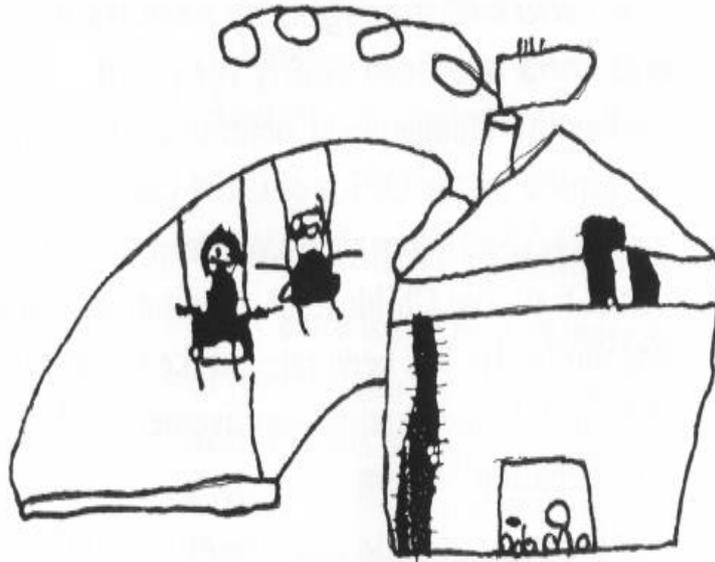


Acton Early Childhood Centre

PARENT HANDBOOK



22 Balmain Crescent Acton
Australian National University
Canberra ACT 2601

CONTACT

Phone: 6125 5554

Email: info@aecc.org.au

Rooms

Billy Buttons 6125 4664

Sundews 6125 5554

Kanookas 61258393

Current version updated 9 June 2021

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OUR PHILOSOPHY

Our Centre's vision emphasises the family, the home-like feel of our Centre, and the richness of our environment and natural surroundings. We recognise the important role the Centre plays in nurturing and educating the children in our care through the development of trust, security and meaningful relationships. Our philosophy is founded on our knowledge that children are a part of a family and a community. Children bring with them into the early childhood setting 'funds of knowledge which are a part of who they are and how they learn. Core to our belief is the learner, family and educators work together democratically, co-operatively and collaboratively to provide opportunities for child-led learning, built on an emergent curriculum of inquiry and reflections. Our philosophy supports the need for children to learn through play as this is central to the development of a positive disposition towards learning.

WELCOME

Welcome to our Acton Early Childhood Centre family!

This booklet outlines information that you will need to be aware of while you are a part of our centre. It is important that you read over this booklet and ask questions about anything you do not understand. You will find a form in your enrolment pack to complete acknowledging that you have read and understand the information contained in this booklet.

If you have any questions or concerns, please don't hesitate to contact the Centre Director:

P: 02 6125 5554

E: info@aecc.org.au

Operating Hours

We are open 7.45am to 6pm

Monday to Friday

The centre operates for 50 weeks of the year, closing for 2 weeks in December/January.

AECC is also closed on public holidays.

Our Background

Acton Early Childhood Centre (AECC) is a community based long day care centre offering full time and part time care to staff and students at the ANU and to members of the general community.

The centre has a long history having been in operation for over 35 years. The building in which the centre operates is of heritage interest and lends itself well to the homely environment which is so much a part of our vision and philosophy.

The centre is licensed for up to 54 places each day, usually distributed as 22 Pre School Children (aged 3 to 5 years), 16 Toddlers (aged 2 to 3 years) and 16 Infants (aged 6 weeks to 2 years).

Full and part time care is available. Part-time care is defined as being up to and including four days a week. A full-time position provides care Monday to Friday.

Acton Early Childhood Centre is assessed by the Australian Children's Education & Care Quality Authority as a part of our participation in the National Quality Standard Assessment and Rating System. The centre is currently assessed as working towards the National Quality Standards and this is reviewed on a regular basis as part of the Assessment and Rating process.

PROGRAMS

Settling your child into care

The introduction into long day care can be challenging for both children and their families. Children's wellbeing and happiness are the priority for our educators when welcoming new children to the Centre and when assisting their family to settle into the Centre's environment. It is recognised that family's needs will vary greatly in the orientation process and individual needs will be met as best is possible.

The following outlines some helpful hints for parents on settling their child into care:

- Make sure you familiarise your child with the environment and the people in the environment (children and adults) by coming in for orientation visits before commencing care.
- Ease your child into care with short stays to begin with.
- Provide a favourite toy, blanket or comforter to support your child when they are separating from you or settling to sleep. This can help your child feel more secure in their new environment.
- If your child is unsettled, short visits with you helps your child to gain trust with an unfamiliar environment. These visits can be made on a day when your child is not booked to attend.
- Interactions between staff and parents or staff and other children can provide positive role modelling and be reassuring for children. This experience can help to establish trust in an unfamiliar setting.
- Try to talk at home about childcare. Mention the names of the staff and other children. Talk about the things your child will be able to do at child care that are fun and enjoyable.
- Talk to the staff about your child, for example, what they like to do; successful ways of settling them to sleep; foods they like and dislike and so on. This helps staff to get to know your child.
- When leaving your child it is best to make sure you say goodbye and then leave. Hesitating and not going after you have said your goodbye may confuse your child if they are upset.
- If your child is upset, reassure them that everything is okay and you will return later, this can help them to settle.
- It sometimes helps to establish a routine when leaving. For example, giving your child a cuddle and giving them to a staff member or sitting down with them for a short play or reading a book together then leaving.
- At first some children protest strongly while others may take a day or two to realise that you are leaving them and begin to protest after several days. Children soon learn that you do return and in the meantime they are well cared for.

Daily Routines

Each room in the Centre has a daily routine outlining approximate times for activities, indoor/outdoor play, meals, toileting and sleep each day. Routines will vary from time to time according to the needs of the group and individual children. Room routines are displayed for families in each room or for further information please talk to your child's Room Leader.

Program Planning

The Room Leader in each room, with assistance from the other team members, is responsible for planning an early childhood program which reflects child centred, anti-bias and multi-cultural experiences; is developmentally appropriate and which emerges from the children's observed interests.

Staff observe the children across the day recording these observations and using them to develop the program for the following day. The program emerges from the observed interests of the children and the group whilst underpinning the Early Years Learning Framework.

A wide variety of developmental areas and interest areas are provided for within the indoor and outdoor play environments. These include cognitive, physical (gross and fine motor), social and emotional development, language and literature, art and craft, music, science, maths and number, drama, movement and dance and construction.

Parents are welcome to discuss their child's development and view their child's portfolio at any time online using the Centre's Educa Program or by making an appointment with your Room Leader.

Socialisation and Behaviour Management

Educators follow our Socialisation and Behaviour Management Policy which extends across the whole Centre giving consistency of expectation in all rooms. This policy allows children to develop self-discipline, a respect for others, their environment and themselves.

The policy aims:

- To give all children the opportunity to expand their experiences of life in a productive, safe environment that allows individuals the right to safety, tolerance, self-expression, cultural identity, dignity and the worth of the individual, and honesty in dealing with peers and caregivers.
- To demonstrate respecting the rights and needs of others by foreseeing the outcome of their behaviour and the consequences of their behaviour.
- To encourage the individual social development of each child.

Excursions and ANU Campus Walks

To assist children to develop in all aspects of life it is important to give children the opportunity to experience the wider community and the environment beyond the Centre.

All children are encouraged to experience and explore areas of the ANU Campus during weekly walks with their peers. A permission form to allow your child to participate in these walks can be found in your enrolment pack.

Parents are informed of external excursions two weeks prior to the event where possible and permission forms must be completed and returned to staff. The child to staff ratios required by the licensing conditions are always adhered to. Parents are welcome to join the children on excursions where room allows. Enquiries can be directed to your child's Room Leader or the Centre Director. Travel is by bus only and where possible buses will be fitted with seat belts. Any cost for excursions will be included in the permission forms provided to families.

SPECIAL PROGRAMS

The Yoga Garden

The Yoga Garden offers a relaxing and mindfulness educational program, tending to the mental and physical wellbeing of children. Our instructor Vanessa provides a space for all to grow seeds within their own garden of the self, in a way that nurtures and encourages each individual to discover their bodies and grow to their fullest potential. During each session the children engage in body warm ups, yoga postures, breath awareness, relaxation, mindful meditations and yoga games. All rooms partake in the yoga program every Wednesday during school terms.

Music Program

Amy, our Assistant Director and Educational Leader offers music classes once per week. Amy's background is in music and early childhood music education with a degree from the Sydney Conservatorium of Music. Music classes are instrument based with a focus on learning the basics of music theory and practice in a fun, play based way through singing, games, dancing, and exploration.

Other Programs and Incursions

From time to time we provide other programs and incursions at the centre presented by specialists and performers in various areas such as dance, cultural experiences, science workshops and creative art activities. Information about such programs will be given to families through centre newsletters and room communication. Ongoing extra-curricular programs as listed above are included in your daily fees. Some incursions may incur a small cost.

YOUR CHILD'S NEEDS

What to Bring

Please note - All items brought into the centre **must be clearly labelled**. This includes items of clothing, bedding and food containers.

The following provides a guide to what you should bring for your child. If you have any questions, please do not hesitate to ask the educators in your child's room.

Infants - Billy Buttons

- 3 changes of clothing, allowing for changes in weather
- 2 clean cot sheets and light blanket or sleeping bag each week
- Any special comforters such as dummies or soft toy
- Sunhat for warm weather
- Beanie, jacket and gloves for cold weather
- Raincoat for rain protection
- Bag or backpack for storing spare clothing etc
- Bottles or drinking cups for milk
- Water bottle

Meals

- Older babies need to bring lunch, afternoon snack and milk
- Younger babies need to bring their bottles and solids

Breast-feeding mothers are welcome at anytime to visit and feed their child. We are also able store expressed breast milk in the room's freezer and fridge if required.

Toddlers – Sundews

- 3 changes of clothing, allowing for changes in weather
- 1 clean small sheet and light blanket each week for sleep/rest time
- Any special comforters such as dummies or soft toy
- Sunhat for warm weather
- Beanie, jacket and gloves for cold weather
- Raincoat for rain protection
- Bag or backpack for storing spare clothing etc
- Water bottle

Meals

- Lunch, afternoon tea and a drink in separate containers

Preschool – Kanookas

- 2 changes of clothes, allowing for changes in weather
- 1 clean sheet and a light blanket each week if a child has a daily sleep/rest
- Sunhat for warm weather
- Beanie, jacket and gloves for cold weather
- Raincoat for rain protection
- Bag or backpack for storing spare clothing etc
- Water bottle

Meals

- Lunch, afternoon tea and a drink in separate containers

Nappies and Toileting

Disposable nappies are provided for all children across the centre if required. We also provide sudocrem to apply to children if they experience nappy rash symptoms. If you would prefer educators to use an alternative nappy cream, please provide this clearly labelled to your child's Room Leader. The cost of nappies and sudocrem is included in your daily room fee.

Our educators are happy to support your family and encourage toilet training at the centre when the time is right for your child. Please talk to your Room Leader about your child's routines and needs at any time so we can support you through this transition and provide a consistent approach to developing these important self-help skills.

Food and Meals

The Centre provides morning tea for all children and we actively encourage and promote healthy eating habits. Our morning tea menu features healthy and nutritious foods such as fresh fruit, yogurt, cheese, crackers, dried fruits and wholemeal or raisin toast with spreads. A copy of our morning tea menu can be found on the refrigerator in your child's room. We also provide the Sundews and Kanookas rooms with a healthy 'veggie grazing platter', for children to have all day access to healthy snacks.

Parents are required to provide lunch and afternoon tea for their child each day. We strongly encourage parents to provide healthy eating options for their child's meals and we are happy to provide families with recommendations and ideas about the sort of food to bring if needed. Parents are requested not to send in any lollies, chocolate, potato crisps or 'junk food' in general.

Microwave and refrigerator facilities are available in each room. Microwave containers must be provided by the parent for the heating of food. Food storage containers must be unbreakable and clearly labelled.

WE ARE A NUT FREE CENTRE!

Please do not bring any items with peanuts or tree nuts into the centre. This includes food where nut/s are part ingredients. We have children attending AECC who have been diagnosed as at risk of anaphylaxis from exposure to nuts. Any nut products or products containing nuts brought into the centre will be disposed of immediately.

Parents are strongly encouraged to follow the Centre's Nutrition Policy as outlined in the Policy Handbook. Please note any food which has been heated up will not be returned to parents if the child does not eat it. Any remaining milk or dairy foods not eaten will be placed in the fridge.

Toys

Children may bring comforters such as dummies, soft toys or special blankets as they are important for settling the child if upset or for sleep. It is centre policy to restrict toys brought in by children to comforters, or 'show and tell' items which are then put away in the child's bag to be taken home. This is to ensure personal toys do not get lost or broken at the centre. Toy guns, swords and other 'weapons' are not permitted in the centre as they can tend to promote aggressive play.

Sunscreen

Sunscreen is provided for all children by the centre. The sunscreen provided is the Cancer Council SPF 50+ for Kids which is dermatologically tested, paraben and fragrance-free lotion for delicate skin. If you would prefer educators to use an alternative sunscreen, please provide this clearly labelled to your child's Room Leader.

Sunscreen is not applied to children under 12 months of age unless written permission is received from the child's parents. This is due to the sensitive nature of very young children's skin. Children under 12 months will not be exposed to direct sunlight and will remain in shaded areas outdoors if they are not wearing sunscreen.

When playing outdoors all children will be required to wear hats (wide brimmed, bucket or legionnaire style) if the sun's UV is 3 or above. Educators check the sun's UV each day to ensure we adhere to the Cancer Council's sun protection advice. Educators will follow the guidelines recommended by our sun smart policy and will move children to shaded areas if needed. In some circumstances children will be asked to move indoors if the UV rays are extreme and too hot.

During winter, Canberra's UV levels drop and remain under 3 all day. As such children are not required to wear sun protection while the sun's UV is under 3 due to the low risk associated with skin damage at this level. This is a recommendation from the Cancer Council which can also assist children to receive their vitamin D requirements in the colder months.

ADMINISTRATION

Enrolments

On enrolment, parents are required to complete the enrolment pack including the following:

- Enrolment Form
- AECC Association Membership Application
- Parent Handbook and Conditions of Membership Form
- Educa Consent Form
- Communication Plan
- Privacy Form
- Excursion permission for short walks within ANU campus

If your child has a medical condition, allergy or specific dietary needs parents will also need to complete an Allergy and Medical Condition Risk Assessment Plan.

Immunisation Records

Parents are required to provide proof of your child's immunisation records at enrolment and whenever your child receives further immunisations to ensure we have up-to-date and current immunisation records for each child.

Emergency Contacts

It is a legal requirement that all families provide at least two emergency contacts, other than the child's parents, who reside in the ACT region in case of an emergency and if the child's parents are unable to be contacted. Any changes or updates to your child's emergency contacts must be provided immediately to centre management or by emailing info@aecc.org.au.

Opening and Closing Times

Please carefully note the opening and closing times of the centre. Families should ensure children are brought into the centre no earlier than 7.45am and are collected each day before 6.00pm. Parents are requested to arrive by 5.45pm to ensure they have left the centre by 6.00pm. Under licensing conditions, two staff are required to remain on the premises if any children are still present after 6.00pm. Parents who have not left the centre by 6.00pm will be billed the Late Collection Fee.

Please ensure that your children are collected on time so that we do not have to take this action.

The staff procedures when a child or children are not collected from the centre by 6.00pm are as follows:

- At 6.00pm parents are phoned and requested to collect the child immediately.
- If we have not heard from the parent/s by 6.20pm the emergency contact persons are phoned.
- At 7.00pm if staff have been unsuccessful in contacting parents or emergency numbers, the Director will be phoned and will also be contacted. This may result in the child/children being placed in temporary foster care. A note will be left on the centre door to advise parents of any such action.

Signing In and Out

Each day parents are required to sign their child in and out using the iPad in their child's room when dropping off and picking up your child. Parents sign their child in and out each day using an allocated PIN which is provided by centre management on your child's first day of attendance. These daily records are used for attendance checks and it is a legal requirement that parents sign their child in and out each day. Children will not be allowed to leave the centre either on excursions or in the care of other adults without prior written permission from their parents or guardian.

Centre Closure

The centre closes for 2 weeks over the Christmas Holiday period to give our dedicated educators a well-earned break. This usually falls on the last week of December and the first week of January each year. Parents are given at least 4 weeks' notice of the centre closure dates and are not charged fees for the shutdown period.

Once a year the centre may be closed for 1 - 2 days to allow staff to attend in-service training. In the event of this being approved by the Management Committee, parents will be given at least 4 weeks' notice of the planned closure to organise alternative care.

The centre is closed for all ACT public holidays.

Fees

Current daily fees for each room are:

Billy Buttons (Infants)	\$125
Sundews (Toddlers)	\$123
Kanookas (Preschool)	\$120

Deposit

A two-week deposit is required to be paid to secure your enrolment once you have accepted a place at AECC. This will be used as credit on your account when you commence care and is **non-refundable**. Please note your place is not confirmed until we receive your deposit in our bank account.

Fee Payments

Invoices are emailed to parents fortnightly, every second Wednesday. They included fee charges for the previous fortnight's care. Parents are required to pay the full amount owing on their invoice within 7 days.

Fee and deposit payments can be paid via direct deposit into AECC's bank account using the following details:

Bank - Commonwealth Bank

BSB - 062 903

Account Name - Acton Early Childhood Centre

Account Number - 101 50 336

Please use your child's surname as the reference

Late Collection Fees

A Late Collection fee is charged if parents have not collected and vacated the premises by 6.00 pm. Late parents will be billed \$50 for the first 10 minutes or part thereof and then \$2 per minute thereafter. This fee covers the wages of staff members working overtime due to late collection of children.

Maintenance Fee & Washing Roster

As the centre does not have washing machine facilities, parents are requested to contribute to a washing roster and take home a bag of washing to clean (consisting of tea towels, spare sheets, bath towels etc.) several times a year to help out with this essential maintenance task. If you would not like to take part in this maintenance duty, you may choose to pay a yearly \$50 maintenance fee which will exclude you from the roster.

Newsletters

The centre newsletter is distributed to families bi-monthly. This contains important information about up-coming events, meetings, policy issues and parent education articles. A summary of important issues dealt with at the monthly Management Committee meeting is also sometimes a part of the newsletter.

CARE ALLOCATION

Priority of Access

AECC maintains a waiting list for all children who are seeking a place at the centre.

Priority of access is given to children in the following order:

1. Siblings of children currently attending the centre
2. Children of ANU staff and students
3. Children of AECC staff

The following priority of access is given in line with national regulations:

4. Children identified as at risk of abuse or neglect
5. Single parents who meet the requirements for work, training or study test
6. Children of families with Aboriginal or Torres Strait Island Heritage

Movement Within the Centre

Where possible, children are moved to the appropriate rooms according to age; this is governed by the availability of care and the developmental needs of the child. Throughout the year educators will assess a child's readiness to move up and will discuss this with the parents. Every effort will be made to accommodate the child's needs and parent's wishes as to moving up or staying in a group. However, the overall centre occupancy rate and needs of children across all the groups must also be taken into consideration when moving children between age groups.

Extended Absences

If a child is to be absent for an extended period of time due to holidays or parents work obligations, then fees must still be paid to hold the child's place. If parents do not wish to pay fees, then the child's place will be forfeited and the child will be placed on the waiting list.

Extra Days

If space is available due to another child being absent, additional days may be booked through the centre management on a casual basis. Extra days are only available for children who are already enrolled at the centre. Bookings should be made at least two days in advance whenever possible. In exceptional circumstances bookings may be made up to 3pm of the previous day.

Change of Care Days

Any requests to cancel or change care days must be received in writing by the Centre Director with a minimum of two weeks' notice. This assists administration and enables us to fill vacancies quickly. We will do our best to accommodate your care requirements wherever possible. If the days of care you require are not currently available, you will be placed on an internal waitlist for your preferred days.

Notification of Absences or Illness

If your child is unable to attend on a booked day due to illness or otherwise, please notify the centre by phoning your child's room or the office on 6125 5554. It is essential that contagious diseases be reported to centre management immediately. Children are to be excluded in accordance with the centre's Health Policy and ACT Health's guidelines for exclusion from childcare. The final decision as to whether a child is fit to attend rests with the Centre Director (or in their absence, the Relieving Director). Parents are bound to comply with their recommendations.

If your child falls ill while attending care, parents will be notified immediately by phone. Parents are requested to collect their child within half an hour of being notified of an illness. Further details on exclusion from care due to illness or fever can be found in AECC's Healthy Policy.

Parents are required to pay for regular booked days if their child is unable to attend.

Withdrawing From Care

Families must provide two weeks' notice **in writing** when withdrawing from care at AECC. This is to be provided to the Centre Director via email at info@aecc.org.au. If the required notice is not given, two weeks' fees will be charged in lieu of notice.

Public Holidays

All public holidays when the centre is closed are still required to be paid for to cover ongoing staff and operating costs on these days.

HEALTH AND SAFETY INFORMATION

Emergency Procedures

If a child's condition requires urgent medical attention an ambulance will be called to transport the child to the casualty section of hospital and the child's parents will be contacted and advised to meet the child there. A staff member well known to the child will accompany the child if the parent is unable to.

If the condition of the child is not urgent but nonetheless requires medical attention, eg a cut which is no longer bleeding but may need stitches, then every effort will be made to contact the child's parents so they may come and take the child to hospital or to a medical practitioner. However, if the child's parents are not contactable, then an ambulance will be called to take the child to hospital. Children will not be transported in staff members' cars under any circumstances.

In view of this, parents are recommended to have ambulance insurance covering their child. The Centre will not accept liability for the treatment provided and any expenses will be met by the parent.

Minor Accidents

Any accident or injury which occurs to a child during care at AECC will be documented on an Accident Report Form. Staff will inform parents of any accident/injury either by phone or at collection time and parents will be required to sign the form to acknowledge that they have been informed of an accident or injury to their child. In the event of a child's injury involving a bump to the head or teeth the parent will be contacted by telephone immediately to allow the parent to assess the situation in consultation with staff. All Accident Report forms must be kept for a period of 21 years, for insurance purposes.

Fire Safety

The centre has a fire detection system installed and regular fire drills are conducted by staff to familiarise the children with evacuation procedures. Emergency evacuation procedures are displayed throughout the centre as are locations of hoses and extinguishers. Parents should familiarise themselves with the emergency evacuation procedures as they may be required to assist in an evacuation drill.

Lock Down

The centre conducts a lock down drill every three months to ensure that the children, educators, and families are safe in case of extreme weather conditions or a threat to their safety. By practicing the lock down procedure, it assists the educators and children with a smoother transition to their safe location.

Illness records

All illnesses occurring at the centre will be recorded on an Illness Record Form. Parents are required to sign this form on collecting their child to acknowledge that staff have informed them of the signs and symptoms displayed, treatment given and exclusion recommendations or requirements.

Medication

All medications must be clearly labelled with the pharmacist's label, showing the child's name, the name of the prescribing doctor, the name of the medication and the dosage. Medications must be handed to the staff in the room for safe storage in the child-proof medication box or the refrigerator. The daily Medication Form must be completed each time you wish the medication to be administered. The Medication forms are located in each room. Medication is only administered by permanent staff and is checked and witnessed by a second member of staff. Staff cannot administer medication without the written permission of the parent or guardian. Homoeopathic, herbal medications or over the counter medications will not be administered unless prescribed by a medical doctor.

Immunisation

It is the policy of the centre that all children, except those with medical reason, must be immunised according to the ACT Immunisation schedule. Children who have been immunised outside of the ACT will need to have their immunisation information transferred to an ACT Immunisation Record Form by their GP or a local health clinic. Up-to-date immunisation records or a doctor's letter stating the reason for non-immunisation must be shown to the Director when enrolling at the centre. If parents refuse to comply with the Director's requests to show that their child's immunisation is up to date, the child will be excluded from the centre. If a family has difficulty in obtaining evidence of immunisation, or if it is not possible to obtain evidence, a statutory declaration or a blood test showing that the child is fully immunised must be obtained.

Immunisation Exclusion Period

When a child has received an immunisation, they must be excluded from the centre for 24 hours following the immunisation. This is so parents can closely monitor and treat their child for any adverse effects or reactions as a result of the immunisation. Please see the Centre's Health Policy for further details.

Medical Conditions, Allergies and Dietary Requirements

Parents are responsible for informing centre management of any medical conditions, allergies or specific dietary requirements their child has at enrolment or as soon as it has been diagnosed. If your child has a medical condition, allergy or specific dietary requirement, parents MUST complete an Allergy and Medical Condition Risk Assessment Plan to inform all educators of the details and treatment required.

Febrile Convulsions

Parents are requested to inform centre management if their child or family has a history of febrile convulsions. An Action Plan developed in consultation with parents and the child's doctor must be provided to the centre on enrolment or diagnoses.

Fever

If a child experiences a fever of 38 degrees or higher while attending care, their parents will be notified immediately and must collect their child within 30 minutes of notification. Because a fever may be an early symptom of an undiagnosed infectious disease that a child could pass on to others, a child with a fever is excluded for a full 24 hours after the temperature has returned to normal and remained normal without the need for any medication.

Panadol

Panadol will only be administered if your child has a known medical condition which has been diagnosed by a doctor and a treatment plan is in place recommending the use of Panadol. If your child has a temperature of 38 degrees or above whilst at AECC, Panadol may ONLY be administered if a staff member has received a verbal authorisation from one of the parents listed on your child's enrolment form immediately prior to administering the medication. Details of paracetamol administration are recorded on a child's Illness Report to be sighted by the parent upon collection.

LEGAL CONSIDERATIONS

Insurance

All insurance cover as required by Licensing, ANU and other legal requirements are maintained by the centre.

Court Orders, Restraining Orders and Separation

A copy of any Court Orders and/or Restraining Orders must be given to the Director on enrolment or when approved by the court should the child/children already be enrolled.

It is also the responsibility of parents to inform the Director of any family separation issues where Court Orders/Restraining Orders are not in place. Without Court/ Restraining Orders we legally have to release children to either parent. However, if we are informed of circumstances we may be able to put procedures in place to assist parents in separation situations.

STAFFING

Qualifications and Staff Teams

At all times during the centre's hours of operation there is a suitably qualified member of staff designated as the Responsible Person on Duty. This is displayed in the centre's main foyer with the current staff member on duty noted on their staff photo.

Each room has a designated room leader and several permanent educators depending on child to staff ratios for each age group. Your child's room leader and educators' names and photos are displayed on the door to each room.

The centre adheres to the number of qualified staff required at designated levels in accordance with National Regulations. All Room Leaders at the AECC are Diploma Qualified at a minimum. All Educators have completed or are working towards their Certificate III in Early Education and Care. The centre employs a Preschool Teacher with a Bachelor of Teaching (Early Childhood).

All staff have a current Working with Vulnerable People Card and all rooms have at least two staff members who hold current first aid certificates.

Relief Staff

AECC employs a small number of regular relief staff to cover permanent staff absent on leave. These staff are regularly employed by the centre so that all children and families are familiar with the relief educators working in their rooms. Where it is not possible to cover staff absences with our regular relief staff, casual staff are employed through a reliable agency.

Director's Role

The Director is responsible for the day-to-day running of the centre and managing all centre staff . The Director ensures the objectives and policies of the centre are implemented and advises the Management Committee on the running of the centre and updates to government requirements. Parents should feel free to approach the Director at any time to discuss concerns or issues relating to the centre, staff or children. The Director can be contacted by phoning 6125 5554 or emailing info@aecc.org.au.

Child to Staff Ratios

AECC adheres strictly to the following child to staff ratios as outlined in the Early Childhood Education and Care National Regulations. We also aim to increase the educator to child ratio to above the ratio required by law wherever possible.

Infants (6 weeks to 2 years)	1 educator : 4 children
Toddlers (2 to 3 years)	1 educator : 5 children
Preschool (3 to 5 years)	1 educator : 11 children

PARENT INVOLVEMENT

Management Committee

As a not for profit community-based centre, AECC is managed by a committee of parents. The management committee is responsible for guiding the policies and procedures of the centre and ensuring the centre remains financially viable. The management committee includes positions of President, Treasurer, Secretary and Public Officer and general members. Each member of the committee is elected at the Annual General Meeting of the Association held in the first quarter of every year. The management committee meets bi-monthly and all parents are welcome to attend these meetings. Parents may also contribute items to the agenda by providing these in writing to the Director via email at info@aecc.org.au.

Working Bees

Working bees are held once or twice a year on a weekend organised by the Director. Parents are invited to take part in working bees which usually includes gardening and grounds maintenance, equipment repairs and rubbish removal. Notification of working bees will be provided on the centre notice board and via email.

Suggestions and Feedback

Suggestions and feedback from parents is always welcome and encouraged from all parents and may be verbal or given in writing to the Centre Director.

Birthdays

Parents are encouraged to send in cupcakes on their child's birthday to share with the other children in their room. We usually celebrate birthdays at morning or afternoon tea time and parents are welcome to come along and share this occasion. Please provide cakes that contain **no nut products**. Please note – Lollies, sweets and other party food are discouraged as they are not necessary and some children are not allowed to have them.

Policy Guidelines

Information regarding centre policies is available from the Director, in the form of a Policy Handbook. Parents may borrow copies of this book on enrolment and throughout their child's attendance. In general, parents should approach the Director with any concerns or problems they have regarding policies and procedures. The centre regularly reviews all policies in conjunction with parents, staff and the management committee. Parents will be notified of any policies and procedures under review and will be invited to provide feedback and suggestions.

Complaints

The relationship between staff and families is one of the key components in the development of a sense of belonging and caring which is central to the vision and philosophy of the centre. To enhance and preserve this relationship any complaints, concerns or differences of opinion need to be dealt with promptly in a respectful manner. This will allow for quick resolution and minimal disruption to the day to day running of the centre.

Any complaint should be discussed with the Centre Director in person or by phoning 6125 5554 or emailing info@aecc.org.au.