



Woden Community Service

Lyons Early Learning Centre

HANDBOOK

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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.

Lyons Early Learning Centre receives funding from the ACT Community Service Directorate through Office of Children, Youth and Family Support, and from ACT Education & Training Directorate.
Service Provider ID: PR 0000 5883

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LYONS EARLY LEARNING CENTRE PHILOSOPHY



LYONS EARLY CHILDHOOD SCHOOL



Education

Our Graduates

By the time our students leave Lyons they are:

- literate, numerate and scientific thinkers who love learning
- using learning dispositions that enable them to think, wonder and explore
- developing their social and emotional skills to enable them to grow and adapt to new challenges
- empowered with knowledge and skills to pursue their passions, interests and learning opportunities
- using technology to investigate, enhance and share their learning
- deepening their knowledge of reconciliation, respect and recognition of Indigenous Australia.

Critical Success Factors

- working together as a community
- improving how we learn and play
- ensuring all learners are capable readers, writers and mathematicians
- looking after our organisation and people

Collaboration

Working together, cooperating and helping others.

- I communicate, connect and reflect.
- I give and seek feedback so I can improve.
- I actively and adventurously investigate.
- I work with others as a team and help others.

Resilience

Taking risks, persisting with challenges, being optimistic and positive.

- I have a go at new things and challenge myself and others.
- I am motivated, work and play hard to achieve my goals and help others to achieve theirs.
- I ask helpful questions and solve problems.
- I practise and persist.

Our Values

Kindness

Being gentle, considerate and thinking about others.

- I am kind.
- I am helpful.
- I consider others in all I do.
- I am welcoming.

Respect

Treating everyone and everything in the school community well.

- I am respectful to everyone.
- I care for nature, the environment and our planet.
- I respect difference and diversity.
- I am proud of our school.

Our Vision

Our school is a welcoming, colourful place where we love to learn and challenge ourselves. We strive for excellence in all we do, empowering all learners through innovative, evidence-based practice in a seamless birth to 8 setting. We develop and nurture resilient individuals, collaborative partnerships with our community, and a strong connection to Country.

Our Purpose

We provide high quality education and care for birth to 8 children in a safe and secure environment. Our children actively engage in play-based learning that supports their academic, social and emotional development.

Lyons Early Learning Centre

LYONS EARLY LEARNING CENTRE

Lyons Early Learning Centre is a part of Woden Community Service and is licensed by the ACT Education Directorate

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

Lyons Early Learning Centre is licensed to care for 77 children at any time, as well as 65 Out of School Hours Care children.

Room	Number of Places	Age Group
Babies	16	0-2 years
Toddler	20	20 months – 3 years
3-4s	22	3 years – 4 years
Preschool	19	3 -5 years, as per ACT Education Directorate
Before School Care	33	3 years to 8 years
After School care	65	3 years to 8 years

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 parents/guardians 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

Lyons Early Learning Centre is open Monday to Friday 7.30am till 6pm

The centre operates Monday to Friday for 51 weeks of the year.

Lyons 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

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

A late fee is charged per child for every 15 minutes or part thereof will be charged for children not signed out by 6:00pm. For updated fees please refer to our [website](#). This charge will be added to your bill and will not attract CCS.

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 Lyons 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 parents/guardians 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 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 14 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. <https://docs.education.gov.au/documents/child-care-provider-handbook>

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 complete Direct Debit form.

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

Third party payment provider Payment

All payments are uploaded by 12pm each Thursday afternoon. Third party payment provider charges transaction fees for all transactions. If your transaction is declined you will be charged a 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 parents/guardians 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 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 Lyons, 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 already using the centre and their siblings.
- Children wanting to access Lyons Early Childhood School.
- Children of families living or working in the Woden area.

It is the parent's/guardians 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 Lyons via email. 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 Lyons management.

All changes and cancellations require 14 days 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. 14 days' notice is required for any booking changes. Additional places must be requested by the parents/guardians through My Family Lounge. When a position is offered the parents/guardians must confirm their acceptance via My Family Lounge within 7 days.

Decreasing or Cancelling Days of Attendance:

Decreasing a booking is also done through My Family Lounge. This must be done at least 14 days 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.

Casual one off bookings for existing families may be accommodated depending on the numbers in the rooms. This will be charged at the usual daily rate. Please note that 24 hours' notice prior to the session day is required to cancel the booking without incurring the full fee for the day.

ABSENCES

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

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 your child is 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 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

- 14 days written notice is required for all changes to contracted hours or days.
- 14 days 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.
- **Two weeks written notice to enrolments@wcs.org.au must be given for cancellation of a booking.**

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 Child Care Subsidy.
- If a family accesses Child Care Subsidy (CCS), it is the responsibility of the family to inform Services Australia (Centrelink), if and when your financial circumstances change.
- Parents/guardians must advise the Centre or WCS Childcare Accounts (childcareaccounts@wcs.org.au) 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 their children.

To be provided with adequate information in order to make their 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, parents/guardians 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 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 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 their children, other than the consent granted on the enrolment form.
- Persons authorized 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 to the library.

RECORD KEEPING

Lyons 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 their child's file. Information on the child is confidential and cannot be given without the written consent of the parents/guardians (with exception of the ACT Office for Children, Youth and Family Support, and ACT Child,

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Youth Protection Services the ACT Children's Education and Care Assurance and ACECQA).

When legal matters arise, the request 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 and guardians are welcome to visit Lyons Early Learning Centre with their children. Once you have accepted your place, please contact Lyons Administration on 6142 0045 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 their 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 foyer of Lyons Early Childhood School. 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.

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

Policies and Procedures:

All Children's' Services policies and procedures are available to parents/ guardians at each service, on our website (with log in details) and on request from the Managers.

Log in: policies

Password: integrity

EARLY ARRIVAL

Due to insurance and staff to child ratio requirements, parents 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 by email or a handwritten note.

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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. Please also email any changes to contact details to enrolments@wcs.org.au to ensure new contact details are linked to QK Kiosk.

FAMILY/ EDUCATOR COMMUNICATION

Lyons educators recognize the importance of positive family/educator relationship.

- 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.
- Daily stories called floor books provide information in each room for family communication, and in 2019 photos and comments will be provided to families via the Once 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 their 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/guardians 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/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

Lyons Early Learning Centre employs a full time cook who provides four nutritionally balanced meals each day, in accordance with children's dietary requirements.

Lyons Early Learning Centre menu is seasonal and has been assessed by Nutrition Australia as complying with the Traffic Light System. The menu was last reviewed in February 2019.

BIRTHDAY CAKES AND CELEBRATIONS

Lyons Early Learning Centre's cook is able to cook birthday cakes for your child to celebrate their special day with their peers. Cakes cost \$10.00 and forms are available at the Lyons Early Childhood School reception desk.

Please be aware **two days'** notice is required to prepare the birthday cakes.

Lyons Early Learning Centre will respect each family's beliefs, values and culture where possible, in respect of celebrations.

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.

NAPPIES

Families are requested to supply nappies for your child while in care. Please ensure a ready supply is available.

Cloth nappies may be used, though we have separate procedures for this. Please discuss this with Lyons management 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 school's Building Services Officer or 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 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.

Lyons Early Learning Centre carries out evacuation drills every 3 months and lockdown drills every 3 months. ALL educators and children participate.

NATIONAL QUALITY FRAMEWORK

The National Quality Framework (NQF) and the Early Years Learning Framework (EYLF) are used at our Centre. Lyons Early Learning Centre was rated and assessed in 2016, and is exceeding the National Quality Standard in every quality area.

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.

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 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.

Goals reflecting the centre's philosophy, the EYLF and the National Quality Standards are considered in each program. Our programs contain spontaneous experiences and self-choice activities. Written, photographic and verbal observations of your child's group are recorded, evaluated and are included in the program displayed in the room. Daily reflections on your child/ren will be sent through the programming app. Summative assessments are completed each term on your child/ren.

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 the programming app or speaking to your educators.

DISTRESSED CHILDREN

Some children find separating from their parent/guardian difficult and distressing. Parents/guardians are to complete orientation with their child before commencing care. Parents/guardians are encouraged to make their 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

Lyons Early Learning Centre will provide sunscreen to all children. Parents/guardians 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.

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

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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 except between the 1 June and the 1 August each year in line with Cancer Council Recommendations. 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.

Sunscreen is to be worn when the UV index is 2.5 or above.

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 infection outbreak occurs, 48 hours exclusion may apply.

Exclusions for all other illnesses are 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 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 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 medications 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 in the original packaging 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

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/guardians must sign the form immediately on their return to the centre.

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

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

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

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We only administer paracetamol (e.g. Panadol) in the event of a high temperature above 38 degrees, in accordance with our medication policy. Paracetamol will not be administered without 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 prior to administering paracetamol, and the child must be collected as soon as possible, within an hour.

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 detail. Parents/guardians will be contacted as quickly as possible.

Children who are at risk anaphylaxis and have been diagnosed by a doctor, must 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 outdoors must be appropriate to the weather conditions and Sun Safety procedures, such as jackets for winter and shirts with sleeves for summer.

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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

Lyons 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/Tatham

- 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.
- 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/Bodalla

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

3-4s/ Tathra

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

Preschool Room/Anuna

- Children will rest on the sleep mats in the room with pillows and blankets 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 we believe starts with relationships.

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

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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.
- 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/guardians

- 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 behavior guidance plan required.
- To seek professional help for their child when recommended by the Centre.

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/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 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 Woden.

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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/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.

COMPLIMENTS & COMPLAINTS

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

Lyons Early Learning Centre Manager: 6142 0054
Manager, Early Learning: 62219502 or 0434314097
Director, Children, Youth and Family: 6234 6837
WCS Chief Executive Officer: 6282 2644

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 lyons@wcs.org.au .

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

Lyons Early Learning Centre and Woden Community Service Policy and Procedures folders are available in the centre office for parent information and WCS Privacy Policies are 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 party payment provider for all transactions using direct debit.
- If your transaction is declined you will be charged a dishonour fee by The 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	
<p>Step 1 – Activate or register for My Family Lounge account</p>	<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 Child Care Subsidy.</p> <p>New families: register for a My Family Lounge account via the WCS website.</p>
<p>Step 2 – Update enrolment form</p>	<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>
<p>Step 3 – Create a booking request</p>	<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>
<p>Step 4 – Accept an offer</p>	<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>

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1.7	November 2020	Damien Marais, Vishal Naidoo	Vivienne Gould	Content reviewed.
1.7.1	September 2021	Damien Marais	Vivienne Gould	Centre Details Updated