

# Creative Kids

EDUCARE CENTRE

## Parent Information Book

Creative Kids has been rated "Exceeding" National Quality Standards. For further information regarding ratings and regulations in childcare, refer to the ACECQA website.

Creative Kids Educare Centre respectfully acknowledges the Traditional Custodians of the lands on which our services and offices are placed. Creative Kids also pays respects to all Elders past and present.



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[creativekids59@gmail.com](mailto:creativekids59@gmail.com)

[www.creative-kids.net.au](http://www.creative-kids.net.au)

# Creative Kids Educare Centre

## Managerial Structure

Licensee/Approved Provider



Mr. Asano

Nominated Supervisor/Director/Educational Leader



Stacey Woods

Educational Leader



Marina Ciardi

Group Leaders

Assistants

## Welcome....

...To Creative Kids Educare Centre, Runaway Bay. You have chosen a high quality education and care centre. We look forward to a happy and successful partnership with you and your child.

We pride ourselves on fully qualified staff that are skilled and up to date with current trends and educational programs for children, our staff have all been here for many years and are committed to consistently updating skills through a variety of professional development.

Our Aim is to provide a warm and caring environment where all children can flourish and develop into well adapted and resilient young people. Having fun is priority at Creative Kids while utilizing the children's interests to develop age appropriate milestones and new discoveries.

## Innovative Learning Programs

A diverse range of learning experiences are provided for children on a daily basis. The content of these programs are a reflection on the individual needs and interests of each child. We have a strong belief in the input of families, aiming to include all cultural beliefs into our program. Parents and extended family members are encouraged to participate in our programs for children. We have a strong community involvement with our local school, providing optimal outcomes for the transitions from Kindy to Prep. This includes school library visits and the participation in sports and activity days within the school environment.

## Kindergarten Program

Curriculum is taught by a bachelor trained teacher Miss Jo, who implements an innovative and educational kindergarten program to all children in preparation for primary school. The kindergarten program includes regular library visits to Biggera Waters State School where the children are involved in the borrowing process and are engaged in learning with the school librarian Mr. Brown. Bush Kindy is a valuable learning experience one day a week, where the children explore the surrounding bush land and environment in our local park, learning about and making new discoveries about the land.

## Japanese Language Classes

Japanese is taught at Creative Kids, we are lucky enough to have our very own Japanese teacher who exposes the children to basic language through story and music.

## Performing Arts

An interactive performing arts program that teaches the children to explore through dance, movement & acting. Performing arts assists in the progression of physicality and creativity, it develops the mind and memory as well as developing an enjoyment for arts.

## Jumping Jims

Jumping Jims is a sports program structured for children ages 2-5 years. Using a range of different equipment for fun games and activities to introduce some basic skills in different sports. The children will learn basic soccer, AFL & NRL along with jumping, running, balancing and obstacles.



## Statement of Philosophy

The respectful and secure relationships we develop between children, families and staff, define our sense of “belonging” at Creative Kids Educare Centre.

At Creative Kids we recognise the significance of the here and now in children’s lives. We believe the early years is about “being” in the present and embracing everyday experiences.

Creative Kids lay the foundation for future learning through high quality planning and observations that respond directly to children’s learning. As educators we believe that a child’s development happens over time, which is a process of “becoming”.

## Principles

### Secure, respectful and reciprocal relationships

S1 - Staff are role models for children and conduct themselves professionally and are committed to following the centres policies and procedures. Centre policies are reviewed annually and improved on when needed.

S2 - We create a sense of belonging by providing children with consistent emotional support which encourages positive relationships, helps develop self-confidence, feelings of worth and a connection to others. The rights and best interests of the child are paramount.

S3 - Provide opportunities in the program to build responsibility, collaboration and teamwork.

S4 - We respect that children are both vulnerable and competent and aim to provide a secure base for exploration and learning through building trusting and secure relationships.

S5 - Staff are encouraged to interact in a warm and responsive way to all children

S6 - Staff will behave in a respectful manner to each other, be supportive, share ideas and model appropriate behaviour within the team. Staff will always act as advocates for the child-care industry and conduct themselves in a manner that is reflective of the ECA Code of Ethics.

This principle relates directly to our Relationships with children policy

S7 We believe in procedural fairness and natural justice when dealing with grievances (staff, children and parents) giving each party the right to heard fairly and the right to unbiased decision made on relevant evidence.

### Partnerships with Families

P1 - We build strong relationships with families and acknowledge the parent/guardian as the first and most influential teacher of the child.

P2 - We have an open door policy. We welcome and encourage parent input and participation into our programs. P3 - We will act as a resource and support all families to the best of our ability.

P4 - We encourage families to be an active participant in decisions pertaining to the service. P5 - The Role of parents and families is respected and supported



## High expectations and equity

H1 - We value each child's individual capabilities and strengths and use positive reinforcement as a valuable tool to direct and promote behaviour.

H2 - We have an inclusive approach and are committed to equity and fairness for all children by providing equal opportunities and promoting participation in the program for all children and families, regardless of their additional needs and abilities.

H3 - We act as an advocate for all children and are responsive to children's voices and needs. H4 - We recognise and respond to barriers to children achieving educational success.

H5 - As educators we hold high expectations for children's learning. We view all children as successful, competent and capable learners.

H6 - We acknowledge that Educators abilities are always capable of improvement and so we encourage further study and professional development based on individual and centre needs and interests, to ensure high quality care for all children and to support our families.

## Respect for Diversity

R1 - We acknowledge and value Aboriginal and Torres Strait Islander culture and that of the wider community-locally, nationally and internationally.

R2 - We acknowledge the experiences, values and beliefs of individual families.

R3 - As educators we will honour the histories, cultures, language, traditions, child rearing practises and life style choices of families.

R4 - We will provide opportunities in the program for children to learn about similarities or differences. R5 - We believe that diversity contributes to the richness of our society.

## Ongoing learning and reflective practices

O1 - We implement a holistic approach by providing opportunities that cover all areas of a child's development. Our curriculum encompasses all interactions, experiences, routines and events, planned and unplanned within an environment that is stimulating, and enriched with quality learning and developmental opportunities.

O2 - Through our programming we will observe individual children, actively incorporating each child's current knowledge, ideas, culture, abilities and interests. We will evaluate and critically reflect on the outcomes and use this information for future planning. O3 - Our programs will cater for the whole child, incorporating all developmental areas together with the Early Years Framework. Programs will reflect centre philosophy, principles and challenge bias and stereotypes.

O4 - Environment and routines will be conducive to learning and be flexible according to group and individual needs. There will be provision for individual, small and whole group experiences.

O5 - Our programs focus on play based, spontaneous learning and intentional teaching, to scaffold and extend each child's learning, with emphasis on supporting each child's agency (children's right to be active participants in all matters affecting their lives.) and enabling them to make a range of choices and decisions to influence events and their world. Staff will document children's learning and observations in digital portfolios.

O6 - We will promote and provide an environment that directly connects to the surrounding community, with elements of natural resources for children to explore, experience and to develop an awareness of the natural environments sustainability.

O7 - Educators are encouraged to use a range of different methods for observing children and are given autonomy to develop methods of documenting children's learning that best suits their particular abilities, strengths and current knowledge. Consideration is given for what is most appropriate for the families and the community. Staff will use the Early Years Learning Framework as a guideline for their program and individual children's documentation.

O8 - We will continually aim to exceed National Quality standards and implement best practice in the provision of education and care. We will at all times maintain suitably qualified and experienced educators.

O9 - We have an ongoing commitment to continuous improvement that will be reflected in our quality improvement plan.



## Service Information

Our service caters for children aged 6 weeks to school aged children. We are open from 6.30am to 6.30pm, Monday to Friday, (51 weeks of the year) and closed on QLD public holidays. Notice will be given when these public holidays occur.

### We have 6 classrooms.

Preschool: 4-5 years	22 Children	2 Educators
Kindy: 3 to 4 years	22 Children	2 Educators
Seniors: 2.5 to 3 years	15 Children	3 Educators
18 months to 2.5 years	10 Children	2 Educators
Toddlers: 15 months to 2 years	8 Children	2 Educators
Babies: 6 weeks to 15 months	8 Children	2 Educators

## Our Program

The Creative Kids program is based around the National Early Learning Framework for children from birth to five years (Early Years Learning Framework (EYLF) Belonging, Being and Becoming) where quality play based learning, builds success for life. An information booklet on this framework is available from the office.

This means in practice that we provide opportunities for children to select their own experiences from a range of choices, giving them control over their environment. We provide a balance of indoor and outdoor experiences that allow children to naturally progress through their own unique stage of learning while scaffolding individual children's learning to achieve the best possible outcomes.

The program for the pre-Prep group is in keeping with the Queensland Kindergarten Learning Guidelines. Staff members negotiate the curriculum with the children and actively seek input from parents with regard to their child's likes, interests and events that occur in the home. Children's interests are developed into a broad theme through which curriculum goals are achieved by introducing appropriate language (both oral and written), maths and science concepts. Careful planning to introduce these topics while children are playing provides a vibrant education which has real meaning for the child.

Throughout the year, staff compile a digital portfolio for your child to keep at the end of the year. Parents are welcome to chat with their child's carers about the program including their child's development. Formal interviews with carers are encouraged at any time should parents like to make an appointment to do so, parent interview nights are held twice year.

## Our Staff

At Creative Kids Educare Centre we are proud of the accomplishments and formal training of our caring team and their devotion to their roles. Our staff are highly qualified and come from a range of diverse backgrounds. We have an exceptionally low staff turnover rate, with many staff at the Centre having cared for full families of brothers and sisters, cousins and friends. This continuity of care adds to the family atmosphere at Creative Kids, which our families consider an important part of their child's experience.

Staff are actively encouraged to participate in further education and training and in-service and other professional development activities, thus ensuring our staff stay at the forefront of early childhood education. For the information of parents and visitors, staff names and qualifications are displayed at the entrance to each room.

## What to bring to Kindy

Our program includes activities that are creative and sometimes quite messy, so please dress your child in clothes that are appropriate.



Each day you will need to bring a bag for your child that contains:

- A drink Bottle with water
- Sheets for rest time
- at least one full change of clothing, including underwear & socks (if worn);
- an extra jacket during the cooler months;
- Nappies or training pants (if required).

All items must be clearly named. While we try to ensure that things are not lost or damaged, we cannot take responsibility for unnamed articles. Please do not allow children to bring toys (except a cuddly toy for rest time) as special items can become the source of great interest to other children and your child may not welcome this. The toy will often get broken or lost and this can be very upsetting.

## The first day

You and your child may be a bit nervous about the first day, and this is completely normal. Your child's educators are here to support you as we start this new journey together.

Here are a few tips to help make the first day as smooth as possible:

- All children are different; some will bound off and join other children as soon as they arrive, and others will require a bit more time to feel comfortable, so give yourselves plenty of time to settle in on that first day.
- Your child may cry and get a bit upset. Reassure them that you will be returning later that day, and feel confident knowing our experienced educators will make your child feel safe, secure and comfortable.
- Make sure your child knows where their belongings are let them see where their bag is, and that their drink bottle is in the fridge.
- Call us at any time during the day to see how your child is doing and how they are settling in.

## Our Meals

We provide meals from a company called Kids Yummies for little tummies. Yummies for little tummies is a premier child care catering service exclusively devoted to taking care of all catering needs by providing healthy and nutritionally balanced gourmet style meals to childcare Centre's, kindergarten and preschools. Yummies for little tummies will deliver a healthy, no fuss daily menu that is fun and creative, prepared with quality produce and practical for service by the carer. Allergy and cultural requirements are also catered for and all meals are fresh and delivered daily. A weekly menu is in the main foyer and in each room for your perusal. For more information visit their website: [www.yummiesforlittletummies.com.au/](http://www.yummiesforlittletummies.com.au/)



Yummies for Little  
Tummies Pty Ltd

## Parent Participation

Parents are welcome to join in our program at any time. We value parental involvement and the skills you can share with us. Your child will benefit from your participation in the program, even if it is for a short time at the beginning or the end of the day.

Whilst we acknowledge that parents from time to time wish to talk extensively with staff, appointments should be made to allocate the most suitable times so that staff can give their time to the children in their care.

We value parental input into our policies. We regularly issue policies for feedback and look forward to parents taking the time to understand and provide input.

## Delivery and Collection of Children

When delivering your child to the Centre, please ensure that you do the following:

- sign and print your name in the attendance book, along with the time;
- put your child's bag in their locker;
- apply, or assist with applying, sunscreen to your child's face and other exposed skin (you may do this at home if you prefer) see our Sun Safety Policy at the end of this Handbook;
- wash your and your child's hands, to minimise the spread of germs between home and the Centre;
- speak to a carer about anything that may impact on your child's day.

When collecting your child from the Centre, please:

- sign and print your name in the attendance book, along with the time;
- collect your child's belongings, including any wet clothes or artwork; and
- ensure that your child's carer is aware of your departure.

**PLEASE NOTE:** It is **ESSENTIAL** that you sign the attendance book when delivering **AND** collecting your child. This attendance record is used to ensure all children are evacuated during a fire drill or in an emergency. Failure to sign "IN" could place your child in **DANGER** during an emergency and failure to sign "OUT" could result in staff or fire officers re-entering a burning building to locate a missing child and needlessly placing their lives at risk.

In addition, the signature on the attendance record sheets is required to enable us to claim CCB on your behalf. Because this is a legal document it is important that parents sign in the correct manner.

## Fees

Our fees for all rooms are \$95, this is before CCB or CCR has been deducted. This amount may differ if your child attends more days per week or if they have siblings that also attend. Please call the Centre on 5537 9989 with your CCB percentage and number of eligible hours and we can quote you your exact fee. If you don't have a CCB percentage, please call the Family Assistance Office (FAO) on 136150. It is your responsibility to notify centre link that your child is attending care at Creative kids.

Child Care Benefit (CCB) is available to all parents who receive Family Allowance. Child Care Benefit is calculated on parents' combined gross taxable income and is represented as a percentage. Child Care Benefit can only be claimed as a percentage of an hourly figure established by the Commonwealth Government. The gap between this ceiling and the fee is to be met solely from parents. Rules relating to claiming Child Care Benefit can change regularly. Please consult the Centre Director or other authorised information officer to obtain current information.

To receive this CCB it is necessary for families to provide the child's and parent's CRN from Centrelink as well as the child's and parent's dates of birth. Parents can opt to have their Child Care Rebate (CCR) paid to the centre but must inform our administrator. It is important that the centre is kept informed of any changes to Health Care Cards and JET entitlements. Copies of these Centrelink letters should be kept on file. Once the Health Care Card is renewed, a copy of the new card is to be provided to the centre and kept on file for our records.

Invoices are sent weekly, either electronically or placed in "parent pockets" in your child's classroom. Fees are payable for all booked times whether the child attends or not. This includes regularly booked days that fall on public holidays. No fees will be charged when the Centre is closed over the one week Christmas period except for the public holidays.

Please refer to our Fees Policy for further information. Payments will only be accepted via ezidebit.

## Enrolment

There is a \$60 enrolment fee (non-refundable) to secure your child's placement in the Centre. We will provide your child with a bucket hat. To be successfully enrolled you will also need your CRN and your child's CRN so we can register attendance and ensure that you are receiving the maximum entitlement.

## Holiday Payments

Holidays from our Centre may be taken at any time during the year. All parents are entitled to have four weeks per annum at the Holiday discount rate. Holiday rate is \$15 off the full fee daily. Please notify the Director when you wish to take holidays. You will be charged for all holidays taken.

## Allowable Absences

Each child in care in Australia is given 42 allowable absence days per year, without the need to provide documentation such as medical certificates, CCB and CCR will still pay for these days as long as you sign your child in and mark it as an away day. Once you have used all 42 absences CCB will not cover any extra days off. Allowable absences also include public holidays.

## Service Closing Time and Late Fees

Please understand the Centre closes at 6.30pm precisely. A late fee will be charged for children collected after 6.30pm. The late fee is \$15 per child for each 15 minute increment and will be added to your next account. The late fee is strictly adhered to. If we are unable to contact either parent or a person nominated by the parent on the enrolment form to arrange collection of the child/children within one hour of the service closing (i.e. by 7.30pm), then staff will contact The Office of Education & Care and the Police to take responsibility for your child.

## Priority of Access Guidelines

Sometimes, there may be a waiting list for child care services and to ensure the system is fair, the Australian Government has "Priority of Access Guidelines" for allocating places in these circumstances. The guidelines only apply to Child care benefit approved child care. They are used when there is a waiting list for a child care service or when a number of parents are applying for a limited number of vacant places. Every Child Care Benefit approved child care service has to abide by the guidelines and tell you about them when you enroll your child into care.

## Priorities

- First priority: a child at risk of serious abuse or neglect;
- Second Priority: a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999;
- Third Priority: any other child.

Within these main categories priority should also be given to the following children:

- Children in Aboriginal and Torres Strait Islander families;
- Children in families which include a disabled person;
- Children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold of \$42 997 for 2014-2015, or whose partner are on income support;
- Children in families from a non-English speaking background;
- Children in socially isolated families; and
- Children of single parents.

A child care service may require a Priority 3 child to vacate a place to make room for a child with a higher priority. They can only do so if you: are notified when your child first entered care that your service follows this policy are given at least 14 days' notice of the need for your child to vacate.

## Emergency Procedures, Plans & Lockdowns

In the event that the service needs to be evacuated, we aim to conduct this in a rehearsed, timely, calm and safe manner to secure the safety of each person using the service. The safety and well-being of each child, educator and person using the service is paramount above any other consideration in the time of an emergency or evacuation. Any other procedures will be carried out only if it is safe to do so. An evacuation may be necessary in the event of a fire, chemical spill, bomb scare, earthquake, siege, flood etc.

The Centre's Emergency Evacuation procedure that are based on the service's floor plans will be prominently displayed in the following locations that are near each exit:

- 0 Main office
- 0 Preschool
- 0 Kindy room
- 0 Seniors
- 0 Juniors
- 0 Toddlers
- 0 Babies

The service will add to each child's sense of security, predictability and safety by conducting rehearsal evacuation drills in one week blocks each term. All persons present at the service during the evacuation drill must participate accordingly.

## Child Protection

Our service fundamentally believes that all children have the right to a life that is free from harm. Our service aims to provide an environment that is free from any type of abuse and foster a child's growth and development as per the individual requirements of each child. Educators at our service are aware of their obligations under the law in regards to the welfare of children and at all times uphold this obligation. In addition, our service aims to provide regular training to all educators on child protection. For further information, please refer to our Child Protection Policy.

For further information and support:

- CHILD SAFETY AFTER HOURS SERVICE CENTRE (CSAHS): 1800 177135
- DOMESTIC VIOLENCE HOTLINE QLD: 1800 811 811 - LIFELINE: 13 1114

## Confidentiality

We are committed to protecting your privacy. We support and are bound by privacy laws and strict confidentiality is maintained at all times. In order to plan programs with you we need to collect information from you. This information helps us to assess and plan programs in partnerships with you. We do not disclose personal information about you or your child to other people or organizations 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 organizations without your consent. You can look at the information in your child's learning profile at any time, or request a copy of information in the file.

## Service Policies and Procedures

Educators are expected to adhere to the Service's policies and procedures and to ensure that all stakeholders act in accordance with them. We hope that you will feel comfortable enough with staff and/or management to approach us with comments and questions about our service, including complaints. Your participation helps us to improve the service and may lead us to change our policies and procedures. Copies of all policies are available in each classroom or from the office.

## Health & Safety Policies

To maintain the health of the children at the Centre, staff and parents must work together to maintain the highest hygiene standards. Children suffering from heavy colds or infections must stay at home to avoid the risk to other children. Children on antibiotics need to stay at home for at least 24 hours from the time of the initial dose.

If your child becomes ill, or is injured while at the Centre, staff will endeavour to contact you immediately. If a parent is not available staff will then try to contact the person/s nominated by you on your enrolment form. Medical assistance will be sought if deemed necessary by the Centre Director. It is a policy of the Centre that a Medication record must accompany all medications requiring administration by the staff members at the Centre. Copies of these forms are available from the office. Staff members at the Centre will not administer unprescribed medication.

## Illness and Medication Policy

It is vital the Centre maintains, as far as possible, an atmosphere free from contagious illnesses and infections. We must therefore ensure that no child showing symptoms of heavy colds or other infectious or contagious illnesses including vomiting and diarrhoea, which may affect the health of other children or staff, attend the Centre. The child must remain absent for the period specified by the Health Department, doctor or Infectious Diseases chart and/or 24 hours since the last vomit or loose bowel motion.

Children who are unwell do not cope well with a day at the Centre, often they just want to be quiet and with a parent or special aunt, grandparent etc. It is wise to have a plan of what to do when your child is sick or unable to attend the Centre. Most children will be sick, at some stage, during the time they usually attend the Centre. Your child's carers have the right to send home any child whom they consider is unwell.

Minimum Exclusion Periods for common illnesses can be found on the service information board in the front foyer. For additional information please refer to the National Health and Medical Research Council publication 5th Edition - Staying Healthy Preventing infectious diseases in early childhood and educational care services [http://www.nhmrc.gov.au/\\_files\\_nhmrc/publications/attachments/ch55\\_staying\\_healthy\\_childcare\\_5th\\_edition\\_0.pdf](http://www.nhmrc.gov.au/_files_nhmrc/publications/attachments/ch55_staying_healthy_childcare_5th_edition_0.pdf)

• or the Queensland Department of Health website at

<http://www.health.qld.gov.au/cdcg/index/default.asp> for fact sheets about various communicable diseases.

## Head Lice Policy

Creative Kids has a whole of centre pro-active approach to head lice. Workplace, Health and Safety obligations to our children, families and our staff have been a major focus in the development of this procedure. The occurrence of head lice is the most common insect infestation in humans throughout the world. It can affect people of any age, nationality, gender or socio economic status. It is a health and educational issue and the way it is approached can have a significant influence on a child's emotional, social and educational development. Parents have the prime responsibility for the detection and treatment of head lice on their children. The aim of this policy is to educate and to contain the spread of head lice at Creative Kids. (Please note that any reference to "parent" also includes persons with legal responsibility for the child.)

### Expectations of Parents

It is the parents' responsibility to ensure that their children do not attend Creative Kids Educare Centre with untreated or live head lice. To achieve this it is expected that parents will:

1. Regularly inspect their child's scalp and hair to detect the presence of lice or lice eggs.
2. Regularly inspect all household members and treat them if required.
3. Notify the Centre if their child is affected.
4. If their child has head lice, not send their child to the Centre until the day after effective treatment has commenced and no live lice nor eggs are found.

If treatment has not commenced the child will be excluded and parents contacted to take the child home. Children can only return to the Centre once the child has been treated effectively.

Educator's at Creative Kids at all times will ensure the child's dignity and right to privacy are preserved and the matter is handled in a manner which will not embarrass the child or cause the child any unreasonable distress.

Sources: Education Queensland HLS-PR-011: The Control of Head Lice

<http://education.qld.gov.au/strategic/eppr/health/hlspr011/>

## Accidents

Although every care is taken to prevent accidents, they do occur. All staff at Creative Kids hold a current first-aid certificates. When an accident occurs, staff must fill out details on the accident and incident form, which requires a parent's signature to indicate that they are aware of the accident. Staff will call parents should they feel concerned about the child's safety and wellbeing.

Parents are required to inform the Centre of any change of address or telephone number. This is necessary to allow the Centre to contact you in the event of an emergency. Please let the office know immediately if these changes occur.

## Sun Safety Policy

When outside, all children and adults will wear a hat and sunscreen. A 30+SPF sun-screen is provided by the Centre for this purpose. The children will be encouraged to play in the shade between the hours of 10am and 3pm when the UV index is 8 or above. Parents and staff members have a shared responsibility in protecting children from exposure to ultraviolet radiation from the sun.

Responsibilities of Parents:

- Parents are requested and encouraged to apply sun screen to their children's exposed skin each day on arrival or prior to attending the Centre.
- If parents are providing a hat for their child to wear, a legionnaire or broad brimmed hat that protects the face, eyes, neck, ears and crown of the head is essential. This hat must be clearly marked with the child's name.
- Parents are requested to dress children in clothing that will provide adequate protection from the sun.

## Immunisation Policy

Parents are required to provide particulars of their child's immunisation on enrolment and to keep these records updated. While the Centre encourages parents to immunise their children against communicable diseases, children who are not immunised are able to attend the Centre unless there is an outbreak of a particular disease (refer to exclusion list). If an outbreak of a particular disease (such as measles, mumps, etc.) occurs, unimmunised children, or children whose immunisation status is not known, will be excluded from the Centre for the protection of all children and educators who are attending the Centre, until the outbreak has ceased. Full fees are payable during this period.

## Paracetamol

Parents will be requested to sign a permission form on enrolment giving permission for staff to administer ONE DOSE ONLY of paracetamol to their child in the event of their child's temperature reaching in excess of 38 degrees C. These are the only circumstances when staff are permitted to administer paracetamol. In each case staff will endeavour to contact a parent by phone to advise them that the child is unwell and request that the child be taken home or seek medical attention. A written 'Medication Form' will be available to be signed when the child is collected.

The Centre keeps Panadol brand liquid, which is sugar-free and colour-free. If your child cannot take this particular brand please supply a small bottle (clearly named) of the paracetamol your child can take. The paracetamol will be administered according to the manufacturer's instructions only, and will be administered by the group leader with another staff member present to witness.

**THESE ARE THE ONLY CIRCUMSTANCES WHEN STAFF ARE ABLE TO ADMINISTER PARACETAMOL. ON NO ACCOUNT WILL THE STAFF ADMINISTER MORE THAN ONE DOSE PER DAY. PARENTS MUST ADVISE STAFF MEMBERS IF PARACETAMOL (OR SIMILAR PRODUCT) HAS BEEN ADMINISTERED TO A CHILD BEFORE THE CHILD ARRIVES AT THE CENTRE.**

# Grievance Procedure for Parents

The Centre recognises that from time to time individual parents may have grievances that need to be resolved in the interests of good relationships and quality care of the children.

Parents will have the right for a grievance to be heard through all levels of management. These grievances can only be resolved if a line of communication is established and negotiations conducted in a reasonable manner.

1. In the first instance the parent should raise the concern with the immediate caregiver.
2. The caregiver and parent should, if appropriate, take the matter to the Group Leader.
3. If the parent still feels concerned or the caregiver considers it appropriate, the parent shall attempt to resolve the grievance with the Director.
4. If the Director is unable to reach a fair just solution, a meeting will be held with both parties and mediate a solution.
5. If the parent feels that a solution has not been reached, then they are invited to contact the Early Childhood Officer at the Office for Early Childhood Education and Care.

Early Childhood Officer  
Office for Early Childhood Education and Care PO Box 557  
Robina DC Qld 4426  
Telephone: (07) 5656 6677  
Fax: (07) 5656 6662  
Email: [goldcoast.oecec@dete.qld.gov.au](mailto:goldcoast.oecec@dete.qld.gov.au)

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## Useful links for parents:

Raising Children Network:  
[www.raisingchildren.net.au](http://www.raisingchildren.net.au)

NAPCAN (Preventing child abuse)  
[www.napcan.org.au](http://www.napcan.org.au)

Asthma Australia:  
[www.asthmafoundation.org.au](http://www.asthmafoundation.org.au)

Immunisation Australia:  
[www.immunise.health.gov.au](http://www.immunise.health.gov.au)

Autism Australia:  
[www.autismspectrum.org.au](http://www.autismspectrum.org.au)

Diabetes Australia:  
[www.diabetesaustralia.com.au](http://www.diabetesaustralia.com.au)

Breast Feeding Australia:  
[www.breastfeeding.asn.au](http://www.breastfeeding.asn.au)

Australian Children's Education and Care  
Quality Authority: [www.acecqa.gov.au](http://www.acecqa.gov.au)

Kid safe Australia: [www.kidsafe.com.au](http://www.kidsafe.com.au)

Nutrition Australia:  
[www.nutritionaustralia.org](http://www.nutritionaustralia.org)

Queensland health:  
[www.health.qld.gov.au](http://www.health.qld.gov.au)

Anaphylaxis Australia:  
[www.allergyfacts.org.au](http://www.allergyfacts.org.au)

Grow Me Safely: [www.kidsafensw.org/growmesafely](http://www.kidsafensw.org/growmesafely)