glossary of terms

Parent  Primary care provider, secondary care provider, foster carer, extended family carer, government appointed carer or other recognised carer

FAO  Family Assistance Office

OECEC  Office for Early Childhood, Education and Care

CCCS  Centacare Child Care Services

OSHC  Outside School Hours Care

LDC  Long Dare Care

FDC  Family Day Care

KINDY  Kindergarten

CCB  Child Care Benefit

P & F  Parents and Friends Association

NQF  National Quality Framework

CCR  Child Care Rebate

DEEWR  Department of Education, Employment and Workplace Relations

CPR  Cardio Pulmonary Resuscitation

ACECQA  Australian Children’s Education and Care Quality Authority

VAC CARE  Vacation Care

PFD  Pupil Free Day

Useful Numbers

Office for Early Childhood Education and Care
1800 637 711

Family Assistance Office
13 61 50
Welcome to Centacare Child Care Services

Care-based education services in the Archdiocese of Brisbane are managed by Centacare Child Care Services for and on behalf of Catholic Parishes at Parish Schools and in agreement with Brisbane Catholic Education at Archdiocesan Schools.

The service (Long Day Care/Outside School Hours Care/ Family Day Care) is an approved child care service and receives Child Care Benefit (CCB) funding through the Department of Education, Employment and Workplace Relations under the legal entity and approved provider, The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane operating through Centacare Child Care Services.

Kindergartens on Catholic School sites are a form of registered care and as such are not eligible for Child Care Benefit (CCB).

Your service aims to provide high quality care for children attending the program. It is through the dedication of our educators and carers that a safe, caring and fun environment can be provided.

As an approved provider, each service must comply with current legislation and this is achieved with the support and guidance of a Regional Coordinator from Centacare Child Care Services.

Please take the time to read this handbook as the following information has been prepared to assist you and your child’s transition to care.

The policies and procedures under which the service operates are available upon request from your service. A copy of the National Education and Care Services Act 2010 and National Education and Care Services Regulations 2011 will also be accessible to parents.
## Glossary of Terms

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bookings, absences and cancellations

Bookings

Centacare Child Care Services endeavours to provide support for the families of children in its care. In order to maximise available vacancies assistance is requested of parent/guardians to notify in writing changes/requests for care requirements in advance.

- A permanent booking is where a child with a current enrolment attends regular booked days/sessions.
- A casual booking is where a child with a current enrolment attends on an irregular basis (based on vacancies and absences)

The Request for Booking Form requires Parents/Carers to nominate the preferred days of attendance for their child/ren. These days will remain in place for the period indicated on the form or until written cancellation/notification is received. Changes to bookings will need to be submitted to the Coordinator/Director in writing by email or by using the Changes/Cancellation/Alteration to a Booking Form.

Absences

In order to receive Child Care Benefit (CCB) for absences, parents are required to sign the absence on the service’s daily sign in/out sheet. CCB is paid for up to 42 days absences for each child per financial year. All absences beyond the first 42 will only be paid for ‘additional absences’ if parents/guardians provide evidence that the absence has occurred under a permitted circumstance. Follow the links to www.facsia.gov.au/childcare

OSHC

Notice is required if children are unable to attend on booked days. Full fees will be charged for all absences. If notice period is not provided, child care benefit (if applicable) may not be payable.

- Full fees are charged for all absences (including sickness)
- Full fees are not charged during Christmas break when the centre is closed
- Notice is required if child/ren are unable to attend on booked days. A Non Communication Fee will be charged if notice is not received prior to the absence

Before School Care

Notice of absence received by commencement of BSC session

After School Care

Notice of absence received by 10am on the day of ASC session

Vacation Care

24 hours’ notice

LONG DAY CARE

When a bond is required at the beginning of an enrolment, the bond will be held until the child leaves the service and all outstanding fees have been paid in full.

- Full fees are charged for all absences.
- Full fees apply to Public Holidays with the exception of the Christmas break when the centre is closed.
- When on holidays it is still necessary to pay fees to retain your child’s place within the service. We will retain correct educator child ratios at all times. It is not possible to reduce fees when a child is absent.
- Please notify the centre before 8.30am each day if your child will be absent. If the service has not received information concerning absence for two weeks, the child will be regarded as having left.

Cancellations & Alterations

Families wishing to cancel or alter a permanent booking must submit the cancellation/alteration in writing to the Coordinator/Director, giving a minimum of one weeks’ notice. This notice period is required to change, cancel or alter a permanent booking without incurring schedule session fee charges.

Should the service need to cancel an enrolment, the Coordinator/Director will follow the cancellation of an enrolment procedure as per the Fee Policy and the Cancellation Policy.

Child Care Benefit and Child Care Rebate will only apply at the service until the child’s last day of actual attendance. The child must attend their final day of care to be able to claim Child Care Benefit.
enrolment and orientation

Enrolment

Welcome to our Service. Care-based education services in the Archdiocese of Brisbane are managed by Centacare Child Care Services for and on behalf of Catholic Parishes at Parish Schools and in agreement with Brisbane Catholic Education at Archdiocesan Schools on behalf of the Corporation of Trustees of the Roman Catholic Archdiocese of Brisbane. Our services support families and children within a Christian environment.

Centacare Child Care Services, as the Approved Provider of the service, is required to maintain a record of each child to ensure safe and appropriate compliance with legislation.

Outside School Hours Care (OSHC)

• Children may enrol in any component of the service Before, After and Vacation Care.
• Prior to the commencement of each new school year an enrolment update must be completed for continuing children.
• Children can attend OSHC from 1st January in the year they start Prep. (proof of enrolment for Prep is to be provided with enrolment application for new prep children)

Kindergarten

• Children who turn 4 years of age before 30th June in the year prior to starting school can attend Kindergarten.

Long Day Care (LDC)

• The service provides education and care for children from six (6) weeks to school age and include a government approved kindergarten program

It is important that all information is updated regularly and communicated to the service in writing. Bookings are essential. Limitation on vacancies is dictated by approved capacity of the service and staffing availability. The enrolment form comes in two parts, family information and child details. Please ensure that you complete one child details form per child.

At the time of enrolment Parents/Carers will be required to nominate days/sessions on which children will be attending. Permanent Bookings are where a child attends on regular booked days. Permanent bookings will remain in place for the nominated period or until written cancellation is received by the service. Casual bookings are where a child attends on an irregular basis, and depends upon availability of vacancies at any one session. Further information on bookings can be found on the Parent Information Fact Sheet 4 Bookings, Absences and Cancellations.

Orientation

Enrolment and orientation experiences enable the service and families to work toward the common goal of promoting consistent quality outcomes for individual children and the service as a whole.

The orientation process provides the opportunity for families and staff to discuss the individual needs and care arrangements for each child.

New children will be introduced and welcomed to the group and staff will show new children safe and suitable approved areas the children can access. Staff will assist all new children to settle in to ensure they are feeling welcome. The service has an open door policy and encourages families to spend time with their children in the service. At all times families and children are encouraged to ask questions, provide feedback and offer suggestions about the service and its program.

Further information and Policy documents regarding enrolment and orientation are available upon request.

Please Note: the service will endeavour to access an interpreter service if required.
It is important that medicines be prescribed for administration during child care service hours only when absolutely necessary and essential for the child's wellbeing. A child with an acute illness requiring regular administration of medication, e.g. paracetamol or ventolin throughout the day, is considered unfit to attend child care.

**Administration of Medication**

When a child is returning to the centre with prescribed medication, parent's responsibilities are to:

- Ensure medication is in its original container and has a pharmacist label clearly stating the child’s name, dosage, frequency of administration, date of dispensing and expiry date.
- Complete an 'Authority to Administer Medication Form' when the child attends and medication is required. The form will require information such as the name of the child, the name of the medication, dosage, storage requirements, how it is to be administered (e.g. ear drops, oral medicine, nebuliser etc.) and how often it is to be administered.
- Hand the medication and the 'Authority to Administer Medication Form' to an Educator upon arrival at the centre. Parents must not leave medication in the child's bag.
- Collect medication on departure from the centre.
- Confirm the child was given the required mediation by speaking with appropriate staff on collection of the child.

Please Note: In the interests of children's safety and wellbeing, the centre will only administer medication if the medication is in the original container with the dispensing label attached listing the child as the prescribed person and the dosage to be given. (Staying Healthy in Child Care - 5th Edition 2012)

**Non-Prescribed Medication**

Non-prescribed medication will only be given to children when accompanied by a letter from a medical practitioner at the time of illness. At no time will staff give children any medication that exceeds age guidelines as defined on either the bottle or written information given by the prescribing practitioner.

The centre will only administer health practitioner prescribed or pharmacist (S2) medication, which has been approved and labelled for the child's individual use. Non prescribed (e.g. teething gel, paracetamol) or unlabelled medications will not be administered. The centre will only ever administer a single dose of any medication on any day, unless otherwise outlined in a Medical Management Plan formulated after liaison between parents, centre director and medical personnel.

**Teething Gel**

Prior written consent is required for one initial dose for the treatment of suspected teething pain only. This teething gel must be provided by the parent for the child.

No further doses will be administered without a doctor’s written instruction. Authorisation for the initial dose is provided in the enrolment booklet. "Happy Teeth", a resource manual for child care centres is provided by Queensland Health. The manual is available at the service. It provides information and ideas for staff and parents about ways to promote healthy teeth in Early Childhood.

**Allergies**

Please advise the centre immediately you become aware of any allergies or medical conditions associated with your child. Please continue to keep the Coordinator/Director up to date with any changes to your child's condition. If your child is allergic or sensitive to any foods, lotions etc. please inform the Coordinator/Director at enrolment. An allergy listing is maintained for all children to ensure that all staff are kept up to date.

**Individual Medical Plans**

These will be required to assist in managing some medical conditions. If your child requires an EpiPen, asthma medication or other specific treatment, please meet with the Coordinator/Director prior to your child attending the centre. Where appropriate an Individual Medical Plan will be developed in consultation with parents, the Coordinator/Director and medical personnel.
vision, mission & values

Centacare Child Care Services is part of Centacare in the Catholic Archdiocese of Brisbane.

A professional, non-profit organisation, we form part of a network of community services.

Vision

• Leading social change
• Strengthening families
• Supporting people and communities
• in the Spirit of the Gospel

Mission

To Support families with young and school age children through child care which:

• Recognises and promotes parents/carers as the primary care givers.
• Welcomes families in all their diversity and respects their individuality.
• Provides care in an environment which is nurturing, enjoyable and supports children’s developmental and educational needs.
• Builds and enhances a sense of belonging with families and community.
• Values and promotes the importance of childhood and the significant role we play as educators of and advocates for children.

Values

Our values are based on Catholic Social Teaching.

<table>
<thead>
<tr>
<th>We Value:</th>
<th>Therefore we are committed to:</th>
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</thead>
<tbody>
<tr>
<td>Human Dignity</td>
<td>• Respecting and affirming the worth and spirituality of each person</td>
</tr>
<tr>
<td>Respect for the individual</td>
<td>• Acknowledging and valuing the uniqueness and potential of each child.</td>
</tr>
<tr>
<td>Interdependence and community</td>
<td>• Recognising and respecting the parent/carer/child relationship in all interactions with children.</td>
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<tr>
<td></td>
<td>• Demonstrating compassion in all interactions with children, families and staff.</td>
</tr>
<tr>
<td>Justice and equity</td>
<td>• Promoting the importance of childhood and children's best interests through community education and influencing social policy.</td>
</tr>
<tr>
<td>Transparency and accountability</td>
<td>• Ensuring a child safe culture where the joy of childhood is celebrated.</td>
</tr>
<tr>
<td>Working together</td>
<td>• Working with other agencies and groups to further the best interests of children and families.</td>
</tr>
<tr>
<td>Diversity</td>
<td>• Welcoming children, families and staff and assisting them to develop a sense of belonging within and through Centacare Child Care Services.</td>
</tr>
<tr>
<td></td>
<td>• Working in a fair, open and transparent manner in our dealings with all children, families, staff and the community.</td>
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collaborative community partnerships

Positive Approach

Centacare Child Care Services values the importance of a positive to behaviour guidance and support that ensures children’s physical safety and emotional wellbeing. Positive behaviour guidance practices are supported by staff to enable children to develop skills to self-regulate their behaviour, preserve and promote self-esteem and have regard for wider community expectations.

At the core of Educator’s values in programming, relationship building, teaching and caring for children will be a strong sense of inclusiveness, acceptance, tolerance, kindness, cooperation and respect for individual differences.

Educators recognise and understand that a child’s behaviour may be influenced by: their age, development and level of familiarity with the Service’s routine and guidelines, general health and wellbeing; the Services’ play and learning environments; Educator’s teaching strategies and caring practices; relationships with other children and stakeholders; and other external factors such as home and family environment, school and peer group experiences.

Consultation

Families will be consulted about issues or problems regarding behaviours. Support strategies will be developed and established which encourage children’s development of effective social-emotional skills which enables them to interact in relation to others with care, empathy and respect (EYLF and MTOP Framework).

Strategies

In relation to providing positive behaviour guidance, all education and care givers will use the following strategies to develop good outcomes for children:

- Model appropriate behaviour, including using positive language, gestures, facial expressions and tone and volume of voice
- Be engaged with and monitor children’s play, be aware of triggers for potential conflicts or challenging situations, and will support children to consider alternative behaviours
- Introduce problem solving as a teaching and learning opportunity with children, in collectively deciding on rules and ways to work together successfully
- Clearly express boundaries for behaviour in positive terms and reinforce consistently in a developmentally appropriate way
- Support children to make appropriate choices, accept challenges, manage change, cope with frustration and to understand and experience the consequence of their actions;
- Maintain consistency amongst all educators in a holistic approach to facilitate and encourage children to recognise and choose positive behaviour
- Recognise that children’s behaviour may reflect an attempt to satisfy their basic needs (Glasser, 1988):
  - Safety and survival
  - Love and belonging
  - Power (so they feel respected and heard)
  - Freedom and choice
  - Fun
- View all behaviour as an opportunity to guide, teach and encourage positive social and emotional interaction and communication
- Organise resources and learning environments so children are engaged, given boundaries and offered clear and simply directions that invite and encourage success. The following strategies may be adopted to identify and manage challenging behaviour
- Provide a calming, quiet environment to the child to allow them space and time to gain an emotional stability before discussing the event
- Talk to the children quietly away from the rest of the group. The child will be given the opportunity to think about and talk through their version of the event and offered support in making better choices in future. The child and educator will plan how to maintain their new, wiser decisions.

Managing Extreme or Persistent Behavioural Challenges

If a child’s behaviour places themselves, other children or staff at risk, educators will act immediately to mitigate the risk and then talk through the issue with the children or children concerned.

Where children present repetitive behavioural challenges, a behaviour support plan will be developed in collaboration with parents, the child, the Regional Coordinator and other educators.

At the core of making the decision to develop an individual behaviour support plan will be the needs of the child.

If the unacceptable behaviour persists the responsible person in charge at the service may, in collaboration with the family and other stakeholders, seek advice from an appropriate agency or professional practitioner.

Exclusion of a child form a service will only take place where all strategies employed to deal with persistently challenging behaviour have been exhausted.

Please refer to the ‘Guiding and Supporting Behaviour Policy’ for further information regarding the issue. A copy of is available from this service.
Centacare Child Care Services [CCCS] is committed to ensuring that the safety and wellbeing of children are maintained at all times during their participation in activities at child care facilities under its management.

CCCS aims to promote a safe environment that minimises the risk to all children, assists all staff, and volunteers to recognise child abuse, harm and neglect and follow the appropriate notification procedures. Child Abuse or neglect can be defined as Physical Abuse, Emotional Abuse, Sexual Abuse, Neglect, Domestic Violence and Bullying.

It is every child’s right to be safe and protected from all forms of abuse, neglect, violence or exploitation. It is the legal and moral obligation of every adult who works with children to ensure their safety and wellbeing. This duty of care is held by all those involved in the outside school hours care services including owners, sponsors, management committee members, licensees, coordinators, casual and permanent child care professionals, students and volunteers.

NCAC 2011 – Child Protection Fact Sheet

Centacare Child Care Services acknowledges that child abuse and or neglect, and the reporting of allegations of child abuse and neglect are highly sensitive, and should be dealt with in a sensitive, consistent, professional and confidential manner.

If an incident of child abuse occurs or is suspected to have occurred in a Centacare Child Care Service it is not the responsibility of persons within that service to take it upon themselves to determine whether the allegation is true or false. It is the responsibility of the Regional Coordinator CCCS to follow policy and procedures that support best practice, and follow Queensland legislative requirements, notifying the Office for Early Childhood Education and Care (OECEC), Department of Child Safety and Queensland Police Service.

Depending on the nature of the allegations and the extent of the situation, the OECEC, Department of Child Safety and Queensland Police Service will determine the manner in which the matter will be investigated.

Regional Coordinators and Coordinator/Directors are responsible for implementing the Child Protection policy within their services and Service Coordinators/ Directors are responsible for ensuring staff and volunteers who have contact with children and young people as part of their day-to-day work have access to relevant information so they are aware of their responsibilities.

Staff responsibilities are to ensure adequate supervision of children and adherence to the code of conduct to ensure that harm does not occur whilst children are in care; and to respond to any suspicions they might have that a child has been abused by reporting their concerns to appropriate authorities.

Staff are also responsible for keeping their skills and information up to date regarding; the different types of child abuse and the warning signs that can indicate a child has been abused and the reporting process and the information most helpful to the child protection practitioners working in the Department of Child Safety; as well as the legislative responsibility to maintain confidentiality of specific information that relates to children in care; and the protection provided by legislation for people who report their concerns about a child to either the Department of Child Safety or the Queensland Police Service.

Relationships With Children

A service that values the right of children to a safe environment, including access to child care professionals that are accepting and easy to talk to can send a powerful message to children that the adults in the service will look after them, keep them safe and help them if they have a problem. Our recruitment and selection process supports the provision of a safe environment for children.

Prior to commencement all staff and volunteers apply for a Positive Notice Blue Card and suitably is checked for all in house guests, sports program deliverers and bus drivers for excursions.
Children

Child Concerns

The service respects and supports all children’s right to express their concerns and grievances. The children are informed of the child concern policy and procedures when they first attend the service. Reminders of the procedures are ongoing through service newsletters, general group discussion and when children are assembled for information sharing.

Staff actively listen to and encourage the children to express their likes, dislikes, concerns or feedback regarding any aspect of the services operation during planned and spontaneous activities.

The service employs educators who have a sound knowledge of child development. They are encouraged to continuously update their skills through professional development. This ensures they are able to support children to express their ideas and opinions by guiding them through the various age appropriate feedback mechanisms in a safe environment.

All ideas and opinions/feedback collected from children are given due consideration and may be used in program and service evaluation. We feel it is important that children’s concerns and feedback are acknowledged.

Child Protection and Reporting

Every effort is made to protect the physical and emotional wellbeing of the children in our care.

Suspicion of child abuse and the process of deciding whether to report or not, are complex and sensitive issues. The decision of whether or not to report an incident of suspected child abuse is always made by the Coordinator/Director in consultation with management.

Every action relating to a case of suspected child abuse has the well being of the child as its main concern.

All staff hold a current Positive Notice Blue Card (P) from the Commission for Children, Young People and Child Guardian or have undergone a criminal history check as appropriate and a copy must be kept on file.

Children’s Responsibilities

As participating members of our service children have clear responsibilities:

- to be courteous and respectful to other children and to, educators, parents and visitors to our service

- to participate in activities with an attitude aimed towards learning and having fun

- to show care for belongings whether their own, others or belonging to the service

- to cooperate with educators and peers to further improve the quality of time shared together

- to remember, follow and respect service and school rules and boundaries whilst at the service.

Children’s Rights

As participating members of our service children have a recognised right:

- to a warm, caring atmosphere where they are seen as unique individuals

- to have fun and feel comfortable in themselves and with others

- to be treated justly, fairly and sensitively and to have their grievances heard

- to be acknowledged for their achievements

- to be treated with courtesy and respect

- to be treated consistently and equitably by service staff

- to play and be challenged in a safe environment

- to be involved in the development of the rules of behaviour, the aesthetics of the service and other aspects of the program.

Homework (OSHC Only)

OSHC recognises the importance of homework. Whilst it is the policy of the service that homework is a parent/child responsibility (and an optional afternoon activity) we endeavour to create a time and place whereby homework may be completed. Educators are able to assist with homework from time to time depending on numbers and ratio requirements; however staff cannot mark or correct the child’s work.

It is our responsibility to provide:

- a quiet area and environment

- a well lit area for homework to be undertaken

- supervision

- some requisites such as pencils and paper may be provided where necessary.
Inclusion and Diversity

Our service provides an inclusive and open program where all children are considered unique individuals and diversity is valued. We aspire to:

- provide a variety of activities that encourages the participation of all children
- be aware of the children's home environment and individual social needs
- cater for children from all cultural backgrounds who may have special dietary and/or communication requirements
- encourage interaction between gender and age groups in a positive way with organised activities and games
- encourage children to cooperate and to help each other with activities and routines
- provide a wide variety of materials (appropriate to developmental stage) in sufficient amounts to ensure any child is not waiting for long periods of time for their turn
- cater, where possible for children with special and or additional needs, including staffing changes and special requirements associated with their care.

Mobile Phones (OSHC only)

It is recognised that some children have mobile phones however children should not use mobile phones whilst at OSHC unless there is a genuine and urgent need to do so.

All mobile phones are to be handed to the Coordinator upon arrival at the service for storage in a secure location and will be returned to the child when the child is signed out by parent or authorised person.

All mobile phones must be clearly labelled with the child's name to ensure the correct phone is returned when the child is signed out.

If a child needs to use a phone during the course of their attendance at the service they must ask the Coordinator for the use of the service's landline to make the necessary call.

If parents need to contact children during the course of the session it is necessary that they do so via the service's land line.

The purpose of the above is to:

- manage the risk of children contacting or being contacted by external, inappropriate or unauthorised persons
- assist with child protection risk management
- minimise the risk of theft of mobile phones
- ensure the privacy of other children and staff is not breached through the use of mobile phone internet, cameras, videos and other MMS devices.

Respect for Children

This service is a place where children, educators and parents are treated as individuals and respected for their cultural and gender differences. Our policy is to include everyone in daily programmed activities and to meet the needs of each child and family within the parameters of equipment, resources and facilities available.

The dignity and rights of the child are respected at all times. The service promotes the use of positive behaviour support techniques when guiding a child such as encouragement, appreciation and modelling appropriate behaviour.

The service endeavours to:

- provide a child care environment that enhances the emotional and physical health of the child, stimulates the children's involvement in activities and encourages self-esteem and a sense of achievement
- provide a variety of options to help children be a part of the decision-making process
- provide children with uninterrupted play periods where they can become fully involved in and extend and complete activities
- ensure that interactions with children are always consistent, harmonious, fair, warm and sensitive. Service staff encourage children to learn about their own rights and develop a respect for the rights of others
- ensure educators instructions are positive and age appropriate (e.g. “please walk” instead of “don’t run”)
- maintain a consistent routine and give children advance notice of what is happening next as well as offer an explanation if a change must occur
- ensure confidentiality (and that children are not within hearing distance) when discussing children's behaviour with the parent or Coordinator/Director
- ensure photographs of children are not taken or displayed without written permission from parents. This includes video, still film and digital images.
Staff Interactions and Relationships with Children

The service aims to provide a responsive and inclusive environment for children where the educators relate to them in a friendly and respectful manner. Educator interactions with children are further enhanced through program implementation and daily communication.

At the beginning of and throughout the year, children are given the opportunity to identify the choices they believe will best provide them with an enjoyable, safe and happy experience. A copy of these choices will be displayed within the service for educators, volunteers, parents, visitors and children to view.

Toys and Games

Children and families are strongly requested not to bring toys or games to the service. The service and its educators accept no responsibility for loss or damage to personal items.

If children are required to bring items from home for show & share purposes at school we will endeavour to provide a place for safe storage.

Emergencies

Children and staff of the service participate in lockdown and evacuation procedures every term, so as to ensure that in the event of an emergency all in attendance are familiar with the procedures. The service evacuation and lockdown procedures and a map of the service’s licensed areas and evacuation points are displayed at all entrances/exits to the service. These procedures are reviewed each time a lockdown or evacuation is completed.

To view a more comprehensive copy of the service’s policies and procedures, please do not hesitate to contact the Service Coordinator.

families and communities

Discrimination Complaints

CCCS and educators ensure that they do not engage in, encourage or accept any act of unlawful discrimination against a parent or child. Such acts of discrimination are not tolerated. CCCS includes training on aspects of unlawful discrimination in induction training sessions for new educators.

All educators treat complaints by parents concerning any unlawful discrimination sympathetically and seriously. Unlawful discrimination includes discrimination on the basis of sexual preference or identity, gender, race or ethnicity, disability, age, religious or political belief.

Where a complaint is raised, a member of staff will record details of the alleged form of discrimination and refer this information with contact details of the person alleging discrimination to the Coordinator/Director. The Coordinator/Director will then arrange an inquiry into the complaint and take necessary action to resolve the complaint.

Methods of Communication

The service may use a variety of media to keep parents informed of changes happening in relation to legislation or service operations, introducing new educators, as well as any other information relevant to the service.

From time to time important information is displayed in the parent information area or in either the service, school or parish newsletters.

In our parent area there is a selection of brochures about various topics relating, but not limited to, child development, child protection, health and nutrition, bullying, inclusion and diversity and community resources.

We also encourage parents to look at our collections of art work, photos and other items of interest created by the children and displayed throughout the service.
Parent Concerns

Where a concern is raised, educators are able to direct you to the Coordinator/Director or the responsible person in charge. Their role is to immediately take the necessary action in an effort to resolve the complaint.

Procedure

If you have any concerns with the service or an educator, you are asked to address the concern to the Coordinator/Director of the service, who may then request a written report.

If you have any concerns with the Coordinator/Director, you are asked to address the concern in writing to the Regional Co-ordinator, Centacare Child Care Services, PO Box 794, Paddington Post Shop Qld 4064 or email to childcare@bne.centacare.net.au attention: Regional Coordinator.

If your concern is not resolved, you can contact the Regional Coordinator at the above address or alternatively email them. If you consider that the Regional Coordinator did not adequately address the concern, you can contact, in writing, an Operations Coordinator, Centacare Child Care Services, at the above address.

If dissatisfied with the response you may then contact the Operations Manager, Centacare Child Care Services at the above address.

If no resolution has been reached you may then contact the Director, Centacare Child Care Services, at the above address.

In the event that you are not satisfied with the outcome, contact the Office of Early Childhood, Education and Care, Department of Education, Training and Employment, GPO Box 15033, City East Qld 4002.

Parent Code of Conduct

Parents have a responsibility to support the efforts of educators in maintaining a safe and respectful recreational environment for all children.

Parents should encourage their children to appreciate the importance of honesty, respect for property and respect for the rights of others.

Parents and visitors should display respect for all people while at the service and never use raised voices or threatening language in an effort to intimidate or humiliate staff, children or other visitors.

Parents who have participated positively in fulfilling these obligations recognise the systems and processes in place will benefit all.

Parents should:
- support the christian ethos of the service
- complete an enrolment form for each child every year
- notify the service of required bookings and any alterations in a timely manner
- notify the service of any absences due to illness within the acceptable time-frame
- follow the service absent and cancellation procedures
- read the parent information flyers and discuss with children where appropriate
- participate in the services Advisory Group and fundraising events (if available)
- work collaboratively with educators to resolve any behavioural issues which may arise
- communicate positively with all children at the service, physical contact is discouraged
- pay accounts promptly, bearing in mind the service is not-for-profit and does not attract funding
- follow the parent grievance procedure when expressing concerns or complaints to educators
- always speak in respectful tones and use positive language
- communicate positively with educators.

Parent Involvement

Our service has an open door policy, which means you are most welcome to come and spend time with your child. The staff will ensure you and your child feel safe, happy and welcome at the service.

As parents you are welcome to visit during hours of operation to ensure confidence in the service provided. A continuing exchange of ideas and information is important and enhanced with open communication and we welcome any suggestions or comments you may have.

Your involvement in the service can vary depending on your availability and provides much needed resources for the service for e.g. being involved in working bees, donations or being a member of the Advisory Group.
Parent Responsibilities
As a parent/carer of children attending the service certain responsibilities are inherent and are as follows:

- to support the philosophy and goals of the service and the Christian ethos and values of CCCS
- to support the service in its endeavours to provide a quality service for all children
- to work cooperatively with educators in the development of behaviour support plans (as required)
- to read and be familiar with the service's philosophy and goals and follow policies and procedures
- to understand the parent and children's grievance procedures and to raise concerns in a timely and respectful manner to the Coordinator and, where necessary, the Regional Coordinator - CCCS
- to sign children in and out on a daily basis and to make sure no unauthorised person is sent to collect a child without first contacting the Coordinator/Director
- to value the diversity and uniqueness of all children attending the service
- to approach all communication with educators, volunteers and other parents in a friendly and respectful manner
- to approach the Coordinator/Director of the service if wishing to address a concern involving another child; children of other families are not to be approached directly
- to collect children by the service's closing time
- to notify educators of any medical, dietary or personal needs of your child through regularly updating your child's enrolment form
- to notify Coordinator/Director of changes to or cancellations of bookings
- to make regular payments of fees as per our fee payment policy and to ensure your account is settled in full at the end of each term.

Parent Rights
Our service offers all parents/carers the right:

- to know that your child is in a safe and welcoming care environment
- to visit the service (notification is required)
- to expect support in your role as the primary carer of your child
- to be made aware of the service's philosophy and goals; policies and procedures that oversee the operation of the service
- to be involved in the growth and development of the service and provide feedback
- to receive regular information from the service either by print or electronic media
- to collaborate and consult with educators regarding your child in a confidential environment
- to participate on the Advisory Group (where available)
- to receive information on workshops, functions for/of the service and any other information which may be of benefit to your family or impact on care practices in relation to your child in care
- to express concerns according to service policy, and have these addressed in a timely and respectful manner
- to be greeted by educators, volunteers and others associated with the service in a warm and welcoming manner
- to have access to records kept in relation to your child
- to view up to date information on staff qualifications
- to receive information on programs, equipment and resources
- to view menu [if applicable] and provide feedback
- to view the current Certificate of Service Approval & Assessment Ratings
- to be involved in the National Quality Framework (NQF) process
- to be informed of any continuous improvement plans.

Should you have any concerns in relation to these parent rights, please do not hesitate to provide us with your feedback or avail yourself of the parent concern procedure.
The service aims to work cooperatively with parents to develop a healthy approach to nutrition and hygiene. Food in the service is nutritious, prepared and stored in a safe and hygienic manner.

The service also acts diligently to control the spread of infectious diseases. All attempts are made to meet the health requirements of all children in the service.

Whilst the service endeavours to ensure the health and well being of all children in its care, cooperation from parents is essential. Up to date information on children’s health is part of the enrolment process. Should any changes occur after the child has been enrolled parents are required to provide this new information.

**Illness and Infectious Diseases**

Children who arrive at the service from school or who develop symptoms of an infectious illness or condition (including head lice), while at the service, are removed from contact with other children as soon as the symptoms are detected and the parent contacted for immediate collection. The child will be monitored by educators. Any child with symptoms when being signed in by parents will not be accepted until all symptoms have abated or until a written clearance from a doctor is sighted. Such symptoms may include the following:

- elevated temperature, flushed colouring, unusual pallor
- coloured nasal discharge or repeated, severe coughing
- stomach ache, vomiting or diarrhoea
- red or discharging eyes or ears
- undiagnosed skin rashes, sores or swellings
- unusual activity levels, irritability, restlessness or fussy listless behaviour.

**Procedure for Caring for a Child With an Illness**

The service takes the following steps when caring for a child who becomes ill whilst attending the service:

1. The staff member makes note of the symptoms and complaints of the child.
2. The child is directed to a quiet area of the room to rest and given water to drink.
3. The staff member checks the medical register or the enrolment information and ensures the child has no known medical conditions which could be causing or contributing to these symptoms.
4. The staff member comforts the child and monitors for further symptoms or elevation of present symptoms.
5. The staff member brings the situation to the attention of the Coordinator/Director.
6. The child is monitored and parent contacted if the symptoms in the infectious diseases section above occur, or if the child’s symptoms appear to be worsening.

If staff notice symptoms of an infectious condition, the child is isolated from other children but in the care of an educator and the parent/carer is contacted to immediately collect the child.

**HIV & Hepatitis**

At all times the confidentiality of medical information about an infected child is observed. The number of persons aware of the child’s condition is be kept to a minimum needed to ensure proper care of the child and to detect situations where there is potential for transmission.

Following medical advice, it is expected that parents would consult with child care workers if their child has HIV infection or Hepatitis B, C, D, E.

When placing a child in care, who is HIV antibody positive or Hepatitis infected, a primary goal is the avoidance of any practice which violates the dignity of the child and the provision of a satisfactory standard of care to the child.

The service does not disclose information about the HIV or Hepatitis B, C, D, E infectious status of any person without that person’s consent or the consent of the child’s parents.
**Exclusion Periods**

The following are minimum periods of exclusion as recommended by Staying Healthy in Childcare. These exclusion periods are the minimum period for the child to be away from the Centre, however, a child may need to stay at home longer than the exclusion period to recover from an illness.

**GENERAL ILLNESS**

**Conjunctivitis:** Until Discharge from eyes have ceased

**Fever:** Any fever above 38°C is considered to be a sign of acute illness and that the child is unfit to be in care until the fever has fully resolved.

**Diarrhoea/Giardia:** Children who have had diarrhoea must be excluded until at least 24 hours after diarrhoea has ceased. (This exclusion time is a recommendation from the Central Public Health Unit - Queensland Public Health). In addition the Centre requires that they can tolerate a reintroduction of their diet without the recommencement of the diarrhoea.

**Vomiting:** Children who have been vomiting must have ceased vomiting for 24 hours and have recommenced eating, prior to returning to the Centre

**VIRAL RESPIRATORY**

**Infections (Colds):** Colds with fever, distress, or with severe nasal discharge, sneezing, coughing or wheezing are excluded for the period of acute illness. In addition the Centre policy is that any child with acute illness requiring the regular administration of medication, (e.g. Panadol or Ventolin) throughout the day is considered unfit to attend child care.

**CONTAGIOUS CHILDHOOD ILLNESS**

**Chicken Pox:** Until all blisters have dried.

**Measles:** Exclude for at least four days after onset of rash. Unimmunised children are required to be excluded from the Centre until directed by Public Health advice.

**German Measles:** Until fully recovered or at least four days after the onset of rash.

**Mumps:** For nine days or until swelling goes down.

**Whooping Cough:** For five days after starting antibiotic treatment or 21 days from the onset of coughing.

**Herpes/Cold Sores:** Until lesions have dried. If the child is old enough to manage the infection, they can attend if sores are covered.

**Head Lice:** Re-admit the day after appropriate treatment has commenced.

**Hand, Foot and Mouth Disease:** Until all the blisters have dried.

**Impetigo/School Sores:** Re-admit once antibiotic treatment has commenced. Any sores on exposed surfaces should be properly covered with a dressing.

**Ringworm:** Re-admit the day after appropriate treatment has commenced. Any sores should be covered.

**Rashes:** A doctor must check all rashes.

**HIV/AIDS:** Exclusion is not necessary unless the child has a secondary infection.
Medication

Only medicines prescribed and directed by a doctor will be administered by the centre. It is recommended that where possible medication is administered before or after attending the service.

Medication is only administered if it is:

• a prescribed medication and for Long Day Care and Family Day Care, parents provide the medication
• in its original package with a pharmacist’s label that clearly states the child’s name, dosage, frequency of administration, date of dispensing and expiry date
• accompanied by an Authorisation to Administer Medication Form signed by the parent.

In addition:

• all medication is kept by the Coordinator or Assistant Coordinator and stored in a safe place and refrigerated if necessary. Storage should prevent unsupervised access and damage to medicines
• all medication is administered by an appropriately qualified member of staff and witnessed by signature of another staff member
• all unused medication is returned to the parent upon collection of the child

Should your child require ongoing medication, for example asthma relief, please provide the Coordinator with a copy of a care plan which includes details of whether the medication is to be self administered or is to be administered with staff assistance.

For medications such as rectal valium & epinephrine (Epi-pen™), consent authorising appropriately trained staff to administer must be provided. Appropriate staff training is to be obtained for the aforementioned medications prior to the child’s attendance.

Nutrition

The aim for services that provide food is to ensure that nutritious food and drinks are available and enjoyed by the children.

The service encourages positive learning experiences during meal and snack times where good food habits are developed in a happy, social environment. Should meals and snacks be provided by the service they are healthy, balanced and varied. The service provides opportunities for children to experience food from different cultures.

Menus are displayed at the service. Should you require any further information please speak to the educators.

Special Dietary Needs and Allergy Awareness

The service is supportive of special dietary requirements of children in care. Parents are free to discuss their child’s needs, including, but not limited to any food allergies, restrictions (cultural or religious) and how the service can support parents to meet the child’s dietary requirements.

A regularly updated list of children who have special dietary requirement is placed in the kitchen/food preparation area for staff to familiarise themselves with.

Parents are to note details of restrictions and/or “special” diets on the enrolment form and where necessary the meal can be supplied from home.

Other parents are requested not to send food that may present a risk for those with special dietary needs. Please see your Coordinator for details.

Due to the serious allergic reaction that some products pose to some children who may attend the service we strongly recommend that children do not...
consume (while in care), products known to contain allergens.

We endeavour to reduce the risk of allergic reactions by removing, to the best of our knowledge, products containing known allergens for cooking and food served by the service.

Refer to Parent Information Fact Sheet 5 - Menu, Snacks & Special Dietary Needs

Food Provided by Parents

At various times during the service’s operation, such as morning and afternoon tea during vacation care, parents may be required to provide food for their children.

Parents are encouraged to provide nutritional food that contributes to their child’s daily recommended intake.

(see www.nutritionaustralia.org for further details on healthy eating)

Food provided by parents will be stored at an appropriate temperature. It is not able to be reheated or cooked by the service.

Refer to Parent Information Fact Sheet 3 - Menu, Snacks & Special Dietary Needs

Food Storage

In the interests of storing food in a safe and hygienic manner the following will occur:

DRY STORAGE

• Non perishable food products should be stored in an area that is no hotter than 24ºC. Storage areas for non perishable raw foods should be well aired and dry.

• Open ingredients should be stored in food containers with air tight lids.

FROZEN STORAGE

• Frozen goods should be stored in a freezer maintained at minus 15ºC or below.

• Freezer seals and condensers should be regularly checked and cleaned.

REFRIGERATION

• Perishable foods should be stored in a cool room that has a temperature of 5ºC or lower.

• Condensers and seals should be cleaned and checked on a regular basis.

• Any product that is defrosting or has natural juices should be stored on a drip tray and placed on the bottom shelf below all raw, ready to eat cooked products.

• Food that is cooked and then placed in the refrigerator should be placed in its own separate section, making sure that it is above any raw or defrosting foods.

Educators discuss with children at the time of orientation the safe storage of food whilst at the service.

Sun Safety

The service requires educators and children to be sun safe and as such we have in place certain measures to ensure that the children are protected from over exposure to the sun.

School age children are monitored and informed but also encouraged to be aware of and manage their personal sun protection.

Children are required to:

• Avoid working or playing in direct sunlight between 10.00am – 3.00pm

• Wear a hat with a brim of at least 7 cm (provided by staff/parents).

• Apply high protection (30+) sunscreen to skin when any outdoor activity is undertaken (provided by staff/parents/carers).

• Wear a top which covers the shoulders and upper back.

Children are recommended and encouraged to:

• Wear sunglasses with side protection to reduce exposure to reflected UV when UV index is at extreme range (not compulsory).

NB: Sunscreen without DEET recommended as insect repellant may be applied at the service.

First Aid

First aid equipment is available for educators to use at all sites for the first aid treatment of all persons at the service in the event of an illness or accident. The first aid kit is kept in a place that is clearly signed and out of reach of children but easily accessible to the service staff.

At least one educator qualified in first aid, CPR, asthma management and anaphylaxis is on duty at all times while children are in attendance.

Parents are to sign and authorise the enrolment form for educators to administer first aid when necessary, this is an important and required component of enrolment.

In the event of an illness or injury to a child, first aid is administered by an educator qualified in first aid.
If medical assistance is required, parents are contacted immediately. In the event that a medical emergency occurs which requires transportation of a child to a medical facility every effort is made to accompany the child where possible and appropriate, however there will be no action taken in this regard if the service is at risk of breaching the staff:child ratio requirement.

If a child receives a minor injury during the operation of the service, educators will complete a CCCS incident report form as soon as practical and parents are required to sign this form. Should the child require medical attention a fully completed Reporting of Serious Injury Form (SI01) is necessary and will be forwarded for signing to CCCS as the Approved Provider, the form will then be lodged with OECEC.

Drugs, Alcohol and Smoking
Consuming drugs and alcohol is not permitted within the service’s approved areas during operating hours. The service respects the need to provide a healthy and safe workplace and to ensure that staff and our clients enjoy fresh air. This service is designated as a smoke free place and no person may smoke in any designated smoke free site. Smoking must not, under any circumstance take place in the presence of children.

centre procedures

Sign In / Sign Out
All children are to be signed in and out by an authorised person.

In addition, the authorised person signing a child in or out on the attendance sheet must:

- note the time
- print their name
- sign the entry.

Responsibility for the child begins when the child is signed in by an authorised person. Responsibility ends when the child is signed out by an authorised person.

Staff ensure that children are only collected by person/s so authorised on the enrolment form. If there is any change, the Coordinator/Director requests notification from the parent in writing.

Where written authority is not possible, permission via telephone may be given for an alternative person to collect the child. The parent must provide the name and description of the person concerned and proof of their identity is required on arrival. If written authority is not available at the time, the parent should then sign the person onto the authorised persons list as soon as practicable.

No child is permitted to travel home or to another activity on their own unless written approval is received, or in an emergency, verbal approval. These records (including documentation of verbal approval) are to be kept on file (applicable to OSHC services only).

Excursions
Services may at times include excursions into the local and wider community which extends the program by offering new learning experiences, new social contexts and interactions. These excursions take into account the age, interests and abilities of the child.

An excursion is a trip or walk outside of school grounds and jurisdiction. On an excursion, the staff child ratio is maintained at one adult for each eight children. Permission from parents is sought prior to attendance on excursions. A risk assessment is completed for each excursion, and presented prior to the activity for review and approval.

Safety is an essential part of all excursions and they are only undertaken after discussion with CCCS. In order to ensure that risk management standards are maintained the following steps will be followed:

- permission from parents is obtained on the excursion permission form provided
- if the excursion is liable to be affected by the weather a contingency plan is developed
- appropriate transport is engaged and buses with seatbelts are contracted wherever possible
- a contingency plan in case of vehicle breakdown is prepared. Such a plan includes methods to ensure children are kept safe and comfortable and provides for access to water and snacks if applicable.
During an excursion the following applies:

- a qualified first aid officer is present
- a first aid kit is available
- an attendance record or roll is available
- emergency contact numbers for participants and staff is available
- telephone access is available
- the roll is checked regularly during the day to ensure all children are accounted for, particularly when transitioning from one activity area to another
- staff ratios, based on a risk assessment, are strictly adhered to as a minimum
- in addition to maintaining legislated ratios, staff escort and supervise children to and from toilet and change room facilities.

Staff ensure that the environment is safe. This may entail (as appropriate):

- a pre-excursion visit
- requesting copies of recent safety inspection reports
- requesting copies of registration as a workplace
- ensuring equipment is age appropriate and non-gender specific.

If staff become aware the excursion is likely to return late to the service, all reasonable attempts will be made to contact parents either individually by phone or by arranging a notice to be placed outside the service with an expected time of arrival.

Children are never left in the sole care and custody of bus drivers or any other persons during excursions.

**On Site Movement**

If children are moving regularly between a co-located or adjoining service and a school site (e.g. OSHC children are escorted by educators to the tennis court or library) within school grounds it is not necessary for written consent to be provided.

A risk assessment is completed for each location and activity outside of the usual service area to determine appropriate staff:child ratio and to ensure the safety and security of all parties.

**Transportation of Children**

The service takes steps to ensure that transport utilised for excursion purposes is safe. In order to achieve this, the service requests the following in writing from the transport provider:

- vehicles comply with the Transport Operations (Road Use Management) Act, 1995
- drivers are appropriately licensed and have a Qld Transport Drivers Authorisation.

Educators are not permitted to use private vehicles for the transport of enrolled children under any but the direst of circumstances and then only where they have been directed to do so by Emergency Services.

**Water-Based Activities and Swimming**

If children in care are near water or are likely to swim the staff child ratio is maintained at one adult for every five children. Permission from parents is sought prior to children being included in water-based activities.

**Extracurricular Activities (OSHC Only)**

If your child/children are required to attend extracurricular activities on the school site please request an “On-site Extracurricular Activities Consent Form” from the service Coordinator, complete all details and sign to acknowledge consent.

Permission must be granted for each extracurricular your child/children needs to attend. When there are changes or amendments to the extracurricular activities schedule a new form must be signed and submitted.

**Maintenance Of Records**

The service maintains detailed records about the children, parents and staff in order to ensure the safety and well being of all and to provide full legal protection. The service protects individual's privacy rights by ensuring that information collected about the children, parent, staff and CCCS is stored in a secure and locked place.

An approved provider must keep records for at least the following stated times:

(a) record relating to a child in care –
- about an illness or injury suffered while in the licensee’s care—until the child turns 21
- about the child’s death while in the licensee’s care—six years after the death
- otherwise—three years after the last time child care is provided to the child under the licence.

(b) a record relating to a carer in a home based service—three years after the last time the carer provides child care under the service approval.

(c) a record relating to a staff member—three years after the staff member stops being a staff member.
These records are only accessed by relevant persons who need them for any legal reason or if the information is needed to fulfil any responsibilities to the children or the service.

**Educational Policy**

**Programming and Evaluation**

CCCS is committed to providing a quality program where the children's physical, emotional and social needs are met in a safe, caring, and supportive environment.

The service provides a program where children have access to a wide variety of safe and stimulating age and developmentally appropriate activities, including indoor and outdoor opportunities. They are developed to cater to the social, intellectual, physical and emotional needs and interests of all children present.

The program reflects the importance of play in middle childhood, cultural diversity of the community, abilities of the children, and individual uniqueness, whilst incorporating the views of parents and the children attending the service.

Programs are non gender, culture or age specific and are developed in consultation with parents and the community and reflect the service’s philosophy, goals, vision, mission and values.

The service's programs are evaluated regularly and include feedback, suggestions, comments and views from parents, children, service staff and the community and are displayed within the service.

Information collected from parents via the Enrolment form, Family Profile and Child Profile forms is taken into consideration in the programming.

Children with special and/or additional needs are encouraged to participate in all activities. These activities may be modified by staff to ensure that all children are treated with dignity and their uniqueness and individuality respected.

The service welcomes family contributions to aspects of the programming through donations of resources, equipment, and invited participation in activities.

**National Quality Standards (NQS)**

The National Quality Standards set a new Australian benchmark for the quality of education and care services. This enables families to make informed decisions about the services providing education and care to their child. The National Quality Standards are a key aspect of the National Quality Framework.

The National Quality Standards was informed by research about best practice and the way in which high quality education and care contributes to positive outcomes for children. It comprises quality areas, standards and elements. The seven quality areas in the National Quality Standard are:

- educational program and practice
- children’s health and safety
- physical environment
- staffing arrangements
- relationships with children
- collaborative partnerships with families and communities
- leadership and service management.

The National Quality Standard is linked to national learning frameworks that recognise children learn from birth and outline practices to support and promote children’s learning.

These are:

- Belonging, Being and Becoming: The Early Years Learning Framework for Australia ('Early Years Learning Framework')
- My Time, Our Place: Framework for School Age Care in Australia ('Framework for School Age Care')
- The Australian Children’s Education and Care Quality Authority (ACECQA) provides oversight of the National Quality Standard across the country to ensure that services are meeting the new requirements.
Priority of Access Guidelines

The Australian Government has determined Priority of Access Guidelines for allocating places in childcare services. These guidelines set out the following three levels of priority:

- **Priority 1** - a child at risk of serious abuse or neglect
- **Priority 2** - a child of a single Parent/Carer who satisfies, or of parents/carers who both satisfy, the work/training/study test under section 14 of the A New Tax System (Family Assistance) Act 1999
- **Priority 3** - any other child.

Within these main categories priority should also be given to the following children in:

- Aboriginal and Torres Strait Islander families
- families which include a person or persons with a disability
- families on low incomes
- families from culturally and linguistically diverse backgrounds
- socially isolated families
- single parent/carer families.

In addition to the above Priority of Access Guidelines it is the preferred practice of CCCS that acceptance of bookings will be in accordance with the following:

- the siblings of children currently attending the service
- children currently enrolled at the school
- new families.

For more information on Priority of Access Guidelines please refer to www.familyassist.gov.au

Ratios and Qualifications

This section applies at all times to childcare provided in Queensland.

The transition of educator to child ratios from 2012 - 2015:

- 0-24 months: 1:4
- 15-24 months: 1:5
- >24-35 months: 1:6
- >30-35 months: 1:8
- 3 yrs to <7 yrs: 1:12
- 4 yrs to <7 yrs: 1:13
- 4 yrs to <14 yrs: 1:12
- School aged: 1:15
- Family Day Care: 1:7

General Qualification Requirement For Educators - Children Over Preschool Age

(1) This regulation sets out the qualification requirements for educators at a centre-based service educating and caring for children over preschool age for the purposes of regulation (126)(2);

(2) On any day that the centre-based service educates and cares only for children over preschool age, at least one educator who holds or is actively working towards a minimum two year relevant qualification must be present at the education and care service.

All staff will hold a Positive Notice Blue Card (P) from the Commission for Children, Young People and Child Guardian or have undergone a criminal history check as appropriate. People holding Volunteer Blue Card (V) cannot be employed.

For further information on qualifications of staff at your service refer to [Parent Information Fact Sheet 4 - Service Information](#)

Rosters

Staff rosters are displayed in an area accessible to parents. Rosters contain the following information (by group where appropriate):

- number of children
- ages of children
- educators involved
- list of educators holding current First Aid and CPR qualifications
- demonstration of the presence of two staff or alternative arrangements
- rest pauses (where applicable).

Insurance

CCCS/OSHC/Parish/School maintains appropriate and current insurance policies. These include but are not limited to:

- general insurance for building, property and equipment
- public liability insurance (minimum $10 million)
- workcover and volunteers insurance (if applicable)
- fidelity guarantee insurance.

Insurance is held through Catholic Church Insurances (CCI) and Workcover Queensland.
Enrolment
CCCS, as the Approved Provider of the service, is required to maintain a record of each child to ensure the safe and appropriate care of children and compliance with legislation.

Once families have enrolled their child into the program, a yearly enrolment update is to be completed prior to the commencement of each new school year.

Child Care Rebate (CCR) (OSHC & LDC Only)
CCR is a payment from the Australian Government that helps eligible families with the cost of child care. If you are using approved child care for work, training or study-related reasons the Australian Government may provide you with 50 per cent of your out-of-pocket child care costs up to an annual cap. From July 2011 you have the option to receive your CCR paid fortnightly, either directly to your bank account, or through your child care service provider as a fee reduction.

For more information on this topic and to access the full range of fact sheets from the Department of Education, Employment and Workplace Relations (DEEWR) please go to: www.deewr.gov.au/EarlyChildhood/Resources

Registered Care (Kindergarten Only)
Families receiving care through registered care providers can access CCB from the FAO by presenting child care fee receipts together with a Claim for Child Care Benefit for registered care (FA018) form within 12 months from when the care was provided. Families using registered care cannot access the Child Care Rebate.

Confidentiality
Educators are trained to uphold privacy and confidentiality.
A copy of the Archdiocesan Privacy Statement is included in this handbook.

advisory group

Advisory Group
CCCS and educators believe that parent input into the service is vital to the ongoing success of the services operation and delivery of care. Parent participation on the Advisory Group (if operating at this service) is welcomed and encouraged.

The Advisory Group aims to ensure that effective communication exists between all key stakeholders of the service. Relevant information pertaining to the service may be tabled at the Advisory Group Meeting or to the local Parish Council and or other key bodies where applicable. Liaison with the local school Principal occurs both formally and informally in an open and effective way on an as needs basis.

Members of the Advisory Group
Members may consist of:

• parents whose children are attending the service
• representative(s) of the Parish Priest (if he requests same) or Parish Council member
• School Principal or his/her nominee
• P & F Association – if active in parish/school community and at the discretion of School Principal/Parish Priest
• representatives of service staff e.g. Coordinator/Director, educators and in normal circumstances the Regional Coordinator
• other interested stakeholders in the local community.

All parents are welcome and are encouraged to attend. These meetings are usually held quarterly, and are advertised beforehand.

As parents of children enrolled at this service, educators recognise that you are the primary carers of your child. The participation of parents in the service’s Advisory Group can help ensure that the service is responsive to the needs and desires of parents.

Functions of the Advisory Group
The functions of the advisory group are:

• to liaise with the Parish Priest, local Parish community (where applicable), School and other relevant bodies so that mutual understanding of the service exists and opportunities to work together are identified
• to provide advice and support to the service and Centacare in relation to local issues and the service benefits from wide participation by parents in these meetings
• to assist management to identify any particular needs or issues relevant to the service and assist in the development of solutions.
workplace health and safety

It is the Work Safe Policy of CCCS that every employee, volunteer, client and visitor entering onto or into the premises, facility or service shall be provided with a safe and healthy environment. To achieve this, every reasonable effort will be made to minimise the risk of serious injury, injury or a workplace related illness by implementing safety rules and procedures. This is in accordance with:

- Safe Work Australia (www.safeworkaustralia.gov.au)
- Standards Australia (www.standards.org.au).

Every endeavour will be made to have all activities in our service and in other locations, conducted in a way that the health and safety of all persons at each of these locations is not compromised.

In order to support this policy the Coordinator/Director will ensure that the service:

- complies with all relevant Work Safe Legislation and Australian Standards
- promotes health and safety awareness for all people coming to the location

Employees, volunteers, contractors and visitors (parents/carers and others) to the site will be expected to:

- be accountable for his/her actions and to willingly cooperate in making the service a healthy and safe environment
- be accountable for the health and safety of all people coming to any of these locations
- observe and practice personal safety while at the workplace
- report any unsafe situations or faulty equipment to a responsible person at the workplace
- report any serious injury, dangerous occurrence or near miss to a responsible person at the workplace as soon as practicable
- avoid actions that have the potential to place at risk their health and safety or that of any other person at the workplace or relevant workplace area.

storage facilities

The service will provide adequate and safe storage facilities for equipment, tools, first aid kit, medication, and poisonous and dangerous substances. All program and staff records will have a confidential storage facility.

Facilities will include:

- secure, locked and signed storage spaces for medication, first aid kits, and hazardous items including chemicals and sharp implements which are accessible to staff but not to children
- adequate storage space to ensure that equipment is kept in good repair
- a lockable drawer or cupboard for records and staff’s personal belongings
- areas to display children’s work and a notice area for parents
- a space for children to put their lunch, coats, bags and other items
privacy statement

The Archdiocese of Brisbane respects the privacy of all individuals associated with parish community life and workplaces of its various agencies.

In accordance with the Privacy Amendment (Private Sector) Act 2000, the Archdiocese has adopted and is bound by the ten (10) national Privacy Principles established by the Federal Privacy Commission and is set out in the Act – see www.privacy.gov.au.

It is our intention that all personal, sensitive and health information of parishioners, clients, members of religious institutes, parents/carers, contractors, students, staff and prospective employees (considered “consumers” under the Act) is to be private and only to be used for those purposes the information was collected and recorded for so as to fulfil the mission and directions of the Archdiocese of Brisbane.

The Archdiocese intends to collect personal information in a fair and lawful manner. Prior to the collection of information the purpose of the collection, access details and other information relating to the collection will be disclosed. Sensitive information will not be collected unless the consumer has consented, it is required by law, or in other specified circumstances (e.g.: health and safety). Information held in relation to its consumers includes, but is not limited to details of children and their Parents/Carers, personal background matters, contribution to fundraising and work history including references.

This information may be held for a number of reasons, including ensuring all parties meet their obligations under relevant legislation; the receipt of sacraments or pastoral care; and, work to be undertaken by staff or volunteers in a parish/agency.

The Archdiocese will only use or disclose information for the purpose it was collected and will not disclose or distribute to a third party any such information that is supplied, without specific consent or unless we are required to do so by law. Reasonable steps will be taken to protect personal, sensitive and health information from unauthorised access, loss, misuse, disclosure or alteration. We may distribute aggregated statistical information for reporting purposes, but personally identifying information will not be distributed to third parties.

Consumers may at any time request access to their personal, sensitive or health information. If a consumer believes that any of the personal, sensitive or health information held by us is incomplete or inaccurate, in accordance with the provisions of the Privacy legislation, they have the right to notify us and advise of updates or corrections.

Individual privacy issues can be discussed in the first instance with a Parish Priest or an agency’s manager. Alternatively, if an individual believes that their privacy has been breached and this matter is unable to be resolved at an agency or local Parish level, a complaint may be made in writing to an appropriate Executive Director, or the Vicar General. In order for such complaints to be properly investigated, they should identify the person whose privacy appears to have been breached. Anonymous complaints cannot be dealt with.

From time to time this statement may be reviewed to ensure that it remains relevant and appropriate.

Further contact

If you would like further information about the way that the Archdiocese of Brisbane manages the personal information it holds, please contact:

The Privacy Officer
privacy.officer@bne.catholic.net.au
Phone: 3336 9226
GPO Box 282, Brisbane QLD 4001
Reference List

Archdiocese of Brisbane - Employment Guidelines: Updated September 20011
Children's Services Award 2010
Commission for Children and Young People Act (Qld) 2000
Commission for Children and Young People Regulation (Qld) 2001
Disability Discrimination Act 1992
Fair Work Act 2009
Food Act 2006: Food Regulation (supports the Act)
Privacy (Private Sector) Act 2000
Queensland Anti-discrimination Act 1991
Queensland Development Code: MP 5.4, Childcare Services
Food Standards Australia New Zealand Food Authority Standards 2010
Sex Discrimination Act 1984
Towards Healing, National Committee for Professional Standards (Dec 2000)
Education & Care Services National Law 2010 (effective from 1/1/12)
Education & Care Services National Regulations 2011 (effective from 1/1/12)
Know Your Rights, Racial Discrimination - AHRC 2012
Workplace Health & Safety Act 2011
Workplace Health & Safety Regulations 2011
National Quality Standards for Early Childhood 2011