



# Willi Wag Tails Childcare Service Parent Handbook – August 2012

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Everything you need to know about Childcare

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## Welcome to Willi Wag Tails Childcare Service

Welcome to our Centre. It has taken awhile to get to this point, but we are proud to officially be providing centre based care for the most junior members of our community and to service the much needed childcare needs of our families, parents and carers.

We are much more than a childcare centre. We are an extended family where your child will be valued, respected and nurtured. Our qualified and experienced educators will encourage each and every child to grow, learn and develop and then leave our centre well equipped to make the transition into school based early childhood education.

Please read this handbook carefully to assist you in settling your Child/ren into the Centre, and to answer any questions that you may have. This hand book contains important information that you will need to know while your child/ren are enrolled at Willi Wag Tails Childcare Service. On the enrolment form you will need to indicate that you have read the information in this booklet and also other information contained in the enrolment package.

Given that Willi Wag Tails Childcare Service is a new service, our Policies and Procedures are still in the developmental stage and will be available as Official Policies in due course. Once completed, our Operational Guidelines and Procedures manual will be displayed at the Sign in Desk for your perusal and feedback.

We welcome parents and relatives to participate in our program and value a close relationship between the centre and home.

Operational Guidelines and Procedures are reviewed regularly. We will advise you when this occurs and welcome your input.

We are licensed for 20 children within the age group of 0-5. In the near future we will also be looking at offering After School care for primary aged students. Our priority in the first instance, is to establish the 0-5 year old care for the community. The service operates five days per week, Monday-Friday from 8.00 am to 5.30 pm, 48 weeks of the year, excluding public holidays. The service is managed and operated by the Shire of Williams.

The centre is licensed for 4 children aged 0-2 year olds; 5 children aged 2-3 years and 11 children aged 3 years plus.

## Confidentiality

Any personal information of families or children is confidential and will be held accordingly.

Comments, complaints and feedback can also be made confidentially through the Childcare Coordinator or the CEO at the Shire of Williams (as licensee of the Service).

If for any reason you are not happy with the Centre's service of care or care environment, we would like to know immediately. You can discuss matters with staff or formally write a letter. When any matter is raised at the Centre, staff will follow our Grievance Policy. We would love your positive feedback as well.

Any serious confidential matters that need addressing will only be handled by and in consultation with the Childcare Licensee (Shire of Williams CEO), Willi Wag Tails Childcare Service Coordinator and the appropriate government representative (ie: Childrens Services Officer, Licensing Representative or Child Protection Services).

Our first priority is the welfare of our children.

## 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 high quality childcare that meets the individual needs of children, families and the local community regardless of abilities, gender, social or economic background, race, culture or religion.

Our goal is to build and maintain strong relationships with children and their families through open communication, sharing information and mutual respect.

Families are acknowledged for the vital and valuable role they play in their child's development and learning during the early years. We welcome input in all aspects of daily operations including decision making and encourage families to share their culture, language and home experiences. Please contact the Coordinator to discuss how you can participate further.

Community contributions have been overwhelming and crucial to the design and construction of our centre. 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.

Willi Wag Tails Childcare Service will deliver developmentally 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.

The service recognises its responsibility to care for children in their foundation years. 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 Plan (program) incorporates a variety of experiences in outdoor and indoor settings including planned, spontaneous, small/large groups and child initiated. These experiences will be tailored to suit children's individual needs, strengths and interests.

Staff will work collaboratively with children to support their thinking skills 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 make choices that affect themselves, their surroundings and others.

Positive reinforcement and empathy training are among the methods staff will use to guide children's behaviour and encourage them to develop skills to manage their own behaviour, including conflict resolution. Behaviour guidance strategies will be flexible and adapted to suit children's individual needs.

Good health and hygiene practices are valued at our Centre as fundamental to every child's wellbeing. Regular hand washing and safe food handling techniques will be adopted by all staff and modelled to children in a fun and positive manner.

Willi Wag Tails Childcare Service is a nut free centre.

We aspire to create a homelike atmosphere where children are treated as equals and feel a true sense of belonging.

## Accreditation

The Willi Wag Tails Childcare Service is licensed by the WA Education and Care Regulatory Unit and must abide by the current regulations. These cover such issues as child-staff ratios, buildings and environment requirements and health and safety. The WA Education and Care Regulatory Unit regularly inspects the service to ensure that the regulations are abided by. A copy of the current licence will be on display on the noticeboard in the foyer. The licence number will appear on the front cover of this handbook. If you would like more information on child care licensing, please contact the Coordinator or the Shire of Williams (as licensee).

## Grievance Policy

We believe that all parents play an important role in our service. All parents/guardians have a right to complain about the service that they are receiving without fear or retribution. Service users can expect complaints to be dealt with promptly and confidently.

The following procedure will be followed if parents/guardians wish to make a complaint:

1. Parents are firstly encouraged to raise their complaint with the staff member concerned;
2. If the parent is not satisfied with the outcome of the complaint, or does not feel comfortable approaching the staff member concerned, the Coordinator may be approached to discuss the complaint;
3. The Coordinator or staff member concerned will record all formal complaints in writing;
4. The issue will then be resolved as quickly and effectively as possible;
5. The parents will then be informed either verbally or in writing of the outcome of the complaint and the action that has been taken;
6. If the parent is not satisfied with the outcome of the complaint, they are encouraged to direct the matter in writing to the Shire of Williams (as licensee);
7. If, after performing the above actions, the matter is still not dealt with to the parent's satisfaction, the parent may wish to take the complaint to the Education and Care Regulatory Unit:

Education and Care Regulatory Unit  
PO Box 6242  
East Perth Business Centre  
EAST PERTH WA 6892

Phone: 1800 199 383 or 08 6210 3333



## Enrolment

Prior to the placement to reduce parting anxiety, familiarisation visits are put in place so that the family/child has the opportunity to be introduced to staff and the Centre itself.

### Familiarisation Visit

*Children all react differently to being away from their parents. Familiarisation visits are arranged with the families of children entering Willi Wag Tails Childcare Service prior to their placement. Your initial visit is often the enrolment visit. This visit is arranged by appointment and if possible we ask that your child attend as well to visit the Centre. During this visit you will be able to visit and speak with the educators about the service and what it has to offer you and your child/ren. These visits are quite short, possibly 1 hour each and it is hoped that your child will feel secure enough to allow you to be out of the room for a short time during the visit so that she/he experiences separation without anxiety. This will allow you to say goodbye with confidence on your first day of using care. A phone call to the Centre during the day for you to check on your child is welcomed, but if we feel that the day is becoming too difficult for your child we will contact you.*

*A comforter or special soft toy belonging to your child will assist in the settling process and for the very small children an item of clothing worn by you can also help during the sleep or bottle time. It is important to say goodbye to your child when you are leaving even if your child becomes upset, to establish trust that you will not disappear and to reassure her/him of your return. Alert the staff of your intention to leave so that they can help your child say goodbye.*

*Please telephone the Centre during the day if you need reassurance that your child has settled. The staff will always tell you honestly how your child is. Be aware that some children settle quickly and others take longer or may be distressed by group care. Our staff will assess quickly your child's emotional needs and discuss this with you. Regular attendance also helps a child to settle.*

Should you wish to enrol your child, you will need to know the following enrolment procedures:

### *Enrolment Details*

To attend the Centre, your child must be enrolled.

You will be asked to complete an enrolment form containing 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 centre. These persons 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 all areas of the enrolment form. On enrolment you must bring your child/ren's birth certificate and to be eligible for CCB you must also provide a copy of your current immunisation schedule.

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 Licensing requirement that all information is strictly confidential. If any of the details on the enrolment form change you are asked to advise the



Coordinator immediately. Enrolment forms will be required to be reviewed and updated annually to ensure that the Centre has the most up to date information.

At the time of enrolment you will be asked to fully disclose any medical or health concerns relating to your child, and agree to lodge your application with the Family Assistance Office at Centrelink for Child Care Benefit within 28 days of your child/ren starting care.

### *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.

1 <sup>st</sup> Priority	Children at risk of serious abuse or neglect
2 <sup>nd</sup> Priority	Children whose parents satisfy the work/training/study test under Section 14 of the Family Assistance Act.
3 <sup>rd</sup> Priority	Any other Child

This means that when 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 regards to this, please do not hesitate to contact the Coordinator.

### *Waiting List*

When the Centre has full enrolment, children's names will be put onto a waiting list. Once a position is vacant, parents will then be contacted about placement.

When parents wish to change their child/ren's attendance days, this can be effective immediately provided the new enrolment day is not full. If it is full the child/ren's name will be placed on the waiting list and once a position is available, days will then be adjusted.

The Centre's waiting list does give priority to working parents as per Priority of Access Guidelines.

Enrolment will be taken in the order in which the applications are received. Please note, we are aware that there will be days that are potentially going to have full allocations especially for the babies and toddlers, so please to avoid disappointment, complete and submit your registrations as soon as practicable.

If allocations exceed places, your choice will be to change days or go on the waiting list for a placement on your preferred day. On processing the applications, you will be contacted if we need to change your preferred day due to numbers exceeding placements available.

### *Enrolment Fees*

Our fees are currently reviewed coinciding with financial years. From 1<sup>st</sup> July 2012, the fees will be:

Full Day	\$65.00 per day (8:00am-5:30pm or part thereof)
Half Day	\$35.00 per session (morning 8:00-12:30pm or afternoon 1:00-5:30pm or part thereof)
Hourly fee	\$10 per hour per child (minimum 2 hour booking)

Fees are payable on a fortnightly basis. Fees must be a week in advance at all times and staff will advise the amount to be paid up front during the enrolment process. Casual Days will require payment on the day of attendance before the child is cared for.

### *Payment Options:*

#### Cheque/Cash/Credit card

Cheques can be made payable to the *Shire of Williams* at the Shire administrative centre (across the road from the Centre); cash and credit card facilities are also available.

#### Online payments:

Account name: Shire of Williams  
BSB: 016 770  
Account number: 1102 09112  
Reference: 'Childcare' and your Child's full name *ie: Joe Brown*

Please email the Shire ([shire@williams.wa.gov.au](mailto:shire@williams.wa.gov.au)) after each online payment your official bank payment receipt.

The Centre will also have a locked box where these payments can be left if the Shire administration is unattended (after 5:00pm).

Once enrolled, you are liable to pay the required fees irrespective of whether your child attends. For example, fees are payable on days of illness and family holidays. Please ensure that you advise the centre if your child is going to be absent.

The centre is open 48 weeks of the year (closed for 4 weeks 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, ANZAC Day – April, Western Australia Day – June and Queen's Birthday – September/October).

Parents will be given statements at the beginning of each term. Failure to keep fees up to date will result in the forfeit of your child/ren's place at the Centre. If your child is sick or does not attend the Centre on their booked day parents are still required to pay fees for that day to cover operational and staffing costs.

The Centre offers Child Care Benefit, 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.

### *Allowable Absences*

Allowable absences are a part of Childcare Benefit. Each family is eligible for CCB and their child in care is entitled to 42 absences: sick days, holidays etc. per financial year. Once the 42 days have accumulated, **full fees** will be charged for any absent days without CCB subsidised fees.

If you wish to withdraw your child/ren from the centre, you are required to provide a written notice as specified under the 'Termination of Care'. It is our policy that parents must give two (2) weeks written notice before they withdraw from the centre. If notice is not given, 2 weeks of fees will be added onto your account; monies will also be retrieved from fees paid in advance at enrolment.

Details of individual family's accounts will be maintained in confidence and only accessed by those staff that need access to that information or by the family themselves.

If you are experiencing difficulty in meeting your fee payments, please contact the Coordinator to discuss further. At times of hardship, financial assistance may be offered to eligible persons.

Please remember to inform the Coordinator if your child is going to be away for longer than one week by phone, in person or by email. A phone call regarding daily absence is appreciated. Advance knowledge of family holidays will also allow the Centre to place children who may be on the waiting list into care during that time.

## Signing In and Out

Signing In and Out of the Centre is a legal requirement that **MUST** be undertaken each time your child is dropped off or picked up from care.

Accurate attendance records need to be kept and checked each day. Whoever brings your child to the centre or collects your child at the end of the day is required to record and sign the child's times of arrival and departure. Staff cannot release children to people under the age of 18 years and who are not authorised on the enrolment form. Signing IN and OUT cards have been developed for EACH child and can be found in the foyer of the centre.

Please remember, these are a legal requirement and **WILL BE CHECKED** as part of our ongoing licensing requirements.

If you do not complete these records accurately:

1. *You will not be eligible to claim the Child Care Benefit (CCB)*
2. *You could be forced to repay CCB already received; and*
3. *The Centre can be fined*

We thank you for your assistance and cooperation with this very important daily task.

## Late Pick-Ups

Children become anxious when they remain at the centre after closing time. Due to licensing regulations children are not allowed on our premises without their parents after hours.

Children are to be picked up no later than 5:30pm and failure to do so will result in a late fee (\$1/per minute) being charged to your account. Further charges will be at the discretion of the Coordinator and the Shire (as the licensee). Parents are required to make alternate arrangements with authorised people to collect their child if they are running late. They are also asked to contact the Centre with these arrangements. If a child remains late at the Centre, staff will organise emergency contacts to collect the child. If no one is available, and your Child is still at the Centre 45 minutes after closing time, the police may be contacted.



## Staff

All of the contact staff at our Centre have had training (or currently training) and/or experience in areas of childcare or early childhood education. Through our commitment and determination to maintain a high standard, we aim to nurture learning and development for each child while providing a wide variety of opportunities and experiences.

The staff will develop educational Programs, based on the Early Years Learning Framework that has a specific emphasis on play-based learning and recognises the importance of communication and language, as well as social and emotional development.

Each child's learning and development will be documented by staff. Families can request to see their child's progress at any time by arranging a suitable time with the Coordinator.

The staff : child ratios are as per the *Education and Care Services National Regulations 2011* will be strictly adhered to at the centre. These ratios are:

0-2 years	1:4
2-3 years	1:5
3-5 years	1:11

Staff will have dedicated, separate lunch breaks between the hours of 11:45am and 2:45pm, however at all times, 100% of the staff required will be on duty.

Children will be appropriately supervised at all times. Staff will position themselves where they can see all the children under their supervision, listen carefully to what is happening and know the children individually so that they can anticipate their needs. Staff will join in the children's play and encourage them to try new experiences.

Children outdoors will be supervised in small groups for safety however children will be given opportunities for self-discovery and freedom of choice. Staff will judge when children need an adult to facilitate play or will join in at the child's request. Children will be regularly reminded of safety procedures for fixed play equipment. Children will be encouraged to try new challenges as appropriate.

## The Program

Children who attend our Centre participate in a range of activities that have been planned to meet their developmental needs.



### *Meaningful Play*

The staff are responsible for creating an atmosphere and environment which is responsive to the physical, emotional, intellectual, social and special needs of each individual child and to the group as a whole and reflects the philosophy and goals of the service.

By working within the Early Years Learning Framework we ensure that the program is child centred and takes a 'hands' on approach, with staff acting as facilitators who create an environment and experience that are stimulating, safe, nurturing and fun.

The program will include indoor and outdoor learning experiences, quiet and active times, individual, small group and large group activities, time for individual staff/child interaction, individual and group interests, children's special needs, and be flexible enough to allow for spontaneity and the unexpected.

The program is developed as a result of observations made by the staff during the time the children are at the centre. Children are encouraged in a positive and supportive manner to explore their environment and try new experiences.

The program will be on display in the Centre, so please take the time to read what your child/ren is doing each day. This will allow you to communicate with the staff and allow you to discuss the day more meaningfully with your child. We invite you to have some input into program development especially in relation to any multi-cultural issues, music and storytelling. Discuss with the staff and they will work with you as to a mutual convenient time.



## Guiding Children's Behaviour

Willi Wag Tails Childcare Service is strongly committed to providing a positive environment for young children. We encourage warm and friendly interactions between all who attend our Centre.

Learning appropriate behaviour is part of your child/ren's social development. Our staff will aim to help children to be responsible for their own behaviour and to develop an understanding of what is appropriate in different situations.

Staff will redirect children's behaviour in a manner that is appropriate for their age and abilities. Staff will also role model appropriate behaviour for children and support them in using self-regulation to reflect on their own behaviour.

At no time will physical/emotional punishment or humiliation be used by staff at the Centre.

### *Behaviour strategies*

You are encouraged to discuss your child/ren's behaviour with the staff to ensure consistent behaviour expectations between home and the Centre. Limits to children's behaviour will always be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way. Children will be encouraged to settle their differences in a peaceful manner. The staff will focus on positive behaviour and provide praise and encouragement where appropriate. Wherever possible problems will be prevented before they arise by using methods such as diversion and providing enough equipment for all.

### *Behaviour Analysis*

The expectations of the child's behaviour are realistic and appropriate to their developmental level.

If children consistently display unacceptable behaviour the following points will be considered.

- The child understands the limits
- There is minimal conflict between the Centre and home expectations
- The child/ren's needs are being met
- The child has no impediments which may cause unacceptable behaviour eg: dietary problems, poor hearing, poor coordination, communication difficulties, illness or emotional distress
- The child is not copying observed behaviour
- Events at the Centre have not encouraged the behaviour
- Consequences of the behaviour do not encourage it to persist
- Strategies are consistently followed by all staff in contact with the child

Biting and hitting are normal behaviours in the development of most children, usually caused by lack of verbal communication skills. These behaviours will be dealt with using the same positive behaviour guiding strategies that staff uses to deal with other unacceptable behaviours.

Parents will be asked to assist staff at times of seen problems and if necessary; with the parent's permission outside assistance will be sought.

We aim to build on the foundation established by families, for children to become caring and thoughtful individuals.

## Communication between Staff and 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 Coordinator to discuss any issue you may have.

Regular memos/letters will be displayed on the notice board above the Sign in Desk. Please read these notices and fill out any required forms. We always welcome feedback and encourage families to share any issues or concerns they may have, with the Coordinator or a staff member of the Centre.

Willi Wag Tails Childcare Service employs staff with suitable qualifications and experience. All staff will have, or be in the process of obtaining First Aid qualifications, Working with Children Checks and National Police Clearances. Staff to child ratios are adhered to, according to Licensing requirements. Staff will attend regular staff meetings and training for their professional development.

## Visitors and Students

From time to time the Centre may host special visitors or educational colleagues. Students from TAFE or University may also spend some time in our centre as part of their practical training. Parents will be informed of these visits in advance and any concerns should be directed to the Coordinator. Visitors, volunteers and students will not be regarded as contact staff members in the centre whilst they are present.

## Excursions

An authorisation to include your child/ren in short local walks under staff supervision is included in the enrolment form. Any excursions further from the Centre will be planned well in advance and a separate consent form will be issued. Appropriate safety requirements for excursions are planned by the staff depending on the type of activity and age of the children. Staff ratios will be maintained whilst on local walks and on excursions. Parents will be invited to attend excursions.

## Emergency Drills

Throughout the year the Centre will hold emergency drills that will occur at any given time of the day. These are carried out in a well-organised and orderly manner and children will be made aware before they occur. Staff will also be trained in using the fire extinguishers at the Centre. An emergency escape plan and procedure will be documented and displayed in the Sign In Area, as well as all rooms that the children and staff use.

## Immunisation

Immunisation of children who attend the Centre will help to limit the spread of infection. We encourage parents to immunise their children against all diseases appropriate to the child's age. A

record of your child's immunisation status is taken at enrolment and parents are asked to provide an update after further immunisation.

Children who are not immunised will be excluded from care during outbreaks of some infectious diseases in accordance with the National Health and Medical Research Council exclusion guidelines (copy can be provided on request), even if the child is well. This is to limit the spread of infection and protect the children without immunisation (due to age).

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

#### Infection Control

Children with confirmed cases of infectious diseases will be excluded from the Centre in accordance with the National Health and Medical Research Council exclusion guidelines.

A medical certificate is required after contracting diphtheria, hepatitis A, polio, tuberculosis, typhoid and paratyphoid before your child/ren can be re-admitted to the Centre.

### **Germ Warfare**

In group care situations one of the most troublesome problems is to control the spread of infections among the children and staff.

Emphasis on hand washing techniques will be encouraged.

The application of universal hygiene procedures will be followed at the centre at all times to control the spread of infection within the Centre.

Staff will role model a high level of personal hygiene at all times, and place emphasis on the children learning and understanding why hygiene is important.

Hand washing is central to this system and children will be introduced to washing their hands before all clean tasks (ie: meals) and after all dirty tasks (ie: after using the toilet) as soon as they are developmentally ready.

### **Medication**

The giving of medication to children will be strictly monitored to ensure the child's safety and welfare.

#### Administering medication

Medication will be administered by Staff if:

- It is prescribed by a doctor and has the original label detailing the child's name and required dosage and has not reached the expiry date
- The parent has completed and signed the Centre's authority to give medication form.
- Medication is administered only by Qualified Staff and checked by another staff member.

No over the counter medication will be administered unless has been directed by a Doctor.



Please never leave medication in your child's bag or personal shelf/pigeon hole. 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.

## Sick Children

Please do not send your child to the Centre if they are sick or unwell. The child will infect other children and staff and will not enjoy their day. On arrival, if any staff member considers your child to be unwell, they will ask you to take your child home. If a child becomes unwell during the day the parents or alternatively, the emergency contacts, will be phoned and asked to collect the child as soon as possible. Parents are advised that they may require a doctor's certificate before the child can return especially if they have had an infectious disease.

Parents should note that children entering a group care environment for the first time have a tendency to pick up any bugs that may be going around. The reason for this is not poor standards of hygiene etc but is due to the fact that the child has not been exposed to bugs before and therefore has no immunity.



## Allergies

During the enrolment process, it is vital that you record any allergies your child has on the Enrolment form. Please inform the Coordinator if your child develops any further allergies. Please note, Willi Wag Tails Childcare Centre is a Nut Free Centre. Your assistance and cooperation with this is appreciated.

## Asthma

The Centre aims to provide a safe environment for children who have asthma. It is Centre policy that an "Asthma Record Plan" be completed by parents/guardians in consultation with the family doctor. It is also a requirement that the record plan be reviewed by your family doctor annually or as circumstances change. This must be completed and returned before enrolment commences. These forms will be available at the time of enrolment.

## Accidents

Despite every precaution accidents will occur at the Centre from time to time. The following policy will be implemented to protect your child and keep you informed should an accident occur.

### Accident reports

You are required to provide written authority (included in the enrolment form) for staff of the Centre to seek medical attention for your child if required.

In the case of a minor accident staff will attend to the injured child and apply first aid. Depending on the injury you will be contacted at the time of the accident or informed about the incident when you arrive to collect your child.

If a serious accident occurs which requires more than first aid treatment you will be contacted immediately or if you cannot be contacted, your emergency contact person will be phoned. Your child's injuries will be assessed and either an ambulance will be called or your child will be taken to the Williams Medical Centre for medical assessment and treatment.

A staff member will accompany your child until you are able to be there. You will be provided with a copy of the accident report completed by the person in charge of the Centre at the time of the accident.

You will be asked to sign a copy of the record of accident and this will be retained on file at the Centre.

### First Aid Qualifications

It is a requirement that at least one staff member with a current First Aid and CPR qualification is on duty at the Centre at all times whilst children are on the premises.

A First Aid kit is maintained at the Centre.



## Smoking

The Centre is a NO smoking zone in all licensed areas at all times.

## On Arrival with your Child

- IT IS ESSENTIAL that you sign your child IN before you leave the Centre.
- You will need to unpack your child's lunch and fruit, nappies etc. and place in designated places.
- Ensure your child washes their hands in the bathroom before beginning to play.
- Apply sunscreen to your child if you haven't already done so.
- Engage your child in indoor or outdoor play before leaving.

## On Collecting your Child

- IT IS ESSENTIAL that you sign your child OUT before you leave the Centre.
- Please phone the Centre to give verbal authorisation for an un-authorised person to collect your child. No children are permitted to leave the centre with a person under the age of 18 years. Appropriate photographic ID will need to be provided to the Centre staff.
- You must add this contact to your child's enrolment form the next time you come to the Centre.
- No children will be released into the care of any persons not known to staff or not authorised to collect the child.
- Staff have the right to ask for photo identification.
- Collect your child's belongings (including medication). Please ensure everything is in their bag before departing.

## What to bring each day (recommended)

ALL PERSONAL ITEMS SHOULD BE LABELLED WITH YOUR CHILD'S NAME.

Please note that staff will rinse used bottles with cold water before placing in your child's bag.



### Babies

- A bag to hold all belongings containing:
  - 1 nappy per hour of care (at least);
  - 2 changes of clothes
  - Enough bottles for the day (filled with milk/pre-mixed formula)
  - Lunch and snacks, preferably in a lunch box (clearly labelled with your Child's name)
  - Sipper Cup/Water Bottle
  - Dummy/comforter (as needed)
  - Broad brimmed hat
  - Light jacket for cool mornings/afternoons
  - A coat and beanie for winter



### Toddlers

- A bag to hold all belongings
  - 4-5 nappies or pull ups (if required)
  - 2 changes of clothes (more if toilet training)
  - Milk bottle(s), if required (filled with milk/pre-mixed formula)
  - 2 Fruit or vegetable (excluding carrot) etc. to share for morning tea
  - Lunch and snacks, preferably in a lunch box (clearly labelled with your Child's name)
  - Water Bottle
  - Dummy/comforter (as needed)
  - Broad brimmed hat
  - Light jacket for cool mornings/afternoons
  - A coat and beanie for winter



### *Pre-schoolers*

- A bag to hold all belongings
  - A change of clothes
  - 2 Fruit or vegetable (excluding carrot) etc. to share for morning tea
  - Lunch and snacks, preferably in a lunch box (clearly labelled with your Child's name)
  - Water Bottle
  - Comforter, as needed
  - Broad brimmed hat
  - Light jacket for cool mornings/afternoons
  - A coat and beanie for winter

We request that parents provide healthy lunches and snacks whilst at the centre. Please pack your child fruit or vegetables. Staff will cut and share amongst all the children. Your child will also need a sandwich etc. for lunch and snacks for afternoon tea.

The staff at the Centre have a responsibility to encourage children to develop good nutritional habits. Parents are asked to assist in this as much as possible.

Water will be available at all times. Children are encouraged to wash their hands before each meal. Food will be stored and served at safe temperatures. Staff will use hygienic practices when preparing/serving food. Staff will sit with children at meal times.

Please find IDEAS FOR PACKING HEALTHY LUNCHES at the back of this booklet that may be of assistance.

WE ASK THAT YOU DON'T PACK: PEANUT PRODUCTS, LOLLIES, CHOCOLATE, CORDIAL OR CHIPS



## Sun Protection

All children at the Centre are required to wear a broad brimmed hat and SPF 30+ sunscreen when outside at all times. Clothes are to cover the majority of the skin. We discourage singlet tops, strappy dresses (any items of clothing that don't cover the shoulders, back and chest).

Parents are required to apply sunscreen to children before coming to the Centre, or upon arrival and staff will reapply throughout the day.

## Clothing

Parents are advised to send their children to the Centre in comfortable, inexpensive clothing. The children need to be able to move around during their play period and should be unimpaired by clothing. While paints, etc. will come out in the wash, accidents do happen so it is best to send the children along in their "less than good clothes". Young children enjoy and need "messy" play with paint, clay, sand, water and mud.

The Centre will only have a limited supply of spare clothing.

Please mark your child's clothing and replace name tags if they fade in the wash. Please ensure clothing is weather appropriate. Please dress your child in socks and shoes during the colder months. Please ensure that children who are toilet training have at least three complete changes of clothing and supply plenty of training pants/underwear.

## Clothing Safety

Please do not dress your child in clothing with cords e.g. on shorts, hats, jackets etc. These have the potential to become caught on equipment and may cause serious harm to your child.

## Personal Belongings

Please ensure all belongings are clearly labelled such as dummies, bottles, clothes etc. Lost property will be kept in a box and parents are to check regularly to claim missing items.

The Centre discourages toys from home and we will not hold any responsibility for any personal belongings that are lost or misplaced while at the Centre.

## Comforters (special blankets, teddies, dummies used for rest times)



A soft toy or security item is acceptable for rest time. This is particularly important for a newly enrolled child.

Willi Wag Tails Childcare Service follows SIDS and Kids Safe sleeping practices and we follow the guidelines when placing your children to sleep. These are:

- Put babies on their back to sleep
- Sleep babies with their face uncovered
- Keep babies smoke free
- A safe cot and mattress
- Safe bed linen
- All babies 0-2 years of age are allocated a cot to sleep in within our sleep room.

Generally children aged between 2-3 years of age are allocated a sheet, blanket and a stretcher bed to sleep on during our rest period. We prefer that children under two not sleep with a pillow, cot bumper or lambskin.

## Personal Pigeon Hole/shelf

It is a Licensing Requirement that each child is allocated a Personal Shelf so they are able to access their personal belongings. Please place bags etc. in your child's designated shelf where their name is indicated.



## Birthdays / Celebrations

We would love to help you celebrate your child/ren's birthday or any other special occasion. Please let the staff members know in advance and they can help you make appropriate arrangements. Please remember all children's health and safety must be taken into consideration when celebrations are organised. If for cultural/religious reasons, you would prefer your child not to participate in birthdays and other celebrations, please notify staff when your child is enrolled.

## The First Few Weeks

The introduction into long day care can be difficult for children and parents. Children's welfare and happiness are the priority for staff when welcoming new children to the Centre and when assisting the family to settle into the Centre environment.

It is recognised that the needs of families will vary greatly in the orientation process and individual needs will be met as best as possible.

Whilst it may be the case that your Child has previously attended another Long Day Care centre, there still may be a transitional period of settling into the new Centre, with new people and a different environment than they may have previously been used to.

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

- Make sure you familiarise your child with the environment and the people in the environment (children and adults) by coming in for visits before commencing care.
- If possible ease your child into care with short stays to begin with.
- Provide a favourite toy, blanket or comforter to support your child when they are separating from you or settling to sleep. This can help your child feel more secure.
- If your child is unsettled, short visits with you helps your child to gain trust with an unfamiliar environment. These visits can be made on a day when your child is not booked to attend.



- Interactions between staff and parents or staff and other children can produce positive role models and be reassuring. This experience can help to establish trust in an unfamiliar setting.
- Try to talk at home about child care. Mention the names of the staff and other children. Talk about the things the child will be able to do at child care that are fun and enjoyable.
- Talk to the staff about your child, for example, what they like to do; successful ways of settling them to sleep; foods they like and dislike and so on. This helps staff to get to know your child.
- When leaving your child it is best to make sure you say goodbye and then leave. Hesitating and not going after you have said your goodbyes, if a child is upset, only confuses them. Reassure your child that everything is alright and you will return later, this can help them to settle.
- It sometimes helps to establish a routine when leaving. For example, giving your child a cuddle and giving them to a staff member or sitting down with them for a short play or reading a book together then leaving.
- At first some children protest strongly while others may take a day or two to realise that you are leaving them and begin to protest after several days. Children soon learn that you do return and in the mean time they are well cared for.
- Feel free to ring the Centre to check on how your child is feeling. Most children settle within minutes of their parents leaving and parents will feel much better if they know their child has settled happily for the rest of their day
- Safety is paramount at Willi Wag Tails Childcare Centre. Never leave any children unattended in cars while collecting other enrolled children from the Centre.
- Car parks are dangerous places for children, always ensure your child/ren's safety when arriving and leaving the Centre.
- Never leave a door or gate open.
- Never leave your children unattended in a room.
- Children are not permitted in the kitchen or respite room.



## Ideas for packing healthy lunchboxes

Water and milk are the best drinks for children.

Involving your child in choosing, preparing and/or packing healthy snacks for their lunchbox encourages them to eat well at mealtimes while promoting self-esteem and self-help skills.

### *Morning / Afternoon Tea*

Fresh fruit eg: apple, orange, mandarin, pear, banana, sliced watermelon/rockmelon/honeydew melon, seedless grapes, berries and other fruit that can be chopped and shared with all the children.

Fresh vegetables eg: celery sticks, snow/sugar peas, capsicum strips, broccoli/cauliflower floweret's, cherry/grape tomatoes, cucumber sticks and other vegetables that can be chopped and shared with all the children.

### *Lunch*

- Small carton of reduced fat flavoured milk.
- Tub of low fat fruit yoghurt or Lite Fromage Frais®.
- 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 fetta cheese.
- Bananas mashed with ricotta cheese.
- Hommus, 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.

1. *The Children's Hospital at Westmead – [www.chw.edu.au/parents/factsheets/fosnackj.htm](http://www.chw.edu.au/parents/factsheets/fosnackj.htm)*

2. *Start Right Eat Right -[www.health.sa.gov.au/pehs/srer-award/startrighteatright-facts-sheets.htm](http://www.health.sa.gov.au/pehs/srer-award/startrighteatright-facts-sheets.htm)*

*Thank you for taking the time to read our Parent Handbook.  
Please speak with the Coordinator if you require any clarification.*