

**OORUNGA
WANDARRAH
MACS CENTRE**



Parent Handbook

Oorunga Wandarrah MACS Centre

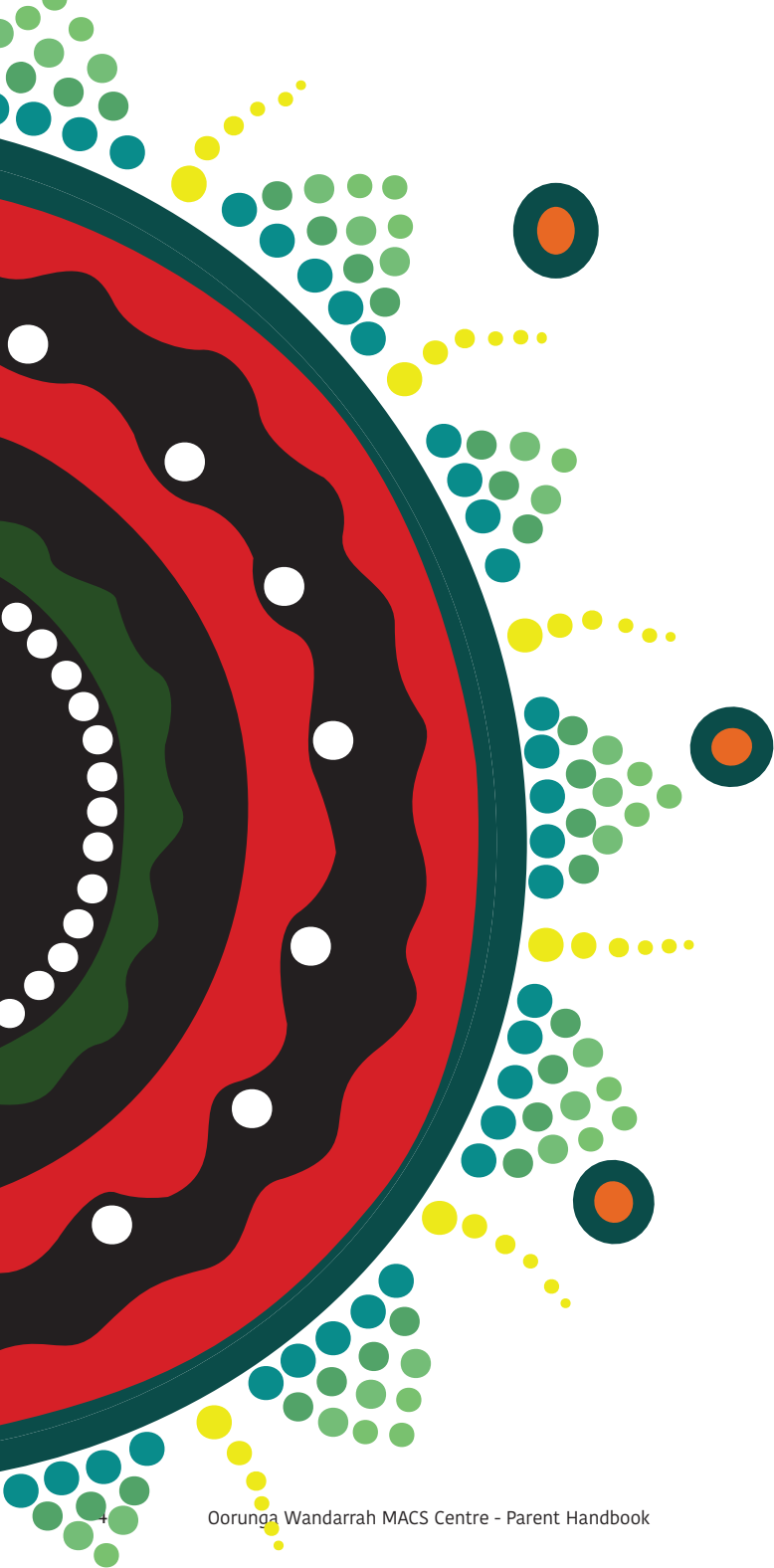
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Grow strong little ones, stand erect-alert
Show the world your pride, you are the past - the future.
You are Koori - ageless.
Beware little ones, temptations await you.
Calling you away, to a life that's false.
Be brave - resist, the luring of the wrong.
Turn to the old ones, let them teach you, our way of sharing, of caring and respect.
Remember to love each other.
Protect our sisters and brothers, this is the true Koori way given to us by the wise ones.
Our elders, our ancestors.
To teach the little ones, cherish these ways and you'll grow proud, the people of our land.
But for now little ones, be rich with laughter, run free and happy till the night closes tired eyes.
Dream of our people, the Earth our Spirit Mother.
Remember your beauty, you are Koori - you are ageless, in a land you belong.

By Burraga Gutya (Ken Canning) 1990



Mission Statement

We respectfully acknowledge the Dharawal people who are the traditional custodians of the Land on which we learn, play each and every day. Our mission is to provide a high quality long day care service to Aboriginal & Torres Strait Islander families within the Campbelltown district. We offer a professional, supportive and flexible learning environment that provides culturally inclusive programming and support.

Philosophy

At Oorunga Wandarrah we aim to provide the highest level of education and care to all children in a warm, nurturing and friendly environment. By creating a feeling of acceptance and sense of belonging, we aim to provide an environment that enables children to feel safe and secure. We acknowledge the uniqueness of each child, family and culture, as the family is the major influence on the young child. We believe that parents are the child's first educators and encourages family's participation and input at all times, while respecting individual lifestyles, values and beliefs and their rights and opinions.

The heart of our philosophy is our commitment of the principles, practices and outcomes of the Early Childhood Education Curriculum as specifies in the "Belonging, Being and Becoming" educational standards which supports our belief in every child's ability to succeed.



Policies & Procedures

A Policy & Procedure manual is available for families to read, families will also be invited to read and comment / endorse any new policies or when they are up for re-view.

Welcome

Welcome to Oorunga Wandarrah MACS Centre, Oorunga Wandarrah is a Multifunctional Aboriginal Children's Services catering for the educational & care needs of 39 children at any one time, between the ages of 0-5 years of age.

The Board of Directors is the licensee of the service. The Macs Centre is a licensed Long Day Care Service for Aboriginal children in the Campbelltown district.

Please read this information carefully, to assist you in settling your child/ren into the Centre and to answer any questions you may have. If you require more detailed information, or a copy of the activity program, please do not hesitate to consult with the Centre Manager / Certified Supervisor or a staff member. The Centre's Policy & Procedures Manual is available in the office for you to view at any time.

History

Oorunga Wandarrah has been a long standing program of Tharawal Aboriginal Corporation since its opening on 31st March 1990 with Mrs. Jean Hampton and Mrs. Muriel Brandy and the then Hon. Gerry Hand, Minister for Aboriginal Affairs officially opening the Centre.

Management of the Centre

Oorunga Wandarrah has been a long standing program of Tharawal Aboriginal Corporation since the Centre opening in March 1990. A monthly report of the operations and functioning of the service is provided to the Chief Executive Officer (CEO) of Tharawal. The Centre Manager is responsible for the day to day management of the Centre and Certified Supervisor is person in charge day to day ensuring all compliances are being met.

Staff & Educators in the Centre:

Position	Responsibilities
Centre Manager	Overall direction of the Centre
Nominated Supervisor	Day to day charge / ensure compliances are adhered to
Early Childhood Teacher (ECT)	Overall management of educators in direct contact with children and responsible for the children themselves
Educators (Diploma)	Supervise / engage with children, plan/ implement programmes
Educators (Cert 3)	Supervise / engage with children, plan/ implement programmes
Bus Driver / GA	Will have the appropriate drivers license to pick up am/drop off pm / and able to complete general maintenance
Cook / Cleaner	Will have skills and knowledge of current food safety & hygiene practices. Plan & prepare nutritional meals

All staff employed at Oorunga Wandarrah will display the following attitudes:

Respectful Positive Responsive Encouraging Loving Nurturing Caring

Staff - Professional Development

Our professional development is paramount for educators, children and families. The Centre closes at 3.30pm each Tuesday to allow all staff the benefit to come together to discuss, plan and evaluate programs, which also allows staff to gain increased knowledge and better practices, or to build on existing knowledge through on site face to face training with outside agencies

Quality Improvement Plan (QIP)

We have a Quality Improvement Plan and is a part of our funding requirements with the Department of Social Services (BBF Program). The QIP highlights our strengths and to recognise the improvements needed in delivering quality education and care for children, staff and families.

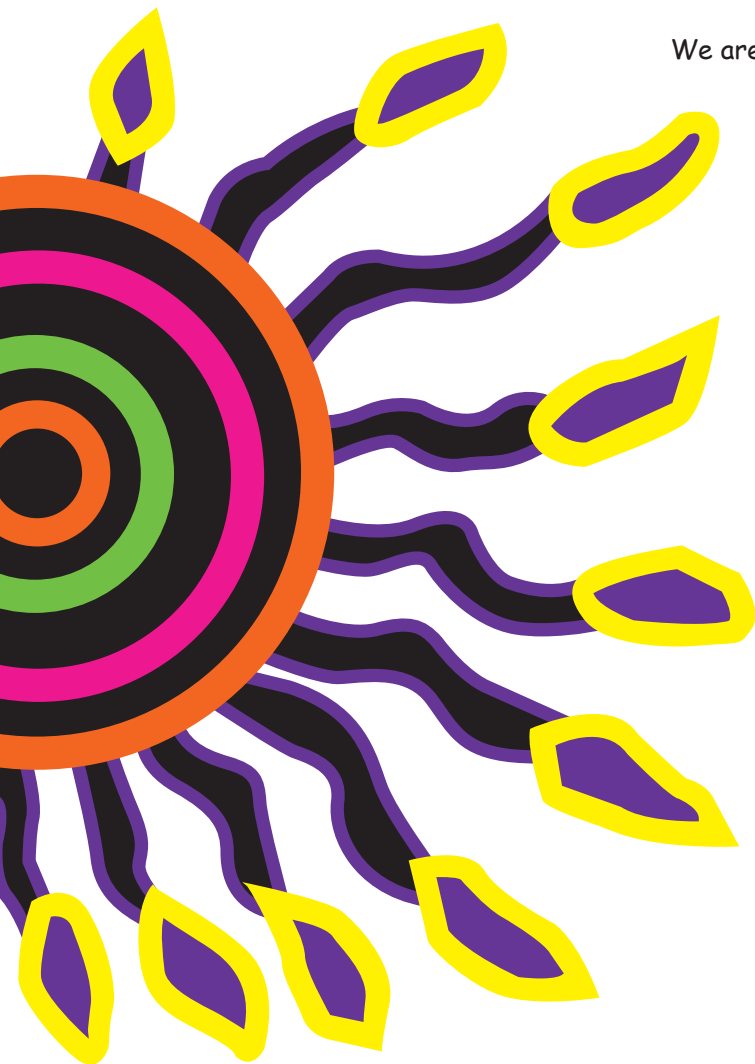
Please ask staff if you would like to read our QIP.

What We Do

At Oorunga Wandarrah we believe in providing more than childcare, we provide quality. We understand that the first five years in a child's life, is critical in shaping their future. This guides all aspects of the Centre (Element 7.2.1)

- A** Oorunga Wandarrah support the United Nations "Convention on the Rights of the Child" retrieved from <http://www2.ohchr.org/English/law/crc.htm>
- B** Oorunga Wandarrah support "The 8 Priorities for Aboriginal & Torres Strait Islander Children & Families' from Secretariat National Aboriginal Islander Child Care (SNAICC)
- C** Oorunga Wandarrah collect programming (planned activities / experiences) information from: Parents, Children, Observations, Educators, visitors, topical current affairs, various celebrations (inc cultural & religious) and local community happenings.
- D** Oorunga Wandarrah support the National Quality Framework (NQF) and Learning Framework (Early Years and school age) as the set of principles guide the operation of the Service.
 - . The NQF includes, the law, regulation, The National Quality Standard, quality assessment system, DET officers and ACECQA (oversight of the whole system)
 - . For children under 5 years, we use the Early Years Learning Framework (EYLF), based around Belonging, Being & Becoming with five outcomes; Identity, connection with their world, wellbeing, active learners and communicators.
- E** We believe that parents are their children's most important and valuable teachers and we aim to make our Centre an extension of each child's home by functioning as an extended family.
- F** We believe that childcare is great for children when associated with the development of trust and social interactions with peers and educators.
- G** We promote a nurturing, secure and happy environment which stimulates the individual child's interest and development.





We believe that the quality of care and learning opportunities provided for children will have a profound effect on their future. **H**

We are committed to ensuring that the children enrolled in the service are given the opportunity to develop self-reliance, mutual respect and a healthy level of self-esteem. **I**

We support the need to provide positive outcomes which recognises the special needs and talents of each child and support inclusiveness. **J**

We will work with parents and the wider community to understand and respect the diverse language groups within our culture. **K**

We aim to work with families to ensure access to information and support services, to enhance relationships and promote wellbeing and a sense of communication between staff and families. **L**

We believe in forming a trusting relationship and respect towards individual development, through the program which focuses on your child's interest and strengths. **M**

We believe in caring for all children and supporting / respecting their culture. **N**

We believe in providing qualified, experienced, caring and passionate staff. **O**

We believe in having an open door policy whereby anybody at any time is always welcome into our Centre. **P**

Some Details About the Centre That you Need to Know

The following information will help you to understand the administrative requirements of enrolling your child/ren into our service and the operational policies that you need to know.

Hours of Operation:

- The Centre is open 48 weeks per year, closing only on Public Holidays and NAIDOC Day and 4 weeks annual Xmas closure. (Fees will not be charged for NAIDOC closure)
- The Centre will close 3.30pm each Tuesday for staff development and training.

Should you wish to enrol your child, you will be asked to complete an Enrolment Form requesting information about your child's health, custody arrangements and emergency contacts. You will need to name all persons who may deliver and/or collect your child from the Centre. It is your responsibility to ensure your nominated persons are responsible and available when required.

The details on the enrolment form are needed by our staff to help them take the best possible care of your child. All information is strictly confidential. If any of the details on the enrolment form change you are asked to advise the Centre Manager/Nominated Supervisor immediately.

At the time of enrolment you will be asked to pay two weeks in advance, and fully disclose any medical or health concerns relating to your child, you will also be required to complete a bus application form, Tharawal Publicity & Media Consent form, Speech/ Occupational Therapist and Child Psychologist consent forms.





Priority of Access

Priority of access is given to Aboriginal or Torres Strait Islander families (ATSI)

Children with Special Needs

Oorunga Wandarrah provides education and care for all children that cannot be catered for within the usual Centre routine. Referral to outside agencies or other professionals is made either directly by their parent, or by the Centre Manager/ Certified Supervisor after permission is given by the parent.

Where possible, support will be obtained prior to commencement of care. This will ensure transition into care is successful for all involved.

Additional training of staff can be arranged for the use of any special resources or equipment your child may need to use.

Waiting List

A waiting list of all interested families will be kept in the Centre and updated regularly and families contacted when a vacancy exists. A child's name can be placed on the waiting list at any time of knowledge of conceiving or in the case of adoption or at the time the adoption is applied for.

Re-enrolment for following year

In November each year the service will have an orientation day, allowing re-enrolment and for new enrolment to the Centre. It is important that you complete the re-enrolment OR new enrolment form to ensure placement acceptance for the following year.

Immunisation

As of January 2014 changes to the Public Health Act 2010 regarding children attending early childhood education and care services clearly states that children **MUST** present Immunisation History Statement – online version prior to starting, which means that all early childhood and care services cannot enroll a child unless the parent/carer has provided documentation that shows the child:

- Is fully vaccinated for their age
- Has a medical reason not to be vaccinated, or;
- Has a parent / guardian who has a conscientious objection to vaccination or;
- Is on a recognised catch-up schedule if their child has fallen behind with their vaccinations.

Payment of Fees

Our Centre's operation is dependent on maintaining fees. Our fees are capped as per the fee schedule below, this could be subject to change and written notification will be provided. Please read the following information carefully.

- ▶ Fees must be paid two weeks in advance. Parents pay for a place therefore if they are enrolled, payment is required whether the child attends or not. Fees are payable on all Public Holidays except for NAIDOC Day.
- ▶ Please place your child's fees in an envelope (provided by the Centre) and the amount enclosed, please ensure that you complete the "weekly fee payment" sheet provided on the bus, office or foyer recording your child's name, amount paid and your signature, please make sure that you get a staff member to co-sign for fees paid and place in the fee box or hand to staff member.
- ▶ Fees are receipted each Friday and a receipt along with an envelope will be available for collection from Friday afternoon.
- ▶ Anyone experiencing difficulties in meeting their fee payments can speak to the Centre Manager / Nominated Supervisor

Please inform the Centre if your child/ren is going to be away for longer than a week. Parents should notify the Centre if their child/ren will not be attending on the day.

Current Fee Schedule:

0-2 years	\$20.00 per day
Non-Working / Studying	\$13.00 per day
Working Families	\$15.00 per day

*Current fees are subject to change

Arrival & Collection of Children

Our primary concern is the welfare and safety of your child/ren. We therefore request that you comply with the following requirements:

Arriving at the Centre

We request that on arrival children be signed in using the "weekly sign in/out register" recording time in and parent signature, children must be brought to a staff member, under NO circumstance are you allowed to leave your child/ren unattended in the foyer or room.

Authorised Persons

The Centre's primary concern is for the safety and welfare of your child and will therefore only release your child into the care of the custodial parent or authorised person's identified on your child's enrolment form. Any changes to these authorities must be advised in writing to the Centre as soon as possible (emergency authority form).

If an unauthorised person arrives to collect your child, the child/ren will not be released until your authorisation (preferable in writing) has been obtained. You must ensure your child's collection from the Centre is consistently planned, as uncertainties and irregularities can cause anxiety for your child and the Centre staff and a copy of identification provided for emergency collection of a child.





Late pick -up

If you are unavoidably detained and unable to collect your child at the agreed time you must telephone the Centre on 02 46200298 and advise the expected time of arrival. If you need to arrange another person to collect your child you must provide full details about this person to the Centre. If you have not contacted the Centre and your child has not been collected by closing time the Centre will attempt to telephone you. If this is not successful, the emergency contact people listed on your child's enrolment form will then be contacted to arrange for immediate collection of your child.

Should you have prior knowledge that you may be unable to sign your child in/out of the Centre you will be required to complete an "emergency authority form" providing information of persons other than those listed in the enrolment form approval to sign your child in/ out of the Centre.

Sign In / Out Sheets

Signing your child in and out is important. If there is a fire, we will use the sign in/out register to count the children. If your child is going to get here after 10am it is important that you call and let us know.

At the End of the Day

- Sign your child out
- Have a look at the day book
- Chat to staff about your child's day
- Get your child's bag and check that all their belongings are in the bag
- Check the hessian pockets in the hallway for any receipts / notes
- Check the lost property baskets under the sign in / out counter for any lost items of clothing.

Settling your Child

If your child has never attended childcare before his/her first day can be a very nervous experience. If you are feeling worried about leaving your child you should talk to a staff member to ensure that you are comfortable with your child's stay at the Centre. Our staff are experienced in encouraging children to feel at home and make new friends, and ensure that children of all ages treat each other with care and respect.

Oorunga Wandarra MACS uses the 'Circle of Security' in identifying children's needs and primary caregiver may be attached to your child until he/ she feels safe and secure in the new environment.

If you are concerned about your child in any way please telephone the service during the time your child is attending for reassurance of your child's wellbeing. The staff will always tell you honestly how your child is. Our staff are also happy to discuss your child's emotional needs / progress with you.

Our aim is to provide an environment that is welcoming and relaxed for all. Staff will make every effort to ensure that your child's first day at Oorunga Wandarra is a supportive and positive experience.

You could help your child settle by:

- Stay with them and play for a while
- Share with staff their favourite toy, food and tv shows
- Ask them to do a special painting
- Talk about the service to your child at home
- Some children will cry or be angry when you leave them. If that happens please talk to staff before you leave and know that you can call at any time of the day to find out how he/she has settled.



What Should Your Child Wear?

It is important that children are in comfortable clothes that do not restrict their enjoyment of participation at the Centre.

- We do provide aprons but clothes can still get stained when children are involved in messy activities.
- Children are required to wear enclosed shoes.
- Children **MUST** wear sleeved tops for sun protection. Strapless or shoestring dresses or tops are not encouraged.
- A hat marked with their name.
- During the winter months please ensure your child brings a jumper.
- During summer, occasionally children can bring swimming costumes and their own towel for wet activities, but they must wear a sleeved t-shirt top protect their shoulders and back from the sun.

What should your child bring?

- Spare clothes e.g. 2 shirts, 2 shorts, 2 undies (suited to the weather type)
- 4 nappies / 4 pull-ups
- Things for rest time e.g special blanket, book, dummy or bottle
- Formula if needed.

Please don't bring special things from home as they can get lost or broken.

What do Babies (under 2's) Need to Bring?

- Breast milk - Centre Manager to discuss with families
- Bottles - please bring in a clean bottle and your baby's formula, staff will make up the bottle when your baby needs it. Bottles will be warmed in the warmer, staff will rinse and sanitize bottle's after every use.
- Food - the staff will chat to you about what your baby eats.
- Other drinks - under 2 year olds will be given cooled boiled water in a sippy cup and full cream cow's milk.
- Dummy - babies dummies will be stored in the nursery fridge with their name on it. Please take the dummy home at the end of the week to wash it.
- All clothing to be marked with his / her name
- Must bring 4/5 nappies per day
- Must pack change of clothing suited to the weather type

Food & Nutrition

Please make sure that any food allergies, strong dislike and /or special dietary requirements your child might have are recorded on the enrolment form and discussed with the Nominated Supervisor / Centre Manager.

The Centre provides for all meals. The menu will be changed weekly (over a 5 week cycle) and be nutritionally balanced and reflect a wide variety of cultures. Children will have opportunity in planning, preparing and cooking snacks as part of the planned activity program. The weekly menu is displayed outside the kitchen in the foyer. Ideas and recipes are welcome. Please put your ideas in the Suggestion Box. From time to time recipes for both you and your child's enjoyment will be printed in our monthly newsletter.

Meal times are treated as social occasions and quite conversations are encouraged. The staff serve children's meals and provide help where needed.

Birthdays & Special Events

Children's birthdays are a special day that we enjoy celebrating with them.

Celebrating Children's Birthday's

If parents wish the Centre to celebrate their child's birthday they may provide a cake for afternoon tea. The staff will encourage the children to sing "Happy Birthday" and parents are more than welcome to join the occasion if they can.

We consider that special events which happen during the year provide an excellent learning and socialising opportunity for the children.







Our Children's Activity Program

Our staff are supportive, encouraging, and communicate with the children in a friendly, positive and courteous manner to establish a warm and caring relationship with each child in our care. Staff are happy to discuss your child's participation in the program with you, and we encourage you to stay for a chat prior to taking your child home at the end of the day. Children who attend our Centre may participate in a range of activities that have been planned to reflect the children's interests and meet their developmental needs.

The staff are responsible for creating an atmosphere and environment which is responsive to the needs of each individual child and to the group as a whole and which reflects the philosophy and goals of the service. The program will be balanced and include indoor and outdoor learning experiences, quiet and active times, individual, small group and large group times. Time for individual staff/child interaction, group interests, children's special interests, and be flexible enough to allow spontaneity and the unexpected.

Children will be encouraged to have input into program planning. The program will be child centered and will allow children to experience a variety of materials and are encouraged to pursue their own interests. There will always be alternative choices when a child does not want to participate in a particular activity.

You will find the weekly program displayed in the rooms. We invite you to have input into the program development especially in relation to multicultural issues, music and storytelling. Any suggestions you have can be put into the Suggestion Box in the foyer area or discussed directly with Centre staff.

Centre Routines

The activities that happen at the Centre are built around the daily routines. Routines are built around the regular events of the day i.e. arrival, taking the attendance record, snacks/drinks, hand washing, lunch breaks.

These routines take into account the developmental needs of individual children, children's attendance patterns, climate and physical environment, the numbers and ages of children within a given group, children with special needs, new children entering the group and parents expectations. A copy of the room routine is displayed in both rooms.



Excursions

Children will have opportunity to be involved in incursions / excursions as part of the planned activities of the Centre.

Excursions are considered to be an integral part of the children's program and will therefore be arranged from time to time, to provide a broad range of learning experiences. Permission for incursions is granted on the enrolment form. For all other excursions, written permission and the cost (if any) will be sought from parents and details of the outing provided in writing. Excursion plans will be submitted to the Nominated Supervisor for approval prior to the excursion taking place. A risk assessment is also required prior to the excursion and presented to the Centre Manager.

You are requested not to send your child on an excursion if they display any signs of being unwell. This is in the interest of everyone concerned. Staff carry mobile phones on excursions with them and the contact details of each child's parent. If you need to get in touch with your child on the excursion you can contact the Centre and they will forward the message, and if necessary the staff will contact you back on the mobile.

Bus Mobile: 0407709834

Centre Mobile: 0421916571

Swimming Excursions

No swimming excursions will be planned

Bus

The Centre has a 25 seater bus for the use of picking up and dropping children home and planned excursions. Children under two years of age are prohibited from travelling on the bus. Parents must complete a Bus Application Form prior to children accessing the bus service and are required to pay a bus levy fee each school term, children must be signed onto the bus and off the bus each day they attend.

Parents are required to contact the bus mobile on 0401109834 if your child is unable to attend. A bus levy fee of \$10.00 is required of children accessing bus transportation each school term (4x per year).

The bus will leave the Centre at approximately 7.30am for the morning pick-up run. Families are asked to have their children ready when the bus arrives. When the bus arrives at your home it will blow the horn ONCE (1), wait one minute and blow it again. If you or your child do not come out to the bus the bus will leave.

Should the bus arrive at your home 3 times in a row and no one at home, it will be your responsibility of the parent to contact the Centre to resume transportation to the service. The bus will not return until the family calls the Centre to advise they will be home and ready for pick-up.

The bus will leave the Centre approximately 3pm each day from the Centre. If parents/ guardians/authorised persons are not at home when the bus arrives, the child/ren will be brought back to the Centre and will have to be picked up from there.

When the bus driver is away we will try to get another driver. If we can't, the bus run will be cancelled and all families will be contacted.





Family Involvement

Families are always welcome to spend time with us at the Centre, and are encouraged to share their skills and culture with the children and staff, you might like to teach the children a dance, do some art with them or tell a story.

Notice of Changes

To ensure we provide continuity of care, please notify the Centre with up-to-date changes of:

- Telephone numbers and address
- Emergency contacts
- Change in custody / access arrangements
- Changes to authorised persons to collect your child

Communicating with Families & the Community

There are a number of ways we will share information with you:

- Monthly newsletters, notes, signs yarn-up and photos
- A portfolio for each child reporting their development throughout the year will be provided at the end of the year. This will have photos, artwork, and information about your child's interests and development
- Morning teas and special days

Complaint Procedures

Please let us know if you are not satisfied with any aspect of the service we provide for you and your child.

We welcome all parents' feedback, including your grievances and complaints, as these will help us to improve the services we provide. All concerns or complaints will be dealt with in a prompt, positive and sympathetic manner.

If you have a complaint or concern, you may discuss your problem with a relevant staff member or with the Nominated Supervisor. If you feel the problem is not being resolved, you may take the matter to the Centre Manager for resolution, either through the Centre Manager or by writing directly to the Chief Executive Officer (CEO) at Tharawal Aboriginal Corporation.

If you feel the Centre has not resolved your concern you can make further enquiries / complaints to:
The Department of Education Early Childhood Care Directorate on 1800619113 (toll free)

Celebrating Special Events

Programs will reflect the cultural differences of all families using the service. The Centre will celebrate special events with the children that reflect the cultural heritage of all children attending the Centre. The following events are celebrated at the Centre each year:

- Special Person's Day (Mother's Day, Father's Day)
- National Aboriginal Torres Strait Islander Week (NATSIW)
- Sorry Day / Reconciliation Day
- National Aboriginal Islander Children's Day (NAICD)
- Harmony Day
- Easter
- Christmas

The Centre appreciates and encourages family participation in all planned events highlighting the events in the monthly newsletter and by sending notices and invitations to families inviting them to join with us in the planned events.



Supervision

The Centre will maintain high levels of supervision of children at all times. The child to staff ratios contained within the Children's Services Regulation 2010 will be strictly adhered to at the Centre. Staff will position themselves where they can see all the children under their supervision, listen carefully to what is happening and know the children individually so they can support their needs. Staff will join in the children's play and encourage them to try new experiences.

Children outdoors will be appropriately supervised and will be given opportunities for self-discovery and freedom of choice. Children will be regularly reminded of safety procedures for play equipment. Children will be encouraged to try new challenges as appropriate.

Transition

Transition are times when children move between rooms, indoor/outdoor play or different play spaces and experiences. Some of the transition periods we have are:

- arriving at the Centre from home
- arriving at the Centre from the bus service
- moving from one age grouping to another space
- attending a DEC school transition program

To ensure the safety and wellbeing of all children in our care the following reporting procedures are in place:

- supported roll on am bus
- transition timetable for 3 year old's
- outdoor ratio checkboard
- Rolls in rooms / roll call



Guiding Children's Behaviour

Learning appropriate behaviour is part of your child's social development. Our staff aim to help children to be responsible for their own behavior and to develop an understanding of what is appropriate in different situations. You are encouraged to discuss your child's behavior with Centre staff to ensure consistent behavior expectations, both at home and at the Centre. Limits to children's behaviour will always be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way. Children will be encouraged to settle their differences in a peaceful and respectful manner. The staff will focus on positive behavior, providing praise and encouragement where appropriate. Wherever possible, problems will be prevented before they arise by using methods such as diversion and providing enough equipment for all.

Limits

We find the following limits / rules necessary to protect the safety and well-being of every child and ask parents to reinforce these with their child:

The 4 T's

- **To be Gentle** Children are required to be gentle always. This gentle nature extends to all facets of daily activity within the Centre. Being gentle needs to be displayed towards educators, belongings of individuals and the Centre and toward other children.
- **To be Caring** Children are encouraged to care for all their own belongings, belongings of the Centre, the environment of the Centre, other children and educators.
- **To be Safe** Staying safe is relevant to all components of daily life within the Centre. Children are always supervised and the Centre aims to ensure children are aware of how to play and act safe within the Centre.
- **To be Healthy** Healthy lifestyles is encouraged and promoted at the Centre. Children are encouraged to take responsibility for their health in a number of ways.



Developing a supportive relationship with the children encourages them to learn skills in self-discipline. Punishing a child stops the negative behaviour for a while but does not teach the child self-restraint. When a "time out" period will be no longer than 5 minutes. A "time-out" may be needed so the child can calm down before discussing what happened and sharing their feelings with the staff member, who will in turn talk about their own feelings and responsibilities with the child. Staff will always talk to the child quietly and as an equal.

Nor further punishment will be given and the child will be reminded in positive terms of the expected behaviour.

At no time will a child receive any form of corporal punishment e.g. smacked, or be placed in a room alone, made immobile, frightened or humiliated in any way, verbally or emotionally punished, nor will food or drink be withheld as a form of punishment.

If children constantly display unacceptable behaviour the staff will ensure:

- The expectations of the child's behavior are realistic and appropriate to their developmental level and culture.
- The child understands the limits.
- There is no conflict between Centre, service and home expectations
- The child's needs are being met
- The child has no impediments that may be causing the unacceptable behaviour e.g. dietary problems, poor hearing, poor co-ordination, communication difficulties, illness or emotional distress
- The child is not copying observed behaviour
- Consequences of the behaviour did not encourage it to persist
- Strategies are consistently followed by all staff in contact with the child
- Use Circle of Security to support the child.

Members of staff are always available to discuss and assist with any concerns a parent may have in respect to the child's behaviour or participation in the program, and will work with parents to address any persistent behaviour problems

Health & Safety

In group care situations one of the most troublesome problems is to control infections among both the children and the staff.

The application of universal hygiene procedures will be followed at the Centre at all times to control the spread of infection within the Centre. Staff role model a high level of personal hygiene at all times, and place emphasis on the children learning and understanding why hygiene is important. Hand washing is central to this system and children will be asked to wash their hands before all clean tasks (e.g. snack time) and after all dirty tasks (e.g. after using the toilet).

Exclusion

The aim of the exclusion is to reduce the spread of infectious disease. The less contact there is between people who have an infectious disease and people who are at risk of catching the disease, the less chance the disease has of spreading. Excluding ill children, educators and other staff is an effective way to limit the spread of infection in the service.

The Centre will notify all families in writing should an infectious disease occur with a Fact Sheet attached outlining the symptoms, treatment and incubation/exclusion period.

Children with infectious diseases will be excluded from the Centre in accordance with the National Health & Medical Research Council Guidelines (5th Edition Staying Healthy in Childcare).

A medical certificate is required after contracting diarrhea, hepatitis A, polio, tuberculosis, typhoid and paratyphoid before your child can return to the Centre. Any diarrhea or vomiting will be excluded for 24 hours and a medical certificate must be provided prior to the return.





Unwell Children at the Centre

It is important that the Centre is informed of your child been unwell or received an injury since last attending the Centre. In the event your child becomes ill whilst at the Centre, you will be contacted and asked to collect your child if:

- Have a temperature over 38.5 degrees
- Have more than 2 diarrhea or vomiting
- Have a rash

Where the Certified Supervisor / Centre Manager has asked you to seek medical advice regarding your child's health, you will be given details about your child's symptoms and information of any illnesses that have recently affected children/staff at the Centre to relay to the doctor. The doctor will need to provide a Clearance Certificate that pronounces your child fit for day care before they can return to the Centre.

On your child's enrolment form you have given approval for an ambulance or doctor to be called if urgent medical attention is required. Every effort will be made to contact you or your nominated emergency contact persons as soon as possible. A staff member will travel in the ambulance with the child, taking a copy of the child's enrolment form.

All medical and ambulance costs are the parent's responsibility.

In the event of an outbreak of a communicable disease at the Centre, families and the Health Department will be notified.

Medication

Whenever possible, medication should be administered by parents/ carers at home. However, this is not always feasible. Therefore, to ensure children's safety and welfare the giving of medication at the Centre will be strictly monitored. Parents / carers should consider whether the child who requires medication is well enough to be at the Centre, and to keep the child home if too unwell.

Only prescribed medications, or medications accompanied by an explanatory letter from the child's doctor will be administered by staff at the Centre. This is to ensure accurate dosage of appropriate medicine is given to children at all times.

Parents / carers must complete short / long term medication form when requesting medication to be administered and handed to a staff member. Any kind of medicated creams will only be applied if accompanied by clear instructions from the child's doctor.

Medication is NOT to be left in a child's bag. It is to be given directly to a staff member.

Before medication is administered, the staff member will check the correct dosage with another staff member. After the administration the staff member will fill out the form detailing the date, time, dosage and person who administered and person who verified. Where medication is needed for long-term treatment (eg. Asthma, epilepsy, ADD), the Centre will need a letter from the child's doctor detailing the medical condition, correct dosage of medication and how the condition is to be managed.

If a child is receiving medication at home but not at the Centre, the Centre should still be notified of the purpose of the medication, its nature and the possible side effects it may have on the child while they are in care.

Medication will only be administered if:

1. It is prescribed by a doctor and has the original pharmaceutical dispensing label detailing the child's name, the name of the medication, the dosage, the date of dispensing and expiry date OR;
2. It is still in the original pharmaceutical packaging (i.e. Non -prescription medication), indicating the name of the medication, the dosage and the expiry date; AND
3. The parent/ guardian has completed and signed an authority to give medication form on the day it has to be administered.



Accidents

Despite every pre-caution, accidents will occur at the Centre from time to time. You are required to provide written authority (included in the enrolment form) for staff at the Centre to seek medical attention for your child if required in an emergency.

In the case of a minor accident staff who are qualified in First Aid will attend to the injured child and apply first aid. Depending on the injury, you will be contacted at the time of the accident or informed about the incident when you arrive to collect your child. If a serious accident occur which requires more than simple first aid treatment you will be contacted immediately or, if you cannot be contacted, your emergency contact person will be phoned. Your child's injuries will be assessed and either an ambulance will be called or your child will be taken by staff to Tharawal medical service for medical treatment. A staff member will accompany and stay with your child until you are able to be there.

All accidents are recorded by the staff providing treatment at the time of the accident and you will be required to sign the report and keep a copy for yourself.



Student placements & volunteers:

Oorunga Wandarrah has been a willing partner with selected schools, Campbelltown TAFE and training institutions to provide opportunities for students to complete work experience engagements.


All students are screened with a "working with children check" prior to placement. They are provided with the staff handbook, routines and programs. They are able to access the Policies and Procedures (P&P) manual of the service to become familiar with the running of the service and mentored along the way, with help and guidance from all staff.

Volunteers from the local community, community services and parents / family members are encouraged to share their knowledge with the children. They are informed prior of their role and responsibilities whilst in the Centre.

Parent Participation

Parents are our biggest support. Their encouragement and assistance, in whatever way is greatly appreciated. Even though a parent's life is busy, we always appreciate a few minutes here and there, for parents to talk about how your child is enjoying/ participating in the program. You can be involved by discussing your child's temperament, strengths, likes and dislikes and any special interest with the staff.

To give the children the best opportunity for positive involvement in our program, Centre staff and parents work hand- in- hand, we want children to gain the best that is possible from our Centre, so please keep in touch and discuss any problems, concerns and/or feelings you may have with the staff.

A photograph of a children's playground. In the background, several children are playing on a wooden structure with a ramp and a ladder. The structure is surrounded by tall, blue, padded pillars. A large, light-colored animal-shaped cutout is visible on the fence behind the structure. In the foreground, there are large, colorful plastic blocks (blue, red, green) and a red tricycle with a yellow wheel. The ground is covered in dark mulch and green grass.

Work Health & Safety

In the interest of Work, Health & Safety, and the wellbeing of the children, the Centre is a smoke-free zone. This includes all indoor and outdoor play areas and anywhere that is within sight of the children. We request that parents adhere to this. Staff are vigilant to identify and remove any hazards that may create a risk to children or themselves. All equipment, toys and play areas are checked daily to ensure they are clean and safe for children's use.

Emergency Drills (including fire)

Emergency drills will be run once per term to ensure that children and staff are familiar with the procedure should an emergency occur. Emergency evacuation and safety drills will be run at the Centre with staff and children during each quarter of the year. Evacuation procedures are displayed in the foyer and in each room. Staff and families should familiarise themselves with these procedures.

In the event of a Fire:

If it is a small fire, staff will attempt to extinguish the fire using the nearest fire extinguisher.

(IF STAFF ARE ON DUTY IN A ROOM at the time of a fire they will follow the instructions below and evacuate the children first.)

- Exit the building and proceed to the designated meeting place.
- Call 000 as soon as you have reached the meeting place.
- Provide the Centre's name and location : 187 Riverside Drive, Airds (Building on the right hand side)
- Describe the location of the fire.

IF THE FIRE ALARM SOUNDS WHILE YOU ARE ON DUTY IN A ROOM:

- Assist in the evacuation of the children from the rooms.
- Place all babies in the portable cot (with wheels)
- Collect the room first aid kit, children sign in /out sheet, mobile phone, Evac Bags and room roll.
- Staff member closest to the outdoor exit will be responsible for leading children out that exit and to the designated meeting place: sidewalk northeast of the center, leading to Sand Cherry Lane. Every room will stay together as a group.
- Staff member farthest from the outdoor exit will be responsible for ensuring everyone has evacuated the rooms.
- The last staff member to exit the rooms must turn off all lights and close all doors.
- Once assembled at the designated meeting place, staff will nominate a responsible person for calling the roll to ensure all children are accounted for.
- If unable to return to the building in a timely manner:

Staff will contact families informing them of the situation and to collect children from the Centre.

****FIRE DRILLS WILL BE PRACTICED EACH QUARTER****

The WH&S representative will initiate all drills and maintain records of all drills. Emergency drills will be run once per term to ensure that children and staff are familiar with the procedure should an emergency occur.

Emergency evacuation and safety drills will be run at the Centre with staff and children each quarter throughout the year. Evacuation procedures are displayed in the foyer and in each room. Parents are also asked to familiarise themselves with these procedures.

Sun Protection

To ensure all children attending the Centre are protected from skin damage caused by harmful ultra-violet rays of the sun the following applies:

October - March: Outdoor activities will be minimised during this period between 11am and 3pm (daylight saving time).

April - September: Outdoor activity can be planned at any time of the day. Sun protection practices are required between 10am -2pm except in June and July when the UV Index is mostly below 3 (NSW)

Children will wear a hat whenever outside and will be encouraged to use available areas of shade during outdoor activities. SPF 30+ broad spectrum water resistant sunscreen will be provided for children and applied 15 minutes before going outside. Outdoor play will not occur in extreme heat or at the hottest part of the day.

Staff will act as role models, by wearing hats, applying sunscreen and seeking the shade whenever possible.

Children's Safety in Tharawal's grounds / On the Roads

Tharawal Aboriginal Corporation recognises children are vulnerable road users and where there is a potential for moving vehicles is a potentially dangerous traffic situation for children and have therefore provided "yellow painted pedestrian lines" for both children and families ensuring safety within the grounds of Tharawal.

In the case of a parent arriving at the Centre to collect their child/ren in a visibly intoxicated or unfit state to drive, they will be encouraged to contact an alternative adult to drive them and the child home, or the Centre will offer to call a taxi at the expense of the parent/guardian.

First Aid Qualifications

It is a requirement that at least one staff member with a current first aid, Anaphylaxis, Asthma and CPR qualification is on duty at the Centre at all times when children are on the premises. All staff at the Centre are required to maintain a current Senior First Aid Certificate. First Aid will only be administered by qualified aiders in the event of minor accidents or to stabilise the patient until expert assistance arrives.

A fully stocked First Aid Kit is maintained at the Centre.



**OORUNGA
WANDARRAH
MACS CENTRE**



Oorunga Wandarrah MACS Centre

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