

WILLI WAG TAILS CHILDCARE CENTRE

Family Handbook



Willi Wag Tails Childcare Centre

1 Growse Street
Williams WA 6391

Phone: (08) 9885 1673

Email: williwagtails@williams.wa.gov.au
Sharon.Palumbo@williams.wa.gov.au

Provider Approval: PR00007585

Service Approval: SE00013220

Welcome

Welcome to Willi Wag Tails Childcare Centre.

The Shire of Williams is proud to provide a not-for-profit, community-based early learning and childcare service that supports children and families throughout Williams and the surrounding communities. We understand the trust families place in us each day, and we are committed to providing a safe, nurturing and inclusive environment where every child can learn, grow and thrive.

At Willi Wag Tails, children are at the heart of everything we do. Their safety, wellbeing and best interests are our highest priority. We are committed to creating a child-safe environment where every child feels secure, respected, valued and empowered. Our educators foster positive relationships, actively supervise children, promote safe learning environments and uphold the National Principles for Child Safe Organisations in every aspect of our practice.

We are much more than a childcare centre—we are an extension of your family. We recognise that every child is unique and deserves to be supported as an individual. Our qualified and experienced educators provide responsive, play-based learning experiences that encourage children to develop confidence, resilience, independence and a lifelong love of learning. By working closely with families, we ensure each child's strengths, interests and individual needs are reflected in their learning journey, laying strong foundations for a successful transition to school and beyond.

This Family Handbook has been developed to provide important information about our service, daily operations and policies. We encourage you to read it carefully, as it contains valuable information to support your child's enrolment and ongoing participation at Willi Wag Tails Childcare Centre. As part of the enrolment process, families are asked to acknowledge that they have read this handbook and the accompanying enrolment information.

We are committed to continuous improvement and regularly review our policies, procedures and practices to ensure they continue to reflect current legislation, best practice and the evolving needs of our community. Families are encouraged to provide feedback and suggestions, as your perspectives are valued and contribute to the ongoing development of our service. Our Policies and Procedures Manual is available for families to view at the sign-in area at any time.

Willi Wag Tails Childcare Centre is licensed to provide education and care for up to 20 children from birth to 12 years of age. We operate Monday to Friday from **7:30 am to 5:30 pm**, for a minimum of **48 weeks of the year**, excluding public holidays. The service is

proudly owned and operated by the **Shire of Williams**, reflecting our commitment to providing high-quality, community-focused education and care for local families.

We offer both permanent and casual care to meet the diverse needs of our families, parents and carers. We value the important role families play as their child's first teachers and believe that respectful, collaborative partnerships are essential to achieving the best outcomes for every child. We warmly welcome parents, grandparents and extended family members to participate in our program and share in their child's learning experiences.

We thank you for choosing Willi Wag Tails Childcare Centre. We look forward to partnering with you to provide a safe, caring and enriching environment where your child feels a genuine sense of belonging and is supported to reach their full potential.

Our Philosophy

Willi Wag Tails Childcare Service will:

*“We will seek to provide a safe, secure, and nurturing environment.
We will strive to recognise the needs of the individual child and will endeavour to meet those needs through play based early childhood learning experiences”*

We are committed to providing consistent quality early childhood education that meets the individual needs of children and families, regardless of abilities, gender, social or economic background, race, culture, or religion.

Willi Wag Tails Childcare Service will deliver developmentally and age-appropriate programs within an environment that is positive, supportive, challenging, and interactive. We believe in the importance of play-based learning as an essential tool by which children investigate, explore, create, and use problem solving skills.

Our program responds to the individual needs of all children. The program is based on the *Early Years Framework*, which identifies five Early Learning and Development Outcomes for all children:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of well being
- Children are confident and involved learners
- Children are effective communicators

The Curriculum (program) incorporates a variety of indoor and outdoor experiences which include planned, spontaneous, and small/large group activities. These experiences will be tailored to suit children's individual needs, strengths, and interests. Planning incorporates a mixture of educator- and child-initiated learning experiences.

Our goal is to build and maintain strong and trusting relationships with children and their families through open communication, sharing information and mutual respect. Families play a valuable role in their child's development and learning during the early years. We welcome input in all aspects of our daily operations and encourage families to share their culture, language and home experiences.

We recognise the significant impact a community has on a child's view of the world around them and strive to achieve cooperative participation and involvement.

Staff will work collaboratively with children to support their thinking and self-help skills. Children's self-esteem and sense of self-worth determine who they are and who they can become. Our aim is to provide ongoing opportunities for children to learn independence and resilience. At all times, the rights of the child will be upheld, and children will be empowered to make positive choices that affect themselves, their surroundings, and others.

Approved Provider

Willi Wag Tails Childcare Centre is operated by the Shire of Williams.

The Approved Provider is responsible for ensuring the service complies with the Education and Care Services National Law and National Regulations.

Confidentiality

The privacy of children and families is respected at all times.

Information collected by the service is managed in accordance with the Privacy Act and relevant legislation. Children's records are confidential and are only accessed by authorised people.

Families are asked to respect the privacy of other children and families attending the service. Any serious confidential matters that need addressing will only be handled by and in consultation with the Childcare Approved Provider (Shire of Williams CEO), the Manager of Willi Wag Tails Childcare Service and the appropriate government representative (ie: Education and Care Regulatory Unit or Child Protection Services).

Our first priority is the welfare and safety of your children

Grievance Procedure

At our service, we value open, respectful, and honest communication with families. We believe that parents and guardians play an important role in our partnership with children, and we welcome feedback as an opportunity to continually improve the quality of our service.

Parents and guardians have the right to raise concerns or make a complaint without fear of disadvantage or retribution. All complaints will be treated respectfully, confidentially where appropriate, and managed fairly, promptly, and in accordance with our policies and relevant legislation.

The following process will be followed when a parent or guardian wishes to raise a concern or make a complaint:

1. **Raise the concern with the educator or staff member involved.** Families are encouraged to discuss concerns directly with the relevant educator or staff member in the first instance, where appropriate.
2. **Escalate the matter to Senior Management.** If the concern is not resolved, or if the parent or guardian does not feel comfortable discussing the matter with the staff member involved, they are encouraged to contact the Senior Management team.
3. **Record the complaint.** Formal complaints will be documented in writing by the staff member or Senior Management to ensure an accurate record of the concern and any actions taken.
4. **Investigate and resolve the complaint.** The service will investigate the matter fairly, impartially, and as promptly as possible. Every effort will be made to achieve a resolution that is in the best interests of all parties while prioritising the safety, wellbeing, and rights of children.
5. **Communicate the outcome.** Parents or guardians will be advised of the outcome of the complaint and any actions taken, either verbally or in writing, as appropriate.
6. **Refer the complaint to the Approved Provider.** If the parent or guardian remains dissatisfied with the outcome, they may submit their complaint in writing to the Shire of Williams, as the Approved Provider, for further review.
7. **Contact the Regulatory Authority.** If the matter remains unresolved, or if the complaint relates to a potential breach of the Education and Care Services National Law or National Regulations, parents or guardians may contact the Education and Care Regulatory Unit to lodge a complaint or seek further advice.

The service is committed to resolving complaints in a respectful, transparent, and timely manner. Feedback and concerns are viewed as valuable opportunities to strengthen our practices and continuously improve the quality of education and care provided to children and families.

Education and Care Regulatory Unit
Locked Bag 5000, Fremantle WA 6959
ECRU Department of Communities Level 7, Boorloo Campus
130 Sterling Street, Perth

Phone: 08 6277 3889 1800 199 383

ecru@communities.wa.gov.au

Enrolment

Prior to commencing care families are required to:

- Complete an enrolment form.
- Provide emergency contact details.
- Supply medical information where applicable.
- Provide current immunisation records.
- Complete any required medical management plans.
- Read and acknowledge the service agreement for care
- Lodge your application with the Family Assistance Law to be assessed for the Government approved Child Care Subsidy

The enrolment form requires information regarding your child/ren's health, development, custody arrangements and emergency contacts. You will need to name all persons who may deliver or collect your child from the center. These people must be over 18 years of age. It is your responsibility to ensure your nominated people are responsible and available when required.

Parents will need to fill out an enrolment form and read and sign the agreement. It is important to fill out each section of the enrolment form. On enrolment you must bring your child/ren's birth certificate and a copy of their current Immunisation History Statement which you can obtain through your MyGov account on the Medicare link.

The details required on the enrolment form are needed by our staff to help them take the best possible care of your child. It is also a regulation requirement that all information remains strictly confidential. If any of the details on the enrolment form change you are asked to advise the Manager or any staff member immediately. Enrolment forms will be

reviewed and updated annually to ensure that the Centre has the most up to date information.

Families must advise the service immediately of any changes to contact information, custody arrangements or medical conditions.

[Child Care Subsidy - Department of Education, Australian Government](#)

Orientation

Starting childcare is an important milestone for both children and their families. Every child responds differently to new environments and separation from their parents or caregivers. At Willi Wag Tails Childcare Service, we work closely with families to ensure each child's transition into care is positive, respectful, and tailored to their individual needs.

Orientation Visits

Prior to commencing care, families are invited to attend an orientation visit. The first visit is generally combined with the enrolment appointment and is arranged at a mutually convenient time. Wherever possible, we encourage your child to attend so they can begin to explore the environment, meet our educators, and become familiar with their new surroundings.

During the orientation visit, families will have the opportunity to:

- Meet the educators who will be caring for their child.
- Learn about the daily routines and learning program.
- Ask questions and discuss their child's individual needs, routines, interests, and preferences.
- Share any information that will assist educators in supporting a smooth transition into care.

Additional orientation visits may be arranged where appropriate, recognising that some children benefit from several shorter visits before commencing full days of care.

Supporting Your Child to Settle

Every child settles into care at their own pace. Some children adjust quickly, while others may need additional time, reassurance, and support. Our educators take the time to build secure, trusting relationships with each child and work in partnership with families to support a successful transition.

To help your child feel safe and secure, you may wish to bring:

- A favourite comfort item, such as a soft toy or blanket.
- For younger children, an item of clothing carrying a parent's or caregiver's familiar scent, which can provide comfort during rest or bottle times.

When leaving your child, we encourage you to say goodbye confidently, even if they become upset. This helps build trust by reassuring your child that you will always return. Please let an educator know when you are ready to leave so we can support both you and your child through the separation.

We understand that the first few days can be emotional for families. You are welcome to contact the service during the day to see how your child is settling. Our educators will provide honest and reassuring updates and will always contact you if we believe your child requires additional support or if we have concerns about their wellbeing.

Regular attendance often assists children to establish routines, build relationships, and develop a sense of belonging within the service. We are committed to working alongside families to ensure every child feels safe, secure, and supported as they begin their journey with us.

Priority of Access

The Commonwealth Government has set specific priorities of access to childcare services. The Commonwealth Government requires the Centre to provide access to the service according to the following priority of access.

Priority 1 - Children at risk of serious abuse or neglect

Priority 2 - Children whose parents satisfy the work/training/study test under Section 14 of the Family Assistance Act.

Priority 3 - Any other Child

This means that when the Centre is full those families who are in the third priority may be asked to alter their care arrangements to allow a family with higher priority to access this service. If you have any concerns or queries in regard to this, please do not hesitate to contact the Senior Management Team at the service.

Enrolments and Waiting list

Enrolments at Willi Wag Tails Childcare Service are offered subject to the availability of places and in accordance with the service's enrolment and priority of access procedures.

Waiting List

When all available places are filled, children's names will be placed on the service's waiting list. As vacancies become available, families will be contacted to discuss the available placement.

Changes to Booked Days

Families wishing to change their child's booked days of attendance are encouraged to discuss their request with the service as early as possible.

Where places are available, changes can be accommodated as soon as possible. If the requested day is already at capacity, your child's name will be added to the waiting list for that particular day. Families will be contacted as soon as a suitable vacancy becomes available.

Allocation of Places

Enrolments are generally processed in the order applications are received, while taking into consideration the service's enrolment priorities, operational requirements, and the needs of children and families.

As places for babies and toddlers are often in high demand, families are encouraged to submit enrolment applications as early as possible to maximise the opportunity of securing their preferred days of care.

Where requests for a particular day exceed the number of available places, families may:

- accept an alternative day or combination of days where vacancies exist; or
- remain on the waiting list until their preferred days become available.

If your preferred days cannot be accommodated at the time of enrolment, our Manager will contact you to discuss the available options and work with you to find the most suitable arrangement.

Notice periods

- 2 weeks' notice - there will be no fee charged for your booking
- Less than 2 weeks' notice - half fees will be applied
- No notice provided for booked care - full fees will be charged.

The centre is opened for a minimum of 48 weeks of the year (with possible closure over Christmas holidays – actual dates will vary from year to year. Parents will be advised in writing of the actual dates) and closed on all Public Holidays (Australia Day – January, Labour Day - March, Good Friday & Easter Monday, ANZAC Day – April, Western Australia Day – June and Queen's Birthday – September/October).

PLEASE NOTE: families are liable to pay the gap fee component of the total fees if they are eligible to receive the Child Care Subsidy. If families are ineligible for this payment, then full fees will apply. Centrelink will only backdate CCS up to 28 days. Gap fees or full fees are due every fortnight via an EFT payment to the Shire.

The Centre offers Child Care Subsidy, and you may be eligible to apply for fee subsidies. Please speak to the staff or contact the Family Assistance Office on 13 61 50. More information is available on the Department website, with fact sheets outlining the changes to the subsidy.

Allowable Absences, Withdrawal from Care and Fee Payments

Families who are eligible for the Child Care Subsidy (CCS) may receive subsidy for up to **42 allowable absence days** per child, per financial year. These absences may include holidays, illness, or other reasons where a child does not attend their booked session of care.

Once the 42 allowable absences have been used, additional absences may only attract CCS where they meet the Australian Government's criteria for **additional allowable absences** and the required supporting documentation is provided. Where CCS is not payable, families will be responsible for the full fee for any booked absences.

Withdrawal from Care

If you wish to withdraw your child from Willi Wag Tails Childcare Service, written notice must be provided in accordance with our **Termination of Care Policy**.

A minimum of **one (1) week's written notice** is required. If the required notice is not provided, one week's fees will be charged in lieu of notice and may be deducted from any fees paid in advance, where applicable.

Confidentiality of Family Accounts

The privacy and confidentiality of family account information is important to us. Financial records and account details are maintained securely and are only accessible to authorised staff who require the information to perform their duties, or to the family to whom the information relates.

Financial Hardship

If you are experiencing difficulty meeting your childcare fee payments, we encourage you to contact the Shire as soon as possible to discuss your circumstances. We are committed to working respectfully with families, and where appropriate, support or payment arrangements may be available.

Notifying the Service of Absences

Please let the service know if your child will be absent from care, either by telephone, email, or in person. We appreciate being advised of daily absences as early as possible.

If your child will be away for an extended period, such as during a family holiday, please notify the service in advance. This assists us with planning, maintaining accurate attendance records, and, where possible, offering temporary care opportunities to families on our waiting list.

Signing Children In and Out

Signing your child **in and out of the service each day is a legal requirement** under the Education and Care Services National Regulations and is essential for maintaining accurate attendance records and ensuring children's safety.

The person dropping your child off and the person collecting your child are responsible for signing them **in on arrival** and **out on departure** using the iPad located in the foyer. You will be provided with your unique PIN during the enrolment process.

Attendance records are used to:

- Maintain accurate records of children's attendance.

- Support the safety and wellbeing of all children in our care.
- Meet legislative and regulatory requirements.
- Ensure Child Care Subsidy (CCS) claims are accurate.

Children will only be released to:

- a parent or guardian; or
- a person who is **authorised on the child's enrolment record** and is **18 years of age or older**.

Please ensure your child's attendance is recorded accurately every time they attend the service. Attendance records are regularly monitored and may be audited as part of our regulatory and Child Care Subsidy compliance requirements.

Failure to accurately sign your child in and out may result in:

- your family becoming ineligible to receive Child Care Subsidy (CCS) for the session of care;
- the Australian Government requiring repayment of CCS already paid; and
- compliance action or financial penalties being imposed on the service.

We appreciate your cooperation in completing this important daily responsibility. Accurate attendance records help us keep children safe and ensure we continue to meet our legal obligations while providing high-quality education and care.

Collection of Children and Late Collection

To support children's wellbeing, it is important that they are collected on time at the end of each day. Children can become anxious or distressed when they remain at the service after other children have left and the service has closed.

Our service closes promptly at **5:30 pm**. We ask that children are collected no later than this time to ensure educators can meet their legal and operational responsibilities.

If you are unexpectedly delayed, please:

- contact the service as soon as possible;
- arrange for an authorised emergency contact (18 years or older) to collect your child if you are unable to arrive before closing; and
- ensure the person collecting your child is listed as an authorised nominee on your child's enrolment record.

A **late collection fee of \$2.50 per minute** will apply for children collected after **5:30 pm**. Additional charges may apply at the discretion of the Centre Manager and the Shire of Williams, as the Approved Provider.

Where a child has not been collected by closing time and the service has been unable to contact a parent or authorised nominee, educators will continue to attempt to contact the child's emergency contacts.

If, after **30 minutes** from the service closing, no parent, authorised nominee, or emergency contact can be reached and the child remains uncollected, the service may contact the police or other relevant authorities to ensure the child's safety and wellbeing.

These procedures are in place to ensure every child remains safe, cared for, and always supported, while enabling the service to meet its legal obligations under the Education and Care Services National Law and Regulations.

We appreciate your cooperation in ensuring children are collected on time each day.

Our Educators, Educational Program and Supervision

At Willi Wag Tails Childcare Service, our educators are passionate about providing high-quality education and care in a safe, nurturing, and engaging environment. Our team holds, or is actively working towards, recognised qualifications in early childhood education and care and is committed to ongoing professional learning to continually strengthen their knowledge and practice.

All educators:

- Hold Working with Children Checks.
- Have been deemed as Fit and Proper to work with children
- Meet qualification requirements or are working towards these
- Maintain current First Aid, CPR, Asthma and Anaphylaxis training.
- Have achieved the Government approved Mandatory Reporting Training and Foundations in Child Safety training
- Participate in ongoing professional development.
- Follow Child Safe Organisation principles.

We recognise that every child is a capable and competent learner. Through warm, responsive relationships and meaningful interactions, our educators create opportunities

for children to learn, grow, explore, and develop confidence in a supportive environment where they feel safe, secure, and valued.

Our Educational Program

Our educational program is guided by the **Early Years Learning Framework (EYLF) V2.0 – *Belonging, Being and Becoming*** and is informed by children's interests, strengths, abilities, cultures, identities, and developmental needs.

Learning experiences are intentionally planned to promote:

- play-based learning;
- communication and language development;
- social and emotional wellbeing;
- creativity, curiosity and problem-solving;
- physical development;
- independence and resilience; and
- a strong sense of belonging, identity and wellbeing.

Educators continually observe, assess and document each child's learning and development to ensure experiences remain meaningful, engaging and responsive to their individual needs. Families are recognised as children's first teachers and are encouraged to contribute to the planning process and discuss their child's progress with educators at any time. Learning documentation is available for families to view and can be discussed by arranging a suitable time with the Centre Coordinator.

Educator-to-Child Ratios

The service complies with the educator-to-child ratios prescribed under the **Education and Care Services National Regulations**. Maintaining these ratios helps ensure children receive quality interactions, it ensures effective supervision, and individual support throughout the day.

Current educator-to-child ratios are:

Age Group	Ratio
Birth to 24 months	1 educator to 4 children
Over 24 months to under 36 months	1 educator to 5 children
36 months to school age	1 educator to 10 children

At Willi Wag Tails, we staff our service above the regulated ratios with our Educators working a variety of shifts and taking staggered lunch breaks throughout the day. At all

times, the service maintains the required educator-to-child ratios and ensures appropriately qualified educators remain on duty.

Active Supervision

The safety and wellbeing of children is our highest priority. Educators actively supervise children at all times by remaining alert, engaged and responsive to their surroundings. They position themselves to maintain clear sight and hearing of children, anticipate potential risks, and respond promptly to children's individual needs.

Active supervision includes:

- knowing where every child is at all times;
- maintaining visual and auditory awareness of children;
- engaging in children's play and conversations;
- supporting children to take appropriate risks and develop confidence;
- anticipating hazards and minimising risks; and
- creating environments that promote safe exploration and learning.

Outdoor Learning and Play

Outdoor play provides children with valuable opportunities to explore, investigate, develop physical skills, and build confidence through active learning.

Children are supervised in small groups while outdoors to ensure their safety and wellbeing. Educators balance careful supervision with opportunities for children to make choices, solve problems, and engage in self-directed play. They thoughtfully assess when to observe, when to guide, and when to actively participate in children's learning.

Children are supported to understand and practise safe behaviours when using play equipment and are encouraged to challenge themselves in developmentally appropriate ways, building resilience, independence and confidence through positive risk-taking experiences.

Guiding Children's Behaviour

At Willi Wag Tails Childcare Service, we are committed to creating a safe, inclusive, and respectful environment where every child feels valued, supported, and empowered to develop positive relationships with others.

We recognise that children's behaviour is a form of communication and that learning to understand and manage emotions is an important part of their social and emotional development. Our educators work alongside children to help them build the skills they need to develop self-regulation, resilience, empathy, and respectful relationships.

Our educators guide children's behaviour by:

- building warm, secure and respectful relationships with each child;
- acknowledging and supporting children's feelings and emotions;
- helping children recognise, understand and express their emotions in appropriate ways;
- modelling respectful, caring and inclusive behaviour;
- supporting children to solve problems, negotiate, share and resolve conflicts peacefully;
- encouraging children to develop increasing independence, responsibility and self-regulation;
- providing clear, consistent and age-appropriate expectations and boundaries;
- redirecting behaviour where appropriate and supporting children to make positive choices; and
- creating engaging learning environments that minimise frustration and promote successful participation.

Educators focus on recognising and reinforcing positive behaviours through encouragement, acknowledgement, and meaningful interactions. They use proactive strategies such as thoughtful planning, providing sufficient resources, offering choices, anticipating children's needs, and adapting the environment to support successful learning and play.

Children are encouraged to participate in developing age-appropriate expectations for behaviour and are supported to understand how their actions affect themselves and others. Differences and conflicts are viewed as valuable learning opportunities where children can practise empathy, communication, and problem-solving with educator guidance.

At no time will any form of corporal punishment, physical discipline, emotional punishment, humiliation, intimidation, or inappropriate language be used. Educators

always respond to children's behaviour in ways that protect their dignity, preserve their rights, and promote their wellbeing.

We value our partnership with families and encourage open communication about children's individual needs, strengths, and behaviour. By working together, we can provide consistent guidance and support that helps children feel secure and develop the confidence and skills needed to thrive.

Behaviour Analysis

When behaviours of concern occur repeatedly or impact a child's wellbeing, learning, or the safety of others, educators may undertake a behaviour analysis to better understand the underlying reasons for the behaviour. Rather than focusing solely on the behaviour itself, educators consider what the child may be communicating and identify strategies to provide appropriate support.

This process may include:

- observing the circumstances before, during, and after the behaviour;
- identifying possible triggers, patterns, and contributing factors;
- considering the child's developmental stage, communication skills, and individual needs;
- consulting with families to gain a shared understanding of the child's experiences across different environments;
- implementing consistent, positive strategies to support the child; and
- regularly reviewing the effectiveness of these strategies and adjusting as required.

Where appropriate, and with family consent, the service may work collaboratively with external professionals to ensure children receive the support they need to achieve positive outcomes.

Our approach is always child-centred, strengths-based, and focused on supporting children's social and emotional development while ensuring the safety, wellbeing, and rights of all children and educators.

Communication with Families

Partnerships between staff and families are essential to the wellbeing of each child and lay the groundwork for strong relationships and effective communication. Sharing information

about the child including culture/religion, daily routine, programming, care practices in the home and likes/dislikes is key to making the transition from home to childcare easier and less distressing.

If you wish to discuss your child/ren's progress and look at their developmental records, or organise a confidential discussion with a staff member, a suitable time can be arranged. Meeting times can be made with the Manager to discuss any issue you may have.

We always welcome feedback and encourage families to share any issues or concerns they may have, with the Senior Management team or any staff member of the Centre.

We believe strong partnerships support the best outcomes for children.

Families are kept informed through:

- Daily conversations
 - Newsletters
 - Emails
 - Noticeboards
 - Seesaw
 - Learning documentation if requested
 - Family meetings if requested
-

Visitors and Students

Students and visitors may attend the service.

All visitors sign in upon arrival and remain under educator supervision.

Students are supervised at all times and do not replace qualified educators.

Excursions and Incursions

As part of the enrolment process, families are asked to provide authorisation for their child/ren to participate in short local walks within the community under the close supervision of our educators.

For excursions beyond the local area, families will be provided with detailed information well in advance, including the purpose of the excursion, destination, transport arrangements (where applicable), and a separate consent form for approval.

The safety, wellbeing, and best interests of children are our paramount consideration. Each excursion is carefully planned, with thorough risk assessments undertaken to ensure appropriate supervision, staffing ratios, and safety measures are in place, taking into account the children's ages, abilities, and the nature of the experience.

We value family involvement and warmly welcome parents and carers to join us on excursions whenever possible.

Emergency Procedures

To ensure the safety and wellbeing of everyone at the Centre, emergency evacuations, medical rehearsals and lockdown drills are conducted every 3 months throughout the year. These practice drills may occur at different times of the day to help ensure educators and children are prepared to respond confidently and safely in the event of an emergency.

Educators support children through these drills in a calm, reassuring, and age-appropriate manner, explaining what will happen beforehand to help them feel safe and confident throughout the process.

A comprehensive Emergency Evacuation, Medical Rehearsal and Lockdown Plan is documented and displayed in both play rooms used by children and educators. Following each drill, staff reflect on the process to identify any improvements that will further strengthen our emergency preparedness and ensure the ongoing safety of all children, families, and staff.

Immunisation

Families must provide an up-to-date Immunisation History Statement upon enrolment that is not more than 3 months old.

Current immunisation requirements apply in accordance with Australian Government legislation.

As of 1 January 2016, the Australian Government introduced the *No Jab No Pay* policy. If you choose to not immunise your child, your CCS payments will be affected. To find out more details, go to www.immunise.health.gov.au

As a protection for all children and staff the following exclusion policy applies to all children enrolled in the Centre.

Infection Control

To help protect the health and wellbeing of all children, families, and educators, children diagnosed with an infectious disease must not attend the Centre while they are infectious. Exclusion periods are managed in accordance with the current exclusion guidelines outlined in ***Staying Healthy: Preventing Infectious Diseases in Early Childhood Education and Care Services***.

For certain infectious diseases, including diphtheria, hepatitis A, polio, tuberculosis, typhoid, and paratyphoid, a medical clearance certificate from a registered medical practitioner is required before your child can return to the Centre.

If your child is diagnosed with an infectious disease, please notify the Centre as soon as possible so we can support families and meet our public health obligations while maintaining confidentiality.

Hand Hygiene

Maintaining a healthy environment is a shared responsibility, and effective infection prevention practices play an important role in reducing the spread of illness within our Centre.

We follow best practice infection prevention and control procedures, including the consistent application of standard hygiene practices, to help protect the health and wellbeing of children, families, educators, and visitors.

Effective hand hygiene is one of the most important ways to prevent the spread of infection. Educators actively promote and model good hygiene practices throughout the day and support children to develop healthy habits through positive guidance, routine, and age-appropriate learning experiences. Children are encouraged to wash their hands at key times, including before eating and food preparation activities, after using the toilet, after

outdoor play, after coughing or sneezing, and whenever their hands are visibly dirty, in accordance with their age and developmental stage.

Educators consistently role model high standards of personal hygiene and help children understand why these practices are important for keeping themselves and others healthy. By embedding hygiene routines into everyday experiences, we support children to develop lifelong habits that contribute to their health, wellbeing, and independence.

Medication

Medication will only be administered:

- With written authorization from the parent or guardian.
- Prescribed by a Doctor and has its original label detailing the child's name and required dosage and has not reached the expiry date.
- In its original pharmacy packaging if purchased over the counter.
- By 2 authorised educators to check the dosage is correct.

Medication administration is recorded and families are notified.

Please never leave medication in your child's bag or personal shelf/pigeonhole. All medication must be handed to a staff member and will be stored in a sealed container out of children's reach.

To understand your child's health care staff should also be notified if your child is receiving medication at home.

Illness

To help protect the health and wellbeing of all children, families, and educators, we ask that children who are unwell do not attend the Centre. Keeping sick children at home helps reduce the spread of illness and supports a healthier environment for everyone.

If, on arrival, an educator believes that your child is unwell or is showing symptoms of an illness that may affect their wellbeing or the health of others, you may be asked to take your child home. If your child becomes unwell while attending the Centre, we will contact a parent or nominated emergency contact and ask that they collect your child as soon as possible.

In some circumstances, particularly following an infectious illness, a medical clearance certificate from a registered medical practitioner may be required before your child can return to the Centre, in accordance with our Illness and Infectious Diseases Policy.

It is common for children who are new to an early childhood education and care environment to experience more frequent illnesses during their first months of attendance. We aim to minimise the spread of illness and protect the health of our entire Centre community.

As children spend time together, they are naturally exposed to a range of common viruses and infections while their immune systems are still developing. This is a normal part of childhood and does not indicate poor hygiene or care practices.

Our educators are committed to maintaining high standards of hygiene and infection prevention through effective cleaning, hand hygiene, and health practices. We appreciate the support of families in keeping unwell children at home, as this helps

Allergies and Medical Conditions

Individual Medical Management Plans, Risk Minimisation Plans and Communication Plans are implemented for children with diagnosed medical conditions.

Educators receive training to manage allergies, asthma, anaphylaxis and other medical needs. Willi Wag Tails Childcare Centre is a Nut Aware Centre, your assistance and cooperation with limiting any nut products packed in your child's lunch box is appreciated.

Accidents and Incidents

The safety, health, and wellbeing of every child is our highest priority. Families will be informed as soon as practicable if their child is involved in any incident, injury, trauma, or illness while attending the Centre.

For incidents considered serious, including any head injury or suspected allergic reaction, families will be contacted immediately so they can make informed decisions about their child's care and, where necessary, arrange prompt medical assessment.

If your child attends a General Practitioner, an Emergency Department, or is admitted to hospital following an incident or illness that occurred while attending the Centre, please notify the Centre Manager as soon as reasonably practicable. This enables us to meet our legislative obligations, including any required notifications to the Regulatory Authority.

All records relating to incidents, injuries, trauma, and illness are completed, maintained, and stored in accordance with the **Education and Care Services National Law and Regulations**, ensuring accuracy, confidentiality, and compliance with legislative requirements.

Child Safe Commitment

At Willi Wag Tails Childcare Service, the safety, wellbeing, and best interests of every child are our highest priority. We are committed to providing a child safe environment where all children feel safe, respected, valued, and supported to learn and grow.

We actively promote a culture of child safety and wellbeing by taking all reasonable steps to protect children from abuse, harm, neglect, and exploitation. Our policies, procedures, and daily practices are designed to minimise risks and ensure children are always cared for in a safe, nurturing, and inclusive environment.

Our service is committed to implementing the **National Principles for Child Safe Organisations** and complying with all relevant child protection legislation, including the **Reportable Conduct Scheme**, where applicable. We continually strengthen our child safe practices through ongoing review, reflection, and continuous improvement.

All educators and staff understand their legal and ethical responsibilities to safeguard children. As mandatory reporters, they receive ongoing child protection training and maintain current knowledge of child protection legislation, recognising, responding to, and reporting concerns about a child's safety and wellbeing in accordance with legislative requirements.

We are committed to recruiting and retaining educators and staff who demonstrate the values, skills, and personal qualities required to provide high-quality education and care. Our recruitment processes include comprehensive screening, reference checking, verification of qualifications, and confirmation of a valid Working with Children Check before employment commences.

Willi Wag Tails Childcare Service has zero tolerance for child abuse, neglect, or any inappropriate behaviour that places a child at risk of harm. Any concerns, disclosures, allegations, or suspected breaches of child protection legislation or our Child Safe policies are taken seriously and responded to promptly, appropriately, and in accordance with legislative and regulatory requirements.

We value strong partnerships with children, families, educators, and our community, recognising that creating and maintaining a child safe culture is a shared responsibility.

Willi Wag Tails Childcare Centre is committed to being a Child Safe Organisation.

Children have the right to:

- Feel safe.
- Be respected.
- Be listened to.
- Participate in decisions affecting them.
- Be protected from harm.

All staff uphold the National Principles for Child Safe Organisations.

Smoke-Free Environment

Smoking and vaping are prohibited on service grounds and near entrances.

Arrival

Please:

- Sign your child in, this is a legal requirement
 - Ensure an educator knows your child has arrived.
 - Share any important information about your child's wellbeing.
 - Unpack any belongings they may need for the day
 - Place their lunchbox with their name in the fridge and their 2 pieces of fruit or other healthy options in the bowls on the kitchen bench.
 - Once they are settled, provide them with a kiss and say good-bye. If they have trouble to separate from you then please give a prompt kiss good-bye and hand them to one of our professional team members who will be able to comfort them and settle them in for the day.
-

Collection

Please:

- Sign your child out.
- Inform an educator when leaving and wait for a handover if there is one to give.
- Collect all their belongings.

- Notify the service if someone different will collect your child; they may be required to bring their ID if they are unknown to the service.
-

What to Bring

Please provide:

- Healthy lunchbox
- 2 pieces of fruit or vegetables or healthy options like cheese, rice crackers, bread. The children have a shared morning and afternoon tea so these snack options are crucial for your children.
- Water bottle
- Hat
- Named spare clothing for water or messy play and if your child is toilet training.
- Spare clothes should be appropriate for the weather, warm options for winter and sun smart for summer.
- Appropriate footwear
- Comfort item if required for rest time
- Nappies and nappy cream (if applicable)

All belongings should be clearly labelled.

Sun Protection

Children wear:

- Broad-brimmed hats.
- Protective clothing.
- SPF 50+ sunscreen supplied by the service (unless your child has sensitive skin and requires their own).

Outdoor play is planned to minimise UV exposure.

Clothing

We encourage families to dress their children in comfortable, practical clothing that allows them to move freely, explore, and participate confidently in all aspects of the daily

program. As active, play-based learning often includes experiences with paint, clay, sand, water, mud, and other sensory materials, we recommend sending your child in clothing that can be easily washed and that you don't mind getting a little messy.

While every care is taken to protect children's clothing, occasional spills and stains are an inevitable part of learning through play. These experiences are an important part of children's development, creativity, and discovery.

The Centre maintains a limited supply of spare clothing for emergencies. We ask families to clearly label all clothing, hats, and footwear to help us return items to their owners and reduce the likelihood of belongings being misplaced.

Please ensure your child is dressed appropriately for the weather and wears safe, enclosed footwear suitable for active play. During cooler months, children should wear socks and warm clothing that can be layered as needed for comfort throughout the day.

If your child is toilet learning, please provide at least three complete changes of clothing, including underwear or training pants, so they can remain comfortable and continue participating in the day's activities should accidents occur.

Clothing Safety

For safety reasons please avoid:

- Hood cords
- Long necklaces
- Small detachable accessories
- Clothing that restricts movement

Personal Belongings

Please label all belongings.

The service cannot accept responsibility for lost or damaged items. Please leave all children's toys at home or in the car if they must bring it with them.

Comfort Items

Children are welcome to bring a comfort item to support their transition and rest times.

At Willi Wag Tails Childcare Service, the safety and wellbeing of children is our highest priority. We are committed to providing a safe sleep and rest environment and follow the current evidence-based safe sleep recommendations promoted by **Red Nose Australia** to reduce the risk of sleep-related injury and sudden unexpected death in infancy (SUDI).

Our safe sleep practices include:

- Placing babies on their back to sleep.
- Ensuring babies sleep with their face and head uncovered.
- Providing a smoke-free environment.
- Using safe cots and firm, well-fitting mattresses that meet Australian Standards.
- Using safe, appropriately fitted bedding.
- Conducting regular sleep checks and maintaining active supervision throughout rest and sleep periods.

All children from birth to approximately 18 months to two years of age are provided with an individual cot in our dedicated sleep room. As children grow and their developmental needs change, they are generally transitioned to a stretcher bed with appropriate bedding for rest periods.

To provide the safest possible sleep environment, babies under two years of age will not sleep with pillows, cot bumpers, lambskins, soft toys, loose bedding, or other items that may increase the risk of suffocation or overheating.

Educators work closely with families to understand each child's individual sleep and rest routines while ensuring all practices remain consistent with current safe sleep recommendations and regulatory requirements.

Personal Pigeonholes

Each child has an allocated storage space for personal belongings.

Please check daily that you take all your child's belongings home with you.

Birthdays and Celebrations

We love celebrating children's milestones.

Please discuss birthday celebrations with educators beforehand to ensure all dietary requirements and allergies are considered.

The First Few Weeks and Settling Your Child into Care

Starting early childhood education and care is an exciting milestone for children and families. We understand that beginning care can bring a mix of emotions, and every child will adjust at their own pace. At Willi Wag Tails Childcare Service, we are committed to working in partnership with families to ensure each child feels safe, secure, supported, and develops a strong sense of belonging from their very first day.

Our educators recognise that every family is unique, and we tailor the orientation and transition process to meet the individual needs of each child and family wherever possible. Even if your child has previously attended another early learning service, they may still require time to become familiar with new educators, friends, routines, and environments.

Supporting Your Child's Transition

The following suggestions may help your child settle into care:

- Visit the Centre with your child before they commence care to become familiar with the environment, educators, and other children.
- Where possible, begin with shorter visits or shorter days and gradually increase attendance as your child becomes more confident.
- Bring a familiar comfort item, such as a favourite blanket or soft toy (where age-appropriate), to help your child feel safe and secure during rest times or when separating from you.
- Share information with educators about your child's interests, routines, comfort strategies, favourite activities, sleep patterns, and any additional needs. This helps us provide consistent and responsive care.
- Talk positively with your child about coming to the Centre, the friends they will make, the educators who will care for them, and the exciting experiences they will enjoy.
- Develop a consistent drop-off routine, such as reading a book together, sharing a cuddle, or helping your child choose an activity before saying goodbye.

- When it is time to leave, say goodbye confidently and reassure your child that you will return. Although it can be difficult, leaving promptly after saying goodbye helps children build trust and confidence in the routine.
- Remember that every child settles differently. Some children adjust immediately, while others may need additional time and reassurance. This is a normal part of the transition process.
- Please feel welcome to contact the Centre during the day if you would like an update on how your child has settled. Our educators understand that this transition is important for families as well as children.

Our educators are experienced in supporting children through this transition with warmth, patience, and responsive care. We work closely with families to build trusting relationships and help children develop confidence, resilience, and a strong sense of belonging within our Centre community

Arrival and Departure Safety

The safety of children is our paramount consideration. We ask all families to assist us in maintaining a safe environment by following these important safety practices:

- Never leave children unattended in a vehicle, even for a short period.
- Always supervise your child in the car park and hold their hand when walking between your vehicle and the Centre.
- Ensure your children are secured into their car seat prior to driving off.
- Ensure all doors and gates are securely closed after entering or leaving the Centre.
- Children must remain under the supervision of a parent, guardian, or authorised educator at all times while arriving and departing.
- Children are not permitted to enter the kitchen, staff areas, or other restricted spaces unless accompanied by an educator.

By working together, we can provide a safe, welcoming, and supportive environment where every child can thrive.

Healthy Lunchboxes

Families are encouraged to pack nutritious foods including:

- Small carton of reduced fat flavoured milk.
- Tub of low-fat fruit yoghurt
- 1 cup of fruit salad in a container/canned fruit snack pack/stewed fruit.
- Snow peas, fetta, pitted olives.

- Jelly and fruit.
- Grissini sticks.
- Low fat cheese cubes or sticks.
- Slice of fruit loaf/bun/raisin bread.
- Small handful of rice crackers, baked wheat pretzels, Mini Wheats®, dried fruit.
- Fruit/date/pumpkin/ or plain scone.
- Handful of homemade pita chips (cut pita bread into triangles, sprinkle with a little parmesan cheese and bake 180°C 15 -20 minutes until crisp).
- Banana or carrot cake.
- Homemade custard.
- Corn on the cob.
- Rice cakes with thinly scraped reduced-fat cream cheese (eg. Philadelphia Lite®) and Vegemite®.
- Wholemeal crackers with a slice of low-fat cheese.
- Homemade pancakes or pikelets (add mashed bananas to mixture for a change).
- Small can baked beans, spaghetti, or creamed corn.
- Small container of assorted salads (eg. tabouli, pasta, rice).
- Salad box with a hard-boiled egg, cherry tomatoes and a wholemeal/multigrain bread roll.
- Vegetarian quiche or frittata.
- Homemade pizza.
- Noodles with chicken and snow peas.
- Rissoles, meatballs, or kebabs.
- Steamed dim sims -still delicious cold.
- Sushi rice roll with avocado, carrot, and tuna.
- Chicken drumstick.
- Homemade soup
- Left over stir-fries with rice or noodles.

Try these sandwich fillings

Use a variety of breads and rolls such as wholemeal, mixed grain, white hi-fibre, bagels, pocket, lavash, focaccia, Turkish and flat breads. Use margarine and butter sparingly.

- Lean roast beef, lamb, pork or pastrami with tomato and lettuce.
- Light cream cheese, grated carrot, and sultanas.
- Low fat cheese, pineapple and lettuce.
- Ricotta or cottage cheese, tuna, and snow pea sprouts.
- Baked beans (drained) and grated low fat cheese.
- Avocado, instead of margarine.
- Avocado, bean sprouts and tomato.
- Lean ham and fruit chutney.
- Chopped egg, cucumber, and lettuce.
- Chopped skinless chicken, low fat mayonnaise and lettuce.
- Tabouli salad, lettuce, and feta cheese.

- Bananas mashed with ricotta cheese.
- Hummus, sliced tomato, and sprouts.
- Rissoles, homemade meat/tuna patty and tomato/tomato sauce.
- Tuna or salmon with low fat mayonnaise.
- Cheese spread and salad wrap.

Please avoid foods high in sugar and provide sufficient food for your child's day.

Fresh drinking water is available throughout the day.

Working Together

Thank you for choosing Willi Wag Tails Childcare Centre.

We look forward to partnering with your family to provide a safe, happy and enriching environment where children can learn, grow and thrive.



Willi Wag Tails Childcare Service

1 Growse Street Williams

PO Box 96 Williams WA 6391

Telephone: 9885 1673

Hours: 7.30am – 5.30pm