
- Developing positive relationships with families that are based on mutual trust and open communication.
- Developing a sense of belonging to the Centre for the children, parents/carers and educators.
- Daily stories and daily written information is provided in each room for communication and also daybooks with photos.
- Important notices are placed on the notice board in the foyer, emailed or placed on the door of each room.

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FAMILY PARTICIPATION

- Families are encouraged to visit the Centre and participate in the daily activities.
- Parents/carers are welcome to share their special skills, interests and diverse family cultures with the Centre.
- Parents/carers are encouraged to participate in the services quality improvement plans and process. Parents are kept informed of what is happening in the Centre and assist in the planning of future activities, including fundraisers.
- Families are encouraged to participate in social activities to enable parents to meet each other and form a sense of belonging to the Centre.
- Newsletters are produced every 3-6 months with information about what is happening in the Centre.
- Regular emails are sent to families regarding illness, new and important information.
- Parents/carers are encouraged to attend excursions whenever possible.

FOOD

Parents/carers are required to supply nutritious food for their children as in our nutrition policy.

Lollipop Early Learning Centre is an allergy aware service. **Please NO nuts or nut products.**

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.

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Parents/carers are responsible for the food they provide for their 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 the child's name and date.

Birthday celebrations and cakes

Families are encouraged to celebrate their 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 where possible.

CHILDREN'S BELONGINGS

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

Named security toys and blanket can be brought to the Centre as they are important for your child.

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

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 by email or a handwritten note.

The authorised person will have to show a 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.

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PARENT/CARER CONSENT

Parents/carers 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 their children, other than the consent granted on the enrolment form
- Persons authorised to collect the child
- Excursions
- Photography and social media

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

DISTRESSED CHILDREN

Some children find separating from their parents/carers difficult and distressing. Parents/carers are to complete orientation with their child before commencing care. Parents/carers are encouraged to make their child's initial visits short and positive.

The educators will endeavour to comfort any child who is distressed. Parents/carers 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 team 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 will provide sunscreen for all children. Parents/carers are asked to apply sunscreen to their children on arrival at the Centre, and educators will re-apply every 2 hours, or before going out in the afternoon, unless the UV level is below 3.

Children will remain indoors or in shaded areas where possible between 10.00 am –2pm and during daylight saving time between 11.00 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.

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

Hats must be worn outside when the UV index is 3 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 they will play in the shade.

Tops should have sleeves to protect shoulders.

The full Sunsmart policy is located in each room or in the office.

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/or conjunctivitis will not be allowed back in the Centre for at least 24 hours. If a severe infection outbreak occurs, 48 hours exclusion may apply.

Exclusions for all other illness are in line with the ACT Health Department guidelines. A poster containing this information is located in the Centre hallway and in the office.

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

Room leaders or qualified educators have the right to refuse entry to any child with the above, or who is obviously not well enough to cope with the group.

Room leaders or qualified educators have the right to call the parents/carers to collect their child if any of the above is evident. *Fees will still be charged if you are asked to collect your child.*

Parents/carers will be asked to collect their sick child immediately. First aid procedures are followed as required, based on the First Aid Handbook located within the Service. 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.

All scratches and cuts must be covered.

The full Health Policy is located on the website or in the office.

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IMMUNISATION

Parents/carers need to supply one (1) copy of their 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 also not receive any government CCB, JET, SCCB or Childcare Rebate entitlements.

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

ILLNESS & INFECTIOUS DISEASES

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

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

The Centre follows a policy and procedure for illness and infection. The policy has been developed reflecting the ACT Health Department guidelines for illness and infection control. A poster with relevant guidelines is located in the Centre's corridor and in the office.

MEDICATION

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

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

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NOTE: In an emergency where a child is having difficulty breathing, an asthma reliever, such as Ventolin, will be given in accordance with the Centre's First Aid for Asthma procedures.

Paracetamol (e.g. Panadol) will only be administered in the event of a high temperature above 38 degrees, in accordance with our medication policy. Where parents 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/carers must sign the form immediately on their return to the Centre.

If medication is not given, an educator will inform parents/carers and state the reason for not giving medication.

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

Educators will not take the responsibility for administering the initial dose as side effects can occur from any medications.

The Poisons Information Centre (ph 13 11 26) at Canberra Hospital can be contacted in case of doubts or concerns.

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

ASTHMA

Children identified as having asthma will need to have an asthma action plan. The plan is to be updated each year.

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 detail.

ANAPHYLAXIS

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

The child's Epipen will be stored in a container with the child's name and a photo of the child on a high shelf in the child's room, together with the child's Action Plan.

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An action plan must be signed off by a doctor. In the absence of an action plan, an ambulance would be called and first aid administered. Please note: an Epipen will be administered without parental consent if advised to do so by a medical professional.

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 outdoors 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 children's development of the feet, we encourage shoe-free times during the day. Some activities may also require NO footwear. During excursions or cold weather all children must have appropriate footwear.

SAFE SLEEPING

Lollipop Early Learning Centre educators will abide by the SIDS and Kids recommendations in the WCS Safe Sleeping policy and procedures, unless given advice and a signed statement from a doctor. The policy will be reviewed, on a regular basis by educators and parents.

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.

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- Cot rooms will be kept at a comfortable temperature.
- Cots will be sanitized after each child and made up with clean linen.
- Rooms to be well ventilated.
- Educator 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 '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 '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.

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 any indoor and outdoor equipment or material which is hazardous and/or needing repair.

In the event of a sharp object being found on the grounds, children will be kept indoors until Sharps Disposal Team has removed the hazard.

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 emergency, parent /carer or contact person will be notified by the Manager or room leader.
- In an extreme emergency, the Centre will dial 000 for an ambulance.
- An educator will accompany the child to hospital and stay until the parent/carers arrives.

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ENCOURAGING POSITIVE BEHAVIOUR

Building positive behaviours in children we believe starts with relationships.

Please read our **Relationships with Children Policy** (on WCS website or in the Lollipop ELC office)

This policy sets out WCS Children Services expectations for educators around relationships with children and to facilitate children's friendships with each other. It also details the approach to children who may have difficulty relating to others and following guidelines that uphold the safety, dignity and rights of all children.

- 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.
- Maintain written records of dates, times, circumstances and possible causes of the incidents.
- Discuss with the family any concerns about their child's behaviour. Collaborate with them in constructing a behaviour guidance plan to help the child acquire the social skills necessary to play and learn happily with others. When practicable, have 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/Carers

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

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PERSISTENT UNACCEPTABLE BEHAVIOURS

Observations of the child are recorded and dated.

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

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

Where the assistance of an outside agency, such as Resource Link/Behaviour Support is required, written permission of the parents/carers 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/carers 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 a child 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/carers. 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/carers and an action 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, and who talks about child safety matters. Other guest speakers are also invited to the Centre and we encourage participation from parents/carers 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.

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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. Please ensure you discuss this with the Lollipop Manager before commencing care, if you wish to use cloth nappies.

NATIONAL QUALITY FRAMEWORK & THE EARLY YEARS LEARNING FRAMEWORK

The National Quality Framework (NQF) and the Early Years Learning Framework (EYLF) took effect in January 2012. Lollipop Early Learning Centre was rated and assessed in 2014, and is working towards meeting the National Quality Standard.

Educators regularly meet to discuss issues relating to quality care, and parents are encouraged to participate, through parent meetings, participating in email discussions, by responding to surveys and through discussions with educators.

If you would like to participate, please talk to your child's room leader. Policies reviewed by educators and stakeholders are displayed in the newsletter, via email or in the hallway for parent 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.

We aim to provide a program that encourages each child to feel they belong at the Centre, to achieve as a human being and to help them work towards what they may become.

Goals reflecting the Centre's philosophy, the EYLF and the National Quality Standards are considered in each program.

Each program contains spontaneous experiences and self-choice.

Written, photographic and verbal observations of the child are recorded and evaluated and are included in the child's individual program.

Parents/carers are invited to contribute to the planning process.

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Parents/carers are encouraged to read and sign acknowledgement of planned experiences for their child.

PARENTS/CARERS RIGHTS

Courteous and respectful service.

A safe, secure, stimulating environment for their children.

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

To have an avenue to provide feedback on the service and have their 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/carer information meetings.

PARENTS/CARERS RESPONSIBILITIES

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

Maintain confidentiality.

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

Ensure details of their children are current.

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

Pay childcare fees when due.

Ensure children arrive and depart at the agreed time.

Provide nutritious food for their children.

Ensure children arrive in clean dry nappies and clothing.

Provide comment and feedback with regard to the service.

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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.

RECORD KEEPING

A daily record of each child's attendance is kept. Parents/carers must sign for their child on arrival and departure.

Lollipop 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 for ensuring this information is recorded and remains confidential. Children's portfolios remain confidential; however these are located in each room to encourage child and family contribution.

Parents/carers and legal guardians have the right to access their child's file. Information on the child is confidential and cannot be given without the written consent of the parent/carer or legal guardian (with exception of the ACT Office for Children, Youth and Family Support, and ACT Care and Protection).

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

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 evacuation drills every 3 months and lockdown drills every 3 months. All educators and children participate.

COMPLIMENTS & COMPLAINTS

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

- The Lollipop Early Learning Centre Manager : 6234 6817
- The WCS Children's Services Manager : 6234 6809
- The WCS Chief Executive Officer : 6147 3333

Children Education and Care Assurance are responsible for maintaining and ensuring childcare Centres meet regulations and all requirements. They can be contacted on 6207 1114.

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We have a comment box located in the corridor at the entrance, and we encourage parents /carers to write comments and place them in the box. You can also email the Manager at lollipop@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 Manager or any educator.

OCCASIONAL CARE AT LOLLIPOP EARLY LEARNING CENTRE

The previous information in this handbook applies to all children and families who use Lollipop Early Learning Centre.

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 Ezi Debit form.

All cancellations must be made before 8.30am on the booked day, **or full fees for this day will be charged.**

All changes to bookings such as extensions, can be requested by 9.00am by calling Lollipop Administration on 6234 6886. Acceptance of extensions and other changes will depend on availability.

OCCASIONAL CARE POLICY AND PROCEDURES

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.

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.

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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 before 8.30am on the booked day, **or full fees for this day will be charged.**

All changes to bookings such as extensions, can be requested by 9.00am by calling Lollipop Administration on 6234 6886. Acceptance of extensions and other changes will depend on availability.

Extension of care may be made if space is available, and reception 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. Children are encouraged to form strong bonds and connections, to contribute and be connected to their world, to be confident and involved learners and to form strong individual identities while developing communication skills and friendships.

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 appear in the daybook.
- Children who attend regularly may have observations on them made, and 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 a portfolio will be developed.

Lollipop Early Learning Centre and Woden Community Service Policy and Procedures folders are available in each room for parent information and WCS Privacy Policies are on the website, www.wcs.org.au.

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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.