



Uniting Education

Aspley Early Childhood Education Centre

School Age Care
Parent Handbook
(September- 2021)

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We warmly welcome you to

Aspley Early Childhood Education Centre

School Age Care

Contact Details:

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Email: director@aecec.org.au

The Uniting Church Queensland Synod is pleased to welcome you to Uniting Education Early Learning. The Uniting Church in Queensland has been serving families through childcare services, run by congregations and other church organisations such as Wesley Mission Queensland and UnitingCare since the opening of our first service, the Toowong Kindergarten and Child Care Centre, in 1964. From September 2021, all early learning services operated by the Uniting Church Queensland are consolidated within the Uniting Education Early Learning (UEEL) portfolio. UEEL embodies the Christian principles of love, forgiveness, respecting and serving others. We utilise a play-based learning programme and are committed to the values of equity, inclusiveness and care for the environment.

Our Mission:

On behalf of The Uniting Church in Australia, Queensland Synod, United Education Early Learning oversees the operation of Aspley Early Childhood Education Centre and School Aged Care.

Aspley Early Childhood Education Centre engages in these services to express God's love and concern for children and their parents or guardians.

To that end, the service will strive to ensure that all children will receive high-quality care in an environment that is safe, caring, stimulating and nurturing of individual differences as they learn and grow physically, spiritually, intellectually, creatively, socially and emotionally.

To grow the Christian Faith within the young families in our wider community through the commencement of a dedicated and resourced Children's & Families Ministry.

Centre Information/Operating Hours

Long Day Care: Monday to Friday- 7 am to 6.30 pm
Before School Care: Monday to Friday- 7 am to 9 am
After School Care: Monday to Friday- 3.00pm to 6.30pm
Vacation Care: Monday to Friday- 7 am to 6.30 pm

Excluding Public Holidays.
Centre closed between Christmas Day and New Year's Day

Legislative Guidelines:

Aspley Early Childhood Education Centre is licensed under the Education and Care Services National Law and must comply with the Education and Care Services National Regulations 2011. Which includes:

- the requirements about activities, experiences and programs
- the number of staff members and children
- staff qualifications

Management and educators at Aspley Early Childhood Education Centre invite you as a parent or guardian to ask for information on the following at any time:

- A general description of the activities and experiences given by the service
- The service's philosophy about learning and child development outcomes and its intended outcomes will be achieved.
- The goals are about knowledge and skills that are developed through activities and experiences.

AECEC will keep a compliance history logbook on the premises, which will enable parents to access open and transparent information about non-compliance within the service. This information can also be found online at <http://education.qld.gov.au/earlychildhood>

Centre Goals:

We, the staff of Aspley Early Childhood Education Centre, aim:

- to offer a Christian environment that is safe, secure, clean, happy and healthy for all children and their families without discrimination of ability, socio-economic, religious or cultural background.
- To have child-initiated activities that are stimulating, engaging, and appropriate for each child to ensure their continued developmental growth.
- To be responsible and provide children with opportunities to develop an understanding of themselves and others, develop positive self-esteem, practice independence and self-discipline, whilst being guided positively by staff.

- To regularly reflect on our programs, routines and practices to respond to the changing needs of children, staff and families
- to support families in their day to day living experiences and offer them a place where they feel welcome and where they can share with others in a safe environment.
- To maintain a happy working environment.
- To maintain a professional commitment to our growth and development.
- To teach Christian values and nurture the Christian faith.

Philosophy

- We believe that each child is an individual and can explore and learn through play in a secure, safe, loving and stable environment at their interests through the provision of **high-quality education and care**. QA1, QA2, QA3, QA5
- We believe that the **program** should ensure that all children have opportunities that enable them to develop their strengths and, at the same time, build on their needs. QA1, QA2
- We believe that the parent is the first and most influential teacher of the child, and therefore we welcome **parent participation** in our programs. QA6
- We believe that every child and family have the right to be treated **without discrimination** because of gender, ethnic origin, religion or ability. QA1, QA4, QA6
- We believe that **God created our world** as a beautiful and exciting place, and we will encourage children to grow in their awareness and respect of it. QA3
- We believe that all children should have the opportunity to **learn about God** according to the Christian faith. QA4
- We believe that children should be allowed to become **aware of other faiths and cultures, especially** Australia's Aboriginal and Torres Strait Islander heritage and Australia's multicultural heritage. QA4, QA6
- We believe that all children should be given time for **rest and relaxation** and that **high quality meals** should be provided at all times. QA2
- In cooperation with the Aspley Early Childhood Education Centre and community groups, we should provide services to **parents/guardians** that will educate, encourage and equip them to care for their families. We will provide training and additional pastoral support to those families who seek it. QA6
- We should encourage **parents/guardians** and the wider **community to participate** in the services support, management, and activities. QA6, QA7
- We believe that it is essential for **staff** to desire to work within the philosophy of the service and who will ensure the provision of high-quality education and care. QA4, QA7
- We believe that we must encourage the continuing professional **development of staff** so that their practices are maintained at the highest quality. QA4, QA7
- We believe that clearly defined **procedures** will ensure that grievances are heard in privacy and are resolved systematically and swiftly. QA7

- We believe in a safe working environment and free of harassment and bullying, which does not pose any threat to clients' health or wellbeing of clients. QA2, QA4, QA5, QA6, QA7
- We are confident that **confidentiality** will be maintained to protect clients and staff. QA7
- We will establish and maintain **childcare services** that provide high-quality childcare for the community following the appropriate regulatory bodies. QA1, QA2, QA3, QA4, QA5, QA6, QA7
- We will provide a **Ministry** which is available to children and parents/guardians, and staff. QA1, QA4, QA5, QA6, QA7

Our Program:

At Aspley Early Childhood Education Centre, we are guided by My Time, Our Place, the national framework for School Age Care in Australia. This “Framework aims to extend and enrich children’s wellbeing and development in school-age care settings. It acknowledges that children need a place to engage in a range of play and leisure experiences to feel safe, happy and relaxed. It also recognises that they need time to interact with friends, practise social skills, solve problems, try new activities and learn life skills.

Children’s learning in school-age care settings complements their learning at home and school. There is great importance placed on relationships and nurturing children’s talents and interests in school-age care settings. Our program will also involve children learning that God loves them. This aspect of the program will be incorporated into the everyday activities of the service.

Enrolment Procedure:

Enrolment at AECEC School Age Care is usually organised by visiting or by telephoning the service. Your child’s name will be placed on a waiting list, or a position may be offered.

Upon offering a position, or before if you are interested, an interview will be arranged for you with the coordinator. This is a time where we hope that you will gain an understanding of our community and how we aim to make your child’s time, as well as your own, as educational and pleasurable as possible. During this interview process, we encourage you to take the opportunity to ask as many questions as you would like and discuss any concerns that you may have.

If you haven’t already received it, you will be given an enrolment package, and we encourage you to read this carefully, fill out the paperwork as required by our regulating authority and bring it back to us as soon as possible.

If there are no positions available at the time of your enquiry, your child will be placed on a waiting list, and you will be notified as soon as we are able to place your child.

Once a position has been offered to you, a non-refundable booking fee of \$25.00 to cover administrative costs needs to be submitted with your completed enrolment form to secure your registration.

Please note that no phone bookings regarding casual or permanent positions will be accepted without a completed enrollment form. No child under the age of 18 can call and make or cancel a booking.

Bookings can be made on a casual or permanent basis; however, no refunds shall be given for cancellations unless **one week's written notice is received for the termination of a permanent booking and 24 hours notice for a casual booking.**

Vacation Care:

All fees in relation to Vacation Care must be paid for in advance. Our Vacation Care is very popular, and it is upsetting to us that several children are missing out, so we have decided to change the cancellation policy. Bookings for Vacation Care need to be locked in by the Wednesday before the holiday period starts. Any child absences during the holidays will be treated the same as absences in the other rooms in the service, i.e. the days will be paid for and your child will be marked as absent. This should stop any overbooking of days that have caused children to miss out because there is no room available, and then the space becomes available at the last minute because parents decide, for whatever reason, to cancel their booking for that day. This is will be a much fairer system, where every child has an opportunity to enjoy our vacation care program.

As the Christmas holidays are quite long, the cancellation policy over this period will be slightly different. Once again, your child's bookings will be locked in the Wednesday before the holidays begin, but cancellations can be made in writing two weeks in advance. This will give you an opportunity to inform us in December about changes that need to be made in January.

Any outstanding fees in relation to before and after school care need to be paid in full prior to the child being accepted into vacation care.

Priority of Access:

Parents need to be aware that due to the high demand for School-Aged Care, the Australian Government has set the following priority guidelines

First Priority	A child at risk of serious abuse or neglect.
Second Priority	A child of a single parent or of parents who both meet the work/training/study test under Section 14 of the Family Assistance Act.
Third Priority	Any other child.

Child Care Subsidy (CCS)

This is a payment made to families to assist with childcare costs, and this service is under the new system called the Child Care Subsidy Scheme (CCSS). The Child Care Management System is a national child care system that will bring all approved child care services online. This child care service will use their CCSS registered software to record child enrolment and attendance information.

To receive child care benefits, you must register with the Family Assistance Office, and you can claim your benefit as either a fee reduction or a lump sum at the end of the financial year.

Failure to keep this service and the FAO informed about your child Care situation can result in overpayments. For more information on this, contact Centrelink on 136150 or www.centrelink.gov.au.

Fees:

If your fees go into arrears, it may jeopardise your child's place. If they are in arrears for more than a month and there has been no attempt to rectify your debt, your outstanding debt may be placed in the hands of a Debt Collection Agency. As with all fees, Aspley Early Childhood Education Centre encourages you to discuss any hardship with the coordinator, who may be able to set in place a plan of action to catch up on the debt.

Fee Structure:

At Aspley Early Childhood Education Centre, we endeavour to ensure that care for children is affordable to all and attempt to keep fee increases to a minimum whilst providing the facilities and care you expect for your child. If you do not require after school care or before school care for your child for whatever reason, we will not charge you for the session if you let us know in writing before the service closes the day before. If you cancel care after that period, fees will still be charged.

We wish to advise the following rates will apply from 5 July 2021

Room	Rate
Joeys	\$110
Possums	\$110
JK Koalas/ Kangaroos 2 -3 years	\$110
JK Koalas/ Kangaroos 3 years	\$108
Kindergarten	\$108
Before School Care	\$20
After School Care	\$28

Vacation care	Rate
Normal	\$59
Incursion	\$69
Excursion	\$79
Cancellation fee	FULL FEE
Late Booking fee	\$5

- Vacation Care Cancellation Fee -cancellations must be provided in writing (email} 48 hours before the booked attendance day; otherwise, full fees will be charged.
- Vacation Care Late Booking Fee -bookings requested less than two weeks before the date of attendance will incur a \$5 late booking fee.

How do I pay these fees?

Fees are due and payable two weeks in advance, and payment is by direct debit from a bank account or credit card. We have partnered with Ezidebit to provide you with this service. Please see the attached forms and conditions for further details.

Statement of Accounts:

Accounts showing your bookings are issued every second Monday and are sent to you via email.

Late Pickup Fee:

As you can appreciate, all of our staff have families and commitments too. Pick up time is no later than 6.30 pm. You will be charged \$1 per minute for every minute that you are late. This charge will go directly to the staff members required by regulation to wait with your child until they are collected. AECEC School Age Care asks that you phone and advise us if you are late for any reason.

Absent Days:

Each child is entitled to forty two (42) absent days per financial year (July – June) under the Child Care Subsidy Scheme, which may be used for any reason and without proof of circumstances.

Once the first 42 absence days have been exhausted, additional absences may be claimed only in permitted circumstances and if the service holds evidence of occurrences.

Permitted circumstances include:

- Illness with a Doctor's certificate
- RDO (with an employer's letter)
- Absences due to court orders
- An outbreak of an infectious disease against which the child is not immunised

Cancellation of Enrolment:

Should you choose to cancel your child's enrolment at Aspley Early Childhood Education Centre, a **minimum of two weeks' notice must be given in writing to the Centre**. You are required to pay these two weeks whether or not your child attends. If your child does not attend the last day of their enrolment, CCB will not be paid, and therefore you will need to pay full fees from the day of last known attendance to the day enrolment ceases.

Arrival and Attendance:

Our official opening time is 7 am, and as such, we cannot accept children before this time. It is against legislation for us to take children before we have officially opened. On arrival and pick up, please ensure that you sign in your child's attendance via the electronic device, as required by The Office for Early Childhood and Care. If not signed, your Child Care Subsidy will not be paid, and you will be required to pay fees, including the benefit. This record is also used if an evacuation situation arises, so it is imperative that your child is recorded as being present. Upon return from an absent day, you are required to confirm that your child was 'absent' or on 'holiday'. You may find that a staff member has already done this for you if you have given notice. Please then escort your child to the staff in attendance. Never drop your child off at the door, and please ensure that they have washed their hands before entering and exiting the service, as this will minimise cross infections. If other children are playing outside when your child arrives, please ensure that they have their hat and sunscreen applied before joining the other kids.

Collection Time:

Only authorised persons can collect your child, and they must sign the child out via the electronic device. Even if you believe that staff know that your child has gone, they cannot be expected to recollect if an emergency arises. Staff need to be advised that you are there to collect your child, as they are responsible for releasing your child into your custody at the end of the day. If you are unable to pick up your child for any reason, you must ring or email a signed letter stating who will pick up your child and at what time. They will be asked to provide their driver's license or appropriate alternative identification noted for our records. Please realise that this procedure is only in place to

ensure the safety and security of your child.

Custody Orders:

A copy of any court orders relating to access to your child must be given to us. If access is lawfully prohibited to your child, then the Centre Director must be notified.

Children Leaving Without Permission:

Suppose a child leaves the Service in any other circumstances and for any reason without permission? In that case, the staff will immediately assess the situation and call the police and a parent/guardian as quickly as possible.

Staff will not leave the Service to pursue a child if:

- It will or may leave, the other children in the service with insufficient supervision or:
- It will or may expose the staff member to an unacceptable risk of personal harm.

Transport:

Children have the right to be safe while travelling in transport provided by the service. All vehicles used must comply with the appropriate legislation and regulations and *Transport Operations (Road Use Management) Act 1995*. Maximum safety precautions will be maintained and parent permission will be obtained before a child travels on any transport.

We will be using Stingray Bus Company whenever we transport your children.

Procedures:

- Children will be transported each day, to and from the Service, in an air-conditioned minibus. The bus will be fitted with passenger seatbelts.
- In addition to the driver, at least one staff member will be present at drop off and pick up to supervise the children.
- The driver will have legal clearance to work with children as part of their licensing acquisition.
- The bus used is registered in Queensland.
- The driver is licensed to carry the required number of passengers for the purpose. The service will request the bus company to confirm and evidence of this fact before engaging the company.
- Staff are generally not permitted to transport children. Still, if the absolute need arises, the paragraphs above's requirements apply to the staff member and not the driver.

In selecting transport, the service will ensure that a communication system is available for use in the event of an emergency.

“A” Class vehicle’s will not be used to transport children except in an emergency or exceptional circumstances.

Children will not be left in the sole care or custody of the bus driver or others at any time; staff ratio policies for the Service will continue to apply during transportation.

Pick up points

We have designated meeting points for each school:

- Aspley East State School – at the green shed near the playground

- Aspley State School – on a seat near the parent pick up area

These locations may change at times depending on the availability of space at each school. Children will be notified in advance if arrangements change.

School runs are determined according to the demand of the school community's needs. There is a behaviour policy for the bus included in the enrolment agreement. All who travel on the bus are asked to remember that they are representing AECEC.

Procedure if your child is not there to be picked up:

If your child does not arrive at the pick-up area at their school, the educators will follow this procedure:

- Firstly, the educator will ring the school office to make sure your child attended that day.
- Secondly, the educator would ring the service, and the staff will ring the parent.
- The service staff would then ring the educator at the school and advise them of the outcome

Vehicle breakdown/accident:

In the case of unforeseen circumstances (if the services bus breaks down) or if the number of children exceeds the positions available on the bus for one trip, the following provision is in place. If parents sign their consent, children may be taken to school in a staff member's car with comprehensive insurance, working with children check, and full licence.

Policies and Procedures:

(For more details, please see the policy folder on site)

Students and Volunteers:

Students and volunteers are welcome at AECEC School Age Care. Whilst some students are required to do some programming and supervision of the rooms, they will always be under strict supervision from the Educators. We will encourage volunteers to come and join us in the activities of the service as we believe that everyone has something different that they can add to the program to enhance the development of the children. All students and volunteers are required, by law, to hold a current working with children blue card.

Injuries, Incidents, Accidents:

The health and safety of your child whilst at our service is essential to us. Children are always within sight or hearing of our staff, and this careful supervision will always minimise the risk of incidents or accidents. Should an incident or accident happen, staff will act immediately by applying appropriate first aid. It is the policy of Aspley Early Childhood Education Centre that all staff maintain current senior first aid certificates. If emergency medical treatment is required and consent is given on the Child's Enrolment Agreement, but we cannot contact the Parent/Guardian or emergency contact person, the Coordinator or Centre Director will attend on their behalf. The incidents/injuries report will be filled in, and parents need to sign this at collection time to be aware of what might have occurred during the day. The service may need to contact an ambulance to transport your child for medical attention in an emergency. Any medical expense incurred will be at the parent's cost.

Health and infectious Diseases Policy:

Parents are responsible for ensuring that the child does not attend the service if their child becomes ill with an infectious disease. If the child has a contagious illness whilst present at the service, the

parent/guardian will be contacted immediately to remove the child.

Monitoring:

The service will subscribe to reasonably available alert services through the Commonwealth Government Department of Health. See www.health.gov.au and www.cda.gov.au and Queensland Health www.health.qld.gov.au and keep up to date information on infectious disease within the community.

Reporting:

It is the responsibility of parents/guardians to inform the coordinator of any infectious disease that their child or other immediate family members may be suffering. Parents/Guardians will be advised through the enrolment procedures and the Parent Handbook that ill children are not to be brought to the service.

It is the staff's responsibility to inform the coordinator of any infectious disease that the staff member, or their other immediate family members, may be suffering. This service is responsible for reporting to the State Health Authorities all notifiable diseases (as per requirements of Commonwealth Government Department of Health) and also to report this to parents/guardians of other children in this service as appropriate.

The coordinator will maintain records regarding infectious diseases. These records will include the child's name, age, symptoms, date and time staff first notices the illness and any action taken. This record will not be available to other parents/guardians, given the sensitive nature of a child's health information. A notice will be posted and attention is drawn to it when there has been a report of infectious disease at this service. The rights of individual privacy will be respected at all times. In particular, the Service's Privacy Policy will be observed by all staff implementing these procedures relating to infectious diseases.

Exclusion:

All people, including children and staff, who are suffering from infectious diseases need to be excluded from the Service to prevent others from being introduced to the infection. When any such person is found to be showing signs of any infectious diseases: -

- For children, their parents/guardians will be asked to collect their child and seek medical advice immediately.
- Staff will immediately be released from work to seek immediate medical attention and the infectious disease period.
- For parents or other adults, they will be required to leave the premises of the service immediately and not re-enter the premises unless and until they are no longer suffering from the infectious disease.

If a duly qualified and registered medical practitioner diagnoses an infectious disease, the child/staff shall be excluded for the recommended period (as per Commonwealth Government Department of Health requirements).

For diseases that are from time to time published as requiring a doctor's certificate clearing the child/staff, the doctor's certificate will be required before the child/staff is readmitted to the Service. (Check at Department of Health – www.health.gov.au and Communicable Diseases Network of Australia – www.cda.gov.au for more information.)

Implementation-

Temperatures:

Children arriving at the service who are unwell-

Often the first sign of illness is a raised temperature. If a child comes to the service, seems sick and has a temperature above 37.5°C when assessed upon entry to the service (effective during a pandemic or outbreak of an infectious disease), a parent will be notified.

Children who become ill at the service-

Suppose a child becomes ill during the course of the day, then Educators will take the child's temperature. If the child's temperature is 37.5°C or higher, management will contact the child's parents/guardian/emergency contacts as soon as possible to have the child collected (within 30 minutes)

Paracetamol:

If paracetamol needs to be administered, staff will attempt to contact parents before administering. Still, suppose they cannot be reached, and Parents have already given written permission on the enrolment form. In that case, staff may then administer one dose of paracetamol following the procedure detailed in the administering of medication Policy. A medication slip will be completed, and parents are requested to sign it when they collect their child. Aspirin will never be given to children at this service.

Vomiting:

A child who vomits and is feeling unwell will be excluded from service attendance for 24 hours after their last episode of vomiting. Children should not be brought on-site if they have been vomiting overnight.

Diarrhoea:

If a child has two or more episodes of diarrhoea, the service coordinator will contact the parents and ask them to collect their child.

Immunisation Requirements:

Your child must meet the minimum vaccination requirements or have an exemption from these requirements to receive the Child Care Benefit (CCB). Your child is required to be fully immunised according to the standard vaccination schedule or be on a catch-up vaccination schedule.

Upon commencement with AECEC School Aged Care, please supply a copy of your child's immunisation history and any subsequent vaccinations to be placed on file.

Medication:

All medication that needs to be administered to a child whilst in our care must;

- Be in its original container.
- Have a dispensing label attached listing:
 1. **Child's name**
 2. **Dosage** to be administered
 3. **Time** and frequency medication need to be administered.
 4. **Current date of issue** from the doctor

The Parent/Guardian must fill out a medication record before the medication is administered. This

form must be completed for each day that the child requires medication administered by Aspley Early Childhood Education Centre staff.

All medication must be handed to a senior staff person to be locked away in a sealed container until required. No medicine is to be left in a child's bag, in a locker or on the shelf in the centre.

Suppose you are aware that your child has an ongoing medical condition eg, asthma, allergy, diabetes, etc., that requires medication or medical assistance without prior advice. In that case, a health management plan must be completed in conjunction with a medical practitioner and given to the Centre Director. Your assistance in accessing training or information to assist staff in the care of your child should they experience a health "episode" whilst in care of the service will be required.

Hygiene:

High standards of health and hygiene are of crucial importance at AECEC School Age Care. We are conscientious in maintaining strict hygiene standards. Children's hands are washed before and after meals and after toileting. We use paper towels for drying hands to avoid the risk of using the same towel. The service is cleaned and disinfected daily, and any toys, chairs, or equipment that the children use are disinfected regularly. The staff must wash their hands frequently and use antibacterial gel when they cannot immediately access soap and water.

Food:

This service encourages and promotes children's health and wellbeing of children through a healthy nutritious diet and in particular, by providing positive learning experiences during meal/snack times where good nutritional foods and habits are developed in a happy, social environment. Parents are encouraged to participate in this approach to nutrition for their children.

Breakfast:

If you wish to arrange breakfast for your child, it must be brought to the Service in a named container and taken home each night. A time to eat is only set before 7.30 am on a school day or 8 am on a vacation care day.

Afternoon Tea:

This service will provide afternoon tea, which is healthy, balanced and varied. It will include a good balance of fresh foods and will meet all children's dietary needs as far as reasonably possible. The menu will be displayed in the kitchen.

Vacation School Care:

During Vacation care, morning and afternoon tea and lunch will be provided by Aspley Early Childhood Education Centre.

Nut-Free Zone:

This centre is a designated Nut free zone, and all children and staff are encouraged to bring only those products that do not contain nuts. Following this, we will provide only food that is nut-free for afternoon tea or during vacation care.

Spare Clothing for Children

We ask that all children in Prep to Year 2 have a spare set of clothes in their bags at all times. Also, all children must have a jacket in the winter months as the afternoon program includes outside play,

and we do not want to limit the child's outdoor play if they have no coat.

Head Lice:

If a Staff member suspects a child has head lice, the following procedure will be followed:

- The Centre Director will be notified, and the parents will be contacted immediately. It is not required that the child be removed from the service until pick up time, but if the child remains at the centre, they will be restricted from activities involving close contact with other children.
- Children must have successful treatment of the head lice before they can attend the centre the next day. All relevant items at the service, including bedding, cushions, dress-up clothes and similar articles, will be treated. After treatment, if the child remains infected, they will be restricted from attending Aspley Early Childhood Education Centre until the infestation has passed.

Behaviour Management:

We have a policy of positive behaviour management. While we recognise that children have varying levels of self-control and understanding of themselves and others, staff will assist them in understanding the complex issues of social interaction. They will be encouraged to respect the rights and property of others in a firm but supportive manner. Children will have boundaries set, and consequences explained to them, and these will be adhered to again in a firm but supportive way. Emphasis is placed on the undesirable behaviour, not the child. Children will be encouraged to be assertive regarding their rights and be reminded to use their 'words' not their 'bodies' to get their message across to others. Children will be offered choices and allowed to choose from several appropriate options. Redirection is only used as a tool to defuse tense situations before reconciliation is initiated. We believe that guidance needs to **help the child know what to do** instead of what not to do. We are currently training all educators through the Circles of Security course, which will assist them in building relationships with the children and dealing with behaviour issues in a more sensitive manner.

Outdoor play and Sunsmart:

Part of the AECEC School Age Care philosophy is that children need fresh air and engage in regular physical activities. We, therefore, will provide a vast range of quiet or vigorous activities that children can choose to participate in depending on the child's interests and abilities. We are proud to say that we still have natural grass for the children to play on and water systems that allow us to use water in learning and play situations while still teaching conservation of this natural resource. All children will be required to wear a Legionnaires style cap or a wide-brimmed hat covering the face, neck and ears and sunscreen applied when playing outside. We supply an SPF30+ Broad Spectrum sunscreen that we apply to all exposed areas of skin on the children twenty minutes before going outside. We endeavour to provide sufficient shade through natural trees and artificial shade and encourage the children to play under these areas. We prefer children to wear shirts with collars and sleeves and clothing material preferably of a closely woven fabric and manufactured of natural fibres.

We enforce a 'shaded play only' policy if children do not have appropriate sun-safe clothing and hats.

Grievances:

Our mission is to walk alongside people in need, offering care and compassion and promoting choice, independence and community well-being. In this spirit, we are committed to working with you to resolve any issues.

If your concern is with an individual staff member, please speak with them first. Staff are here to support you and your child and will be open to discussing any feedback or concerns that you have. You may feel more comfortable speaking with the Director of the service, who will make a time to discuss your feedback or concerns.

If you are still not satisfied with the response you can speak to the service's Area Manager, who can be contacted through the Director. Alternatively, you can call Yolanda Borucki, who is the Manager- Early Learning Operations, on 0455886358. Yolanda can also be reached by letter at 60 Bayliss Street Auchenflower QLD 4066 OR Email: Early.Learning@ucaqld.com.au

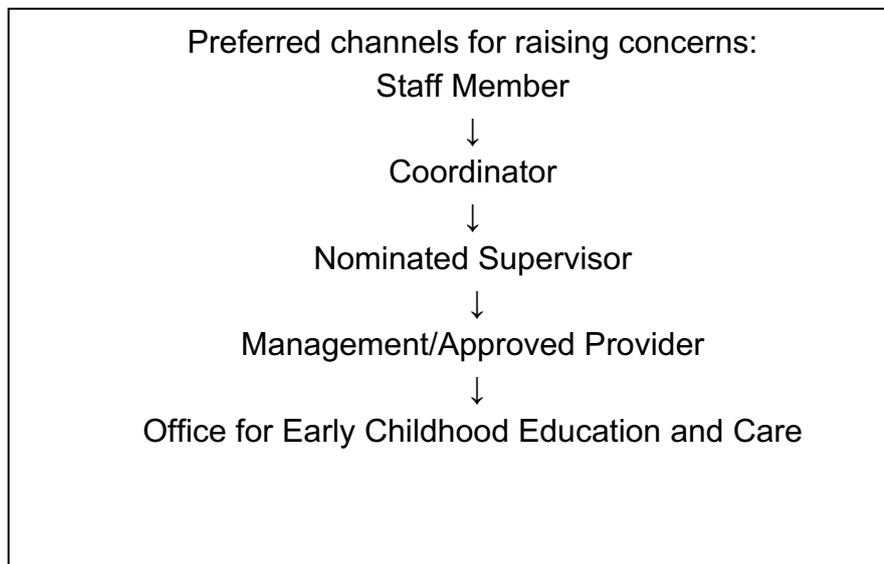
An external agent such as the Queensland government's Department of Education, Early Childhood Education and Care can be reached on these details:

PO Box 15033

CITY EAST QLD 4002

Email: ecec@qed.qld.gov.au

Phone: 13 QGOV (13 74 68)



Other Information- Communication:

We believe in saving trees wherever possible, and so our primary means of communication to you will be via email. Please supply us with a valid email address and if you do not receive mail from us, let us know immediately. There is also a communication book available for you to write any messages addressed to staff. In the foyer and parent room of the main centre, you will find a wide range of information about health, nutrition, child care, parenting issues and many other topics. Please take the time to become aware of what is there and note new things as they appear.

Homework:

Aspley Early Childhood Education Centre Before and After School Care will provide adequate space and time for children to do homework. Please be aware staff are unable to sign off on children's homework, and It is also not the responsibility of staff to ensure that homework is completed.

Fundraising:

Aspley Early Childhood Education Centre before and after school care will run some fundraising activities from time to time. It will be entirely up to you as to whether you participate in such activities but be assured that all funds raised will be returned to the service in the form of new equipment.

Celebrations:

We would like to encourage you and your child to share special occasions with us at the centre. Would you please talk to our friendly staff to arrange how to celebrate special days with your child.

Excursions:

Excursions will be included in Vacation care activities, and further information will be supplied before each vacation care period.

Fire Drills:

Fire drills will be held regularly to ensure that the children and visitors can be evacuated quickly and safely in a fire. The plan for evacuating the building during fire drills and other emergencies is posted at strategic points throughout the service, and exit signs are marked. All fire drills and evacuation procedures will be documented for future reference. All Parents and Visitors are required to participate in an evacuation procedure should they be on the premises at the time of a drill. Centre "lockdown" will also be practised regularly should an alternative emergency arise.

Non-Smoking:

The building and grounds of Aspley Early Childhood Education Centre and School Age Care are strictly non-smoking. All Parents, Staff and Visitors are required to comply to ensure the health and wellbeing of all Children, Staff and Families.

We hope we have explained to you our commitment to all children that attend our Centre. All that is required is for you to fill out your enrolment form and the ezi-debit form and return these to Aspley Early Childhood Education Centre to ensure you secure a place for your child.