



Parent Handbook Maroubra

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Updated December
2023

Centre Philosophy

We acknowledge the Gadigal people, the Owners of the land on which we work and play. We also pay our respects to the Elders past, present, and emerging.

OUR VISION

At First Class Learning Centre Maroubra, we believe that when we come together as a community, we are coming together to embrace and celebrate our families' cultures and their traditions. We also believe that reconciliation is a way of life, hence aiming to build authentic relationships with our First Nations community.

Children are all unique. They have their own way of communicating, learning, and developing, and each of these areas need to be continuously fostered. Our aim is to ensure all children reach their full potential in life.

RELATIONSHIPS WITH CHILDREN, FAMILIES AND THE COMMUNITY

First Class Learning Centre Maroubra is inclusive of all children and families. We collaborate with families and allied professionals in order to assist in providing and ensuring the best possible outcome for all children.

Our strong relationships with families enables us to have important conversations regarding early intervention allowing us to achieve the best results for all our children.

At First Class Learning Centre Maroubra, we create a welcoming and positive environment where all children and families are respected and are actively encouraged to collaborate with educators to ensure that learning experiences are meaningful and are respectful to all cultures and religious beliefs.

At First Class Learning Centre Maroubra, we are committed to building relationships with our local Aboriginal and Torres Strait Islander community, and develop relationships based on mutual respect, trust, and inclusiveness to our First Nations people.

OUR EDUCATORS

As educators, we assist and encourage children to make choices which allows them to develop interdependence, resilience and autonomy.

Our educators facilitate and scaffold learning to actively promote children's development through worthwhile and challenging experiences that foster high level thinking skills.

Through planned and spontaneous play, children are encouraged to co-construct their learning with their peers and educators.

The educators model how to interact with others in relation to care, empathy and respect to develop their abilities to reflect on their actions and consider the consequences for others.

THE EDUCATIONAL PROGRAM

Our program reflects both the current interest of the children, and their individual needs.

Our planning is based on many different aspects of a child's life both within the centre and outside, encompassing family life and the external community. We aim to build strong connections with our community, through relationships with local organisations, support services and businesses. Ultimately, working towards creating true and meaningful connections with the children's world beyond the doors of First Class Learning Centre.

Play provides opportunities for children to learn as they discover, create, improvise and imagine. We strive to provide children with many opportunities to play within our environment. However, we also believe going out into the community can also enhance children's learning, such as going for walks to the Randwick Environment Park, Walter Williamson Park, to the local businesses along Moverly Rd near Cooper St, and also taking the children over to First Class Learning Centre in Chifley. We also invite local businesses to come in and visit the children, further providing an enhanced educational program. "In play experiences children integrate their emotions, thinking and motivation that assists to strengthen brain function." (The Early Years Learning Framework for Australia V2.0, 2022).

Our learning curriculum approach is child-centred, but it also relies on the educators to observe, listen, record and evaluate what the children say and do, and scaffold in order to provide appropriate opportunities at the right time for children to fine-tune their learning. We use critical reflection to evaluate our teaching strategies and the children's learning within our day to day experiences as a means of influencing further learning and practice both for the children, educators and service.

OUR ROLE

At First Class Learning Centre Maroubra, we believe in creating a welcoming environment where our children and families feel respected and supported, and are actively encouraged to work in partnerships with educators.

We pride ourselves on low staff turnover and highly qualified educators who have a range of experience levels both professionally and personally. We aim to create a second home for all the children and families at First Class.

At First Class Learning Centre Maroubra, we believe in the proverb, "It takes a village to raise a child" and through active, two-way relationships with families and the community, we aim to understand and meet every families' needs and dreams for their children.

Reviewed August/September 2023.

This philosophy has been created with input and feedback from both the educators and families.

Access to Policies and Procedures

All policies are kept available for families to view at the entrance foyer of the Centre.

Our policies are regularly reviewed and up-dated as the need arises.

The Education and Care services National Law Act 2010 is available as a soft copy on request.

Parent's feedback and input is greatly valued, and often taken into consideration as part of the policy development process.

Management Structure

The centre's management structure consists of the director, staff and parents. The director and staff meet on a regular basis to discuss the daily running of the centre with parent involvement at centre meetings/ regular feedback intervention methods.

Hours of Operation

First Class Learning Centre Maroubra is open 7:30 am to 6pm Monday to Friday, 49 weeks per year. The Centre is closed over Christmas for 3 weeks; you will be notified of the exact dates as soon as determined early in the year. Fees are not payable during this closure period.

The Centre is not open on recognized public holidays in N.S.W. Families are required to pay fees on these days.

Contact Information

Phone: 8347 2209

Email: info@firstclasslc.com.au

Service Providers: First Class Learning Centre

Nominated Supervisor/Director: Natalie Katz

Educational Leader: Amanda Tran

Regulatory Authority

Our Service is regulated by the national body for early education and care – the Australian Children's Education and Care Quality Authority (ACECQA) as well as the state licensing department in our NSW. To contact our Regulatory Authority, please refer to the contact details below:

NEW SOUTH WALES

Early Childhood Education Directorate

NSW Department of Education phone: 1800 619 113

Locked Bag 5107 PARRAMATTA NSW 2124

Our Commitment to Child Safety

Our Service is committed to ensuring the safety and wellbeing of children is maintained at all times whilst being educated and cared for by educators and staff at First Class Learning Centre. We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to adopt and comply with the National Principles of Child Safe Organisations and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our staff carry out their responsibilities as mandatory reporters as required by law under the Children and Young Persons (Care and Protection Act 1998) and maintain up to date with knowledge of child protection law and child protection training.

Our staff are recruited through an extensive screening process to ensure they display the right personal qualities and experiences to provide high quality supervision and care to child in addition to holding a validated Working With Children Check.

We have a zero tolerance for inappropriate behaviour towards children and any breach of child protection law. Any allegation or concern will be responded to promptly by management. We request that you contact Natalie Katz if you have any concerns.

Enrolment Process and Procedures

Bond

A bond payment of \$500.00 is required upon acceptance of enrolment. This bond payment secures your child's position at the centre. The bond is refundable only under the following circumstances;

1. Child has commenced enrolment at the Centre.
2. Six weeks written notice is provided to director prior to finishing at the Centre.

3. All outstanding fees have been paid up to date.

Fees

Our full fee is: \$160. 00 per day across both the Caterpillar 18 months- 3yrs and Butterfly room 3-5 yrs.

Families are required to complete the online Child Care Subsidy assessment via [myGov](#) website prior to starting at the Service. This will determine your eligibility and level of Child Care Subsidy entitlement.

On enrolment we will need the CRN of the person linked with the child, as long with the child's CRN so we can confirm register attendance and ensure that you are receiving the appropriate subsidy.

Fees are to be paid weekly. If you are still waiting for your Client Reference Number (CRN), full fees must be paid until the Client Reference Number (CRN) has been issued and Centrelink has advised the Centre at which time your account will be backdated with the Child Care Subsidy (CCS).

If you enrol your child and then do not commence your enrolment at our centre, the bond paid will be retained. This fee is NON-REFUNDABLE and NON-TRANSFERABLE. Unpaid fees of more than two weeks may result in child losing their position at the centre. Fees are debited automatically via Fat Zebra.

Child Care Subsidy (CCS)

Child Care Subsidy is a means-tested subsidy paid directly to the Service as a fee reduction. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

1. Combined Family Income
2. Activity Test for both parents
3. Service Type

Transitioning to Child Care Subsidy requires families to provide information and confirm current details by using your Centrelink online account through myGov. Here you will be asked to provide your combined family income estimate for the financial year, hours of recognised activity including work, training, study and volunteering and the type of child care your family uses. Child Care Subsidy is paid directly to our Service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by our Service and the subsidy amount received. This is called the '*gap fee*'.

Complying Written Agreement (CWA)

A Complying Written Agreement (CWA) is an agreement between our Service and a parent or guardian to provide childcare in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details and details of the fees to be charged. Before Child Care Subsidy can be paid, you must approve the enrolment information within the CWA via the [MyGov website](#)

Allowable Absences

You can be paid for any absence from approved care your child attends for up to **42 days per child per financial year**.

Public holidays will be counted as an absence if the child would normally have attended the Service on that week day, and fees have been charged for that day for the child. You can access your child's absence record on your online statement by selecting '**View Child Care Details and Payments**' on your Centrelink online account. You can also do this using the Express plus Families mobile app

Withdrawal From Centre

Six weeks written notice is required to withdraw your child from the centre otherwise your bond will not be refunded. First Class Learning Centre does NOT accept early withdrawal in December. All families are required to pay fees until end of school year.

All fees must be brought up to date before leaving the centre or your account will be passed onto the debt collector.

Priority of Access

Our Service aims to assist families who are most in need and may prioritise filling vacancies with children who are:

- at risk of serious abuse or neglect
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

Enrolment Procedure for changes

A child's booking may be changed on request, provided:

- ✚ A vacancy exists
- ✚ Any request for a change of booking must be in writing. Six weeks notice is required when reducing a day/s.

Orientation of New Children and Parents

First Class Learning Centre provides an orientation process for new children and families to familiarize them with the daily routine and activities. The Director will arrange for new children to attend the centre for short periods together with one or both parents prior to their official enrolment starts. The centre encourages numerous visits of approximately one (1) hour periods, so that the children get the opportunity to see how the centre runs, but not too long to be daunting. This is to reassure young children that parents will return to collect them. The children will participate in centre activities if they so desire. A number of children just prefer to watch rather than do.

When new families arrive at our centre our aim is to make them feel welcome and comfortable so that the children want to stay and the parents are happy to leave their child.

Staff welcome all children and parents to our centre, greeting them on arrival and involving them in activities. Once a child has begun attending First Class Learning Centre parents are encouraged to say goodbye to their child when they are leaving rather than sneaking out. This may be easier on the parent

than to face a teary goodbye, but it is harder on the child as they feel abandoned. Children need reassurance that their parents are going to return for them. Parents may telephone the centre at any time during the day so staff can inform them of how their child has settled in and how they are progressing. Staff will support and comfort children if necessary when saying goodbye to parents. All morning farewells are handled individually according to the child and the parent's needs.

Children of various cultural backgrounds are made to feel welcome. Staff make an effort to greet parents and children in their home languages. Key words are provided for staff in various home languages. Multicultural music, songs, stories and posters are available to assist children settle in and make them feel comfortable. Ethnic child rearing practices will be taken into account and applied where necessary and where they do not conflict with centre practices.

Room Movement

When moving from the Caterpillar room to the Butterfly room your children may be between the ages of 3-3.5 years or later depending on the following:

- Availability of space
- Verbal communication- ability to communicate their needs and participate in class discussions and longer group times.
- Self-help skills eg taking self to toilet, putting shoes and socks on/off, put their belongings away, apply sunscreen

Open Door Policy

First Class Learning Centre has an open door policy which is a policy of the Association of Child Care Centres of NSW Inc.

Our centre is open at all times for parent inspection

Please come and see how we help your child's development

Entry by you at any time is your guarantee of the continuing quality of our working practices

Never use a service where you are not welcome!

Don't hesitate to visit us

Our centre is proud of the quality of care we provide

Our staff are qualified, trained, experienced and talented

Rather than take our word for this

See for yourselves!!!

Arrival and Departure

When entering or leaving the centre, please ensure that the door is shut properly. You will receive a code to the front entrance door. This is to be kept discreet and only shared with those who drop or pick up your child from care.

Each time you bring your child to the centre, parents are asked to come into their child's room, as the staff would like to greet both you and your child.

Saying Goodbye:

When you are ready to leave your child, please say goodbye and do not sneak out. Let your child know that you will be coming back at a time they can relate to eg. After lunch, rest time or afternoon tea as children have no concept of "soon". Please feel free to stay as long as you want to settle your child, but once you have said goodbye, please follow through and proceed to leave. Children need to build a sense of trust with the caregivers and need to know that their parents feel confident in their new surroundings, before they will feel secure. By sneaking away, rather than saying goodbye to your child, the separation process will only take longer.

The staff are always available to comfort a distressed child and will do everything possible to settle your child. Please feel free to call during the day to see how your child is getting on. Staff are aware of how unsettling leaving your child can be for parents and are more than happy to discuss any concerns you may have.

Leaving your Child with a Staff Member:

It is a Children's Service Regulation that the children must be brought into the room and left with a staff member. This is to ensure children are adequately supervised at all

times. Again when you collect your child, the staff will want to say goodbye to you both as well to provide communication about your child's day.

Daily Attendance:

You must ensure that you sign your child/ren in and out of the centre daily. This will be completed using your phone device to sign in/ out on OWNA. Your OWNA account will be established during the orientation process. During an emergency evacuation, the attendance will be used to check which children are here. If they are not signed in, they may be left in the building, or if they are not signed out, staff risk their own lives to locate a child who has already gone home.

Late Collection of Children

First Class Learning Centre is open from 7:30 am to 6pm. Parents are required to abide by the centre's hours of operation. We are not licensed or insured to care for your child outside of these hours.

Parents who are late will be charged a flat fee of \$20 then an additional \$1 per minute for each minute that your child has not been collected after the closing time.

The late fees will be invoiced to you separately, or can be paid in cash to the teachers on duty on the day.

No Child Care Subsidy can be claimed for this fee as it is after the closing time of the Centre.

These late fees will be charged from 6.00pm.

Parents should always phone the centre to inform staff if they are going to be late collecting their child.

If you are unable to collect your child on time, please organize for someone on your emergency contact list to collect your child and contact staff at First Class Learning Centre so we are aware of any changes. If at the last minute you need someone to collect your child who is not on your emergency contact list, then you are required to phone the staff at First Class Learning Centre to notify them of this and also provide written authorization by or emailing it through to the centre.

Complaints and Grievances

All complaints & grievances, whether from staff or parents are to be dealt with in a confidential, calm and tactful manner. No disputes are to occur where they can be witnessed by the children. If a parent has a complaint they can either speak to the staff member involved or speak directly to the Director whom will deal with the grievance in the best way possible. First Class Learning Centre strongly believes in open communication between families and staff and welcome any suggestions or ideas at all times.

The staff at First Class Learning Centre are here to provide the best possible care and education for your children. If you feel you and your child's needs are not being met please speak to our staff or Director so the matter can be resolved immediately.

Confidentiality

We respect your privacy.


In order to provide you with the highest standard of service our centre is required to collect personal information from you about your child before and during the course of a child's enrolment in our service. We are committed to protecting your privacy and we abide by the National Privacy Principles contained within the Privacy Act.

Court Orders

Parents must notify the Service if there are any Court Orders affecting residency of their children and a copy is required for the Service. *Without a Court Order we cannot stop a parent collecting a child.*

Health and Safety

Staff are alert to the health, safety and welfare of each child at First Class Learning Centre;

-  Health and safety procedures are practiced routinely at First Class Learning Centre and included in our program with the children.

- ✦ There is always a staff member with a First Aid Certificate present, and Management of Asthma and Anaphylaxis certificates
- ✦ A staff member would accompany a child to hospital if required.
- ✦ There is an emergency evacuation plan in place, which is practiced regularly with the children.
- ✦ Records are kept of any child accidents, medications or illnesses occurring within the centre.
- ✦ Provisions are made for the care and comfort of sick children until their parents can collect them without increasing the risk of cross infection to other children.
- ✦ Staff are able to recognise signs of suspected abuse or neglect and record and report their suspicions to the Director.
- ✦ Excursions comply with safety regulations.
- ✦ The child's right to privacy is respected.

Sun Care

This policy is adopted to ensure that all children attending First Class Learning Centre are protected from skin damage caused by the harmful ultraviolet rays of the sun. It is to be implemented throughout the year, but with particular emphasis in the warmer months.

As part of the general skin protection strategies:

- ✦ The centre will require children to wear hats which protect the face, neck and ears when ever they are outside. Children will not share hats (to minimize the spread of infections such as head lice, impetigo and ring worm).
- ✦ Sunscreen is applied 20 minutes before going outside each morning and afternoon. Teaching about skin and ways to protect it from skin cancer will be incorporated into the curriculum.
- ✦ Parents are asked to consider sun protection and to dress their child appropriately, especially in the area of neck and shoulders.
- ✦ Parents are asked to provide their own sunscreen due to the child/ren sensitive skin or any allergies.

Medication

When a doctor has prescribed a child medication it is preferable that the child is kept at home. For your child to return to First Class Learning Centre with prescribed medication you must have a letter of clearance from your doctor and your child must have been taking the antibiotics at least 24 hours **prior** to their return to care. The close proximity of many children, such as we have in the centre, increases the risk of cross infection, not only

between the children attending, but also visitors, pregnant mothers, young babies, and staff members.

Prescription medication:

Educators can only administer medication prescribed by a doctor. They cannot administer non-prescription drugs or dietary supplements unless a doctor provides the Service with written authorisation.

Educators can only administer medication to a child from its original packaging with pharmacy instruction sticker.

On arrival at the Service families, must give medication to Educators for safe storage and complete a medication authorisation form on OWNA. Under no circumstances should medication be left in children's bags.

The Centre will **not** administer Non-prescription medication.

In the event of your child having a temperature: parents may verbally authorise the administration of child paracetamol or similar by phone if the authorisation to do so has been completed on the enrolment form. The medication form must then be signed by the parent/guardian via OWNA. If the parent/guardian can not be contacted the director may authorise the administration of child paracetamol or similar. The child with a temperature is required to be picked up by a parent within the half hour.

Medication permission forms must be completed for all medication. Dosages submitted on the OWNA app must comply with the label on the bottle.

Please ensure that medication is handed to a staff member. Remember to collect all medication at the end of the day.

Parents are to complete the medication report on OWNA when medication is to be administered during the day. A staff member must complete and sign the form on the OWNA app and ensure that the medication is stored correctly (fridge or cupboard out of reach of children).

Asthma Management

First Class Learning Centre is committed to ensuring that the children in our care that have been diagnosed with Asthma, are treated and medicated appropriately so that they are able to participate in the program in the least restrictive fashion.

All asthmatic children are required to leave a labeled spacer and inhaler at the centre so it is available at all times.

The following procedures will be implemented:

- ✚ Parents of diagnosed sufferers will be required to provide an Asthma Plan from their doctor. This plan is to be completed prior to the child's first day of attendance and reviewed by staff and parents regularly should any changes in the condition/treatment occur.

Managing Food Allergies & Anaphylaxis

First Class Learning Centre is a nut-free zone. At First Class the Centre must;

- Ensure families provide information on the child's health, medications, allergies, their doctor's name, address and phone number, emergency contact names and phone numbers, and an Anaphylaxis First Aid Plan or Emergency Medical Plan approved by their doctor following enrolment and prior to the child starting at the service.
- Ensure families provide documentation from their doctor confirming their child's allergies and their management in the form of an Allergy Emergency Medical Plan.
- Ensure staff are aware of children that have allergies and what they are allergic to prior to the children starting at the service.

Sick Children

It is our policy that sick children do not attend the centre. The reason for this is to reduce the risk of cross infection between children and staff. If your child is sick, they require the care and comfort of loving parents in their home environment.

When to keep your child at home?

If your child has any of the following complaints...

- High temperature, Diarrhea, Productive cough (mucus), Tonsillitis, Measles, Rubella (German Measles), Cold sores

Ringworm, Impetigo, Hand and foot infection, Vomiting, Severe skin rashes/ infections, Chicken pox, Diphtheria, Infectious Hepatitis, Mumps, Whooping cough, Scabies, Excessive discharge from eyes, nose and ears – **green mucus from nose indicates an infection** – clear is okay.

“If it is green, it shouldn’t be seen”. Staff will require parental pick up if child’s mucus is green.

If your child displays any of these symptoms or illnesses while at the centre parents are to be contacted and asked to collect their child as soon as possible. If parents are unable to collect their child they are to make arrangement for one of their emergency contacts to collect their child.

There is a 24 hr exclusion period for children with temperature. Meaning the child needs to remain at home for the first **24 hours WITHOUT** temperature.

In regards to Gastroenteritis, there is a 48 hr exclusion period. Meaning the child needs to remain at home for the first 48 hours **after the last** bowel and/or vomit. This is policy and is in place to ensure the bug is not passed on to other children and staff. If you wish to see our policy please ask.

Immunisation

The Public Health Act 2010 requires all families to provide an Immunisation History Statement from the Australian Immunisation Register (AIR) for their child prior to enrolment in an early childhood education and care service. The immunisation history statement must show that each enrolled child is up to date with immunisations for their age.

The relevant vaccinations are those under the National Immunisation Program (NIP), which covers the vaccines usually administered before age five. These vaccinations must be recorded on the Australian Immunisation Register (AIR).

The only unimmunised children who can be enrolled in child care are those who are on a recognised catch-up schedule or those who are unimmunised due to medical reasons as described in the Australian Immunisation Handbook. Parents must provide an AIR Immunisation History Form or an AIR Immunisation Medical Exemption Form upon enrolment. In the case of an outbreak of any vaccine preventable disease, management will

contact families as soon as possible. We ask that families immediately inform our Service if someone in their family is diagnosed with an infectious disease to help minimise the risk to other children, families and educators.

We are legally required to notify the Public Health Unit of any cases of vaccine preventable diseases occurring at our Service.

Hygiene

Hand Washing

The centre requires staff and children to thoroughly wash their hands using liquid soap provided at each hand basin at the following times:

Children

- When arriving at the centre
- Before meal times
- After using the toilet
- When entering the centre after outdoor play
- After handling animals
- After wiping nose
- Before assisting with food preparation

Bed Linen and sleeping arrangements

- Each child will bring their own sheets from home which will be stored in their own individual named bed bag. These are to be washed weekly by parents, unless soiled. Beds are disinfected after each use.
- Children will be encouraged to sleep head to toe to limit the risks of cross infection

Non Smoking

It is centre policy that First Class Learning Centre is a **smoking free zone**. The policy applies to parents and staff.

Dental and Oral Health

First Class Learning Centre promotes healthy eating habits, lots of fresh fruit, minimal sugary items and plenty of water to drink.

Most children are fortunate to enjoy a visit from a local dentist (who may be a parent) who informs the children of the importance of oral hygiene and why it is important to take care of our teeth and gums.

Nutrition

Morning tea, afternoon tea, and lunch and are provided to First Class Learning Centre by KGF.

Children are encouraged to eat a healthy and nutritious diet including food from the 5 food groups – breads & cereals – dairy foods – meat & meat alternatives – fruit & vegetables – fats & oils.

No chips, chocolates or lollies are to be eaten at the centre except for birthdays or other celebrations. Staff are to ensure that mealtimes are a happy and social time of the day. Staff will sit with the children – engaging in quiet conversation.

The menu is posted daily on OWNA and available in the foyer of the centre.

Birthdays

It is very exciting for a child to be having a birthday. If a cake is required for a child's birthday we are happy to bake the cake with your child as a class experience. We will

also bake a separate cupcake and place the candle on the cupcake to be blown out. Families are required to discuss cake options with educators prior to the celebration.

What you need to bring

BACKPACK For independence, we work towards all children being able to recognise and open their own bag. You can help by allowing them to be involved in selecting their bag and taking ownership of it. Please ensure it is large enough to hold all their belongings and is clearly labelled.

SPARE CLOTHING

Every now and then, accidents occur, and it may be necessary for your child to get changed into a fresh set of clothes. Please include a complete change of clothes everyday in case it is needed.

DRINK BOTTLE

A labelled drink bottle is required every day for water. Children are able to refill their drink bottle when necessary throughout the day. We always provide water and cups, but a drink bottle is a great start to school readiness.

SUN HAT

A protective sun hat (either broad brimmed or legionnaire hat) must be worn every day when playing outside for protection against the sun. First Class Learning Centre will provide a hat for every child to remain at the centre.

Breastfeeding

We are a breastfeeding friendly service. Mothers who are breastfeeding are welcome to attend the Service during the day to feed their infant. We have a private, clean and quiet area for mothers to breastfeed their infants or express breastmilk.

Families that are breastfeeding should speak to the Nominated Supervisor or Responsible Person to be aware of our policies on storing and serving breast milk.

Families that are formula feeding should also consult our Nominated Supervisor or Responsible Person to be aware on how we need the formula prepared and stored.

R_e_g_u_l_a_r_c_o_m_m_u_n_i_c_a_t_i_o_n_i_s_e_n_c_o_u_r_a_g_e_d_t_o_e_n_s_u_r_e_y_o_u_r_i_n_f_a_n_t's_n_e_e_d_s_a_r_e_m_e_t_a_s_t_h_e_y_grow.

Please refer to our *Breastfeeding Policy*.

Child Protection

Teachers and Directors are legally required to document and report risk of harm to children (15 years or under) with regards to neglect, medical care, physical abuse and sexual assault, domestic violence or psychological harm to the Department of Education and Communities (DECS) without notification to parents. The mandatory reporters line is 132111.

A staff member must report to the Director immediately if there are any concerns about a child's wellbeing. (Staff are however entitled to call the mandatory reporters line if they feel there is risk of harm and the director does not).

Clothing Policy

It is the policy of First Class Learning Centre to provide information about suitable clothing for child care.

It is very important for a child to feel comfortable, to be able to move freely while being protected from various weather conditions and the activities they are participating in over the course of the day.

✚ Children should be dressed in loose clothing, comfortable footwear that fits the child's feet and clothing that is appropriate for the weather conditions: therefore we ask you to send your child:

- With clothing that protects the shoulders and back from the hot sun; and
- With protective shoes e.g. Sneakers, sandals or shoes. **NO THONGS OR CROCS.**
- With a warm jacket during the colder months

✚ Children should wear clothing that is not expected to remain clean all day.

Parents are encouraged to avoid sending children to the centre in very good

- clothes in order to avoid distress which may be caused if clothing becomes marked.
- + Children participating in messy art and craft activities will be encouraged to wear protective smocks.
 - + Gumboots are for use outdoors only: please provide shoes for indoor use.
 - + Parents also need to be aware of the child who is being toilet-trained or a child who has difficulties with zips, buttons or belts. Clothing with elastic waists are better for children than trousers with zips and buttons or overalls with clips etc. that require skills to undo them 'in a hurry'.
 - + Parents are asked to provide spare clothes for their child each day in their child care bag. Several sets of spare clothing may be necessary for children who are new to toilet training. Also provide a wet bag for wet clothing as we don't use plastic bags.
 - + All clothing must be clearly marked with the child's name.
 - + Restrictive clothing will be removed where necessary i.e. sleep time
 - + Shoes may be removed and placed in the outside shoe box or in their lockers. Shoes MUST be worn when riding a bike or riding a scooter
 - + The centre will keep spare clothes at the centre for children to borrow if they need to. All borrowed items will be laundered after use and returned to the Centre.
 - + The centre staff will be sensitive to each individual child's clothing preference including cultural differences.
 - + Staff will do their best to ensure that where a child is changed their clothing is returned to their bag. However we must remember as children become independent they will want to take responsibility for their own belongings.

Things to bring

- Water bottle
- Nappies (if required)
- Backpack with spare clothes, comforters, jacket
- Milk bottle and Formula (if required) Cows milk is provided by the service.

Parent Involvement

We realise that many parents are working parents and have limited time available to become involved. Feedback and support is appreciated in the form of survey and feedback forms, which do not take up too much time, yet provide the centre with important information.

Parents are welcome at the centre at any time. Parents and other family members are encouraged to share in special occasions at the Centre as well as share their special talents with the staff and children – such as cooking, musical experiences, reading stories and art and craft experiences. Parent comments and concerns are always shared directly with educators or privately through our OWNA App or Centre Director. Past conversations between staff and parents are spoken about when relevant, without breaching confidentiality.

Toys from Home

Toys and items of value should remain at home. The only exception being children comforters (i.e., soft toy, blanket) used for rest time and during their settling in period. After the initial couple of weeks at the centre, staff will begin to encourage the child to only have the comforter out of their bag for rest time. Toys from your home have not passed the required safety standards deemed appropriate in childcare and we therefore request toys are left at home so they do not pose a threat to the other children attending the centre.

Furthermore, we cannot take responsibility for items your child brings from home to childcare. We ask that parents are responsible and diligent about the contents of their child's school bag ensuring all contents are safe for a childcare setting. (This means no medications, make up products or toys) Any lost and found items will be left near the locker for you to collect. Any unclaimed items will be donated to charity at the end of each term.

Any queries or questions relating to the above information; kindly contact Natalie Katz at info@firstclasslc.com.au

**All policies in this handbook are extracts from the original policy manual.
The Policies and Procedures manual is available from First Class**

Learning Centre entrance foyer, please do not hesitate to view a copy.