

TOOWOOMBA CENTRAL

PARENT HANDBOOK 2024



WELCOME



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

We offer long day care for ages birth to 5 years with a fully accredited Kindergarten program. Vacation care is also available for children aged up to 12 years during the school holidays.

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 and I'll be happy to answer any questions you may have.

Nicole McLucas

Director, Kath Dickson Education & Care Centre Toowoomba Central

Kath Dickson Education & Care Centre
Toowoomba Central

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

Phone: 07 4637 8001



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Kath Dickson Family Centre is 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.

ABOUT OUR CENTRE

Centre philosophy

We recognise that early childhood is a crucial time in the development of children and we work with children and their families to ensure the best possible start in life.

We provide a nurturing and natural environment where each child feels valued and safe to explore, create and communicate. Our centre environment ensures flexibility and responsiveness to the children's interests, learning capabilities and styles, and provides a platform for becoming confident learners.

Our curriculum has been developed and is influenced by the Early Years Learning Framework ensuring the children at our centre receive the highest quality education. The children in our service are engaged in a play based program which supports all developmental domains.

We know that collaborative partnerships are crucial to successful education. We work with all families to

access vital information to support our children.

We believe a love of learning is one of the greatest gifts you can give a child and our stimulating, natural learning environments are designed to encourage wellbeing, wonder and belonging.

Opening hours

Our Centre is open 6am-6pm, Monday to Friday (excluding public holidays).

Management of the centre

Kath Dickson Education and Care Centres are a division of the *Kath Dickson Family Centre*, a community based, non-profit organisation committed to improving the wellbeing of families and children, specifically in the crucial early years of childhood, from 0-5 years.

To find out more, visit www.kdfc.com.au

ABOUT OUR STAFF

Staff qualifications

In accordance with the Early Childhood Education and Care Regulations, staff qualification 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.

In addition, our Centre actively supports the ongoing professional development of all staff members through attendance at courses, seminars, workshops and conferences to broaden and update staff knowledge.

Staff ratios

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

Nursery: 1 contact staff member per 4 babies, to a maximum of 8 babies (birth – 15 months).

Toddler Room 1: 1 contact staff member per 4 children, to a maximum of 8 children (15 months – 2 years).

Toddler Room 2: 1 contact staff member per 5 children, to a maximum of 10 children (2 – 3 years).

Pre-Kindy Room: 1 contact staff member per 5 children for children under 3 and 1 contact staff member per 11 children for children above 3 years, to a maximum of 22 children).

Kindergarten: 1 contact staff member per 11 children, to a maximum of 22 children (3 – 5 years).

Volunteers and visitors

In addition to paid staff, the Centre also supports the inclusion of volunteers, practical experience students from high schools, VET and university courses, and visiting specialists. All are required to hold a current Positive Notice blue card for Child related employment (for students over 18 years).

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 National Quality Framework (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: Leadership and service management

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

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.



DAILY ROUTINES

Flexible routine

Generally, we follow a routine for morning tea at around 9.30am, lunch at 11.30am and afternoon tea at 2pm, with the exception of special occasions and events.

Staff plan the environment and daily experiences based on the children's interest, and in conjunction with the National Quality Framework. These experiences are supported and encouraged by staff 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.

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 in on OWNA (a private online platform and dedicated mobile app), noting the time. A signature and time of departure is required at pick up. 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 in OWNA.

Sunscreen

If you have not applied sunscreen to your child at home, please ensure you apply sunscreen to your child on arrival each morning using our sunscreen station in our entrance area.

Once you have applied sunscreen please indicate this in the sunscreen record column in OWNA.

Mealtimes

Three nutritious meals are provided at our service, with a variety of ingredients to fulfil all dietary requirements. The food is provided by Kids Gourmet Food and delivered fresh daily. Our daily menu is on display in the centre, just outside the kitchen. Our menu is also displayed daily on OWNA.

If your child is arriving early, from 6am-8am, we understand you may need to bring along their breakfast. Recommended foods include cereal with milk, fruit, yoghurt, healthy muffins, or sandwiches.

A late snack is also provided for children in attendance from 4.30pm.

Drinks

Water and milk (non-flavoured) are the only acceptable drinks for children at the Centre.

All children are encouraged to drink water throughout the day and are able to freely access their own drink bottle. We also encourage the children to participate in the swish, swash, swallow campaign after each meal to dislodge food from their teeth limiting the possibility of tooth decay.



Infant feeding

Families can bring bottles of breastmilk or dry formula for their children. You can feel reassured that our educators know how to store and prepare breastmilk and formula correctly and will offer your child their bottle at the required times throughout the day.

When your child is ready to move onto solid foods, feel free to discuss their food experiences with educators who can help you.

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 time 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 set a time of day to 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.

GETTING YOUR CHILD READY

Familiarisation visits

Once you have enrolled your child (see page 10), 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. A number of visits may be needed before a child and parent feels comfortable.

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.

What to bring each day

- Back pack or school **bag** that is 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** (hats need to be clearly labelled with your child's name and are to be stored in your child's bag each day).
- A **small sheet set** (the cot size, which is approx. 60cm x 140cm, fits our kindy beds), in a drawstring bag or pillow case (to separate them from other sheets for hygiene purposes). A **covering sheet** in summer (the air conditioning may feel cool) and maybe a small cot size **blanket** in winter, are necessary.

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, such as in the sandpit, water play, painting, and using clay. 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 must be worn to keep with 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.

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

Shoes vs barefoot

This centre 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.

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 ring you. If you are worried about your child please do not hesitate to ring 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 visits.



PARTNERSHIP WITH FAMILIES

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

Staying connected

Kath Dickson Education and Care Centre values authentic, open communication with you and your family. We will share information about the service and your child on a regular basis through:

- OWNA Parent Portal
- Email or Phone
- Social Media
- Face to Face.

Educators are always happy to talk to you about your child, but it is often a good idea to arrange a special time to meet with your Centre Director.

Parent participation

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

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 from parents, as we believe parent input is a vital part of

our service in order to provide quality care.

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 celebrations.

OWNA

OWNA is your very own private online platform and dedicated mobile app that makes sharing key moments between educators and families more engaging.

Get real-time updates for your child or children, such as when they have eaten, slept, toileted or even how much milk / water they have consumed.

In OWNA, parents/guardians are able to interact with educators via the secure social network using comments, photos and videos. Additionally, you can notify the centre that your child will be absent, book a casual day or complete a medication permission.

Parent responsibilities

It is the parent's responsibility to:

- Notify the Director regarding changes in information recorded about the child. For example, any family changes which may impact on the child's behaviour (the arrival of a new baby, moving house, death of a family member or pet, 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
- Read emails and all notices posted on or beside the daily sign in sheet and on OWNA.
- Adhere to booked days and session times.

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.

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, such old telephones/mobile phones, larger strips of fabrics, dress up clothes, scarves, etc.

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.

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.

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 cakes due to our health and safety policy plus 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 at Kindy.

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'.

Excursions

Excursions 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 departure if your child is to attend.



ENROLMENTS AND BOOKINGS

Enrolling your child

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

Find out more information on the Child Care Subsidy at Services Australia: 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 at all times. Please notify the Centre Director in writing of any changes to address, parent / guardians and emergency contact numbers, addresses, custodial agreements, bookings changes etc.

There are *Update of Family Details* forms located in the foyer for you to use.

Session times

Kath Dickson Education and Care Centre *Toowoomba Central* offers sessional care for families. We have a variety of session times for 6 and 9 hours of care in order to suit your needs. The session time for 12 hours is 6am-6pm.

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.

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.

If children are away from the Centre on holidays outside this closure period, the normal daily fee will be charged to families.

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.

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.

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 Centre.

Termination of enrolment

The Director has the sole right to discuss with the parents 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. 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 of \$50.00 to be paid on enrolment of your child. Your child will be given an enrolment pack: a hat, water bottle and a shirt.

Daily fees

You will receive our Fee Schedule in your child's enrolment pack.

Our daily fees include the provision of food.

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.

Before enrolment can commence, your direct debit details will need to be set up for payment of your fees via the OWNA app.

Payment of fees

All families are required to arrange for fees to be paid by a Direct Debit Authorisation through the OWNA Direct Debit Program.

Our child care management system, OWNA, registers enrolments and daily attendances. The OWNA payment system partners with our system, Fat Zebra, 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 following week after care.

As Long Day Care Service bookings are made on a permanent basis, fees will be applicable whether your child attends on their nominated day/s or not. This includes public holidays.

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.

The Child Care Subsidy (CCS) is a payment made by the Australian Government to help families with the cost of quality childcare and early education. This is paid directly to the service to reduce your weekly fees.

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

High subsidy

You'll get the higher subsidy if all these apply:

- you get or will be eligible for CCS;
- your family's income is under \$354,305; and
- you have more than one child aged 5, or younger, in child care.

If you have more than one child aged 5 or under, we will assess which children get the higher subsidy by working out:

- the 'standard rate child'
- the 'higher rate child' or the 'higher rate children'.

The 'standard rate child' is usually your eldest CCS eligible child aged 5 or under. For this child, you'll continue to get the CCS rate that you're eligible for based on your family income estimate. This is known as the standard CCS rate.

The 'higher rate child' refers to your younger eligible child/ren. You'll get the higher subsidy rate for them.

For children born on the same date, such as twins, we will automatically determine one child as the 'standard rate child'. We'll then apply the higher rate to other eligible children.

You will continue to get your standard rate of CCS for any eligible children aged 6 and above. If you have one child aged 5 or under you'll continue to receive your standard rate of CCS. The higher subsidy rate only applies if you have more than one eligible child aged 5 or under.

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.

Late fee

Children must NOT be in the service BEFORE 6am or AFTER 6pm. 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 Finance Department of Kath Dickson Family Centre by phoning 4633 8400.

HEALTH AND WELLBEING

Sun safety

Kath Dickson Education and Care Centre 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 can be recorded on the sign in screen of OWNA. 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.

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/NZS 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).

Hygiene and toilets

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 using one pump of liquid soap rubbed over entire front and back of hands and between fingers and rinsed under running water. Hands shaken over the sink and 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; and
- 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.

Children are encouraged to go to the toilet individually and independently if possible. During the toilet training process, our educators will support all toilet training attempts and positively encourage and praise all efforts made by the child. It is an important part of the toilet training process that children are given regular opportunities to attempt toileting whilst being provided with emotional support, understanding, patience and empathy. Parents/guardians and educators are encouraged to exchange information in relation to toileting success and attempts and work together to support the child through the process.

Immunisation

We strongly encourage the immunisation of all children. Parents must provide the centre 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 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. Non-prescribed medication WILL NOT be given by staff to any child.

All medication to be administered must have a completed medication form in OWNA, signed by the parent, that clearly states the dosage requirements. The dosage will be checked by 2 staff members before being administered.

All medication is to be handed to staff upon arrival to the centre. No medication, creams or ointments must be kept in your child's bag.

Children's Paracetamol (and Nurofen, if required) is kept at the Centre and will be administered to a child whose temperature reaches 38°C, only 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.

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 see the 'Time Out' Recommended Exclusion Period and the chart 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 to 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.

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 the 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 skilful 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 centre recognises the individuality of each child and family and has a policy of acceptance regardless of race, creed, gender, disability or culture.

Confidentiality and privacy

This Centre 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.

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;

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 which include a disabled person;
- children in families which 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 priority 1 or 2 child.

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.

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 Centre.

For those who allow photos of their child to be used in this way, please ensure you indicate this in our OWNA enrolment form.

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.



Time Out

Keeping your child and other kids healthy!



- Information for a number of infectious conditions that may require¹ exclusion of children from school, education and care services.
- Additional public health *recommendations* that apply to children and adults.
- To assist medical practitioners, schools, preschools and childcare facilities to meet the public health *requirements¹* and *recommendations*.

*Refers to contagious conditions as per the Public Health Regulation 2018.

1. Observing the exclusion period meets the intent of the Public Health Act 2005 for a person to be non-infectious. See schedule 4 of the Public Health Regulation 2018 for a complete list of contagious conditions and their exclusion criteria.
2. Doctors should notify the local Public Health Unit as soon as possible if children or staff are diagnosed with these conditions. Refer to page 2 for Public Health Unit contact details.

Condition	Person with the infection	Those in contact with the infected person (The definition of 'contact' will vary between diseases)
*Chickenpox (varicella)	EXCLUDE until all blisters have dried, and at least 5 days after the onset of symptoms. ¹	EXCLUSION MAY APPLY EXCLUDE non-immune pregnant women and any child with immune deficiency or receiving chemotherapy. Advise to seek urgent medical assessment. <i>Contact your Public Health Unit for specialist advice.</i> Also see Shingles information 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
*COVID-19	EXCLUDE until symptoms have resolved, normally 5–7 days.	NOT EXCLUDED
Cytomegalovirus (CMV)	NOT EXCLUDED pregnant women should consult with their doctor.	NOT EXCLUDED pregnant women should consult with their doctor.
Diarrhoea and/or Vomiting including: <ul style="list-style-type: none"> • amoebiasis • campylobacter • cryptosporidium • giardia • rotavirus • salmonella • *gastroenteritis but excluding: <ul style="list-style-type: none"> • *norovirus • shigellosis • toxin-producing forms of E.coli (STEC) <p><i>See advice for these specific conditions below</i></p>	Exclusion periods may vary depending on the cause. EXCLUDE a single case until the person, has no symptoms ¹ (includes vomiting if applicable), is feeling well and they have not had any loose bowel motions for at least 24 hours or if the person has confirmed norovirus exclude for at least 48 hours. ¹ EXCLUDE all persons who prepare or serve food until they have not had any diarrhoea or vomiting for 48 hours. NOTE: If there are 2 or more cases with diarrhoea and/or vomiting in the same location, which may indicate a potential outbreak OR a single case in a food handler, notify your Public Health Unit. Diarrhoea: 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. <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. ¹	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)²	EXCLUDE for 4 days after the onset of rash ¹ or until fully recovered, whichever is longer. Pregnant women should consult with their doctor.	NOT EXCLUDED pregnant women should consult with their doctor.
*Haemophilus influenzae type b (Hib)	EXCLUDE until the doctor confirms the person is not infectious and has completed 4 days of appropriate antibiotic treatment. ¹ <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	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 A²	EXCLUDE until at least 7 days after the onset of jaundice; ¹ OR for 2 weeks after onset of first symptoms, including dark urine if there is no jaundice. If a person is asymptomatic <i>contact your Public Health Unit for Specialist advice.</i>	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>

Condition	Person with the infection	Those in contact with the infected person ²
Hepatitis B and C	NOT EXCLUDED cover open wounds with waterproof dressing.	NOT EXCLUDED
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 ²	EXCLUDE until the doctor confirms the person is not infectious but not earlier than 4 days after the onset of the rash. ¹ <i>Contact your Public Health Unit for specialist advice.</i>	EXCLUSION MAY APPLY NOT EXCLUDED vaccinated or immune contacts. 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.	NOT EXCLUDED
Meningitis (viral)	EXCLUDE until well.	NOT EXCLUDED
*Meningococcal infection ²	EXCLUDE until the treating doctor confirms the child is not infectious and at least 24 hours of appropriate antibiotics have been completed. ¹ <i>Contact your Public Health Unit for specialist advice.</i>	NOT EXCLUDED <i>Contact your Public Health Unit for specialist advice about antibiotics and/or vaccination for close contacts.</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 no symptoms and no loose bowel motions for 48 hours. ¹	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. 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 2 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. Note: Children are contagious until 24 hours after the fever resolves. Rashes generally occur after the infectious period has passed.	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)	EXCLUDE all children until blisters have dried and crusted. EXCLUDE adults if blisters are unable to be covered. NOT EXCLUDED in adults if blisters can be covered with a waterproof dressing until they have dried.	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.	NOT EXCLUDED
*Tuberculosis (TB) ²	EXCLUDE until written medical clearance is received from the relevant Tuberculosis Control Unit.	NOT EXCLUDED
*Typhoid ² and paratyphoid fever ²	EXCLUDE until appropriate antibiotics have been completed. ¹ Stool sample clearance will be required, <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) ²	EXCLUDE until 5 days after starting appropriate antibiotics or for 21 days from onset of cough AND confirmed that they are not infectious. ¹ <i>Contact your Public Health Unit for specialist advice.</i>	EXCLUSION MAY APPLY for contacts of an 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

This is an assistive tool, it is not intended to replace clinical assessment, management or judgment.

If you have any medical concerns, contact your healthcare provider or 13 HEALTH (13432584)

For further advice on the information within this poster, contact your nearest Public Health Unit via 13Health or at www.health.qld.gov.au/system-governance/contact-us/contact-public-health-units

Further information on recommendations:

- Communicable Diseases Network Australia (CDNA) guidelines <https://www1.health.gov.au/internet/main/publishing.nsf/Content/cdnasongs.htm>
- National Health and Medical Research Council publication: infectious diseases in early childhood and education and care services, 5th edition www.nhmrc.gov.au/guidelines-publications/ch55
- Queensland Department of health Communicable Disease Control Guidance <http://disease-control.health.qld.gov.au>



Use this QR Code to access a digital copy of this poster or visit www.health.qld.gov.au/public-health/schools/prevention



OUR FOUNDER: 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 Dickson family moved to Toowoomba and Miss Dickson 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.

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 Centre.

Kath Dickson died in November 2003 aged 93.

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.

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 and a toy library, and training the future generation of educators through our Institute.



OUR VISION

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

OUR MISSION

Empowering children, individuals and families through:

EDUCATION	CONNECTION	ENGAGEMENT	SUPPORT	LEADERSHIP
Creating confident and curious learners.	Connecting with community, culture and each other.	Community participation and collaboration.	Demonstrating compassion, care and encouragement.	Inspiring others to achieve greater things.

OUR VALUES

INTEGRITY	WELLBEING	BELONGING	LEARNING	RESILIENCE
We are trustworthy and honest in everything we do.	We are committed to the wellbeing of ourselves and others.	We welcome and include each individual with respect.	We embrace curiosity and continue to learn every day.	We grow stronger in the face of adversity.



Kath Dickson Education and Care Centre
5 Jennings Street, Toowoomba QLD 4350

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



@KathDicksonFamilyCentre