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RATED  
**EXCEEDING**  
NATIONAL QUALITY STANDARD



# *Welcome to Hawthorn Child Care and Early Learning Centre*

We would like to take this opportunity to thank you for choosing Hawthorn Child Care and Early Learning Centre. The Centre aims to provide a warm and caring environment where all children, families, educators, and wider community members feel comfortable, welcome, respected and valued.

Our goal as a service is to continually strive to provide the highest quality education and care for the children in our care, working in conjunction with children, families, and the community.

While at the Centre your child will be given the opportunity and respect to learn and develop based on their individual developmental needs, interests, and experiences, whilst also being supported to succeed and develop within a wider learning community.

We thank you again for choosing our Centre. Please call us on 08 8373 5010 or email us at [kidz@hawthornchildcare.com.au](mailto:kidz@hawthornchildcare.com.au) if you require any additional information.

Kind Regards,

Hawthorn Child Care Centre

# Philosophy

Hawthorn Child Care Centre aims to provide a warm and caring environment where all children, families, educators, and wider community members feel welcome, safe, respected and valued. We acknowledge our Centre is on the traditional lands of the Kurna people.

We are committed to providing an education and care environment in which children's health, safety, and wellbeing is promoted and protected in policies, procedures, and practice.

We are guided in our everyday practice by professional documentation including the United Nations Convention on the Rights of the Child; the National Quality Framework; and the Early Years Learning Framework. We are committed to ensuring that the principles and practices of these documents underpin our everyday practice.

We support and promote the holistic development of each child in our Centre. We are committed to ensuring that all children are provided with a nurturing environment where they have the opportunity to play, develop, learn and participate. We draw on a wide range of theoretical, child, family, and community perspectives to guide our pedagogy, planning, and practice with our base always in the Early Years Learning Framework. Children will be given the opportunity and respect to play, learn and develop based on their individual developmental needs, interests and experiences, whilst also being supported to succeed and develop within a wider learning community. We encourage children to be an active part of our curriculum planning process.

We are committed to ensuring that children have their voice heard and reflected to support their sense of belonging in our Centre community. Children are supported to share their views and opinions, and these views and opinions are respected. Children's right to a choice on decisions which will affect them is supported wherever possible. We recognise, respect, and support the rights of all children in our Centre and are committed to providing an environment in which the best interests of the child are the primary consideration.

We strive to build secure, respectful and reciprocal relationships with each child in our care and recognize the importance of these relationships to the children in our care.

We believe and respect that each child, family, and educator is different and each individual provides a variety of ideas, perspectives, and skills to our Centre community. We are committed to the full inclusion of every person in our service community. We strive to ensure all persons are treated without bias regardless of their ability, gender, sexuality, age, economic status, family structure, lifestyle, ethnicity, religion, language, culture, or national origin.

We acknowledge that every family has different needs and circumstances and our leadership and educators acknowledge and respect this. We are committed to recognising each family individually. Each family is treated with empathy, equity and respect. We believe in communicating effectively with families to ensure they feel connected to the Centre and we welcome and encourage all family input and participation.

We acknowledge and respect the knowledge, wisdom, and relationship each family has with their child. We are committed to working in partnerships with families to ensure that educators and families work collaboratively towards the best outcomes for each child.

We recognize the importance and value of Aboriginal and Torres Strait Islander cultures and perspectives. We are committed to providing a learning environment which embraces Aboriginal and Torres Strait Islander people's heritage, cultures, and perspectives as we work towards Reconciliation as both a Centre and a wider community.

We believe in participating in, and contributing to, the wider community. We are committed to working with children and families to support their sense of belonging and active participation in our local and global communities.

We believe that sustainability is a fundamental lesson for all children to learn as they grow and make their mark on the world. We are committed to adopting sustainable methods for our day-to-day management of the service. We recognise the importance of connections to nature for the children in our care and are committed to providing children with a natural environment where they can explore and share wonder in the beauty of the natural world as well as learning the importance of caring for the natural environment.

We believe in the importance of transparency, accountability, and commitment to our stakeholders in the governance of the service. We embrace, and are committed to, continuous quality improvement in all areas of our practice.

Created in conjunction with children, families, and staff along with reference to professional documentation. Reviewed August 2022. Next Review August 2023.

# General Information

Our Centre is open from 6:30am to 6:00pm. We are open throughout the year excluding public holidays and a short shut down period between Christmas and New Year.

While your child is in our care, we will provide the following:

- Meals:
  - Breakfast (before 8am)
  - Lunch
  - Afternoon Tea
  - 5:00pm Snack
- Water cups/sipper cups (Gumnut Room)
- Sunscreen
- Nappies
- Nappy wipes
- Bedding

While your child is in our care you will need to provide the following:

- A back pack or similar to store your child's belongings
- A water bottle for children aged from 18 months
- A broad brimmed sun hat
- Spare changes of clothes
- Gumnut and Peppercorn Room -1 piece of soft fruit for Morning Tea
- Banksia and Jacaranda Room - Fruit and a dairy option for Morning Tea
- Bottles and formula or breast milk (if required)
- Gumnut Room – a well fitted, appropriately sized sleeping bag
- All other rooms – a well fitted, appropriately size sleeping bag with feet, if required for rest
- 1 nappy for home time (if required)

**Please clearly name everything you supply.**

Hawthorn Child Care Centre supports families in their decision to breastfeed or formula feed their child. Please see our *Food, Nutrition and Beverages* policy for the requirements for supplying breastmilk and formula.

## Absences

Under the Commonwealth Government Fee Scheme your child is allowed up to 42 days absent from the Centre each financial year. After you have used the 42 days, each day your child is absent you will be charged the Centre's full fee.

If your child is sick, has a day off with less than a weeks' notice, or your booking falls on a public holiday, you are still required to pay the full fee for the day. We do offer make up days for public holidays that were paid for but were unable to be used. Please speak to Centre management to arrange this.

If your child goes on holidays, you will be charged 50% of your regular daily fee. We ask that families provide no less than 1 weeks' notice of holidays.

## Arrivals and Departures

Children must be signed in and out of the service each day of attendance using the iPads located throughout the Centre. Families will use the Xplor Home app to sign children in and out using a QR code scanner or a phone number and PIN code. It is a regulatory requirement that your child be signed in and out of the service. Failure to do so will result in your child being marked as absent, which will be counted towards your child's allowable absences under the Commonwealth Government Fee Scheme and may result in the charging of full fees if your child exceeds the number of allowable absences.

Children in the care of Hawthorn Child Care Centre must be delivered to, and collected from, the service by a person over the age of 18 years. This does not apply to children who are cared for by a parent or parents under the age of 18.

Parents are asked to inform the Centre if a different person is collecting a child. Authorisations must be in writing, signed and dated, and clearly state the name of the child to whom the authorisation relates, along with any other information required by the Education and Care Services National Regulations. Authorisations will also be accepted electronically via email. On

their first visit to the service photo identification will be required when the individual arrives to collect the child.

Hawthorn Child Care Centre will not under any circumstances allow the release of a child into the care of any unauthorised person. If an unauthorised person arrives to pick up a child and Centre not been informed, the Nominated or Persons in Day-to-Day Charge will not release the child to this person until a parent or authorised nominee have been contacted to authorise the collection. If no contact can be made the child must remain in the Centre until collected by a parent or authorised nominee.

In accordance with National Regulations and licensing requirements we are not permitted to have children in the service outside of the service's hours of operation (6:30am – 6:00pm). If a parent or authorized nominee is running late to collect their child, they are asked to notify the Centre.

If a child is left at the Centre 15 minutes past the Centre's closing time and the parents or authorized nominee are unable to be contacted, the child's emergency contact will be contacted. If the emergency contact is unable to be contacted Crisis Care will be called.

## *Centre Leadership and Educators*

**Director:** Natalie Duncan

**Co-Director:** Carolina Gomes

We meet all legal and regulatory requirements in relation to child to educator ratios and the qualifications of our educators. All educators hold a qualification in early childhood education and care ranging from Certificate III to Bachelor Degree level; first aid qualifications; have Working the Children checks completed; attend child protection training; and attend educator meetings. Educators are required to attend professional training and development throughout the year.

Information on our Nominated Supervisor, Approved Provider, Persons in Day-to-Day Charge of the Centre, and room structures can be found in the Centre foyer.

Additional support services are available for children with additional or complex needs.

# Child Care Subsidy

You are able to apply for the Child Care Subsidy (CCS) online using your Centrelink online account through the myGov website. If assessed as eligible and entitled, the CCS will be paid on your behalf directly to the Centre.

Information about the CCS can be found on the Department of Human Services website at <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Failure to register for the CCS will require you to pay full fees at the Centre. It is the responsibility of each family to ensure that you are registered for the CCS.

On enrolment we will need the Customer Reference Numbers (CRN) of the parent registered as the Primary Carer with Centrelink and your child so we can confirm and register your child's attendance with Centrelink and ensure that you are receiving the maximum entitlement.

You will be required to confirm your child's enrolment details to receive any CCS you are entitled to. This can be done via your Centrelink online account in myGov. For instructions on how to do this please visit <https://www.servicesaustralia.gov.au/individuals/online-help/centrelink/confirm-your-childs-enrolment-details-child-care-subsidy>

You are also required to complete a Complying Written Agreement (CWA). This can be done using the Xplor app. For instructions on how to do this please visit <https://support.ourxplor.com/hc/en-us/articles/360015429272-Parent-Steps-CWA-Approval-and-CCS-Enrolment-Confirmation>

## Class Groups

Ratios are correct as of September 2020.

### Gumnut Room

In this room we can cater for up to 15 babies between the ages of 6 weeks and 18 months. The staff ratio in this room is 1 educator to 4 children.

### Peppercorn Room

In this room we can cater for up to 10 children between the ages of 18 months and 2 ½ years. The staff ratio in this room is 1 educator to 4 children.

## Banksia Room

In this room we can cater for up to 30 children between the ages of 2 and 3 ½ years. The staff ratio in this room is 1 educator to 5 children.

## Jacaranda Room

In this room we can cater for 35 children between the ages of 3 and 5 ½ years. The staff ratio in this room is 1 educator to 11 children.

Each child is monitored by their room's team leader and educators using age and developmental indicators for signs that they are ready to move up to the next age group. This is done in consultation with families and your child will not be moved without your consent.

## Clothing

Families are encouraged to dress their children in casual, practical clothing which is appropriate for the weather conditions. This includes appropriate protective clothing covering as much skin as possible to reflect the Centre's Sun Protection Policy during warmer months, and clothing which is appropriate for cold or wet weather play.

Please consider clothing that enables your child to move around easily, and allows them to be independent in dressing. Clothing such as overalls, braces, belts and stiff buttons can prove a challenge for children who toilet independently or who are learning to toilet independently.

Families are asked to provide at least one full set of spare clothes, including shoes, which are weather appropriate. If your child is toilet training, we ask you to provide several sets of spare clothes and additional shoes.

Families are encouraged to provide their children with supportive footwear such as sneakers or sandals that allow children the freedom to run, climb, hop & jump, as well as being easy for the child to take off and put on by themselves. Thongs are discouraged.

Children exploring their environment will get dirty. Smocks are provided for messy activities but sometimes it does not stop the mess. Therefore, we ask that the clothes that you provide for your child are washable and you don't mind if they get dirty.

Please ensure all clothing provided for your child is clearly named, including spare clothes and shoes.



# Communication with Families

Hawthorn Child Care Centre utilizes two apps to facilitate the sharing of information with families and the input of families in their child's time at the service:

- We use the Skoolbag app so families can automatically get information from us each day in an easy and convenient way.
  - For iPhone and iPad users: Go the Apple App Store, search for "SkoolBag" and download the free SkoolBag app. After opening the app, add your school(s) and you're ready to go!
  - For Google Android Users: Go to the Google Play Store, search for "SkoolBag" and download the free SkoolBag app. After opening the app, add your school(s) and you're ready to go!

We use this app as our primary source of communicating office and administrative matters with families. If you are unable to use the app, please let us know so that we can provide you with an alternative method that works for you.

- We use the Seesaw app as our primary source of sharing information about your child's learning and development with you, as well as providing information on your child's room. This app also allows you to share information about your child and provide input and feedback on your child's learning and development to the educators in your child's room
  - You will receive an invitation to your child's Seesaw account from your child's room. This may take the form of a QR code or an email.
  - You can download the Seesaw App from the Apple App store or the Google Play Store, or access your child's account on your desktop.

If you are unable to use the app, please let us know so that we can provide you with an alternative method that works for you.

# Emergency Drills

Hawthorn Child Care Centre meets the requirements of the Education and Care Services National Regulations in regards to emergency and evacuation procedures. These include:

- Ensuring the emergency and evacuation procedures set out instructions for what must be done in the event of an emergency, including an emergency and evacuation floor plan.
- Ensuring a risk assessment is conducted to identify potential emergencies that are relevant to the service.
- That the emergency and evacuation procedures are rehearsed every 3 months by children, families, educators, staff, visitors, volunteers and students who are at present at the service on the day of the rehearsal.
- Ensuring that the rehearsals of the emergency and evacuation procedures are documented.
- Ensuring that a copy of the emergency and evacuation floor plan and instructions are displayed in a prominent position near each exit at the Centre.
- That educators and staff have ready access to an operating telephone at all times.

## Enrolment Information

Prior to commencing at our service, you will be required to complete all enrolment documentation as well as provide your child's original birth certificate and up-to-date immunisation history statement.

Parents must notify the service if there are any Court Orders related to their child/ren and a copy is required for the service. **Without a Court Order we cannot stop a parent collecting a child.**

Please understand that it is essential we have up-to-date information in case of an emergency.

It is important that you notify Centre management of any changes to enrolment information including:

- Address
- Telephone/mobile numbers
- Contact details
- Family changes
- Emergency contact information details
- Your child's health

## Enrolment Fees

Upon enrolment, a deposit to the value of two full weeks of care per child. The fee will be dependent on the number of sessions that the child is enrolled in each fortnight. Deposits will be credited to account for the final two weeks of care provided by Hawthorn Child Care Centre once end of enrolment date is confirmed by the families.

## Family Participation

Hawthorn Childcare acknowledges and respects the knowledge, wisdom, and relationship each family has with their child. We are committed to working in partnership with families to ensure that educators and families work collaboratively towards the best outcomes for each child. The Centre actively seeks and encourages families to be involved in the service. Families, including extended family members, are welcome at Hawthorn Child Care Centre at any time during the Centre's operating hours to visit with their child unless such entry would pose a risk to the safety of children or educators, or breach court orders regarding access to children.

We welcome and encourage the involvement of all families in our service. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities and knowledge. There are many ways for your family to be involved. We understand that in your busy lives you can't always afford the time, however any contribution no matter how big or small is much appreciated.

## Fees

Fees (as of the 3rd of July 2023), before the Child Care Subsidy has been applied, are as follows:

- Full Time \$612.00
- Daily \$136.00
- Mitcham Kindy Monday \$136.00
- Mitcham Kindy Pick Up and Drop Off \$100.00
- Mitcham Kindy Pick Up or Drop Off Only Tuesday to Friday - \$50.00

Fees are processed fortnightly on a Thursday with a statement of entitlement issued via email the same day. Account statements are issued on Tuesdays for the sessions attended the week prior. Payments will be made via the Xplor gateway using the nominated method, either Direct Debit or Credit card payment. All accounts are due and payable within 7 days of receipt.

## Food

The food which is offered at Hawthorn Child Care Centre is nutritionally and developmentally appropriate for each age group of children in our care, as well as being varied in type and cultural and national origin. The food and beverages offered to children at the Centre are consistent with the Australian Government guidelines *Get Up & Grow: Healthy Eating and Physical Activity for Early Childhood* and the *Dietary Guidelines for Children and Adolescents in Australia*. Children are encouraged to try new foods in a supportive and positive manner.

The Centre will address specific dietary requirements on an individual basis and will aim to accommodate specific dietary requirements as much as possible.

## Grievance Procedure

Families are encouraged to provide the Centre with feedback at any time, which includes any grievances or concerns they may have. If a family has a grievance or concern the following steps should be followed:

- Families can express their grievances or concerns in a number of ways:
  - Phone calls to the Director or Team Leader of the room.
  - Emails to the Director or Team Leader of the room.
  - Formal or informal meetings with the Director or Team Leader of the room.
  - If families wish to remain anonymous, they can place their grievance or concern in writing and place it in the parent fee and suggestion box in the Centre foyer.
- The Director and Team Leader will follow up with the family to ensure that the matter has been resolved.

**Hawthorn Child Care Centre aims to solve all grievances and concerns in a professional manner and will address all issues promptly. All grievances and concerns will remain confidential.**

# Immunisation

Your child must meet immunisation requirements to be eligible for the Child Care Subsidy and Additional Child Care Subsidy.

To meet the requirements, all children younger than 20 need to do one of the following:

- meet the Childhood schedule on the Department of Health's National Immunisation Program Schedule. These vaccinations must be recorded on the Australian Immunisation Register (AIR).; or
- be on a suitable catch-up schedule in line with the Department of Health's current Australian Immunisation Handbook; or
- have an approved medical exemption recorded on the Australian Immunisation Register (AIR).

Conscientious objection and vaccination objection on non-medical grounds will no longer be a valid exemption from immunisation requirements.

If your child stops meeting the immunisation requirements you will have 63 days to start meeting them again. If you don't, your Child Care Subsidy and/or Additional Child Care Subsidy will cease.

Following changes to the *South Australian Public Health Act 2011* (the Act) children will not be able to enrol in or attend early childhood services unless all immunisation requirements are met. In line with the requirements of the Act, Hawthorn Child Care Centre will not:

- enrol a child if all immunisation requirements are not met
- allow a child to attend, or continue to attend the service if all immunisation requirements are not met

In line with the requirements of the Act, you must supply the Centre with a current copy of your child's immunisation history statement. This document can be found on your Medicare online account through myGov or the Express Plus Medicare mobile app.

You may also call the Australian Immunisation Register general enquiries line on 1800 653 809 and request a copy of your child's immunisation history statement to be posted to you.

**Blue Book records will not be accepted as proof of immunisation.**

Immunisation records must be provided:

- at the time of the child's enrolment at the time of attending the service
- after the child turns 7 months of age but before the child turns 9 months of age
- after the child turns 13 months of age but before the child turns 15 months of age
- after the child turns 19 months of age but before the child turns 21 months of age
- after the child turns 4 years and 2 months of age but before child turns 4 years 8 months of age.

## *Incident, Injury, Trauma and Illness*

In the case of an incident, injury, trauma or illness the following steps will be taken:

- Educators will supervise and care for children in the vicinity of the incident, illness or injury.
- A first aid qualified educator or staff member will assist the child, ensuring they are made to feel safe and comfortable. First aid will be rendered.
- In the event of an incident, injury, trauma and illness as the result of a known medical condition the child's individual medical management plan is to be followed.
- The incident, injury, trauma or illness will be reported to the Director or Assistant Director. The incident, injury, trauma or illness will be treated before being reported to ensure the child's medical needs are met first.
- The Director or Assistant Director will make the decision if the child needs required further medical attention.
- If required, a Nominated Supervisor, Certified Supervisor, or first aid qualified educator/staff member will notify the child's parents or authorised nominee that the child requires medical attention from a medical practitioner.
- If required, a Nominated Supervisor, Person in Day-to-Day Charge of the Service, or first aid qualified educator/staff member will notify and co-ordinate an ambulance.
- If required, a Nominated Supervisor, Certified Supervisor, or team leader will contact the child's parents or authorised nominee to collect child from service, or provide them with a courtesy call informing them of the incident. It is compulsory to call a parent or authorised nominee about all face and head injuries. Children with head injuries will be monitored for any signs of being unwell.
- An incident, injury, trauma and illness record will be completed in full and without delay by a first aid qualified educator/staff member using the Xplor app and the child's parent or authorised nominee will receive the report immediately through the Xplor app.

# Infectious Diseases

The following are recommended minimum periods of exclusion from school, preschool and childcare centres for cases of, and contact with, infectious diseases, based on guidelines issued by the National Health and Medical Research Council 2005 and the online Australian Immunisation Handbook

Please inform educators if your child, or a contact of your child, contracts any of the following diseases or conditions so that we can inform other families and the appropriate regulatory bodies. Confidentiality is always maintained. If your child is unimmunised according to our records, then they may be excluded until the threat has passed.

Exclusion periods are based on the time that a person with a specific disease or condition might be infectious to others. Non-exclusion means there is not a significant risk of transmitting infection to others. A person who is not excluded may still need to remain at home because he or she does not feel well. A contact is any person who has been close enough to an infected person to be at risk of having acquired the infection from that person.

Disease or Condition	Exclusion of Case	Exclusion of Contact
Amoebiasis (Entamoeba histolytica)	Exclude until no diarrhoea for at least 24 hours.	Not excluded
Campylobacter infection	Exclude until no diarrhoea for at least 24 hours.	Not excluded
Candidiasis - See thrush		
Chickenpox	Exclude until all blisters have dried (usually 5 days)	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded.
Cytomegalovirus (CMV) infection	Exclusion is not necessary.	Not excluded

Cold sores (herpes simplex type 1, fever blisters)	Young children and others unable to comply with good hygiene practices should be excluded while lesion is weeping. Lesions should be covered by a dressing where possible.	Not excluded
Common cold	Exclusion is not necessary, but a person with a cold should stay home until he or she feels well.	Not excluded
Conjunctivitis	Exclude until discharge from eyes has stopped (unless a doctor has diagnosed non-infectious conjunctivitis).	Not excluded
Cryptosporidium infection	Exclude until no diarrhoea for at least 24 hours.	Not excluded
Diarrhoea (no organism identified)	Exclude until no diarrhoea for at least 24 hours.	Not excluded
Diphtheria	Exclude until medical certificate of recovery from SA Health's Communicable Disease Control Branch is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the second, at least the next 48 hours later.	Exclude contacts living in same house until cleared by SA Health's Communicable Disease Control Branch
Food poisoning	Exclude until well – no vomiting or diarrhoea for at least 24 hours.	Not excluded



Giardia infection	Exclude until no diarrhoea for at least 24 hours.	Not excluded
Glandular fever (infectious mononucleosis, EBV or Epstein-Barr virus infection)	Exclusion is not necessary.	Not excluded
Hand, foot and mouth disease	Exclude until all blisters are dry.	Not excluded
Haemophilus influenzae type b (Hib) infection	Exclude until person has received appropriate antibiotic treatment for at least 4 days.	Not excluded
Head lice (pediculosis)	Exclude until appropriate treatment has commenced	Not excluded
Hepatitis A	Exclude until medical certificate of recovery is received, and until at least 7 days after onset of jaundice or illness.	Not excluded
Hepatitis B	Exclusion is not necessary	Not excluded
Hepatitis C	Exclusion is not necessary	Not excluded
Hepatitis D	Exclusion is not necessary	Not excluded
Hepatitis E	Exclude for 2 weeks after illness onset, or if jaundice (yellow eyes or skin) occurs, for 7 days after the onset of jaundice.	Not excluded
Herpes simplex infection, type 1 - See cold sores		
Human immunodeficiency virus (HIV) infection	Exclusion is not necessary. If the person is severely immune suppressed he or she	Not excluded

	will be vulnerable to other people's infections.	
Hydatid disease	Exclusion is not necessary.	Not excluded
Impetigo - See school sores.		
Influenza and influenza-like illnesses	Exclude until well (at least 5 days for adults and 7-10 days for children)	Not excluded
Legionnaires' disease	Exclusion is not necessary.	Not excluded
Leprosy	Exclude until clearance has been given by an infectious disease's physician, dermatologist or SA Health Communicable Disease Control Branch doctor.	Not excluded
Measles	Exclude until 4 days after the onset of the rash.	Immunised and immune contacts are not excluded. Non-immunised contacts are excluded from childcare until 14 days after rash onset in the last case in the facility, unless given vaccine (within 72 hours of first exposure) or Normal Human Immunoglobulin (within 144 hours of first exposure). All immune suppressed children should be excluded until 14 days after rash onset in the last case in the facility.
Meningitis, bacterial	Exclude until well and has received appropriate antibiotics.	Not excluded

Meningitis, viral	Exclude until well.	Not excluded
Meningococcal infection	Exclude until appropriate antibiotic treatment completed and until well.	
Molluscum contagiosum	Exclusion is not necessary.	Not excluded
Methicillin resistant Staphylococcus aureus (MRSA) skin infection	Exclusion is not necessary unless infected skin lesions on exposed surfaces cannot be completely covered with a dressing.	Not excluded
Mumps	Exclude for 5 days after onset of swelling.	Not excluded
Norovirus	Exclude until no vomiting or diarrhoea for at least 24 hours.	Not excluded
Parvovirus infection (fifth disease, erythema infectiosum, slapped cheek syndrome)	Exclusion is not necessary.	Not excluded, but people who are anaemic, immune suppressed, or pregnant should be informed of possible risk of getting infection.
Pertussis - See whooping cough.		
Respiratory syncytial virus (RSV) infection	Exclusion is not necessary.	Not excluded
Ringworm/tinea	Exclude until the day after appropriate treatment has commenced.	Not excluded
Ross River virus	Exclusion is not necessary.	Not excluded

Rotavirus infection	Exclude until no vomiting or diarrhoea for at least 24 hours.	Not excluded
Rubella (German measles)	Exclude until fully recovered or for at least 4 days after the onset of the rash	Not excluded
Salmonella infection	Exclude until no diarrhoea for at least 24 hours.	Not excluded
Scabies	Exclude until the day after appropriate treatment has commenced.	Not excluded
Scarlet fever - See streptococcal sore throat.		
School sores (impetigo)	Exclude until appropriate treatment has commenced. Any sores on exposed surfaces should be completely covered with a dressing.	Not excluded
Shigella infection	Exclude until no diarrhoea for at least 24 hours.	Not excluded
Shingles	Exclude until blisters have dried up unless rash can be covered with a dry dressing or clothing so others are not exposed.	Not excluded
Streptococcal sore throat (including scarlet fever)	Exclude until the person has received appropriate antibiotic treatment for at least 24 hours and feels well.	Not excluded
Thrush (candidiasis)	Exclusion is not necessary.	Not excluded
Toxoplasmosis	Exclusion is not necessary.	Not excluded

Tuberculosis	Exclude until medical certificate is produced from SA Tuberculosis Service of SA Health.	Not excluded
Typhoid, paratyphoid	Exclude until clearance has been given by a doctor or SA Health's Communicable Disease Control Branch.	Not excluded unless considered necessary by SA Health's Communicable Disease Control Branch.
Varicella-zoster - See chickenpox or shingles		
Viral gastroenteritis (viral diarrhoea)	Exclude until no diarrhoea for at least 24 hours.	Not excluded
Warts (common, flat and plantar)	Exclusion is not necessary.	Not excluded
Whooping cough	Exclude from childcare, school or workplace and similar settings until 5 days after starting antibiotic treatment, or for 21 days from the start of any cough	For exclusion of contacts in a childcare setting, seek advice from SA Health's Communicable Disease Control Branch. Usually, childcare contacts (in the same childcare group or room) and household contacts of the case who are under 6 months of age and have received less than 3 doses of pertussis containing vaccine should be excluded from childcare for 14 days from the first exposure to the infectious case, unless he or she has completed 5 days of recommended antibiotic treatment, after which he or she may return to childcare

Worms	If diarrhoea present, exclude until no diarrhoea for at least 24 hours	Not excluded
Yersinia infection	Exclude until no diarrhoea for at least 24 hours	Not excluded

If a child becomes ill while at the Centre the Centre reserves the right to call the child's parent/s or authorised nominee to collect their child from care if the child is displaying symptoms of illness or an infectious disease.

## Medical Conditions

Hawthorn Child Care Centre will meet all responsibilities for children enrolled with specific health care needs, allergies, or relevant medical conditions as set by the Education and Care Services National Regulations and the Australian Children's Education and Care Quality Authority.

We require the family of any child with a specific health care need, allergy or relevant medical condition to complete a medical management plan and/or risk minimization plan. This will be done in conjunction with the Centre.

It is the responsibility of families to ensure that Hawthorn Child Care Centre is provided with up-to date information on their child's health care need, allergy or relevant medical condition. This can be done through verbal conversations, whether this is face-to-face during informal or formal meetings or through telephone calls; written communication such as email or letters from medical professionals; or communication using the messaging functions on the SeeSaw app.

It is the responsibility of families to ensure that any and all medications outlined in their child's medical care or action plan are provided to the Centre each day their child is in care. Any medication which is supplied to the service for the treatment of the child under their medical care or action plan must come in its original packaging with its original label including the expiry and use by date, and have a pharmacist's label clearly showing the child's name and dosage instructions as per the care plan. Families may choose to bring in medication/s on a daily basis (to be handed to a staff member, never left in the child's bag) or leave their child's medication/s

at the service. All medication will be stored in an individual, clearly labelled and easily accessible medication box.

If a child with a specific health care need, allergy or relevant medical condition does not provide the service with a current medical care or action plan and/or does not provide in-date medication the child will not be permitted to attend the service until a current plan and/or in-date medication is provided to the service.

## Medication

Hawthorn Child Care Centre will only administer medication in line with the following regulatory requirements:

- The medication must be prescribed by a registered medical practitioner. This includes medication which can be purchased 'over-the-counter'.
  - Non-prescribed medication will not be administered to a child
- The medication must come in its original packaging with its original label, including the expiry date, and have a pharmacist's label clearly showing the child's name and dosage instructions.
  - Medication in non-original packaging, not in the child's name, or outside the expiry date will not be administered
- The medication will only be administered in accordance with any instructions on the pharmacist's label or any written or verbal instructions provided by a registered medical practitioner
- The dosage of the medication and the identity of the child to whom the medication is to be administered must be checked by 2 people. Only a minimum Diploma-qualified educator is to administer medication.

In addition to the regulatory requirements, Hawthorn Child Care requires a letter from the prescribing registered medical practitioner which clearly state the name of the child, the name of the medication, and the required dosage including any administration instructions. **If a letter from a registered medical practitioner is not provided, Hawthorn Child Care Centre will not administer the medication.**

# Orientation

Orientation is an important opportunity for your child and family to connect to our service. The orientation process gives you and your child the chance to gain an understanding of our educational programs; the layout of the room and the Centre; and provide educators with additional information about your child and how we can best support their transition and settling period.

For children aged under two we ask that you complete at a minimum 5 orientation visits prior to beginning at the Centre. These visits should take place in the month leading up to your child starting.

For children aged over two we recommended that you complete at a minimum 3 orientation visits prior to beginning at the Centre. These visits should take place in the month leading up to your child starting.

During orientation visits you can stay in the room with your child and get to know the educators and when you feel ready you can leave your child for up to an hour at a time.

# Privacy and Confidentiality

In order to provide children and families with the highest standard of service, Hawthorn Child Care Centre is required to collect personal information about families and their child/ren before and during the course of a child's enrolment in the service. We are committed to protecting your privacy, and the Centre's practices are consistent with the Australian National Privacy Principles contained with the Privacy Act. Privacy of your personal information is important to us and we conduct our business with respect and integrity.

We assure you that:

- This information will only be used by our childcare professionals in order to deliver your child's care to the highest standards.
- It will not be disclosed to those not associated with the care of your child without your express consent.



- You may ask to seek access to the information held about you and your child and we will provide access without undue delay.
- We will take reasonable steps to protect this information from misuse or loss and from unauthorised access or disclosure
- Our management, staff and educators are committed to respect these principles at all times.

We collect personal information if it is necessary for us to carry out service operations or to comply with our legal obligations. This includes information required to comply with the National Education and Care Law and Regulations and to promote learning under the Early Years Learning Framework. Information may also be collected to comply with other Laws including State or Territory Health Laws.

## Rest and Sleep

Hawthorn Child Care Centre recognises the service's duty of care to ensure that children are provided with a high level of safety when sleeping and resting, and that every reasonable precaution is taken to protect them from harm and hazard. The service also recognises that effective sleep and rest strategies are important factors in ensuring a child feels secure and is safe at a service.

The Centre recognises that children have different sleep, rest and relaxation needs, including different sleep patterns within children of the same age. Hawthorn Child Care Centre will endeavour to ensure that each child's comfort is provided for and appropriate opportunities provided for to meet each child's sleep, rest and relaxation needs.

The Safe Sleep and Rest policy and procedures are based on current research and recommended evidence-based principles and guidelines as set by [Red Nose](#).

Hawthorn Child Care Centre will consult with families about their child's individual needs and be sensitive to different values and parenting beliefs, cultural or otherwise, associated with sleep and rest. This consultation process will begin at enrolment and continue throughout the child's time at the Centre to reflect children's changing sleep and rest needs. Educators will put in place procedures to ensure that children's sleep and rest needs are clearly communicated to all educators, staff, volunteers, and students.

If a family's beliefs and requests are in conflict with current recommended evidence-based guidelines, the Centre will only allow for alternate practices in the case of medical conditions.

Hawthorn Child Care Centre will not endorse or adhere to practices requested by a family if they differ with Red Nose Australia recommendations

## When should I Not send My Child to The Service?

Children who are unwell should stay home from the Centre. Even if they do not have a condition that requires exclusion, it is recommended an ill person rest and recovers away from the service. Exclusion prevents transmission of disease to others and also assists in the recovery of the sick person.

In addition to the recommended minimum exclusion periods outlined in *Staying Healthy* 5<sup>th</sup> Edition Hawthorn Child Care Centre asks that families adhere to the following exclusion periods:

Vomiting, Diarrhoea or Any Bowel or Stomach Upset: Families are asked to keep their child at home until the child has remained without vomiting or diarrhoea for 24 hours after the reintroduction and tolerance of a full diet.

Temperature: Families are asked to keep their child at home until the child's temperature has stayed at a normal level (below 38°) for 24 hours without paracetamol or any other administered agent. This includes children who are teething as research indicates that fever cannot always be directly attributed to teething. See <http://www.abc.net.au/health/talkinghealth/factbuster/stories/2010/08/18/2985998.htm> for further information.

Coughs and Colds: Families are asked to keep their child at home if their child is unusually tired or lethargic; has a continuously runny nose and/or cough; is unsettled; or may need paracetamol, ibuprofen, or other medication throughout the day. Families are asked to keep their child at home until 24 hours after symptoms have subsided.

**If a family feels that their child cannot participate fully in their day at the Centre, including all activities and indoor and outdoor play, they are asked to keep their child at home until the child is well enough to do so.**

# Service Policies and Procedures

You will find copies of our service policies and procedures on the tablet in the Centre foyer. We expect families, educators, staff, visitors, volunteers and students to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and Regulations.

Educators cannot make exceptions for individuals unless the Nominated Supervisor or Management do so on account of serious and/or unusual circumstances.

## Sun Protection

At Hawthorn Child Care Centre, we are committed to lowering the risk of childhood skin damage in children at our Centre, and providing our educators and staff with safe place to work, through a combination of sun protection measures.

In line with Cancer Council SA guidelines, and our SunSmart status, the following procedures are in place from the 1st August to the 30th April, and when the ultraviolet (UV) radiation level is 3 and above at other times:

- The Centre enforces a 'No Hat, Shaded Play Only' rule. Children are to wear sun protective hats when playing outside. Sun protective hats include broad brimmed hats (at least 6cm), legionnaire hats, and bucket hats with a deep crown and angled brim. Hats should have no cords attached to prevent choking. Hats should cover most of the child's face, neck and ears. Baseball caps are not an acceptable choice for sun protection.
- Families are encouraged to dress their children in appropriate sun protective clothing covering as much skin as possible, including tops with collars and longer sleeves and longer style shorts and skirts. No singlets or midriff tops are allowed. Children without sun protective clothing will be required to play in areas protected from the sun.
- Families are asked to apply sunscreen to children before they arrive or on arrival at the Centre. Educators and staff will re-apply Cancer Council SPF 30 or higher broad-spectrum water-resistant sunscreen to the children throughout the day.
- Babies under the age of 12 months will be kept out of the direct sun.
- During peak UV radiation times the children will play indoors or utilise shaded play spaces.

# Sustainability

We believe that sustainability is a fundamental lesson for all children to learn as they grow and make their mark on the world. We are committed to adopting sustainable methods for our day-to-day management of the service. We recognise the importance of connections to nature for the children in our care and are committed to providing children with a natural environment where they can explore and share wonder in the beauty of the natural world as well as learning the importance of caring for the natural environment.

## The Early Years Learning Framework

In line with the National Law and National Regulations, Hawthorn Child Care Centre is committed to the Early Years Learning Framework. The Early Years Learning Framework guides:

- The development of programs that promote children's learning and development
- The pedagogical practices of educators
- A planned and reflective approach to assessment and planning for each child.

The Framework includes principles, practices and learning outcomes that guide educational leaders and educators in their curriculum decision-making, and assist them in planning, delivering and evaluating quality programs.

A learning outcome is a skill, knowledge or disposition that educators can actively promote in collaboration with children and families. The Early Years Learning Framework promotes five learning outcomes that are designed to capture the integrated and complex learning and development of all children. These are:

1. Children have a strong sense of identity
2. Children are connected with and contribute to their world
3. Children have a strong sense of wellbeing
4. Children are confident and involved learners
5. Children are effective communicators

Hawthorn Child Care Centre uses the Early Years Learning Framework, its principles, its practices, and its outcomes to underpin everyday practice. Centre educators are required to ensure that the educational programs they develop and deliver are based on the Early Years Learning Framework and are delivered in accordance with that framework.

## *The Educational Program*

Educational programs are developed using the Early Years Framework and all its elements; the Centre philosophy; the National Law and National Regulations; the National Quality Standards; current knowledge and theories of child development; and our knowledge of, and interactions with, children, families, and our Centre and wider community. Our knowledge of, and interactions with, children, families, and our Centre and wider community allow the development of educational programs which are relevant to each child, respectful of their background, and recognises and build on their current strengths, abilities and interests.

Educational programs are an ongoing cycle of observation, analysing learning, documentation, planning, implementation, and reflection. Educators collect information on each child, analyse what that information tells them about how to support the child's learning further, document, plan experiences to incorporate into the program, implement the program and then reflect on what has been learned.

Hawthorn Child Care Centre seeks to work with families in all stages of the planning cycle. Educators seek information from families using a variety of methods to ensure that the information collected on children is accurate, and that the program which is implemented is representative of each child's knowledge, strengths, ideas, culture, abilities and interests as well as the learning goals each family has for their child. Families are encouraged and supported to contribute to the program in a number of different ways, including providing suggestions on experiences and activities; visiting the Centre to take part in the program; and providing feedback on the program

## *Toys from Home*

Families are requested to encourage children to leave their toys at home. We have numerous stimulating and challenging toys and resources for all children to play with, therefore it is not necessary for children to provide their own toys.

Hawthorn Child Care Centre understands that some children may have special comforters that may assist their emotional wellbeing during the day. Such items are more than welcome to be provided; families are strongly encouraged to name these items.



Hawthorn Child Care Centre uses Xplor for a number of purposes, including facilitating the signing in and out of children at the service; sharing information on your child's day including nappy changes, sleep, nutrition, and incident reports; supporting families to report absences and request additional days; and the payment of fees.

Upon enrolment you will receive an invitation from the Centre to access Xplor. Please visit <https://support.ourxplor.com/hc/en-us/categories/203542608-Home-Parent-> for information and guidance on setting up and utilizing Xplor.

We also utilize Xplor for family communication from centre management, up to and including policy updates, updates from the department of education and/or Child Care Subsidy, centre events and community updates.



Each day, updates with photos are uploaded on SeeSaw from each room, showing highlights of the children's day. These uploads can be downloaded and saved for you to review, and are only sent to children that are attending on the day. Educators will also provide individual observations of each child throughout the year; a child's observations can only be viewed by their own families.