Kath Dickson FAMILY CENTRE

Kath Dickson Education and Care Centre

TOOWOOMBA CENTRAL

PARENT HANDBOOK 2026

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

Welcome to Toowoomba Central

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.

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

Centre Director,

Kath Dickson Education & Care Centre
Toowoomba Central

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Kindergarten Approved Program
Queensland Government

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.

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About our centre

Centre philosophy

At Kath Dickson Education and Care Centre – Toowoomba Central, our philosophy is rooted in our unwavering commitment to advancing the education and well-being of children, individuals, and families. We understand the profound impact early childhood experiences have on shaping a child's future, and thus, we strive to create a nurturing and enriching environment that fosters holistic growth.

Family is at the core of our approach. We deeply value family contributions and actively engage parents and guardians in the educational journey of their children. By partnering with families, we gain valuable insights into each child's unique background, experiences, and needs. This collaboration enables us to design tailored and inclusive learning opportunities that consider each child's individuality and cultural context.

Central to our beliefs is the power of meaningful relationships. We recognize that children thrive in an environment where they feel valued, safe, and confident. Our dedicated educators actively cultivate these positive relationships with the children in our care. By building trust and rapport, we create a sense of belonging, ensuring that every child feels embraced within our learning community.

Play is a fundamental aspect of early childhood development. We are strong advocates for play-based learning. We believe that play is a child's natural way of exploring and making sense of the world around them. Our play-based program is not only child-led but also guided by the Early Years Learning Framework. This framework ensures that our approach aligns with evidence-based practices and age-appropriate developmental milestones.

We are steadfast in our commitment to fostering an environment of inclusivity and diversity. At Toowoomba Central, we celebrate the richness of cultures, religions, genders, appearances, and family backgrounds that make up our community. We welcome children and families from all walks of life, recognizing that each unique perspective contributes to a vibrant and enriching learning experience for everyone involved.

We acknowledge and embrace individuality. As dedicated educators, we understand that each child follows their own unique path of learning and development, and our educators take the time to truly understand and appreciate each child's needs, interests, and strengths. By tailoring our approaches to suit the preferences of the child, we create a supportive and nurturing environment that promotes their natural curiosity and eagerness to learn.

Sustainability and Environmental Responsibility. We are committed to embedding sustainable practices into our daily operations and educational program. We believe that children are the custodians of our future, and it is our responsibility to guide and empower them to care for and respect the world around them. Through intentional teaching, hands-on experiences, and meaningful discussions, we nurture children's understanding of environmental responsibility and the interconnectedness of people, communities, and the natural world.

In conclusion, the philosophy of Kath Dickson Education and Care Centre – Toowoomba Central is grounded in our commitment to supporting children to become the best versions of themselves. We are guided by our core values: we are caring in the relationships we build, trustworthy in the partnerships we foster, inclusive in the environments we create, accountable in the standards we uphold, and we strive for excellence in all aspects of our practice. Through our dedication, integrity, and genuine care, we work collaboratively with families and our community to provide a nurturing foundation that empowers every child to thrive, grow, and reach their full potential. .

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 non-profit organisation. To find out more, visit www.kdfc.com.au

About the curriculum

The National Quality Framework

The National Quality Framework regulates and assesses most early childhood education and care services in Australia. It includes the National Quality Standard (NQS), which sets seven quality areas that services are assessed and rated against — covering educational practice, health and safety, environment, staffing, relationships, partnerships, and leadership.
The NQF aims to improve quality, support positive outcomes for children, and help families understand what makes a quality service.

The Early Years Learning Framework

Belonging, Being and Becoming: The Early Years Learning Framework (EYLF) guides educators in delivering high-quality programs for children from birth to five years. It outlines principles, practices and learning outcomes to support children's development and ensure consistency across Australia..

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

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 amaximum of 8 children (15 months – 2 years).

Toddler Room 2: 1 contact staff member per 5 children, to amaximum 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

The Centre also supports the inclusion of volunteers, practical experience students, and visiting specialists. All are required to hold a current Blue Card for Child related employment (for students over 18 years).

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.

We encourage children to wear shirts with collars and sleeves in line with the Cancer Council's SunSmart recommendations to support sun safety practices.

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 informationrecorded 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 afamily member or pet, etc.)
- Read all the information relating to the centre in orderto be familiar with policy information
- Comply with relevant health and hygiene policies ofthe 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 aware 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 details when an excursion has been planned. Written permission will be required prior to departure if your child is to attend.

Bush Kindy

Bush Kindy is an embedded part of our kindergarten program, providing children with regular opportunities to learn in natural outdoor environments. Through guided exploration, risk-aware play, and connection with the land, children build resilience, confidence, problem-solving skills and a strong sense of environmental responsibility.

Bush Kindy experiences are thoughtfully planned, aligned with the Early Years Learning Framework, and supported by comprehensive risk assessments to ensure children's safety and wellbeing at all times.

Educator Expert Program

Our Educator Expert Program celebrates the unique strengths, passions and expertise of our educators. Educators are encouraged to become an "Expert" in an area they are passionate about, such as literacy, sustainability, STEM, wellbeing, creative arts, cultural inclusion or outdoor learning, and use their knowledge to enrich children's learning, support colleagues and contribute to our educational program. By sharing expertise across our team, we create engaging learning experiences for children while fostering collaboration, leadership and ongoing professional growth among our educators.

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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 families the choice of 6 hour or 12 hour sessional care.

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 with a hat 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

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
- provide a safe cot: AS/NZS 2172:2013;
- use a mattress that meets the voluntary standard for testing firmness (AS/NZS 8811.1:2013);
- use 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 mins).

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 and safety

Our service is committed to providing a safe and secure environment for all children. We adhere to the Child Protection Act 1999 (Qld), the Education and Care Services National Law (Queensland), and the Education and Care Services National Regulations, including Regulation 84 (Awareness of Child Protection Law) and Regulation 155 (Interactions with Children).

Child abuse is defined as any act or omission that endangers or impairs a child's physical or emotional health, development or wellbeing.

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This includes physical abuse, emotional abuse, sexual abuse and neglect.

In affirming the dignity and rights of every child, we implement active measures to prevent and respond to child abuse and neglect. All educators are mandatory reporters and receive ongoing training in child protection. Clear procedures are in place for reporting concerns to the relevant authorities in accordance with legislative requirements.

To further protect children's safety and privacy, our service is a No Personal Device Service.

Families and visitors are **not** permitted to use personal mobile phones or recording devices within the centre. Educators at the centre use only service-issued devices for the purpose of capturing children's images and documentation, ensuring compliance with privacy, confidentiality and child protection requirements at all times..

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.

Reportable Conduct Scheme

At Kath Dickson Family Centre, the safety and wellbeing of every child is our highest priority.

Queensland's Reportable Conduct Scheme, established under the Child Safe Organisations Act 2024, provides a consistent approach for organisations to report, investigate and respond to concerns about the conduct of workers towards children. The Scheme also helps information about potential risks to children to be identified and shared appropriately across organisations and sectors.

Reportable conduct can include:

- child sexual offences
- sexual misconduct involving or in the presence of a child
- ill-treatment of a child
- significant neglect
- physical violence involving or in the presence of a child
- behaviour that causes significant

emotional or psychological harm to a child.

Raising a concern

If you have any concerns about the behaviour of a Kath Dickson Family Centre employee, volunteer or other person working with children at our service, we encourage you to speak with the Service Director or follow our complaints and feedback process.

Concerns about reportable conduct can also be raised with the Queensland Family and Child Commission (QFCC). Anyone, including parents and carers, can raise a concern about worker conduct.

Visit www.qfcc.qld.gov.au for further information about the Reportable Conduct Scheme and how to raise a concern.

Our commitment to child safety

Kath Dickson Family Centre is committed to providing an environment where children feel safe, supported and respected. We work in accordance with Queensland's Child Safe Standards and maintain policies, procedures and practices designed to prevent harm and respond appropriately when concerns arise.

The Child Safe Standards and Reportable Conduct Scheme work together to strengthen child safety by helping organisations prevent harm and respond appropriately to concerns when they occur.

Queensland Health

Time Out

Keeping your child and other kids healthy!

- Information for a number of infectious conditions that may require[1] 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 *requirements*[1] 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 . *Contact your Public Health Unit for specialist advice.* 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:*** • amoebiasis • campylobacter • cryptosporidium • giardia • rotavirus • salmonella • *gastroenteritis ***but excluding:*** • *norovirus • shigellosis • toxin-producing forms of E.coli (STEC) ***See advice for these specific conditions below***	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. *See information below if norovirus is confirmed or considered likely as the cause of diarrhoea and vomiting.*	**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] *Contact your Public Health Unit for specialist advice.*	**EXCLUSION MAY APPLY** *Contact your Public Health Unit for specialist advice.*
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 A**[2]	**EXCLUDE** until at least 7days 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 *contact your Public Health Unit for Specialist advice.*	**NOT EXCLUDED** *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.

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Queensland Health

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] *Contact your Public Health Unit for specialist advice.*	**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. *Contact your Public Health Unit for specialist advice.*
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] *Contact your Public Health Unit for specialist advice.*	**NOT EXCLUDED** *Contact your Public Health Unit for specialist advice about antibiotics and/or vaccination for close contacts.*
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. *Contact your Public Health Unit for specialist advice.*	**EXCLUSION MAY APPLY** *Contact your Public Health Unit for specialist advice.*
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. *Contact your Public Health Unit for specialist advice.*	**EXCLUSION MAY APPLY** *Contact your Public Health Unit for specialist advice.*
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** *Contact your Public Health Unit for specialist advice, including advice for pregnant women and any person who is immuno-compromised (including receiving chemotherapy).*
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, *contact your Public Health Unit for specialist advice.*	**EXCLUSION MAY APPLY** *Contact your Public Health Unit for specialist advice.*
***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] *Contact your Public Health Unit for specialist advice.*	**EXCLUSION MAY APPLY** for contacts of an infected person. *Contact your Public Health Unit for specialist advice regarding exclusion of non-or incompletely vaccinated contacts.*
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/interntet/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**

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Queensland Government

About us

At Kath Dickson Family Centre, we are all about early childhood, that wonderful and important age from 0-5 years.

We provide child care options, train workers in early childhood education and care, support educators to run their own family day care business, and engage the community with family events and activities, including our Toy Library.

We were established in 1975 by Kathleen Dickson, who was a visionary in recognising the need for quality child care options at that time. We have since grown and diversified, but continue to remain true to the vision of supporting families.

Our organisation operates a number of distinct divisions:

Kath Dickson Institute provides training in nationally recognised qualifications in Early Childhood Education and Care via our network of trainers throughout Queensland.

Kath Dickson Family Day Care enables families to open their homes and offer affordable, flexible, quality child care in their community.

Kath Dickson Education and Care Centres in Toowoomba (Gladstone Street and Toowoomba Central) provide centre-based care, a fully-accredited kindergarten program, as well as places allocated to emergency care for families in crisis.

Kath Dickson Community Programs coordinate a range of events and initiatives to support families and children, particularly for those most in need. This includes our community Toy Library in Crows Nest.

Find out more at kdfc.com.au

Kath Dickson FAMILY CENTRE CELEBRATING 50 YEARS 1975-2025

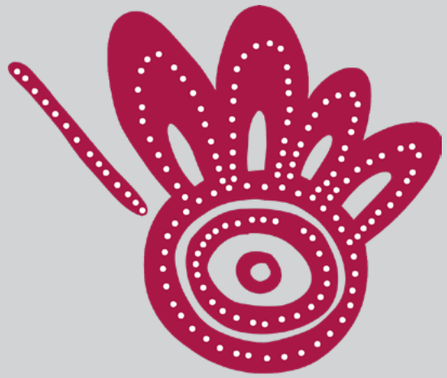
OUR PURPOSE

Supporting children to become the best version of themselves.

OUR VALUES

We are caring.
We are trustworthy.
We are inclusive.
We are accountable.
We strive for excellence.

At Kath Dickson Family Centre, our values guide everything we do. They shape how we support our children, families, students and staff, how we treat each other, and how we grow. We use our values to stay true to who we are, every day, in every interaction.



Kath Dickson
FAMILY CENTRE

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