



# Family Handbook 2026

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15 Gibson street, Dromana 3936



[Victorian Early Childhood Regulatory Authority \(VECRA\)](https://www.vecra.vic.gov.au/)

Improving service quality and keeping children safe from harm.

**Welcome** | Our Family Handbook provides important information you need to know to ensure the best possible start to quality education and care at Dromana Community House – Little Gum Early Learning.

We strongly recommend you read the provided information and ask questions to confirm your understanding of how our Service operates. You will be required to sign and return the form on the last page of the handbook to confirm you have read and understand the information you have been given in your enrolment pack.

## LITTLE GUM EARLY LEARNING

### SERVICE PHILOSOPHY

At Dromana Community House - Little Gum Early Learning we provide a safe and welcoming environment where children are encouraged to grow unique minds and develop into confident little learners.

We nurture confident, independent and joyful learners with a strong sense of self and a lifelong love of learning

At Little Gum we believe in inclusion and recognize that each child is their own person, celebrating the special characteristics that make them unique.

Our program is a play-based program and follows the Early Learning Years Framework.

Little Gum Early Learning Occasional Care also highlights the value of community connections; nature play and the importance of creating a sustainable environment.

Children aged 12 months to preschool attend.

\*Eligible families may claim Child Care Subsidy for care pro

## SERVICE INFORMATION

We cater for children aged 12 months to 5 years. We are open from 9am to 2pm Monday to Thursday, [48 weeks of the year] and closed on public holidays. Notice will be given in our newsletters when these days occur.

SERVICE TYPE: Our service is registered as a provider of Occasional Childcare and licensed with Children's Services Victoria and registered to provide Childcare Subsidies. We offer up to 16 places in total per day. You may be eligible to receive Childcare Benefits to reduce your fees. Occasional Childcare programs support families by providing flexible care for children from 18 months to school age

Dromana Community House Inc. is a community based not for profit organisation

## CONTACT INFORMATION

OFFICE: 0499 213 924

Phone room: 0499 213 942

Email: [littlegumelc@gmail.com](mailto:littlegumelc@gmail.com)

Website: [www.dromanacommunityhouse.com](http://www.dromanacommunityhouse.com)

## OWNERSHIP STRUCTURE

Our Service is community based owned and managed by the Dromana Community House Inc.

## MANAGEMENT STRUCTURE

Approved provider: *Dromana Community House Inc*

Manager: *Tracey Trueman*

Nominated supervisor: *Rebekah Fraser*

Enrolment coordinator: *Kerrie Harris*

## OUR COMMITMENT TO CHILD SAFETY

Our Service is committed to ensuring the safety and wellbeing of children is always maintained whilst being educated and cared for by educators and staff at Little Gum Early Learning. We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to adopt and comply with the National Principles of Child Safe Organisations and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our staff carry out their responsibilities as mandatory reporters as required by law and maintain up to date with knowledge of child protection law and child protection training.

Our staff are recruited through an extensive screening process to ensure they display the right personal qualities and experiences to provide high quality supervision and care to child in addition to holding a validated Working with Children Check.

We have a zero tolerance for inappropriate behaviour towards children and any breach of child protection law. Any allegation or concern will be responded to promptly by management. We request that you contact our nominated supervisor if you have any concerns.

We ensure our Service is a tobacco, vape, drugs and alcohol-free environment always. Smoking or vaping is not permitted in or on surrounding areas of the Service by educators, staff, parents or visitors.

Our Service adopts and aligns with the [National Model Code](#) and guidelines for taking images or videos of children. (See *Safe Use of Digital Technologies and Online Environments Policy* and *Photographs/social media/promotion* section below).

## CODE OF CONDUCT

The Code of Conduct establishes the standards for all employees of our Service. Employees are committed to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia's Code of Ethics. The values that underpin our work ethic include equality, respect, integrity and responsibility.

## OUR EDUCATORS AND STAFF

Our Service is made up of a team of professional educators who are committed to and passionate about early childhood education and care. Our staff promote the human rights, safety and wellbeing of all children and consider and respect the diverse backgrounds and needs of children.

We create an environment that promotes and enables children's participation and is welcoming, culturally safe and inclusive for all children and their families.

Our educators are continually evaluating how our curriculum meets the educational and wellbeing needs of our children and reflect on ways to improve children's learning and development and are supported by a team of highly qualified professionals. Our Team leader guides our educators in providing quality, research based educational programs.

Our educators consider children's learning styles, abilities, interests, linguistic and cultural diversity and family circumstances when planning and implementing learning programs. We support and respect the history and backgrounds of Aboriginal and Torres Strait Islander people and aim to foster each child's sense of identity.

All staff are encouraged and supported to attend professional training and development to further their knowledge and skills.

All staff hold valid Working with Children Check/Clearance and all responsible persons (placed in charge of the day-to-day running of the Service) have a current/approved First Aid, CPR, Emergency Asthma and Anaphylaxis qualifications.

## Early Years Learning Framework

Our educational program and curriculum are based on the Australian Early Years Learning Framework (EYLF)

We regularly self-assess our practices which assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement.

## REGULATORY AUTHORITY

Our Service is regulated by the Victorian Children's Services – [DHS](#)

## EDUCATOR TO CHILD RATIOS

We align with the National Regulations for educator to child ratios across our Service to ensure adequate supervision is provided for all children. This provides us with flexibility to respond to children's interests and needs at different times during the day.

### AGE OF CHILDREN:

12 months and less than 36 months

36 months up to and including preschool age

### EDUCATOR TO CHILD RATIOS:

1:4

1:11

## EDUCATIONAL PROGRAM

We are committed to providing a developmental and educational program which caters for each child's individual needs, abilities and interests. Our educational program is delivered through an intentional, play-based pedagogy aligned to the Early Years Learning Framework (EYLF) V2.0. Our program continues to develop as we use the relationships children have with their families and communities, working in partnership with parents, to ensure each child's knowledge, ideas, culture, abilities and interests are the foundation of our programs.

We encourage children to be responsible for their own learning through choices in experiences, interests and routine. We use conversations, actions and play as the basis for teaching which involves the children being partners in teaching by seeking out ideas, opinions, thoughts and questions. We encourage children in promoting their independence and self-help skills by assisting within the routine and involving the children in interest-based projects to further enhance their learning and knowledge. We value children and family input and encourage family involvement to gather a comprehensive and holistic view of the child.

We know that children learn effectively through play and educators who are diligent in their responsiveness to each child support this. Applying strong **intentional teaching practices** provide the children with an authentic and meaningful learning environment that challenges, supports and nurtures a child's development.

If we, as educators, have any areas of concern about your child's development, we will inform you and share our observations and advise of follow up assistance e.g., speech therapy. We understand this may be a sensitive topic and it is always your decision to follow up intervention.

The Team Leader is willing to discuss any aspect of learning and development with parents and support discussions with allied health professionals.

## EARLY YEARS LEARNING FRAMEWORK (EYLF)

The Early Years Learning Framework V2.0 (EYLF) guides us to inform educational programs and practices that emphasise play-based learning and extend and enrich children’s learning and wellbeing.

The vision of the EYLF is:

*All children engage in learning that promotes confident and creative individuals and successful lifelong learners. All children are active and informed members of their communities with knowledge of Aboriginal and Torres Strait Islander perspectives. (EYLF, V2.0, p.6).*

Fundamental to the EYLF is a view of children’s lives as characterised by *belonging, being and becoming*. From before birth, children are connected to family, community, culture and place. Their earliest development and learning take place through these relationships, particularly within families, who are children’s first and most influential educators. As children participate in everyday life, they develop interests and construct their own identities and understandings of the world.

### BELONGING

Experiencing belonging – knowing where and with whom you belong – is integral to human existence. Children belong to diverse families, neighbourhoods, local and global communities. Belonging acknowledges children’s interdependence with others and the basis of relationships in defining identities. In early childhood, and throughout life, trusting relationships and affirming experiences are crucial to a sense of belonging. Belonging is central to being and becoming in that it shapes who children are and who they can become.

### BEING

Childhood is a time to be, to seek and make meaning of the world. Being recognises the significance of the present, as well as the past in children’s lives. It is about children knowing themselves, developing their identity, building and maintaining relationships with others, engaging with life’s joys and complexities, and meeting challenges in everyday life. The early

childhood years are not solely preparation for the future but also about children being in the here and now.

## BECOMING

Children’s identities, knowledge, understandings, dispositions, capabilities, skills and relationships change during childhood. They are shaped by different events and circumstances. Becoming reflects this process of rapid and significant change that occurs in the early years as children learn and grow. It emphasises the collaboration of educators, families and children to support and enhance children’s connections and capabilities, and for children to actively participate as citizens.

### OUTCOME 1: CHILDREN HAVE A STRONG SENSE OF IDENTITY

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

### OUTCOME 2: CHILDREN ARE CONNECTED WITH AND CONTRIBUTE TO THEIR WORLD

- Children develop a sense of connectedness to groups and communities and an understanding of their reciprocal rights and responsibilities as active and informed citizens
- Children respond to diversity with respect
- Children become aware of fairness
- Children become socially responsible and show respect for the environment

### OUTCOME 3: CHILDREN HAVE A STRONG SENSE OF WELLBEING

- Children become strong in their social, emotional and mental wellbeing
- Children become strong in their physical learning and wellbeing
- Children are aware of and develop strategies to support their own mental and physical health and personal safety

### OUTCOME 4: CHILDREN ARE CONFIDENT AND INVOLVED LEARNERS

- Children develop a growth mindset and learning dispositions such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity
- Children develop a range of learning and thinking 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 5: 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 digital technologies and media to access information, investigate ideas and represent their thinking

## GOALS FOR YOUR CHILD AT LITTLE GUM

Educators' practices and the relationships they form with children and families have a significant effect on children's involvement and success in learning. Children thrive when families and educators work together in partnership to support young children's learning. Children's early learning influences their life chances.

*Wellbeing and a strong sense of connection, optimism, resilience and engagement enable children to develop a growth mindset, and a positive attitude to learning.*

We will create a range of short and long-term goals for your child that we will program to and observe on which will be based on the outcomes in the Early Years Learning Framework and include:

- mutual respect and empathy
- concern and responsibility for self and others
- a sense of self worth

- social awareness
- respect for diversity
- importance of sustainability
- self-discipline and self-regulation
- habits of initiative and persistence
- creative intelligence and imagination
- self-confidence as an independent learner
- a love of learning.

We strongly encourage communication between families and educators to ensure continuity in what we are delivering to your child and acknowledge that the role of the educator is to work in partnership with families, children's first, and most influential educators.

## DOCUMENTATION OF LEARNING/ PORTFOLIOS

Educators observe children and facilitate their learning to provide each child with a personal, confidential digital/hard copy portfolio by documenting their learning throughout the year. Our Service uses a variety of documentation to demonstrate learning which may include:

- your child's profile
- goals from families and educators
- observations- learning stories, captioned photos
- objectives for further development
- work samples- drawings, photos, recorded video
- checklists and transition statements.

The individual child's portfolio is maintained and used as a direct tool for evaluation and future planning within the Service's program. This makes the program reflect the value of individuality and is not used as a means of comparison between peers or stereotypes. You will be given your child's portfolio at the end of the year or as they finish at the Little Gum.

## COMMUNICATION

We work in partnership with you and your family. We support and encourage communication with your child's educators about your child's unique needs and their general enjoyment of their day at Little Gum.

Everybody has a preferred time and method of communication. Sometimes, mornings and afternoons can be a little rushed, and not the best time to discuss your child's progress. You are encouraged to talk to our nominated supervisor to arrange to meet your child's educator at a mutually convenient time.

Our Service uses Xplor to provide real time updates about your child.

We have many types of communication we use for families, including:

- Newsletters
- Phone calls
- Emails
- Letters
- Face to face
- Daily floor books
- Formal meetings.

## ENROLMENT INFORMATION

Prior to your child commencing at Little Gum, you'll be required to complete an enrolment form, provide documentation and pay the registration fee \$40 and two weeks in advance fees.

### ENROLMENT FORM

If you require assistance completing the enrolment form online, please contact our Kerrie Harris the Enrolment Coordinator for assistance.

We will require the following documentation:

- a copy of your child's birth certificate or identity documents
- your child's Medicare number (if available)
- certified copies of any court order, parenting orders or parenting plans
- an immunisation history statement from the Australian Immunisation Register.

This must show that your child is up to date with vaccinations for their age OR your child is on a recognised vaccine catch up schedule OR has a medical condition preventing them from being fully vaccinated.

Please note, the names written entered on the enrolment form must match the names on your child's birth certificate or identity documents. If your child does not yet have a birth certificate, please speak to a staff member. Enrolment Records will be required to be updated annually or whenever your circumstances change

### **FAMILY LAW AND ACCESS**

We request that management is kept up to date with any parenting court orders or parenting agreements under Family Law if applicable. Our Service will uphold any responsibilities or obligations in relation to Family Law and access to the Service. We require certified copies of any court order, parenting orders or parenting plans, relating to your child as part of the required enrolment documentation and request that if situations change, a copy of the Court Order is provided to our Service. We will only allow children to leave the Service with the written permission of the custodial parent/guardian. Without a Court Order we cannot stop a parent collecting a child.

The approved provider will ensure that any child related documents containing personal information about individuals will only be disclosed with written consent. Individuals may withdraw their consent in writing before any information is disclosed.

All documentation relating to custody and access are held and maintained securely in accordance with our *Record Keeping and Retention Policy*.

### **PUBLIC HOLIDAYS**

We do charge fees for the public holidays

### **INCLUSION OF ALL CHILDREN**

If your child has a disability or requires additional support, please speak to the Team Leader prior to enrolment. We provide a supportive and inclusive environment that allows each child to fully participate in quality education and care.

We aim to develop and sustain supportive relationships with families and encourage discussions about how we can support your child to have equitable access to resources and participation. If your child has a National Disability Insurance Scheme (NDIS) package, we may need your consent to contact Services and/or therapists who are working with your child to seek information regarding their learning plan to support continuity of learning.

Our Service may be able to apply for additional support through the Inclusion Support Program (ISP) to assist your child's access.

### AUTHORISED NOMINEES

You will be requested to provide information about authorised nominees on your child's enrolment form. These are persons that you provide permission to:

- collect your child from the Service
- provide authorisation for medical treatment for your child from a medical practitioner, hospital or ambulance service
- provide authorisation for the transportation of your child by an ambulance service
- provide authorisation to go on an excursion.

Please understand that it is essential we have up-to-date information on your child's enrolment record in case of an emergency. It is important that you notify the nominated supervisor (or responsible person) of any changes to enrolment information including:

- your residential address
- health of your child
- telephone/mobile numbers
- contact details for any parent or authorised nominee
- family changes (parenting orders)
- emergency contact information details etc.

### AUTHORISATIONS

The enrolment form will include additional authorisations for our Service to seek medical treatment and emergency transportation for your child, if required. Authorisations will also be requested for application of sun cream and permission for an educator with current first aid to administer paracetamol in the event of a high fever. Parents must also provide the name, address and contact details of any person authorised to authorise our Service to transport your child or arrange transportation for your child. This may be for authorisation for your child to go on an excursion and/or for your child to be transported by our Service.

### EXCURSIONS/ OUTINGS

Excursions are an important and valuable part of learning in early education. They expose a child to a range of different experiences and help them to observe and understand the world around them. For

any excursion or regular outing in our community, we will complete comprehensive risk assessments

to minimise any identified risks as part of our planning for excursions.

We provide parents with information about the excursion in advance and require written authorisation for each child to participate on an excursion or regular outing.

### PHOTOGRAPHS/SOCIAL MEDIA/PROMOTION

As part of the enrolment process, we will ask for your authorisation to take images and video of your child during normal activities and excursions. Images and video may be used as part of our observation and programming process and shared with our Service app Xplor

This authorisation can be withdrawn at any time by providing a written request to the nominated supervisor. Images and videos will be stored securely at the Service and access available to authorised personal only. They will be deleted and destroyed when no longer required, or if retained for compliance purposes, kept for a period of 3 years after the child's last day of attendance.

Our Service adopts and aligns with the [National Model Code](#) and guidelines for taking images or videos of children and ensures that only Service issued approved devices are used to take images or video of children. We have strict protocols for appropriate storage of images and video.

We request families comply with the guidelines of the National Model Code and not take images or recording videos of children whilst at the education and care service

Families are asked to respect that staff are not allowed to share information on any other children, families or staff members and staff are encouraged to not join any family's social media.

### MEDICAL CONDITIONS- ALLERGIES, ASTHMA, DIABETES OR EPILEPSY

It is vital that we are aware of any medical condition including diabetes, epilepsy, allergies, eczema, asthma, risks of anaphylaxis of your child including any potential triggers. Families are required to indicate any allergy or asthma on the enrolment form.

Our Service requires a medical management plan or ASCIA Asthma/Anaphylaxis Action Plan to be completed by your general practitioner to assist in managing your child's needs. This must be provided prior to your child's commencement at the Service. In consultation with the nominated supervisor, you will be asked to develop a risk minimisation plan and communication plan to assist our educators and staff. Any prescribed medication that your child may require must be provided each day they attend our Service.

To ensure the safety and wellbeing of your child, please update your child's medical management plan/ action plan every 12-18 months or whenever a change in their medication or treatment occurs. (Australasian Society of Clinical Immunology and Allergy) (ASCIA).

## FEES, REBATES AND ATTENDANCE

### FEES

Our daily fee is: \$75.00 per day, before Child Care Subsidy (CCS) has been applied.

Fees must always be paid 2 weeks in advance.

### STATEMENT OF FEES

Monthly we will send you a statement via email before your fortnightly debit. Please check these statements to ensure all details are correct and accurate. If there is any discrepancy, please contact the nominated supervisor as soon as possible. You can view these on the Xplor app at any time.

Families are provided with access to Xplor to access account information. Each family will be provided with individual log in details; families are reminded not to share passwords or log in details. Families are encouraged to check statements and invoices for any changes to CCS entitlements.

### PAYMENT METHODS

Parents/guardians are required to complete a Direct Debit form upon enrolment. Fees will be deducted fortnightly. Fees must be paid via Electronic Funds Transfer (EFT)

Please note that additional charges will apply for any failed transactions because of insufficient funds

### REGISTRATION FEE

Other Fees and Charges: \$40 registration applies per child (non-refundable)

### CHILD CARE SUBSIDY (CCS)

We remind families that there are some compliance areas that the Service has no influence over such as Child Care Subsidy, and timing of payments to the Service and your account. When families enrol their child into our Service, it is the family's responsibility to provide us with the required information to receive Child Care Subsidy. This includes the correct Customer Reference Number (CRN) and date of birth of the child and parent/guardian who is claiming CCS payments for the child-

Child Care Subsidy helps families to help with the cost of childcare aged 0-13 years. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- **Combined annual family income**
- **Activity test** – the activity level of both parents
- **Service type** – type of child care Service and whether the child attends school

Families who wish to receive Child Care Subsidy as reduced fees must apply through the [myGov](#) website. This includes completing the Child Care Subsidy activity test. Child Care Subsidy is paid directly to our Service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by our Service and the subsidy amount received. This is called the '*gap fee*'.

On enrolment we will need the Customer Reference Number (CRN) of the person claiming CCS for the child- along with the child's CRN so we can confirm the attendance and ensure that you are receiving the appropriate subsidy.

Families are required to advise Centrelink of any changes to circumstances within 14 days to avoid a debt. Changes to circumstances may impact CCS payments. Should you wish to raise concerns regarding the management of Child Care Subsidy, please speak to the nominated supervisor as soon as possible.

Families can raise concerns regarding management of the Child Care Subsidy to the Department of Education via their [Online contact form](#). Additionally, information about any potential breach of Child Care Subsidy can be reported anonymously by submitting an online report directly to the Department of Education. For more information visit the Department of Education website: [Reporting fraud via a tip-off](#).

### COMPLYING WRITTEN AGREEMENT (CWA)

A Complying Written Agreement (CWA) is an agreement between our Service and a parent or guardian to provide childcare in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details and details of the fees to be charged. Before Child Care Subsidy can be paid, you must confirm the enrolment information via the [MyGov website](#).

### ABSENCES

We encourage families to notify the Service as soon as possible if your child will be absent for any day or session you have booked. It is recommended that absences are notified to the Service by email or through our app Xplor.

Child Care Subsidy will be paid for any absence from an approved childcare Service your child attends for up to 42 days per child per financial year. Full fees are payable for absences after the initial 42 days. Additional absences beyond 42 days may be approved for specific reasons with supporting documentation. Please talk to the nominated supervisor about additional absences.

You can access your child's absence record on your online statement by selecting 'View Child Care Details and Payments' on your [Centrelink online account](#). You can also do this using the [Express plus Families mobile app](#).

**Our Service charges fees for public holidays**, that is the CCS may be paid for sessions that fall on public holidays. Public holidays will be counted as an absence if your child would normally have attended the Service on that weekday, and fees have been charged for that day for your child. If your child has not attended our Service for 14 continuous weeks, your child's enrolment will be cancelled, and Centrelink will stop paying your CCS subsidy.

If the Service is required to close due to periods of local emergency such as bushfire or flood or a pandemic, gap fees will be charged.

Child Care Subsidy (CCS) is generally not payable for absences on the first or last days of enrolment. If a child is due to start enrolment on a set date and does not attend, CCS will not be paid until the child physically attends. Also, if the child does not attend care on their last booked day, CCS may not be paid for any period after the child's last physical attendance at the service. There are some circumstances where CCS may be paid in these situations, please speak with the nominated supervisor for further information.

### FEES IN ARREARS/ FINANCIAL SUPPORT

Our service cannot support outstanding fees in our very tight budget. ALL outstanding after three weeks, a debt recovery process will be implemented. Dromana Community House Inc reserves the right to suspend/withdraw your child's enrolment if your account is overdue after one month

If you are experiencing financial hardship, please speak to the Team Leader. Additional Child Care Subsidy (ACCS) may be available to support your family. We may be able to organise a payment plan before your fees go into arrears.

### WITHDRAWAL FROM CARE/REDUCING ENROLMENT DAYS

We require 2 weeks written notice to withdraw and/or reduce enrolment days for your child/ren from any permanent booking. Please see the nominated supervisor to obtain the required form to complete. Children are not will be able to attract CCS for any days after the last day your child physically attends our Service. *There are some circumstances where CCS can be paid after the last day your child physically attends with an approved reason.*

### SERVICE CLOSING TIME AND LATE COLLECTION FEES

Please be aware we close at 2.30 pm. In accordance with Regulations and licensing, we are not permitted to have children in the Service after 2pm. A late fee is incurred for children collected after 2pm.

The fee is \$15 per child for every 15 minutes or part thereof and will be added to your next account. The

late fee is strictly adhered to, as two staff members are required to remain at the Service until all children are collected.

If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child/children within an hour of the Service closing, we may need to contact the Police or other authorities to take responsibility of your child.

## PERMANENT AND CASUAL BOOKINGS

Permanent bookings are an ongoing booking that:

- remains the same from one week to the next
- must remain unchanged for a minimum of 3 weeks
- are chargeable regardless of attendance.

Casual bookings are one off booking that:

- can be booked at the last minute for emergency care. This is if we have vacancies. If there is no vacancy, we will put your child on a casual waiting list and will contact you if a vacancy becomes available
- are designed to support families taking on casual work and shift work
- can be cancelled at no cost, provided 24-hour notice via email is given.

## WAITING LIST

**Casual waiting list:** We will create a casual waiting list for casual bookings that have been requested for a session that we are at capacity. If positions become available, we will allocate them in order of application whilst adhering to recommendations of Priority of Access.

**Permanent waiting list:** If you would like to increase your child/ren's permanent sessions but there are no permanent vacancies, your child/ren will be placed on a waiting list until a position becomes available. Positions will be allocated in order of application, whilst adhering to our Priority of Access process.

### PRIORITY OF ACCESS

Our Service aims to assist families who are most in need and may prioritise filling vacancies with children who are:

- at risk of serious abuse or neglect
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

## SERVICE POLICIES AND PROCEDURES

You will find a copy of our Service policies and procedures in the entrance and on the website. We expect our staff and families to always adhere to our policies and procedures to ensure we maintain compliance and abide by the Children's Services Act, Regulations and Family Assistance Law.

Educators cannot make exceptions for individuals unless the Team Leader or management do so on account of serious and/or unusual circumstances.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures adhere to the needs of our families and meet required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures.

## FAMILY CONDUCT GUIDELINES

The *Family Conduct Guidelines* work in conjunction with our Service's *Enrolment Policy*, *Dealing with Complaints Policy*, *Privacy and Confidentiality Policy*, and the Early Childhood Australia Code of Ethics.

The *Family Conduct Guidelines* are in place to emphasize commitment and ethical responsibilities each family adopts when enrolling their child/ren. If parents or family members are consistently in breach of these guidelines and following an evaluation by the nominated supervisor and/or the approved provider, any related enrolment/s may be at risk of being terminated.

Families and educators are expected to communicate openly, respectfully and collaboratively, sharing relevant information to support each child's development and learning while adopting qualities such as honesty, inclusivity and confidentiality. We encourage families to arrange a time away from the learning environment for in-depth discussions, where the educator can give families their full attention and make decisions that have been given careful consideration. All stakeholders are expected to show respect toward educators, children, and families, model appropriate behaviour in all interactions, and understand that any threatening conduct may result in police involvement.

To maintain confidentiality, families and staff are responsible for protecting personal information and refraining from sharing sensitive details or photos on social media. If you have a complaint or grievance, contact your child's educator to arrange a suitable time to discuss the issue or complete a '*Complaints/Grievance Form*', forms can be returned to the Service in person or via email [littlegumelc@gmail.com](mailto:littlegumelc@gmail.com) Management will uphold confidentiality unless the complaint involves a notifiable incident, in which case the regulatory authority will be informed as required.

## ORIENTATION

Orientation is an important start for your child and family to connect at Little Gum. We encourage each child to attend in the company of a family member before they start their first day with us. This gives you and your child the opportunity to gain an understanding of our program, the layout of the room, where to put your child's belongings, provide educators with additional information about your child and how we can best support their transition and settling in period. The Team Leader will contact you to arrange suitable times and days for visits.

If your child is reluctant to attend, please discuss this with the Team Leader so that they can develop strategies with you to support the transition from home to Little Gum.

## ARRIVAL AND DEPARTURE

Each day, you must sign your child in upon arrival and sign out upon departure and note the date and times. We are required by legislation to always maintain our attendance record. This record may be used in the event of an emergency.

We have a duty of care to your child and will only allow your child to be released into the care of either a parent, guardian or an authorised nominee as listed on your child's enrolment record. If your child needs to be collected by another person for some reason, an authority to collect form must be provided in writing to the nominated supervisor. Our staff will ask to view photo identification of the adult collecting your child from care to confirm their identity.

## THE FIRST DAY/WEEK

The first day at Little Gum is a big step for you and your child. Please don't be alarmed if your child

experiences some separation anxiety. This is normal and our experienced educators will assist you and your child through this transition period. There may be tears and extra tight hugs when saying goodbye for the first few weeks but there are always cuddles, reassurance and genuine care from educators for both the children and their families. Sometimes this experience is upsetting more so for the family, not the child. We understand this and offer support through phone calls during the day, photos and open communication.

## SAYING GOODBYE

What works best is a set routine so try to establish the care routine from the orientation process. Being well organised and avoiding a rush usually results in a calm start to the day.

Most children will want to have a look around first to see who else has arrived and to look at what activities are available. Rest assured; we'll contact you if your child becomes distressed.

# WHAT YOU NEED TO BRING

## BAG

For independence, we work towards all children being able to recognise and open their own bag.

Please ensure it is large enough to hold all their belongings and is clearly labelled.

## SPARE CLOTHING

Accidents may occur, and it may be necessary for your child to get changed into a fresh set of clothes. Please include a complete change of clothes every day which can stay in your child's bag...just in case!

### DRINK BOTTLE

A labelled drink bottle is required every day for water. Children refill their drink bottle, when necessary.

### SUN HAT

We provide a hat. No Hat, no Play outside applies.

### MORNING SNACK AND LUNCH

Children are asked to bring their morning snack and lunch in a plastic/metal lunch box with a lid that they can open. As all lunches must be placed into the fridge in the room, please do not send it in a cooler bag, as these are not effective in the fridges. We ask you clearly mark your child's name on the bottom of the box and lid. We also ask that you think about your child's ability to unwrap their lunch and open such things as muesli bars. Educators can provide tips to make this easier for your child.

We try to encourage healthy food choices at Little Gum and request that you provide sandwiches or wraps with nutritious fillings. Sprinkles and chocolate spreads are discouraged. See the following Information on the nutrition requirements



### LUNCH BOX EXAMPLE

For lunchbox examples, please see the **Get Up and Grow** brochure in your enrolment pack. Please do not send chips, lollies/chocolates, highly processed foods, chocolate custards or desserts, pizzas, sausage rolls, pies, flavoured milk, roll ups or other high sugar bars, biscuits or cakes.

These items will remain in your child's lunch box for home time. A healthy lunch box environment is a group effort by all families and staff

### RECOMMENDED DAILY INTAKES

Recommended average number of serves per day in accordance with Nutrition Australia.

THE FIVE FOOD GROUPS	STANDARD SERVE SIZE	1-2 YEARS	2-3 YEARS	4-8 YEARS
Vegetables and legumes/beans	1/2 cup vegetables – include 2 or 3 different types	2-3 Serves	2 ½ Serves	4 ½ Serves
Fruit	1 or 2 small pieces of fruit (apricot, kiwi fruit, plum) or 1 medium sized fruit	½ Serve	1 Serve	1 ½ Serves
Grain (Bread and cereal)	1 slice bread or 2/3 cup breakfast cereal or 1/2 cup cooked rice or 1/2 cup cooked pasta	4 Serves	4 Serves	4 Serves
Meat and alternatives	65g cooked lean red or 80g white meat or 100g cooked fish or 1 cup cooked legumes	1 Serve	1 Serve	1 – 1 ½ Serves
Dairy and alternatives	1 cup (250 ml) milk or 1 cup (250ml) calcium-fortified soy milk or 2 slices (40g) cheese or 3 ¼ cup (200g) yoghurt	1 – 1 ½ Serves	1 ½ Serves	1 ½ girls Serves 2 boys Serves
Drink	<p>Water should always be accessible</p> <p>Cow's milk Contains calcium, zinc and vitamin A, riboflavin and may be fortified with vitamin D and should be offered daily. (Powdered, evaporated or long-life (UHT) milks are just as nutritious alternatives to fresh milk)</p> <p>Children 12 months -2 years of age Full cream cow's milk (~4% fat)- require the additional energy provided by full cream milk.</p> <p>Children over two years of age Reduced fat milk (~2% fat)- recommended to have reduced fat milk as it contains the same amount of calcium, protein, and vitamins as full cream, but is lower in saturated fat and energy content.</p> <p>Plant based milk Lower in protein and have fewer vitamins and minerals. Use varieties fortified with calcium (with at least 100mg calcium per 100ml).</p> <p>Fortified soy and rice milk is suitable for many children who cannot tolerate cow's milk.</p>			

	Not suitable substitutes for cow's milk -Oat, almond, quinoa and coconut milks - do not provide the necessary nutrients for young children.
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Reference: Eat for Health, Australian Dietary Guidelines, [The guidelines | Eat for Health](#)

## BREASTFEEDING

We are a breastfeeding friendly service. Mothers who are breastfeeding are welcome to attend during the day to feed their infant.

Families that are breastfeeding should speak to the Team Leader to be aware of our policies on storing and serving breast milk.

Families that are formula feeding should also consult to be aware on how we need the formula prepared and stored.

## CLOTHING

It is helpful to your child if they are dressed in non-restrictive, serviceable and easy to wash clothes so that they feel free to join in all the activities and to develop independence. Shoes also, need to allow children freedom to run, climb, hop and jump as well as being easy for the child to take off and put on by themselves. Joggers and sandals are appropriate shoes to wear.

Thongs, Crocks, slippers and gumboots are not suitable, and we prefer that these are NOT worn at Little Gum. Clothing such as long dresses, overalls, braces, belts and stiff buttons can prove a problem for children who need to go to the toilet. We require all t-shirts to have sleeves (no mid-drift tops) and hats that are broad brimmed are essential for effective sun safety.

## TOYS

We have an abundance of developmentally appropriate toys and equipment available, and we ask that children do not bring in toys from home. This eliminates toys getting lost, broken,

disappointment for other children and responsibility on educators to track numerous toys throughout the day.

## BEHAVIOUR GUIDANCE

We encourage children to engage in cooperative and pro-social behaviour. We give children the opportunity to self-regulate their behaviours during play to develop their confidence and self-esteem. Educators follow a *Behaviour Guidance Policy* that extends across the whole Service giving consistency of expectation in all rooms. We use a positive approach to guiding children's behaviour to help them develop a respect for others, for property and respect for self.

Educators will identify and implement strategies to guide and support children's behaviour and develop individual behaviour guidance plans as required, however we may review a child's enrolment status if their behaviour poses a risk to themselves, others, or continues despite the use of supportive strategies and collaboration with the family. If you require further information on this policy, please ask educators and refer to our Policy manual.

## WELLBEING

Wellbeing is more than just feeling happy, it is about our overall health- physical, social, emotional and mental. We provide opportunities for your child to develop a strong sense of wellbeing through dance, movement, yoga, mindfulness, music and relaxation.

## PHYSICAL PLAY

Physical play includes activities that use physical movements to allow children to use their energy, enhance their concentration, motivation, learning and wellbeing. We feel physical play is a vital part of everyday life. We believe in providing children with a range of physical activities and experience on a daily occurrence for them to challenge their large and small muscles, allowing them to gain increasing control over their bodies as they learn the importance of physical play.

Physical play provides children with the opportunity to:

- develop strong bones and muscles and promote healthy growth and development

- improve strength and balance
- develop flexibility and coordination and Fundamental Movement Skills
- develop spatial awareness and to develop mathematical concepts
- be confident as they learn to control their bodies and understand their limits
- learn to cooperate and share with others

## REST AND SLEEP

Rest and sleep routines vary according to individual needs. We aim to make rest time a relaxed, pleasant time for all children. We provide cots for children. Please feel free to discuss your child's rest or sleep needs with educators. Each day we provide information about the times your child rested or slept. Quiet activities, such as puzzles and books are available for those children who do not sleep.

## SUSTAINABILITY

Our Service is passionate about sustainability. We believe in supporting children to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure and teaching. Further, we support children to appreciate that sustainability embraces social and economic sustainability as we engage in concepts of social justice, fairness, sharing, democracy and citizenship.

To empower our sustainability program, we emphasise children's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, developing an appreciation of the natural world, encouraging them to participate in a recycling program and reducing energy and conserving water. We aim to provide children with the skills and knowledge required to take an active role in caring for the environment and to think about ways they can contribute to a sustainable future.

## BIRTHDAYS

It is very exciting for a child to be having a birthday. We sing and celebrate due to risks associated with food allergies –do not bring in cakes or sweets as we need to ensure the safety of all children.

## FAMILY WALLS

We work with the children on a Family *Wall* over the year. This is a strong and valuable tool in our environment for your child to connect to, feel that they and their family are valued and that their family is as much a part of the Service, even if they are not always there. If you would like to bring in a photo, or a couple of photos that represent your family, we would love to add it to our wall.

## SUN SAFETY

We work with the *National SunSmart Early Childhood Program* to ensure children's health and safety is always maintained. We use a combination of sun protection measures whenever the UV Index Levels are predicted to reach 3 or above. We monitor the UV index levels daily and schedule outdoor activities when levels are safe. Our outdoor environment provides shade for play experiences, and we conduct regular risk assessments to ensure the play space and equipment is safe for children. We complete daily playground surface temperature checks during summer months or extreme hot weather to check for potential hazards.

Children and educators must wear hats and appropriate clothing, including footwear, when outside. Educators will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (SPF50+ broad-spectrum water resistant), which is reapplied according to the manufacturer's recommendations.

**We ask that children come to the Service with sunscreen already applied so they can participate in outdoor play immediately and not have to wait the 20 minutes after application. Consent to apply sunscreen is included in our enrolment form.**

## PARENT PARTICIPATION AND FEEDBACK

We actively seek and encourage families to be involved at Little Gum

Your involvement can be as formal or active as you like as time permits. We respect that time is limited for most families, and we ask that you inform us as to your preferred way of communication. We can arrange meetings with your child's educator at a time that suits you

throughout the year and offer email, SMS, Facebook, newsletters, daybook journals and pride ourselves on strong verbal communication daily. We seek input from families on all aspects of the Service about your child's goals, observations and program.

If, for any reason you question or do not understand or your child's experience we have a *Dealing with Complaints Policy* that supports all stakeholders in our community and like all policies, is available for families to consult and implement at any time. Copies of our policies are available. You are welcome to take a copy home and review at your leisure.

## FAMILY INVOLVEMENT

### YOUR OCCUPATION OR HOBBY

You are the most important person in your child's world. We welcome all parents to the Service to talk about their occupation or hobby (e.g. music, craft, cooking). Everything parents do interest children, and these talks are the best educational resources you can provide Little Gum. We use information that has come from discussions about occupations and hobbies in our program and the ideas explored which can turn into interest projects providing valuable learning.

### YOUR HOME CULTURE

We aim to foster relationships among families and community and invite you to share aspects of your culture, history, language and celebrations with Little Gum. Your involvement greatly assists us to enrich the lives of all our families and children.

### RECYCLABLE ITEMS

We are always on the lookout for recyclable items for the rooms. Craft items, (natural inspired preferred), ribbons, wrapping paper, paper or anything interesting is much appreciated.

### SPECIAL EVENTS

Our Service organises special events throughout the year. We will communicate these to families in a timely manner. We encourage parent input in all aspects of these events. Some of these include fundraising, celebrations and information sessions.

### SUGGESTIONS

If you have any suggestions or ideas on how we best can work together in the Service, please let us know.

If you have any concerns, please see your child’s educator or the Team Leader. We have a grievance/complaints procedure if you would like to formally raise any concerns.

How to make a complaint about a children’s Service – follow the link to the website

**Speak to the Team leader or Manager in first instance**

If you are not satisfied then you can complain to the Victorian Early Childhood Regulatory Authority (VECRA) directly, if you:

- have concerns about the safety, health or wellbeing of children
- are worried about the behaviours and practices of staff at an early childhood service
- believe there have been any incidents of physical and sexual abuse of a child at an early childhood service.

<https://www.vic.gov.au/make-complaint-early-childhood-service>

## COMMUNITY INFORMATION

We communicate through Xplor

Our staff can also provide information for families about a range of topics including early intervention; supported playgroups; Child Care Subsidy; Aboriginal Child and Family centres; health clinics.

## HEALTH AND HYGIENE

Our Service has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices.

All staff diligently practice and model personal hygiene measures such as hand washing, cough and

sneeze etiquette and disposal of tissues. We request that all children and visitors to our Service wash their hands or use the alcohol-based hand sanitiser upon arrival.

Our educators teach and model correct hand washing techniques to children and regularly clean and disinfect high touch objects throughout the Service to reduce the spread of infection.

### WHEN SHOULD I NOT SEND MY CHILD TO THE SERVICE?

Please monitor your child's health and do not bring your child to the Service if they are suffering from an infectious disease/illness or are generally unwell.

To minimise the spread of infections and diseases, and maintain a healthy environment for all children, educators and staff, we implement recommendations developed by the National Health and Medical Research Council (NHMRC)- *Staying healthy: Preventing infectious diseases in early childhood education and care services, 6<sup>th</sup> Edition*. Our policies and procedures for *Dealing with Infectious Diseases* is available for all families to view.

Our Service is a busy and demanding day for the bodies and minds of our children. We are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care.

If your child becomes ill whilst at the Service, we will contact you or an authorised nominee to collect your child within a 30-minute time frame where possible. If your child is unable to be collected, educators will contact the child's emergency contact for collection. When your child is collected, you will be provided with an *Injury, Incident, Trauma and Illness Record* completed by the educator which includes information about your child's illness, their symptoms, general behaviour and any action taken. You will be requested to sign and acknowledge the details in this record.

Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. If your child has been had diarrhoea and/or vomiting, they will be excluded until there has not been any diarrhoea or vomiting for at least 24 hours. For certain illnesses, a medical clearance certificate may be required before your child returns.

### INFECTIOUS DISEASES

The National Health and Medical Research Council have supplied the following information regarding minimum exclusion period for children from an early childhood education and care service. Please inform staff if your child has any of the following infectious diseases so that we

can notify the Public Health Unit and other families of any infectious disease/illness.

(Confidentiality is always maintained).

[Exclusion for common or concerning conditions](#) (Australian Government, National Health and Medical Research Council, Staying Healthy 6<sup>th</sup> Edition 2024)

CONDITION	EXCLUSION
Chicken pox	Exclude until all blisters have dried – this is usually at least 5 days after the rash first appeared in non-immunised children, and less in vaccinated children. See the guidelines for contact exclusions
Conjunctivitis or eye discharge	Exclude until discharge from the eyes has stopped (unless a doctor has diagnosed non-infectious conjunctivitis)
Ear infection	Not excluded unless they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding)
Fever	Exclude until the temperature remains normal, unless the fever has a known non-infectious cause. If the child has gone home from the Service with a fever but their temperature is normal the next morning, they can return to the service. If the child wakes in the morning with a fever, they should stay home until their temperature remains normal. If a doctor later diagnoses the cause of the child's fever, follow the exclusion guidance for that disease.
Gastroenteritis ('gastro') <ul style="list-style-type: none"> <li>• Campylobacter infection</li> <li>• Cryptosporidiosis</li> <li>• Giardia infection (giardiasis)</li> <li>• Rotavirus infection</li> <li>• Salmonella infection (salmonellosis)</li> <li>• Shigella infection (shigellosis)</li> </ul>	Exclude until there has not been any diarrhoea or vomiting for at least 24 hours
Norovirus infection	Exclude until there has not been any diarrhoea or vomiting for at least 48 hours
Hand, foot and mouth disease	Exclude until all blisters have dried
Head lice	Not excluded, if effective treatment begins before the next attendance at the service.

	The child does not need to be sent home immediately if head lice are detected
<b>Hib (Haemophilus influenzae type b)</b>	Exclude until the person has received treatment for at least 4 days
<b>Measles</b>	Exclude for at least 4 days after the rash appeared. See the guidelines for contact exclusions
<b>Meningitis (viral)</b>	Exclude until person is well
<b>Meningococcal infection</b>	Exclude until the person has completed antibiotic treatment
<b>Mumps</b>	Exclude for at least 9 days or until swelling goes down (whichever is sooner)
<b>Pneumococcal disease</b>	Exclude until person has received antibiotic treatment for at least 24 hours and feels well
<b>Rash</b>	Not excluded unless combined with other concerning symptoms (fever, tiredness, pain, poor feeding)
<b>Respiratory conditions and infections</b> <ul style="list-style-type: none"> <li>• Bronchitis and bronchiolitis</li> <li>• Common cold</li> <li>• COVID-19 (also refer to state or territory advice)</li> <li>• Croup</li> <li>• Flu (influenza)</li> <li>• Human metapneumovirus</li> <li>• Pneumonia</li> <li>• RSV (respiratory syncytial virus)</li> </ul>	<p>If a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), exclude them only if:</p> <ul style="list-style-type: none"> <li>• the respiratory symptoms are severe, or</li> <li>• the respiratory symptoms are getting worse (more frequent or severe), or</li> <li>• they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding)</li> </ul> <p>Otherwise, do not exclude.</p> <p>A person can often have an ongoing cough after they have recovered from a respiratory infection.</p> <p>If their other symptoms have gone and they are feeling well, they can return to the service</p>
<b>Shingles (zoster infection)</b>	Exclude children until blisters have dried and crusted. Adults who can cover the blisters are not excluded (they are excluded if blisters cannot be covered) See the guidelines for contact exclusions
<b>Skin-related infections</b> <ul style="list-style-type: none"> <li>• Cold sores (herpes simplex)</li> </ul>	<p>Not excluded if the person can maintain hygiene practices to minimise the risk of transmission.</p> <p>If the person cannot maintain these practices (for example, because they are too young), exclude until the sores are dry. Cover sores with a dressing, if possible.</p>
<ul style="list-style-type: none"> <li>• Fungal infections of the skin or scalp (ringworm, tinea, athlete's foot)</li> </ul>	<p>Exclude until the day after starting treatment</p> <p>For impetigo, cover any sores on exposed skin with a watertight dressing</p>

<ul style="list-style-type: none"> <li>• Impetigo (school sores)</li> <li>• Scabies and other mites causing skin disease</li> </ul>	
<ul style="list-style-type: none"> <li>• Warts</li> </ul>	Not excluded
<b>Strep throat</b>	Exclude until the person has received antibiotic treatment for at least 24 hours and feels well
<b>Whooping cough (pertussis)</b>	Exclude until at least 5 days after starting antibiotic treatment, or for at least 21 days from the onset of coughing if the person does not receive antibiotics. See the guidelines for contact exclusions
<b>Worms</b>	Not excluded

*If your child is unimmunised according to our records, then they will be excluded until the threat has passed and upon advice of the Public Health Unit*

## IMMUNISATION

We require all families to provide an Immunisation History Statement from the Australian Immunisation Register (AIR) for their child prior to enrolment in an early childhood education and care Service. The immunisation history statement must show that each enrolled child is up to date with immunisations for their age. The relevant vaccinations are those under the National Immunisation Program (NIP), which covers the vaccines usually administered before age five. These vaccinations must be recorded on the Australian Immunisation Register (AIR).

In the case of an outbreak of any vaccine preventable disease, management will contact families as soon as possible. We ask that families immediately inform our Service if someone in their family is diagnosed with an infectious disease to help minimise the risk to other children, families and educators.

We are legally required to notify the Public Health Unit of any cases of vaccine preventable diseases occurring at our Service. For an up-to-date immunisation schedule, please refer to your enrolment pack.

## MEDICATION

If your child requires medication whilst at our Service, you must complete an *Administration of Medication Record* to give your consent for an educator to administer prescribed medication to your child. Medication must be given directly to an educator for appropriate safe storage.

Educators can only administer medication that is:

- prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)
- in its original packaging and have the original label clearly showing your child's name
- before the expiry/use by date.

Any child's prescribed medication such as asthma inhalers, adrenaline auto injectors (EpiPen®) or Insulin (for diabetes), must accompany the child each day to our Service or parents ensure our Service always has adequate supplies of the required medication.

Upon collection of your child at the end of the day, you or an authorised person will be requested to sign the *Administration of Medication Form*.

## INCIDENTS, INJURY OR TRAUMA

We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, children sometimes have accidents. We always have an educator with a first aid, emergency asthma, anaphylaxis management and CPR qualification and we provide education and care to children. First Aid kits are located throughout the Service.

Parents or authorised nominees will be notified of all occurrences or alleged occurrences of incidents, injuries, trauma or illnesses, and asked to acknowledge and sign an *Incident, Injury, Trauma and Illness Record*. In the event of a minor injury, first aid will be provided as required. If your child injures their head, even if it is a small bump, you will be contacted by phone to advise of the injury. Our educators will continue to monitor your child closely and advise if you should come and collect them, if emergency medical treatment is required following a head injury, educators will contact emergency services.

If an injury or incident is serious and we believe urgent medical attention is required, the nominated supervisor/responsible person will contact an ambulance immediately. We will attempt to contact a parent/guardian or an authorised nominee to advise of the situation. If you are unable to meet the ambulance at the Service, we will send one of our educators/staff members to accompany your child in the ambulance. Please note that the cost of Ambulance cover is the responsibility of each family.

An *Incident, Injury, Trauma and Illness Record* will be completed, and a parent will be required to acknowledge and sign this record. A copy of any documentation from the hospital or treating doctor will also be requested. Our Service will also be required to notify the regulatory authority in the event of any serious incident or injury. In these circumstances, you may be contacted by our approved provider and the regulatory authority to follow up the incident and actions taken by our Service.

# SAFETY IN OUR SERVICE

## EMERGENCY AND EVACUATION PROCEDURES

Our Service conducts risk assessments regularly and develops emergency management plans for a range of possible hazards. Throughout the year we follow our policies and procedures to carry out emergency and evacuation rehearsals. These may occur at any given time throughout the day and week to ensure all children know what to do in case of an emergency.

Emergency and evacuation rehearsals are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire (bush fire), lock down or flood. Under regulations, we are required to practice emergency and evacuation rehearsals every three months. Parent/guardian authorisation will be obtained for emergency evacuation rehearsals which require children to leave the Service premises to our secondary evacuation point.

. An emergency evacuation plan and lock down procedure are displayed in every room and exit locations are clearly indicated. Educators will follow the instructions of emergency services and the regulatory authority in times of emergencies.

## DROP OFF AND PICK UP TIME

The mornings at Little Gum are busy places especially during the morning drop off and afternoon pickup. We ask that parents be extremely mindful of danger when arriving and departing Please always hold your child's hand in the carpark area

- Be alert of reversing drivers in the car park as it is very difficult to see small children
- Use the kerbside, rear passenger door when getting your child into and out of their restraint
- Never leave a child or infant in the car unattended
- Never leave the front entry door/gate open
- Always do a visual check around your vehicle before driving
- Please ensure children do not enter areas in the Service that are for adults/staff only.

## WORKPLACE HEALTH AND SAFETY

We are committed in providing an environment that is safe and healthy for every employee, volunteer, child, family and visitor. We have made every reasonable effort to minimise the risk of serious injury and request all persons to our Service to adhere to our policies regarding Workplace Health and Safety.

Each morning, our educators conduct daily safety checks of the indoor and outdoor environment and will alert management of any potential risk or hazard to children to ensure this is rectified before children use the equipment or area.

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general work health and safety issues, please contact the nominated supervisor immediately.

## SOCIAL MEDIA

We have a public social media account – we do not post photos of children at the service.

We promote the safety and wellbeing of all children and are committed to ensure safe online environments when engaging in digital technology including social media. Our social media accounts are managed by the Manager, and we set the highest level of privacy and security settings on the accounts. Content is regularly scanned, and any offensive language or comments removed immediately, and these users blocked.

We maintain appropriate privacy of families, children and educators by not publishing any personal information online.

## PRIVACY AND CONFIDENTIALITY

We are committed to protecting the privacy and confidentiality of children, individuals and families and have policies in place to ensure strict confidentiality is maintained.

Information, including personal information (addresses, telephone numbers, email addresses) will not be disclosed to any individual without obtaining prior written permission of the respective person, including educators, staff, family members and parents. Families must ensure they do not share data or personal information of other family members, children or staff members from the Service with anyone, including other families of the same Service. (See *Privacy and Confidentiality Policy*).

All families are not to use or share images obtained from the Service, via the Service's app, Facebook pages or other format. Families are not to share photographs taken during special events for publishing on any social media or for sharing in any format.

Families are asked to respect that staff are prohibited to share information about other children, families or staff members without expressed written consent to whom the information relates to. Additionally, families are not to connect with staff on social media platforms

To plan programs for your child/ren, we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law

We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time or request a copy of information in the file.

Our *Privacy and Confidentiality Policy* are available to view at any time. This policy sets out how we ensure our Service acts in accordance with the requirements of the Australian Privacy Principles and the Privacy Act 1988. We ensure all personal information is protected, records and documents are maintained and stored in accordance with Education and Care Services National Regulations and that all staff understand the requirements of the Notifiable Data Breaches (NDB) scheme. Any Privacy complaints will be managed promptly and in a consistent manner as outlined in our *Dealing with Complaints Policy*.

Our Service is required to keep and maintain detailed records about children, parents and staff in accordance with relative legislation contained in the National Law and Regulations and Family Assistance Law. We ensure all records are stored in a secure and locked location. We must keep records for the prescribed periods of times as legislated related to child enrolment, attendance, medication records, incident, injury, trauma and illness records, child assessments and any relevant legal information/documents. Full details about record keeping are available in our *Record Keeping and Retention Policy*.

**PARENT ACKNOWLEDGEMENT**

*I/we have read this handbook carefully and agree to comply with the requirements set out in this handbook and in the Dromana Community House policies online.*

*I/We understand the commitment that you are undertaking providing education and care for our child, and our responsibilities to the Service.*

*I/we have completed the enrolment form and provided the required documentation for our child.*

*I/we agree to Dromana Community House Inc Little Gum Early Learning of any changes that may affect the education and care of our child (changes to court order, parenting orders, authorised nominees, Medical Management Plans, medication etc).*

ACKNOWLEDGEMENT OF FAMILY HANDBOOK			
I have read and understood the information in this handbook and agree to the terms and conditions provided in relation to my child/ren’s enrolment.			
Child’s name			
Parent/Guardian 1 name		Date	
Parent/Guardian 1 signature			
Parent/Guardian 2 name		Date	
Parent/Guardian 2 signature			

Team leader		Date	
Enrolment coordinator			

Please list what skills talents, interest and culture that you and your family (not forgetting grandparents) are able to share with the Service.


Have you completed the orientation evaluation? Yes  No

## PRIVACY STATEMENT

Dromana Community House Inc – Little Gum Early Learning will not use personal information for any purpose that is not reasonably required for the appropriate or effective operation of the Service. The privacy of all information provided is paramount which we as a Service will always protect.

Personal information gathered by the Service may be accessed by and exchanged with staff educating and caring for a child, by administrative staff or for legal requirements. Personal information collected may include, medical information, income and financial details, contact information, children’s developmental records, legal information, employment/martial information, qualifications, staff entitlements, and information required under the National Law and National Regulations.

We may disclose personal information where we are permitted or obligated to do by Australian law. This may include

- Government employees
- Authorised officers during Assessment and Rating
- Software companies that provide computer based educational programs which use children’s personal information
- Lawyers in relation to a legal claim
- Debt collection agency where fees are outstanding
- Officers carrying out an external dispute resolution process

- Protecting individuals from serious misconduct or to prevent a serious threat to a life, health or safety.

Personal information is stored in a safe and secure manner, using locked filing cabinets or password protected database and computer. Information is backed up electronically and stored securely. Hard copy information is stored securely at the Service and archived in accordance with regulatory requirements when no longer needed.

Our Service will gather written authorisation prior to disclosing personal information. This may include, displaying medical plans or early intervention services.

We are committed to safeguarding and protecting the privacy of personal information and adhere to the Australian Privacy Principles. By providing our service with personal information, you consent to the collection, storage and use of personal information in the ways described in our policy and collection statement.