

Wattle Early Childhood Centre



Family Handbook

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Welcome!

The Educators, Director and Parent Management Committee welcome you and your family to Wattle Early Childhood Centre. Wattle Early Childhood Centre is a community based non-profit organisation whose sole purpose is to provide early education and care facilities to the Australian Capital Territory and surrounding communities.

“The first years of life, including the first months, have a decisive impact on the later development of the individual. This is the foundation on which everything else is built. If the foundation is strong, the structure is better able to withstand shocks. Because of this, we try to secure the most favourable circumstances for the child, especially at the beginning, which gives [him/her] an advantage in his development, which will serve [him/her] [his/her] entire life” (Dr Emmi Pikler). So, as research strongly suggests, the first five years of a child’s life are the most important for their ongoing development and wellbeing, early education and care should then be considered an investment in your child’s life.

Wattle Early Childhood Centre (WECC) opened in July 1992,¹ and we are a licensed Centre for 33 children per day.

Hours of Operation

The Centre is open from 8.00am to 5.45pm Monday to Friday.

We are closed on all ACT Public Holidays and are closed for a Christmas shutdown period of at least the period between Christmas and New Year (dates are advised each year once confirmed by the Parent Management Committee).

Normal fees apply for all public holidays. No fees are charged during the Christmas shutdown period.

¹ Previously known as Wattle Child Care Centre.

Centre Philosophy

At Wattle Early Childhood Centre, we believe that all children will be treated as individuals, respecting each child's differing abilities and skills. We will support all children to become confident and capable learners, whilst building children's self esteem through a wide range of learning experiences.

We acknowledge the traditional owners of the land we live and work on, the Ngunawal people, and aim to respectfully incorporate elements of the Indigenous culture into our curriculum and learning environments. We acknowledge that we live in a culturally diverse nation, and we will strive to provide an environment which demonstrates respect to each child, family and educator's rich culture, traditions and backgrounds, and provide an inclusive environment for all, by offering and providing experiences and a learning environment that holds a strong link to the diverse world we live in to give children an opportunity to contribute and connect to their world.

We believe in the power of our community, starting with a strong management committee who are committed to providing a high quality service for our local community and strive for continuous improvement. In conjunction, we believe that our local community plays a major role in our curriculum across the centre. We support each child to discover the world around them, through the assistance of strong community links and engagement within our local community.

We recognise that high quality education and care requires skilled educators who are qualified, understanding, knowledgeable and caring individuals and we are committed to recruiting and retaining educators who demonstrate these skills.

We as educators, see ourselves as co-researchers and partners in learning alongside the children. We will allow children to ask their own questions, through exploration and discovery, generating many open ended possibilities. We will also encourage and challenge children to influence and guide our own pedagogical practices in our daily routines and experiences.

We acknowledge that children are our worlds' future and will be the custodians of our environment. We are committed to embedding sustainable practices within the centre and the wider community. We will utilise our environment as a third teacher, giving the children a sense of belonging in our world.

We recognise each family as unique and we strongly value our families' contributions to our curriculum, through participation, involvement and feedback. We value feedback as an opportunity for continuous improvement and to assist us in building stronger relationships with our families, children, educators and community.

We believe children have the right to receive an educational curriculum dedicated to early childhood learning principles, outcomes and theories. We acknowledge the Early Years Learning Framework, and embed a practice of play based learning throughout our curriculums and daily practice. We also believe that some of the best opportunities for learning is through exploring risks, allowing children to analyse their environments and challenge their own learning and development. We encourage children to play in all environments and weather – rain, hail or shine; jumping in muddy puddles, climbing trees, building forts and cubbies and cooking mud pies in the mud kitchen.

We strongly believe children have the right to be treated with respect and to have their voices heard. We are dedicated to being strong advocates for children's rights, and allow children opportunities to develop relationships and engage with their peers, educators, families and community, with the aim of building each child's confidence to communicate their thoughts and feelings.

Policies and Procedures

Our policies and procedures cover all areas of the National Quality Standards and ACT licensing requirements. Policies are reviewed on a regular basis and we encourage feedback from families, children, staff and the Parent Management Committee. Our policies and procedures can also be found in the front foyer for easy access, or please speak to the Centre Director to request a copy.

Staffing and Management Structure

The Centre is managed by our elected Parent Management Committee (PMC) under Wattle Community Association Incorporated. The AGM is held in December each year to elect the Committee members for the following year. Families enrolled at the Centre are encouraged to join the Wattle Community Association.

The Centre is then directly managed by the Centre Director, who is supported by the PMC on all levels.

We recognise that high quality education and care requires skilled educators who are qualified, understanding, knowledgeable and caring individuals. The Centre provides multiple professional development opportunities from in-house training, external training and even interstate conferences relevant to the growth and development of the Centre and the individual educators. The Centre also supports the upskilling of educators into achieving higher qualifications through on-the-job training.

The Centre is an equal opportunity employer.

We support students through school based apprenticeships and work experience placement from local high schools and colleges to interstate universities.

We also recruit a number of casual educators who support the Centre with staff absences for holidays and personal leave, to provide a high level on consistency and continuity for the children and families within the Centre.

Process for Enrolment

To start the enrolment process, you must first apply to join our waiting list. Waiting list applications can be sent via email, mailed to your postal address or collected from the Centre. The waiting list application incurs a small non-refundable administration fee which is required before your details will be placed on the Centre's waiting list. All vacancies are offered according to the waiting list. However, children who are considered to be 'at risk' must be given priority according to government regulations. Parents who are waiting for a place should confirm their application every 6 months.

Centre tours can be arranged prior to applying to go on the waiting list, or at any time convenient to you prior to being offered a place at the Centre. We have an open door policy, but we do avoid conducting tours during our sleep/rest period after lunch time to avoid disrupting the wellbeing of the children in our care.

Once you are offered a placement with the Centre, you will be required to complete an enrolment form and submit your child's immunisation records to the Centre to confirm your booking. All requested information is mandatory to ensure we can provide the best possible care for your child during their time at the Centre. Please notify the Centre Director to any changes as they arise to the information initially provided upon enrolment.

Once offered a placement with the Centre, you will be offered the opportunity for orientation. This process is highly recommended to assist your child to become familiar with their educators, other children, and settle into their environments.

Orientation is arranged once all enrolment forms are completed and submitted to the Centre Director. Dates and times will be arranged in consultation with the Centre Director and your child's lead educator.

During the orientation visit, families must remain on-site as your child will not yet be included in the ratios of the Centre until the booking formally commences. Once your child is settled, you are welcome to leave the room your child is being cared for in, but you just cannot leave the Centre premises.

The length of time it takes a child to feel comfortable in new surroundings varies with the individual child and their age, past experience and the length of time they will spend on each occasion. If possible arrive early in the first few weeks so that you can say good bye in a relaxed manner. On the first few occasions we suggest you only leave the child for a short time. When you are ready to leave, we encourage you to say goodbye, and assure your child you will return, and avoid prolonging your departure as this can cause the child distress.

You are always welcome to call the Centre to check in on your child, but please be rest assured we will contact you if we have any concerns around your child settling in.

Once enrolled at the Centre, if you are wanting extra days, changing of days or to enrol a sibling, your enrolment is prioritised over the external waiting list, so please ensure you notify the Centre Director of any changes you may need to your current enrolment as early as possible.

Termination of Care

If you wish to cancel your enrolment, you must notify the Centre Director giving a minimum two weeks' notice in writing from February through to November and four weeks' notice in writing is required in December and January.

The annual Christmas shut down period does not count towards the notice period, unless notice has been given a minimum of one week prior to the planned closing date. If notice is given while the Centre is closed during the shutdown period, the notice period will commence on the first operational day of the New Year.

Age Groups

The Centre is divided into three groups. The Groups are:

- Infants: 6 weeks - 24 months (12 children);
- Toddlers: 25 months - 3 years (10 children); and
- Pre-schoolers: 3 years - school age (11 children)

Movement of a child from one group to the next higher one occurs when:

- there is a vacancy in the appropriate group;
- the child is the appropriate age;
- the child is the oldest in the younger group; and
- staff and parents agree that the child is ready.

What we provide and what to bring

The fees are inclusive of:

- Morning tea
- Lunch
- Afternoon tea
- Late snack
- Water bottles
- Hats and beanies on enrolment
- Sunscreen (if your child requires a special brand due to allergies/skin conditions, you will need to supply your own)
- Bed linen
- Nappies

You will need to provide:

- Changes of clothes (weather appropriate)
- Extra changes of clothes if you child is toilet learning

- Winter jackets (as needed pending weather)
- Sunglasses are encouraged
- Bottles including formula/breastmilk as required
- Any additional bedding required to assist your child (e.g. SIDS approved sleeping bags, comforters, dummies).

Centre Fees

Fees are set by the Parent Management Committee and are reviewed twice per year (July and January). Four weeks' notice is given for any increase to the current fee schedule. Fees are applied two weeks in arrears, and are expected to be paid in full by Friday of the week invoices are issued (Public Service pay week). Our current method of payment is through Electronic Funds Transfer into our Commonwealth Bank Account. Direct Debit will be available from mid-2016 and onwards, and this will be our only method of payment.

The Centre's bank account details for reference are:

Account Name: Wattle Community Assoc Incorp.

BSB: 062 900

Account Number: 1093 6003

Full payment of fees is required for all absences including, public holidays, illness, holidays.

If your account becomes 1 week in arrears past the due date, you will receive an email requesting payment be made promptly. If your account becomes 2 weeks in arrears past the due date, you will receive a phone call with a follow up email advising your child's placement may be terminated if the account is not up to date within 5 working days.

If you suffer financial difficulty at any point during your time at the Centre, please speak to the Centre Director who can arrange a payment plan to support you and your family. Failure to pay fees on time without notification to the Centre Director will incur a 2% administration fee on the balance owing each day until payment is made or care is terminated due to non-payment. Debt collection agencies will be sought to finalise any balances owing after termination is made if payment is not made within 5 days of termination. Families will be responsible to pay any debt collection fees associated with their organisation.

The Centre closes at 5.45pm, and if your child has not been collected at this time, you will be charged a late collection fee of \$20.00 for the first 15 minutes and then \$10.00 for every 5 minutes after 6pm.

If you cannot be contacted regarding late collection, the Centre will contact the child's authorised person(s) for collection. Educators will remain with the child until collected, but if no contact has been reached by 6.15pm (30 minutes after closing), the educators will contact ACT Care and Protection Services and police. If late collection occurs more than 3 times without any notification in a three month period, your child's care may be terminated.

Child Care Benefit (CCB)/Child Care Rebate (CCR)

Wattle Early Childhood Centre is an approved childcare provider, enabling eligible families to receive the Child Care Benefit (CCB) and Child Care Rebate (CCR).

It is the families' responsibility to register for CCB and CCR and to provide the Centre with the correct details to formalise your account so you can receive your CCB and CCR. Full fees will be charged to your account until the correct details have been entered into our system. Adjustments can be backdated 28 days once we can formalise your account.

We recommend families choose the option "pay to service" for the CCR entitlements, as this can significantly reduce your out of pocket expenses.

To register or for more information please visit: <http://www.humanservices.gov.au/customer/subjects/assistance-child-care-fees> or phone the Family Assistance Office (FAO) on 13 61 50.

Smoke Free Zone

Wattle Early Childhood Centre programs, buildings and outdoor environment, are smoke free zones. Smoking is not allowed on the premises or surrounds.

Food and Nutrition

Wattle Early Childhood Centre is a registered food business and morning tea, lunch, afternoon tea and a late snack are prepared and provided at the Centre. The menu is on display in our front foyer for families, staff, and children to view.

Our menu offers a variety of healthy and nutritious meals that meet at least 50% of the recommended daily intake for children. The menu rotates through a 4 week cycle and is reviewed every six months to change with the Summer-Winter seasons. Families, children and staff are encouraged to participate in the menu review.

Babies' meals are adjusted according to their age and development. If your baby requires formula/breast milk please supply as many feeds as they will require for the day with each bottle clearly labelled.

The Centre caters to all allergies and dietary requirements. Families must complete the required documentation relating to food provisions upon enrolment or as identified to the Centre Director and your child's educators. We are also a nut free centre, and will not provide nuts in any meals.

Wattle Early Childhood Centre supports breastfeeding, and you are welcome to breastfeed anywhere in the Centre you feel comfortable in doing so.

Asthma and Anaphylaxis

If a child needs long term or emergency medication, the Centre will require additional information from families.

Families will be required to complete an medication authorisation form and will need to provide a medical action plan from a medical practitioner. In some cases, a photo of the child, with permission to display in the Centre may be requested.

Medication

If your child requires medication whilst in care, families must complete an authorisation form, clearly stating the name of the medication, the dosage, the time it was last given and the expiry date. If this form is not filled in correctly, the medication will not be administered. It must also be signed and dated.

All medication must be physically handed to an educator, and must not be left in your child's bags.

Medication must be in its original packaging. Prescription medication must have the pharmacy label clearly visible, stating the child's name and the prescribed dosage. Medication will not be administered if it is not in its original packaging. It will also not be administered if it has passed its expiry date.

All medication is stored away from children in lockable containers in the Centre's fridge.

Medication that is not prescribed will not be administered unless it is accompanied by a medical authorisation from a medical practitioner, however, the Centre does have Panadol on site that can be administered with the parents' permission in case of a serious fever before parents arrive.

Families are reminded that children are unable to attend the Centre for the first 24 hours after the commencement of any course of antibiotics or administration of pain relief (e.g. Panadol, Nurofen).

Excursions

At Wattle Early Childhood Centre, excursions play an important role in the curriculum across the Centre. Excursions are carefully planned to identify the learning opportunities available within the experience, but also to determine the children's safety whilst participating.

Families will be given written notice of the planned excursions, including any additional costs that will be incurred, and families will be required to sign the permission form to enable your child to participate. Children will not be able to participate without the signed permission form.

Special performances and events will be planned and arranged for on a regular basis within the Centre.

Birthdays

We love to celebrate birthdays at Wattle! If you would like us to celebrate your child's birthday, you are more than welcome to bring in cupcakes for the children to share and celebrate together (please ensure these are nut free). Birthday

cupcakes can also be made at the Centre for a small \$5 fee. Please let your child's educators know if you wish for the cakes to be made at the Centre with at least one weeks' notice. The fee will be charged to your fee account.

National Quality Framework (NQF)

The Australian Government and state and territory governments recognise the importance of increasing their focus on the early years to ensure the wellbeing of children throughout their lives and to lift the productivity of our nation as a whole. The drive for change is based on clear evidence that the early years of children's lives are very important for their present and future health, development and wellbeing.

The National Quality Framework (NQF) aims to raise quality and drive continuous improvement in education and care services through encompassing:

- Strong and nationally consistent standards for early childhood education and care;
- A quality ratings system that will provide parents with important information about the services their children receive;
- Streamlined regulatory arrangements that improve national consistency and reduce the administration burden on service providers; and
- The Early Years Learning Framework, which will guide practice and support quality teaching and learning.

For more information on the NQF please refer to: <http://www.acecqa.gov.au/>

Early Years Learning Framework (EYLF)

The Early Years Learning Framework (EYLF) guides educators in developing quality programs for children. It describes the early childhood pedagogy (principles and practice) and the outcomes required to support and enhance young children's learning from birth to five years of age, including their transition to school.

The EYLF has a strong emphasis on play-based learning, as play, as described by Lev Vygotsky, "In play, the most important thing is not the satisfaction the child receives through playing, but the objective use and objective meaning of the play, of which the child himself is unaware. This meaning, as is well known, involves the development and exercise of

all the child’s powers and latent strengths” (Bodrova, 2008, p. 359). Abbott (1994, p. 52) also states that “We believe that it is vital for all adults with responsibilities for young children to recognise that, for them, play is a good deal more than recreation. It has a fundamental role in early childhood education, supplying the foundation upon which learning is built.”

The EYLF also recognises the importance of communication and language (including early literacy and numeracy) and social and emotional development. “Play that is well planned and pleasurable helps children to think, to increase their understanding and to improve their language competence” (Abbott, 1994, p. 41).

The learning outcomes of the EYLF are:

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

Here at Wattle Early Childhood Centre we also believe that some of the best opportunities for learning through play is through exploring risks, allowing children to analyse their environments and challenge their own learning and development. We encourage children to play in all environments and weather – rain, hail or shine; jumping in muddy puddles, climbing trees, building forts and cubbies and cooking mud pies in the mud kitchen. We encourage children to wear old clothes that will stand up to the challenges of each day (and bring in some gumboots on those wet and muddy days!).

Children’s Education and Care Authority (CECA)

We are licensed through the Children’s Education and Care Authority (CECA), within the ACT Government Education Directorate.

The Children’s Education & Care Assurance – part of the ACT Education and Training Directorate – administers the legislation covering approved education and care services.

Approved education and care services, including long day care, family day care, outside school hours care, public and non-Government preschools and playschools, are required to comply with the *Education and Care Services National Law (ACT) Act 2011* or the *Children and Young People Act 2008* (depending on service type). Children's Services Advisers monitor services' compliance with the legislation and provide support in understanding and meeting these requirements.

The function of the Children's Education & Care Assurance also includes:

- Quality assessment and rating of approved education and care services;
- Investigation of complaints about approved education and care services;
- Professional advice on the planning, design and establishment of new services; and
- An advisory service for families, children's services and the ACT community in relation to education and care.

The CECA is staffed by professionals with early childhood qualifications. For further information relating to the role of the CECA visit http://www.det.act.gov.au/childrens_policy_and_regulation/for-families or phone (02) 6207 1114.

Family Participation and Contribution

The Centre relies on the active participation of families in the running of the Centre. Your child benefits from the high standard of facilities and services which have been largely achieved through the efforts of parents. The Centre recognises that working parents have high demands on their time, but encourages you to contribute to maintaining the quality service provided by the Centre.

As part of the conditions to your enrolment, all families are required to contribute to:

- 2 hours once a year on our yard duty roster (roster distributed at the beginning of each year)
- 2 hours once a year to contribute to the working bee (held twice yearly)

A fee of \$100.00 will be charged to your account if you do not contribute to the yard duty roster and, again, if you do not attend one working bee in a calendar year. Sign in sheets are recorded at working bees to confirm attendance and duties completed.

Other opportunities to become involved include:

- Becoming a member of the Wattle Community Association Incorporated. This allows families the right to vote at Committee and general meetings enabling them to participate in the running of the Centre. A small annual subscription of \$2.00 is payable for membership;
- Becoming a Parent Management Committee member. Wattle is run by the PMC which determines policy, draws up budgets, sets fees, selects and employs staff, approves staff salaries, approves spending and generally works to better the conditions at the Centre;
- Attending Committee meetings. All meetings are open to any parent to attend at any time;
- Assist with fundraising activities;
- Assist with day to day repair of equipment and materials;
- Make equipment (e.g. sewing dress ups, bed linen);
- Share special skills with the children (e.g. storytelling, playing musical instruments, cooking, talking about interesting holidays or showing slides or artefacts). Families from different cultures are also encouraged to devise activities which reflect their own cultures. Experiences could also include cooking, music, dancing, costume or celebration of national holidays;
- Contribute a special skill to the running of the Centre. Skills which are always needed include carpentry, plumbing, painting, garden design, employment conditions, industrial relations, legal, accounting, information technology. You do not need to be a member of the Committee to contribute; and
- Help with particular projects such as writing submissions to obtain funding or help lobby for changes to early education and care policy.

Sun Protection

Wattle Early Childhood Centre is a sun smart centre and has a comprehensive UV protection policy. Therefore, we endorse safe sun play practises and actively encourage the wearing of appropriate clothing for outdoor play all year round and sun hats are provided for all the children, throughout the year. The Centre also provides sunscreen and ensures that it is applied for all outdoor play.

You are requested to apply your child's sunscreen before arriving at the Centre to ensure it has had enough time to take effect, but sunscreen is available for you to apply when you arrive. Signing your child in for the day will acknowledge that you have applied sunscreen to your child. Sunscreen is then applied every two hours and/or 20 minutes prior to going outside.

You can also help us by ensuring that your child is wearing clothing with collars and sleeves and that their footwear allows them to play safely.

Children's Own Toys

Bringing personal toys is normally discouraged. We make exceptions if your child normally sleeps with a “special” comfort toy. If toys or books are brought they will be placed in the child's bag. Please do not send jewellery or small items that can easily be swallowed and are dangerous. All care will be taken but the staff cannot accept responsibility for damage or loss.

Signing In and Out

Families or authorised persons must sign your child in and out of the Centre at the time of arrival and departure. This is a legal requirement that is linked to your Child Care Benefit payments. The sign in sheets can be found in each room, and you will be shown where these are kept during your first orientation visit. It is also best practice to sign for any days your child is absent.

Families are requested to notify a staff member of their arrival and departure for safety reasons.

Children will only be released to people authorised by the parents/legal guardians in writing. Persons unknown to staff will be asked for photographic identification (preferably a drivers licence). Children will not be released to any persons not authorised and listed on the enrolment form, so if you need to add a contact, please ensure you notify the Centre Director in writing to update your child's records.

Emergency Procedures

To ensure the safety of all children and staff, emergency procedures such as evacuation and lockdown drills will be conducted every three months at a minimum. If families are present at the Centre at the time of the emergency procedure, you are legally required to participate in the procedure.

The procedures are displayed in the Centre for all families, children, staff and visitors to view. In the event of an emergency, the priority is to remain calm and ensure the safety of all the people within the Centre. We request that you follow the staff's instructions. All people on the premises will assemble at the designated area and staff will mark rolls to ensure all persons are present.

Accidents and Incidents

In the event of an accident/incident occurring, first aid will be administered. The Centre will ensure a staff member with a current first aid certificate will be employed and will be on the premises at all times.

A courtesy call will be given if a child receives a bump or injury to their head. The child may not necessarily need to go home, however it is up to the parent to decide if they wish to seek further medical advice. Staff will continue to monitor the child closely whilst at the Centre, and families will be contacted to collect if there is any indication of concussion present.

If the parent/guardian is not contacted at the time of the accident/incident, they will be informed when they arrive to collect their child. Details of the accident/incident will be recorded on an accident form, and parents will be requested to read and sign this form on collection of their child.

Illnesses and Infectious Diseases

Hand washing is one of the most effective ways to control infection. Families are requested to wash their hands and their children's hands on arrival and departure of the Centre. Hand sanitiser can also be found in the front foyer for you to use.

If a child becomes ill at the Centre, parents/guardians will be contacted. If the parent/guardian can not be contacted, the emergency contact person will be notified. Every effort will be made to make the child comfortable until they are collected.

In order to protect the health and wellbeing of both the educators and children at the Centre, it is necessary to minimise the risk of cross-infection of infectious diseases and illnesses. Children and staff with an infectious disease are not permitted into the Centre.

Families and ACT Health will be notified of any reportable infectious diseases. Families are asked to inform the Centre immediately if an infectious condition has been identified within the family.

If a child has been sent home due to a suspicious illness, we require a doctors' clearance before your child can return to the Centre.

If your child has been unwell at home, they should not attend that day. If a child has been administered pain relief (e.g. Panadol/Nurofen), before attending the Centre, they are deemed not well enough to attend.

The staffing team reserve the right to ask you to collect your child if we feel your child is unwell. The Centre Director's decision is final.

In the case of an outbreak of a vaccine preventable disease, unimmunised children will be excluded from the Centre for the duration of the outbreak.

If you are requested to collect your child from the Centre due to an illness, we request that you arrive within 30 minutes to minimise the spread of infection. If you are unable to arrive in that specified time frame, we request you arrange for another authorised contact to collect your child.

Please also refer to Appendix A – Minimum Exclusion Periods.

Privacy Policy Statement

We respect your privacy

In order to provide you with the highest standard of service our organisation is required to collect personal information from you about you and your child/ren before and during the course of their enrolment in our service. We are committed to protecting your privacy and we abide by the National Privacy Principles contained within the Privacy Act.

Privacy of your personal information is important to us and we conduct our business with respect and integrity.

What information do we collect, why and how is it used?

Basic details are usually collected directly from parents such as names, addresses and phone contacts. It is also necessary for us to collect details such as each child's name, date of birth, medical details, health, routines, likes and dislikes. This information goes to make up a personal profile on each child.

We are also required to hold information regarding Child Care Benefit entitlements for your family.

Staff responsible for planning room programs will also collect information on children through observations they may make. These observations will be used to map each child's development and be included in their personal profiles.

All this information is vital in assisting us to provide the best possible individual care for each child and for processing invoices and payments. Some of the information we collect is to satisfy the services' legal obligations under the relevant childcare legislation.

Much of this information is of a personal nature and some of it might be regarded as 'sensitive' and not to be unnecessarily disclosed to others.

We assure you that:

- Our child care educators will only use this information in order to provide the highest standard of care.
- It will not be disclosed to those not associated with the care of your child without your express consent.
- You may seek access to the information held about you and your child and we will provide that access without undue delay.
- This access might be inspection of your child's records or by providing copies of information.
- We will take reasonable steps to ensure at all times that the details we keep about your family are accurate, complete and up-to-date.
- We will take reasonable steps to protect this information from misuse or loss and from unauthorised access or disclosure.
- Our educators are committed to respect these principles at all times.
- If a student has a valid training requirement that involves the gathering of certain information pertaining to your child or family, the student must have written consent from you and the Centre Director.

All privacy related comments, feedback or complaints should be directed to the Centre Director.

We will follow up all comments, feedback or complaints within 48 hours and resolve them to maintain our high standards of service provision.

Feedback and Complaints

Here at Wattle Early Childhood Centre, we value your feedback as an opportunity for continuous improvement and to assist us in building stronger relationships with you, our customers. All feedback received is kept on file for improvement purposes.

The Lead Educators will be happy to discuss any concerns and answer any questions you may have regarding your child and the Centre.

Complaints regarding the Centre should be raised with the Centre Director. The director may request that verbal complaints are put in writing as this is the recommended avenue for complaints to be formally dealt with.

If there is a continuing issue, you are welcome to raise this with a member of the Parent Management Committee. If you feel that this process has not met your needs, you are welcome to direct your complaint to CECA.