

Cubbyhouse



Child Care

Cubbyhouse Childcare

Long Day Care/Pre-school

Family Information Booklet

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1. Introduction

We welcome you to Cubbyhouse Childcare!

The purpose of this handbook is to explain how we operate and to answer the most common questions about the service that we provide.

Each centre within Cubbyhouse Childcare provides a stimulating, safe and secure environment with qualified, experienced and caring staff to ensure the highest quality of care that we can provide and that each attending child deserves.

We currently operate three associated Centres within the Sydney Hills Area and Lower North Shore

- The Cubbyhouse @ Kings Langley
- The Cubbyhouse Preparatory School @ Lane Cove
- Young Scholars @ Norwest

This service is a privately owned business. We enrol children from 6 weeks to 6 years of age and provide the following curricula:

- An Early Years Learning Framework (EYLF) curriculum for all attending children
- A 'School Readiness Program' designed for children aged between 4-6 years.

We have a teaching team of trained and highly experienced staff to care for all of the children's needs. We also provide a stimulating program for the total development of the children in a warm, caring atmosphere, through a variety of activities and learning experiences.

2. Hours of Operation

Cubbyhouse Child Care operates its services from Monday to Friday for 52 weeks of the year.

Our Centres do not close during school holidays but do close for Public Holidays.

Centre operating hours are between 7am-6pm.

Centre	Address	Ages
The Cubbyhouse @ Kings Langley	Isaac Smith Pde Kings Langley (within the grounds of Kings Langley Public School)	0 to 6 years
The Cubbyhouse Preparatory School@ Lane Cove	Hatfield Rd Lane Cove (within the grounds of Mowbray Public School)	0 to 6 years
Young Scholars @ Norwest	3 Columbia Court, Baulkham Hills (near Council Chambers)	0 to 6 years

3. Philosophy

Research shows that in the early years of a child's life, there are some predictable sequences of learning and development. We believe that each child is unique, and will display these sequences and patterns of learning at various rates.

Our Centre Philosophy has been developed through a combination of our attending parents and staff's own beliefs, values and life experiences.

At our Centres, we aim to provide a safe, healthy, caring and stimulating environment for school-aged children and their families.

Parents are invited to participate in the making of our policies & philosophy as we view them as the most important model in the lives of our attending children.

We feel that parents act as the most important link between:

- Home and the Centre
- The Centre and the chosen Primary School
- The Centre and the broader community

We achieve this by:

1. Fostering a sense of belonging for children and their families;
2. Providing a high-quality emergent curriculum program based on observations, the interests of the children as individuals and in groups and preparedness for primary school: Activities and experiences develop the "whole child" (i.e. physically, intellectually, socially, emotionally, and linguistically) in preparation for Primary School;
3. Providing a School Readiness Program for all children attending Kindergarten the following year;
4. Understanding that each child is unique and will develop at varying rates but in

- predictable sequences; (Research shows that in the early years of a child's life, there are some predictable sequences of learning and development.);
5. Planning experiences for each child based on their individual learning abilities. (Observations, follow-up activities and spontaneous experiences will be documented in each child's individual portfolio computer file.);
 6. Establishing and maintaining a comfortable, warm and friendly atmosphere where each child or visitor is valued and respected;
 7. Maintaining a safe and clean environment through implementation of strict health and hygiene practices established by Management, staff and parents;
 8. Developing and providing a nutritious menu which provides for at least 90% of each child's daily food requirements;
 9. Encouraging children to interact with their peers, staff and the environment through "PLAY" experiences: "PLAY" provides activities in which skills can be practised, both physically and mentally and repeated as many times as is necessary for confidence and mastery in a non-threatening environment. Thus "PLAY" is viewed as a vital element in our program;
 10. Emphasising the rights of the child by encouraging children to interact in a socially acceptable manner and begin to recognise the rights and emotions of others;
 11. Maintaining a child-management approach whereby all staff are consistent and reasonable and focused on child-centred conflict-resolution outcomes (i.e. Children are encouraged to talk through conflict situations.);
 12. Providing a highly qualified team of professionals to manage the day-to-day routines of the pre-school centre;
 13. Having all staff qualified in First Aid;
 14. Establishing a culturally sensitive environment incorporating an anti-bias approach by accepting and appreciating every child regardless of race, religion, gender or ability and utilising multicultural items and equipment in all areas of the program, (i.e. music/movement/drama, language, art/craft, gross/fine motor etc.);
 15. Respecting and showing consideration for staff and parents' personal values

- and beliefs;
16. Using the diversity of skills and experiences of staff to enrich children's Experiences;
 17. Encouraging parents to contribute their skills, ideas, experiences into the content of our program, quality control processes, committees, and social events;
 18. Involving the centre in the community by taking interest in other groups, and inviting others to share in our program so that children can become aware of their local community and the facilities that exist and will feel confident and at ease when venturing forth;
 19. Staff remaining informed and furthering its child care knowledge by attendance at in-service courses and reading current information provided by recognised and endorsed Government agencies;
 20. Abiding by all relevant, up-to-date regulations and other lawful documentation referring to childcare management;
 21. Reporting any suspicions of child abuse or neglect with copies to relevant agencies in accordance with the Child Protection Act."

Would you like to contribute your ideas to our philosophy?

We appreciate and look forward to reading or listening to any ideas and suggestions you may have.

Please put your ideas in writing and place them in the suggestion box in your Centre's foyer. The Nominated Supervisor will respond to your request as soon as possible.

4. The Program

At Cubbyhouse Child Care, we believe that children learn and develop through their play experiences.

Children in our programs have the opportunity to engage in a wide range of activities that stem from their individual and group interests. These activities allow children to participate in one-on-one situations with staff or small/ large groups with other children and help to develop their social, emotional, cognitive, literacy, physical and mathematical skills.

Throughout our Centre, we implement a “student interest-based” approach to planning and learning, with a “School Readiness” program incorporated for children transitioning to school.

Emergent Curriculum

- Emergent curriculum is a method of planning based on the students’ observed interests and interactions between teachers and children.
- To implement the EYLF curriculum requires observation, documentation, creativity and flexibility. Rather than starting with a structured plan, the curriculum begins with the children’s interests.
- When teachers observe children’s interest, they use this information to begin planning relevant experiences to assist the children to explore their ideas. This thought process is known as “webbing” and is used because of its flexible nature as it does not restrict children’s learning and focuses more on the possibilities of learning. As webs are based on the children’s interests, they are constantly changed to reflect these interests.

- With staff continually observing each child's development and personal and social growth, individualised activities will be brought into the lesson plan. Children are able to bring to each activity their own level of interest and development.
- Our staff members are guided by the National Quality Framework.

School Readiness

- To ensure a smooth transition from Pre-School to School, we provide children with the opportunity to engage in activities that will help them develop their reading, writing and critical thinking skills.
- Cubbyhouse has developed a **School Readiness Program** for implementation in our Long Day Care Centres. The Program is designed to ensure that children who are leaving our Centres to go to primary school will be well prepared.
- Parents and those investigating places at Cubbyhouse Centres are informed about the Program and can have confidence that their children will be able to make a seamless transition to primary school.
- In addition, educators encourage children to practise every day life skills that include looking after their belongings, maintaining personal hygiene, learning to take turns, tying shoelaces, unwrapping sandwiches, packing bags etc.
- The staff makes regular observations of every attending child's developmental progress. Progress developmental statements are distributed to every family so that you are provided with relevant information concerning your child's current developmental progress.

- To help prepare children for school, Cubbyhouse uses the Early Years Learning Framework outcomes, principles and practices to ensure children develop and learn to their best ability.
- Cubbyhouse’s vision for learning incorporates ***belonging, being and becoming*** as a forefront for children’s learning.
- Cubbyhouse observes learning in relation to the EYLF outcomes and acknowledges that children learn in a variety of ways, vary in their pace of learning and capabilities and that learning is a continuous process.

Portfolios

- Each child has a computerised portfolio produced by “EDUCA” and developed throughout the year by relevant staff members.
- Samples of children’s work, art, craft, writing and construction are recorded in each child’s computerised portfolio. In addition, staff includes photographs of the children portraying their involvement in activities at the Centre.
- The electronic portfolios provide opportunities for staff to make progressive comments on children’s achievements and development.
- A checklist containing specific skills, knowledge and social aspects is completed within the portfolio file each half-year. Parents/guardians are asked to supply a memory stick in order that they may retain a permanent copy of their child’s portfolio.
- Each child’s electronic portfolio may only be accessed by relevant staff and the child’s parents/guardians.

Transition between Rooms

Dependent upon children's ages and stages of development, they are placed in learning environments appropriate for them. At appropriate intervals (usually, but not always, annually) children change rooms to accommodate their advancing developmental level.

Parents/guardians are always consulted in any transition of a child to a new room.

To ensure that the transition is a positive experience for each child, the ensuing procedure is followed:

- A "transition letter" is sent to the parents/guardians informing them of the Centre's recommendation.
- A tour of the new room/area and a meeting with the child's new teacher/s takes place.
- A settling-in period for the child is established.
- Relevant communication with the child's family is maintained.

For full details, please refer to:

Cubbyhouse Policy 2.15

"Children's Transition Between Rooms"

5. Contact Details

Department	Phone	Email
<p><i>Accounts</i></p> <ul style="list-style-type: none"> • New enrolments • Fee enquiries • Statements • CCS enquiries • Changes to bookings • Notification of absences • Update of information 	1300 282 292	<p>support@cubbycc.com.au</p>
<p><i>Operations</i></p> <ul style="list-style-type: none"> • Day to day management of centres and staffing • Complaints 	1300 282 292	<p>Kings Langley: klldc@cubbycc.com.au</p> <p>Lane Cove: lanecove@cubbycc.com.au</p> <p>Young Scholars @ Norwest: nw@youngscholars.com.au</p> <p>Dina Williams: dina@cubbycc.com.au (KL)</p> <p>Nancy Diaz: nancy@cubbycc.com.au (LC & Young Scholars)</p>

Website

Cubbyhouse Childcare's website, www.cubbycc.com.au can be accessed for the following information:

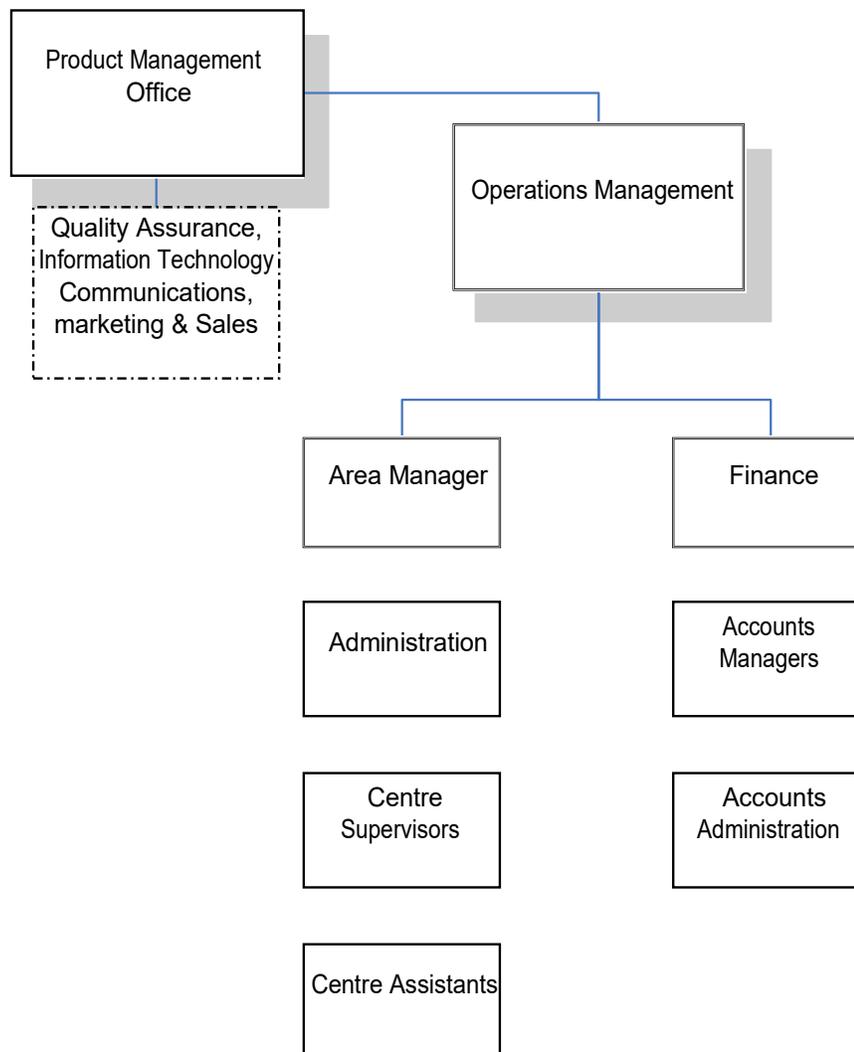
- Enrolment Forms
- General Information about our services
- Upcoming Events
- Latest News
- Feedback and suggestions
- Newsletters
- Links to parent resources

6. Management Structure

Our centres are privately owned. However, the day-to-day management of activities are delegated to the Centre Supervisors who report back to Management once a week or as needs arise. Supervisors are also required to attend meetings once per month for ongoing professional development.

The Management Team consists of qualified and experienced administrators.

Our Management Structure is as follows:



7. Staffing

As our main aim is to provide children with the best quality care, we employ extra staff to help provide one-to-one interactions with all children.

According to regulations, the staff ratios for attending children are as follows:

- 1 primary caregiver: 4 children (0-2 years)
- 1 primary caregiver: 5 children (2-3 years)
- 1 primary caregiver: 10 children (3-5 years)

The role of staff is critical in the effective operation of the service and the provision of high quality child-care so it is essential that our staff members meet the following criteria:

- experience/qualifications in working with children aged 0-6 years
- an interest, motivation and desire to work with children
- an ability to communicate with adults and children
- a commitment to and understanding of equal opportunities
- dedication to the welfare of children, reflecting a range of training and experience within the industry
- willingness to further their education and training by attending workshops and in-service training in order to keep abreast of relevant issues
- reliable casual or relief staff ensure that each day runs with a minimum of disruption when providing relief for primary caregivers, staff who are ill or those on holiday leave

8. Enrolment Procedure

Download an enrolment form from our website; www.cubbycc.com.au .

- Your enrolment process begins when we receive your '**Online Enrolment Form**'.
- Your enrolment form is then processed into our database and automatically placed onto a '**Waiting List**'.
- We then email you an '**Enrolment Received**' email, which includes 5 forms that need to be printed, physically signed and returned via email or fax to the nominated address or fax number.
- Upon receipt of those signed documents, we will then '**Place**' your child/children into the nominated centre depending on the availability at that time.

In the event that your child/children cannot be placed when you wish, they will remain on our waitlist until a place/places become available. We endeavour to place your child/children as soon as possible.

- Upon placement, you will receive a '**Enrolment Confirmation**' email which states the date you will start at the centre and the day (s) your child is booked and confirmed into.
- The Centre will also be notified of your enrolment confirmation and a reply is acknowledged.

Once all these steps are completed, you have finished the enrolment process

Alternatively you can phone our Enrolment Office on 1300 553 583 and we will send out an enrolment form by email, fax or post.

- These forms need to be completed fully and returned to the Centre or Enrolment Office by email, fax, or post along with a copy of your child's immunisation records and a photo.

- All details will be checked and entered into our system and a confirmation letter sent to you.
- If there are custody orders in place, you will need to attach a copy of these orders to your enrolment form, with details of any prohibited people who are unable to have contact with your child/ren.
- If details are missing from the enrolment form, you will be contacted in writing. Your child/ren may not attend until all details are received.
- The Accounts Department will set up an account for your family.
- If your child is away for extended periods of time (e.g. holidays), please inform the Centre and the Accounts Department in writing at least two weeks in advance. This will allow us to alter our staffing and food requirements for the period that you are away.
- Any credit will be refunded if your child leaves the Centre.
- Account statements will be emailed, posted or handed to you weekly by the Centre Supervisor.
- If your Centre currently is full, you will be placed on a waiting list and contacted when a position becomes available.
- You must inform the Centre or Head Office of any changes to a child's information (e.g. address, phone number, allergies etc) in writing.
- If you pick up your child/ren after the set closing time, it will incur a late fee of \$1.00 per minute for the first ten minutes and \$2 per minute thereafter charged to your direct debit account.

- The Centre Supervisor will give you a tour of the Centre, inform you of the daily routine, and answer any questions you may have. Proof of your child's immunisation status is required during this appointment.
- We encourage you to attend with your child for a few hours each day leading up to the first day of attendance so that they can become familiar with their setting.
- On your child's first day, feel free to call the Centre to make sure your son/daughter has settled in.

COVID 19 Additional Terms and Conditions

NEW ENROLMENTS starting after May 1st 2020, bookings will be locked in for a minimum 2 days until December 24th 2020. Day changes are permitted, however, a minimum two (2) days is still required.

9. Arrival and Departure of Children

- Please ensure that you bring your child to their allocated room. Under no circumstances will we receive children from the front gates, car parks or outdoor play areas. This is not only, unsafe but can also be a bewildering experience for young children.
- It is requested that parents/guardians park in the allocated car park spaces and abide by the relevant speed restrictions. We must insist that all children hold their parent's hands whilst moving to and from our centres.
- Please ensure that a staff member knows that your child has arrived and has accepted them for care for that day. (i.e. After you have signed your child in, walk them over to an activity and settle them before leaving.) Once again, when collecting your child, please sign your child out immediately before conversing with the staff or with other parents.

- In order for your family to receive Child Care Subsidies and adhere to the Centre's policies, you must complete the attendance register situated in the foyer at each Centre. You are required to note the time of arrival and departure. You then sign in the allocated positions.
- If your child is being collected by another adult, that person must be named on your child's enrolment form as having authorisation to do so. If they are not mentioned on this form, we require you to complete a permission note nominating them to collect your child on the day. Without this, by law, we are not allowed to release your child.
- We are not permitted to allow your child to leave the Centre with anyone under the age of 18 nor with anyone who is unknown to us.

10. Settling into the Centre

- Orientation: In order to alleviate the stress of being separated from parents, we encourage you to bring your children for a few visits to our Centre before they start. By going through this orientation process, the children develop a 'feel' for the Centre environment that makes it less intimidating on that first day away from their family. Orientation times are 9:00am to 11:00am.
- We ask that you allow a period of time for your child to settle into the Centre. It is worthwhile for you to help the staff establish this feeling of trust and security to ensure your child's happiness.
- Please inform staff members of specific requirements for your child during the settling-in period e.g. comfort items, words in home languages etc
- During your child's settling-in period, feel free to call the Centre to enquire about your child's comfort and progress.

11. What should your child bring?

- a back pack or a bag large enough to hold their own belongings and any craft they are to take home,
- at least two (2) sets of complete clothing; one summer set and one winter set.
- We encourage security blankets and a favourite soft toy to rest with. Please ensure they are clearly labelled.
- all clothing clearly- labelled with your child's name, including socks, underwear and shoes
- a hat and bed sheet

Note: Cubbyhouse Child Care provides spare hats and and sheets if a child forgets to bring their own. These are to be taken home every day and brought back washed when your child attends next.

12. Fees

- Our fees are set by the Management Committee on an annual basis.
- Increases in fees will be advised in writing at least 2 weeks prior to an increase becoming effective.
- Upon enrolment, it is requested that you pay two (2) weeks fees in advance, fees that are held until the enrolment is terminated. It is also requested that you remain two (2) weeks in advance at all times with payments.
- Payment is made weekly through a 'Direct Debit' system.

- Fees are payable every day of your child's enrolment including sick days, holidays and public holidays. There is no charge for the week that the Centre is closed over the Christmas period.
- Statements are issued weekly and will be emailed or posted to you or may be picked up from the Centre.
- If you are parents who receive Child Care Subsidy, the government will only subsidise 42 allowable absences per child, per financial year. After the use of the 42 days, it becomes your responsibility to pay full fees for any further absences.
- You are required to sign for absent days in order to receive Child Care Subsidy for those days.
- If you wish to apply for the Child Care Subsidy, you must do this at your nearest Centrelink Office.

Child Care Subsidy

- The Commonwealth Government offers assistance to reduce the cost of care for families.
- All families meeting the government eligibility criteria can receive fee relief.
- Please contact the Family Assistance Office in Centrelink on 136 150 so that your eligibility to receive Child Care Subsidy can be assessed.
- We require the parent's customer reference number and date of birth as well as the customer reference number and date of birth of each child in order to link your attendance to Centrelink to calculate your reduction in fees.
- Please contact Head Office if you require further information or assistance with applications.

Penalty Fees

- Late fees will be charged at \$1.00 per minute for the first ten minutes and \$2 per minute thereafter when children are collected after the Centre's official closing time. This fee will be debited directly from your account upon acknowledgement by parents/guardians that a late collection occurred.

Changes to Bookings

- Cancelling permanent bookings will require two (2) weeks' notice in writing.
- Parents must inform the Accounts Department in writing at least one (1) week in advance if they wish to alter a permanent booking.

13. Communication

- Cubbyhouse Childcare has an "**Open Doors**" Policy, whereby parents/guardians are welcome to visit the Centre at any time.

O *Our Centre is open at all times for parental inspection. Tours are welcome by appointment with the Centre Supervisor.*

P *Parent Information Evenings and visits upon children's arrival and departure provide insight into the ways in which we assist children to develop.*

E *Extending an invitation to parents and guardians to visit the centre at any time guarantees the continuing quality of our working practices and protection for staff and management's reputation*

N *No hesitation in welcoming appropriate visitors creates confidence in the Centre.*

- D** *Decisions by parents/guardians to call or visit us to see how children are settling in and/or progressing are welcomed.*
- O** *Our Centre is proud of the quality of the care we provide and maintain.*
- O** *Our staff is qualified, trained, experienced and caring.*
- R** *Real co-operation and transparency between parents/guardians and the Centre underpin the high quality care provided for children.*
- S** *Seeing, without restriction, the centre's daily operation allows parents/guardians to judge, first-hand, the well-being and happiness of the children.*

- Parent and child surveys help to gain feedback on the operations of the service and suggestion boxes encourage stakeholders to offer ideas for programming and improvement in activities.
- Parents or children may approach the staff at any time if they have issues they need to discuss.
- A bi-monthly newsletter is distributed to staff, families and children. It is vital for parents to read this as it contains information regarding relevant issues within your child's specific centre.
- Additional notices will also be sent home to keep you informed of any changes, or "what is happening" within the centre (e.g. Assessment & Rating, programs etc.)
- The Centre informs parents/guardians promptly of any unusual incidents concerning their children.
- Parents are also able to receive any information by email.
- Notice boards are situated within each Centre. These contain information concerning community events, our weekly menu, weekly program and

other current matters. Please check these notice boards regularly so that you can remain a “well-informed” parent.

- An interpreter service is available for any families who require it. The Centre Nominated Supervisor will consult the Area Manager to arrange services.

14. Behaviour Management

Our aim is to foster and enhance positive self-esteem and to enhance positive guidance towards socially acceptable behaviours. We believe in encouraging independence and self-control in children and aim to develop skills that will enable them to solve problems for themselves.

A copy of the Behaviour Management Policy is available upon request to the Nominated Supervisor.

15. Parent Involvement

We have a Parent Involvement Policy that encourages families to become involved in the Centre by:

- making suggestions for activities
- advising about events that are culturally significant to your family
- completing feedback sheets/surveys to let us know what you think about the service
- discussing with children an interest or skill or reading a book to a group
- Volunteering for one or more of our committees (social, fundraising and accreditation committee)

- Sharing occupational and hobby interests with the children in groups (e.g. explaining to children what your job is and what you do at work)
- attending our social events that occur throughout the year
- donating goods such as craft supplies, dress up clothes, games etc

16. Mealtimes

All meals provided by Cubbyhouse Child Care are of high quality and prepared by a qualified food handler, to meet the daily nutritional requirements of all attending children.

Food is delivered fresh each day from our gold licensed caterer, "Kids Gourmet Food"

Please ensure that you inform us of any special diets, food allergies or religious requirements your child may have so that we can cater for these. Parents will need to supply adequate certification/information pertaining to the specific diet and/or allergies; and must be from a qualified physician.

Weekly menus are displayed outside the kitchen and are rotated on a five weekly cycle. We welcome your input for different recipes or cultural meals.

If you have any suggestions of food items to be included on the menu, please see the Nominated Supervisor.

17. Health

Medication

Children may be given medication at the Centre if:

- the medication is clearly labelled for each child and in the original container with a current use-by-date;

- parents complete and sign a medical authorisation form and hand the medication to the room leader on duty;
- if child's temperature is over 38 degrees C and all other attempts at reducing the temperature have failed, paracetamol may be given unless strictly contra-indicated on the child's enrolment form. However, staff will attempt to make contact with parents/carers to receive verbal permission for paracetamol to be given. Parents will then be requested to collect their child within one hour and sign the medical authorisation form when collecting their child. Children administered paracetamol must not return to care for 24 hours.

Please Note:

OVER-THE-COUNTER MEDICATION WILL NOT BE ADMINISTERED;

Illness

Should your child become ill whilst at the Centre, you will be notified and asked to come to collect your child immediately. It is important that you collect your child promptly to minimise your child's discomfort and to reduce the possibility of cross-infection with other attending children.

Your child may return to the Centre providing that they are not contagious and are not undergoing the first two days of anti-biotic treatment. A doctor's certificate verifying all illness information needs to be provided on return to the Centre.

If your child needs to take medication for non-contagious illnesses, please hand them to the staff upon arrival. The medication forms must be completed to give authorisation for the medication to be administered.

ONLY PRESCRIBED DRUGS WILL BE ACCEPTED AND ADMINISTERED

It is essential that parents inform staff of any health-related problems. A child's life could depend on staff having the right information. If your child has an allergy or chronic medical condition, it is imperative that you discuss it with staff so that they are familiar with how best to attend to your child when necessary.

At the time of enrolment, by law, parents must supply details of any specific medical conditions, together with treatment details, any medication details and risk factors. Medication will be given according to a doctor's written instructions and normal medication procedure.

Immunisation

Childhood illness can often be life threatening to your children. In the interest of the health of all children attending the Centre you are required to provide an immunisation certificate to the Nominated Supervisor (prior to commencement) as required under the Public Health Act.

From January 1, 2018, unimmunised children are not permitted to enrol in childcare unless there is a medical reason for your child not being immunised, supported by a doctor's certificate or your child is on an approved, documented immunisation catch-up program. Unimmunised children enrolled prior to January 1, 2018, will need to be excluded from the Centre if a condition usually prevented by immunisation occurs. Fees will be payable during this time.

Immunisations must be kept up-to-date. When a scheduled immunisation is completed, the appropriate Medicare record must be submitted to the Nominated Supervisor.

National Immunisation Program Schedule- Immunise Australia Program

Age	Vaccine
Birth	<ul style="list-style-type: none"> • Hepatitis B (hepB) a
2 months	<ul style="list-style-type: none"> • Hepatitis B (hepB) b • • Diphtheria, tetanus and acellular pertussis (DTPa) • • • <i>Haemophilus influenzae type b (Hib)</i> c,d • • • Inactivated poliomyelitis (IPV) • • • Pneumococcal conjugate (7vPCV) • • • Rotavirus
4 months	<ul style="list-style-type: none"> • Hepatitis B (hepB) b • • Diphtheria, tetanus and acellular pertussis (DTPa) • • • <i>Haemophilus influenzae type b (Hib)</i> c,d • • • Inactivated poliomyelitis (IPV) • • • Pneumococcal conjugate (7vPCV) • • • Rotavirus
6 months	<ul style="list-style-type: none"> • Hepatitis B (hepB) b • • Diphtheria, tetanus and acellular pertussis (DTPa) • • <i>Haemophilus influenzae type b (Hib)</i> c • • • Inactivated poliomyelitis (IPV) • • • Pneumococcal conjugate (7vPCV) e • • • Rotavirus j
12 months	<ul style="list-style-type: none"> • Hepatitis B (hepB) b • • <i>Haemophilus influenzae type b (Hib)</i> d • • • Measles, mumps and rubella (MMR) •• • Meningococcal C (MenCCV)
12-24 months	<ul style="list-style-type: none"> • Hepatitis A (Aboriginal and Torres Strait Islander children in • high risk areas) f
18 months	<ul style="list-style-type: none"> • Varicella (VZV)

18-24 months	<ul style="list-style-type: none"> • Pneumococcal polysaccharide (23vPPV) (Aboriginal and Torres Strait Islander children in high risk areas) g • Hepatitis A (Aboriginal and Torres Strait Islander children in high risk areas)
4 years	<ul style="list-style-type: none"> • Diphtheria, tetanus and acellular pertussis (DTPa) • Measles, mumps and rubella (MMR) • Inactivated poliomyelitis (IPV)

Infectious Diseases

Children suffering from infectious diseases (e.g. diarrhoea, measles, mumps, chickenpox, and conjunctivitis) or, if vomiting, must be excluded from the Centre for the period of time specified in the NSW Department of Health guidelines. Consultation with your family doctor is recommended. If your child is diagnosed as having an infectious disease, it is your responsibility to inform the Centre immediately.

A child with a fever of 38°C must be kept at home. It is advised that the child stay home, fever free, for at least 24 hours. Children's activity levels and appetites should be back to normal before returning to care.

Acute conjunctivitis

- redness of white part of eye and eyelids with discharge (watery mucus, pus)
- Children must be kept at home until all discharge has ceased.

Chickenpox

- fever, runny nose, cough, fatigue and rash; small raised rose-pink spots on scalp, face, trunk, arms, legs, inside mouth; spots followed by small blisters

- Children must be kept home for a minimum period of 5 days after the first spot appears. Scabs must be dry before the child returns. Any child with an immune deficiency should be excluded for their own protection.

Impetigo

- small red spots quickly changing to blisters; sores enlarge, become pus filled and crusted; face and hands most often affected
- It is necessary for the child to stay home until all sores have healed unless they can be kept covered with a watertight dressing and a course of antibiotics has begun.

German Measles (Rubella)

- headache, slight sore throat, runny nose and fever; small pink spots on face, arms and body; enlarged glands in neck and behind ears
- Children must be kept home for a minimum of 4 days from beginning of rash.
- Pregnant women who are exposed to the affected person must contact a doctor immediately.

Measles

- fever with sneezing, runny nose, and red watery eyes; rash appears 4 days after early symptoms, spreading downwards over whole body
- Children must be kept home for a minimum of 4 days from beginning of rash.
- Unimmunised children should be kept home until 14 days after the rash appears in the last case, or should be immunised within 72 hours.

Acute ear infection

- Children require 48 hours of medical treatment before returning to the Centre.

Head Lice

- Itching of scalp, lice on scalp and nits (eggs) firmly attached to strands of hair.
- Children are not immediately excluded if nits or lice are discovered during a childcare session.
- Parents should obtain special shampoo from the chemist and treat the child's hair prior to returning to child care.

Diarrhoea

- A child who has watery stools should not return to the centre until he/she has been free of diarrhoea for 24 hours. If however the child has an allergy or condition that causes diarrhoea, this should be discussed with the Nominated Supervisor. (Diagnosed gastroenteritis cases will be notified to parents and NSW Health guidelines followed.)

Vomiting

- A child who is vomiting should be kept at home until the vomiting stops.
- Children must be free of symptoms for 24 hours and well enough to tolerate a light diet before returning to the Centre.

Scabies

- Itch over body, red rash especially in folds of skin. The child must be excluded until the condition is treated.

Please note: The Nominated Supervisor keeps a library of all contagious diseases. The list in this handbook is not all-inclusive. Hence, the Supervisor has the right to refuse entry to the service unless adequate certification/evidence is provided by the parent.

Accidents

In the case of serious illness or accident, staff will attempt to contact the parent immediately. Please ensure that the telephone contact you have given is correct. If emergency treatment is required, an ambulance will be arranged without delay.

Note: As a legal duty of care, In emergency situations, Cubbyhouse may call an ambulance as staff sees fit.

Staff keeps a record of any accidents that occur at the Centre and will inform you if your child has hurt him/herself.

Sun Protection

- Before arrival at the centre, we encourage all parents to apply sun cream to their child's face and arms. In addition, in each room, there is a container of sun cream with make-up pads for easy application. Please stamp your child's hand with the stamp provided to indicate to staff that they have sunscreen on.
- Our aim is to prevent your child from receiving any unsafe exposure to the sun. In order to prevent sunburn, we also ask that all children be dressed in clothes that cover their shoulders and wear shoes that cover their toes.

18. Grievance Procedure

Should you be unhappy with any part of our service, we welcome any comments or complaints as well as any feedback or suggestions that may benefit other families attending the centre, the local community and, of course, your child!

Informal

Parents should feel free to talk to the Nominated Supervisor. By talking, staff will acknowledge your feelings and action can then be taken. If you feel that the

response by the Nominated Supervisor is inadequate, please make an appointment to see the Area Manager to explain your concerns.

Formal

Explain your concerns in a 'Grievance Report'. Always include enough information for us to assess your grievance and determine the most appropriate response. If you feel the need to take the complaint further, write to:

The Director,

c/- Cubbyhouse Child Care,

PO Box 8239 Baulkham Hills NSW 2153

19. Emergency Evacuation Procedure

- The Centre has an emergency evacuation procedure in place and it is practised on a regular basis.
- At the time of any perceived emergency, the Centre has in place a clear procedure for the evacuation of the premises.
- The evacuation procedure has been developed following the assessment of the likely risk to the health and safety of the children, staff and visitors and the probability of such an event occurring.
- Evacuation procedures apply to:
 - Bomb threat,
 - Fire,
 - Bushfire (if advised by authorities),
 - Hostage seizure,
 - Chemical spillage or gas leak,
 - Building collapse,
 - Aircraft crash,
 - Flood (after contacting Police for instructions),
 - Any other unforeseeable situation which risks the safety and/or

health of occupants

Procedure

- The Centre practises the ‘Emergency Evacuation Plan’ every term.
- Copies of the “Emergency Evacuation Plan” are displayed throughout the Centre in all playrooms, near the entrance door and on the wall in the kitchen.
- The Nominated Supervisor usually coordinates all evacuation procedures. (In the event of incapacitation of the Supervisor, the most senior staff member coordinates the procedures.)
- All employees participate in evacuation drills and training so that they are familiar with their various roles, equipment installed and procedures involved.

Evacuation Plan for Emergencies

1. **Raise** the alarm by **blowing the whistle loudly three (3) times!**
(Whistles are located next to doorways and outside next to the entrance.)
2. **Assist** anyone in immediate danger!
3. Staff members **usher** children quickly and calmly to the nearest exit!
4. The Supervisor or the person who raised the alarm, **collect** the portable phone (mobile), the “Sign-in” Sheet and the Child Information Box, if possible. (The collector of these items, **call out** to other staff to inform them that these items have been secured.)
5. Quickly **check** all rooms if you are the last staff member to leave (usually the Supervisor) and close doors, provided that it does not jeopardise personal safety.
6. Children and staff members **proceed quickly** and in orderly fashion to the predetermined safe assembly points listed below.
7. **Call 000** as soon as it is safe to do so.
8. **Call Management** to inform them of the emergency and the evacuation.

9. **Call the roll** as soon as possible after reaching safe areas. Children's names are called out by one staff member and children accounted for visually by both the caller and another staff member.
10. Check the presence of all staff members who are on duty.
11. **Immediately alert** emergency authorities and the Supervisor if either children or staff members are unaccounted for.
12. **Do not re-enter** the premises unless given permission by emergency authorities.

IF IN DOUBT, EVACUATE!

20. Policies

- A list of each Centre's policies and procedures are located within the Centre.
- Parents are encouraged to read the policies and make suggestions or discuss any concerns they may have.
- The Centre's policies and procedures are developed by Management in consultation with staff and parents. All policies and procedures are reviewed by all stakeholders on an annual basis.
- All new policies and policies up for review are displayed on the Policy Review Board for parents and staff to review and provide feedback on. Once all feedback is reviewed and policies updated as required, the policy is approved by Management. Parents will be notified that a new policy has been implemented or that an old policy has been updated. Communication will be by written correspondence

21. Assessment and Rating

All Cubbyhouse Child Care Services undergo an assessment process with the NSW Childcare Authority, Early Childhood Education and Care Directorate (ECECD).

The main objective of assessment is to ensure that children who attend a childcare service have stimulating, positive experiences and interactions that help their development. The ECECD achieves this by measuring the quality of care that a service provides in relation to the National Quality Standards (NQS) and identifying any areas for improvement.

Annually, centres have formal visits from an assessor from ECECD to observe all aspects of our services within seven (7) quality areas. "Spot checks" also occur.

The Seven Quality Areas are:

Quality Area 1- Educational Program and Practice

Educational program and practice of educators are child-centred, stimulating and maximise opportunities for enhancing and extending each child's learning and development.

Quality Area 2- Children's Health and Safety

Children have the right to experience quality education and care in an environment that safeguards and promotes their health, safety and wellbeing.

Quality Area 3- Physical Environment

Physical environment is safe, suitable and provides a rich and diverse range of experiences that promote children's learning and development.

Quality Area 4- Staffing Arrangements

Qualified and experienced educators, who develop warm, respectful relationships with children, create predictable environments and encourage children's active engagement in the learning program.

Quality Area 5- Relationships with Children

Relationships with children are responsive, respectful and promote children's sense of security and belonging.

Quality Area 6- Collaborative Partnership with Families and Communities

Collaborative relationships with families are fundamental to achieving quality outcomes for children, and community partnerships based on active communication, consultation and collaboration are essential.

Quality Area 7- Governance and Leadership

Effective leadership and governance of the service contributes to quality environments for children's learning and development. Effective leaders establish shared values for the service and set clear direction for the service's continuous improvement.

Currently, there are five (5) levels of quality assessed by ECECD:

Significant Improvement Required

Working Towards National Quality Standards (NQS)

Meeting NQS

Exceeding NQS

Excellent

22. Privacy Statement

Protection of privacy and the need for confidentiality are fundamental in providing a high quality child care service:

- The primary purpose our service collects information is to enable **Cubbyhouse** to provide your child with an individual developmentally-appropriate program that is educational, stimulating, nurturing and safe.
- **Cubbyhouse** requires certain information be collected, pertaining regulations or legislation that directly relate to the operation of a children's service.
- **Cubbyhouse** will include your child's name, age and specific needs in their Carer's "Focus Children's Folder". This may include your emergency contact details in a class list and in the **Cubbyhouse** Contacts Directory. Access to these is generally limited to the staff at **Cubbyhouse**.
- If you provide **Cubbyhouse** with the personal information of others, such as doctors or emergency contacts, we encourage you to inform them that you are disclosing that information to the centre and why. You will also need to inform them that they can access that information if they wish to do so.
- **Cubbyhouse Management** takes all reasonable precautions to ensure that the personal information we collect, use or disclose is accurate, complete and up-to-date. Please ensure you inform the service of any changes to the information supplied.
- **Cubbyhouse** only discloses personal and sensitive information to the service's staff, for the specific purpose of administration, welfare and education of your child.
- **Cubbyhouse** will always obtain parent/ guardian permission before disclosing a child's personal and sensitive information to a professional attending our Centre for the specific purpose of providing a service for

your child. This includes early intervention teachers, speech therapists, occupational therapists, doctors and counsellors.

- Personal information collected about children is regularly disclosed to their own parents or guardians. On occasions, information such as children's personal achievements, child portfolios and photos are displayed within the boundaries of our Centre's building.
- Parents/Guardians have the right to access personal information collected about them or their child. However, there may be occasions when access is denied. Such occasions would include where access would have an unreasonable impact on the privacy of others, where access may result in a breach of the service's duty of care to the child or where children have provided information in confidence.
- As you may know, from time to time, **Cubbyhouse** engages in fundraising activities. Information received from you may be used to make an appeal to you. We will not disclose your personal information to third parties for any fund-raising purpose.

NOTE: New Privacy Laws provide for very heavy financial penalties for the inappropriate disclosure of confidential or private information to those not authorised to receive that information, whether deliberate or accidental.

Cubbyhouse staff operates under strict guidelines that strive to ensure that confidential information is not accessed inappropriately. In the unlikely event that confidential information has been given to the wrong persons, the "owner" of that information will be informed immediately and measures implemented to minimise any potential harm caused by inadvertent disclosure of confidential information.