



Education & Care Centre Toowoomba Central

PARENT HANDBOOK

07 4637 8001 | hello@kdfc.com.au | kdfc.com.au

OUR VISION

To advance the education and wellbeing of children, individuals and families.

OUR MISSION

Empowering children, individuals and families through:

EDUCATION

Creating confident and curious learners.

CONNECTION

Connecting with community, culture and each other.

ENGAGEMENT

Community participation and collaboration.

SUPPORT

Demonstrating compassion, care and encouragement.

LEADERSHIP

Inspiring others to achieve greater things.

OUR VALUES

INTEGRITY



We are trustworthy and honest in everything we do.

WELLBEING



We are committed to the wellbeing of ourselves and others.

BELONGING



We welcome and include each individual with respect.

LEARNING



We embrace curiosity and continue to learn every day.

RESILIENCE



We grow stronger in the face of adversity.

WELCOME



Thank you for considering the Kath Dickson Early Education and Care Centre for your child.

We offer long day care for ages 6 weeks to 12 year olds and a fully-accredited kindergarten program for 3-5 year olds.

Children enrolled in the centre experience a play-based program that is engaging and builds success for life. They also enjoy the freedom to run around and explore the wonderful outdoor space that promotes playful learning, discovery, and simple childhood fun.

Please feel free to drop in for a visit at any time during our opening hours to experience the centre for yourself or call me on 07 4637 8001, I'll be happy to answer any questions you may have.

Nicole McLucas
Director,
Kath Dickson Education & Care Centre, Toowoomba Central



KATH DICKSON EDUCATION AND CARE CENTRE TOOWOMBA CENTRAL

5 Jennings Street, Toowoomba
(PO Box 1746, Toowoomba QLD 4350)

Phone: 07 4637 8001

KATH DICKSON FAMILY CENTRE HEAD OFFICE

2 Lawrence Street, Toowoomba
(PO Box 1746, Toowoomba QLD 4350)

Phone: 07 4633 8400, 1300 336 345

Email: hello@kdfc.com.au

We are honoured to acknowledge our Elders, past, present and emerging.
They have walked this land with us, and before us; today, yesterday and generations long ago.
They have lived lives of courage, strength and determination.
We recognise their legacy, that each of us now carries.
We recognise the path that their footsteps have carved for us.
We acknowledge the trust that has been placed in us to continue this journey.
We do all of this with respect, reverence and understanding.

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ABOUT THE CENTRE

CENTRE PHILOSOPHY

At Kath Dickson Family Centre - Toowoomba Central, our vision is to advance the education and wellbeing of children, individuals and families.

We value family contribution and use it to provide holistic learning opportunities for children. Meaningful relationships support our educators to create a centre environment where children feel valued, safe and confident; that they belong.

We believe in providing a play-based program that is led by children and guided by the Early Years Learning Framework. Equal opportunities are welcome to all children and families, irrespective of culture, religion, gender, appearance or family consistency/background.

At Toowoomba Central, we understand that each child is an individual and has a unique path of learning. Our educators take time to understand each child's needs and interests to foster their development.

OPENING HOURS

Our Centre is open 6:00 a.m. - 6:00 p.m., Monday to Friday (excluding public holidays).

MANAGEMENT OF THE CENTRE

Kath Dickson Education and Care Centre Toowoomba Central is a division of the Kath Dickson Family Centre.

In addition to this Centre, the organisation manages Kath Dickson Family Day Care, Queensland's first family day care service, Kath Dickson Education and Care Centre Gladstone Street in Toowoomba, as well as running community programs including playgroups and a toy library, and training the future generations of educators through the Kath Dickson Institute.

As a community based, non-profit organisation, Kath Dickson Family Centre is managed by a voluntary Board of Directors responsible for ensuring the service is operating effectively within the guidelines of the Federal and State Governments. The Board meets on a monthly basis and is involved in the decision making process of the organisation.



PRIORITY OF ACCESS

The Australian Government funds child care to meet the needs of Australian families. However, the demand for child care sometimes exceeds supply in some locations. When this happens, it is important for services to allocate places to those families with the greatest need for child care support. The Australian Government has priority of access guidelines for allocating places in these circumstances.

These guidelines apply to centre-based long day care, in-home care, family day care and outside school hours care services. They set out the following three levels of priority, which child care services must follow when filling vacant places:

Priority 1: a child at risk of serious abuse or neglect

Priority 2: a child of a single parent who satisfies, or of parents 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:

- children in Aboriginal and Torres Strait Islander families;
- children in families that include a disabled person;
- children in families that include an individual whose adjusted taxable income does not exceed the lower income threshold, or whose partner is on income support;
- children in families with a non-English speaking background;
- children in socially isolated families; and
- children of single parents

There are some circumstances in which a child who is already in a child care service may be required to leave the service. When a service has no vacant places and is providing care for a child who is a priority 3 under the priority of access guidelines, the service may require that child to leave the child care service to provide a place for a 1 or 2 priority child.



ABOUT THE STAFF

STAFF QUALIFICATIONS

In accordance with the Early Childhood Education and Care Regulations, staff qualifications are as follows:

Centre Director: Diploma of Early Childhood Education and Care, or equivalent.

Kindergarten Teacher: Bachelor of Early Childhood, or equivalent.

Lead Educators: Diploma of Early Childhood Education and Care, or equivalent, or working towards completion.

Educators: Certificate III in Early Childhood Education and Care, or equivalent, or working towards completion.

All staff hold first aid, CPR, asthma and anaphylaxis management certificates, a current Positive Notice blue card, and undergo regular Child Protection Training.

STAFF RATIOS

The ratios of staff to children in our rooms is as follows:

- **Nursery Rooms:** 1 contact staff member per 4 babies, to a maximum of 8 babies (6 weeks - 15 months)
- **Toddler Rooms:** 1 contact staff member per 4 children, to a maximum of 10 toddlers (15 months - 2 years)
- **Junior Kindy:** 1 contact staff member per 5 children, to a maximum of 14 children (2 years - 2.5 years)
- **Pre Kindy:** 1 contact staff member per 5 children for children under 2 and 1 contact staff member per 11 children for children above 3 years, to a maximum of 20 children (2.5 years - 3.5 years)
- **Kindergarten Rooms:** 1 contact staff member per 11 children, to a maximum of 21 children (3 - 5 years)

STAFF PROFESSIONAL DEVELOPMENT

Our centre actively supports the ongoing professional development of all staff members through attendance at courses, seminars, workshops and conferences. Professional development broadens and updates staff knowledge and understanding of early childhood education, which flows on to benefit children in their care.

ABOUT THE CURRICULUM

THE NATIONAL QUALITY FRAMEWORK

The National Quality Framework (NQF) took effect on 1 January 2012, and was the result of an agreement between all Australian governments to work together to provide better educational and developmental outcomes for children.

The NQF is a national system for the regulation and quality assessment of child care and early learning services. It applies to most long day care, family day care, preschool and kindergarten, and outside school hours' care services.

Prior to the introduction of the NQF, no standardised framework for the sector existed, making it difficult to assess and regulate the quality of services around Australia.

THE NATIONAL QUALITY STANDARD

The National Quality Framework aims to raise the quality of education and care across Australian services through the National Quality Standard (NQS). The NQS consists of seven quality areas, each containing standards and elements, that children's education and care services are assessed and rated against.

The seven quality areas covered by the National Quality Standard are:

Quality Area 1: Educational program and practice

Quality Area 2: Children's health and safety

Quality Area 3: Physical environment

Quality Area 4: Staffing arrangements

Quality Area 5: Relationships with children

Quality Area 6: Collaborative partnerships with families and communities

Quality Area 7: Governance and leadership

The National Quality Standard aims to promote:

- The safety, health and wellbeing of children
- A focus on achieving outcomes for children through high-quality educational programmes
- Families' understanding of what distinguishes a quality service

Our service is currently rated: meeting.

THE EARLY YEARS LEARNING FRAMEWORK

Belonging, Being and Becoming: The Early Years Learning Framework (EYLF) is an early childhood curriculum framework, which guides educators in developing quality early childhood education programs. It is Australia's first national early childhood learning framework, developed by the Australian and state and territory governments with input from the early childhood sector and early childhood academics.

The Early Years Learning Framework describes the principles, practice and learning outcomes to support and enhance young children's learning from birth to five years, as well as their transition to school. The framework helps to ensure consistency in the delivery of learning programs around Australia.

If you have any questions about the curriculum and how these frameworks apply in practice, please do not hesitate to speak with the Director.

WHAT TO BRING / WEAR

DAILY REQUIREMENTS

- Back pack or school bag - large enough to hold all requirements
- A drink bottle with water (these can be refilled during the day)
- Spare set of clothes (please make sure all items are clearly labelled)
- Wide brimmed hat - taken home when you feel the need to wash them.
- A small sheet set (cot size fits kindy bed - approx. 60cm x 140cm). A covering sheet in summer (the air conditioning may feel cool) and maybe a small cot size blanket in winter, are necessary. Blankets will be sent home each day for washing.

All personal items must be clearly named and collected daily by parents.

CLOTHING

Your child will be hard at 'work' and often the most beneficial learning experiences come from messy play e.g. in the sandpit, water play, painting, clay etc. Comfort is all important here, remembering that clothes will more than likely get dirty.

We suggest that children come dressed in comfortable everyday clothes with shoes that are non-restrictive and allow them to easily participate in physical activities.

Shirts with collars and sleeves are preferred to keep within our SunSmart policy.

Children should also be able to remove their clothes easily for toileting purposes, for example elastic-waisted shorts and pants are easier to manage than zips, buttons or belts.

SHOES VS. BAREFOOT

This service recognises the benefits of barefoot play for children's safety, growth and the development of sensory awareness. To foster independence, we encourage children to be able to remove and replace shoes themselves.

LOST PROPERTY

Please ensure all clothing items are clearly named, especially jumpers, so they can be returned easily.

Unidentified property will be placed near the foyer. Please check regularly, especially at the end of each term.



ROUTINES

FAMILIARISATION VISITS

We recommend where possible that children and parents visit us prior to their start date. We encourage parents and children to use this settling in period as it allows all involved to become familiar with staff, children, the environment, the program and routine, therefore ensuring a more comfortable and smooth transition for both parent and child when the time comes to leaving the child in care.

There is no charge for this process. All we ask is that parents inform staff when this is to occur and that parents stay on the premises during this time.

A number of visits may be needed before a child and parent feels comfortable.

WHEN IT'S TIME TO GO

You may find you have a mixture of feelings when placing your child in childcare. Remember that all of us have our own ways of settling into new situations, so avoid the temptation of comparing your child with someone else's child or your responses to that of another parent.

Once your decision has been made to leave, notify a staff member and try not to prolong the process of departure. **Always** say goodbye to your child even when you know that this may result in protest. Staff will handle such protests in sensitive and supportive ways.

Be assured that, if your child continues to be unsettled for an unduly long period of time after you leave, we will phone you. If you are worried about your child, please do not hesitate to phone the service to check on how they are coping. This applies not only to the initial occasion when you leave your child but also to subsequent occasions.

ARRIVAL AND DEPARTURE EACH DAY

It is a legal requirement for all children to be signed in and out by a responsible adult aged 18 years or older.

On arrival the parent must sign the kiosk on, noting the time. Any person, other than a parent, who is collecting a child, must be authorised to do so by being listed on their enrolment form.

Please advise the Director if your child is to be collected by anyone else and note this via email.

DAILY ROUTINE

Generally, we follow a routine for morning tea at approximately 9:30 a.m., lunch at 11:30 a.m. and afternoon tea at 2:30 p.m., with exception of special occasions and events.

Staff plan the environment and daily experiences based on the child's interest, in conjunction with the National Quality Framework. These experiences are supported and encouraged by staff by extending the interests to develop and grow into a deeper learning experience.

Our indoor/outdoor program offers endless opportunities for children to participate, interact, experience and introduce experiences of any nature.

MEALTIMES

Three nutritious meals are provided at our service, with a variety of ingredients to fulfil all dietary requirements.

REST TIME

In accordance with the Education and Care Services National Regulations, our program "must take reasonable steps to ensure that the needs for sleep and rest" are provided for the children.

Rest is recognised as an important pre-requisite for a young child's growth and development. Whilst children are not required to sleep, staff and children alike create a restful environment and those who need or wish, are able to sleep. Those who do not wish to sleep are encouraged to do quiet activities.

We encourage all children to develop skills of rest, relaxation and recuperation, which will become important in their later lives.

SUNSCREEN

If you have not applied sunscreen to your child at home, please ensure you apply sunscreen to your child on arrival each morning. Our centre supplies sunscreen.

Once you have applied sunscreen please indicate this on the centre app.

APP

All families enrolled are set up on a centre app. Each family has access to their child's rest, meal, nappy change, and sunscreen information in real-time.

Educational Programs are displayed along with photos of children's learning on a daily basis.

SPECIAL ACTIVITIES

BIRTHDAYS

Birthdays are a special time for your child. Parents are welcome to send along individual patty cakes so your child can celebrate their birthday with their friends. Patty cakes are the preferred option due to our health and safety policy, and they are much easier to share. These will be shared **after** the children have eaten their fruit at morning tea.

SHOW AND TELL

As children begin to feel a part of the centre, they naturally want to share their home experiences with their teachers and friends. All children are invited to bring along any special treasures to share. However, we do try to steer away from toys, jewellery and other special items that may be lost or broken.

Some ideas for show and tell include favourite books, items from the natural environment including shells, coral, bones, birds' nests, pets, etc. photographs, instruments and other items are also strongly encouraged.

Please make sure that you approach the teacher when you arrive so that she knows that your child has 'Show and Tell'.

VISITORS TO THE CENTRE

Student Placement: This centre supports the inclusion of school, VET and university practical experience students in the education program providing they hold a current Positive Notice blue card for Child related employment (for students over 18 years) and are contributing positively to the early childhood curriculum and general centre operation.

Visiting "Specialists": As an extension to our planned program, individuals or groups with special skills are invited to share their skills, knowledge, talents or experiences with the children.

Parent visits: If you have any special skills, e.g., musical or other interest or hobby that you would like to share with the children please let the teacher know so that we can organise a day for you to spend some time with us. We also encourage all Grandparents or special family friends to attend our Grandparents Day and other celebrations.

EXCURSIONS

Excursion and incursions may be organised to enable children to be involved in their local community. Parents will be notified of all necessary details when an excursion has been planned. Written permission will be required prior to participation if your child is to attend.



PARENT INVOLVEMENT

OPEN COMMUNICATION

Regular, effective and open communication between parents and teachers assists in children gaining the most out of their early childhood education. Please speak freely to the Director about your child's progress or any concerns you may have.

Regular app posts are published and distributed to keep parents up to date with children's activities and the centre in general.

YOUR CHILD'S INFORMATION POCKET

Each child has a wall pocket in the main room for distribution of all centre information, such as notices of upcoming events, newsletters, etc. Your child's art work and anything left behind on previous days will also be placed in this pocket. The information pocket is a key to our communication with you; therefore, it is extremely important that you check this pocket each day when you collect your child. Emails will also be used to communicate with parents.

PARENT PARTICIPATION

We operate an open door policy, where parents and family are welcome into the service at any time.

Parent participation sends strong positive messages to your child that you support them and are part of the child care environment. There are many levels of parent participation and we appreciate that time is of a premium for all parents, however we are willing to accommodate any form of involvement you may desire.

Parent participation can include:

- assisting in fundraising;
- attending special activities and functions in the service;
- volunteering your skills to help the children or centre; and
- assisting with the development and review of policies and procedures.

The centre recognises the importance of regular, open communication between parents and staff and we encourage you to develop this line of communication with all the staff to aid in your child's development and quality care. We welcome any comments or suggestions.

CHANGES TO FAMILY DETAILS

Please keep the Director up to date with emergency numbers and any family changes which may impact on the child's behaviour, e.g., the arrival of a new baby, moving house, death of a family member or death of a pet, etc.

RESOURCES

Your unwanted goods may be our treasure!

Many important skills are developed by the children's use of varied materials, thus we need a constant supply of all sorts of recyclable goods.

We would be grateful if you could save bits and pieces and bring them into the Centre. Examples may include boxes, cardboard cylinders (not toilet rolls), scrap paper, ribbons, cotton reels, bright coloured paper products, buttons, seed pods, material, corks, etc. Unfortunately, we cannot accept polystyrene products or toilet rolls as they are unsafe for the children to use.

If you have any unwanted books, cot sheets, puzzles or toys in good condition, please feel free to donate them. We would also appreciate donations of items for dramatic play, e.g. old telephones / mobile phones, larger strips of fabric, dress up clothes, scarves, etc.

PARENT RESPONSIBILITIES

It is the parent's responsibility to:

- Notify the Director regarding changes in information recorded about the child. (e.g. telephone numbers or address, etc.)
- Read all the information relating to the centre in order to be familiar with policy information
- Comply with relevant health and hygiene policies of the Centre, including exclusions for infectious diseases
- Pay fees in full by the due date – any queries with fees are to be discussed with the Centre Director on 4637 8001
- Empty your child's pocket daily, read emails, read all notices placed in your child's pocket as well as notices posted on or beside the daily sign in sheet and notices written on the blackboard on the front veranda.
- Adhere to booked days.

ENROLMENTS AND BOOKINGS

ENROLLING YOUR CHILD

Enrolment forms need to be completed and signed prior to commencement of care.

Enrolment forms must be accompanied by the child's birth certificate, current immunisation records, and Health Care Card or Pension Card (if applicable). The child must be assessed for the Child Care Subsidy (CCS) or parents will be required to pay full fees.

For more information on the Child Care Subsidy, visit the Services Australia website: www.servicesaustralia.gov.au

INITIAL INTERVIEW

Parents / guardians will attend a meeting with the Director as part of the enrolment process. This is a great opportunity for you to ask any questions and share any relevant information before your child commences at the centre.

CHANGES TO THE ENROLMENT FORM

It is imperative that our records are kept up to date. Please notify the Director in writing of any changes to address, contact phone numbers, custodial agreements, emergency contacts etc.

There is a Change of Details form located in the foyer for you to use.

SESSION TIMES

Kath Dickson Education & Care Centre Toowoomba Central offers sessional care for families. Families can choose from a 6, 9, or 12-hour sessions each day, in order to maximise the number of hours of care a fortnight under the new Child Care Subsidy.

Where casual bookings meet the special conditions, families have the option of a additional session time of 3 hours. However 3 hour sessions do not fall under permanent bookings.

Session times are not locked into any particular time-slots; however, we encourage you to make these bookings with the Director's notice.

We require families to choose their preferred session time when booking care. If actual time exceeds booked time, families will be charged at a higher sessional rate for that particular day.

CHILD ABSENCE

Parents must notify the Director if a child is to be absent for a day/s because of illness, the taking of holidays, family reasons, etc. Fees are still payable for these days.

An absence of more than two weeks without notification will result in your child's enrolment being cancelled.

HOLIDAYS

The Kath Dickson Education and Care Centre is closed each year for two weeks over the Christmas / New Year period. During this period there will be no charge to families.

Children are charged the normal daily fee for any holidays taken outside this period.

PUBLIC HOLIDAYS

Kath Dickson Education and Care Centre charges for all public holidays with exception of the two week period over Christmas and New Years.

CANCELLATION OF ENROLMENT

You may cancel your child's enrolment at any time, however, the Kath Dickson Family Centre Board of Management requires a minimum of 2 weeks written notice to the Director or, in lieu of this notice, the payment of 2 weeks' fees will be payable to the Service.

TERMINATION OF ENROLMENT

The Director has the sole right have a discussion with the parents regarding any child who is unacceptably disruptive to the group. After discussion with the parents, an agreed behaviour management plan will be implemented. If there is no change in the behaviour of the child, the matter will be referred to the CEO and the Management Committee for consultation and resolution.

Kath Dickson Family Centre retains the right to terminate the enrolment of a child at the Kath Dickson Education and Care Centre Toowoomba Central. This is very rare, but a necessary policy for the safe and happy environment of all the children.

FEES

ENROLMENT FEE

We require a one-off, non-refundable fee to be paid on enrolment of your child.

DAILY FEES

Please ask the Director for a current fee schedule.

Daily fees include the provision of nappies, meals and wipes. You will be required to pay for the full booked time even if the whole time is not used.

If your child needs to be in the Centre for longer than you have booked, please contact us to check availability to extend the booked time.

If you use excess time before or after the time you have booked, the extra time will be charged.

CHILD CARE SUBSIDY

The Federal Government subsidises the cost of child care fees for eligible families. Parents must be assessed for the Child Care Subsidy (CCS) or they will be charged full fees.

For more information about the Child Care Subsidy, visit the Services Australia website: www.servicesaustralia.gov.au

PAYMENT OF FEES

All families are required to arrange for fees to be paid by a direct debit authorisation through the OWNA payment program, Fat Zebra.

Our child care management system OWNA, registers enrolments and daily attendances. The Fat Zebra payment system partners with OWNA and links directly to this data in order to calculate your fees at the end of each week. On your authority, the fees are then directly debited from your nominated bank account during the week of care.

As Long Day Care Service bookings are made on a permanent basis, fees will be applicable whether your child/ren attends on their nominated day/s or not, with the exception of Queensland Public Holidays that fall within the two-week closure over the Christmas / New Year period.



ABSENT / SICK DAYS

All families are eligible for a combined limit of 42 days of allowable absences per child per financial year with Childcare Benefit through the Family Assistance Office. Childcare Benefit is not payable after the 42 days of allowable absences are used.

Days where Allowable Absences will be charged for each booked day for care should your child/ren not attend including illness and holidays.

LATE FEE

Children must NOT be in the service BEFORE 6 a.m. or AFTER 6 p.m. If your child has not been collected by 6pm, a late fee per minute, per child, will apply.

CONCERNS REGARDING FEES MUST BE MADE TO THE CENTRE DIRECTOR OF THE KATH DICKSON FAMILY CENTRE TOOWOOMBA CENTRAL BY PHONING 4637 8001.

FUNDRAISING AND WORKING BEES

Fundraising may be necessary to cover the costs of running the centre and to update resources.

Past experiences indicate that fundraising can bring benefits not only to the upkeep of the centre, but to families as well. It enables families to interact and develop friendships. These friendships often expand into long-term relationships as children go on to attend schooling together in future years. This enables families to support each other in the care for their children.

It is anticipated that we will need at least four working bees per year for general maintenance to keep the buildings and grounds in good condition.



HEALTH AND WELLBEING

SUN SAFETY

Kath Dickson Education and Care Centre Toowoomba Central is an accredited SunSmart Centre with the Queensland Cancer Fund. Children and adults are required to wear broad brimmed, 7.5cm rim, and wear SunSafe clothes whilst outdoors. The Qld Cancer Council recommends clothing with collars and sleeves; closely woven natural fibre fabric; dark coloured.

Parents are encouraged to apply sunscreen to their child's skin each day prior to their attending the Centre. Application of sunscreen must be indicated on the app. This is advisable all year round, not just in summer.

Staff restrict outdoor play to cooler periods of the day; place outdoor equipment strategically in shaded areas of the playground and encourage children to play in these shaded areas. Education on sun safety is an integral part of the program.

HYGIENE

Hygienic practices are observed at all times in the Centre. Physical items are regularly washed and disinfected. Particular attention is paid to developing a consistent routine of correct hand washing:

- One pump of liquid soap
- Rubbed over entire front and back of hands and between fingers
- Rinsed under running water
- Tap turned off
- Hands shaken to leave drips in the sink
- Hands dried on a paper towel

Children are encouraged and assisted to wash hands:

- On arrival at the Centre
- Before and after eating / handling food
- After outdoor play
- After going to the toilet
- After touching nose secretions

In addition, it is essential that staff / care providers also wash their hands after helping a child at a toilet, and after blowing their own or a child's nose.

FOOD AND NUTRITION

PLEASE ADVISE THE DIRECTOR IF YOUR CHILD HAS ANY SPECIAL DIETARY NEEDS, FOOD INTOLERANCES OR PARTICULAR EATING HABITS. THIS WILL ENABLE MEAL TIMES AND COOKING EXPERIENCES TO BE AS HAPPY AND SAFE AS POSSIBLE.

The staff at the Centre recognise the importance of modelling good nutrition for young children and actively encourage healthy food choices.

DRINKS

Water and milk (non-flavoured) are the only acceptable drinks for children while they are at Kindy. The children are able to freely access their own drink bottle as well as water to top up bottles throughout the day.

All children are encouraged to drink water throughout the day especially during the warmer months. All children are also encouraged to participate in the swish, swash, swallow campaign after each meal to dislodge food from their teeth limiting the possibility of tooth decay.

SAFE SLEEPING

Kath Dickson Family Centre adopts **Red Nose safe sleeping** practices when putting babies down for a sleep. This requires educators to:

- keep baby within sight and/or hearing when asleep
- sleep baby on the back, not on tummy or side
- sleep baby with face uncovered (no doonas, pillows, lamb's wool, bumpers or soft toys)
- provide a smoke free environment
- provide a safe sleeping environment
 - safe cot: AS/NZ 2172
 - safe porta cot: AS 2195
 - safe mattress: firm, clean, flat, right size for cot
 - safe bedding: soft surfaces and bulky bedding increase the risk of sudden infant death
- remove teething necklaces and any other necklaces before children are put to sleep
- remove head coverings
- maintain temperature control by adjusting clothing and bedding materials, and;
- perform and document regular sleep checks (recommended every 10- 15 minutes)



IMMUNISATION

We strongly encourage the immunisation of all children. Parents must provide the Service with a vaccination certificate, personal health record or an immunisation exemption (obtained from a medical practitioner), it will be photocopied and kept with your child's records.

In the event of an outbreak of a vaccinated preventable disease, the parents of a non-vaccinated child will be required to remove the child from Kindy until the risk has passed.

Please consult your doctor if you require more information about immunisation.

FIRST AID

In accordance with the Education and Care Services National Regulations, all staff in contact with children must hold a current First Aid and CPR Certificate.

First Aid will be administered immediately to all children when/if required. This will be followed up with an incident/accident report detailing the incident and signed by the educators and parents.

MEDICATION

Only medication prescribed by a practicing physician (Doctor) will be administered as directed in writing by the child's doctor. The dosage will be checked by 2 staff members before being administered.

- All medication is to be handed to staff upon arrival at the centre.
- All medication is to be written in the Centre's Medication Folder and signed by the parent.
- Non-prescribed medication WILL NOT be given by staff to any child
- Children's Paracetamol (and Nurofen if required) is kept at the Centre and will be administered to a child whose temperature reaches 38°C, if written permission has been given by the parent for their child to receive these. The parent/guardian of the unwell child will be contacted immediately.
- No medication, creams or ointments are to be kept in your child's bag.

Please note: If you have administered paracetamol to your child before coming to the Centre, it is strongly recommended that your child remains at home for the day. High temperatures, pain and fever are indicators for illness and must not be ignored. Being at long day care when sick is not nice for your child nor for other children who may become infected.

All medication and dangerous goods are stored safely in areas not accessible by the children.

MEDICAL CONDITION

If your child has a medical condition, we will require a Management Plan from yourself and / or doctor on how to best deal with the condition in the centre environment (e.g. asthma, anaphylaxis, epilepsy or any other serious medical conditions).

ILLNESS

Parents must notify staff if their child is to be absent through illness.

Colds are considered serious enough to keep your child at home until the symptoms are no longer severe. To protect the health of others, children with contagious illnesses will not be admitted to the centre. In the event of a child becoming ill while at the centre, the parent will be contacted immediately.

In the event of a parent or emergency person not being available, the Director will take whatever steps are considered necessary to ensure all the children's well-being.

INFECTIOUS DISEASE

Parents must contact the centre to report contagious illness. Please refer to 'Time Out' Recommended Exclusion Period on the notice board in the front room and at the end of this Handbook.

INJURIES

Parents of a seriously injured child will be contacted promptly. In compliance with the Workplace Health and Safety Act, an Incident / Illness Register is kept at the Centre. Minor injuries will be reported to the parent when the child is collected and the parent will be required to sign the Register.

As per the Regulations, any serious incident is required to be reported to the Office of Early Childhood Education and Care.

CHILD PROTECTION

It is the policy of the service to adhere to the Child Protection Act (1999). Child abuse is any act or omission that endangers or impairs a child's physical or emotional health and development.

As part of this Centre's determination to ensure the security and safety of children, and in affirmation of the dignity and rights of the child, active measures are in place to help prevent the occurrence of child abuse and neglect.

The Department of Communities, Child Safety and Disability Services will be consulted by the Centre Director regarding any suspicion or identified acts of abuse or neglect. We will handle all situations in a confidential manner.

FIRE DRILL AND EMERGENCY EVACUATION

The fire drill evacuation procedure posters are located near the exits of the building. Fire Drills are conducted during the term. Any visitors attending the Centre during fire drill are legally required to take part.

INSURANCE

We are covered for Public Liability with Guild Insurance Limited.

SMOKING

This is a non-smoking Centre. For the health of your child and others, smoking is prohibited both indoors and outdoors at the centre, and within 5 meter radius of the perimeter.

OTHER POLICIES

BEHAVIOUR GUIDANCE

As your child settles into the Centre, you may notice new behaviours. Some of these behaviours, such as increased confidence, you will approve of. Other behaviours, such as biting, you will find difficult to relate to.

The early years are a time of learning about self and others, and a time for 'reading' social situations and deciding what is or is not appropriate behaviour. It is a time when children need considerable understanding and skillful guidance.

We focus on providing guidance in a way that preserves the self-esteem of children, helps them understand their own feelings and those of others. We introduce them to strategies for control over their own behaviour and to effectively relate to others. When working with your child we will concentrate on using positive actions and kind words, speaking calmly, clearly and directly to the child.

Physical, verbal and emotional punishment is regarded as unacceptable and will not be permitted or justified as a child management technique.

ANTI-DISCRIMINATION

When children enter an early childhood setting, they bring with them a rich variety of cultural and social backgrounds and experiences. This Service recognises the individuality of each child and family and has a policy of acceptance regardless of race, faith, gender, disability or culture.

CONFIDENTIALITY AND PRIVACY

This Service respects the confidential nature of children's records and will not provide this information without permission of the parents. The Centre may release family details, where necessary, to comply with other policies, for example notification of child abuse or a notifiable disease.

HOME PICK-UP AND DROP-OFF SERVICES

The Service will offer a home pick up and drop off service where it is reasonable and necessary in order to ensure that the child/ren have equitable access to care, and where care would not otherwise be able to be given if transport was unavailable.

In addition to the above criteria, priority will be given based on the Priority of Access Guidelines which includes:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a person with a disability (temporary or permanent)
- Health Care Card holders
- Children from non-English speaking backgrounds

Transport will be offered on a "needs basis" and limited places are available and will remain at the discretion of the Centre Director.

OBSERVATIONS AND DEVELOPMENTAL RECORD

Through play, your child will develop skills and abilities. During the course of your child's play, staff are taking observations for the purpose of planning a developmentally appropriate program. From these observations we are able to gain an insight into how your child is developing and how to enhance the environment to create further stimulation. The information gathered is strictly confidential between staff and parents.

You can view this information on the centre app.

PHOTOGRAPHY

Photos are taken on a regular basis by staff (and sometimes students) for observation and developmental records for each child. Photos enable parents to see the type of experiences that their child is involved in each day. They may also be used for visual stimulation for the children.

We also engage in marketing activities for the Service. For those who allow photos of their child to be used in this way, we ask that you sign the Talent Release form in the enrolment package.

GRIEVANCE PROCEDURE

If a parent has a concern regarding the care of their child/ren a discussion should take place with the lead educator and/or Director. Should the matter be unresolved, the parent should then contact the Chief Executive Officer of the Kath Dickson Family Centre. If the matter remains unresolved parents are encouraged to write to the Kath Dickson Family Centre Board of Directors.

Further discussions or concerns may be raised with the Office of Early Childhood Education and Care.



MEET MISS KATHLEEN DICKSON

The inspirational woman behind our organisation was an influential and tireless advocate for children throughout her career as a teacher and principal.



Born in 1910, Miss Kathleen Dickson's early childhood was spent on their property outside Tenterfield. The family later moved to Warwick, and Kathleen was one of the first pupils to attend the Presbyterian Ladies College in this town. The family moved to Toowoomba and Kathleen continued her education at Fairholme College where she was head girl and dux of her year in 1927.

Having decided to enter the teaching profession, she was one of the first groups of teachers to graduate from Teachers' Training College in Brisbane, spending her early days in the far west of Queensland.

When World War II began, Miss Dickson was on the staff of the Toowoomba South Girls and Infants School. She joined the V.A.D.'s, that later became the Australian Army Medical Women's Service, and rose rapidly to the rank of Captain.

With the return to civilian life, Miss Dickson resumed her teaching profession and was appointed Principal of the Infants' School at Mackay West, followed by the role of Principal at the Rockhampton Central Girls' School. In 1960, Miss Dickson returned to Toowoomba as Principal of the South Girls and Infants School where there was an enrolment of nearly 800 children.

For the next 15 years, Miss Dickson played an important part in the education of children in the city of Toowoomba. She recognised children's needs over and above academic accomplishments, and encouraged a love of music and art in her young students. Extra curricula activities involving her natural initiative and drive saw Miss Dickson emerging as a figure of great compassion in the community.

The 1960s and 1970s brought with them the emergence of 'latch key' children in the community. This was of concern to Miss Dickson who voluntarily extended her own working hours in order to provide interests and, in turn, protection for these children.

Retirement in 1975 coincided with the emergence of the Family Day Care Scheme introduced by the Whitlam Government. Miss Dickson was instrumental in establishing family day care in Toowoomba and the surrounding region. Today, more than 1,000 children on a daily basis receive child care through the Kath Dickson Family Centre, Queensland's first family day care service.

For the next 17 years, Miss Dickson worked tirelessly in a voluntary capacity to maintain the high standard of care available through the Kath Dickson Family Centre.

Kath Dickson died in November 2003 aged 93.

Today, thanks to her vision and determination, the Kath Dickson Family Centre has earned a reputation as 'leaders of excellence' and now manages Queensland's first family day care scheme as well as operating three early education centres, running community programs including playgroups, a toy library, and training the future generation of educators through the Kath Dickson Institute.

Time Out

Keeping your child and other kids healthy!

This poster provides information on the recommended minimum exclusion periods for infectious conditions and will assist medical practitioners, schools, pre-schools and childcare centres to meet the requirements of the *Public Health Act 2005*.¹

Condition	Person with the infection	Those in contact with the infected person ²
Chickenpox (varicella)	EXCLUDE until all blisters have dried. For non-immunised children, this is usually 5 days after the rash first appears, and less for immunised children.	EXCLUSION MAY APPLY EXCLUDE non-immune pregnant women and any child with immune deficiency or receiving chemotherapy. <i>Contact your Public Health Unit for specialist advice.</i> Varicella can be reactivated in older children and adults as Shingles. See below.
Cold sores (herpes simplex)	NOT EXCLUDED if the person can maintain hygiene practices to minimise the risk of transmission. Young children unable to comply with good hygiene practices should be excluded while sores are weeping. Sores should be covered with a dressing where possible.	NOT EXCLUDED
Conjunctivitis	EXCLUDE until discharge from eyes has ceased unless a doctor has diagnosed non-infectious conjunctivitis.	NOT EXCLUDED
Cytomegalovirus (CMV)	NOT EXCLUDED Pregnant women should consult with their doctor.	NOT EXCLUDED Pregnant women should consult with their doctor.
Diarrhoea³ and/or Vomiting including: <ul style="list-style-type: none"> • amoebiasis • campylobacter • cryptosporidium • giardia • rotavirus • salmonella • viral gastroenteritis but excluding: <ul style="list-style-type: none"> • norovirus • shigellosis • toxin-producing forms of E.coli (STEC) See specific information below	Exclusion periods may vary depending on the cause. EXCLUDE a single case until 24 hours after the last loose bowel motion and the person is well. EXCLUDE all persons who prepare or serve food until they have not had any diarrhoea or vomiting for 48 hours. If there are more than two cases with diarrhoea and/or vomiting in the same location, or a single case in a food handler, notify your Public Health Unit. <i>See information below if norovirus is confirmed or considered likely as the cause of diarrhoea and vomiting.</i>	NOT EXCLUDED
Enterovirus 71 (EV71 neurological disease)	EXCLUDE until written medical clearance is received confirming the virus is no longer present in the person's bowel motions.	NOT EXCLUDED
Fungal infections of the skin and nails (ringworm/tinea)	EXCLUDE until the day after antifungal treatment has commenced. (No exclusion for thrush).	NOT EXCLUDED
Glandular fever (mononucleosis, Epstein-Barr virus)	NOT EXCLUDED	NOT EXCLUDED
German measles (rubella)⁴	EXCLUDE for 4 days after the onset of rash or until fully recovered, whichever is longer. Pregnant women should consult with their doctor.	NOT EXCLUDED Pregnant women and female staff of childbearing age should check their immunity with their doctor. <i>Contact your Public Health Unit for specialist advice.</i>
Haemophilus influenzae type b (Hib)	EXCLUDE until the person has completed a course of appropriate antibiotic treatment. ⁵ <i>Contact your Public Health Unit for specialist advice.</i>	EXCLUSION MAY APPLY <i>Contact your Public Health Unit for specialist advice.</i>
Hand, foot and mouth disease (EV71)	EXCLUDE until all blisters have dried.	NOT EXCLUDED
Head lice	Exclusion is not necessary if effective treatment is commenced before next attendance day (i.e. the child does not need to be sent home immediately if head lice are detected).	NOT EXCLUDED
Hepatitis A⁴	EXCLUDE until at least 7 days after the onset of jaundice or dark urine, or for 2 weeks after onset of first symptoms if no jaundice or dark urine.	NOT EXCLUDED <i>Contact your Public Health Unit for specialist advice about vaccination or treatment for children and staff in the same room or group, children transferring to another centre and new enrolments.</i>
Hepatitis B and C	NOT EXCLUDED Cover open wounds with a waterproof dressing.	NOT EXCLUDED

Footnotes

1. Observing the exclusion period meets the intent of the *Public Health Act 2005* for a person to be non-infectious.
2. The definition of 'contact' will vary between diseases and is sometimes complex. If unsure, contact your local Public Health Unit.
3. Diarrhoea definition is: 3 or more loose stools or bowel movements in a 24 hour period that are different from normal and/or escapes a child's nappy.
4. Doctors should notify the local Public Health Unit as soon as possible if children or staff are diagnosed with these conditions.
5. Appropriate antibiotic treatment: this will vary between diseases. If unsure, contact your Public Health Unit.



Condition	Person with the infection	Those in contact with the infected person ²
Hepatitis E	EXCLUDE until at least 2 weeks after the onset of jaundice.	NOT EXCLUDED
Human immunodeficiency virus (HIV/AIDS)	NOT EXCLUDED Cover open wounds with waterproof dressing.	NOT EXCLUDED
Influenza and influenza-like illness	EXCLUDE until symptoms have resolved, normally 5–7 days.	NOT EXCLUDED
Measles ⁴	EXCLUDE for 4 days after the onset of the rash. <i>Contact your Public Health Unit for specialist advice.</i>	EXCLUSION MAY APPLY Vaccinated or immune contacts NOT EXCLUDED . EXCLUDE immuno-compromised contacts (including those receiving chemotherapy) until 14 days after the appearance of the rash in the last case. EXCLUDE non- or incompletely vaccinated contacts, without evidence of immunity. <i>Contact your Public Health Unit for specialist advice.</i>
Meningitis (bacterial)	EXCLUDE until well and has received appropriate antibiotics. ⁵	NOT EXCLUDED
Meningitis (viral)	EXCLUDE until well.	NOT EXCLUDED
Meningococcal infection ⁴	EXCLUDE until 24 hours of appropriate antibiotics have been completed. <i>Contact your Public Health Unit for specialist advice.⁵</i>	NOT EXCLUDED <i>Contact your Public Health Unit for specialist advice about antibiotics and/or vaccination for close contacts.⁵</i>
Molluscum contagiosum	NOT EXCLUDED	NOT EXCLUDED
Mumps	EXCLUDE for 5 days after onset of swelling. Pregnant women should consult with their doctor.	NOT EXCLUDED Pregnant women should consult with their doctor.
Norovirus	EXCLUDE until there has been no diarrhoea or vomiting for 48 hours.	NOT EXCLUDED
Roseola, sixth disease	NOT EXCLUDED	NOT EXCLUDED
Scabies	EXCLUDE until the day after treatment has commenced.	NOT EXCLUDED
School sores (impetigo)	EXCLUDE until 24 hours of appropriate antibiotics have been completed. ⁵ Cover sores on exposed areas with a waterproof dressing until sores are dry, and encourage handwashing.	NOT EXCLUDED
Shiga toxin-producing E.coli (STEC)	EXCLUDE until diarrhoea has stopped and two samples have tested negative. <i>Contact your Public Health Unit for specialist advice.</i>	EXCLUSION MAY APPLY <i>Contact your Public Health Unit for specialist advice.</i>
Slapped cheek syndrome, fifth disease (parvovirus B19, erythema infectiosum)	NOT EXCLUDED Pregnant women should consult with their doctor.	NOT EXCLUDED Pregnant women should consult with their doctor.
Shigellosis	EXCLUDE until there has been no diarrhoea or vomiting for 48 hours <i>Contact your Public Health Unit for specialist advice.</i>	EXCLUSION MAY APPLY <i>Contact your Public Health Unit for specialist advice.</i>
Shingles (herpes zoster)	EXCLUSION MAY APPLY If blisters can be covered with a waterproof dressing, until they have dried NOT EXCLUDED . EXCLUDE if blisters are unable to be covered and until no new blisters have appeared for 24 hours.	EXCLUSION MAY APPLY <i>Contact your Public Health Unit for specialist advice, including advice for pregnant women and any person who is immuno-compromised (including receiving chemotherapy).</i>
Streptococcal sore throat (including scarlet fever)	EXCLUDE until 24 hours of appropriate antibiotics have been completed. ⁵	NOT EXCLUDED
Tuberculosis (TB) ⁴	EXCLUDE until written medical clearance is received from the relevant Tuberculosis Control Unit.	NOT EXCLUDED
Typhoid ⁴ and paratyphoid fever	EXCLUDE until diarrhoea has stopped and two samples have tested negative. <i>Contact your Public Health Unit for specialist advice.</i>	EXCLUSION MAY APPLY <i>Contact your Public Health Unit for specialist advice.</i>
Whooping cough (pertussis) ⁴	EXCLUDE until 5 days after starting appropriate antibiotics or for 21 days from onset of cough. ⁵ <i>Contact your Public Health Unit for specialist advice.</i>	EXCLUSION MAY APPLY for those in contact with the infected person. <i>Contact your Public Health Unit for specialist advice regarding exclusion of non- or incompletely vaccinated contacts.</i>
Worms	EXCLUDE until diarrhoea has stopped for 24 hours and treatment has occurred.	NOT EXCLUDED



Some medical conditions require exclusion from school, childcare centres and other settings to prevent the spread of infectious diseases among staff and children.¹

For further information or advice about diseases or conditions not listed here:

- Contact your nearest public health unit at:
www.health.qld.gov.au/system-governance/contact-us/contact/public-health-units
- National Health and Medical Research Council publication: *Staying Healthy – Preventing infectious diseases in early childhood and education and care services, 5th edition*:
www.nhmrc.gov.au/guidelines-publications/ch55
- For fact sheets about various communicable diseases visit the Queensland Department of Health website at: <http://disease-control.health.qld.gov.au>

Time Out



Use this QR Code to access a digital copy of this poster or visit: www.health.qld.gov.au/publichealthact/contagious



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