



*ngurra mungula yandu*

— nintirri —

**EARLY**

**LEARNING**

— centre —



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# OUR History

**The Nintirri Centre Inc. has been an incorporated association since 1986. It started out as the Women's Activity and Socialising House (WASH) in August 1983. A group of local women opened the WASH because they were concerned about the lack of facilities in the town for non-working women, especially women with children.**

The centre was renamed Nintirri Centre in 1985, which translates to mean "holding a child on the hip" or "nurturing" in the language of the Eastern Guruma People, the Traditional Owners of the land on which the centre sits.

The Nintirri Centre buildings were constructed in 1966/77, and were originally single men's quarters. When converted for community use in the 1980's, the buildings were adapted to include facilities for childcare, a toy library, art and pottery studios, a conference room and a legal aid office.

Nintirri continued to grow thanks to passionate, dedicated and astute Management Committee and Centre Coordinator, Linda Richardson. Between 1986-1992 a range of services were established.

The original child care centre in Tom Price was called the Koobinya Childcare Centre becoming Little Gecko's Childcare Centre which came under the management of Nintirri in 1988. It dates back 45 years in the community of Tom Price and was located on the corner of Central and Stadium Roads for over 30 years.

Nintirri has strongly advocated for a purpose built childcare facility for the last ten years and are excited to finally see it come to fruition with the opening of Nintirri Early Learning Centre in 2023.

The build of the Tom Price Childcare Centre and Emergency Service Precinct were delivered to the community by the Shire of Ashburton working in partnership with Rio Tinto and Department of Fire and Emergency Services.

The Nintirri Centre were awarded the tender to operate the new 96 space childcare facility in Tom Price providing Long Day Care, Before and After School Care, School Readiness Program and Vacation Care, significantly increasing support for local families.



At Nintirri Early Learning Centre, we respectfully acknowledge the local Indigenous people, the Eastern Guruma people as the traditional custodians of this land where we are located and pay our respects to them and their elders past, present and emerging.

Nintirri Early Learning Centre (NELC) is committed to honouring the Eastern Guruma peoples' unique cultural and spiritual relationships to the land on which we are located and creating shared respect, shared meaning, shared knowledge and experience of learning. Our team had the honour of working with local Traditional Owner Wayne Stevens in the naming of our centre.

Nintirri already holds a rich history in Tom Price, with Nintirri translating to "holding a child on the hip" or "nurturing" in the language of the Eastern Guruma People. Our organisation felt keeping the name Nintirri paid homage to our history and to the Traditional Owners, who helped us with our naming back in 1985, giving us Nintirri Early Learning Centre.

Through our conversations with families and TO Wayne Stevens, the idea of belonging became a common theme, creating a sense of belonging is one of the things we value most in terms of creating a happy environment for children, families, staff and educators.

*'Children belong first to a family, a cultural group, a neighbourhood and a wider community. Belonging acknowledges children's interdependence with others and the basis of relationships in defining identities. In early childhood and throughout life, relationships are crucial to a sense of belonging. Belonging is central to being and becoming in that it shares who children are and who they can become'*

Encompassing the sense of belonging for our children, families and the greater community, the Eastern Guruma words Ngurra Mungula Yandu meaning "home of the little people" or "home of the children" came about, giving us;

Nintirri Early Learning Centre | Ngurra Mungula Yandu

"home of the little people"

# OUR Commitment

**Nintirri Early Learning Centre (NELC) is a place where children, families and staff are treated as equals and valued as individuals. Children are encouraged to develop to their full potential within a safe, caring and supportive environment.**

Our focus is to provide the community of Tom Price with high quality service that acts as a home away from home. We believe in creating a sense of belonging for children and families and aid to cater for your child's individual needs.

We encourage child and parent input and listening to what you say is imperative to NELC. We hope to create an environment that incorporates fun, education and the support for your child's wellbeing. We believe that children learn best through play based learning activities and that NELC will be a place full of fun memories and lasting relationships.

Children will have the opportunity to grow and learn at their own pace and develop a respect for others in a tolerant and anti-bias environment. We recognise children as "active citizens" from diverse backgrounds and beliefs.

As Educators we value one another's contributions and reflect upon ourselves and practices and value the need for ongoing professional development. As professionals we are guided by the Early Childhood Code of Ethics (2006), National Quality Framework, Early Years Learning Framework and Early Childhood Education and Care Legislation and Regulations.

Families are our greatest support and your assistance in whatever way is invaluable to NELC.

Parents, extended family and family friends are able to be involved in our service in many ways. You can be involved by regularly exchanging information with staff about your child's temperament, stage of development, interests, likes and dislikes. Perhaps you would like to share ideas with staff on experiences we could offer, particularly family culture and interests.

Families are also invited to evaluate our policies and procedures by providing us with any recommendations for improvement which will be put before the Nintirri Management Board for consideration and any appropriate changes put in place.

# OUR Centre

The Nintirri Early Learning Centre is a purpose built facility comprising of a Babies Room, Toddler Room, Kindy Room, Before & After School Care and Vacation Care. We are licensed to accommodate 96 children at any one time according to the following ratios;

## LONG DAY CARE

**Operating 7:00am to 6:00pm**

AGE	STAFF/CHILD RATIO	# OF CHILDREN
3-6 YEARS	1:10	30
2-3 YEARS	1:5	20
0-2 YEARS	1:4	16

## AFTER SCHOOL CARE

**ASC Operating 2:00pm to 6:00pm**

STAFF/CHILD RATIO	NUMBER OF CHILDREN
1:10	30

## SCHOOL READINESS PROGRAM

**Operating 8:15am to 12:15pm during school terms**

STAFF/CHILD RATIO	NUMBER OF CHILDREN
1:10	19

## VACATION CARE - 5 years old to 12 years old

**Operating 8:00am to 5:00pm during school holidays**

STAFF/CHILD RATIO	NUMBER OF CHILDREN
1:10	30

## RESPITE CARE

**Operating 8:00am to 1:00pm during school terms**

AGE	STAFF/CHILD RATIO	NUMBER OF CHILDREN
3-6 YEARS	1:10	30

# OUR Education & Care LONG DAY CARE

**The Early Years Learning Framework is a National Early Learning Framework for children from birth to five years. As the early years are a vital time for children to learn and develop, the framework has been developed to ensure your child receives a quality educational program.**

Educators will use the framework in partnership with families to develop learning programs responsive to children's ideas, interests, strengths and abilities and recognise that children learn through their play.

The Early Years Learning Framework describes childhood as a time of belonging, being and becoming.

- **Belonging** is the basis for living a fulfilling life. Children feel they belong because of the relationship they have with their family, community, culture and place.
- **Being** is about living here and now. Childhood is a special time in life and children need time to just 'be', time to play, try new things and have fun.
- **Becoming** is about the learning and development that young children experience. Children start to form their sense of identity from an early age, which shapes the type of adult they will become.

Through the framework's five learning outcomes, educators will assist your child to:

- Have a strong sense of identity.
- Connect with and contribute to their world.
- Have a strong sense of wellbeing.
- To become confident and involved learners.
- To become an effective communicator.

Nintirri Early Learning Centre also offers an extensive School Readiness Program based on the framework. The framework has a strong emphasis on play-based learning as the best vehicle for young children's learning providing the most appropriate stimulus for brain development. We aim to guide your child in becoming an effective learner through creating an environment that is challenging and stimulating. The overall aim of our program is to help your child in developing in all areas necessary for success now and in later years.

Your child's room will also show ongoing learning through daily journals/books, photographs, project work, learning stories and a program documenting the days learning through the use of the Playground App.

# OUR Education & Care BEFORE & AFTER SCHOOL

**Guided by the Framework for School Age Care in Australia, the approved learning framework for school aged children, and linked to the Early Learning Framework it extends the principles, practices and outcomes to the contexts and age range of the children and young people who attend school age care settings.**

The framework is built on a vision for children's learning through play and leisure.

## **My Time, Our Place.**

Educators collaborate with children to provide play and leisure opportunities that are meaningful to children and support their wellbeing, learning and development. School age care settings pay attention to the needs and interests of individual children within a context that promotes collaboration and active citizenship. Children in school age care settings have choice and control over their learning as they collaborate with educators to extend their life skills and develop dispositions towards citizenship.

The framework conveys high expectations for all children's play and leisure activities in school aged care settings. It communicates these expectations through the following five outcomes:

- Children have a strong sense of identity.
- Children are connected with and contribute to their world.
- Children have a strong sense of wellbeing.
- Children are confident and involved learners.
- Children are effective communicators.

It guides educators in their program decision-making and assists in planning, implementing and evaluating quality in school age care settings. It also underpins the implementation of more specific experiences relevant to each local community and school age care setting.

The framework is designed to inspire conversations, improve communication and provide a common language about children's play, leisure and learning among children themselves, their families, the broader community, school age care educators and other professionals.

Your child's room will also show ongoing learning through daily journals/books, photographs, project work, learning stories and a program documenting the days learning through the use of the Playground App.

# OUR Quality Standards

**The National Quality Standards (NQS) sets a high national benchmark for early childhood education and care and outside school hours care services in Australia.**

The NQS includes 7 quality areas that are important outcomes for children. Services are assessed and rated by the Education & Care Regulatory Unit (ECRU) against those NQS.

## **Quality Area 1 - Educational program and practice**

Educational program and practice of educators are child-centred, stimulating and maximise opportunities for enhancing and extending each child's learning and development.

## **Quality Area 2 - Children's health and safety**

Children have the right to experience quality education and care in an environment that safeguards and promotes their health, safety and wellbeing.

## **Quality Area 3 - Physical Environment**

Physical environment is safe, suitable and provides a rich and diverse range of experiences that promote children's learning and development.

## **Quality Area 4 - Staff arrangements**

Qualified and experienced educators, who develop warm, respectful relationships with children, create predictable environments and encourage children's active engagement in the learning program.

## **Quality Area 5 - Relationships with children**

Relationships with children are responsive, respectful and promote children's sense of security and belonging.

## **Quality Area 6 - Collaborative partnerships with families and communities**

Collaborative relationships with families are fundamental to achieving quality outcomes for children, and community partnerships based on active communication, consultation and collaboration are essential.

## **Quality Area 7 - Governance and leadership**

Effective leadership and governance of the service contributes to quality environments for children's learning and development. Effective leaders establish shared values for the service and set clear direction for the service's continuous improvement.

**As Nintirri Early Learning Centre is a new service we have not yet received a rating. The Education & Care Regulatory Unit will conduct assessment and rating of our service within 12 months of our service opening.**

# Enrolment & Priority of Access Guidelines

## Enrolment & Waitlist

Our waitlist is managed by a platform called MyWaitlist, this online platform allows you to add your child/ren to the waitlist and receive notifications about your place at Nintirri Early Learning Centre.

To join our waitlist please visit - <https://mywaitlist.com.au/Enquiry/Widget/669>

Once you receive a place for your child/ren at Nintirri Early Learning Centre you will join our parent app, Playground. You can view your bookings, request bookings and keep up to date on the activities your child has taking part in each day.

## Priority of Access Guidelines

The Priority of Access Guidelines must be used by approved services to allocate available child care places where there are more families requiring care than places available.

When filling places, a service must fill them according to the following priorities:

**Priority 1** - a child at risk of serious abuse or neglect;

**Priority 2** - a child of a single parent who satisfies, or of parents who both satisfy the work, training study test;

**Priority 3** - any other child.

Within these main priority categories, priority should also be given to children in:

- Aboriginal or TSI families
- Families which include a disabled person
- Families which include an individual whose adjusted taxable income does not exceed the lower income threshold or whose partner is on income support
- Families from non-english speaking background
- Socially isolated families
- Single Parent Families

**NOTE** - Where a service is funded by an employer to provide child care solely or primarily for the children of the employer's employees, the service may give priority to those children.

# Welcome to our Rooms

## Mijiili Room (Newborn Joey) 0-2 years

During their first year, babies develop trust in people and their environment. Throughout our play-based approach, educators are attuned to the individual preferences and personalities of babies and families, and support babies to engage in, explore and discover their learning environments and relationships.

## Jijit Room (Joey still in the pouch) 2-3 years

Educators reflect on children's interests and capabilities and provide opportunities for children to contribute to their own learning and development. Children's opinions will be considered in all decisions affecting them.

Educators gently support interactions between children, allow opportunities for solitary, small and large group play and encourage children's sense of adventure and natural curiosity. Educators understand that children are capable and will allow independence and courage to thrive.

## Jaarun Room (Rock Wallaby) 3-5 years

Stimulating young minds, building confidence, resilience and positive self-image, and supporting children's transition to school, preparing them for a positive start.

We acknowledge that all children are capable of achievement as educators strive to meet each child's individual needs. Starting school is an exciting time in a child's lifelong learning journey and educators will foster a sense of belonging, a positive disposition for learning and natural desire to engage with educational opportunities.

Early childhood professionals understand that social, emotional and physical aspects of the child must be nurtured in order for their intellectual or academic areas to grow. This is the major focus of this approach.

## Pajarri Room (Hill Kangaroo)

The Pajarri room is where Before School Care, After School Care, Vacation Care are held.

Due to the demands of school, educators will be sensitive to children's needs and respond with care and respect to the rhythms of children. Collaboration and consultation with children will ensure their opinions are heard and actioned, ensuring a sense of belonging and connectedness, which is extremely important in these years.

Educators acknowledge that children don't come from the same mould and that, outside of school, they have the freedom and choice to engage in a stimulating yet relaxed and enjoyable environment.

"home of the little people"

# OUR Meals

**We believe healthy food, drinks and eating habits greatly impact the learning and growth of children and their futures. All our menus are designed to meet the recommended criteria of the Australian Dietary Guidelines & the National Quality Standards.**

Our delicious, nutritionally balanced childcare menu is prepared and cooked by experienced cooks. Every day they prepare fresh, wholesome, homemade meals.

Our kitchen staff love instilling a passion for food in children. Creating delicious menus filled with a broad range of vegetables, fruits, cereals, lean meat, fish, chicken, milks, yoghurts and cheeses.

Our cooks focus on smells, textures, and flavours, appropriate to the developmental stages of each age group, creating a wonderful, delicious range of meals and learning experiences.

We are committed to the wellbeing of all children in our care – and that starts with their nutrition.

Our food options mean you have total peace of mind. Food allergies, cultural concerns and many other special requirements are safely catered for, without compromising on a fun and healthy mealtime experience.

Our kitchen has a 4 week rotating menu which is changed each term to allow for seasonal fruits and vegetables. The menu is available to view in the Playground App so you know what your child will be served each day.

Each day children will receive morning tea, lunch and afternoon tea, a late snack will also be available for children still at the centre.

**Please ensure you notify staff during your enrolment process if your child has any allergies to allow our kitchen staff to plan accordingly.**

# OUR Staff & Educators

## **Educators**

Our Educators and Assistants know the value of high quality early years education and care, and they strive to help every child in their care reach their full potential. All Nintirri Early Learning Centre educators either hold or are working towards early childhood qualifications. One thing they have in common is a passion for creating fun environments to work, play and learn.

Our Educators provide inclusive environments which allow for choice, challenge, group engagement or solitary play and a flexible routine that adapts with the children's natural rhythms, interests and needs.

## **Director**

Our Director lives the team spirit. Not only does she have a passion for working with children and families, but a passion for supporting her team to grow and develop. She is supported to run the centre to the best practice standards - to perform as an exceptional business as well as an exceptional early years education and care environment. Our Director is the frontline of communication in our centre and her friendly, positive attitude will make you feel welcome.

All employees undergo state based processes to be approved for working with children and hold first-aid and CPR certificates, most also hold asthma and anaphylaxis management training certificates.

## **Successful Partnerships**

We recognise that families are the first and most important influence in a child's life. Our staff are here to complement that relationship and aim to stay completely connected with families to share in decisions that affect the child and to incorporate your expectations into our learning goals.

Any successful partnership is based on open communication. Our educators will share important aspects about the centre and your child's care and development. Verbal face-to-face communication is important to us and helps to establish our relationship. Educators will make time to speak with you at arrival and departure times and will be available by appointment for more formal information sharing. Please ask your Director or child's educator if you wish to arrange an appointment.

# Orientation

**Once your child is enrolled at Nintirri Early Learning Centre you will be invited to participate in an orientation at our centre.**

We understand that every family is unique and that when a child enrolls in our service, we are embarking on a journey with the whole family.

Starting childcare for the first time can be an emotional and anxious time, we are confident that it won't take long for your child to feel at home in our engaging and nurturing environment and for you to feel relaxed and comfortable about leaving them in our care.

Orientation helps you and your child to become familiar with our centre and our educators, it supports your child's transition to attending an early years care and education setting and is a time where we can get to know you and learn about your child.

If your child is confident about starting childcare, you may only need to drop by quickly together the day before. Or, they might be more comfortable after a series of short visits leading up to the first day. Alternatively, you may prefer to start your child on shorter days to ease them into the new routine. We will be more than happy to work with you and create a plan that best accommodates your needs through the orientation period.

## Settling in

Separation can be difficult for some children and families. Speak with your Centre Director or child's educator if you, or your child, experience anxiety or distress, and our educators can support you. Tips to help your child settle include:

- Visit our centre prior to your child's first day. Meet our educators and get a feel for the room.
- Stay with your child and play for a little while on their first day, or first few days, to help engage them in play.
- Bring a comforter or favourite cuddle toy, or a family photo to help your child feel safe.
- Always say goodbye, rather than sneaking away. This helps to develop trust.
- Follow a regular routine each time you arrive at our centre. Your child will become familiar with the routine.
- Maintain relationships with our educators. If your child sees you connecting with their educator, they will also feel more connected.
- Feel free to call our centre at any time to find out how your child is settling in.

"home of the little people"

# First Days

## What to wear

Our programs and learning opportunities involve physical activity, exploration, a little mess at times and serious fun. Please dress your child in unrestrictive clothing that allows for comfort, is easily removed for toileting and is appropriate for the climate. Please also consider sun protection in the warmer months. We recommend children wear comfortable, closed-in, non-slip shoes that can be easily removed to assist in physical activity and also independence.

Please ensure all items are clearly labelled to minimise the risk of misplacement.

## What to bring

The following is a general list of what you will be required to bring each day:

- a complete change of clothes, appropriate for the weather (a few sets if learning to use the toilet)
- a wide-brimmed hat
- a drink bottle for water
- milk bottles for babies and toddlers, as required
- a fitted cot sheet and blanket
- nappies, if required (at least 6 per day)
- a dummy, if necessary, with a cap or container for storage
- a special comforter, if required (blanket or teddy for example, that the child may be attached to)

To avoid loss or confusion, please ensure all belongings are clearly labelled.

## What to leave at home

With the exception of a special comforter teddy or blanket, or similar, we recommend keeping other toys at home. There will be opportunities in the program, such as 'show and share', to bring in and share other special things. For the safety and wellbeing of all children, other items that must not be left in children's bags include medications, sharp objects, plastic bags, mobile phones or valuable or breakable items. Where valuable items are brought into our centre, we will not be held liable for loss or damage.

## Lost Property

Our educators will do their best to keep track of all children's belongings. Where items become misplaced, please check the lost property basket, located in each room.

# YOUR CHILD'S Learning Journey

Our educators carefully document and analyse children's learning and participation, and after reflection and consultation with children and families, use this information to guide curriculum decisions, program provisions and interactions. Educators engage with children, in play and conversation, to support learning and acquisition of new skills.

Our educators provide inclusive environments which allow for choice, challenge, group engagement or solitary play and a flexible routine that adapts to the children's natural rhythms, interests and needs.

Communication will take the form of emails, newsletters, face to face, displays and parent noticeboards in the centre and digital forms such as Playground and Xplor.

Please ensure that our centre has current contact details for yourself and other authorised persons including phone numbers and emails to allow communication to be maintained, particularly in the case of emergencies.

At any time, you are able, and encouraged, to contribute to the program or learning environment, share ideas or concerns or join in the serious fun that we have on a daily basis. Family participation sends strong and positive messages to your child that you support them and are a part of their learning environment.

## **Documenting your child's learning and participation.**

As part of the ongoing cycle of planning, the children's learning and participation is documented, analysed and evaluated and used to inform the program. This can take many forms including written observations of events and development, photos, artwork, learning stories and reflections.

Evidence of children's learning will be displayed in and around the room and each educator will keep written documentation that you are able to view at any time.

Playground is a web-based site that houses your child's learning and development profile. It is a completely safe and private platform, only accessible by you, your child's educators and those whom you authorise. Educators use this tool to share your child's achievements and milestones, funny events and photos of their day. It has the ability to link your child's actions with skills they are building.

Playground is an ideal way of staying connected with families. You can even contribute to the content on Playground, share family interests or weekend events and post photos of your own. Invite other family members, or other professionals that work with your child such as allied health or medical specialists, to join and contribute too.

# PARENT Responsibilities

**By enrolling at our centre, you are agreeing to abide by our policies and procedures as outlined in this handbook and in the Nintirri Early Learning Centre policy manual, available at the centre.**

## **Arrival and departure**

It is a legislative requirement that you record your child's attendance by signing in and out at departure times using our digital kiosks. On arrival each day, you can place your child's belongings into a pigeon hole then escort your child to where the children are grouped and our educators will greet you and your child and assist with the morning transition into our centre.

Please ensure you leave your child with an educator and never drop them off into a room unattended or in the foyer of the centre.

Antibacterial gel will be available for you and your child to use on arrival at, and departure from, the centre to minimise the spread of illness and infection.

If you arrive and outdoor play is underway, please ensure your child is wearing a hat. Sunscreen is available for you to apply to your child before you escort them outdoors to play.

When departing with your child, please ensure you sign your child out, collect their belongings and inform an educator of your departure. This time can also be used to share important information about your child's day.

You will be advised of the process for signing children in and out at the centre during orientation.

## **Authorised persons to collect**

To ensure the safety of your child, authorised persons will be required to enter their own details in our digital kiosks at drop off and collection times. It is vitally important that you advise our centre of people whom you are authorised to collect your child from our centre, and that you keep these details up to date. The enrolment form includes a page where you can document this information. Your child will only be allowed to leave our centre with authorised persons as identified by you on the enrolment form or by prior notice from you.

### **Authorised persons to collect continued...**

Our educators will check the authorised person's details against the information contained in the enrolment form. Any person, not known by our educators, arriving to collect children will be asked to produce photo identification. If an unexpected person arrives at our centre to collect your child, you will be immediately notified to confirm if you have authorised this.

Persons collecting your child must be over 18, unless they are the parent. Children are not allowed to be released to older siblings, unless they are over 18 years old and documented as authorised persons.

Where custody orders are in place that affect the child, you must provide current court papers to have this enforced at our centre. In the case of a non-custodial parent arriving to collect your child, our Centre Director or authorised staff will contact the police and then notify you of the incident. Our educators will follow the court instructions to the best of their ability. However, our centre will not be held liable in the event of a non-custodial person gaining access to a child.

### **Late collection**

We appreciate your assistance in complying with our centre's opening and closing times. We are not licensed to operate outside of these hours. We ask that you arrive at the centre with enough time, prior to closing time, to collect your child and their belongings and exchange information, to allow the educators to close the centre as per our licensed operating times.

As a courtesy, it is expected that if you will be late in collecting your child, after closing time, that you phone the centre to advise of this. This allows educators to alleviate any anxiety in your child and allows educators to make their own plans.

If your child is not collected by closing time, a late fee will be applied to your account, even if the centre was notified of the lateness. If your child is not collected by closing time, and our centre has not been notified by you, our educators will phone you. If you are uncontactable at this time, our educators will call authorised persons as detailed on the enrolment form. If after 30 minutes, your child is still not collected, our educators will notify the police.

# Health & Safety

## Infant Feeding

Our centre is a breastfeeding friendly environment. Breastfeeding mothers are welcome to attend the centre to feed their children at any time. Alternatively, families can bring clearly labelled bottles of expressed breastmilk for their children. Families can provide formula for their children in a few ways:

- Premeasured, dry formula powder in a sealed and labelled container, along with a bottle of premeasured, cooled boiled water. Our educators will mix and prepare the bottles at the required time.
- Premade bottles of formula, prepared no more than 24 hours ahead of time.
- A tin of formula and empty bottles which our educators can prepare, as required, and where space allows. This must be negotiated with the Room Leader prior to your child attending.

All bottles, regardless of the contents, must be clearly labelled with your child's name. For bottles containing breastmilk, the date the milk was expressed, or thawed, must also be on the label. All bottles containing any variety of milk (breast, formula, cow's, goat's, soy) will be stored towards the back of the main body of the fridge on arrival at the centre. Please do not place bottles of milk in the door of the fridge. Bottles will be heated at your request by using a bottle warmer. The temperature of all heated fluids will be tested prior to offering it to your child.

Babies and children will drink their bottles while sitting up at the table, or in a high chair, or while being nursed by educators. In line with recommended practice, babies and children will not be propped up onto pillows or allowed to lie in bed/cot with their bottle. This will minimise the risk of choking, inhaling milk or having milk trickle into your child's ears or eyes. Please discuss your preferred feeding methods with your child's educator.

When babies move onto solids, please discuss your child's food experiences with our educators. Our centre will only offer foods to babies that have already been introduced at home, or after consultation with families.

## Rest and sleep

Your child will be offered the opportunity to rest and sleep throughout the day. Individual routines will be accommodated, where possible, and your child's daily rest and sleep activity will be communicated with you. Our centre believes that children sleep if and when they need it, so your child will not be forced to sleep, or woken from sleep. Comfort and support to get to sleep can be provided if requested by you or your child.

If your child does not fall asleep after resting, they will be offered some quiet activities such as puzzles, books or drawing.

Babies will be assigned their own cots and strict SIDS recommendations are followed. Individual calming and soothing techniques can be discussed with your child's educator.

## **Emergencies**

It is important that you provide our centre with the contact details of at least two people who may be contacted to collect your child in the case of an emergency or illness, in the event that you are uncontactable. These people may be the same as the authorised persons or additional people.

Our educators have been trained in emergency evacuation procedures. From time to time, evacuation drills will be practised to familiarise the children with emergency practices. The children will assemble at the designated meeting point and return to the building once the roll is marked. In the event of a real emergency evacuation, you will be notified as soon as possible. It is essential you keep us updated of new mobile phone numbers for this reason.

## **Incidents**

In the event your child is involved in a minor incident, educators will comfort them, administer first aid, as appropriate, and complete an incident form. You will be notified of the incident and asked to read and sign the incident form on collection of your child. If the incident involves injury to your child's head or face or if your child is unable to be consoled, you will be notified immediately.

In the event an incident of a more serious nature occurs, which is beyond minor first aid, educators will call an ambulance to request medical attention and then notify you. Educators will complete an incident report which you will be asked to read and sign upon your arrival at the centre.

Where the attending medical officers deem it necessary, they will transport your child to a hospital for treatment. If you, or another authorised person, has not arrived at the centre by this time, your child's educator or Centre Director will travel in the ambulance with your child and remain with them at the hospital. Families will be liable for any ambulance or medical costs incurred.

Any serious incident must be reported by our centre to our Regulatory Authority. If you seek medical attention following an incident at our centre, please notify the Centre Director, as we are obliged to report this occurrence within a 24-hour period.

## **Illness and exclusion**

As an important step in the control of infection, we ask that if your child is unwell, that you keep them at home and inform the centre of their condition and any diagnoses from a medical practitioner.

If your child becomes ill while at our centre, you will be contacted and requested to collect them. If you are uncontactable, an alternate authorised person will be contacted. This is to ensure your child receives the care they need and to minimise the risk of infection to others.

You will be contacted to collect your child under, but not limited to, the following circumstances:

- instances of vomiting, diarrhoea, rash, eye discharge or any other symptom regarded as contagious

- high temperatures, not relieved by first aid measures, where paracetamol is required
- where the child is unable to participate in usual routines and activities, is listless or particularly out of sorts
- when the Centre Director decides that educators are unable to provide the care the child requires

In the interest of your child's health and comfort and the wellbeing of all centre users, your child will be excluded from our centre under, but not limited to, the following circumstances:

- during the period where your child has a condition or illness that is contagious through normal social contact. Exclusion periods as per the Staying Healthy Guidelines.
- where a medical practitioner has recommended they stay away from the centre
- during the first 24-hours of being prescribed antibiotics
- within 48 hours of vomiting or diarrhoea
- within 48 hours of being hospitalised
- if our Director or educators suspect, on arrival, that the child is unwell enough to attend for the day
- where a vaccine-preventable disease is diagnosed, if your child has not been vaccinated, until the centre is deemed clear of the illness
- where your child requires medication as part of an ongoing medical management plan (e.g.; asthma or anaphylaxis) and the medication is not present with the child. A child can only attend if their medication is present.

Children who have had a contagious illness, or suspected contagious condition, will require a letter from a medical practitioner stating they are fit and clear to return to the centre.

If your child is absent you will be required to confirm their absence/s on the digital kiosk on the next day of attendance at the centre. Regular fees will be charged for absent days.

### **Medication**

Medication may be administered on the advice of a medical professional. Any medication that you request to have administered to your child, either prescribed or over the counter, must be specifically for your child. Only medication with a dispensing label will be administered and must contain the following details:

- your child's name
- the name of the medication
- the dosage and dosage instructions
- the doctor or pharmacist's name
- the date issued
- the expiry date

A medication authorisation form must be completed and signed by you, or the person delivering your child to the centre, and signed on collection of your child. Don't forget to collect the medication as well. This form must detail the name of the medication, when the last dose was administered and instructions for future

dose/s. The information you provide on the medication authorisation form must match that of the dispensing label.

Medication will not be administered under the following circumstances:

- an incomplete and unsigned medication authorisation form
- medication without a dispensing label
- a dispensing label that is illegible
- medication past its expiry date
- medication not prescribed for your child
- if the medication has been prescribed within 24 hours our centre will not administer the first dose of medication (with the exception of emergency paracetamol, see below)

Only a Diploma Qualified Educator will administer medication and will be witnessed by another educator to ensure accuracy of the process, and both educators will sign the medication authorisation form. Our educators will do their best to administer medication as instructed, however, will not force or distress a child in order to do so.

Please hand the medication over to an educator on arrival each morning for correct and safe storage. Medication is not to be left in your child's bag.

### **Emergency paracetamol**

An important inclusion in our enrolment form is your authorisation to the administration of a single dose of children's liquid paracetamol where your child develops a temperature.

In the event your child develops an elevated temperature, 38°C or higher, throughout the course of the day, our educators will take measures to try to reduce the temperature such as removing excessive clothing, offering cool water and wiping their face and neck with a damp washer. You will be contacted and informed of your child's condition.

If these measures are unsuccessful at bringing down the temperature, you will be notified and requested to collect your child. At this time, our educators will seek your verbal permission to administer one dose of children's liquid paracetamol following the directions on the label. Two educators must hear this verbal permission.

One of our competent educators will administer the paracetamol and another will witness the process to ensure accuracy. This will be documented on the emergency paracetamol form that you will be requested to sign on collection of your child.

If you, or another authorised person, does not come to collect your child within an agreed time, our Centre Director may contact an ambulance in the case where your child's condition does not improve. Families will be liable for any ambulance of medical costs incurred.

### **Medical conditions including asthma and anaphylaxis**

If your child has an ongoing medical or health condition, which may include, but is not limited to, asthma, allergies, anaphylaxis, epilepsy, diabetes, heart conditions,

coeliac disease, cystic fibrosis or juvenile arthritis, it is your responsibility to disclose this on enrolment, or as soon as the condition becomes diagnosed.

Our Director will issue you with a copy of our medical conditions procedure (and asthma and/or anaphylaxis/allergy procedures if applicable) and assist you to complete a medical management, risk minimisation and communication plan in conjunction with your child's doctor. This is a document that clearly outlines your child's condition and health care needs, any medications and actions to take if symptoms become present or in the case of an emergency and how to minimise any risk to your child's health.

With your permission, this plan will be communicated to all educators in our centre, including any food preparation and service staff, so they are aware of your child's health needs. This may also be displayed, with your permission, in the centre so other centre users are familiar with your child's health needs, are aware of any risks, triggers or symptoms and actions to take in the case of an emergency.

If your child requires ongoing or emergency medication, you will be required to complete a long term medication form or emergency medication form, as relevant, to accompany a letter from your child's doctor. The medication may remain at the centre in secure storage, not in your child's bag, however, it is your responsibility to ensure medication is within the expiry date and to arrange for replacement as stock runs low.

If your child requires medication as part of the medical management plan, your child can only attend the centre, when their medication is present.

At least one educator, but in most cases, all educators have undergone certified training in asthma and anaphylaxis management. It is also important that families inform educators on how to administer medication so both your child and the educator feel comfortable.

You will be notified at the first sign of an asthma flare up or anaphylactic reaction, or other medical condition symptom. If your child shows no signs of improvement after initial treatment or medication an ambulance will be called. Where the onset of symptoms is sudden, or where time is critical, an ambulance will be called prior to you being contacted. If attending medical officers advise hospital treatment, our Director or your child's educator will travel in the ambulance with your child and remain with them in hospital, if you or another authorised person are not present. Families will be liable for any medical or ambulance costs incurred.

Our centre will inform all centre users of triggers (such as nuts) and will take precautions to avoid having trigger substances in the environment where possible.

### **Sun protection**

Our centre promotes sun safe behaviours and follows guidelines as recommended by SunSmart. It is advised that you contribute to your child's sun protection by ensuring they have a wide-brimmed hat each day, dressing them in loose fitting clothes that covers the majority of their skin and apply sunscreen on, or prior to, arrival at the centre.

Throughout the day, our educators will re-apply children's sunscreen, or encourage older children to re-apply, at least 20 minutes prior to sun exposure. Outdoor activities will be planned to avoid the hottest part of the day, where possible, and children will be encouraged to play in the shade and drink water regularly.

### **Hygiene practices**

Our centre follows thorough cleaning procedures on a daily basis. Handwashing is the most effective method in minimising the spread of infection. Educators, children, families and visitors are encouraged to wash their hands throughout the day, and at arrival and departure times. Antiseptic hand gel is available in the foyer for your use.

### **Students and volunteers**

From time to time, our centre may host students or volunteers to facilitate their practical experience in their studies and support them in their learning of the early childhood profession. Students and volunteers will participate in the program and may plan experiences for children, however, will not be left alone with the children. Students and volunteers will work under the direct supervision of our lead educators at all times.

# OUR Fees

## **Method of payment**

We work with families to set up regular direct debit payments which keep you two weeks in advance. Simply fill out the direct debit form provided to you on enrolment. Remember, if you're entitled to the Child Care Subsidy (CCS), a percentage of your fees will be paid direct to our centre, so you only need to pay the balance each billing cycle.

## **Fee responsibilities**

To commence your child's enrolment, you are required to pay your first two weeks in advance. Fees are charged for every booked day, whether your child is in attendance or not.

If at any time you experience significant financial hardship, or have trouble maintaining your fees, please speak to our Director, and notify Centrelink.

Our centre cannot operate successfully with ongoing debt. If your direct debit fees are dishonoured regularly, your child's care may be postponed or suspended.

If extraordinary circumstances cause you to fall behind, Nintirri Early Learning Centre, using its absolute discretion, may offer a payment plan to bring your account back to credit or cease care.

## **The Child Care Subsidy (CCS)**

Under the Child Care Package introduced on 2 July 2018, the Child Care Subsidy (CCS) is available for eligible families. This is a single payment system made directly to childcare services, which supplements the fees paid by families.

The percentage of CCS you will receive is calculated according to your estimated annual family income, level of approved activity and type of child care. To receive the CCS you must create or update your family account with Centrelink (Department of Human Services) online prior to your child's first day of care.

If you do not do this, you will pay full fees for child care.

In order to receive your entitled CCS, you must sign your child in and out of the centre each day at our digital kiosks, and confirm any absent days upon return. Children are entitled to 42 absent days per financial year. The Family Assistance Office outlines exceptions to the 42 allowable absences in a financial year, if your child requires more absent days. Any fees applied to your account due to late collection of your child are not subject to CCS.

### **Cancelling bookings and/or ceasing care**

If you wish to cancel your child's booking or change from a permanent booking to a casual booking, two weeks' notice is required. If you do not give notice of your child's cancellation, four weeks' full fees will be charged to you.

Please note, in line with the Australian Government Cessation of Care policy, your child must attend their final day of care, otherwise your Child Care Subsidy entitlements will be ceased, and you will incur full fees on your account. If you have any questions about this government requirement, please speak with our Director.

### **Holidays**

Fees are charged for all statutory public holidays unless our Director advises otherwise. In line with Government requirements families are entitled to 10 holiday days per annum at a discount of 50%. Notification of holidays must be given two weeks in advance.

### **Unplanned centre closures**

Fees may be charged for any unplanned closure of the centre due to events outside our control. This may include for example, storms, flood, fire or cyclone. Any fees charged will be capped at two days.

### **Childcare Management System**

To ensure compliance with Family Assistance Law and Childcare IT System reporting we use XPlor as our Childcare Management System.

# Governance

## **Privacy**

Our centre is committed to complying with the Australian Government Privacy Laws for the fair handling of personal information. Our centre respects families' right to privacy of their personal information and our staff will follow strict procedures to protect information collected, stored and used as part of the business operation. For more information please see our Privacy Policy which can be found in reception at our centre.

## **Child protection**

Our educators have a duty of care, a legal and ethical obligation, to act in the best interest of children and to protect them from risk of harm or neglect. If our Centre Director or educators come to suspect a child may be at risk of harm or neglect, they will follow strict legislative procedures to support the child and to report their concern to the relevant regulatory authority responsible for child safety.

## **Termination of enrolment**

Termination of enrolment may be enforced under the following conditions:

- inappropriate, abusive or threatening behaviour from a parent, family member, or their associate, towards children, educators, families or other visitors at the centre
- ongoing physically or verbally aggressive behaviour by a child where other children and educators are at risk
- continual lateness or non-payment of fees
- for any other reason in our absolute discretion

Any such termination of enrolment may be effective immediately without notice. The centre is not required to give reasons. A refund of fees will be forwarded to the parents where the account is in credit.

## **Policy compliance and development**

Nintirri Early Learning Centre follows the policies and procedures set by our owner The Nintirri Centre Inc. We have a comprehensive set of policies and procedures which assist our centre to comply with legislative requirements and contemporary early childhood practice. Policies are available to view at our centre. These are systematically and continuously reviewed as regulations and recommendations change. You are welcome, and encouraged, to share your views and have input into these reviews.

## **Grievances**

Our Director and educators hope to create a trusting relationship with you in which we all feel comfortable to share questions or concerns. Misunderstandings can occur when issues are not communicated effectively. If you have a grievance, we recommend addressing your child's educator first, or our Director, depending on the nature of the grievance. If a mutually acceptable outcome has not been reached, your grievance can be escalated to our management.