

WELCOME TO OUR CENTRE

Mountain View Children's Centre has developed this handbook to provide you with a valuable introduction to centre life.

This handbook will help give you a clear view of your child's day and help you to feel a part of the Centre community. We invite you to become involved in as many aspects of Centre Life as you feel able to offer. We encourage your input and participation in developing and updating Centre policies and goals.

Through our fortnightly program, we endeavour to embrace the festivals and celebrations of all cultures. We welcome your help and advice in acknowledging those occasions that are of importance to you.

If you have any questions or concerns please feel free to discuss them with the Manager, Team Leader or other staff member.

If English is your second language we will be happy to have any or all sections of this handbook translated for you. If you or a member of your family have difficulty reading we will be happy to have any or all sections of this handbook made into an audiotape for you.

SE AVETE BISOGNO DI UNA TRADUZIONE DI
QUEST'INFORMAZIONE O SE CERCATE ALTRE INFORMAZIONI,
METTETEVI IN CONTATTO CON AL MOUNTAIN VIEW CHILDREN'S
CENTRE, 5752 2111.

MISSION STATEMENT

The purposes of the Mountain View Children's Centre are to:

1. Provide Childcare in accordance with prevailing Government regulations.
2. Provide for the needs of children and their families subject to priority of access regulations.
3. Provide quality care and developmental opportunities for children aged from 6 weeks to 6 years in a safe and secure environment.
4. Provide flexible care ensuring the development of the child to the fullest potential. This includes the promotion of individuality and enhanced self-esteem. The Centre aims to provide opportunities for children to learn to establish and enjoy personal relationships with non-family members.
5. Encourage non-sexist and non-racist behaviour and attitudes. The Centre values flexibility in grouping of children, including age grouping, cross-age groups, sibling contact and time alone.
6. To provide care and support to families.
7. Encourage mutual support and communication between families using the Centre.
8. Value a mix of qualified and unqualified staff, which can bring a variety of knowledge and experience to children. The centre encourages staff to further their skills and knowledge. This maintains their enthusiasm to contribute to the Centre and develop their own careers. The staff should be able to demonstrate an accord with the philosophy of the Centre. In facilitating the free flow of information between parents and caregivers, staff also recognize the importance of confidentiality.
9. Develop and maintain a positive relationship between the Centre and the local community.

SECTION 1 - PHILOSOPHY & OBJECTIVES

MOUNTAIN VIEW CHILDREN'S CENTRE PHILOSOPHY

This philosophy guides the centre's program
and all other operations of the centre.
It was developed in consultation with parents and staff.

Centre Staff provide a warm, caring and sensitive environment. The centre understands the importance of early childhood and the value of play. This stimulates your child's growth and development so they can reach their full potential. We operate a Centre that promotes inclusiveness and embraces diversity.

The centre supports, respects and acknowledges the diverse values and cultural beliefs of the children, families, staff and the wider community in which we live. In collaboration with families, we strive to maintain a balance between home and Centre life promoting the children's sense of security and belonging.

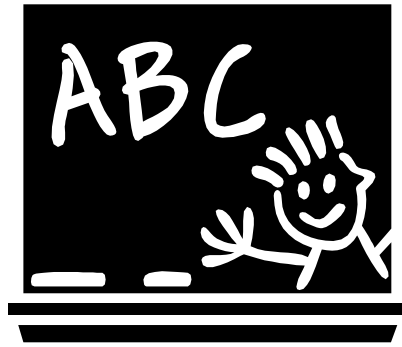
Children are treated with respect and as individuals, with appropriate expectations and boundaries. Positive behaviour is consistently reinforced by Centre staff. Staff communicate with children in a respectful manner and engage them in the following experiences:

- Creative
- Intellectual
- Social
- Self-help
- Spontaneous
- Imaginary
- Physical
- Health and well-being
- Sensory
- Cultural Diversity

Social skills, respect and appreciation for others are developed in a supportive atmosphere. Families and members from the local community are involved in all aspects of the children's day, decision-making, policies, programming, fundraising and Accreditation.

Staff and Management of the Centre are committed to:

- The National and Victorian Early Years Learning Framework
- The Australian Early Childhood Association Code of Ethics (2006)
- A respect for each child's individuality.
- Confidentiality for children, families and staff
- Program planning that caters for the needs of all children.
- Positive and effective communication
- Professional development to ensure continuous quality improvement of the service.



OBJECTIVES OF THE CENTRE

- To develop a sense of fun and enjoyment.
- To develop a positive self-esteem and confidence.
- To be self-motivated and creative.
- To gain effective communication skills.
- To promote the physical, social, emotional and intellectual development of children.
- Encourage positive and productive relationships with families.
- To be independent and self-disciplined.
- To consolidate skills and acquire new ones.
- To utilize the resources within the community.
- To show respect for others, peers and adults, and to respect equipment.
- To have equal access to all aspects of the program regardless of race, gender, ability, age, physical appearance, social status or family structure.

SECTION 2 - GENERAL INFORMATION

HOURS OF OPERATION

Open from 7.45am until 5.45pm Monday to Friday, except Public Holidays

Session times are: Mornings 7.45am to 12.45pm
Afternoon's 12.45pm to 5.45pm
Respite 9am to 3.30pm

Fees are NOT charged for Public Holidays.

The Centre offers Weekly, Daily, Session and Casual care.

Parents must pay for casual bookings on the day.

CONTRACTED TIMES

On commencement, your child's hours of care are a contract agreed upon by you and Alpine Children's Services. It is vital that you adhere to these times for two reasons:

- We must always maintain a legal staff/child ratio in accordance with the Children's Services Regulations 1998.
- Your child knows what time to expect you and may become concerned if you are late.

ENROLLING AND SETTLING YOUR CHILD

(Reference: Children Orientation Procedure)

Please feel free to come in, look around, and become familiar with the staff, children and daily routines.

A new environment can create anxiety for many children. Even if your child has been in another childcare situation or centre, they will still need time to adjust to the new staff and environment.

Parents can help their child adjust by:

- Visiting the Centre several times with the child prior to actually leaving him or her.

- Ensuring that your child has his or her special 'security' object such as a teddy or blanket.
- By always telling your child that you are going and that you will return.
- Returning at the agreed time - staff use this time to reassure your child as to your arrival (e.g. Mummy will be back after afternoon tea).
- By continuing to be involved with the Centre. PARENTS ARE WELCOME INTO THE ROOMS TO SHARE THEIR CHILD'S DAY AT ANY TIME. WE ENCOURAGE ANYONE WITH SPECIAL TALENTS TO COME AND SHARE THEM WITH THE CHILDREN AND US.

Parents are encouraged to phone the centre as many times, and for as long as necessary to find out how their child is settling. A phone call is better than calling in if your child has trouble settling.

The staff will not allow your child to be upset for long periods. They will always call if needed.

BOOKINGS

Parents may change a permanent booking subject to the availability of a vacancy on the preferred day. Such changes need to be made one week in advance and must be a permanent booking, e.g. If you wish to change your day for one week only you will be required to pay for your permanent day plus the new casual booking. Bookings are open for discussion at any time. When the day you require is available, the Centre will notify you.

Parents may make casual bookings depending on availability. Parents must cancel casual bookings at least twenty-four hours prior to the start of the session to avoid charge. Parents will be charged a booking fee for casual bookings.

EXISTING BOOKINGS FOR THE FOLLOWING YEAR

Bookings are offered for the following year to families already in the centre during November. New families will be notified of availability of places once this is finalised.

PRIORITY OF ACCESS

The federal Government has also established guidelines for priority of access into a centre. All centres receiving subsidies from the Federal Government must abide by these guidelines.

First Priority: Children at serious risk of abuse or neglect.

Second Priority: Children of parents who are both working/studying (as defined under section 14 of the Family Assistance Act).

Third Priority: All other children.

Within each category, children are to be given priority that fall into these groups:

- Children from Aboriginal & Torres Strait Islander families
- Children from families which include a disabled family member
- Children in socially isolated families
- Children of single parents

Please advise the Team Leader or the Manager if your circumstances change. Your child's place at the center may require reviewing.

WAITING LIST

The Centre maintains a waiting list of prospective children. As vacancies occur in each age group, parents are contacted and offered a place. Extra days can be offered to families as they occur. The waiting list will be maintained according to the following guidelines:

1. Priority of access.
2. According to date of request for childcare.

CHANGING GROUPS

Parents will be advised in advance if their child is to move from one group to another, as young children can become unsettled with the change. Parent/staff communication is vital to ensure that the child settles into the new situation. A child will progress to the next group according to their age and stage of development and the availability of a position in the next group.

WHEN LEAVING YOUR CHILD EACH DAY

Please leave your contact number for the day in the space provided on the 'SIGN IN' sheet.

Signing In and Out:

The Centre has sign in sheets, which parents will be asked to fill in and sign noting arrival and departure times, this is a protection for you and the centre. If your child is absent for the day, or there is to be any variation to the normal pick up and delivery arrangements, then please notify the Centre in advance, or as early as possible.

Please remember, only people listed on your enrolment form can collect your child.

Parents are expected to accompany their child into the room, and to let the staff know of their arrival. When picking up your child at the end of the day, notify the person in charge of the room that you are leaving.

PLEASE NOTE

Children cannot be left at the centre without a current completed enrolment form.

We would appreciate that you do not allow your child to write/draw on the sign in/out books, as these are legal documents.

LATE FEE

First Time

A warning and a once-off fee of \$10 will apply for the first time a child is collected up to ten minutes late from his/her session. If a child is collected more than ten minutes late from his/her session regular late fees will apply.

Regular Late Fees

When a child is collected up to five minutes late from his/her session, a late fee of \$10 will apply. A further \$10 **per child** will be charged for each additional one (1) minute thereafter. This applies to all sessions (morning, afternoon, respite and full day). It should be further noted that late fees will be charged even when one child is collected on time but a sibling in another room is collected **late** from his/her session.

CHANGE OF FAMILY DETAILS

It is the parent's responsibility to notify the Centre immediately if there is a change of home address and phone number, this also applies to changes in work address and phone numbers. It is important that Centre staff are able to contact you quickly should the need arise.

CUSTODY AND ACCESS

Prior written authority must be produced if some one other than the parent is to collect a child, if a parent is experiencing problems associated with custody and access, please discuss this with the Team Leader or Manager. A copy of current court orders will be requested if there is any likelihood of problems associated with collection of a child. It is a parent's responsibility to notify the Centre of any changes to court orders.

CHILD PROTECTION

Staff will ensure that it fulfils its responsibility regarding the monitoring of each child under its care and comply with mandatory reporting requirements. Staff will respect confidentiality in all matters. Refer to Child Protection Policy.

CLOTHING

Because we believe that young children learn through play, they will be encouraged to explore a wide range of materials and activities, including messy activities, it is important that you provide clothes for your children that allow them to feel comfortable, move freely and can stand dirt! Each child should

bring a complete change of clothes (including singlet, underpants, shoes, and socks) in a suitable bag. Infants will need more than one change of clothing. We ask that all clothing be clearly named.

NAPPIES

The Centre provides disposable nappies. Children are changed regularly throughout the day and this is noted on the whiteboard in the relevant room.

SHOES

For your child's safety, you are asked not to send your child in thongs, crocs or backless sandals. Shoes need to be comfortable, well fitted and suitable for outdoor play and climbing.

WEATHER PROTECTION

On hot days, please remember to send a sun hat that protects your child's neck and shoulders, also please apply sun block to your child before coming to the Centre each morning. Staff will apply it later in the day when required. Exposure to the sun is such a concern that children will not be permitted outdoors in hot weather if an appropriate sun hat is not provided.

In cold weather, a warm coat and boots or sturdy shoes are necessary so that children can still go outside to play. Spending time outdoors even in winter promotes good health through exercise and fresh air.

SMOKING

It is important to note that Centre areas are 'No Smoking' zones.

NOTICES

Check your 'pocket' for receipts, notices and information. Read notice boards for current information about meetings, discussions and other activities happening both within and outside the Centre. Weekly plans and daily routines are on the notice boards in each room. The weekly menu is on the board in the foyer.

SECTION 3 - CENTRE STAFFING

STAFFING REGULATIONS

Under 3 years

One Qualified Early Childhood Staff (minimum of 2 years training) for 15 children under the age of 3 years with a Child Care Assistant at a ratio of one to five. This means for children under the age of three a ratio of one to five including a Qualified Staff.

Over 3 years

One Qualified Early Childhood Staff (minimum of 2 years training) per 30 children with a Child Care Assistant at the ratio of one to fifteen.

STAFF TRAINING

All Staff have a current First Aid Certificate, which is updated as required.

All Staff attend training each year. This includes professional development in the areas of behaviour management, child development, dealing with conflicts, communication skills etc.

ANNUAL PARENT SURVEY

Explanation:

The Committee of Management and Staff at the Mountain View Children's Centre would appreciate your help in ensuring that the Centre continues to offer high quality childcare.

We hope you will offer us your opinions on how the service meets your needs and your ideas for improvement.

We review our service on an annual basis and need to know if you are satisfied with the service the Centre provides. However, your comments and concerns are welcome at anytime and may be addressed to either the Manager or the Committee of Management.

SECTION 4 - CENTRE PROGRAM

CHILDREN'S ACTIVITIES

Each fortnight staff have time set aside to plan and evaluate activities and experiences. Observations of each child are noted so that the program moves with each child's progress. Observation records are available for parents to read about the actions and interactions of their child.

The activities that are provided are mostly open-ended so that a child can use equipment and materials according to his/her developmental stage and creative ability.

There are no right or wrong ways to use a piece of equipment or activity (unless the equipment is being damaged or causing problems). All children's play and achievements are worthy of recognition as our aim is to foster confidence, self-expression and creativity.

Children are provided with a wide range of developmentally appropriate experiences in language, literature, music and movement, art-craft, dramatic play, science, maths and sensory activities. Motor activities are geared to promote physical development and co-ordination. We aim to achieve this within a relaxed home-like environment.

FOOD AND NUTRITION

The meals at the Centre are carefully planned to ensure that your child has a balanced diet. Morning and Afternoon tea consist of fresh fruit, and a variety of snacks or sometimes a cookery creation prepared by the children. Milk and water are provided also. Children are not permitted to bring lollies, chips or gum etc. into the Centre.

A hot midday meal is cooked for your child each day. In summer, we also have cold salad dishes or sandwiches on the menu. The menu is displayed each week so that you can plan for your child's meals at home.

Lunchtime is a social occasion where staff sit and chat with the children. Children are also part of the setting up and cleaning away process as they choose.

It is your responsibility to notify staff of any food allergies or dietary restrictions, which concern your child. Meals are planned to accommodate individual special diets where possible.

Please note that breakfast is not supplied and we request that your child has had an adequate breakfast before being brought to the centre.

Infant formulas must be supplied. The bottles must be clearly labelled and placed in the refrigerator on arrival. Please inform staff of the time your child had their previous bottle.

BIRTHDAYS

If you would like us to celebrate your child's birthday, we ask that you supply a simple cake or cupcakes. Sweets and 'extras' are not necessary; we would prefer to supply our usual afternoon tea with the cake.

Please Note: Due to our stringent Food Audit requirements we ask that cakes do not have fresh cream or butter icing and that they are provided on a disposable plate. We also request that a list of ingredients be supplied.

REST AND SLEEP

Children in the baby's room are encouraged to rest or sleep each day. Staff are guided by parents as to the individual needs of their children, such as timing and comforters. The centre's sleep/rest routines are based on SIDS recommendations. Speak to a staff member or refer to the Safe Sleep/Rest Policy and Procedure document for more details.

TOILET TRAINING

Staff aim to follow the child and parent's lead regarding toilet training for the toddler group. Since it is important that there is consistency in expectations for successful toilet training, staff and parents will discuss the child's progress regularly.

Please Note: Please remember to supply plenty of spare underpants and trousers/shorts.



DAILY CHARTS

Daily Charts are set up in all rooms to inform parents of their child's day. Please refer the whiteboards for information about eating and sleeping and to the nappy change schedule in the baby's bathroom.

REFERRALS

On occasion, the staff may determine that a child or family needs some service that the Centre cannot provide, in these cases; the Team Leader or Manager will discuss this with you and offer some recommendations.

TOYS

The arrival of toys from home does cause concern for Centre staff. We do NOT encourage toys to be brought to the Centre other than those for comfort or security reasons e.g. special bears, blankets etc... for sleep. Unfortunately, no responsibility can be taken for other toys as staff cannot keep track of these items throughout the day and loss can be a disappointment for the child. Toys brought to the Centre must be placed in the child's bag until home time to avoid disruption. Toys that encourage aggressive play are not available, and we request that parents ensure that guns, swords and similar toys are not brought.

SECTION 5 - ACCREDITATION

The Child Care industry in Australia is presently moving through a new era. The National Quality Improvement and Accreditation system has been introduced and all Childcare Centres are expected to meet Accreditation standards.

The broad objective of Accreditation is to ensure that all children have stimulating, positive experiences and interactions, which will foster all aspects of their development.

THE 7 QUALITY AREAS

Seven Quality Areas, each of which defines a particular aspect of quality care, underpin Australia's process for quality improvement in Childcare Centre's.

To be accredited a Centre must comply with a specified standard. A combined process of self-study and external review determines compliance with the Quality Areas.

Centres that meet the required standards will receive a Certificate of Accreditation, which will be valid for a period of two and a half years.

PARENT PARTICIPATION IN ACCREDITATION

The Manager and staff will drive the Accreditation process. Every parent is encouraged to participate in the process, as parent involvement and feedback is vital for the continual improvement of our service.

SECTION 6 - COMMUNICATION WITH PARENTS

KEEPING US INFORMED

As the safety and well being of your children is our primary concern, we repeat our need for accurate information from you.

NOTIFY THE MANAGER/TEAM LEADER OF:

- Any change of home or work address and telephone numbers. It is essential we can contact YOU in an emergency. Also, please keep contact numbers up to date.
- Any medical details relating to your child. Current contact numbers, change of Medical Practitioner.
- Custody arrangements, the Manager/Team Leader must be given notification in writing if access is prohibited to any person. Notify Manager/Team Leader of any changes in custody and access arrangements.

PARENT INVOLVEMENT

Parents are encouraged to become involved in the Centre. This is the best way of becoming familiar with the program and staff. Spending time on the floor reading to your child before you leave or when you return is appreciated and recommended. Try to leave enough time each day for a daily 'check in' with staff. This will enable you to report any significant changes happening at home that may affect your child's day. Likewise, the staff will be telling you about your child's day at the Centre.

Parents can also be involved in the decision making of the Centre by participating in policy reviews, annual feedback surveys, questionnaires on specific topics, attending the Annual General Meeting or nominating for a parent position on the Committee of Management.

PARENT INFORMATION NIGHTS

Parent information nights will be held once a year and will cover a range of topics relevant to childcare, the health and well being of the children.

PARENT NOTICE BOARD

Our notice board in the foyer is used for posting notices and articles that may be of interest to parents. Any changes in policies or new policies will be placed on this board. Please check the board regularly for new information. Parents can also arrange with the Team Leader/Manager to display notices of events and items of interest on the board.

PARENT NEWSLETTER

A parent newsletter is sent home bimonthly; this will provide parents with important information about the Centre's events and happenings. Parents are also invited to contribute items of interest to the newsletter.

FUNDRAISING

Throughout the year, the centre organises fund raising activities and your co-operation is essential for the success of these events. The money raised is used to purchase equipment for your children.

GRIEVANCE PROCEDURES FOR PARENTS

- If a family has a grievance in relation to the Centre and its operations, an appointment should be made with the Manager/Team Leader to discuss the issue. Every attempt will be made to resolve the problem co-operatively and quickly.
- If the grievance is not resolved in discussion with the Manager/Team Leader, the problem can then be expressed in writing and forwarded to the Committee of Management via the President. The Committee's policy sub-committee will meet to discuss the issue and attempt to resolve the grievance.
- If the sub-committee is unable to resolve the grievance then the appropriate authorities will be contacted (i.e. The Department of Education and Early Childhood Development)
- All issues will be treated confidentially.
- All new parents will be given the Centre's current information booklet in which this grievance procedure is described.
- Parents may choose to contact the Children's Services Advisor in Wodonga Phone (02) 6055 7788

SECTION 7 - FEES

FEES

When you begin at the Centre, fees and fee assistance will be discussed.

Fees are to be paid promptly each week. Cheques are to be made to Mountain View Children's Centre. Fee assistance is available for parents whose children attend child care services.

FEE PAYMENT

FULL FEES are charged for each day the Centre is IN OPERATION, e.g. from the opening day in January, through to the closing day in December, unless the child's position is permanently terminated prior to the finishing date.

All absences, whether due to illness or holidays are charged at full rate.

Fees should be paid by cheque, on-line transfer of funds or ezidebit; cash payments are left at own risk; Centre Staff or Management will accept no responsibility for mislaid or incorrect cash, although every care will of course be taken. Cheques should be made payable to Mountain View Children's Centre.

ALL FEES MUST BE PAID ON A WEEKLY OR FORTNIGHTLY BASIS.

OUTSTANDING FEES MUST NOT EXCEED 3 WEEKS.

Parents having difficulty meeting payments should immediately make an appointment with the Team Leader/Manager to discuss any problems the family may be experiencing, and work out a resolution.

Failure to meet the agreed resolution will result in the TERMINATION OF YOUR CHILD'S POSITION.

OUTSTANDING FEES

A lapse in payment of 3 weeks is considered to be an outstanding fee.

Procedure for outstanding fees.

Outstanding amounts are to be brought to the attention of the parent personally with a means of resolving the situation amicably.

An account will be sent out to the parent or guardian if they cannot be contacted personally. In the event of the account accumulating and not being paid, a phone call will be made requesting payment.

It is up to the discretion of the Manager/Team Leader to assist the parent or guardian in establishing a reasonable payment arrangement.

If a payment is not forthcoming legal action may be taken.

CHILD CARE BENEFIT (CCB or FEE RELIEF)

Child Care Benefits are available to most families, and helps reduce the amount of childcare that you pay. Centrelink assesses the annual income of each family and advises us of the percentage of CCB that you are entitled to. If your combined Gross Income is less than \$110,000 you should be eligible.

The CCB assessment usually remains current for up to 12 months ending on 31 March of the year after you apply. It is your responsibility to have a current assessment or full rates will be charged.

As a courtesy, Centrelink will send you a reminder and form each year, before your assessment expires.

When applying for CCB you will need to advise Centrelink of the following:

Name of the Service: Mountain View Children's Centre
Reference Number: 407 196 288T

For more information call Centrelink on 136 150.

Child Care Tax Rebate (CCTR)

The CCTR is a payment from the Government that helps working families with the cost of child care fees. If you are using approved child care for work, training or study-related reasons, from 1 July 2008, the Government will provide you with 50% of your out-of-pocket child care costs, up to \$7,500 (indexed) per child per year. CCTR is paid quarterly from the Family Assistance Office.

ALLOWABLE ABSENCES

The Commonwealth Government, the funding body for child care services, has introduced an accountability requirement for parents in receipt of Child Care Benefits.

As well as signing Attendance Records when you drop off and pick up your child, you are now required to give a reason for absences.

The Government considers that Child Care Benefits should be more closely aligned to Childcare actually provided.

The Childcare Service may be audited to check that we are complying with these new requirements.

42 days of absence are allowed per year, anything over that number affects your CCB Payment, and you will be required to pay the FULL FEE. Sick days when a child attends the Doctor and receives a certificate are not counted in the 42 days.

Centre fees are still applicable during these absences.



SECTION 8 - BEHAVIOUR GUIDANCE

The centre has a comprehensive Behaviour Guidance Policy that is in line with our Centre philosophy.

Our aim is to promote a sense of self worth and empowerment, which will allow children to resolve conflicts by developing a positive attitude towards themselves and others.

EMPOWERING YOUNG CHILDREN

- Making decisions - power to choose/make choices.
- Autonomy - power to try/respecting being allowed to do in own time.
- Fostering competence - power to do so.

Our ultimate goal is to eliminate inappropriate behaviour and increase positive socially acceptable and competent behaviour by fostering self-esteem and self worth.

We aim to achieve this through:

- Respecting what the child is feeling, allowing children to understand emotions.
- Using appropriate language.
- Using positive guidance and behaviour techniques.
- Role modelling, courtesy, fairness, equality, concern and affection.
- Providing experiences in an environment that encourages children and promotes positive behaviour.
- Offering children clear, rational explanations when a dilemma arises.
- Offering verbal encouragement that acknowledges strengths, values, contributions, respects independence, shows faith in abilities and notices improvement or effort.

Behavior guidance techniques are promoted through a sound knowledge of how children develop.

Each child is an individual, unique in its own way.

Therefore:

- Limits will be always clear and consistent.
- Children will be encouraged to develop self-discipline and take responsibility for their own behaviour.
- Children will be encouraged to enjoy being co-operative with their peers and adults.

Staff will:

- Ignore negative behaviour as far as is reasonable.
- Focus on positive behaviour to build self-esteem.
- Give clear directions and explanations for them.
- Redirect and distract where necessary.
- Give children positive choices.

- Allow children to acknowledge emotions i.e. anger, fear, frustration and joy giving help and encouragement in dealing with them.
- Be aware of different stages of development and appropriate behaviour.
- Focus on behaviour not child.
- Look for reason behind continued negative or disruptive behaviour and in consultation with parent's deal with the underlying problem.

Children need to function in an environment of approval to feel good about themselves.

In circumstances where inappropriate behaviour is being displayed, the above guidelines have proved unsuccessful, and other children or staff have been put at risk, reference to our grievance and harassment policy will be made.

SECTION 9 - HEALTH AND SAFETY

Where there are human beings there will be cross infection. When a child is ill, they need one-to-one care. No Childcare service is able to offer this. For working parents it is important to consider a support network in case your child becomes ill, e.g. Grandparents, Aunts, Uncles, Friends etc.

Please DO NOT send your child if he/she has:

- A FEVER - A child with a fever of more than 38-C. must be kept at home (or will be sent home). It is advised that the child stay home fever free for at least 24 hours. His/her activity level and appetite should be back to normal as well. Parents should watch for secondary problems such as tonsillitis or ear infection. Seek medical advice, and give child plenty of fluids.
- BEEN PRESCRIBED ANTIBIOTICS FOR AN ACUTE ILLNESS - A child who has been prescribed an antibiotic for an acute illness should be kept at home for at least 24 hours.

- DIARRHOEA - A child who has watery stools should not return to the Centre until he/she has been free of the diarrhoea for 24 hours. A Doctor's Certificate is required stating that your child is clear of infectious diarrhoea. Diarrhoea causes great concern to staff each year as children can be - hospitalised with a severe attack. Seek medical advice, give child plenty of fluids.
- VOMITING - A child who is vomiting should be kept home until 24 hours after the vomiting has stopped. Microorganisms, which cause vomiting and diarrhoea are highly contagious and will spread through the Centre very rapidly.
- COLD SORES - (Herpes simplex) are painful sores (vesicles) usually around the mouth. Sometimes there is a fever. The condition requires medical attention if the infection is severe or if the sores become secondarily infected. The child should be excluded until the sores have healed.
- THRUSH - We would advise exclusion of the child for at least 48 hours after appropriate medical treatment has commenced.
- ANY CONTAGIOUS DISEASE. such as measles, mumps, chicken pox. Exclusion periods are set by the Department of Human Services and must be adhered to.

IMMUNISATION

It is recommended that all children have protection against infectious diseases when possible. Diphtheria, Tetanus, Polio, Measles and Mumps are five serious childhood diseases that could be eradicated if all children received immunisation. Immunisations are available with the Alpine Shire. Please check the latest centre newsletter for immunisation session dates.

Immunisation is the parent's responsibility.

You will need to speak to your Doctor along with Centrelink if you choose not to immunise your child. Please speak to the Manager/Team Leader if your child is not immunised.

MEDICATIONS

To protect your child from incorrect administration of medicine, strict policies have been developed.

Medication can be stored in the refrigerator or medicine cabinet; it must never be left in your child's bag.

Children may only be given medications at the Centre if:

- They are prescribed by a medical practitioner and are in a container labelled by the pharmacy with the child's name.
- The parents of a child, who has a chronic condition (e.g. Asthma or epilepsy), which requires prolonged/preventative medication, must supply the Centre with a Doctor's certificate at the time of enrolment or onset of the illness.



MEDICATION BOOK

The Centre has Medication Forms, which must be used if you wish staff to administer medication in any form. These are the details, which must be completed.

- Child's Name
- Date
- Name of Medication
- Reason for medication
- Time of last dosage given and time for next dosage
- Required dosage, the dosage on the bottle and in the Medication Book must be the same
- Parent signature

ACCIDENTS

In the case of illness or accident, the staff will attempt to contact the parent immediately. Please ensure that the telephone contact you have given is correct. If emergency treatment is required, an ambulance will be arranged without delay.

On enrolment parents will sign the authority for staff to seek treatment at a hospital or call a Doctor and/or ambulance so that emergency treatment may be commenced.

It is advisable that parents consider having Ambulance membership, as parents will be responsible for all costs involved should an ambulance be required.

All accidents are recorded in the Centre Accident/Illness booklet and parents will be asked to sign this book. Forms are also filled in for the Department of Education and Early Childhood Development and the Department of Family, Community Services and Indigenous Affairs.

STAFF ILLNESS

As you can expect, staff occasionally contract illnesses passed on by the children. As with children, we encourage staff to remain at home until all signs of the illness have passed. We have several reliable relieving staff to help us at these times.

PREVENTING CHILD ACCESS TO POTENTIALLY DANGEROUS PRODUCTS

Alpine Children's Services has a policy and procedure on Dangerous Products and Hazardous Substances. This outlines how we prevent child access to potentially dangerous products. If you would like further information please read our policy booklet located in the foyer. Alternatively, a staff member can print a copy for you to take home.

SECTION 10 - MANAGEMENT COMMITTEE INFORMATION & POLICIES

COMMITTEE OF MANAGEMENT

The business and operations of Mountain View Children's Centre are managed and controlled by Alpine Children's Services Committee of Management.

The key duties and responsibilities of the Committee of Management include the following:

- To develop policies for the Centre in conjunction with staff and parents.
- To oversee the day-to-day operation of the Centre, including safety and maintenance to grounds and buildings.
- To engage, control and dismiss staff as required.
- To plan and manage the finances of the Centre.
- To keep all necessary records and make these available to the members.
- To keep members informed on the life of the Centre and encourage their participation.
- To liaise with the community.
- To ensure statutory regulations relating to children's services are observed.
- To ensure that appropriate insurance has been taken out to cover the operation of the service and the operation of the Centre.
- To ensure all Children's Services Regulations 1998 and the Incorporation Rules are followed.

COMMITTEE OF MANAGEMENT: PERSONNEL

The Committee of Management of the Center generally works under a “sub-committee system”, with each member having a specific area of responsibility.

The Committee, rather than the Manager, is legally responsible for the operation of the Centre. The Committee members should ensure that they have a thorough knowledge of their specified role.

The areas of responsibility are flexible, and the new Committee should review each year.

COMMITTEE OF MANAGEMENT DUTIES & RESPONSIBILITIES

Members in general should represent the parent group...

1. To act as liaison between parents, Centre, staff, other community bodies, and interested individuals.
2. To support and assist staff.
3. To fulfil the role of employer, in appointing and terminating all staff as required.
4. To meet regularly, considering all matters and making decisions by vote, accepting decisions made by a majority vote.
5. To carry out individual tasks as allocated at Committee meetings, and to report back on such actions.
6. To receive and act upon reports from staff and relevant authorities.
7. To comply with requirements of the relevant municipal, State and Federal authorities.
8. To maintain the buildings and grounds in a safe, convenient and attractive condition.
9. To set and charge fees, on the recommendations of the financial adviser.
10. To form sub-committee’s to consider building, grounds, formulate policies and major purchases etc.
11. Arrange typing and photocopying of committee related documents (e.g. Minutes)
12. No member of the Committee shall act independently from, or with out the approval of the Committee on any matter related to the Centre.
13. All members must adhere to our policy of TOTAL CONFIDENTIALITY any breach of which will be viewed very seriously then acted upon by the Committee.

COMMITTEE OF MANAGEMENT

The Management Committee is made up of up to 11 people, elected by the members of Alpine Children's Services, including an Alpine Shire representative and an Alpine Shire Councillor.

Among the responsibilities and duties of the committee are the development of policies, in consultation with parents and staff, management of finances and appointment of staff.

Committee of Management Meetings are held monthly, every 4th Monday at 7.00 pm. The Annual General Meeting, which is held in November, appoints Members to the Committee of Management.

ALPINE CHILDREN' SERVICES MANAGER AND TEAM LEADER

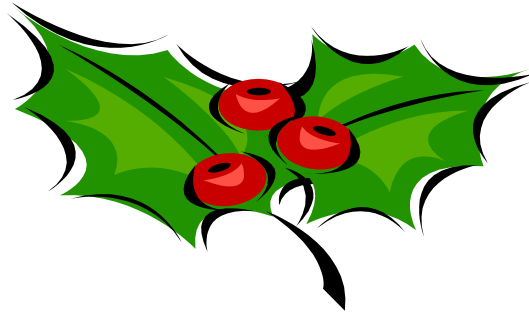
The Manager carries out the administrative functions of the Centre and the decisions of the Committee of Management. The Manager and/or the Team Leader welcome new families and familiarises them with the Centre; maintains an overall view of the Centre and the staff and assists with the integration of the Centre as a community service. The Manager and/or the Team Leader are responsible for the overall program of the Centre, including children staff and parents. The Centre has an enthusiastic team of staff who maintain and develop the daily living and learning experiences of the children; they liaise closely with the parents and work as a team in the overall program of the Centre.

POLICIES

The Centre operates within a framework of policies that have been developed in consultation with staff and parents and approved the Committee of Management. Policies and procedure continue to be reviewed and parents and staff are encouraged to participate. Parents are informed of policy changes through newsletters and via the parent noticeboard. A copy of all policy documents is on display in the Centre foyer and a 'take-home' copy can be obtained from the office.

CHRISTMAS/JANUARY CLOSURE: (ANNUAL CLOSURE)

It has become common practice to close the Centre to the public over the Christmas/ New year period. The dates and particular days involved in this break are subject to change according to the community needs, which is assessed each year.



We hope that the information in this booklet helps parents to understand the operation of the Centre. We welcome any enquiries you may have regarding the information and policies.

We are committed to providing high quality childcare and a service where parents and staff can contribute to the development and well being of children.

We hope that your association with the Centre will be a valuable and enjoyable one.



USEFUL PHONE NUMBERS

| | |
|-------------------------------------------------------------------------------------------|----------------------------------------|
| MOUNTAIN VIEW CHILDREN'S CENTRE | 03 5752 2111 PHONE 03 5752 2240 FAX |
| MANAGER | 0439 999 788 |
| AMBULANCE, FIRE & POLICE | 000 |
| MATERNAL & CHILD HEALTH CENTRE | 0417 147120 |
| ALPINE SHIRE | 03 5755 0555 |
| MYRTLEFORD HOSPITAL | 03 5751 9300 |
| CENTRELINK | 13 6150 |
| PARENTLINE | 13 2289 |
| INTERPRETING SERVICES | 13 1450 |
| LIFE LINE | 13 1114 |
| ROYAL CHILDREN'S HOSPITAL | 03 9345 5522 |
| POISONS INFORMATION | 13 1126 |
| STANDISH STREET SURGERY | 03 5751 1000 |
| DEPARTMENT of EDUCATION AND EARLY CHILDHOOD DEVELOPMENT CHILDREN'S SERVICES ADVISOR | 02 60557788 |