



Quantin Binnah
Community Centre

Parent Handbook



Quantin Binnah
Community Centre

www.qbcc.org.au

Quantin Binnah Community Centre

Children's Services Parent / Carer Handbook

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1. Welcome and Introduction

1.1 Introduction

Welcome to Quantin Binnah. This handbook provides information about all of our Children's Services. The first section applies to all of the children's services (Section 1 to 13). The sections 14 to 18 outline specific information for each service.

Our aim is to provide a secure and happy environment where children can develop their intellectual, social, emotional, physical and aesthetic skills to become competent and confident individuals. We aim for you as the parents/carers to feel safe in the knowledge that your child is receiving the best possible care.

We believe the best way to work with you and your child is by building a partnership of care. To do this we want you to feel:

Welcomed, recognised, acknowledged and respected by all of our staff
That your child/children are really known by, and really know, the people who care for them
You are provided with information about what is occurring and your feedback is welcome
You are involved in making decisions about your child's/children's experiences
You and your child/children are received and greeted upon arrival
Your child/children are well cared for, happy, secure, and engaged

1.2 Acknowledgment of Traditional Owners

Quantin Binnah recognises the Aboriginal and Torres Strait Islanders as the first custodians of which Australia was founded. We acknowledge the peoples of the Kulin Nation as the traditional owners of the lands upon which we sit. We pay respect to the wisdom and diversity of elders' past, present and emerging.

1.3 What makes QB different?

Quantin Binnah aims to put you and your children first. We have been in operation for over 30 years and our experienced educators, carers and staff pride themselves on our nurturing approach. We love to hear about how you experience our services and any ideas you may have about how we can support you.

Our Holistic Community Hub Model means that we provide services from birth to later years. This includes maternal and child health services, mother's support groups, Playgroups, 3 yr. old kindergarten, 4 yr. kindergarten and before and after - school care and Vacation Care. In addition, we provide a range of community and adult education programs. Every three years we seek input about our service direction in our strategic planning process to ensure our programs and services meet changing community needs.

2. Organisational Summary and Background

Introduction

Quantin Binnah Community Centre Inc. is a not-for-profit Centre "Multi-purpose Integrated Facility" that offers a variety of services and programs to residents of Werribee and the surrounding community. These include Playgroup, 3 yr. Kindergarten, 4 yr. Kindergarten, Long Day Care, Before School Care, After School Care, Vacation Care, Adult Community and Further Education, a variety of Community Development programs, Maternal and Child Health services and Cafe QB.

Quantin Binnah is managed by the Community and has an elected Board of Governance who are responsible for setting the directions for the service and ensuring that its goals and objectives are met in line with its constitution, and all legal and regulatory requirements. The Board who is elected by the members of the Quantin Binnah Association, is accountable to its members, the community, our clients, stakeholders and legal bodies.

The Board employs a CEO who oversees the Operations of the Centre, its staff and services. Quantin Binnah employs in excess of 120 qualified, experienced and dedicated staff who operate our services. Our staff strive to provide all children with the best educational and service opportunities by working in partnership with parents, carer's and the community.

2.1 Centre Contacts

Quantin Binnah Community Centre Inc.

61 Thames Boulevard

TELEPHONE 9742 5040

CEO: EMAIL ceo@qbcc.org.au

Admin Office: EMAIL: admin@qbcc.org.au

Website <https://www.qbcc.org.au>

2.2 Quantin Binnah Vision, Mission, Values and Philosophy

Vision

To Create Connection and Nurture a Sense of Belonging

Mission

To provide inclusive education and care for children, young people and adults

To be accessible and responsive to meet our diverse community needs by offering a wide range of services

To inspire collaboration and connection between community groups and local organisations

Values

In all the work we do at QB we strive to demonstrate:

1. Community Collaboration
2. Connection and Accessibility
3. A Nurturing Approach
4. That we cultivate a sense of Belonging

Philosophy:

The Quantin Binnah staff and management worked collaboratively to develop the service philosophy:

Quantin Binnah strives to:

- Promote a safe and secure environment.
- Encourage all service users to respect each other, the property of QB and the equipment contained within.
- Aspire to provide equal opportunity to all.
- Develop strong trusting connections and open communication.
- Cultivate a sense of belonging
- Provide a nurturing environment and programs that are inclusive and that respect diversity
- Have awareness, sensitivity and compassion for additional and individual needs
- Cater to individual needs
- Promote and explore all avenues of creativity.
- Seek out and explore all avenues of social enterprise, partnerships and networks.
- To support sustainability and respect for our environment and planet.

2.3 Statement of Purposes

The main purpose of this organisation is to operate for the public benefit to advance childcare and education on a non-profit basis. All services using the building or those operated off site will be managed through and are accountable to the Board. Integrated services and programs are run in such a way as to ensure maximum possible co-operation and flexible use of the existing facilities.

Quantin Binnah Community Centre is an incorporated association established to:

- Provide childcare on a non-profit basis with priority given to those in need.
- Promote the advancement of education through child and adult related programs and activities on a non-profit basis.
- Encourage all groups and individuals in the community to use the building and to assist in planning and running services and managing all aspects of its operation.
- Function in accordance with Local, State and Federal Government regulations that apply to the services operating at the Centre.
- Make sure that the Centre and its activities are open to all groups in the community, regardless of age, sex or cultural background.
- Promote co-operation between residents, community groups and local organisations.

The assets and income of the organisation are for these purposes and no portion will be distributed directly or indirectly to the members of the organisation except as bona fide compensation for services rendered or expenses incurred on behalf of the organisation.

2.4 Communication

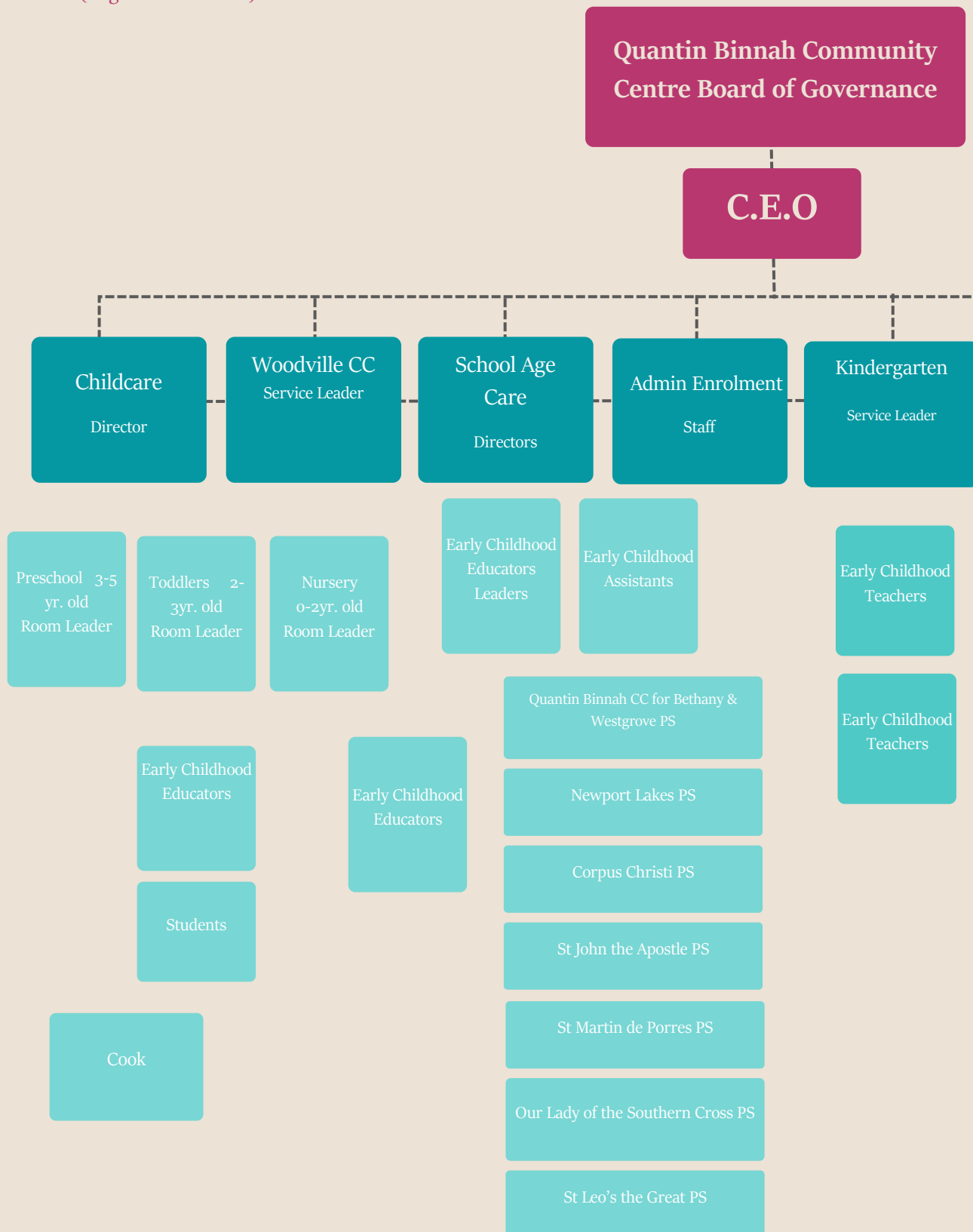
Regular communication is sent:

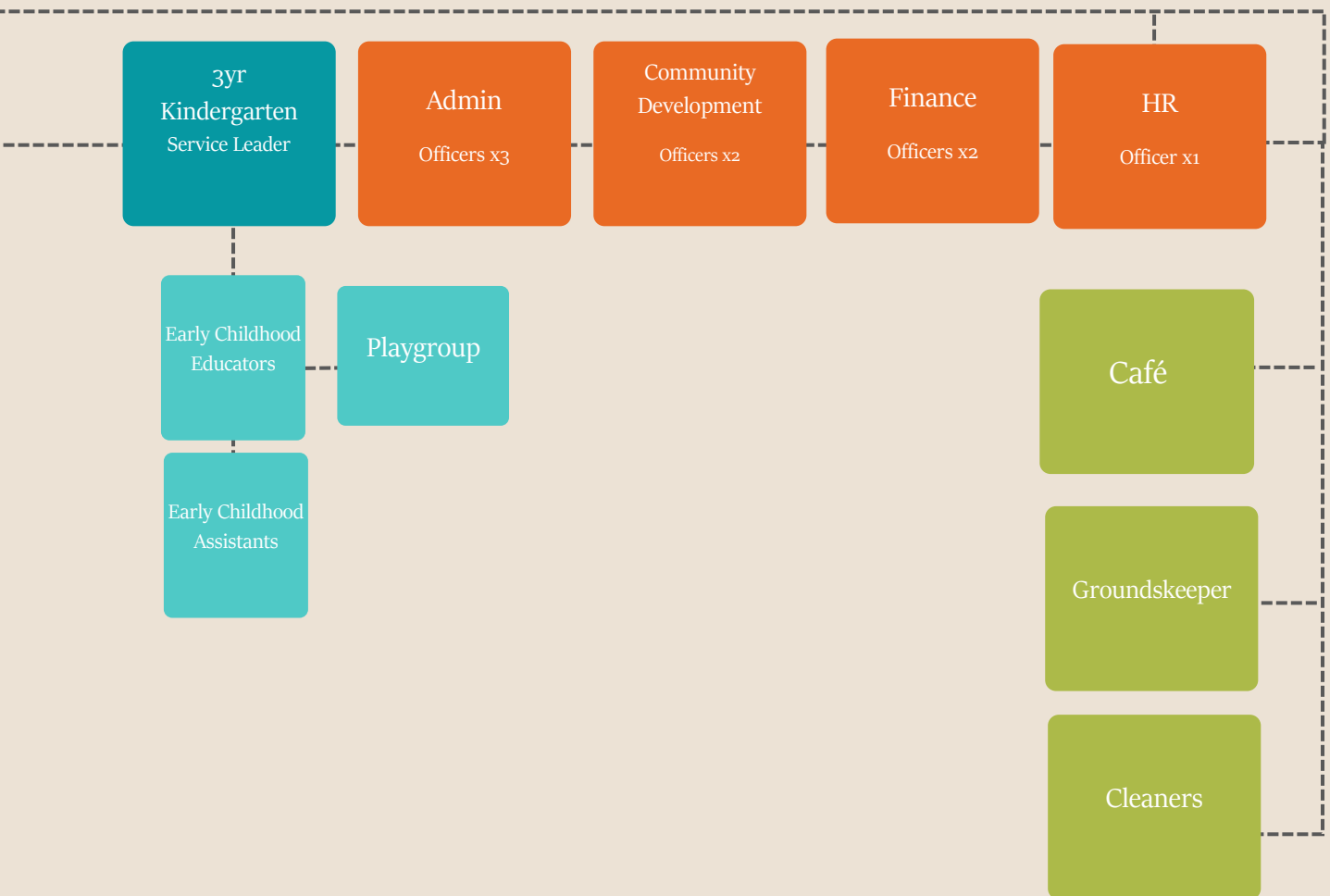
1. Via the CEO to Service Leaders who share as appropriate to their teams.
2. Via the CEO to all Staff to ensure all are equally informed and updated on relevant information
3. Via the line Manager/ CEO to all families where important information is to be shared - (QB external Correspondence is vetted by the CEO to ensure a consistent message is provided including Emails, Our Online Enrolment Platform, Website, Facebook and Newsletters).

QB now produces a regular newsletter for all staff, families and community members. The QB Quarterly Newsletter is distributed every three months and includes contributions sought from all QB Programs and with key information and dates. Activities are planned around our Organisational Monthly Themes and the newsletter outlines a description of these activities and outlines plans for the next quarter and also invites parents/ carers and all staff to contribute to the planning of these themed events.



2.5 Quantin Binnah Service Overview (Organisation Chart) and Services





2.5 Quantin Binnah Service Overview cont.

(Organisation Chart) and Services

Quantin Binnah Community Centre is a Community Hub located on Thames Boulevard in Werribee, provides and administer services including:

1. Playgroup
2. 3yr. Kindergarten
3. 4yr. Kindergarten
4. Long Day Care at Woodville and Quantin Binnah
5. Before School, After School Care for West Grove, Bethany, Newport Lakes, St Leo the Great, St Martin de Porres, Corpus Christi, Our lady of the Southern Cross and St John the Apostle
6. Vacation Care Programs: Quantin Binnah, Corpus Christi and Newport Lakes and St Leo the Great
7. Maternal and Child Health Services
8. Adult Community and Further Education
9. Community Rooms for hire

3. Important Dates

3.1 Public Holidays

Public Holidays are listed on our Quantin Binnah Activities Calendar on our website at:

<https://www.qbcc.org.au/newsandevents> or at <https://business.vic.gov.au/business-information/public-holidays>

3.2 Term dates

For term dates please see our website News & Events page at: <https://www.qbcc.org.au/newsandevents>

3.3 Quantin Binnah Activities Calendar

Quantin Binnah's annual activities calendar with important dates and our monthly themes can be found on our website at: <https://www.qbcc.org.au/newsandevents>



4. Parent/ Carers Code of Conduct

4.1 Code of Conduct

Introduction

The Parent/Carer Code of Conduct outlines the responsibilities and expectations of all Parents/ Carers of the Quantin Binnah community to ensure that parents support our Child Safe Community and understand how to support our Quantin Binnah Philosophy which is to:

- To promote the capacity for all to feel happy, relaxed, safe and secure in the Centre's environment.
- To foster a sense of importance and respect for self, property and others within the community.
- To aspire to provide equal opportunity to all.
- To develop strong trusting bonds with open communication.
- To provide an environment and programs that reflect, incorporate and respect the diverse multi-cultural make up of our community.

Code of Conduct

Parents and Carer's play an invaluable and formative role in the development of a child's sense of justice, equity and worth. *Parents and Carer's also act as the most influential role model within their child's life.* For this reason, it is the expectation of Quantin Binnah that all parents/carers model acceptable behaviour by upholding the core values of respect and inclusion.

This Code of Conduct is intended to assist parents and Carer's to identify and resolve issues that may arise. It is designed to guide parents and Carer's in their dealings with other parents/ carers as well as the staff and administration at Quantin Binnah. The Code is written as a set of general principles that are in line with Quantin Binnah values and philosophy.

Parents /Carers are asked to read and acknowledge the following Code of Conduct and apply these guiding principles in all dealings and interactions with members the Quantin Binnah Community.

Parents and Carers Code of Conduct

As my child's most important educator, I understand that I teach my child best *by my own example of inclusion, responsibility, and respect.*

With respect to my child/ren:

- I will not tolerate inappropriate language from my child/ren.
- I will not tolerate bullying, violent, or aggressive speech or behaviour and therefore will set a good example through my own speech and behaviour.
- I will encourage my child/ren to follow my example by showing respect for all staff members and fellow pupils within the Quantin Binnah community.
- I will hold high expectations for my child/ren's learning and therefore will encourage my child/ren to be responsible and accountable for their learning and behaviour at a level appropriate to their age.
- I will, under no circumstances, approach another child at Quantin Binnah to discuss or chastise them because of their actions.
- I will be mindful that there are many sides to stories that come home and so will keep an open mind, seeking to verify the facts before stating a concern.

With respect to my obligations to staff members, parents/ carers and other individuals:

- I will show respect for Quantin Binnah staff and any other adult in authority in front of my child at all times, regardless of what I may think of their actions.
- I will communicate in an honest, open and respectful manner, addressing issues and not personalities.
- I will also use respectful and courteous language when communicating via email, remembering to address issues and not personalities
- I will be honest in all discussions with staff concerning my child/ren's behaviour.
- I will speak respectfully to other adults in front of students, especially when there is any disagreement.
- I will speak to the teacher or adult in charge before I accept my child's version of an incident. I understand Quantin Binnah needs to consider the needs of all children.
- I am aware that events have many sides, and will be prepared to listen to them and seek to verify facts before stating a concern.
- I will refrain from using any form of social media to share grievances I may have about the staff or the day to day running of Quantin Binnah
- I will respect the rights and the authority of all staff members at Quantin Binnah
- I will not approach and berate, reprimand, question or discipline other children.

Failure to Follow the Code of Conduct

If parents/carers are unable to follow codes of conduct the following sanctions will be put in place:

1. Verbal warning from the CEO reminding parents/Carer's of their responsibility to follow the code of conduct
2. Written warning from the CEO reminding parents/Carer's of their responsibility to follow the code of conduct
3. If parent/Carer's repeatedly ignore verbal and written warnings from the CEO, these parents/ carers will be issued with a further written warning, stating they are prohibited from entering Quantin Binnah for an extended period of time. The length of time will be dependent upon the nature of the misconduct by the Parent/ Carer.

4.2 Car Park Safety

Please remember to drive safely in our car parks. Make sure you are aware of people using the car park with small children and maintain slow driving speeds. Below 5km as per signage in Car Park.

Remember to park in allocated car spaces according to parking regulations (i.e only park in handicapped spaces if you are permitted to do so).

Please DO NOT park in designated staff parking areas.

4.3 Amenities

We ask all parents to be respectful of our venues including shared spaces, bathrooms and car parks.

Please help us to keep our bathrooms and shared spaces in a clean and hygienic manner.

Please do not leave dirty nappies in our bathrooms or bins, these will need to be taken home and disposed of.

Where possible please change toilet rolls and dispose of any rubbish thoughtfully.

5. National Quality Framework

The National Quality Framework introduced a new quality standard in 2012 to improve education and care across long day care, family day care, preschool/kindergarten, and outside school hours care services.

The National Law and National Regulations outline the legal obligations of approved providers, nominated supervisors, and educators and explain the powers and functions of the state and territory regulatory authorities and ACECQA.

The National Quality Standard (NQS) sets a high national benchmark for early childhood education and care and outside school hours care services in Australia.

Under the National Law and Regulations, Quantin Binnah is required to base our educational program on an approved learning framework.

The National Quality Framework (NQF) sets out the minimum qualification and educator to child ratio requirements for our children's education and care services.

The NQS includes 7 quality areas that are important outcomes for children.

Services are assessed and rated by their regulatory authority against the NQS, and given a rating for each of the 7 quality areas and an overall rating based on these results.

QUALITY AREA 1

Quality Area 1 – Educational program and practice

QUALITY AREA 2

Quality Area 2 – Children's health and safety

QUALITY AREA 3

Quality Area 3 – Physical environment

QUALITY AREA 4

Quality Area 4 – Staffing arrangements

QUALITY AREA 5

Quality Area 5 – Relationships with children

QUALITY AREA 6

Quality Area 6 – Collaborative partnerships with families and communities

QUALITY AREA 7

Quality Area 7 – Governance and leadership

For more information on the National Quality Framework, please visit: <https://www.acecqa.gov.au/national-quality-framework>

6. Service Framework

6.1 EYLF 3yr. & 4 yr. Kindergarten /Playgroup/ Childcare)

The EYLF provides the framework to support the development of our daily programme and learning outcomes around the needs and interests of the children for childcare, 3yr. & 4 yr. Kindergarten and Playgroup.

The Early Years Learning Framework Learning Outcomes are as follows:

Outcome One: Children have a strong sense of identity

- Children feel safe, secure, and supported
- Children develop their emerging autonomy, inter-dependence, resilience and sense of agency
- Children develop knowledgeable and confident self-identities
- Children learn to interact in relation to others with care, empathy and respect

Outcome Two: Children are connected with and contribute to their world

- Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
- Children respond to diversity with respect
- Children become aware of fairness
- Children become socially responsible and show respect for the environment

Outcome Three: Children have a strong sense of wellbeing

- Children become strong in their social and emotional wellbeing
- Children take increasing responsibility for their own health and physical wellbeing

Outcome Four: Children are confident and involved learners

- Children develop dispositions for learning such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity
- Children develop a range of skills and processes such as problem solving, enquiry, experimentation, hypothesizing, researching and investigating
- Children transfer and adapt what they have learned from one context to another
- Children resource their own learning through connecting with people, place, technologies and natural and processed materials

Outcome Five: Children are effective communicators

- Children interact verbally and non-verbally with others for a range of purposes
- Children engage with a range of texts and gain meaning from these texts
- Children express ideas and make meaning using a range of media
- Children begin to understand how symbols and pattern systems work
- Children use information and communication technologies to access information, investigate ideas and represent their thinking

6.2 My Time Our Place (MTOP) (School Age Care)

My Time Our Place provides the framework to support the development of our daily program and learning outcomes around the needs and interests of the children for School Age Care

The My Time Our Place Framework Learning Outcomes are as follows:

Outcome One: Children have a strong sense of identity

Children feel safe, secure, and supported

Children develop their autonomy, inter-dependence, resilience and sense of agency

Children develop knowledgeable and confident self-identities

Children learn to interact in relation to others with care, empathy and respect

Outcome Two: Children are connected with and contribute to their world

Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation

Children respond to diversity with respect

Children become aware of fairness

Children become socially responsible and show respect for the environment

Outcome Three: Children have a strong sense of wellbeing

Children become strong in their social and emotional wellbeing

Children take increasing responsibility for their own health and physical wellbeing

Outcome Four: Children are confident and involved learners

Children develop dispositions such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity

Children use a range of skills and processes such as problem solving, inquiry, experimentation, hypothesising, researching and investigating

Children transfer and adapt what they have learned from one context to another

Children resource their own learning through connecting with people, place, technologies and natural and processed materials

Outcome Five: Children are effective communicators

Children interact verbally and non-verbally with others for a range of purposes

Children engage with a range of texts and gain meaning from these texts

Children collaborate with others, express ideas and make meaning using a range of media and communication technologies

7. Child Safety Framework

7.1 Organisation Statement

Quantin Binnah is a committed Child Safe organisation and has zero tolerance for child abuse. Every child and young person accessing Quantin Binnah has the right to feel safe. All Quantin Binnah employees, volunteers, contractors and community representatives have a responsibility to understand and activate their role in preventing, detecting, responding and reporting any suspicions of child abuse to the relevant authorities and maintaining a child safe culture.

Standard 1

Quantin Binnah has established a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued

Standard 2

Child safety and wellbeing is embedded in Quantin Binnah's leadership, governance and culture

Standard 3

Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously at Quantin Binnah

Standard 4

Families and communities are informed, and involved in promoting child safety and wellbeing at Quantin Binnah

Standard 5

Equity is upheld and diverse needs respected in policy and practice at Quantin Binnah

Standard 6

At Quantin Binnah people working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice

Standard 7

At Quantin Binnah processes for complaints and concerns are child focused

Standard 8

Staff and volunteers at Quantin Binnah are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training

Standard 9

Physical and online environments at Quantin Binnah promote safety and wellbeing while minimising the opportunity for children and young people to be harmed

Standard 10

Implementation of the Child Safe Standards is regularly reviewed and improved at Quantin Binnah

Standard 11

At Quantin Binnah policies and procedures document how the organisation is safe for children and young people

7.2.1 Quantin Binnah Community Centre Child Safety Documents Summary

1. Quantin Binnah CC Organisation Statement of Child Safety
2. Quantin Binnah CC Child Protection Policy and Child Safe Policy
3. Quantin Binnah CC Pledge to Families, Children and Young People
4. Quantin Binnah CC Pledge to Young Children
5. Quantin Binnah CC Code of Conduct for Staff
6. Quantin Binnah CC has a policy for the delivery and collection of Children
7. Quantin Binnah CC has a Medical Conditions Policy
8. Quantin Binnah CC consults with Families and Children as a complimentary part of the Programs and Activities
9. Quantin Binnah CC has a COVID Policy and a COVID Safe Plan

7.3 Child Behaviour

Educators follow a Behaviour Guidance Management Policy, which extends across the whole Centre, providing consistency of expectation in all Services. This policy allows children to develop self-discipline, a respect for others and for property and respect for one's self.

Our aims are:

- To give all children the opportunity to expand their experiences of life in a productive, safe environment that allows individuals the right to safety, tolerance, self-expression, cultural identity, dignity and the worth of the individual, along with honesty in dealing with peers and caregivers
- To be taught to respect the rights and needs of others by foreseeing the outcome of their behaviour and the consequences of their behaviour
- To encourage the social development of each individual child

If you require further information on this policy please ask the educators.

7.4 Mandatory Reporting

Quantin Binnah Community Centre is committed to child* protection and child safe environments. This policy is to ensure all employees take their responsibility to protect children from any type of harm very seriously, understand their reporting obligations and are aware of our risk management strategy which includes practices designed to ensure that the safety and wellbeing of each child is paramount.

As an organisation, Quantin Binnah Community Centre has a duty of care to ensure that all persons are provided with a high level of safety and protection during the hours of the service's operation.

It is understood by staff, children and families that there is a shared responsibility between the service and all stakeholders that the Child Protection Policy and procedures are accepted as high priority.

In meeting the service's duty of care, and the Victorian Department of Human Services legislative requirements Children Youth and Family Act (2005) that the management and staff implement and adhere to the service's Child Protection Policy, and ensure a level of safety and protection to all children who access the organisation's programs and facilities.

Mandatory reporters must make a report to Child Protection as soon as possible after forming a belief on reasonable grounds that a child requires protection from significant harm as a result of physical or sexual abuse, and the child's Parent/ Carers are unwilling or unable to protect the child.

Mandatory reporters currently include teachers or early childhood teachers registered under the Education and Training Reform Act 2006, while all adults are mandated reporters if they form a reasonable belief that a sexual offence has been committed against a child under 16 by someone 18 or over. Despite this, all educators and staff members who believe on reasonable grounds that a child is in need of protection will need to report abuse and neglect to either Child Protection on 131278 (and the Police on 000 if sexual abuse is involved) or Child FIRST.

A report to Child Protection will be made if:

- the harm or risk of harm has a serious impact on the child's immediate safety, stability or development;
- the harm or risk of harm is persistent and entrenched and is likely to have a serious impact on the child's immediate safety, stability or development and the child's Parent/ Carers cannot or will not protect the child from harm.

A report to Child FIRST will be made if concerns about the child have a low to moderate impact on the child and the immediate safety of the child is not compromised. Some of these concerns may include:

- family conflict or family breakdown;
- young or isolated families;
- significant parenting problems that may be affecting the child's development.

8. Child Health and Safety

8.1 Authorised Emergency Contacts

In the event of a parent or carer not being available to collect a child who is sick, injured or who is left at the venue after closing time the authorised emergency contacts listed on the enrolment will be telephoned and requested to collect the child.

An authorised emergency contact person other than a parent or carer must be listed on the enrolment. A minimum of 2 authorised emergency contacts are required when enrolling. It is the Parent/ Carer's responsibility to keep Quantin Binnah updated with authorised emergency contact details. An authorised emergency contact person will be required to show photographic identification and use their individual PIN to pick up your child.

8.2 Incursions and Excursions

The type and frequency of incursions / excursions will be left to the Service Leader's & C.E.O's discretion. The Service Leader is responsible for organising and co-ordinating these experiences. If an excursion is decided upon Parent/ Carer's written permission is required. Parent/ Carers will be given a written notice stating the:

- Date, destination, times of departure from and return to the service.
- Method of transport to be used and the type of safety restraints provided.
- For Vacation Care, permission for excursions is part of the application process.

If an incursion is decided upon Parent/ Carers will receive written notice and where possible an opportunity to come in to the service to share that special experience (A Working with Children Check is required).

8.3 First Aid

A fully equipped First Aid kit is maintained at the Service at all times. In the case of a minor accident the child will be given appropriate First Aid treatment by a staff member qualified in First Aid. All accidents are recorded on an Incident/Injury/Trauma/Illness form and this information may be used to assist in future planning of play spaces, equipment, programming and the establishment of accident prevention strategies. Head, facial or any other serious injuries are reported immediately to Parent/ Carers and carefully recorded. If a child has an accident recorded on the Incident/Injury/Trauma/ Illness form, Parent/ Carers are informed and required to sign the form upon collection of the child.

8.4 Health Related Exclusion

Please refer to the following Victorian State Government Department of Health Website for Health-Related Exclusions. <https://www2.health.vic.gov.au/public-health/infectious-diseases/school-exclusion>

8.5 Medical Management Plans

As per our Medical Conditions Policy, we are unable to permit children to attend our services without their appropriate up to date medical management plans or their individual medication requirements. All medications must remain at the service.

If your child has been diagnosed with a medical condition (asthma, allergies, anaphylaxis, epilepsy, eczema etc..) you will be required to provide a colour copy of a medical management plan signed by your doctor. The plan must also include a photo of your child.

To assist you further the correct coloured medical management plans are available upon request from the admin office or your service/room leader will also have copies of these coloured medical management plans if you prefer to collect in person

If emailed these Medical Management Plans, please print in colour prior to attending the Dr's for sign-off/stamp and please provide a small coloured photo to be attached to these plans. Please return your completed Medical Management Plan to admin@qbcc.org.au

Risk Minimisation Plans will be completed in consultation with Parents/ Carers when Medical Plans are updated or changed or upon enrolment.

8.6 Medication Procedures

1. The child's parent/carer has given written permission with explicit instructions. Parent/ Carers are not to write 'if needed' but describe the symptoms of the child who is to receive medication. Medications must be handed directly to staff
2. The medication is entered onto the child's individual medication form:
 - (a) Parent/ Carer's signature
 - (b) Name of medicine/ Expiry Date
 - (c) Date, time and amount of last dosage administered.
 - (d) Dosage of medicine to be administered
 - (e) Time to be administered
3. Medicines are in original containers bearing the label, with the child's name to which the medicine is to be administered. Not a brother's /sister's name.
4. Dosages will be given which correspond to the prescription label on the medication.
5. Dosage for over the counter medications (including creams and herbal treatments) will be outlined on the package/bottle. If there is a discrepancy between the dosage written on the medication form by the parent/carer and the dosage on the package/bottle, the dosage given will be that stated on the package/bottle unless we have written authorisation from the doctor or chemist. The dosage given should be written on the medication form by the educator who administered the dosage and co-signed by the educator who checked the medication dosage. Over the counter medication, including non-prescription creams and herbal treatments, will only be administered for **two (2) consecutive days within a one-week** period unless the medication is accompanied by a letter from a medical practitioner describing the dosage and length of time medication is required. The medication must be within its expiry date.
It is a Parent/ Carer's responsibility to ensure that medication is never left in a child's bag.
6. Policy prevents educators from administering the first dose of a newly prescribed medication. Children cannot return to care until a minimum of 4 hours has passed.
7. If your child has been given medication prior to coming to the venue in the mornings, please advise the educators on arrival.
8. All medication that is prescribed by a doctor will be administered by educators, only if written authorisation is given.
9. If a child develops an extremely high temperature (38 degrees Celsius or above) the venue leader or other delegated educators will contact Parent/ Carers to collect the child.
- 9A. If directed by the Health Department during a COVID-19 situation or similar, all children will have their temperature taking when arriving at all services if required.
10. Panadol will only be administered if prescribed by a doctor, not bought over the counter.
11. Naturopathic / alternative medications will be administered under the same guidelines as conventional medications. See above.
12. Auto injection devices (e.g. Epi-Pens) and asthma puffers will be stored so they are inaccessible to children in a labelled container in an appropriate storage cupboard or fridge.

8.7 Nutrition and Quantin Binnah Food Policy

Quantin Binnah Community Centre aims to promote healthy food habits and good nutrition. The Organisation will support and provide for children with food allergies, dietary requirements or restrictions, specific cultural or religious practices and adhere to food safety practices.

Effective food safety practices will:

1. Reflect the Food Safety Standards for Australia in relation to safety practices, premises and equipment standards.
2. Reinforce consistent food safety practices in the service, including minimizing cross-contamination.
3. Reduce the risk of potential food-borne illnesses.
4. Identify potentially hazardous foods.
5. Are regularly reviewed.
6. Comply with legislative requirements whilst maintaining a flexible approach to meet best practice.

The Organisation has a duty of care to ensure that all persons are provided with a high level of food safety knowledge and/or practices during the hours of the service's operation.

It is understood by staff, children and families that there is a shared responsibility between the service and its stakeholders to implement the Health, Hygiene and Food Safety Policy with hygiene procedures as high priority. Management and staff understand that there is a duty of care to implement and adhere to the Service's Health, Hygiene and Food Safety Policy and ensure a level of protection to all persons who access all Service facilities and/or programs.

8.7.1 Implementation

This Policy will be implemented by the Organisation through the following procedures:

- The Centre has a "No Nuts Policy" and this may be revised in due course according to the National Allergy Strategy guidelines.
- The person employed to prepare meals will be trained in food handling, hygiene and nutrition. This person will hold a current certificate in Food Handling from a recognised Training Organisation and will work in accordance with the Centre's Food Safety Program.
- A Food Safety Supervisor will be appointed to oversee food preparation and delivery.
- Compliance checks will be conducted annually by an Environmental Health Officer.
- The Food Safety Supervisor will ensure that a food safety plan is developed and maintained in current best practice.
- The Centre will provide children with balanced meals that meet the recommended daily nutritional needs of children.
- Meal times will be treated as social occasions. Staff members will sit with the children and interact with them to encourage good eating habits and an appreciation of a variety of foods. Children will be assisted where required but will be encouraged to be independent and to help themselves wherever appropriate.
- The menu will reflect a wide variety of cultures, and especially the cultural backgrounds of families and the local community. Recipes for all meals will be available to parents/carers.
- The menu will be varied and evaluated annually. Wherever possible fresh seasonally available produce, which is free of preservatives and additives, will be used. Menus will be planned with input from children, Parent/ Carers, the cook, Director, Management and staff, and displayed in the kitchen area in a prominent position visible to Parent/ Carers.
- Meals will be appetising and provide variety in colour, texture and taste.
- Water will always be readily available.
- Meal times will be set to a regular schedule but individual needs will be accommodated and children who are hungry between meals will be offered small nutritionally appropriate snacks.
- Children will be encouraged to try new food but will never be forced to eat. Their food likes and dislikes and the family's religious and cultural beliefs will always be respected, ie. an alternative will be offered.

- Where children are on special diets the parents/carers will be asked to provide a list of suitable foods and their child's food preferences.
- Parents/carers of children will be advised daily of the food intake of their child.
- The provision or denial of food will never be used as a form of punishment or reward.
- The importance of good healthy food will be discussed with children as part of their daily program.
- Information on nutrition, age appropriate diet, food handling and storage will be displayed at the centre and provided to families quarterly.
- Parent/ Carers are requested to discuss any specific dietary requirements of their child with staff. Parent/ Carers advice is readily sought on menu planning.

8.7.2 Bringing Food into a Service

Bringing food into a service of the organisation is prohibited due to risk of cross contamination for children diagnosed with allergies and anaphylaxis.

The exception to the rule is the following:

1. Kindergarten and Vacation Care. Educators will supervise and ensure children understand that there is NO SHARING of foods brought from home.
2. Breast milk and formula supplied by parent/carer of a child in child care is for that child's personal consumption only.
3. Special dietary foods required for a child with a medical condition that is not able to be supplied by the service.

8.7.3 Birthday and Special Occasion Practice

Celebrating children's birthdays gives children a sense of belonging as they are recognised as valued members of their group. Birthday practice varies between each the Services.

8.7.3 (a) Childcare

In the Childcare service, cake for a birthday will be provided at the usual afternoon tea time. The cake will be decorated to acknowledge the birthday child. Parent/ Carers can supply individual shop bought sealed treats, such as a freddo frog, for children to consume at home and not on the premises.

8.7.3 (b) 3yr. & 4 yr. Kindergarten and Playgroup

Both 3yr. & 4 yr. Kindergarten will practice the acknowledgement of an individual child's birthday with a 'pretend cake' and the singing of "Happy Birthday". The parent/carer is permitted to bring a cake into the Service provided it was purchased and not homemade. The cake must be delivered in its sealed packaging and it must include a clear list of ingredients. Furthermore, the parent/carer must supply a receipt of purchase.

In the case of frozen or perishable foods to be brought to the service for a 'special occasion', parents/carers must deliver such food items in a chiller /cooler bag or Esky.

Parent/ Carers can supply individual shop bought sealed treats, such as a freddo frog, for children to consume at home and not on the premises.

8.7.3 (c) School Age Care

When a child is at School Age Care on their birthday, educators will recognise the child's birthday and ensure it is a special day for them.

8.7.4 End of Year Parties

Any provision of party food for all end of year breakup parties must comply to the Birthday and Special Occasion Practice as listed in this policy for each Service.



8.8 Sun Smart Policy

8.8.1 Policy Statement

Quantin Binnah Community Centre aims to effectively and safely care for the health and well-being of children and staff at any of our Services whilst they are outdoors to minimise the risks of UV exposure through sun protection strategies. This SunSmart policy has been developed to:

- Ensure all children, educators and staff have some UV exposure for vitamin D.
- Ensure all children, educators and staff are well protected from too much UV exposure by using a combination of sun protection measures during the daily local sun protection times (issued whenever UV levels are 3 and above).
- Ensure the outdoor environment is sun safe and provides shade for children, educators and staff.
- Ensure children are encouraged and supported to develop independent sun protection skills.
- Ensure that families and new educators are informed of the Service's sun protection policy.
- Support duty of care and regulatory requirements.
- Support appropriate WHS strategies to minimise UV risk and associated harms for educators, staff and visitors.

8.8.2 Implementation

A balance of ultraviolet radiation (UV) exposure is important for health. Too much of the sun's UV can cause sunburn, skin and eye damage and skin cancer. Exposure to the sun's UV during childhood and adolescence is associated with an increased risk of skin cancer in later life. Too little UV from the sun can lead to low vitamin D levels. Vitamin D is essential for healthy bones and muscles, and for general health.

- We use a combination of sun protection measures for all outdoor activities during the daily local sun protection times and whenever UV levels are 3 and above, typically from September to the end of April in Victoria.
- Where possible, active, outdoor sun safe play is encouraged throughout the day.
- SunSmart practices consider the individual needs of infants. All babies under 12 months are kept out of direct sun during the sun protection times and when UV levels are three and above.

To assist with the implementation of this policy, educators and children are encouraged to access the daily local sun protection times via the SunSmart UV Alert at sunsmart.com.au.

8.8.3 Seek Shade

Management makes sure there is a sufficient number of shelters and trees providing shade in the outdoor area particularly in high-use areas.

- The availability of shade is considered when planning all outdoor activities including excursions.
- Children are encouraged to choose and use available areas of shade when outside.
- Children who do not have appropriate hats or outdoor clothing are asked to choose a shady play space or a suitable area protected from the sun.
- Management to ensure there is adequate sun screen/sail protection, where possible, over the playground equipment and/or shelters and trees providing outdoor shade.

- A shade assessment/audit is to be conducted regularly to determine the current availability and quality of shade.

8.8.4 Slip on Sun Protective Clothing

When outside, children are required to wear loose-fitting clothing that covers as much skin as possible. Clothing made from cool, densely woven fabric is recommended. Tops with elbow-length sleeves, and if possible, collars and knee-length or longer style shorts and skirts are best. If a child is not wearing sun-safe clothing (e.g. a singlet top or shoestring dress) they will be required to choose a t-shirt/shirt to wear over the top before going outdoors.

8.8.5 Slap on a Hat

All children are required to wear hats that protect their face, neck and ears (legionnaire, broad-brimmed or bucket style). Peak caps and visors are not considered a suitable alternative. No hat = no outside play.

8.8.6 Slop on Sunscreen

- SPF30 (or higher) broad-spectrum, water-resistant sunscreen is supplied by the service and/or families for children and educators to use.
- Sunscreen is applied at least 20 minutes (where possible) before going outdoors and reapplied every TWO hours if outdoors.
- To help develop independent skills ready for school, children from 3 years of age are given opportunities and encouraged to apply their own sunscreen under supervision of staff.
- Staff must ensure there are adequate supplies of sun screen available at each Service. Supplies are to be monitored regularly during high season including the use by date. The directions for use should be clearly visible on each container at all times.

8.8.7 Slide on Sunglasses (if practical)

Where practical, children are encouraged to wear close fitting, wrap-around sunglasses that meet the Australian Standard 1067 (Sunglasses: Category 2, 3 or 4) and cover as much of the eye area as possible.

8.8.8 Learning SunSmart Skills

Sun protection and vitamin D are incorporated into the learning and development program. The SunSmart policy is reinforced through educator and children's activities and displays.

8.8.9 Engaging Children, Educators, Staff and Families

Families and visitors are requested to use a combination of sun protection measure when attending the Service (e.g. clothing, hats, sunglasses and sunscreen). Educators, staff and families are provided with information on sun protection and vitamin D through family newsletters, service handbook, noticeboards and the service's website.

When enrolling their child, families are:

- informed of the service's SunSmart policy;
- asked to provide a suitable sun protective hat, covering clothing and sunscreen for their child;
- required to give permission for educators to apply sunscreen to their child;
- encouraged to use SunSmart measures themselves when outdoors at the Service.

As part of WHS, UV risk controls and role-modelling, educators, staff and visitors will when outdoors:

- wear a suitable sun protective hat, clothing and, if practical, sunglasses;
- apply sunscreen (30+ broad spectrum), water proof;
- seek shade whenever possible.

8.9 No Jab No Pay (for Childcare and School Age Care)

Your child must meet immunisation requirements if you get child care fee assistance (Childcare Subsidy) or Family Tax Benefit (FTB) Part A.

The National Immunisation Program Schedule provides a list of the vaccines currently recommended.

Some exemptions apply, but vaccination objection is not a valid exemption.

To check whether your child is fully immunised, visit the Australian Immunisation Register (AIR).

If your child is not fully immunised and you wish to receive family assistance payments, contact your health care provider to organise a vaccination catch-up program.

8.10 No Jab No Play for 3yr. & 4 yr. Kindergarten and Childcare

The No Jab No Play legislation came into effect on 1 January 2016. Under this new legislation, children will be required to have their immunisations up to date or have an approved exemption in order to commence Kindergarten.

For further information, please visit:

<https://www2.health.vic.gov.au/public-health/immunisation/vaccination-children/no-jab-no-play>

How does this affect enrolling children in 3yr. & 4 yr. Kindergarten? An Immunisation History Statement from the Australian Childhood Immunisation Register or Immunisation Status Certificate from a medical practitioner must be produced prior to your child commencing Kindergarten showing immunisations are up to date. **This is a condition of being able to commence Kindergarten.** Evidence of a catch-up program can be produced in cases where children are late with immunisations.

Immunisation History Statements can be requested at any time by contacting Medicare:

- Phone 1800 653 809 or email acir@medicareaustralia.gov.au
- Web: <https://www.humanservices.gov.au/customer/enablers/immunisation-history-statement-o>
- Visit your local Medicare Office

Wyndham City's Immunisation Team is able to provide assistance to families obtaining the required immunisation evidence to commence Kindergarten. Wyndham's Immunisation Officers can be contacted on 9742 0736 or email immunisationteam@wyndham.vic.gov.au

8.11 Security (Door Codes) and PIN numbers for Sign In/Out

8.11.1 Security Pin Code

A security pin code will be provided to families to obtain entry to the children's rooms (School Age Care and Childcare in non-pandemic circumstances). Security pin codes are not to be shared with anyone else.

8.11.2 iPad Digital Sign in Pins

Every child's Parent/ Carers and authorised emergency contacts have a unique pin which is used to sign a child in and out. These pin codes need to be treated like you would treat your bank account pins, securely and not shared with anyone. There is also the option to sign your child in and out via the parent app using your own mobile device.

9. Enrolment

9.1 School Age Care

An online enrolment application must be completed and submitted in full before your child can attend before and/ or after school care. An emailed link to the application will be sent to families needing to enrol or re-enrol.

The preferred payment option available for before and after school care is direct debit which must be completed at time of enrolment.

9.2 Vacation Care

Parents who are currently enrolled will be required to book Vacation Care via the parent app. An online application is submitted for Vacation Care for new families. Bookings are subject to approval by Quantin Binnah staff and are dependent on all account balances being \$0. Once Vacation Care has been confirmed there will be no cancellations or transfer of days.

9.3 4 yr. Kindergarten

Applications for Kindergarten are available through the Wyndham City Council Kindergarten Enrolment Portal. Letters of offer are sent by Council to families who have secured a place in a Quantin Binnah Kindergarten Group.

An online enrolment application must then be completed and submitted in full before your child can attend Kindergarten. This link to the enrolment will be emailed by the Quantin Binnah Admin Office.

9.4 3 Yr. Kindergarten

Applications for 3 Yr. Kindergarten are available through the Wyndham City Council Kindergarten Enrolment Portal. Letters of offer are sent by Council to families who have secured a place in a Quantin Binnah Kindergarten Group.

An online enrolment application must then be completed and submitted in full before your child can attend 3yr. Kindergarten. This link to the enrolment will be emailed by the Quantin Binnah Admin Office.

9.5 Child Care

An online enrolment application must be completed and submitted in full before your child can attend Childcare. An emailed link to the enrolment will be emailed by the Childcare Director once your child/ ren have been offered a place in one of our Childcare Rooms.

9.6 Playgroup

Applications for Playgroup are available from the Quantin Binnah admin office in Term 4 each year. Letters of offer are sent by admin to families who have secured a place in a Quantin Binnah Playgroup Session.

An online enrolment application must then be completed and submitted in full before your child can attend Playgroup. This link to the enrolment will be emailed by the Quantin Binnah Admin Office.

10. Fees

Our Fees Policy can be found on the website at <https://www.qbcc.org.au/policies>. This policy is designed to ensure parents/carers are made aware about the fee payment procedures and requirements for their child/children attending any QB Services. This includes the process to pay fees, the frequency of payment, the consequence on non-payment and the fees applicable upon late collection of their child outside service hours.

In addition, you can find information about our fees and service hours at <https://www.qbcc.org.au/enrolments>.

11. Childcare Subsidy

11.1 Childcare Subsidy (Childcare and School Age Care)

Childcare Subsidy enables most families to receive a discount on part of our daily fee.

The subsidy is calculated on both the family's income and the number of hours spent working or studying.

For more information, please go to the Services Australia website:

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>

Or contact the Services Australia Centrelink Families on 13 61 50 for further details on how to register.

Applying for a Complying Written Arrangement (CWA)

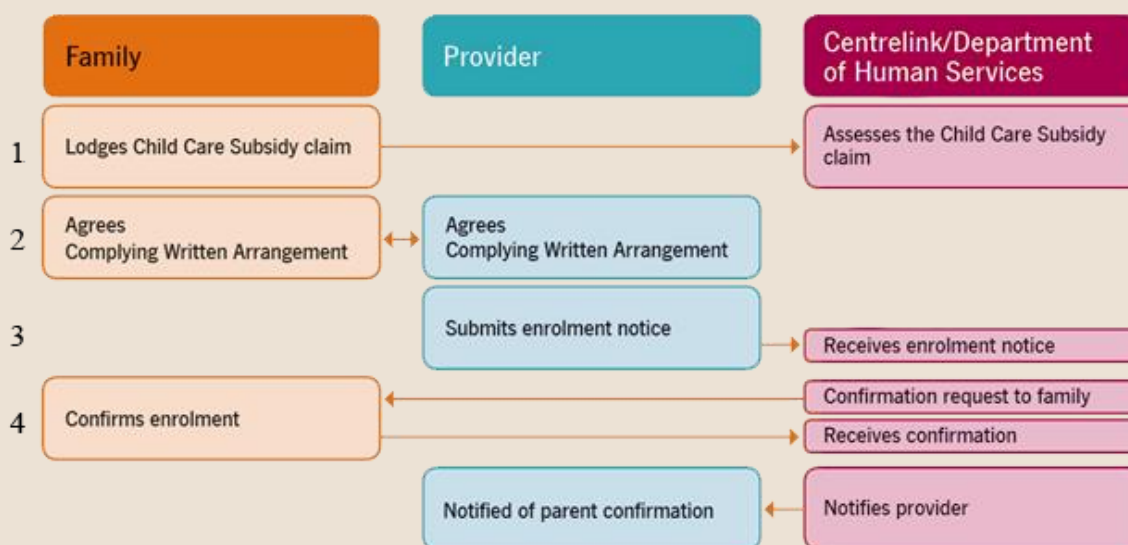
The only type of arrangement that can enable families to receive Child Care Subsidy or Additional Child Care Subsidy is called a 'Complying Written Arrangement'. A 'Complying Written Arrangement' is an agreement to provide care in return for fees. A Complying Written Agreement must include certain information, but as long as it meets these requirements, it can be established through the same enrolment process the provider would normally use to enrol a child.

There are four steps to enrol a child.

1. The individual makes a claim for Child Care Subsidy with Centrelink
2. The provider and individual agree an arrangement for care of a child
3. The provider submits an enrolment notice
4. The individual confirms the enrolment.

The process is outlined in the diagram below, and each step (1-4) is described in more detail in the following sections.

The first two steps do not have to occur in this order, but no subsidy can be paid until all four steps have been completed.



By complying with the written arrangement, you are accepting liability to pay all fees.

12. Privacy

12.1 Policy Statement

Quantin Binnah Community Centre recognises that every individual has the right to ensure their personal information is accurate and secure, and only used or disclosed to achieve the outcomes for which it was initially collected. Personal information will be managed openly and transparently in a way that protects an individual's privacy and respects their rights under Australian privacy laws.

12.2 Implementation

Our Privacy Notice and Disclosure Statement are at the end of this Policy (Appendix A and B). Our Service practices are consistent with the Australian Privacy Principles.

12.3 Collection of Personal Information

Quantin Binnah Community Centre collects personal information that is necessary to carry out Service operations or to comply with 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.

Personal information includes name, address, date of birth, gender, family contact details, authorised emergency contact details, Parent/ Carers' occupations, cultural background, home language, religious beliefs, payment details, child care subsidy information, immunisation records, medical information, medical management plans, photos of children and family members and information about children's strengths, interests, preferences and needs, including additional needs. Personal information also includes "government related identifiers" like Medicare numbers and Child Care Subsidy references.

During the enrolment process Quantin Binnah will:

- Explain what personal information we need to collect, why we need to collect it, whether the information is required or authorised by Law and how it may be shared.
- Advise families about our Privacy and Confidentiality Policy and how to access it.
- Attach a copy of our Privacy Notice to our Enrolment Form and other forms we use to collect personal information.
- Verbally advise children's authorised emergency contacts and authorised nominees that we have some of their personal information on file and explain the advice in the Privacy Notice.
- Explain the advice in the Privacy Notice to individuals who provide personal information verbally (e.g. by phone).

We usually collect personal information directly from a parent or carer either in writing or verbally, for example during enrolment, when completing waiting list applications, or to establish a partnership with families in caring for and educating a child. We may also collect information through our website, social media page, Family Law court orders or agreements, additional needs agencies and training courses.

We may occasionally request information from other organisations which may be necessary for the education and care of a child. For example, we may request a copy of a child's immunisation records where they are transferring from another Service to ours, or where we request information about a child from an additional needs educator or organisation. We will not request information without obtaining the consent of the individual or parent/carer. In most cases, if we are unable to collect relevant personal information, we will be unable to enrol a child at the Service.

The C.E.O. or Nominated Supervisor will advise individuals about any unsolicited personal information we receive from other organisations because it is directly related to our functions and activities (unless we are advised not to by a Government authority). The C.E.O or Nominated Supervisor will destroy any unsolicited personal information that is

not directly related to our Service operations unless it adversely impacts the health, safety and wellbeing of a child or children at the service. If this happens the C.E.O or Nominated Supervisor will contact the appropriate Government authorities and take action as directed while protecting the confidentiality of the individuals concerned.

12.4 Use or Disclosure of Personal Information

Quantin Binnah Community Centre will not use personal information for any purpose that is not reasonably needed for the proper or effective operation of the service. Personal information may be accessed by and exchanged with staff educating and caring for a child or by administrative staff.

Quantin Binnah Community Centre does not disclose your personal information to others unless you would have reasonably expected us to do this or we have your consent. For example, personal information may be disclosed to:

- emergency service personnel so they can provide medical treatment in an emergency;
- additional needs educators or inclusion support agencies;
- volunteers, trainees and work experience students (with consent);
- trainers or presenters if children participate in special learning activities;
- organisations related to the Service (e.g. other Services);
- another Service to which a child is transferring where you have consented to the transfer;
- the new operator of the Service if we sell our business and you have consented to the transfer of enrolment and other documents listed in Regulation 177 of the National Education and Care Regulations.

Quantin Binnah Community Centre may disclose personal information where we are permitted or obliged to do so by an Australian law. For example, personal information may be disclosed to:

- authorised officers when our service is assessed and rated under the National Education and Care Law and Regulations;
- Government employees (eg for Child Care Subsidy, Immunisation, Medicare purposes);
- software companies that provide child care management systems;
- management companies we may engage to administer the Service;
- software companies that provide tailored computer based educational tools for children;
- lawyers in relation to a legal claim;
- officers carrying out an external dispute resolution process;
- a debt collection company we use to recover outstanding fees;
- authorities if we are taking action in relation to unlawful activity, serious misconduct, or to reduce or prevent a serious threat to life, health or safety.

Quantin Binnah Community Centre does not disclose personal information to any person or organisation overseas or for any direct marketing purposes.

12.5 Security of Personal Information

The C.E.O or Nominated Supervisor will take reasonable steps to protect personal information from misuse, interference and loss, unauthorised access, modification or disclosure. These steps include:

- Taking responsibility for the security of personal information and regularly checking the practices implemented to protect it. This will include management of access privileges to ensure only people who genuinely need to see personal information can access it.
- Ensuring information technology systems have appropriate security measures including password protection, anti-virus and 'malware' software, and data backup systems.

- Ensuring physical repositories of personal information are secure e.g. In a filing cabinet which is locked when a responsible person is not present.
- Ensuring all educators and staff are aware of their obligations in relation to the collection, use and disclosure of personal information, through activities like mentoring, staff meetings or on-line training courses.
- Requiring all educators, staff, volunteers and work experience students to sign a 'Confidentiality Statement' acknowledging that personal information:
 - can only be accessed if it is necessary for them to complete their job;
 - cannot be disclosed to other organisations (including colleges, RTOs) or discussed with individuals outside the service including personal family members unless they have written consent from the person (or Parent/ Carer) concerned;
 - must be stored in compliance with service practices which safeguard its security.
- Ensuring records which Quantin Binnah Community Centre does not need to keep, including unsuccessful job applications and records which fall outside the record keeping timeframes under the National Education and Care Law and Regulations (refer to our Record Keeping and Retention Policy) are destroyed in a secure way as soon as possible. For example, by shredding, incinerating or permanently deleting electronic records including archived or back-up copies. Where possible, the destruction of records containing personal information will be overseen by two staff members.
- Making sure employees and other relevant persons only have access to the personal information required to do their job.
- 'De-identifying' personal information which may come into the public domain. For example, by removing identifying names or details from newsletters etc.
- Ensuring staff comply with our Social Media Policy. For example, by obtaining authorisation from a child's parents/carers' before posting any photos of their child on the Service social media page, and not posting personal information on any social media page which could identify children or families.
- Ensuring confidential conversations with Parent/Carers or with staff are conducted in a quiet area away from other children, Parent/ Carers and staff.

12.6 Breaches of Personal Information

The C.E.O or Nominated Supervisor will implement the Service's Data Breach Response Plan and notify individuals and the Australian Information Commissioner (the Commissioner) if personal information is lost (hard copies or electronic), accessed or intentionally/unintentionally disclosed without authorisation, and this is likely to cause one or more persons serious harm.

12.7 Access to Personal Information

Individuals may request access to their (or their child's) personal information and may request the correction of any errors. These requests may be made to the Centre by email to admin@qbcc.org.au.

12.8 Complaints

If you believe we have breached the Privacy Laws or our Privacy and Confidentiality Policy you may lodge a complaint with the Centre by email to admin@qbcc.org.au.

The Centre will follow the Service's grievance procedure to investigate the complaint.

13. Grievance Procedures

If Parent/ Carer/s are aggrieved by any aspect of the operation of the Children's Service or have a concern about the health or wellbeing of any child the following is the procedure for lodging complaints or grievances:

- In the first instance, grievances should be given verbally so that action can be taken immediately, should it be necessary. The complainant must make themselves available to speak directly to the staff member concerned. Contact Quantin Binnah on 9742 5040. If the grievance remains unresolved, the complainant should speak directly to The Program Director, who will investigate further. Should more information be required, Parent/ Carers may be asked to put the complaint in writing.
- If a satisfactory solution is not forthcoming the complainant will be directed to the Board of Governance. A meeting will be scheduled with the complainant, a member of the executive board and the C.E.O at a mutually agreed time.

Parent/ Carers have the right to call the Department of Education and Training (DET) Advisers on 1300 333 232 or via email swvr@edumail.vic.gov.au or write to the Department of Education and Early Childhood Development at the following Regional Offices

Parent/ Carers can also access the Department of Education and Training (DET) Website:

<http://www.education.vic.gov.au/about/contact/Pages/complainec.aspx>

14. Lost Property

Quantin Binnah has sought feedback from our Community about their ideas to manage lost property and has subsequently developed a policy on managing lost property. Quantin Binnah does our best to manage, however we continue to have lots of unmarked clothing, school uniforms and toys left at our services.

It is of particular concern in relation to our school age care program as we are not permitted to return the lost property and uniforms to some of our schools.

As we are unable to continue to store the lost property we have now set limits on the time keep lost property.

Quantin Binnah will hold lost property for a limit of 2 weeks and at the end of that period if it is unclaimed it will be donated to charity.

15. School Age Care Service Information

15.1 Operational Information

15.1.1 Contacts

SAC Director: EMAIL SACdirector@qbcc.org.au

School Age Care venue contacts

In an emergency, SAC venue leaders can be contacted on the following numbers:

Quantin Binnah	0415 403 367
Newport Lakes	0409 793 965
Corpus Christi	0439 204 077
Our Lady of the Southern Cross	0408 295 672
St John the Apostle	0407 436 787
St Martin de Porres	0407 925 753
St Leo the Great	0438 084 181

15.1.2 School Age Care Venues

Quantin Binnah 61 Thames Boulevard Werribee

Newport Lakes Primary School corner Ross and Elizabeth Street Newport

Corpus Christi Primary School 29 Russell Street Werribee (Closes at 6:30pm during Vacation Care only)

St Leo the Great Primary School 389 Mason Street Altona North

The above open at 6:30am for BSC and close at 6:00pm for ASC

Our Lady of the Southern Cross Primary School 2-20 Howqua Way Wyndhamvale

St John the Apostle the Apostle Primary School 54-76 Kingbird Avenue Tarneit

St Martin de Porres Primary School 13-25 Bellin Street Laverton

The above open at 6:30am for BSC and close at 6:30pm for ASC

15.1.3 Routines

All individual venues will have their basic daily routine displayed in the rooms.

Programs of activities will be prepared by each venue Team Leader and displayed for Parent/Carers to see and read. Children's works and expressions are posted on our online platform for each venue. Parent/Carers will have access to view their own child's information via the parent app.

Parent/Carers are welcome to participate in the Centre and provide suggestions for activities for their children. Any specific needs of the children will be included in program. Team Leader are given weekly planning time to prepare this program. Please feel free to discuss any point of interest with your venue Leader or the educators.

15.1.4 Ratio's

The Ratio of Educators to Children in School Age Care is 1:15 at the Service.

The Ratio of Educators to Children in Vacation Care is 1:15 at the Service and is 1:8 for excursions.

15.2 Delivery and Collection of Children

Parent/Carers are required to sign their child in/out using the parent app or on the iPad provided at your venue each day.

15.2.1 Late Pick up of Children and Children left at the Centre

Parent/ Carers whose children attend ASC at Quantin Binnah, Newport Lakes, Corpus Christi and St Leo the Great are required to pick up their child/children from their venues **NO LATER THAN 6.00pm**.

Parent/ Carers whose children attend ASC at Our Lady of the Southern Cross PS, St Martin de Porres PS or St John the Apostle PS **NO LATER THAN 6.30pm**. If Parent/Carers are unable, for legitimate reasons, to pick up their child by this time they are required to telephone the venue they attend and inform educators which authorised contact has been organised to collect their child/ren.

If a Parent/ Carer is late in picking up their child, **an additional fee of \$1.00 per minute will be charged after the venue closing time until the time your child is collected.**

If a Parent/ Carer does not arrive to collect their child by 6.00pm/6.30pm and no contact has been made with educators, the person nominated in the enrolment form to collect the child in an emergency (other than Parent/ Carers) will be contacted.

If the authorised contact cannot be reached, the local Police or Child Protection Services may be notified to collect the child.

15.3 Casual Care

Casual before and after school care is provided at all of our venues. If you require a casual booking you are required to complete an annual online enrolment. If using casual ASC, you must telephone our Quantin Binnah admin office to ensure that the program has places available on 9742 5040 before 2.00pm if requiring care on the same day.

If a child is not booked in for casual care but attends, a non-notification fee will be charged to the parent/ cares account. Notifications after 2.00pm will incur a late notification fee.

The procedure for booking casual after school care will vary from venue to venue, based on the number of permanent children enrolled in each service and staffing arrangements. Please note that casual care is subject to availability.

If applicable, please notify your child's school if you have booked casual care on the same day, to ensure that your child will be given the message to wait for the ASC educators or to make their way to the Program.

For casual before school care bookings, please telephone our Quantin Binnah admin office on 9742 5040 on the day prior, or to your service's direct mobile the morning of, for a last-minute booking to ensure that the program has places available.

15.4 Permanent Care Cancellations

Parent/ Carers are required to notify Quantin Binnah to cancel a booking. Fees will be charged as per normal for permanent bookings (regardless of prior cancellation). Medical certificates are not accepted. If your child is absent or is being picked up directly from school, please notify Quantin Binnah by 2pm on the day to ensure that the educators are advised that your child is not attending the After - School Care program.

15.4.1 Non-Notification/Late Notification Fee for School Age Care

Parents/carers who require a casual booking for After School care must pre-book by 2pm at the latest on the day it is required either by phone or email. To cancel any permanent or casual bookings due to non-attendance for that day, parents/carers must contact the centre either by phone or email by 2pm at the latest on the day that cancellation is required.

Those parents/carers who fail to notify Quantin Binnah Community Centre before the specified time will be charged a School Age Care Non-Notification/Late Notification Fee of \$5 per family to whom this is applicable. This fee covers administration costs. It may only be waived at the discretion of the School Age Care Director.

15.5 Vacation Care

Vacation Care is offered at 4 Locations:

Quantin Binnah, Newport Lakes and St Leo Open at 6:30am and close at 6:00pm

Corpus Christi Open at 6:30am and close at 6:30pm.

No cancellations or changing of days will accepted once application is approved, medical certificates do not apply. A fee statement showing details of estimated Vacation Care fees will be sent to all families prior to the commencement of the vacation care program. This statement will also include details of when payment of fees is due.

Non-payment of fees will jeopardise placement.

Advance payment is required in Vacation Care so that Quantin Binnah can cover costs for incursions and excursions. Please note that no child can be accepted unless outstanding fee payments have been made prior to the commencement of the Vacation Care program.

If days are booked out at your preferred venue, you will be notified and you will be offered the option to apply at another Quantin Binnah venue if place are available.

Parent/ Carers will be charged the full fee if not registered with Services Australia for Childcare Subsidy.

All Parent/ Carers using Vacation Care program must complete the online enrolment form each and every Vacation Care Program. A pre-emptive email will be sent a week prior advising the date Vacation Care applications open. When applications for Vacation Care open, you will be emailed the appropriate application link.

15.6 Parent/ Carer Communication

Quantin Binnah communicates with and seeks feedback from families in a number of different ways:

- Email
- Online Platform
- Direct contact
- Facebook
- Website
- Newsletters

15.6.1 Parent/ Carer Involvement (subject to Health Regulations and Restrictions)

Family Involvement with Quantin Binnah Community Center is welcome and valued. There are many ways families can be involved within the Quantin Binnah Community. Families are invited and encouraged to:

- Share their Culture with Educators and Children so that our environment may be enriched by its diversity. This could be in the form of information exchange, participating in or monthly themed events and advising us of special cultural events that are important to you and your family.
- Share any special skills and expertise that you may have, for example: police, fire or medical people come and talk about their roles in the community. For example: dentists could talk about the importance of oral health. If families have any musical skills these could also be shared with children.
- Provide feedback to our team about the service you receive. Information about your experiences provides excellent opportunities for us to enhance our service.
- Provide feedback about our policies when they are under development
- Nominate to become a member of our Quantin Binnah Board of Governance.

16. 4-Year Kindergarten Information

16.1 Play Based Curriculum

Our program is play based and is instigated by the children and the group's interests. The program is designed to extend the children's level of development in all areas. This is achieved by taking individual and group observations.

Program information will be available to you throughout the year either in a profile book format or on our online platform.

In term two Parent/ Carer teacher interviews will be conducted, this is when we will discuss your child's development and any concerns we may have.

16.2 Preparing for Kindergarten

16.2.1 You can help prepare your child for kindergarten.

Below is a list of things you might like to practice at home that may be useful for your child starting kindergarten. Please note these are only suggestions...and we will be working with your children throughout the Kindergarten year to enhance these skills.

- Talking to other people about familiar objects or events
- Asking and Answering Simple Questions
- Following Simple Instructions
- Being able to express what they need
- Using the toilet independently
- Being Able to state their Name
- Putting on and taking off jumpers, shoes and socks independently
- Playing Cooperatively with other children – sharing and taking turns
- Adapting to unfamiliar settings and new Experiences
- Finishing a Task and Tidying up afterwards

16.2.2 Here is a list of activities which support your children to gain confidence:

Talking with your child about what to expect

- Encouraging your child to be independent by having some time by themselves
- Developing a goodbye ritual – practice this before your child starts
- Having some “practice runs” to the Kindergarten
- Reading to your child every day
- Organising Play dates with other children

16.2.3 What to expect

The first few weeks when leaving your children for the first time can be challenging for both Parent/ Carers and children. It is natural to feel anxious when this is a change to the family routine. Our Staff will support your child to settle in and establish a Kindergarten routine to support their learning and development We

recommend to plan the first few mornings so as you are calm and not rushing and you can allow time to say farewell. Our Staff will also support you through this transition process.

16.2.4 What Children needs to Bring

(Please ensure all items brought from home are clearly labeled with your child's first and last name)

A bag big enough that can carry and access all the things your child needs

A Sun Safe Hat – that covers your child's face, neck and ears.

Water Bottle with a secure lid

Clothing should be comfortable and suitable for activities and sometimes messy experiences

A Spare change of clothes and underwear and plastic bag – look for easy fasteners

Shoes that are non - slip and suitable for climbing – preferably shoes with enclosed toes and fully supported around the heels. (No crocs or thongs please!)

Please do not bring toys from home as these can be easily lost or broken.

16.3 4-Year Kindergarten Operational Information

16.3.1 Contacts

Admin Office: EMAIL: admin@qbcc.org.au

16.3.2 Session Times

Please visit:

<https://www.qbcc.org.au/4-yr-old-kindergarten>

16.3.3 Routines, Snack time and Programs

We encourage children to bring healthy snacks to Kindergarten. Healthy snacks are important for active children and help with concentration and learning. Encourage children to be involved in their own snack preparation, and their choices about foods to include. Praise your child when they choose well.

Here are some examples of things to include in your child's snack:

- ✓ Fresh fruit
- ✓ Crunchy vegetables
- ✓ Dairy foods, cheese sticks/ slices, grated cheese, milk or yoghurt
- ✓ Bread, roll, pita bread or crackers
- ✓ Dips etc.
- ✓ We encourage water in their drink bottles

"SNACKS THAT ARE NOT RECOMMENDED ARE CAKES, SWEET BISCUITS OR LOLLIES."

16.3.4 Delivery and Collection of Children

The Parent/ Carer or authorised contact is required to:

- adhere to the session hours and be prompt in arrival and departure.
- sign the child in and out each day and record the time. An iPad for digital sign in and out is placed in the foyer for such a purpose.
- Educators will notify you of upcoming events including Parent/ Carer roster and the activities undertaken during the week.
- check the child's Parent/ Carer pocket for any additional information.

When the child leaves the Centre, the teacher will ensure that the person receiving the child is the child's Parent/ Carer or a person who is AUTHORISED IN WRITING by the child's Parent/ Carer to receive the child. It is acknowledged that in an emergency it is not possible to comply with this policy. On these occasions, the kindergarten leader/teacher/management will use their discretion to ensure the safety and welfare of the child before the child is permitted to leave.

16.3.5 Late Pick up of Children and Children left at the Centre

When one hour has elapsed after the conclusion of the sessions and no authorised emergency contact has been able to be made, the C.E.O or delegated representative will be informed and suitable supervision will be arranged as per regulations.

16.3.6 Absenteeism

Please discuss with your Kindergarten teacher your child's absence due to family holidays or illness when the absence is for more than a couple of days, or alternately you can place it in our communication book or via email.

16.3.7. When is my child eligible for Kindergarten

Children are eligible for a State-funded year of Kindergarten in the year before they go to school. In Victoria, a child cannot attend more than one State Government Funded Kindergarten program at the same time.

Your Child must be four (4) years of age by 30th April in the year that they are to attend Kindergarten.

16.3.8 Early Start Kindergarten

Early Start Kindergarten gives eligible children 15 hours of free or low-cost kindergarten a week for two years before starting school.

To be eligible, your child must be three by 30 April in the year they start kindergarten, and:

- is from a refugee or asylum seeker background, or
- identify as Aboriginal or Torres Strait Islander, or
- your family has had contact with child protection.

Children can also access free or low cost Four-Year-Old Kindergarten through the Early Start Kindergarten Extension Grant.

For more information see the Department of Education and Training Website at:

<https://www.education.vic.gov.au/parents/child-care-kindergarten/Pages/early-start-kindergarten.aspx>

16.3.9 Second Year of Kindergarten

All children are different and develop at different rates. Not all children are ready for school at the end of their Kindergarten year.

The Department of Education and Training (DET) funds one year of kindergarten for children, unless your child is eligible to attend a second year of a funded kindergarten program. In order to meet the eligibility criteria your child needs to have delays in at least two areas of development, these are Self – care, the ability to speak and understand language, Social development, emotional development, cognitive (intellectual) development. Your child's kindergarten teacher will discuss any concern's they have with you, or if you have any concern's/questions please do not hesitate to discuss these with your child's teacher.

16.3.10 Ratios

Kindergarten groups will vary in size according to licensed capacity, up to a maximum of 33 children with a 1:11 Staff/Child ratio. Please note that some groups incorporate a team-teaching model, where more than two Educators work together to deliver the Kindergarten program.

16.3.11 Pre School Field Officer

The PSFO is a service which is funded through the State Government. The Wyndham City Council runs this program for Wyndham. The PSFO records play based observations within the kindergarten, from these observations; the PSFO will consult the child's family and educators with any recommendations that may be required. They support educators by providing information and advice to assist them in providing developmentally appropriate and inclusive programming. The PSFO only comes out if the parent/carer gives written consent. If your child's teacher feels that your child may benefit from this service they will discuss this with you, or if you feel you have concerns you can approach your child's teacher.

16.3.12 School Transition Statements

Every child who will be attending school will have a school transition statement sent to their school. Transition: A positive start to school is a Victorian Government initiative. It responds directly to the blueprint for early childhood development. The initiative introduces a tool for families and educators to share information about a child's learning and development in the form of a transition statement. The transition statement has two parts; one for the family, this section is for you to fill out and aims to gather your thoughts and your children's views on transition to school. Part 2 is for the teachers to complete which will require you to read and also sign and then we will send the report to your child's school. These reports will be completed by the end of November/early December. If you have any questions please do not hesitate to discuss these with your child's teacher.

16.4 Parent/ Carer Communication

16.4.1 Parent/ Carers Involvement (subject to Health Regulations and Restrictions)

We understand that Parent/ Carers are busy and it is sometimes difficult to stay for Kindergarten duty, your child and Kindergarten educators would love to have you participate. We welcome Mums, Dads, Grandparents and Carers, the children are thrilled to have their special person participate for that session. The Kindergarten roster is always placed near the entrance to the kindergarten. Please find a date to suit and print your name for that day or days, in terms 2 and 3. (This will be applicable when COVID restrictions do not apply.)

Parent/ Carers are required to have a Working with Children Check in order to do Kindergarten duty. Parent/ Carers can apply for this online at <http://www.workingwithchildren.vic.gov.au> and it is free of charge. (Please see attached instructions in your pack).

What do I do on Kindergarten Duty?

- Read stories to the children
- Join in activities
- Help prepare materials
- Share your hobbies, i.e. cooking, woodwork etc.
- Help assistant put artwork away.
- Join in at group times, i.e. Singing our Kindergarten songs
- Help supervise activities
- Help assistant wipe down tables before and after snack, sweeping floor etc.
- And most importantly have fun.
- Anything you do to help is greatly appreciated, and every contribution helps.

We also have a laundry roster where our art smocks and Kindergarten towels will get sent home with a different parent to be washed and returned on a rotating roster.

16.4.2 Special Celebrations

To all children, their birthday is very special occasion and we like to celebrate them with the children at Kindergarten.

- You are welcome to come along and share this day with your child, however you must hold a current Working with Children Check. Do not forget to bring along your camera, please remember that your child is the only one that can be photographed.
- At the end of the session if Parent/ Carers have supplied individually wrapped shop bought treats such as Freddo Frogs etc. they will be given to children to take home.
- If distributing invitations at any time please place discreetly in parent pockets. This helps to avoid disappointment for those children not invited.

16.4.3 Authorised Emergency Contacts

In the event of a parent or carer not being available to collect a child who is sick, injured or who is left at Kindergarten after finishing time the authorised emergency contacts listed on the enrolment will be telephoned and requested to collect the child.

An authorised emergency contact person other than a parent or carer must be listed on the enrolment. A minimum of 2 emergency/ authorised contacts are required when enrolling. It is the Parent/ Carer's responsibility to keep Quantin Binnah updated with authorised emergency contact details.

16.4.4 Parent/ Carer Interviews

Teachers have preparation sessions set aside each week. We use this time for Administrative duties, preparation of activities, programming, teacher's meetings and kindergarten shopping.

We are also available to discuss any enquiries or concerns you have about your child, but check in advance to arrange a suitable time. Meetings can be made by appointment.

17. 3Yr. Kindergarten Information

17.1 Play Based Curriculum

3Yr. Kindergarten employs a play-based curriculum which focuses on learning through active exploration, investigation and play, providing the children opportunities to practice problem solving, thinking skills such as creativity, (drawing and building) social, language and motor skills.

Some examples of life skills which your children will develop at 3Yr. Kindergarten are:

- Tolerate working and playing alongside others in diverse situations.
- Beginning to deal with conflict appropriately.
- Beginning to express feelings and needs appropriately.
- To try new experiences.
- Wanting to participate in learning.
- Beginning to communicate and interact effectively with others.
- To help develop a good self – image, which enables them to reach towards their fullest potential in all areas of development.
- Begin to learn about themselves / their body and how it moves.
- To encourage independence.
- To develop an appreciation of their own creative ability.
- To stimulate language development through hearing and using language
- To become familiar with the 3Yr. Kindergarten routine and to learn the use and care of the 3Yr. Kindergarten equipment.
- To extend on all areas of development, fine motor, gross motor, language, social / emotional and cognitive development.
- To build a bond of trust, respect and friendship with the staff and children at the Centre.

Children are ALL different in personality, temperaments, interests, ability levels, capacity for learning, family compositions and religious and cultural backgrounds. Through observing, questioning and listening, the leader and the assistant come to know each child and understand their needs and can thus provide learning experiences best suited to the child's interest and stages of development.

17.2 3Yr. Kindergarten Operational Information

17.2.1 Contacts

Admin Office: EMAIL: admin@qbcc.org.au

17.2.2 Session Times

<https://www.qbcc.org.au/3yr-old-kindergarten>

17.2.3 What to expect

The first few weeks when leaving your child/ children for the first time in Kindergarten can be challenging for both Parent/ Carers and children. It is natural to feel anxious when this can be a change to the family's routine. Our educators will support your child to settle in and establish the 3Yr. Kindergarten routine to support their learning and development. We recommend planning the first few mornings so you have the time to say farewell to your child/children. Please avoid standing near the main door. Our educators will also support you through this transition process. In order for your child to settle in.

17.2.3 What your child needs to bring

(Please ensure all items brought from home are clearly labelled with your child's first and last name)

A bag big enough that can carry and access all the things your child needs

A sun safe hat – that covers your child's face, neck and ears. (We prefer if in term 1 and term 4. We can keep your child's hat in 3 yr. Kindergarten)

Water bottle with a secure lid.

Clothing should be comfortable and suitable for activities and sometimes-messy experiences.

A spare change of clothes and underwear, pull –up (if child is not toilet trained) and plastic bag –look for easy fasteners.

Shoes that are non - slip and suitable for climbing – preferably shoes with enclosed toes and fully supported around the heels. (No crocs or thongs please!)

17.2.3 Routines, Snack Time and Programs

We encourage children to bring healthy snacks to 3Yr. Kindergarten. Healthy snacks are important for active children and help with concentration and learning. Encourage children to be involved in their own snack preparation, and their choices about foods to include. Praise your child when they choose well. We also encourage and recommend water in drink bottles.

Children attending the 4-hour session will be required to bring a small snack for morning tea and a larger snack for lunch in a separate labelled container.

Here are some examples of things to include in your child's small snack/s:

Choose 2-3 items each for morning tea and lunch:

- ✓ Fresh fruit or dried fruit (sultanas)
- ✓ Crunchy vegetables/dips
- ✓ Protein foods: cheese sticks/ slices, meat or chicken pieces, yoghurt in tubes
- ✓ Bread or roll with a filling that is NOT sweet, pita bread, crackers or low sugar fruit buns. (No Nutella or Peanut butter).

Here are some snacks that are **not suitable** for 3Yr. Kindergarten:

- ☐ Please keep milk products for snacks at home
- ☐ Please keep sweet biscuits, lollies, potato chips, twisties, muesli bars containing chocolate or **nuts** and roll-ups for snacks at home. These snacks are not permitted at 3Yr. Kindergarten.
- ☐ Sandwiches with jam or hundreds and thousands as fillings are a sometimes food, preferable not at 3Yr. Kindergarten. Teaching your child now to make healthy food choices will benefit them throughout their life.

17.2.4 Delivery and Collection of Children

The Parent/ Carer or authorised person is required to:

- Adhere to the session hours and be prompt in arrival and departure.
- Sign the child in and out each day and record the time. An iPad will be placed in the foyer for signing in and out with a digital PIN.
- Educators will notify you for any upcoming events also near sign in and out book.
- Check the child's bag regularly for any additional information on the planned activities for the week and the current newsletter.

Parent/ Carers are asked to be aware of other children who may attempt to leave the room with them.

When the child leaves the Centre, the Manager/Director/Leader will ensure that the person receiving the child is the child's Parent/ Carer or a person who is AUTHORISED IN WRITING by the child's Parent/ Carer to receive

the child. It is acknowledged that in an emergency it is not possible to comply with this policy. On these occasions, the Manager/Director/Leader will use their discretion to ensure the safety and welfare of the child before the child is permitted to leave.

17.2.5 Late Pick up of Children and Children left at the Centre

If a Parent/ Carer does not arrive to collect their child by the end of their session respectively and no contact has been made with staff, after trying to contact them again unsuccessfully the person nominated in the enrolment form to collect the child in an emergency will be contacted.

If your child is required to be collected by another person, other than Parent/ Carers, please ensure you have completed a form with the person's details on it for the safety of your children. Children WILL NOT be released into the care of someone not nominated or advised to staff.

If a Parent/ Carer is late in picking up their child, an additional fee will be charged to cover the cost of payment of staff.

17.2.6 Absenteeism

Please discuss with your 3Yr. Kindergarten Leader your child's absence due to family holidays or illness.

17.2.7. When is my child eligible for 3Yr. Kindergarten

Children are eligible for a 3Yr. Kindergarten in the year before they go to 4 Yr. Kindergarten. In Victoria, a child cannot attend more than one State Government Funded Kindergarten program at the same time.

Your Child must be four (3) years of age by 30th April in the year that they are to attend 3Yr. Kindergarten.

17.2.9 Ratios

3Yr. Kindergarten groups will vary in size according to licensed capacity, up to a maximum of 22 children with a 1:11 Staff/Child ratio.

17.3 Parent/ Carer Communication

17.3.1 Parent and Carer's Involvement (subject to Health Regulations and Restrictions)

We understand that Parent/ Carers are busy and it's sometimes difficult to stay for 3Yr. Kindergarten duty. Your child and 3Yr. Kindergarten staff would love to have you participate. We welcome Mums, Dads, Grandparents and Carers and the children are thrilled to have their special person participate for that session. The 3Yr. Kindergarten roster is always placed near the entrance. Please find a date to suit and print your name for that day/s. Record your date on the form provided to take home. The 3Yr. Kindergarten roster is only available for Terms 1, 2 & 3 when COVID restrictions do not apply.

Parent/ Carers are required to have a Working with Children Check in order to do 3Yr. Kindergarten duty. Parent/ Carers can apply for this online at <http://www.workingwithchildren.vic.gov.au> and it is free of charge.

What do I do on 3Yr. Kindergarten Duty?

- Assist children with snacks
- Join in activities
- Help prepare materials
- Join in at group times, i.e. Singing our 3Yr. Kindergarten songs
- Help supervise activities
- Help assistant wipe down tables before and after snack, sweeping floor etc.
- Anything you do to help is greatly appreciated, and every contribution helps.
- Remember, we encourage independence in children and therefore direct them to put art work in appropriate place and put their possessions away in bags.
- In addition, most importantly have fun.

17.3.2 Special Celebrations

To children, birthdays are very special and we like to celebrate them at 3Yr. Kindergarten. If you wish for your child to celebrate their birthday at 3Yr. Kindergarten you could send along individually wrapped store bought treats such as Freddo's, Milky Ways or other similar NUT FREE treats for the children to take home after the 3Yr. Kindergarten session.

- You are welcome to come along and share this day with your child. Do not forget to bring along your camera. Please note you are only able to photograph your own child.
- If distributing invitations at any time please give discreetly to Parent/ Carers at the beginning or end of the session. This helps to avoid disappointment for those children not invited.

17.3.3 Authorised Emergency Contacts

In the event of a Parent/ Carer not being available to collect a child who is sick, injured or who is left at 3Yr. Kindergarten after finishing time the authorised emergency contacts listed on the enrolment will be telephoned and requested to collect the child.

An authorised emergency contact person other than a Parent/ Carer must be listed on the enrolment. A minimum of 2 authorised contacts are required when enrolling. It is the Parent/ Carer's responsibility to keep Quantin Binnah updated with authorised contact details.

17.3.4 Parent/ Carer Interviews

Teachers have preparation sessions set aside each week. We use this time for Administrative duties, preparation of activities, programming, teacher's meetings and Little shopping.

We are also available to discuss any enquiries or concerns you have about your child, but check in advance to arrange a suitable time. Meetings can be made by appointment.

18. Child Care Information

18.1 Childcare Operational Information

18.1.1 Contacts

Childcare Director: EMAIL childcaredirector@qbcc.org.au

Woodville 9748 8599 –or EMAIL childcaredirector@qbcc.org.au

18.1.2 Session Times

Both Centre's have 3 rooms, which promote a spacious, warm and inviting environment for all our children. The rooms are offered as:

Nursery/ Koala	8 weeks – 2 years
Toddlers/ Possum	2 years – 3 years
Pre-School/ Wombat	3 years – 6 years

The Centre is open 11.5 hours per day, 50 weeks per year and caters for children 0-6 years.

Quantin Binnah Childcare Service is open from 6.30am to 6.00pm Monday to Friday. (At this stage the service is not available on weekends.)

Woodville Childcare Service is open from 6.55am to 6.25pm Monday to Friday.

The Child Care Service is not available on Public Holidays and is usually closed for two weeks over the Christmas/New Year period.

At the end of each year or prior to the commencement of a new year the Centre usually closes for one day to enable staff to clean and prepare for re-opening in January.

18.1.3 Ratio's

Quantin Binnah

Nursery	0 – 2 years	12 children	3 staff	1:4
Toddler	2 – 3 years	16 children	4 staff	1:4
Pre-School	3 – 6 years	22 children	2 staff	1:11

Woodville

Koala	0 – 2 years	11 children	3 staff	1:4
Possums	2 – 3 years	15 children	4 staff	1:4
Wombat	3 – 6 years	22 children	2 staff	1:11

Children are progressed to each area according to their individual needs and development in line with availability of places. This transition is carried out with consultation between staff and Parent/ Carers.

18.1.4 Routines, Snack Time and Programs

Although the routines of each room and age group will vary, the same aspects are contained in each. We endeavor to provide a home and family environment at the Centre where the children feel comfortable and secure at all times and our daily routines reflect this.

Throughout the day, children will be experiencing a number of different activities that are part of the educational and developmental programs operated by all of our educators.

Each room will display their routine in the rooms, which are available for Parent/ Carers to read and discuss with our educators. Our room routines are flexible and we adapt them to suit the weather conditions.

Breakfast is served for children who arrive prior to 7.30am at (Quantin Binnah). Morning tea, lunch, afternoon tea and a light late snack is also provided. (Nursery children's individual needs are not on a time schedule- but are on a as required schedule)

18.1.5 Delivery and Collection of Children

For safety and security reasons **ALL children must be signed in on arrival, and signed out on departure**. The times must be noted. No child will be allowed to leave our Centre with a person who is not stated on the enrolment form, unless prior arrangements are made with the Director.

18.1.6 Late Pick up of Children and Children left at the Centre

Parent/ Carers whose children receive Full-Day care are required to pick up their child/children from Quantin Binnah NO LATER THAN 6.00pm, and Woodville NO LATER THAN 6.25pm. If Parent/ Carers are unable, for legitimate reasons, to pick up their child by this time they are required to telephone the Centre and inform staff.

If a Parent/ Carer is late in picking up their child, an additional fee to cover the cost of payment of staff is charged. If a Parent/ Carer does not arrive to collect their child by 6.00pm/6.25pm respectively and no contact has been made with staff, after trying to contact them again unsuccessfully the person nominated in the enrolment form to collect the child in an authorised will be contacted.

If your child is required to be collected by another person, other than Parent/ Carers, please ensure you have completed a form with the person's details on it for the safety of your children. Children WILL NOT be released into the care of someone not nominated or advised to staff.

18.1.7 Absenteeism

Once a child is enrolled at the Centre, payment of fees must be continued during the child's absence for illness, public holidays, holidays, etc. When a child is absent for any reason we must be notified. Please note, we do not offer replacement days when your child has been away due to illness or holiday. The Centre is open 50 weeks per year and only closed on Public Holidays and around two weeks at Christmas. Dates will be advised. At this stage the Christmas closure is the only time when fees are not charged.

Allowable Absences

Refer to Services Australia at <https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-manage-your-payment/if-your-child-absent-from-child-care> for allowable absences.

18.3 Parent/ Carer Communication

18.3.1 Parent and Carer's Involvement (subject to Health Regulations and Restrictions)

We highly encourage Parent/ Carer involvement to ensure we maintain the quality of our service. Your contribution of ideas, experiences and skills are welcomed and greatly valued. You may be able to share your skills and experiences in music, craft, cooking, storytelling etc. to enhance your child's program at the Centre.

Parent/ Carers are welcome to visit or call the Centre at any time. If you have any concerns, please see your child's educator or the Child Care Director. We have a grievance policy and procedure if you would like to formally raise any concerns.

18.3.2 Communication

We believe the best way to work with you and your child is by building a partnership of care.

To do this we want you to feel you are provided with information about what is happening and your views are welcomed.

What is the best way to communicate with you? Everybody has a different communication style and different availability times for communication. We understand that mornings and afternoons can be a little rushed, and not always the best time to discuss your child. We have many types of communication we use for families in the Centre.

Ways we will be communicating the events of the Centre:

- Face to face verbal interactions at arrival and departure times
- Newsletters which will be placed in parent pockets or emailed
- A message section on the daily communication sheets or room diary, where brief notes can be left between the educators and Parent/ Carers
- Parent/ Carer meetings can be held where Parent/ Carers can raise any issues or topics they feel relevant and contribute to decision making
- Occasionally, the educators will ask Parent/ Carers to complete short surveys in order to maintain up to date records and seek Parent/ Carer feedback on various topics
- Policies will be regularly reviewed and kept up to date please visit:

<https://www.qbcc.org.au/policies>

Confidentiality and Discretion

- Information received through written and spoken communication with families will be treated with discretion
- At any time if you require a private discussion with any member of our team, please inform us. This can happen face-to-face or by phone at time suitable to both parties.

What can you expect from the educators?

- Educators will make efforts to communicate effectively with families
- Educators will inform families promptly and sensitively of any out-of-the-ordinary incidents affecting their child
- Educators will share with children's families some of the specific interactions they had with the children during the day
- Educators will provide information on children's eating and sleeping patterns at the Centre through verbal communication and through the daily communication sheets
- A record will be kept of any family/educator joint decisions that affect your child's progress, interest and experience. These may include new events such as toilet training.

Please feel free to contact us to discuss your child's progress, relationships, interest and experiences.

18.3.3 Special Celebrations

Your child's birthday is a special event in his/her life. To celebrate your child's birthday, we provide a cake for lunch or afternoon tea. Please see staff for further information.

18.3.4 Authorised Emergency Contacts

YOU MUST INCLUDE ALL EMERGENCY CONTACT NUMBERS, including your doctor's telephone number. (Please remember, in the event that both Parent/ Carers are unforeseeably detained or cannot be contacted, we must be able to contact someone in respect of your child/children. Without an authorised emergency contact person, an inability to contact you may result in decisions being made with which you do not agree or in extreme cases the community Police will be contacted - in line with regulations - to take over care of your children until you can be reached). Therefore, this is a **VERY IMPORTANT** section of the form to be completed in full.



19. Playgroup Information

19.1 Playgroup Operational Information

Playgroups are a wonderful way to share your parenting experience and provide opportunities for your children to socialize with other children in their local community.

Our Playgroups are supported by a trained educator and all activities are planned to provide a supported experience. Our facilitator also encourages parents to build strong connections by building capacity in the group and by ensuring the group is parent led.

19.1.1 Contacts

Admin Office: EMAIL: admin@qbcc.org.au

19.1.2 Session Times (subject to Health Regulations and Restrictions)

Playgroup runs every Thursday (during school terms) from 9:30 am to 11:30am

19.1.3 Routines, Snack Time and Programs

Parents/ carers must accompany their child/ren whilst they are at Playgroup. We encourage you to provide a healthy nut free snack to enjoy while you and your child/ren are at Playgroup.

19.2.4 Delivery and Collection of Children

Parents/ carers will need to sign in on the iPad upon arrival and departure at Playgroup.

19.3 Parent/ Carer Communication

19.3.1 Parent and Carer's Involvement (subject to Health Regulations and Restrictions)

Parents/ carers will join their child at Playgroup and benefit from social interactions with other parents and carers in their playgroup session.

19.3.2 Special Celebrations

To children, birthdays are very special and we like to celebrate them at Playgroup. You may like to bring along a small treat to share with other families in your playgroup session. Please refer to section 8.6.2 and 8.6.3.

We do ask that if distributing invitations at any time please give discreetly to Parent/ Carers at the beginning or end of the session. This helps to avoid disappointment for those children not invited.

19.3.3 Authorised Emergency Contacts

YOU MUST INCLUDE ALL EMERGENCY CONTACT NUMBERS, including your doctor's telephone number. Please remember, in the event that a Parent/ Carer is injured or incapacitated for any reason while at Playgroup, we must be able to contact someone in respect of you and your child/children. Without an authorised emergency contact person, decisions may be made with which you do not agree or **in extreme cases** Emergency Services will be contacted - in line with regulations - to take over care of your children. Therefore, this is a **VERY IMPORTANT** section of the form to be completed.

20. Community Development Programs and Adult Education

Community development is the process of working alongside individuals and groups to ensure they have the skills and support to bring about local positive change. Quantin Binnah's focus on community development will include a range of programs and services designed to forge social connections, build community resilience, and assist vulnerable people in our region. Due to the Pandemic in 2020, all of the community development activities ceased for safety reasons. In early 2021, we commenced a consultation process to seek feedback from the community and our key stakeholders about local needs. We will also seek ideas from the community and our key stakeholders to inform the plans about the overall future direction of community development programs at Quantin Binnah. These consultations will also become part of the overall Quantin Binnah Strategic Plan Development. In addition, here at Quantin Binnah, we have a number of community groups that use our facilities to offer services to the wider community. By supporting individuals, families and organisations in Wyndham we help facilitate the development of inclusive communities. In this way, QB links people and organisations to support, networks and services that help them and their community's flourish.

Furthermore, we are an ACFE accredited facility which means we are able to provide Adult Education Classes. One example is an "Introduction to English for Beginners" is a 10-week program especially designed for recent migrants. Based on the consultation process we will aim to provide other similar courses and other programs to support community well – being.

21. Maternal and Child Health

Wyndham City Council offers free Maternal and Child Health Services at Quantin Binnah Community Centre as part of Quantin Binnah's integrated family service model.

Maternal and Child Health Services provide professional nursing support and advice for parents of children from birth to school age and the service is designed to work in partnership with families to optimize child and family health, wellbeing, safety, learning and development.

In-person Maternal and Child Health consultations are now provided at Quantin Binnah and consultations are conducted in a COVID-safe way, with the appropriate measures in place to protect staff and families.

Those who would prefer to continue accessing services over the phone or over video are free to do so, with virtual consultations continuing.

For more information please see: <https://www.wyndham.vic.gov.au/services/childrens-services/maternal-child-health/maternal-child-health-services>

Or click here to [Find your local Maternal and Child Health Services](#)

Services include:

- Consultation and support for families with parenting issues
- Regular health and development checks for your child
- Groups for first time parents
- Referrals to other professionals
- Information about community and family support services

Prepare

Plan

Timetables

Health & Safety Guidelines

Holidays

Curriculum

Community starts here.

Uniforms and Clothing

Drop-off and Pick-up Guidelines

Food Restrictions and Allergies

Fees



Quantin Binnah
Community Centre

www.qbcc.org.au