



Occasional Care Service

2019

Program Information



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2 OUR SERVICE

Moorabool Shire Council's Occasional Care Service provides care for children aged from birth to school age.

Educators plan the education program according to the Early Years Learning and Development Framework. The Framework conveys the highest expectations for all children's learning from birth to school transition through the following five Learning Outcomes:

1. Children have a strong sense of identity
2. Children are connected with and contribute to their world
3. Children have a strong sense of wellbeing
4. Children are confident and involved learners
5. Children are effective communicators

2.1 OUR GOALS

The Occasional Care Service aspires to:

- Provide families with a flexible, high quality education and care service for their children.
- Provide a friendly and welcoming environment for the children and their families, supporting children to feel relaxed and secure.
- Provide a developmentally appropriate education program that allows children to learn and develop through their play.
- Hold the highest expectations for every child's learning and development.
- Build relationships with families and work in partnership with them to achieve the best outcomes for their children.
- Build children's confidence and self-esteem through encouraging interactions in a nurturing environment.
- Support the professional growth of staff through professional learning.



2.2 OUR PHILOSOPHY

In our program

- We are connected
- We respect each other
- We respond to children's individual needs
- We are child focused
- We support children to express their emotions
- We value each other
- We are honest

We do this by

- Building children's sense of identity
- Building children's confidence
- Allowing children to make their own decisions
- Supporting children to take risks, challenge themselves, problem solve and be brave
- Providing an environment where children can practice and build on their skills and knowledge
- Using intentional teaching strategies
- Supporting children's early learning of literacy, numeracy and language
- Allowing children to express their emotions
- Providing opportunities for children to experience joy and fun
- Supporting children's developing resilience

2.3 WHAT IS OCCASIONAL CARE?

Occasional Care is a centre-based form of child care for children aged from birth to school age, the service provides flexible care which allows parents/carers to meet their work-related and non-work related commitments. Families can access the service regularly on a sessional basis, irregularly, or on short notice and the fees charged reflect the amount of time children spend in care. The service provides families with the flexibility for their children to engage in an early childhood learning environment on days and hours that best meets their needs.

2.4 SESSION TIMES

Monday 9:00am – 2:00pm

Wednesday 9:00am – 2:00pm

Friday 9:00am – 2:00pm

The Occasional Care Service does not operate on Public Holidays or during the School Holidays.

2.5 LOCATION

The Occasional Care Service is located in the Darley Early Years Hub, 182 Halletts Way, Darley, Victoria, 3340.

Google maps link: <https://www.google.com.au/maps/search/darley+early+yerar+hub/@-37.6534525,144.4195344,17z/data=!3m1!4b1>

Parking is accessible from the Wittick Street entrance.

2.6 CONTACT US

Telephone: 5366 7100

Program Mobile: 0447 835 862

Email: earlyyears@moorabool.vic.gov.au

Families can contact Educators on the program mobile to share information about their child, to let Educators know if they are running late or even to check in and see how their child is going during the session. Bookings cannot be made by calling the program mobile as it is located in the children's room with Educators.

3 ENROLMENT

Families enrolling in the Occasional Care Service are required to complete an Enrolment Form. It is a legislative requirement under the Children's Services Regulations 2009 that an Enrolment Form is completed before your child can attend the service.

It is important that we are kept informed of any changes to your enrolment details, please ensure that the Service is kept informed of the following changes:

- Custody issues and arrangements
- Parent/guardian home, work and mobile numbers
- Address Details
- Emergency Contacts
- Update of Immunisation Records
- New Allergies
- Medical Conditions
- Doctor's Details

If your child's enrolment details change please advise us in writing via email to earlyyears@moorabool.vic.gov.au.

3.1 ENROLMENT FORMS

Forms are available at the Darley Early Years Hub, from Maternal and Child Health Centre's and can be downloaded from Councils website www.moorabool.vic.gov.au.

Families can request a form by contacting Council's Occasional Care Service on 5366 7100 or via email earlyyears@moorabool.vic.gov.au. Families are encouraged to come and visit the Centre before making a booking so that you can meet the Educators, observe the program and ask any questions you may have.

Completed Enrolment Forms can be returned to the Occasional Care Service in person, via email earlyyears@moorabool.vic.gov.au or mailed to: Moorabool Shire Council, Occasional Care Service PO Box 18, Ballan VIC 3342. Please ensure that you provide a copy of your child/children's up to date Immunisation History Statement, along with your completed Enrolment Form. If required, please also complete and return an Allergy/Asthma or Medication Form and discuss your child's needs with the Occasional Care Team Leader.

3.2 NO JAB NO PLAY

The Victorian Government has amended the Public Health & Wellbeing Act 2008, effective from January 2016. The amendments mean that early childhood education and care services cannot confirm enrolment of a child unless the parent/guardian has provided approved documentation that shows the child:

- is fully vaccinated;
- is on a recognised catch up schedule if their child has fallen behind with their vaccinations or
- has a medical reason not to be vaccinated

Proof of your child's Immunisation Status is required upon enrolment with the Occasional Care Service.

Updates must also be provided when your child receives vaccinations these can be sent via email to earlyyears@moorabool.vic.gov.au.

Families are required to obtain an Immunisation History Statement from the Australian Childhood Immunisation Register you can contact them to request a copy be sent to you by calling 1800 653 809, via email to acir@medicareaustralia.gov.au, online www.medicareaustralia.gov.au/online or by visiting a Medicare Service Centre.

4 MAKING A BOOKING

Bookings can be made in person at the Darley Early Years Hub, or via telephone by calling 5366 7100.

- Bookings are made one week in advance.
- Two hour, three hour and five hour sessions can be booked.
- No refund or transfers can be made and payments must be received upon booking.
- If demand for the service is high, families will be advised that they can only book one session per child per week.

4.1 TERM BOOKINGS

Term Bookings are made prior to the commencement of each term for five-hour sessions (two hour time slots are not accepted for term bookings).

- Term bookings for three hour sessions can be requested and are assessed on a case by case basis.
- Parents/carers can submit a term booking for two sessions per week, where there is not a demand for places, these requests will be considered on a case by cases basis.

Families register their interest in a term booking through a ballot process, where more requests for a term booking are received than places available, term bookings are determined via a ballot system:

- Ballot information including dates and payment information is forwarded to families via email and is available for the Darley Early Years Hub.
- Families complete the ballot slip for the preferred day of care and post it into the ballot boxes.
- Ballot boxes are located at the reception of the Darley Early Years Hub.
- After the closing date, (where more requests for a term booking are received than places available ballots are drawn) and families are notified via telephone.
- Invoices with details of the session day and payment due is forwarded via email to families.
- In the event that a family does not secure a term booking, they will be placed on a waiting list and notified when or if, a vacancy arises.

4.2 ELIGIBILITY

In the event that demand for places exceeds the number of places available the following eligibility requirements will be adhered to:

- Priority 1 - Child known to Child Protection at risk of serious abuse or neglect
- Priority 2 – 4-year-old child eligible to attend 4-year-old kindergarten unable to access a kindergarten place
- Priority 4 - Moorabool Shire Residents
- Priority 5 - Children currently enrolled and attending 4-year-old Kindergarten in Moorabool
- Priority 6 – Non-Residents

4.3 CANCELLATIONS TO OCCASIONAL CHILD CARE SESSIONS

If your child cannot attend a booked Occasional Care session please advise us by calling 5366 7100, if calling after hours you can leave a message on Council's answering machine, or via email earlyyears@moorabool.vic.gov.au. Please note fees are forfeited and no credit notes will be provided for sessions children do not attend.

5 FEES

The session fee is \$9.50 per hour

Session	Per Child
2 hours – 9am-11am or 12pm -2pm	\$19.00
3 hours – 9am – 12pm or 11am -2pm	\$28.50
5 hours – 9am – 2pm	\$47.50

5.1 FEE PAYMENT

To finalise a booking payment must be made in full.

Payments can be made via EFTPOS in person at the Darley Early Years Hub, 182 Halletts Way, Darley. Or over the telephone by calling Council on 5366 7100.

*Please note cash payments are not accepted and bookings cannot be made by calling the program mobile phone.

5.2 FOODWORKS VOUCHERS

Foodworks Bacchus Marsh provides vouchers to families enrolled in the Occasional Care Service. For every \$500.00 spent at Food Works Bacchus Marsh, families can receive \$12 off their Occasional Care fees. Vouchers are available from the Occasional Care Service and Food Works Bacchus Marsh.

6 EDUCATION PROGRAM

Children learn and develop from an Educational Program that is planned, implemented and evaluated by qualified Early Childhood Educators. Our program caters for children's physical, intellectual, social, and emotional needs, offering educational developmentally appropriate and stimulating play experiences.

Our program provides children with the opportunity to lead their own play, build on their ideas, play in groups or on their own, explore the natural outdoor environment, listen to stories, sing along to songs, play group games, join discussions, dance, role play, play with the instruments and a number of other stimulating and educational experiences. We endeavour to assist children to develop their skills, explore their interests and to learn about the world and themselves.

Educators work in partnership with families we support and encourage children by aiming to nurture their self-esteem, self-confidence, independence and their highest individual potential. Educators plan experiences for each child, considering their age and ability. We talk with children and their families, take observations, set objectives, implement activities for the child and evaluate the child's progress towards the objective.

6.1 LEARNING EXPERIENCES

Children thrive as learners in play based environments which foster their imagination and creativity.

- Planned and spontaneous experiences in small groups
- Cosy, secure spaces to play alone or share with others
- Experiences based on children's needs and interests
- Opportunity for repetition, choice and time
- Inclusive experiences reflecting diversity of gender, culture, language and ability
- Appealing, unstructured outdoor natural environments
- Access to sensory play experiences
- Respectful communication

6.2 CELEBRATIONS

We acknowledge the diversity of festivals and celebrations enjoyed by families and the community. Please inform staff at enrolment of any celebrations that have meaning for your family. They could be:

- Community or centre celebrations
- Celebrations of children's learning
- Traditional celebrations
- Celebrations significant to children and families.

Families may wish to celebrate their child's birthday with other children who are attending Occasional Care on that day. You are most welcome to come and share this day with your child. Families who do not celebrate birthdays or other celebrations are encouraged to notify staff at enrolment. If you wish to provide food for the children during these times, please inform staff. It is of the utmost importance that any food brought into the centre is discussed with staff due to children's allergies, as well as individual cultural and/or family requirements.

6.3 LIFE EVENTS

Families are encouraged to share any events that your child may be experiencing at home with Educators. Awareness of what's happening in yours and your child's life assists Educators to support them while they are the program.

6.4 PHOTOGRAPHY

Please refer to the Enrolment Form for details relating to photography in the Occasional Care Program. Photographs may be used to assist with programming, and for promotional purposes. Written parent/guardian permission signed on the Enrolment Form is required before any photographs can be taken and used for promotional purposes.

7 SETTLING YOUR CHILD INTO THE PROGRAM

Educators will help settle children into care by:

- Getting to know you and your child.
- Encouraging parents/carers to visit the program prior to enrolment or making a booking (this gives children and their families the opportunity to become familiar with the program, environment and the Educators).
- Children settle into the program at their own pace, Educators will provide ongoing support to children and their parent/carers settling into the program.

7.1 WHAT TO BRING

The following items need to be brought with children when attending the program:

- A healthy snack in a named lunch box/container
- A healthy lunch in a labelled lunch box (lunch is required if your child is booked to attend the program between 11:00am – 2:00pm)
- A labelled water bottle (juice/soft drink is not recommended due to the high sugar content)
- A labelled complete change of clothes
- A labelled wide brim hat or legionnaire hat
- A labelled coat and warm hat in cold weather
- Sunscreen; if there is a preferred brand or if your child has an allergy or sensitivity to certain brands to be applied before the session by parent/guardian
- Adequate supply of nappies (one per hour of care)
- Adequate number of prepared labelled bottles of formula or milk (if required)

7.2 CLOTHING AND FOOTWEAR

Please supply a complete change of clothing to leave in your child's bag (including underwear and socks). These clothes allow us to change your child in case of toileting accidents or if your child becomes wet or dirty during play, e.g. during water play. When we can change your child into clean, dry clothes, the comfort of your child can be ensured.

In winter, please provide a warm coat and hat or beanie for your child.

In summer, please provide a wide brimmed sun hat and dress your child for sun protection, including application of sunscreen. Children need sturdy, safe and enclosed footwear to allow freedom of movement for active play, e.g. climbing. Please do not send your child to Occasional Care in thongs or 'croc' style slip on shoes. Children can have great difficulty climbing and running in these and they can be a tripping hazard.

All items need to be clearly labelled. Please consider clothing to assist a child to gain independence in toileting and with dressing themselves. Overalls, long dresses, thongs, big boots, belts or suspenders are not recommended. Clothing should be suitable for messy play, please be mindful that the clothes your child wears to the program may get dirty during normal play.

7.3 MILK BOTTLES

- Milk bottles and bottle caps need to be clearly labelled
- Milk bottles are stored in the fridge inside the room

7.4 FAMILY INVOLVEMENT IN THE PROGRAM

Parent/carers are invited and encouraged to be involved in the Occasional Child Care Program. Parents or family members are welcome to demonstrate a special skill for the children, i.e. clay modelling, gardening, cooking, dancing, bathing baby, and playing an instrument, painting or even just to read a story or to teach the children a new song. Parents or family members that may work as Police Officers, Nurses, Doctors, Ambulance officers, Teachers, Chefs are also encouraged to be involved at group time to talk about their occupation to the children. Partnerships with parents go beyond parent involvement. It is a relationship of mutual respect and trust between staff and families that promote the children's wellbeing.

8 ARRIVAL AND COLLECTION OF CHILDREN

It is important that parent/carers depart on time. Due to child-staff ratios we are restricted to the number of children allowed at any one time in each room. If you are late to pick up your child at 11am or 12pm it will mean we need to ask another family to wait for you to arrive before they can leave their child in care. If you are going to be late for pick up please call the Program mobile telephone 0447 835 862 to notify the Educators.

8.1 ARRIVAL

Arrival is a very important transition time for children and their families, families can support their child by talking about the day before arriving and taking the time to settle their child with the support from Educators to engage in a play experience of their interest.

Educators encourage an "Open Door" policy this allows families to settle their child into the program before the session time commences at 9:00am. During this time Educators set up the experiences and prepare for the session, so it is essential that parents/carers stay with their child at all times. We encourage parents/carers to take advantage of arrival transition time by sharing details about the previous night/days with Educators, this information assists us to meet your child's needs.

The Attendance record is a legal document that provides an essential record of children present at the Children's Centre. It is a requirement of the Children's Services Regulations 2009 that all children are signed in and out of the service by the person who delivers or collects the child. This person must sign on arrival and departure.

Upon arrival:

- Sign the attendance record electronically on an iPad located in the room, the 'Kiosk' allows parents/carers to log in on arrival and mark their child's attendance.

If the technology of the iPad and 'Kiosk' is not available parent/carers will sign the attendance sheet filling out the following information:

- Child's full name
- The arrival time
- Expected departure time
- Full name of person who will collect your child
- Parent/guardian Signature

The daily Attendance Record is used by Educators to:

- Conduct regular checks of children's attendances throughout the day
- Maintain correct staff and child ratios
- Support evacuation of all in attendance in the event of an emergency.

Only nominated persons on your child's enrolment form approved to collect your child from the program will have access to sign them out.

The Educators in the room need to be made aware of any medication your child may need to have administered. A Medication Consent Form must be completed for all medications upon arrival.

From the beginning of September until the end of April we ask that parent/carers apply SPF 30+ sunscreen to their child before arriving at the program or in arrival at the program, SPF 30+ sunscreen is available at the sign in desk. Please see page 11 for more information regarding sun protection.

8.2 DEPARTURE

When collecting your child from care:

- Sign the attendance record electronically on an iPad located in the room, the 'Kiosk' allows parents/carers to log in on departure to mark their child's departure.
- Check your child's locker for artwork and any other belongings (clothes, water bottle and milk bottles etc.).
- Check in with Educators to hear about your child's experiences and find out about their learning.

8.3 AUTHORISED PERSONS/EMERGENCY CONTACTS

Children can only be collected by parents/carers or by persons authorised on the Enrolment Form. If another person is collecting your child, you must provide written authorisation. To add an additional nominated person to your child's Enrolment Form provide the person's contact details including their home address and relationship with your child, e.g. aunty to the program via email earlyyears@moorabool.vic.gov.au or in writing attention to the Occasional Care Team Leader.

Whenever someone other than the regular person is collecting your child, please inform staff, and where possible, inform your child. If the person collecting your child is unfamiliar to staff, this person will need to provide photo ID, such as a driver's licence (please let them know). The authorised person collecting your child must also be 18 years of age or older. Please discuss your family circumstances with staff as needed.

8.4 PARENT/CARERS UNDER THE INFLUENCE OF DRUGS OR ALCOHOL

Staff have a duty of care to the children. If a person arrives to collect a child and is under the influence of drugs or alcohol, staff will contact another authorised person to collect your child. Please be aware that late collection fees will apply in this instance.

8.5 CUSTODY AND CONTACT

If Custody and Contact Orders are applicable to your child, a copy must be provided to the Children's Centre at the time of enrolment. Any changes to these Orders must be provided to the Children's Centre as soon as possible. Staff will always abide by the Custody and Contact Orders provided to them. Unless a Custody and Contact Order applies, both parents are deemed to be authorised to collect their child.

8.6 LATE COLLECTION OF CHILDREN

It is the responsibility of parents/carers to collect their child on time. Children can become distressed when they are collected late. Late collection of children may impact on staff and child ratios and on staff commitments.

Parent/carers must notify the Service as soon as possible if for any reason they are unable to collect their child on time. In these situations, parent/carers must endeavour to contact other authorised persons to collect their child on their behalf. Children must be collected on time or a Late Collection Fee may be incurred, see on Late Collection of Children Policy. Fees are incurred 10 minutes after the completion of the session.

8.7 CHILDREN NOT COLLECTED

In circumstances where a child is not collected, the following procedures apply:

- Staff will attempt to contact the parent/carers, and continue to do so at regular intervals
- If parents/carers are unavailable, staff will attempt to contact authorised persons listed on your child's enrolment form
- Moorabool Shire Council's Early Years Manager will be notified to decide on further action
- Depending on the circumstances, Child Protection Services may be notified to collect your child.

9 RELATIONSHIPS WITH CHILDREN

We acknowledge that for relationships to be meaningful, interactions need to be warm, caring and responsive. When attention is given to building connections and maintaining them over time, children are more likely to feel a sense of security, well-being and belonging. We build meaningful relationships with children in the program by:

9.1 INTERACTIONS WITH CHILDREN

- Acknowledging that children are individuals who have a range of capabilities, temperaments and behaviours; we tailor our responses to meet to each child's individual needs;
- Considering the pace and flow of the program to allow a balance of play experiences such as individual and group, quiet and noisy, active and passive experiences
- Prioritising the needs of children over other planned aspects of the program;
- Responding sensitively and appropriately to all children's efforts to communicate;
- Engaging children in many meaningful conversations throughout the session;
- Responding to children in ways that strengthen their sense of agency and self-efficacy;
- Enabling children to undertake experiences that develop their self-reliance and self-esteem;
- Considering each child's social context, their family, their cultural values, and the age and physical and intellectual development and abilities of each child;
- Being thoughtful, deliberate and purposeful in our interactions with children, moving flexibly between child initiated/directed play and learning, and adult learning;
- Supporting children's acquisition of skills and knowledge for life and learning, by encouraging children to express themselves, their emotions and their opinions and by scaffolding children's learning;
- Assisting children to build friendships and participate and express themselves appropriately with individuals and in groups;
- Reflecting on our practice, seeking guidance, feedback, direction and professional learning to increase our knowledge, expertise to improve our practice.

9.2 DURING TRANSITION AND CHALLENGING TIMES

We acknowledge that during transition times and challenging times for children such as saying goodbye to their parent's/carers children need more support and we do this by:

- Providing a secure emotional environment for children that is safe and accepting and a space where they are safe to express how they are feeling;
- Creating physical environments, programs and routines that allow children the time and resources needed for positive interactions with their peers;
- Acknowledges that certain times of the day can be challenging and emotional for some children as they separate from their families and make the transition from home or to care and settle into playing with their peers.
- Explaining to parents/carers who would like to talk, that at this time you need to be present for the child/children;
- Staying with and be present for children who may be upset, crying or showing you in their own way that they need you to be present for them at this time;
- Acknowledging that children often need help to make sense of and to organise intense feelings such as anger, sadness, disappointment and jealousy and by helping them to recognise these same feelings in others.

9.3 GUIDING BEHAVIOUR

We prioritise developing warm, trusting relationships with children, valuing and respecting each child as an individual. Through our positive relationships with children we support them to express and regulate their emotions in positive and healthy ways. We acknowledge that a child's behaviour is influenced by many factors and base our understanding of each child's behaviour on their individual level of development, their social context, their cultural and family practices, the child's physical environment and the child's health and wellbeing.

10 HEALTH & WELLBEING

10.1 NUTRITION

We promote good nutrition and healthy bodies by:

- Encouraging families to provide healthy meals and snacks
- Ensuring drinking water is accessible to all children throughout the day
- Providing a calm and flexible approach to serving and consuming food and drink
- Role modelling healthy eating and drinking

We foster good dental health and hygiene by encouraging children to:

- Drink water throughout the session
- Eat healthy meals and snacks
- Become involved in discussions and experiences that develop an understanding of good oral health, such as cooking, growing vegetables, etc.

We seek the assistance of families to support and promote our Healthy Eating Policy. Families can do this by ensuring only healthy food is provided for snacks and lunch at Occasional Care sessions. This could include: sandwiches, fruit, vegetables, crackers, cheese, yoghurt, etc. Please do not send food such as chips, chocolates, cakes, lollies or biscuits.

Please note: The Occasional Care Service is a 'nut free' service, this includes all nuts, peanut butter, Nutella or any other products containing nuts.

10.2 SUN PROTECTION

The Occasional Care Service is committed to protecting all children and staff from skin damage caused by harmful UV sun rays. From the beginning of September until the end of April, children and staff are required to:

- Wear broad brimmed sun hat outdoors
- Apply SPF 30+ sunscreen prior to outdoor play and reapply sunscreen regularly
- Utilise shaded areas where possible
- Wear appropriate clothing for sun protection, e.g. which covers shoulders.

We also recommend children and staff wear appropriate sunglasses when outdoors.

Sunscreen is provided by the Service and located at the sign in desk in the room. If you have a preferred brand or if your child has an allergy or sensitivity to certain brands please supply your own. Parents/carers are required to apply sunscreen on arrival, Educators will reapply sunscreen if required during the session.

Please refer to Council's Occasional Care Sun Protection Policy for more information, this is available in the room.

10.3 CHRONIC CONDITIONS AND ALLERGIES

Please inform the Occasional Care Team Leader staff of your child's chronic conditions or allergies. Staff will outline the centre's Procedures for safe and effective management of chronic conditions. Ongoing communication between parent/carers and staff is critical to ensure the health of all children. If your child has been diagnosed with a chronic condition or allergy, you may be required to complete one or more of the following:

- Action Plan for Allergic Reactions
- Care plan/s for Eczema
- Asthma Action Plan
- Action Plan/s for Anaphylaxis (see below for further details on Anaphylaxis procedures)
- Action Plan for Epilepsy
- A Risk Minimisation Plan.

10.4 ANAPHYLAXIS

Anaphylaxis is a severe allergic reaction which can be life threatening.

If your child has been diagnosed as an anaphylactic you must complete an Action Plan for Anaphylaxis. This plan must be signed by your child's medical practitioner.

If your child has an EpiPen it must be available at the Occasional Care Service at any time your child is in attendance. A copy of the Service's Anaphylaxis Procedure is available at the program or upon request.

10.5 ASTHMA

Asthma is a chronic condition which can be life threatening.

If your child has been diagnosed as an asthmatic, you must complete an Asthma Action Plan. This must be signed by your child's medical practitioner and given to staff at the Children's Centre when your child commences Occasional Care.

If your child has prescribed asthma medication, it must be available at the Occasional Care Program at all times your child is in attendance. Please ensure medication is handed to a staff member for safe and appropriate storage at the beginning of each session.

11 ACCIDENTS AND INJURIES

The Occasional Care Service aims to provide a safe environment for all children, families and staff. All staff hold current first aid qualifications which includes CPR and Anaphylaxis training.

In the event of a child sustaining an injury that requires medical attention, the Service is required to notify the Department of Education Training (DET) in accordance with the Children's Services Regulations 2009.

11.1 MINOR ACCIDENTS

If your child is involved in a minor accident, e.g. tripping over, staff will comfort your child, assess their condition and monitor their wellbeing. Staff will record the details of the accident in the Accident and Injury Book and discuss the incident with you at pick up time, you will be required to read and sign the report if you have queries or require further information please talk with staff. Please inform staff as soon as practicable if your child's condition changes after an accident occurs, or if any further medical advice was sought for them after the accident/injury.

11.2 ACCIDENTS

If your child is involved in an accident while at the Occasional Care Program e.g. bumping their head, staff will comfort your child, administer first aid as required and monitor their wellbeing. Staff will contact you by telephone to inform you of the accident. You may be required to collect your child and seek medical advice. Please inform staff as soon as practicable if your child's condition changes after an accident occurs, or if any further medical advice was sought for them after the accident/injury.

11.3 MEDICAL EMERGENCIES

The wellbeing of your child is our priority. If your child is involved in a medical emergency staff will administer first aid as required, call emergency services and contact you. Staff will be directed by paramedics and if possible a staff member will accompany your child in the ambulance. We will endeavour to keep you informed of all actions until you are with your child. (Please note: that all associated costs will be the parent/carers responsibility).

12 CHILDREN'S CARE AND COMFORT

12.1 COMMUNICATION

We engage in open communication with families, sharing information with families about their child's experiences. Learning and development. We value the information you share with us about your child including their interests, abilities and preferences, if they have a security item, any fears they may have, special routines.

It's very important that you tell us about your child's medical needs, special dietary requirements or any allergies even if not severe.

12.2 SECURITY/COMFORT ITEMS

Many children have a special item that brings them comfort and provides a sense of security. We recognise the importance of these items for young children and actively encourage children to have and hold these special items when they need them.

12.3 KINDERGARTEN TRANSITION

Children enrolled to attend 4-year-old Kindergarten the following year can have the opportunity to visit the Darley Kindergarten co-located in the Darley Early Years Hub and also have Kindergarten Educators visit the Occasional Care Program during Term 4. If you are interested in your child participate in a transition session please talk with Educators.

13 OCCASIONAL CARE EDUCATORS

13.1 QUALIFICATIONS

Moorabool Shire Council employs staff with a variety of appropriate Early Childhood qualifications and experience that meets the *Children's Services Act 1996* and *Children's Services Regulations 2009*. All staff hold current Working With Children Checks and Level 2 Workplace First Aid Certificates. Staff use their professional knowledge in combination with an understanding of each child's skill and development to provide a rich learning environment.

13.2 STAFF: CHILD RATIOS

Ratios are maintained in accordance with the *Children's Services Act 1996* and the *Children's Services Regulations 2009*.

13.3 RELIEF STAFF (EMERGENCY/CASUAL)

At times, regular staff may be absent for a variety of reasons such as illness, professional development or personal circumstances. Relief staff are engaged at these times and Moorabool Shire Council endeavours to employ familiar staff whenever possible.

14 SAFETY

14.1 INDOOR AND OUTDOOR SAFETY

The Occasional Care Service staff conduct daily safety inspections of the indoor and outdoor play spaces. Any hazards are removed or made inaccessible to children and reported to Council's Infrastructure team for further action.

14.2 EMERGENCY PROCEDURES AND EQUIPMENT

Fire extinguishers and First Aid kits are located within the Service and are regularly maintained. Emergency evacuation procedures are clearly displayed throughout the Centre.

The Occasional Care Service staff are required to regularly practice emergency evacuation procedures with the children. During these practice drills, children do not leave the licensed premises.

In the event of an emergency evacuation, the procedures outlined in the displayed information will be followed. Parent/carers will be notified as soon as practicable if required to collect their child.

14.3 CHILD PROTECTION

Moorabool Shire Council's Occasional Care Service follows child protection legislation, policies and procedures. In accordance with the *Children, Youth and Young Person Act 2005* (section 1820) all Children's Centre staff are mandated to report to Child Protection Services when, in the course of their professional duty, they form a belief that a child is in need of protection. Staff will inform their Coordinator of any concerns they have with children in relation to child protection issues. All staff are required to keep confidential documentation that includes observations and the procedures they followed that relate to these concerns.

14.4 VISITOR'S BOOK

The Darley Early Years Hub has a Visitor's Book. For the security of children, parent/carers and staff, all visitors must sign in and out in the Visitor's Book when visiting the centre. Visitors include any maintenance personnel, government representatives, specialists, and parent/carers assisting for the day, etc. The Visitor's Book provides a record of visitors on the premises in the event of an emergency evacuation.

14.5 CHILDREN WITH ADDITIONAL NEEDS

Educators are available to discuss additional care requirements that your child may have. Please discuss your child's needs and how we can meet them further with the Occasional Care Team Leader.

14.6 NON-ENGLISH SPEAKING CHILDREN

The Service has access to cultural services to assist as necessary. The diversity of cultures represented in the centre are reflected in the programs. Families are encouraged to share information and assist staff in this area. Interpreter services can be contacted to ensure we meet the needs of all families accessing the service.

14.7 STUDENTS/VOLUNTEERS

Moorabool Shire Council supports the education and training of students/volunteers in the Early Childhood Profession. Students and volunteers are encouraged to engage in and implement the Services programs, under the supervision of staff. Students are not included in the child staff ratios and are never left responsible for the group.

14.8 APPOINTMENTS WITH EDUCATORS

Your questions are important, however, parents/carers are requested to have very brief conversations with Educators at the start or conclusion of a session or on the telephone during session times. Our Educators primary role is to engage with children for parents/carers who would like to talk at length we encourage you to can make an appointment to meet with Educators after the session.

14.9 COMPLIMENTS AND COMPLAINTS

Should you have any concerns about your child or the Occasional Care Program, please contact Syeda Afroz, Occasional Care Team Leader to discuss these issues on 5366 7100. All complaints will be dealt with as soon as possible and will be treated as confidential.

You may also wish to discuss your concerns with Jade Moerenhout, Coordinator Early Childhood Education & Care Services who can be contacted on 5366 7100 during business hours.

14.10 PRIVACY

Please Note: Personal and/or health information collected by Moorabool Shire Council is used to enable us to provide for the care of your child and to enable us to manage and administer the Service.

Personal Information is held by Moorabool Shire Council in accordance with the Privacy and Data Protection Act 2014 and Information and Health Records Act 2001.

15 SCHOOL EXCLUSION TABLE

15.1 APPENDIX I

Schedule 7 Minimum Period of Exclusion from Primary Schools and Children's Services Centres for Infectious Diseases Cases and Contacts (Public Health and Wellbeing Regulations 2009)

In this Schedule, medical certificate means a certificate of a registered medical practitioner.

Condition	Exclusion of Cases	Exclusion of Contacts
Amoebiasis (<i>Entamoeba histolytica</i>)	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.
Campylobacter	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.
Chickenpox	Exclude until all blisters have dried. This is usually at least 5 days after the rash appears in unimmunised children, but may be less in previously immunised children.	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded.
Conjunctivitis	Exclude until discharge from eyes has ceased.	Not excluded.
Diarrhoea	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.
Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later.	Exclude family/household contacts until cleared to return by the Secretary.
Hand, Foot and Mouth disease	Exclude until all blisters have dried.	Not excluded.
Haemophilus influenzae type b (Hib)	Exclude until at least 4 days of appropriate antibiotic treatment has been completed.	Not excluded.
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.	Not excluded.
Hepatitis B	Exclusion is not necessary.	Not excluded.

Condition	Exclusion of Cases	Exclusion of Contacts
Hepatitis C	Exclusion is not necessary.	Not excluded.
Herpes ("cold sores")	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.	Not excluded.
Human immuno-deficiency virus infection (HIV/AIDS)	Exclusion is not necessary.	Not excluded.
Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing.	Not excluded.
Influenza and influenza like illnesses	Exclude until well.	Not excluded unless considered necessary by the Secretary.
Leprosy	Exclude until approval to return has been given by the Secretary.	Not excluded.
Measles*	Exclude for at least 4 days after onset of rash.	Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case, or received NHIG within 144 hours of exposure, they may return to the facility.
Meningitis (bacteria - other than meningococcal meningitis)	Exclude until well.	Not excluded.
Meningococcal infection*	Exclude until adequate carrier eradication therapy has been completed.	Not excluded if receiving carrier eradication therapy.
Mumps*	Exclude for 9 days or until swelling goes down (whichever is sooner).	Not excluded.
Pertussis* (whooping cough)	Exclude the child for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment.	Contacts aged less than 7 years in the same room as the case who have not received three effective doses of pertussis vaccine should be excluded for 14 days after the last exposure to the infectious case, or until they

Condition	Exclusion of Cases	Exclusion of Contacts
		have taken 5 days of a course of effective antibiotic treatment.
Poliomyelitis*	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery.	Not excluded.
Ringworm, scabies, pediculosis (head lice)	Exclude until the day after appropriate treatment has commenced.	Not excluded.
Rubella (german measles)	Exclude until fully recovered or for at least four days after the onset of rash.	Not excluded.
Salmonella, Shigella	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.
Severe Acute Respiratory Syndrome (SARS)	Exclude until medical certificate of recovery is produced.	Not excluded unless considered necessary by the Secretary.
Streptococcal infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.	Not excluded.
Tuberculosis	Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious.	Not excluded.
Typhoid fever (including paratyphoid fever)	Exclude until approval to return has been given by the Secretary.	Not excluded unless considered necessary by the Secretary.
Verotoxin producing <i>Escherichia coli</i> (VTEC)	Exclude if required by the Secretary and only for the period specified by the Secretary.	Not excluded.
Worms (Intestinal)	Exclude until there has not been a loose bowel motion for 24 hours.	Not excluded.

The Public Health and Wellbeing Regulations 2009 are available from the maintained by the Department of Premier and Cabinet.