



Parent Hand Book for Outback Kids Child Care

WELCOME:

Hello Parents

It is a pleasure to welcome you to OUTBACK KIDS CHILD CARE CENTRE. We are a privately owned and operated centre. We are a family orientated centre that provides a high level of care and education for every child.

We are a purpose built facility that has been designed to achieve excellence in care and education for all children. It is designed to meet functional requirements of children, families and child care staff as well as providing maximum fun and stimulation.

CONTACT DETAILS:

Our phone number is 03 50 228 080 and our email is info@outbackkids.com.au and we are located at 532 Fourteenth Street Mildura Victoria 3500. Our website is www.outbackkids.com.au.

OPENING HOURS:

We are open Monday to Friday from 7.00am until 6.00pm, excluding public holidays. The centre is also closed between Christmas and New Year's Day every year and there is no fees charge during this period.

FACILITIES:

140 place purpose built centre

Water Fun Park

Giant four slide undercover/air-conditioned playground

Large sand pits

Kinder program

Large oversized playrooms

Home cooked meals

Family owned

Nappies Supplied

Linen Supplied

Hearty and nutritious meals supplied- Assessed by the healthy eating advisory service

outback Kids Centre Philosophy

PROMOTING LEARNING IS ESSENTIAL FOR YOUNG MINDS

This is a foundation that we as educators build upon with engagement, children's interest and above all fun

Young minds are engaged in their interests

INCLUSION, ENSURING ALL CHILDREN BELONG

We are respectful of all children families and educators and believe in a holistic approach to create a sense of belonging

Individuality is promoted to build self esteem

QUALITY CARE IS IMPORTANT TO US

As an exceeding service we believe that quality care leads to children having the best possible outcome in their early years and beyond

In quality care children thrive and grow

RELATONSHIPS BUILD A TRUSTING TEAM

Our team endeavours to create a strong collaborative environment with each other, our communities, our families and above all our children

When we work together we can achieve great things

PRIORITY OF ACCESS:

The Commonwealth Government has set specific priorities of access to child care services. The Commonwealth Government requires the Centre to provide access to the service according to the following priority of access. This means that when the Centre is full those families who are third priority may be asked to alter their care arrangements to allow a family with higher priority to access the service.

First priority: Children at risk of serious abuse or neglect

Second priority: Children whose parents satisfy the work/training/study test

Third priority: Any other child

WHAT TO BRING FOR YOUR CHILD'S DAY:

All children require:

A bag with child's belongings (fully labelled)

Sun Hat (no caps)

Spare change of clothing (fully labelled)

Bathers and towel (in summer)

Warm hat and coat (in winter)

Babies and toddlers:

Formula bottles made up for the day or in separating container measured out (fully labelled)

Pacifier

Empty bottle for those who require cow's milk

Comforters

Bathers and swimmers nappy and towel (in summer)

What we supply:

Home cooked lunch

Morning & Afternoon Tea

Late snack

Water

Cow's milk

Linen

Nappies

FEE STRUCTURE:

Monday –Friday \$95 per day

All of our centre fees and information are displayed in the foyer and all fees for every family are charged one week in advance. Fees are to be paid through the EZIDEBIT system and upon enrolment an authority form is to be filled in with bank or credit card details so a fortnightly direct debit be retrieved for fees payable.

During the Christmas period we choose to close as we believe it gives the children and the staff a refreshing break. As we choose to close we do not charge fees for this period and this is our gift to you.

Holidays away from the centre need to be notified to the Director two weeks prior to the first day away. With this notification you will receive 50% off your normal daily rate.

All gazetted public holidays will be charge at the normal rate unless there are booked holidays either side of a public holiday and then they will be charged at 50% off the normal fee.

Management reserves the right to cancel a child's enrolment with two weeks' notice given to the family, families can cancel enrolments with two weeks' notice in writing also, all fees are payable for those two weeks.

MEALS:

Outback Kids child care centre provides delicious and nutritious meals throughout the day including breakfast, morning tea, lunch, afternoon tea and late afternoon tea. All meals are prepared fresh daily in the kitchen located within the centre by our experienced kitchen staff and each meal is designed to include a variety of textures, colours and tastes and we love to try new culturally diverse meals and recipes.

Our meal plans are varied and multicultural and we will always gladly accept recipe ideas and suggestions. If your child has special dietary requirements that cannot be catered for in our centre kitchen you will be required to supply your own foods for your child and their needs. Water and cow's milk are available throughout the day for the children to drink.

Due to children's allergies we ask all parents not to bring any food into our centre and we are a nut free centre.

We are committed to providing our children with varied and nutritious meals and we teach all children the importance of maintaining a healthy diet. Parents with babies on formula are required to supply these bottles for the day, made up and labelled. We recommend that you give your child breakfast before they come to the centre as our breakfast will be from 7.00 am until 8.00am only.

Our menus have been assessed by the healthy eating advisory service and meet the requirements and menu planning guidelines for long day care.

Breast feeding is encouraged and we ask parents to feel free to come into the centre to breast feed their child. If it's not possible to come in for feeding times please ensure that you provide frozen/ fresh expressed milk.

BIRTHDAYS AND OTHER CELEBRATIONS:

We love celebrating birthdays. Parents are welcome to bring along a celebration cake, however this cake must only be a plain sponge cake with no icing on it for the children in your child's room. As we promote healthy eating and wellbeing we feel that as a service that special occasions should revolve around celebration rather than unhealthy food options.

CHILDREN'S DRESS

Children will be encouraged to participate in many messy and exciting activities each day so please dress them in appropriate clothing. While every effort will be made to take care of their clothing using smocks, no guarantee can be made that your child's clothing will not be stained.

Please ensure that your children's clothing is protective and that your child attends the service wearing sleeved clothing. Please see our sun smart policy.

PARENTAL/FAMILY INVOLVEMENT

Outback Kids has an open door policy. We welcome you to the centre throughout the day to share in the experiences your child is participating in, to enjoy lunch with your child, to watch them at play or to join in on a special event. Parental and family involvement is very important to ensure the service is meeting family needs. Parents are encouraged to become involved with the program of the Centre and your ideas and suggestions will be greatly appreciated. We are always happy to have people come into the Centre with interesting things to show, sing, teach, make, especially activities of a multicultural nature.

In the event of an excursion we also ask families to volunteer their time.

PARENT RESOURCES

Parents will find take-home brochures about nutrition, immunisation, health etc. Books are also available for loan which cover similar topics and include information which will help parents and children prepare for school life.

External Services Support for children:

Sunraysia community health services

137 13th Street Mildura PH: 0350225444

Mallee Family Care

122 Ninth Street Mildura 0350235966

Leaps and Bounds

118 Lime Ave Mildura 0350229663

Mildura Kids Clinic

181 Walnut Ave Mildura, 0350215569

OUR EDUCATORS

Our staff are our greatest asset, we employ staff with a wide range of qualifications, skills, and experiences. We achieve this by;

1. Thorough recruitment procedures
2. Working with children checks
3. Staff are closely monitored
4. Providing ongoing training opportunities for staff to enhance their skills and knowledge

5. We care for and respect the staff's initiative, innovation and attention to quality as well as their commitment to caring for your children and families.

Outback Kids boast qualified Early Childhood professionals and educators who provide educational learning programs based on children's interests, strengths, abilities and choice.

Our dedicated team of educators are experienced and understand the importance of extending on children's home-life experiences. Individual programs are developed for each child in order to assist with and build upon their learning, understanding, communication, self-esteem and confidence

OUR ROOMS AND PROGRAMS

Nursery Area

Our nursery provides babies from 6 weeks to 18 months (or when developmentally appropriate, please see our Orientation and settling in policy and procedure) of age with high quality care in a loving environment following the routines that you have in place at home. We ensure our nursery provides a rich, comfortable and secure environment where your child will feel happy and relaxed to play and interact with staff and other children.

Toddler Area

The toddler program caters for the 18 months to 3 year age group. . Our rooms provide many learning opportunities that will be varied and stimulating. The emphasis will be on fun. All children will rest and enjoy group meal times and with assistance will gain confidence and experience self-help skills such as feeding him/herself, toileting and dressing and decision making.

Preschool Area

Kindergarten is all about supporting your children with the independence they need in readiness for school. Our hours of Kindergarten run Monday to Thursday 8:30am – 3:40pm by our Kindergarten Teacher Melanie. It is important that all children are here by 8.30am to get the most out of the session. The great thing about enrolling in our Kindergarten is our extended hours where your child doesn't have to be picked up at 3.40pm. To enrol in our Kindergarten program in 2017, your child must turn four years old by April 30th, 2017. After liaising with schools, we encourage you to think about your child's readiness for Prep in 2018 as they prefer children who are 5 before starting school. Overall, this is better for your child's confidence, social, emotional skills, and learning, supporting them to become a capable and confident learner at school.

Our pre-schoolers participate in school readiness program with the aim of giving children all the social, physical, and intellectual skills required to easily join their respective schools in the coming years. We develop problem solving skills, build on social skills, introduce structured literacy skills (talking, listening, reading and writing), and develop foundation numeracy skills. Your child will be encouraged to take responsibility for their belongings, to help care for their classroom, to ask for assistance when required, and to independently deal with conflict with their peers.

The School Readiness program for children aged 3-6 years based on the National Early Years Learning Framework. The Framework has a strong emphasis on play-based learning as play is the best vehicle for young children's learning providing the most appropriate stimulus for brain development. The Framework also recognises the importance of communication and language (including early literacy, numeracy, social and emotional development).

We aim to guide your child in becoming an effective learner through creating an environment that is challenging and stimulating. The overall aim of our programs is to help your child in developing all areas necessary for success now and in later years.

Our four year old kinder program runs from Monday to Thursday From 8.30am to 1.30 pm all children are expected to be present by 8.30am to take part in the kinder program.

CURRICULUM

Early Years Learning Framework

Our qualified educators plan experiences which develop children's skills in all developmental areas and are part of the Early Years Learning Framework. This framework puts children's learning at the core and comprises of three inter-related elements: Principles, Practice and Learning Outcomes.

The framework conveys the highest expectations for all children's learning from birth to five years and through the transitions to school. It communicates these expectations through the following five Learning Outcomes:

Children have a strong identity

Children are well 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

Play activities planned by our educators allow children to naturally develop and have the opportunity to guide their own learning. Activity outcomes and individual observations on your child are documented in your children's files to assist in extending their skills and abilities.

Children have the opportunity for both indoor and outdoor play as part of each group's routine. The outdoor area is an essential part of the learning environment for children. All age groups utilise our specifically designed playgrounds to test their co-ordination, balance, skills and strength.

Working in partnership with families, our educators use the learning outcomes to guide their planning for children's learning. In order to engage children actively in learning, our educators identify the children's strengths and interests, choose appropriate teaching strategies and design the learning environment.

Our routines allow time for individual play/learning, small group play/learning and large group sessions. Children's language and literacy skills are further developed during these times as children are involved in storytelling, drama, poems and games. Music also plays a large part during these sessions as children are able to experiment with dancing, singing and exercising their bodies

GRIEVANCE PROCEDURES

Please let us know if you are unhappy with any aspect of the service we provide for you and your child. Should you have any queries, concerns or grievances please do not hesitate to speak to our staff, as we remain committed to ensuring that you obtain a fair and efficient resolution to your concerns. All staff involved in grievance handling treat all information as confidential.

TOYS AND VALUABLES

Please don't bring any toys or valuable items from home as it can cause a great amount of distress if these items are lost or broken. Outback Kids has an amazing array of toys and equipment for all children.

HEALTH SAFETY AND MEDICATION

Incidents/Accidents

Children are naturally inquisitive and curious. They learn by touching, mouthing and 'doing'. Staff will balance the need for challenge and risk taking with support and consideration for safety and well-being. Staff will supervise children, redirect play that could cause harm to a child, remove any items/equipment that could cause harm and report any problems with equipment, fixtures or the building immediately to the Centre Manager. Any injury to a child during the day will be notified to the family, either by phone during the day (serious) or at the end of the day (minor). First aid will be administered, if needed. Medical assistance will be obtained, if necessary. Parents are asked to give permission for emergency medical aid, within the enrolment application.

An Incident and Accident Form will be completed and parent/guardian asked to sign this report at the end of the day to verify that they have been notified of the incident.

Children at Risk

Child abuse is any act of omission or commission that endangers or impairs a child's physical/emotional health and development. Child abuse can occur across all cultural, ethnic, occupational and socio-economic groups. Staffs in child care centres have an obligation to monitor the health and wellbeing of all children in their care. Staff must report their 'suspicions' and the grounds/evidence that supports this to their State Department for investigation. Any allegation of child abuse made against a staff member will be reported, within 24 hours of notification to the regulatory authority for investigation.

Custody Issues

Parents must inform the centre when there is a custody issue. Staff will maintain a non-judgemental approach with both parents. If there is a custody order or a Protective Assistance order, the centre requires a copy of this legal document. Staff are obliged to follow these orders and inform the Police if the orders are violated. Staff cannot follow parent instructions unless supported with copies of the above legal documents.

Sick Children

Children, staff and visitors who enter the Centre must be well enough to fully participate in the activities of the day. Sick children and staff need to be excluded from the Centre until well. The Centre Manager or nominated person in charge reserves the right to refuse entry to any child or staff member who comes to the centre obviously unwell. The Centre does not have separate facilities or staffing levels to care for sick children.

KEEP YOUR CHILD AT HOME IF HE/SHE HAS:

1. A high temperature or fever the day prior to attending school
2. Conjunctivitis - the eye is red and inflamed with a yellow pus discharge
3. Bronchitis - This starts with a slight cough and a temperature
4. A rash - any skin irritation you cannot identify and has not been diagnosed by a doctor. If your child has an allergic reaction or insect bites, please tell a staff member

5. Diarrhoea - watery bowel movements usually with a bad odour. Keep your child at home for 24 hours after the last unusual bowel movement
6. Impetigo - starts with small spots that crust over and form blisters
7. Vomiting - for 12 hours after the child has last vomited
8. A severe cold - sneezing or runny nose (especially if thick green mucus is coming from the nose)
9. No obvious symptoms e.g. tired, pale, irritable, lethargic, however seems very sick
10. Any contagious disease that is still contagious. Mumps, measles.
11. An infection for which the doctor has placed on antibiotics - the child should not be brought in until he/she has had medication for at least 24 hours
12. Cries constantly as a result of discomfort from pain or illness
13. A need for one to one care - for whatever reason
14. Foot, Mouth and Hand disease
15. Thrush

Please note: this list is not all inclusive

Children, staff and visitors who become ill during the day will be sent home. Parents will be phoned to collect their child as soon as possible. It is suggested that parents arrange for a relative or friend to be available for emergency care for times when a child is ill and unable to attend the Centre. Some illnesses may require medical attention and an absence from the Centre until completely recovered. A Doctor's clearance may be necessary at the end of the isolation period, before child/staff/visitor can return to the Centre.

An Exclusion Table of Infectious Diseases covering all infectious diseases can be found on the Centre Noticeboards for easy access. This gives information to families and staff about exclusion times.

If an outbreak of an infectious disease occurs in the Centre, families will be notified verbally and with written notices. All infectious diseases (children and staff) will be logged in the Infectious Diseases Log and monitored. Children who are not immunised may be 'excluded' from the Centre for the incubation period of an immunisation-preventable disease, where an outbreak has occurred in the Centre. The Centre Manager will keep the centre records for immunised and non-immunised children up to date. Parents must inform the Centre staff if their child has been exposed to any infectious disease. This is for the safety of other children, staff, visitors and pregnant mothers.

Infection Control

Infections are spread in the following ways:

Airborne droplets (coughing and sneezing)

Throat and nose discharge

Faecal, hand and mouth

Skin contact

Urine

Blood and body secretions

Staff will use standard precautions which include the following:

Regular, effective hand washing (staff, visitors and children)

Wearing gloves when handling bodily fluids (nappy changing, handling breast milk, administering first aid, cleaning blood/fluid spills)

Using a mask when giving CPR

Covering lesions on staff and children

Regular cleaning of the premises and surfaces throughout the day

IMMUNISATION

Families will be asked to provide information about a child's vaccination status on entry to the centre via the child's Immunisation Schedule from Medicare. Families will be asked to keep this record updated by bringing in the Immunisation certificate after each immunisation date.

Under the "No jab No play" legislation children are unable to attend our service without being immunised.

MEDICATION

PROCEDURES

1. Staff will only administer medication that is in the original labelled container.
2. Staff will only administer the recommended dose that is printed on the label.
3. Parents are to complete the Medication Sheet daily, to give accurate details of the times and dosage of medication for each child (which should not exceed the prescribed dose printed on the label/container).
4. Medication is to be handed directly to staff, OR placed in the kitchen fridge with staff knowledge.
5. Only diploma/bachelor qualified, regular staff will administer medication.
6. One staff member will measure medication and another staff member will check dosage and label before administration. One of these staff members will be diploma or bachelor qualified.
7. Once medicine has been administered, both staff will sign the Medication sheet.
8. Medicine Sheets are to be kept in accordance with regulation guidelines.
9. Note that "as required" is not acceptable as a direction for the administration of medication.

TREATMENT OF LONG TERM CONDITIONS

Where medication is required for treatment of long term conditions or complaints such as asthma, Epilepsy or ADD, the centre must be provided with a risk management plan and action plan, completed by the child's doctor, (detailing the medical condition of the child, how the condition is to be managed, appropriate medication procedures and other relevant information). Medication will be administered pursuant to this plan.

Parents and staff must comply with procedures for medication outlined above.

NON-PRESCRIPTION MEDICATION (including Paracetamol)

Staff will not administer non-prescription medication ongoing upon a parents request unless the parent provides a note from the child's doctor authorising the continued use of such medication, all non-prescription medication must have the child's name written on the bottle/container and be signed in on a medication form if the medication is to be on going for more than two administrations the above applies.

Parents and staff must comply with procedures for medication outlined above

Paracetamol is not supplied by the centre

Medication MUST have a pharmacy label or child's name clearly written and not obstructing instruction

TEETHING GEL

If parents supply teething gel a staff person who will record each application will apply it.

Parents are encouraged to provide a non-aspirin gel

PARACETAMOL ADMINISTRATION

The parent/guardian must give prior permission for the administration of a single dose of paracetamol either on a medication form or confirmed phone call made by the director or responsible person and verified with another staff member the dosage over the phone

The child's temperature must be over 38 degrees Celsius and the parent/guardian contacted for verbal consent. The parent/guardian must collect the child from the Centre as soon as possible.

Staff will document the times, temperatures and conversations.

Two staff will check the age-appropriate dosage and administer this to the child. A record of the drug administration will be made on the Medication Request Chart.

ASTHMA MANAGEMENT

Each child will have a risk management plan and action plan, which is to be updated every twelve months, or unless there is changes to medical status, to ensure that medication is appropriate and in accordance to their asthma status. This includes details of their routine, extra medications and the actions, which need to be taken in any case where the child's symptoms have increased. Parental consent for asthma treatment must cover administration for any extra medications required to be given in the case of increased symptoms.

If child's asthma symptoms progress whilst at the centre, parents will be contacted or of necessary we will not hesitate and call 000.

BEHAVIOUR

Learning appropriate behaviour is part of your child's social development. Our staff aims to help children to be responsible for their own behaviour and to develop an understanding of what is appropriate in different situations. You are encouraged to discuss your child's behaviour with the qualified staff in your child's playroom 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, providing 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.

LIMITS

We find the following limits necessary to protect the safety and wellbeing of every child and ask parents to reinforce these with their child:

Respect for other people and their property.

Walking only inside.

Children are discouraged from throwing sand and toys.

At no time will a child receive any form of corporal punishment e.g. smacked, or be placed in a room alone, made immobile, frightened or humiliated in any way, nor will food or drink be withheld as a form of punishment. If children consistently display unacceptable behaviour the staff member in the child's playroom will ensure:

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

The child understands the limits.

There is no conflict between Centre and home expectations.

The child's needs are being met.

The child has no impediments which may cause the unacceptable behaviour e.g. 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.

Strategies are consistently followed by all caregivers 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 use to deal with other unacceptable behaviours. Members of staff are always available to discuss such issues with you and will work with you to address any persistent behaviour problems.

WE HOPE YOU ENJOY YOUR TIME AT OUTBACK KIDS CHILD CARE CENTRE