



AIS Caretaker's Cottage Childcare Centre Parent Information Handbook

A place for nurturing and challenging the growth and development of children aged six weeks to five years

Rated
EXCELLENT
by ACECQA



SPORTAUS





Sport Australia Acknowledgement of Country

I wish to acknowledge the Traditional Owners of the land on which we meet today and to pay my respects to their Elders past, present and emerging.

I wish to also recognize the outstanding contribution that Aboriginal and Torres Strait Islander people make to sport in Australia and to celebrate the power of sport to promote reconciliation and reduce inequality.

WELCOME TO THE COTTAGE

The AIS Caretaker's Cottage Childcare Centre is a program of Sport Australia

The Cottage is a special place where children, educators and families come together.

A place where children learn and grow in a comfortable, happy, familiar and positive environment. A place that your child will enjoy coming to and where their confidence will grow as they develop friendships with other children, educators and families.

ABOUT THE COTTAGE

Welcome to the AIS Caretaker's Cottage Childcare Centre. This handbook is a resource for you to refer to while your child is in care at the Cottage.

It outlines how the Cottage operates and provides helpful information about our practices and philosophies. It also contains information on our guidelines, procedures and management, which we encourage all families to familiarise themselves with.

The Cottage provides care for the children of parents employed by Sport Australia. The Cottage adheres to the Australian Government's priority of access guidelines in allocating places.

The Cottage is committed to the provision of the highest quality childcare services and we constantly review and update our guidelines, procedures and practices to ensure they always meet the needs of families at the Cottage.

We look forward to welcoming your child and family to the Cottage.

GUIDELINES AND PROCEDURES

You will find the Cottage's guidelines and procedures in the centre foyer. They are also available by emailing childcare@sportaus.gov.au

We share policies, guidelines and procedures with Sport Australia. We can provide copies of these for parents if required.

We expect our educators and families to adhere to our guidelines and procedures at all times to ensure we maintain compliance and abide by the National Law and Regulations.

Our guidelines and procedures are reviewed and updated where necessary, at least once every two years.

OUR PHILOSOPHY

Philosophy Statement

Educators strive for excellence

- We work together to provide an environment that is welcoming, nurturing and challenging.
- Educators are valued for their individual skills, knowledge and personalities.
- We pride ourselves on the ability to reflect and think critically about our practices.
- We adopt an inquiry approach to our innovative practices and professional development.
- Our practices are guided by current research and theories in Early Childhood Education.
- We embrace the National Quality Standards and the Early Years Learning Framework as a tool for supporting curriculum decision making and our interactions and relationships with children.

Children are inspiring individuals

- Children are capable individuals who bring to the learning environment a unique set of cultures, languages, skills, ideas and attitudes.
- We value the voice children have and provide opportunities for children to be heard by adults, their peers and the community.
- Each child's agency is promoted, as we encourage children to make choices, learn through trial and error, exploration and discovery. We allow children to influence events and their world.
- Social interaction encourages children to actively construct their own understandings and contribute to collective learning. We ensure the resources are conducive to the respectful interactions children have with each other.
- We promote social competence by empowering children to manage their own behaviour, respond appropriately to the behaviour of others and communicate effectively to resolve conflicts.

Collaboration promotes a thriving community

- The Cottage is a place for young children, their families and the team of educators to work collaboratively towards a common goal.
- The Cottage has a unique environment in the surrounds of the ASC. This provides opportunities for learning and the development of relationships within our community.
- We accept all children and embrace the diversity they bring to the Cottage community.
- We believe that children, families and educators benefit from programs that are developed to include cultural, religious and ethnic diversity and address bias. We support the awareness, acceptance and understanding of Aboriginal and Torres Strait Islander cultural heritage, languages and identities.



Environment is essential to Being, Belonging and Becoming

- We provide an environment which is homelike, safe, inviting and promotes itself as a “third teacher”. Sustainable practices are embedded in our curriculum. We value the importance of providing opportunities for interaction with the living world.
- We encourage children to explore, investigate and discover their environment, developing their independence as they grow.
- We allow them to experience risks within a safe environment, while being free of hazards.
- Our environments are comfortable and calm, providing children with spaces to spend time with others or on their own.

Families are the foundation

- We create a welcoming environment, where families can communicate freely and respectfully with educators and engage in shared decision making.
- We respect families, their different backgrounds and cultures and we support their parenting roles.
- We value partnerships with families as educators recognise that parents are children's first and most influential teachers.
- We value parents and family members as people with their own interests and skills and encourage them to share these within the Cottage.

AUSTRALIAN CHILDREN'S EDUCATION AND CARE QUALITY AUTHORITY

Assessment of Services

The National Quality Standard (NQS) promotes continuous quality improvement.

Children's education and care services covered under the Education and Care Services National Law are assessed and rated against the NQS. The process reflects a uniform approach to assessment and reporting across the range of service settings. The relevant regulatory authority in each state and territory undertakes the assessment and rating process. It is also the point of contact for any questions services may have about the assessment and rating process.

The National Quality Standard Ratings

Ratings promote transparency and accountability and help parents assess the quality of education and care services available. Every service receives a rating for each quality area and an overall rating. These ratings must be displayed by each service and are published on the ACECQA website.

There are five rating levels within the national quality rating and assessment process:

- Excellent rating, awarded by ACECQA
- Exceeding National Quality Standard
- Meeting National Quality Standard
- Working Towards National Quality Standard
- Significant Improvement Required

EDUCATORS

At all times during the Cottage's hours of operation there is at least one appropriately qualified certified supervisor on duty. All educators hold a current Senior First Aid certificate and have undergone a Working with Vulnerable People Check.

The Cottage maintains better than minimum requirements in relation to staff child ratios and educator qualifications. Where possible, the Cottage assists educators in professional development and training.

CENTRE OPERATIONS

The Cottage operates from 7.45am to 6pm, Monday to Friday, 51 weeks per year. The Centre is closed between Christmas and New Year. Fees are not payable during this time. The first working day after New Year is a pupil-free day, which educators utilise for planning and preparation. Families are not charged for this day.

BOOKINGS

Priority of access

The Cottage is primarily funded by Sport Australia and therefore is committed to providing care to children of Sport Australia employees. The Cottage does not accept waiting list applications from the general community.

The Australian Governments priority of access guidelines underpin our allocation guidelines and ensure that the process is even-handed and concise. Places are offered to families in priority order and date of application.

Types of Care

The Cottage accepts fulltime and part time bookings. Casual bookings are not available.

Changes to Care

If a child is to be withdrawn from care, the parent must give a minimum of two full weeks' notice, in writing. The notice is required in order to provide the Cottage time to fill the vacancy. If the child does not attend the Cottage during this period, fees are still payable. If the child is withdrawn without notice, two weeks fees must still be paid.

Two weeks' notice is also required for a change in enrolment ie to increase or decrease days in care.

Emergency Care

We have the provision to offer emergency care to currently enrolled families. Please contact the Manager if you need to discuss this option.

FEES

Fees are set by the Manager, in consultation with Sport Australia, and are reviewed throughout the financial year. A review is generally held every six months.

Fee payment guidelines

Fees are to be paid on invoice, which is distributed the week after the fortnight fee period.

Fees are payable for all booked days, including public holidays and days of absence due to holiday or illness. Invoices will be emailed.

Collection of your child after 6pm, will result in a late fee being charged. Late fees are \$15 for the first five minutes and \$50 for every half hour afterwards.

Method of payment

Childcare EasyPay using credit card, direct debit or bank account. A copy of the registration form is included in your enrolment package.

Cheque — cheques should be made out to 'AIS Caretaker's Cottage Childcare Centre' and placed in an envelope marked with the child's name. Envelopes should be placed in the fees box located in the Cottage foyer.

Salary packaging — all salary packaging (salary sacrifice) arrangements are made through Smart Salary. Salary packaging is available to all full and part time ASC employees. Contact SmartSalary's Customer Service Centre for more information.

EFTPOS — payment can be made using debit or credit card (Visa or MasterCard).

Late payment of fees

It is essential for fees to be paid on time. Non-payment may lead to a child's place being forfeited. If at any time you experience difficulty paying your fees, please speak to the Manager.

Child Care Subsidy

The Child Care Subsidy is the main way the Government assists families with their child care fees.

Child Care Subsidy Eligibility

Some basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child. These include:

- the age of the child (must be aged 13 or under and not attending secondary school, except in certain circumstances where an individual may be eligible for a child who does not meet this criteria, such as children with a disability or medical condition in certain circumstances)
- the child meeting immunisation requirements
- the individual, or their partner, meeting the residency requirements listed in the legislation.
- In addition, to be eligible for Child Care Subsidy the individual must be liable to pay for care provided, the care must be delivered in Australia by an approved child care provider, and not be part of a compulsory education program.

Child Care Subsidy entitlement

There are three factors that determine a family's level of Child Care Subsidy. These are:

- 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

The Child Care Subsidy is generally paid directly to service providers to be passed on to families as a fee reduction. Families make a co-contribution to their child care fees and pay to the provider the difference between the fee charged and the subsidy amount.

More information about the Child Care Subsidy is available at www.education.gov.au

PARENT LINE

Parents using our service can call a phone number that goes straight through to the rooms so you can talk directly with educators. This number is unlisted and not for the general public. It is provided only to parents in an attempt to keep phone calls to a minimum and allow educators to focus on the care and education of the children. Please only give this number to your emergency contacts and those authorised to collect your child.

The parent line numbers are:

Babies Room (02) 6214 1706 or 0400 470 363

Toddler Room (02) 6214 1916 or 0428 041 844

Preschool Room (02) 6214 1707 or 0407 518 291

If your call is not answered it means that educators are busy with the children — try again later. Alternatively, if the information is not urgent, you are welcome to text the educators using the mobile numbers.

STARTING CARE AT THE COTTAGE

Children adjust to changes differently, as do parents. For some children, attending a new centre will be an easy transition, for others the process may be a little harder. Our educators are experienced in dealing with the anxiety of separation. We do our utmost to support children and parents to establish routines that help families feel comfortable and children safe and secure.

We suggest that prior to your child's first full day of attendance you visit the Cottage a couple of times. If parents are able to spend a short while with their child in their new room it can help them to adjust more easily.

When you leave the Cottage, talk to your child about the experience. Develop a positive concept about attending the Cottage. Children model what they see in adults: if parents are smiling and happy and seem relaxed about childcare it is probable that children will feel the same. Likewise, a stressed and agitated parent can increase a child's distress.

If able, we suggest you leave your child for a shorter period of time at first, and then gradually increase their stay at the Cottage to a full day. In this way children can become accustomed to their new room, new friends and new routines gradually.

We use a key educator approach to encourage close attachments between individual children and individual educators. Each educator is responsible for establishing and maintaining close reciprocal relationships with a small group of children and their families.

To aid the dropping off of your child we suggest you develop your own routine that leads to your farewell. Routines make children feel secure — children will learn very quickly that you will come back as part of the routine. Feel free to discuss your routine with your child's educators. Most importantly, do not leave without saying goodbye.

You may wish to send a comforter from home to help security. If your child would like comfort from an educator, hand your child directly to an educator for a hug. Always inform an educator you have dropped off your child, even if your child is happy to engage in the environment without assistance.

Feel free to phone to check your child's progress. It can be traumatic for parents to leave a crying child, our imagination can be much worse than reality. Children usually settle within five to 10 minutes of their parent leaving. Our educators are kind, patient and understanding. Settling in may take a little time, but it will usually become easier and more pleasant with each visit.

COMMUNICATION

You can help us provide the best possible care for your family by communicating clearly about your child, and our childcare service:

- Provide us with information daily that will help us cater for and understand your child.
- Share your praise and your concerns.
- If there are unresolved issues, please follow our grievance procedure.
- Inform us of any changes to emergency contacts and your child's health, and about any other family matters that we need to be aware of.
- Regularly read our newsletter, the Cottage App and Storypark, as these are our primary source of communication with families.

OUR HOMEBASES

Babies Homebase

In Babies Homebase, four permanent educators care for a maximum of 10 children aged between 6 weeks and two years.

Children in our Babies room require:

- small to medium sized bag
- SunSmart hat and beanie (during June and July), which will be left in a box at the Cottage – educators wash all hats regularly
- two changes of clothes each day
- fitted cot sheet and blanket (for cooler months) in a pillowcase or drawstring bag
- sipper cup/drink bottle to leave at the Cottage
- dummy (if your child has one) to leave at the Cottage
- own nappy cream (please see educators for a list of approved creams)
- jacket to wear outdoors in the cooler months of the year.
- Smelly Bag® or a reusable bag suitable for wet/soiled clothes

For children who require bottles or breastfeeding throughout the day, speak to educators about your child's requirements on enrolment.

Toddler Homebase

In Toddler Homebase, four permanent educators care for a maximum of 15 children aged between 18 months and three years.

Children in Toddler Room require:

- medium sized school bag
- SunSmart hat and beanie (during June and July), which will be left in a box at the Cottage – educators wash all hats regularly
- sheets for sleep time in a small bag or pillowcase
- drink bottle to leave at the Cottage
- two changes of clothes each day (more if your child is toilet training)
- Smelly Bag® or a reusable bag suitable for wet/soiled clothes
- your child's comforter.

Preschool Homebase

In the preschool homebase four permanent educators care for a maximum of 23 children aged between three and five years.

Children in Preschool Room require:

- SunSmart hat and beanie (during June and July), which will be left in a box at the Cottage – educators wash all hats regularly
- small bag containing spare clothes in case children get wet or dirty during play
- Smelly Bag® or a reusable bag suitable for wet/soiled clothes
- water bottle to leave at the Cottage
- set of cot-sized sheets in a pillowcase (if your child will sleep at rest time) or a sheet, a small cushion [such as one you might find on a couch] and/or blanket in a pillow case for relaxation time.

All items bought to the Cottage must be clearly labeled with your child's name.

Transitioning

As children age and develop we accommodate these changes by transitioning them into new homebases.

This can be a very exciting time for the child — however it can also be a little overwhelming, so we design the transitions to be extremely flexible to the needs of each child. Educators from each homebase work together with parents to ensure the transition will be as smooth as possible.

In deciding when a child is ready to be transitioned into a new homebase, educators consider their age, social and emotional skills, and current routine. Then, in consultation with parents, educators develop a transition plan. Visits are initially short then gradually increase as the child becomes more comfortable in their surroundings. Transitions take as long as educators and families deem necessary for the child to settle into their new homebase. Parents are kept well informed throughout the process and are offered a parent meeting with the new room leader to learn about the new homebase, any routine changes and to meet any new educators.

PROGRAMMING AND PHYSICAL PLAY

We aim to provide an environment in which children can be nurtured and challenged in a variety of ways. We encourage children to be responsible for their own learning through choices in experience, 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.

The Early Years Learning Framework (EYLF) is an early childhood curriculum framework, which helps guide early childhood educators in developing quality, early childhood education programs. The framework describes the principles, practice and outcomes to support and enhance young children's learning from birth to five years, as well as their transition to school. This will help ensure consistency in the delivery of learning programs around Australia.

The Cottage is committed to promoting children's physical activity and the development of their gross motor and fundamental movement skills through a range of planned and spontaneous physically active play experiences, as well as through everyday physical tasks. Further information can be found at goodhabitsforlife.act.gov.au/kids-at-play

Pedagogical documentation is important as it provides an insight into children's acquisition of learning and their development, (Pedagogy is the study of teaching and learning).

The documentation shows the growth and experiences that were inquired, scrutinized, experimented with and investigated throughout the year.

The educator's role is to: inquire; take photos and videos; interact with children; ask questions; teach intentionally; express views and knowledge; reflect critically; document strengths, abilities and skills; incorporate theories; and analyse. All these elements combined produce pedagogical documentation. Pedagogical documentation can be looked back on to determine children's knowledge and skills, links to current learning, growth in acquisition, future goals, aims and further planning.

Information regarding the Nominated Supervisor, person in day to day charge and the Educational Leader is available in the centre foyer.

National Physical Activity and Sedentary Behaviour, and Sleep Recommendations for Children (Birth to 5 years)

The Cottage follows the National Physical Activity and Sedentary Behaviour and Sleep Recommendations as a basis for our routines and daily activities. Further information about the recommendations can be found at www.health.gov.au/internet/main/publishing.nsf/content/health-pubhlth-strateg-phys-act-guidelines

Sustainability

The Cottage 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.

In order 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, encouraging them to participate in a recycling program, reducing energy and conserving water. We aim to provide children with the skills and knowledge required to become environmentally responsible.

In an attempt to eradicate single use plastic bags from our environment, all families are provided with a Smelly Bag® on enrolment. These are ideal for wet/soiled clothing and for use with our swimming program in the preschool room.

Excursions and 'incursions'

Excursions and 'incursions' are an integral part of our educational program. Where possible, educators organise events for the children to attend both in and out of the Cottage. Parents are always informed of these events and permission notes must be signed before any children can leave the Cottage.

Extracurricular activities

The Cottage hosts a number of programs throughout the year to enhance the children's development and experiences. Currently the Cottage hosts Rocking Horse Music once a week and Thunderstone Aboriginal Cultural Tours once a month.

SOCIAL COMPETENCE

We aim to:

- promote social competence by empowering children to manage their own behaviour, respond appropriately to the behaviour of others and communicate effectively to resolve conflicts
- employ techniques which are suited to the age of the child
- adopt the same strategies throughout the Cottage to ensure consistency
- learn as much as possible about the individual child from records, parents and observations
- provide the child with a variety of choices
- respond to individual needs as soon as possible
- help the child in a positive manner
- utilise positive reinforcement whenever possible
- provide a positive role model for the children
- openly discuss appropriate and inappropriate behaviour with the children
- use active listening to determine what happened and why
- examine possible causes of inappropriate behaviour (environment, personal, etc.)
- assist the development of empathy, so children understand the results of actions
- involve parents to support behaviour modification
- utilise the expertise of other educators and professionals in the community.
- At the Cottage, we use the Cups Philosophy to guide children's social competence. Information about the Cups Philosophy is available from your room educators.

DAILY ROUTINES

Signing in and out

The Education and Care Services National Regulations require you to sign in and out of the Cottage each day. Although we record your nominated pick up times, they are primarily there to assist educators with children's routines. It is not necessary to contact the Cottage if you will not be collecting at your nominated time, but a courtesy call can assist educators if you are going to be collecting your child much earlier or later than normal.

We expect children will attend on all booked days. Please advise educators of absences, planned or unexpected, as soon as possible. Where a child has not arrived by 10am on their booked day and we have not been notified of their absence, a courtesy call will be made to the parent/s to ensure the child will not be attending care for the day.

Where a child has not been signed out, an educator will ring the parent/s to confirm they have collected their child/ren.

If at any time you realise you will be late picking up your child you must contact the Cottage immediately. If you fail to arrive at the Cottage by 6pm (without notifying us beforehand) educators will attempt to contact you using the details provided on your child's enrolment form. In the event we cannot contact you, educators will attempt to contact the emergency contacts listed on your child's enrolment form. If educators are unable to reach your emergency contacts, they will call Sport Australia Security, Child and Youth Protection Services and the Police.

Changing drop off and pick up arrangements

A child can only be released into the care of a parent; guardian; or an authorised nominee, approved by the parent in writing, who has been nominated as:

- an emergency contact
- authorised to collect
- authorised to collect the child on specific occasions.

If circumstances change during the day and a parent needs to arrange for someone else to collect their child, Cottage educators must be notified beforehand. Parents should advise others collecting their child that they will be required to show photo identification to educators.

Clothing

Please dress your child in comfortable clothing that is easily removed for toileting and is suitable for running, climbing, painting and playing in materials such as sand and water. Make sure your child is also wearing safe, comfortable shoes. Thongs, clogs and Crocs™ are not acceptable.

Clothing entrapment can be a serious hazard for children. In light of this the Cottage does not allow hats with cords or toggles that dangle around the neck.

Canberra winters can be quite cold however, we encourage the children to be involved in outdoor activities all year round. During the cooler months, please ensure your child is dressed warmly and they have a jacket or coat to put on when playing outdoors. A warm hat or beanie is also recommended during this time of the year, along with gumboots for wet weather play.

Please ensure all items sent to the Cottage are labelled.

Sun safety

Our UV Protection guidelines require parents to dress their children in clothing that gives them protection from the sun. A loose fitting cotton T-shirt that covers the shoulders and the back of the neck is preferred. Parents are also required to apply a minimum of SPF30+ broad spectrum water-resistant sunscreen to their children before they arrive at the Cottage each morning.

Children must wear a broad brimmed [bucket] or legionnaire-style hat each day from August to May [inclusive].

Sleep, rest and relaxation time

Infants and children in our care will have appropriate opportunities to sleep, rest and relax in accordance with their individual needs. Additionally, we ensure all children sleep in a safe sleeping environment to reduce the effect of sudden and unexpected death in infancy, including SIDS and fatal sleeping accidents through the best safe sleep practices.

Breastfeeding Room

Sport Australia is an accredited Breastfeeding Friendly Workplace by the Australian Breastfeeding Association. The Cottage has a dedicated breastfeeding room for parents who wish to breast or bottle feed their child.

PARENT RESPONSIBILITIES

Change of details

Please let the Cottage know as soon as possible if details such as address, phone numbers, allergies, and authorised nominees change. It is vital these are adjusted on the child's enrolment record, in case of emergency situations.

Illness

We ask parents to help us maintain a healthy Cottage by keeping ill children at home, and informing us of any contagious conditions. Use your own judgment: your child may not be contagious but, if generally feeling unwell, may need to stay at home for rest and some extra cuddles.

Hygiene

All parents, educators and visitors are required to wash their hands upon arrival, when going in between rooms and when leaving the Cottage. A hand sanitising dispenser is available in the foyer. Families are asked to assist their children in washing their hands in their respective rooms.

Birthday celebrations

Parents are welcome to bring birthday cupcakes to the Cottage to help us celebrate their child's birthday. Please ensure all cakes are nut free, in line with the Cottage guidelines.

Your Home Culture

Your home culture is most welcome at the Cottage. We would greatly appreciate if you were able to share with our centre aspects of your culture and family life. This would assist us to enrich the lives of all our families and children.

NUTRITION

Meal times provide positive learning experiences for children and the Cottage encourages healthy eating habits. The Cottage provides children with balanced meals that meet the recommended daily nutritional needs of children in childcare settings (50 per cent) for each age group. Lunch, morning and afternoon tea are provided. A late afternoon snack is also provided to children at the Cottage around 5pm.

The menu varies and is changed regularly. Fresh, seasonally available produce that is free of preserves and additives is used whenever possible.

Menus are planned with input from children, parents, the cook and educators, and are displayed in each room and on the Cottage App. If children are on special diets, parents are asked to provide a list of suitable foods and their child's food preferences. Ensure that you inform educators of any allergies or dietary requirements your child may have.

Allergy aware

Approximately 2% of individuals experience anaphylaxis, the most acute and serious form of allergic reaction, as a result of consuming certain products, particularly nuts. The Cottage is, accordingly, an allergy aware service and peanut butter and other nut-based products are not provided.

ACCIDENTS, MEDICATION AND ILLNESS

Injury and accidents

Although we take all care possible, from time to time children do have minor accidents. Any child who sustains an injury or is involved in any incident at the Cottage will be treated by educators and an injury/incident form will be completed for their parent to view and sign. Parents are always notified of any head injuries as soon as possible after the incident.

Any serious accident or injury will be treated with emergency care and parents will be notified immediately.

All permanent educators have current First Aid certificates and are qualified to treat asthma and anaphylaxis, and administer an EpiPen®.

Illness

Children in group care often catch more illnesses than children who are cared for at home — this is because there are more opportunities to come into contact with other children who are ill. For this reason we follow strict exclusion guidelines for children who have communicable illnesses.

If your child becomes unwell while in care we will contact you and ask that you collect them from care as soon as possible. It is important that you have alternative care arrangements should this occur.

We will provide additional information regarding when the child can return to care. Our prime objective is to protect the child who is ill and the other children and educators at the Cottage.

Children who have symptoms suggesting illness or communicable disease will be reported to the Manager. The senior educator and person in day to day charge will decide if parents should be contacted and the child should return home.

A decision will be based on the following signs and symptoms and National Health and Medical Research Council guidelines:

- > fever — if child's temperature is 38°C degrees or more, or occurs with other symptoms
- > respiratory symptoms — if breathing is rapid, difficult or with severe coughing
- > diarrhoea — if there have been two loose stools
- > vomiting — if there is any vomiting at all (two instances for babies)
- > eye/nose discharge — if there is a thick mucus or pus draining from the eye or nose
- > sore throat — if there are swollen glands or occurs with other symptoms
- > skin problems — if there is an undiagnosed rash, or infected or undiagnosed sores
- > itching — if there is persistent itching of body or scalp
- > behaviour — if the child is miserable and unable to be comforted.

Exclusion periods according to the National Health and Medical Research Council for common childhood illnesses are:

- > diarrhoea — child must be excluded until there has not been a loose bowel motion for 24 hours
- > vomiting — child must be excluded until vomiting has ceased for a period of at least 24 hours
- > chickenpox — exclude until all blisters have dried
- > hand, foot and mouth disease — exclude until all blisters have dried
- > head lice — not excluded if effective treatment begins before the next day at the education and care service. The child does not need to be sent home immediately if head lice are detected.

Where there has been an outbreak of vomiting and diarrhoea, extended exclusion and hygiene practices are implemented as necessary. Exclusion periods will be extended to 48 hours.

Medication

If your child is on any prescribed medication and it needs to be administered while the child is in care, you will need to complete a medication record via the Cottage App. Prescription medication will only be administered by Cottage educators if it is prescribed by a doctor and is provided with the original pharmacist's dispensing label or comes with a letter from the child's doctor detailing the child's name and name of medication, its dosage, frequency, the way it is to be administered, the date of dispensing and its expiry date.

Over-the-counter medicines, such as Panadol and Nurofen will not be administered.

Managing Medical Conditions

If your child suffers from a medical condition, you will need to complete a Risk Minimisation and Communication Plan prior to commencing care at the Cottage. Where required, you may also need to provide a current medical action plan for conditions such as asthma, anaphylaxis, diabetes and other chronic health conditions.

Any medication required as part of a medical action plan must accompany the child to care each day. Alternatively, medication can be left at the Cottage. Please check this often for expiry.

Immunisation

Prior to a child being enrolled at the Cottage, parents must show evidence of their child's immunisation status. As immunisations are updated, parents are required to provide the Cottage with evidence of their child's immunisation record.

Children who are not immunised — whether for medical or personal reasons — will be required to leave the Cottage if an outbreak of a disease for which immunisation is possible should occur. Parents will still be liable for any fees payable.

In order to qualify for Child Care Subsidy children must have completed all required immunisation for their age.

SAFETY AND EMERGENCY PROCEDURES

Safety issues

Please drive slowly and carefully in our car park and watch for children at all times. Do not leave children in cars while dropping off or collecting children and ensure you close all gates and doors behind you for security purposes.

Upon enrolment you will be issued with parent passes to access the Cottage. It is essential that you have your pass with you to gain entry into the Cottage. If your pass is lost or damaged please notify the Manager.

When entering or leaving the Cottage, please make sure the child safety gates have been closed properly. Please discourage your child or older siblings from opening the gate or pressing the green exit button at the front door themselves. Siblings need to be supervised by you at drop off and pick up times.

Smoking is prohibited at the Cottage and in our car park.

Emergency and evacuation procedures

Emergency and evacuation procedures are displayed in each room. In the event of an emergency, educators and children will exit the building, as per drill procedures, and assemble at the athletics track in the Track and Field facility. An evacuation cot will be used for children who are not yet mobile. Educators will check off all children and confirm all educators are present in the designated safe area.

Return to the Cottage is permissible only on approval of proper authorities. If return is not possible, educators and children will move to the Slam Dunk Room, on the ground floor of the AIS Arena. The Manager will then notify parents of the centre's operational status.

Child protection

Educators at the Cottage have an obligation to monitor the health and wellbeing of all children in their care Under Section 356 of the *Children and Young People Act 2008*, educators are required by law to report any suspicion of child abuse to The Children and Youth Protection Services (CYPS)

For further information see the *Children and Young People Act 2008* available at www.legislation.act.gov.au/a/2008-19/default.asp or from the Cottage.

Reportable Conduct Scheme

The Centre is covered by the ACT Reportable Conduct Scheme whereby the service must comply with the allegations or convictions concerning child-related misconduct. For further information see the ACT Ombudsman website available at www.ombudsman.act.gov.au/reportable-conduct-scheme

CONFIDENTIALITY

All educators are aware that confidentiality of matters concerning the Cottage and its clients must be maintained at all times. Educators cannot give out any details contained in children's records to any other parent or discuss details of any child who has caused injury to other children at the Cottage. Parents are assured that any information shared with an educator will remain confidential.

Privacy Collection Statement

The Australian Sports Commission, referred to in this Notice as Sport Australia, is required to collect and manage personal information in relation to its management of the AIS Caretaker's Cottage, including its employment of staff and enrolment of children. We do this in accordance with Australian law, including the Privacy Act 1988 (Cth).

Sport Australia will usually collect information directly from you but may also collect personal information from others with your consent, or as otherwise permitted by law. The personal information contained in our records will be used for the purpose of the delivery of childcare services and maintaining employee records. Where appropriate Sport Australia may disclose your personal information to:

- Regulatory bodies (e.g. the Australian Taxation Office, Australian Children's Education and Care Quality Authority, Dept. of Human Services, ACT Government);
- Authorised cloud based services that host Sport Australia's data;
- Other professional or government service providers (e.g. Financial systems operators, auditors, lawyers, investigators, medical providers);
- Authorised representatives of Sport Australia, or as permitted by law. We would not ordinarily disclose your personal information overseas.

Sport Australia's Privacy Policy outlines our personal information handling practices, including details on how you can seek access or correction of the personal information that we hold about you. The Privacy Policy also contains information on how you can make a complaint if you think we have breached our obligations under the *Privacy Act 1988*.

GRIEVANCE PROCEDURE

The Cottage fosters positive relations between all parents, educators and management. We try to resolve any grievances as informally and quickly as possible. All confidential conversations/discussions with parents take place in a quiet area away from children, other parents and educators who are not involved.

The Cottage aligns itself with Sport Australia policies, guidelines and procedures. The **Sport Australia Complaints Policy** and **Complaints Guidelines** underpin our procedures when managing any expression of dissatisfaction, concern or issue.

Where an issue requires escalation, the Sport Australia Complaints Policy and Guidelines are followed.

You can also contact the Children's Education & Care Assurance (CECA) on **[02] 6207 1114** and speak with a children's services adviser, or via email at www.education.act.gov.au/education-and-care/emergencies,-incidents-and-complaints

Alternatively, you can contact the ACT Children and Young People Commissioner on **[02] 6205 2222** or at ACTkids@act.gov.au

OTHER INFORMATION

Students and volunteers

From time to time, volunteers and students from the Canberra Institute of Technology and other educational institutions may visit the Cottage. These visitors are supervised by our educators at all times and are not counted in our child to educator ratios.

Photography and other media

With permission, we take digital photographs and videos of children so their parents can see how their child's time is spent at the Cottage. We also use these forms of media as a tool in our observation of children to assist us in programming and planning. Please ensure you provide consent for your child's photograph to be taken.

If you need a hand

We want the Cottage to support your family and if we can help you in any way, please ask us. If you are feeling a little run down, have health concerns or are just having a bad day, our Manager is happy to spend some time with you and to try to be of assistance. We can organise extra days of care in cases of emergency and we have a range of resources available for parents.

USEFUL LINKS AND CONTACTS

Australian Children's Education and Care Quality Authority (ACECQA)

Tel: 1300 422 327

www.acecqa.gov.au

Children's Education & Care Assurance (CECA)

Tel: (02) 6207 1114

www.education.act.gov.au/education-and-care

Department of Human Services

www.humanservices.gov.au/individuals/families

Child Development Services

www.communityservices.act.gov.au/childdevelopmentservice

AccessEAP

Tel: 1800 818 728

www.accessaep.com.au

Lifeline Australia

Tel: 13 11 14

www.lifeline.org.au

PANDSI – Post and Ante-Natal Depression Support and Information Inc

Tel: 026288 1936

services@pandsi.org

Onelink

Tel: 1800 176 468

www.onelink.org.au

ParentLink

Tel: 13 34 27

www.parentlink.act.gov.au

Kids Matter

www.kidsmatter.edu.au

Poisons Information Centre

Tel: 13 11 26

www.poisonsinfo.nsw.gov.au

Queen Elizabeth II Family Centre

Tel: (02) 6205 2333

www.cmsinc.org.au





SPORTAUS | AIS

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