

QTr's

Early Learning Centre

Family Handbook



Quality Area 6: Collaborative Partnership with Families

Welcome | Our Family Handbook provides important information you need to know to ensure the best possible start to quality education and care at [QT's Early Learning Centre]

We strongly recommend you read the provided information and ask questions to confirm your understanding of how our Service operates. You will be required to sign and return the form on the last page of the handbook to confirm you have read and understand the information you have been given in your enrolment pack.

We have an open-door policy and you and your family are welcome to visit our Service at any time.

Centre Philosophy

The basic meaning of this proverb is that a child's upbringing is a communal effort, and here we live by this. The responsibility for raising a child is shared with the larger family, sometimes called the extended family, or as we call it here, our QT's Family. Everyone in the family participates here and at home. The wider community gets involved such as neighbours and friends, or visits from music, and fitness teachers, as well as our indigenous community.

At QT's, children are considered a blessing for the whole community.

Our QT's Family acknowledges parents, guardians or carers as having the primary responsibility for the upbringing, protection and development of their children.

Our duty is to support them in this role.

As dedicated Early Childhood Professionals, we believe that children are unique individuals who learn and develop skills through the process of exploration during play at their own pace. We value each experience and believe in the process, ahead of the product.

Our programs are based upon the principle that the whole child must be developed if they are to become well-adjusted to achieve their full potential. We provide the environment and experiences through a balance of structured play, exploration, learning and group participation that will enable your child to grow physically, emotionally, intellectually and socially.

SERVICE INFORMATION

The Service is privately owned by Q.I.T.E. however it is a not for profit and was established in September 2009.

Hours of Operation

Our Service caters for children aged birth to 5 years. We are open from 6.30am to 6.00pm Monday to Friday, except for gazetted holidays. This Centre will be closed for the week of Christmas and New Year, (dates to be advised closer to the date).

Child Staff Ratio: The Centre is licensed for 70 children.

The following minimum and maximum staff ratios for each group apply:

<i>Ages of Rooms</i>	<i>Child Ratio</i>	<i>Max. No</i>
Birth – 15 months	1:4	8
15 months – 2 years	1:4	8
2 years – 3 years	1:5	10
3 years – 4 years	1:11	16
3 years – 5 years	1:11	22

Fee Schedule			
Room	Age	Daily Fee (Before Child Care Subsidy)	Ratio Educator: Child Total Children in each room
Nursery	Birth - 15 Months	\$100.00	1:4 8 Children
Toddler 1	15 Months - 2 Years	\$100.00	1:4 8 Children
Toddler 2	2 Years - 3 Years	\$100.00	1:5 10 Children
Pre-Kindy	3 Years - 4 Years	\$100.00	1:11 16 Children
Kindy	3 Years - 5 Years	\$96.00	1:11 22 Children
As of 6 th January 2025			

You may be entitled to Child Care Subsidy: This is a payment from the Australian Government that helps you with the cost of childcare. For further information on your eligibility for CCS please contact the Family Assistance Office:

Family Assistance Office @
220 Byrnes Street Mareeba Qld 4880
Postal Address: PO Box 341
Mareeba Qld 4880

OR

- ❖ Access on-line services at: www.humanservices.gov.au
- ❖ Call 13 61 50 between 8:00am and 8:00pm (local time) Monday to Friday

CONTACT INFORMATION

Phone: (07) 4092 7200

Email: qtsearlylearning@qite.com

Website: www.qtsearlylearning.com

ABN: 82 025 334 098

MANAGEMENT STRUCTURE

Approved provider: *Mareeba Shire Job Training Assoc Inc trading as Q.I.T.E.*

Nominated supervisor: *Montana Trout*

Director: *Montana Trout*

Assistant director: *Ebony Young*

OUR EDUCATORS AND STAFF

Our Service is made up of a team of high-quality professional educators who are committed to and passionate about early childhood education and care. Our staff promote the human rights, safety and wellbeing of all children and consider and respect the diverse backgrounds and needs of children.

We create an environment that promotes and enables children's participation and is welcoming, culturally safe and inclusive for all children and their families.

Our educators are continually evaluating how our curriculum meets the educational and wellbeing needs of our children and reflect on ways to improve children's learning and development and are supported by a team of highly qualified professionals. Our educational leader and early childhood teachers guide our educators in providing quality, research based educational programs.

Our educators take into account children's learning styles, abilities, interests, linguistic and cultural diversity and family circumstances when planning and implementing learning programs. We support and respect the history and backgrounds of Aboriginal and Torres Strait Islander people and aim to foster each child's sense of identity.

All staff are encouraged and supported to attend professional training and development to further their knowledge and skills.

All staff hold valid Working with Children Checks/Cards and all responsible persons (placed in charge of the day-to-day running of the Service) have current ACECQA approved First Aid, Emergency Asthma and Anaphylaxis qualifications. In addition, all staff hold a current Food Safety Certificate.

All Educators and staff have completed the Child Protection Awareness Training and will continue to maintain current knowledge of child protection law and mandatory reporter requirements by completing Child Protection Awareness Training as required.

For further details on the qualifications of the educators, please see our nominated supervisor.

OUR COMMITMENT TO CHILD SAFETY

Our Service is committed to ensuring the safety and wellbeing of children is maintained at all times whilst being educated and cared for by educators and staff at QT's Early Learning Centre. We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to adopt and comply with the National Principles of Child Safe Organisations and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our staff carry out their responsibilities as mandatory reporters as required by law under the Children and Young Persons (Care and Protection Act 1998) (QLD) Child Safety QLD. Our staff are recruited through an extensive screening process to ensure they display the right personal qualities and experiences to provide high quality supervision and care to children in addition to holding a validated Working with Children Check before beginning employment.

We have a zero tolerance for inappropriate behaviour towards children and any breach of child protection law. Any allegation or concern will be responded to promptly by management. We request that you contact our nominated supervisor if you have any concerns.

We aim to ensure our education and care Service is a tobacco, vaping, drug and alcohol-free environment at all times in accordance with Education and Care National Law and Regulations. Smoking or vaping is not permitted in or on surrounding areas of the Service by educators, staff, parents or visitors.

To assist in ensuring Child Safe Standards are maintained our Service follows the [National Model Code and Guidelines](#) for taking images or videos of children released by ACECQA 1 July 2024.

PHOTOGRAPHS/SOCIAL MEDIA/PROMOTION

Our Service has a responsibility to ensure we remain compliant with regulation requirements and Privacy Laws by obtaining written authorisation to capture and use, store and destroy images and videos of children. Only authorised educators, staff and approved visitors are permitted to take images and videos of children whilst on our Service premises. Access to stored images and videos is restricted to authorised educators, staff or authorised officers (e.g. Department of Education Officer).

Children's images and information may be included in media such as photographs, video and audio used to document children's learning and share experiences with our broader community. Images and videos may be shared via our Service's public website, newsletter, social media accounts on networks such as Facebook and Instagram, special events and online programming apps (Storypark). Our Service is committed to adhering to our Safe Use of Digital Technologies and Online Environments Policy and Privacy and Confidentiality Policy and ensure that identification of a child, where applicable, is by first name only.

This authorisation is effective for the duration of your child's enrolment at the Service; however, authorisation may be withdrawn at any time with written notification. Digital data stored at the Service will be destroyed in accordance with the Record Keeping and Retention Policy and procedure.

Personal Electronic Devices

To protect the privacy and safety of all children, personal electronic devices are not to be used for taking photos, recording audio, or filming while at QT's Early Learning Centre. This includes things like mobile phones, tablets, cameras, smart watches, META sunglasses, USBs, SD cards, and personal cloud storage.

Only devices approved by the Centre are used for documentation and communication. Personal devices must be kept away when staff, educators, visitors, or professionals are working directly with children.

PRIORITY OF ACCESS

Objective

QT's Early Learning Centre will follow the Priority of Access Guidelines at all times when enrolling children. Families are to make an enquiry for placement of their child / children at QT's Early Learning Centre to allow vacancies to be filled fairly and equitably. The waiting list application will reflect these Guidelines to ensure that care is provided to families using these priorities.

Explanation

This policy has been developed to ensure QT's Early Learning Centre complies with the Priority of Access Guidelines set by Family Assistance Law. Failure to meet these Guidelines is a breach of the conditions of continued approval for receiving Child Care Benefit and State Government funding.

Implementation

QT's Early Learning Centre will use the Priority of Access Guidelines to prioritise the waiting list and to allocate available Child Care positions to families.

- staff will assist new families who make enquiries about care (whether by phone or in person) by answering questions and providing information in an open, friendly and honest way
- names and contact details will be placed on the QT's Early Learning Centre Waiting List
- families may need to supply proof of employment, enrolment in a course or registration for actively seeking work
- when a vacancy exists within the Centre, the Nominated Supervisor will check the Enquiry folder and offer the vacancy to the family from the highest priority (one being high) who has been wait-listed for the longest period
- the Centre will give priority to siblings of children already enrolled at the Centre, where the family priority is level one. This will assist the family unit with continuity and consistency of care
- a Waiting List Fee will not be charged

The *Priority of Access Guidelines* followed by Long Day Care and Outside School Hours Care services are set by *Family Assistance Law*. These are:

- 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 under Section 14 of the 'A New Tax System (Family Assistance) Act 1999'.
- Priority 3: any other child
- within these three priority categories, precedence should also be given to children in:
 - Aboriginal and Torres Strait Islander families
 - families which include a person with a disability
 - families on lower incomes
 - families from culturally and linguistically diverse backgrounds
 - socially isolated families
 - single parent families

QT's Early Learning Centre endeavours to meet the needs of the children and families in our community while complying with the above Guidelines.

Evaluation

All enrolments will strictly adhere to the Priority of Access Guidelines to ensure equity and consistency for the community.

A Child Care Centre may require a Priority 3 child to vacate a place to make room for a child with a higher priority. They can only do so if you:

- are notified when your child first entered care that your Centre follows this Policy
- are given at least 14 days' notice of the need for your child to vacate

ENROLMENT INFORMATION

Prior to your child commencing at our Service, you will be required to complete an enrolment form, provide documentation and pay the bond and administration fee.

Before any child is taken into care an orientation will be arranged between the Nominated Supervisor and the child's Parents / Guardians and Educators. At this orientation the Nominated Supervisor or Centre Administrator will explain Centre policies, fee structures, and the requirements relating to the payment of fees. Parents / Guardians will be given an information pack which will provide full details about our Centre. At this interview Parents will be given the opportunity to ask questions and discuss the type of care offered by the Centre.

The full completion of an enrolment form is a legal requirement before a child can be accepted into the Centre.

PAYMENT OF FEES

Families are to pay fees using the Service's eftpos machine / direct debit system, centrepay or via internet banking. Families will be issued with a Statement of Entitlement on a fortnightly basis in accordance with the fee payment and Regulatory requirements. The Statement of Entitlement will include details of the sessions of care provided and the resulting fee reduction amounts and is generated using our CCS Software which meets all requirements as per Family Assistance Law legislation.

If a family fails to pay the required fees on time a reminder letter will be issued after one week and then again, after two weeks. If the payment is still outstanding and a payment plan cannot be negotiated or adhered to your child's position will be cancelled.

For each week, your child's account it is outstanding a \$10 late fee will be added to your account.

Debt Recovery Procedure

If a family fails to pay the required fees on time, a reminder email will be issued weekly and then a late fee is applied.

At any time of the debt recovery process the family will be encouraged to enter a payment plan with the service to repay outstanding fees. A written contract will be provided for the family to sign outlining repayment plan details. The repayment plan will provide information as to the duration and amount of the repayments as well as steps that will be taken if the repayment plan is not adhered to.

A child's position will be terminated if payment has not been made after two weeks, for which the family will receive a final letter/email terminating the child's position. At this time the Service will initiate its debt collection process, following privacy and conditional requirements.

Account Statements

Account statements are issued each week and include charges for the coming week. These statements will include any payment activity from the previous week. If the detail provided on the statement is confusing, please discuss your statement with the Nominated Supervisor.

Parents / Guardians should check their statements carefully each week and refer any problems immediately to the Nominated Supervisor. Errors may be made due to computer or human error.

Fees In accordance with Regulation 172(2). Families of enrolled children will be notified at least 14 days before any fee increases.

Fees are payable for all BOOKED days of care, including days when your child is absent for illness or holidays and Public Holidays when the Centre is closed.

Fees are to be paid weekly and to be one week in advance at all times, failure to comply with this will result in the loss of your child's position. Fees are to be paid by 10:00am Friday. If you are having trouble meeting these requirements, please see the Nominated Supervisor.

All families will receive a weekly account for care hours booked. Excursions or any extra-curricular activities will be billed separately.

Family payments can be made using Service's Eftpos machine/ direct debit system / Centrepay or via Internet banking.

Child Care Subsidy (CCS) payments that are due will be directly deposited into the Centre's nominated bank account and credited to your account.

If your child / children will be away from the Centre due to holiday leave you are required to complete the Holiday Notification form and hand to the Director / Nominated Supervisor at least two weeks prior to the absence. To be eligible for the 25% discount rate your account must be paid in full before going on holidays.

ARRIVAL OF CHILDREN

- when a child arrives at the Centre, Parents / Guardians must sign the Child / children into the Centre and take the child / children to their residing room with their belongings
- if your child / children are arriving late, please contact the Centre via phone, Xplor app or email to advise
- if your child / children have not arrived by 10am, we will mark your child as absent for the day and will adjust our staffing in accordance with numbers

Please do not bring your child / children in after 10am if you have not contacted the Centre prior to advising they will be late as we may not have the staff available to supervise.

LEAVING / COLLECTION OF CHILDREN

When a child remains uncollected at the Centre past closing time, the following steps will be followed by Centre staff:

- an attempt will be made to contact the Parents / Guardians at closing time
- if a child is still remaining at the Centre 15 minutes after closing time and no contact with Parent(s) has been established, the child / children will be relocated to the local police station and the local Child Welfare Agency notified
- a late fee of **\$15** for every **10 minutes** or part thereof will be charged. This fee is not eligible for Child Care Benefit

RECORD KEEPING AND PRIVACY

The Centre complies with the Australian Privacy Principles, which form part of the Privacy Act 1988, in that we only collect information that is necessary and explain why we need this information.

- the Centre will communicate with families to ensure that the information we have is complete, accurate and up-to-date
- protect family's personal information from unauthorised access, modification or disclosure
- maintain confidentiality
- access to children's records is limited to the Nominated Supervisor, Lead Educator, Assistant Educator, parent / guardian, administration staff (at the discretion of the Nominated Supervisor), Dept of Early Childhood Education Centre
- records remain the property of the Centre are not to be removed from the premises without permission of the Nominated Supervisor

DEVELOPMENTAL RECORDS (Child Profiles)

The Centre is required to keep developmental records for individual children in care. It is the responsibility of the Nominated Supervisor, in consultation with all staff members, to decide the form that these records will take. These records will be the basis of programming for both the group and the individual child and will be updated regularly.

Individual developmental records will be made available for parents to discuss with a staff member.

Developmental records will remain in the Centre for a period of three years after the child has left the service.

MEDICATION

Staff have a 'duty of care' and a 'lawful duty' to ensure that **ONLY** the correct medication is given as per instructions from the treating Doctor. The following conditions **MUST** be present in order for designated senior staff to administer medication/ s requested by the family:

- administering medication to children at the request of their parents is a task that requires attention to detail, meticulous record keeping, team-work and common sense. It is a responsibility that must be taken seriously, due to the potential health risks, and litigation issues that may arise as a result of incorrect administration. In the interest of children's safety and well-being, the Centre will only administer medication if the medication is in its original container with the dispensing label attached listing the child as the prescribed person and the dosage to be given. This applies to all medications; regardless of whether they are non-prescribed (such as teething gels, nappy creams, cough medicines, etc) or prescribed (antibiotics, etc). Pharmacies can provide dispensing labels for non-prescribed medication.
- parent / guardian to fill in the Administration of Medication Record each day, sign the sheet and **give the medication to a staff member** to be placed in a safe place, out of reach of children
- if a nebuliser is to be used, a family member will instruct staff in its use
- medications belonging to other siblings, without correct chemist labels or out-of-date medications **WILL NOT** be given
- if a child is known to have severe asthma attacks, epilepsy or severe allergic reactions, parents will be requested to supply an updated Action Plan from their General Practitioner. This form will be filed with the child's Enrolment Form, and all Educators will be made aware of this. A Risk Assessment and Communication Plan will also be required and will be done in conjunction with the Nominated Supervisor and Parent / Guardians.
- staff will take every care with administration of medication by checking the Medication Record. Two staff will check every medication and ensure the medication is given to the correct child. Both staff will sign the Medication Record.

PARACETAMOL ADMINISTRATION

The Parent / Guardian must give prior permission for the administration of a single dose of Panadol. If the Parent is uncontactable and written consent is given on the Enrolment Form, then Panadol may also be administered. The child's temperature must be over 38 degrees Celsius. If there is no improvement in the condition, then the Parents will be asked to collect the child.

Children's exposure to infectious diseases will be minimised by:

- our Centre following all recommended Guidelines from relevant authorities regarding the prevention of infectious diseases
- promotion of practices that reduce the transmission of infection
- the exclusion of sick children and staff
- Centre support for child immunisation; and
- implementation of effective hand washing procedures

Ensuring the health and safety of children and staff and supporting children's on-going well-being, is a core focus of the delivery of an Education and Care Centre. Educators in Centres need to be aware of the likelihood of young children being exposed to an infectious illness whilst in care.

Maintaining hygiene practices within our Centre and teaching young children about health and hygiene will assist in the prevention of infectious diseases. Providing families with timely and current information will further support this process.

- ensure that all information regarding the prevention of infectious diseases is sourced from a recognised health authority, such as: Staying Healthy - Preventing Infectious Diseases in early childhood education and care services (6th Edition)
- implement the recommendations from Staying Healthy - Preventing Infectious Diseases in early childhood education and care services (6th Edition), to prevent the spread of infectious diseases at the Centre
- ensure that children are reasonably protected from harm by working with the Nominated Supervisor and Educators on developing, implementing and reviewing policy that will guide health and safety procedures within the Centre
- collect, maintain, and store appropriately the required enrolment documents and enrolment information of children in the Centre
- develop an enrolment procedure (Enrolment Policy) that captures all required information regarding the children's immunisation status, and any medical conditions
- provide relevant sourced materials to families about:
 - the current QLD Immunisation Schedule for children
 - exclusion guidelines for children that are not immunised or have not yet received all of their immunisations in the event of an infectious illness at the Centre, upon Induction at the Centre
 - advice and information regarding any infectious diseases in general, and information regarding any specific infectious illnesses that are suspected / present in the Centre; and
 - providing information on illnesses (as soon as practicable after the occurrence of an infectious disease)
- provide information to families as soon as practicable of the occurrence of an infectious disease that describe the:
 - nature of illness
 - incubation period; and
 - infectious and exclusion periods

This information will be sourced from a reliable source such as, *Staying Healthy – Preventing Infectious Diseases in early childhood education and care services* (6th Edition).

- ensuring that an Illness / Infectious Diseases Log Register is completed as soon as practicable or no later than 24 hours of the illness occurring
- ensure that information is forwarded to all Educators so that they are aware of individual children's circumstances
- maintaining confidentiality with regards to children's individual medical circumstances, by putting procedures in place to safeguard children and family's personal information
- devising a routine written process for updating children's enrolment records with regards to immunisation, ensuring that this occurs as required, (i.e. as children reach age milestones for immunisation), or at least twice a year
- advising staff of the recommended immunisations for people working with children as per The Australian Immunisation Handbook – 2025
- maintaining current records of staff immunisation status and ensuring Educators familiarity with written procedures for exclusion of Educators as well as children in the event of an infectious illness
- providing opportunities for Educators to source relevant up-to-date information on the prevention of infectious diseases and maintaining health and hygiene from trusted sources
- ensuring opportunities for Educators and families to be involved in the review of policies and procedures regarding children's health and safety; and
- inform and implement the advice of the health department, or local health unit regarding Infectious Diseases as required

EDUCATORS WILL

- monitor a child if they appear to be unwell, taking their temperature and making notes on their behaviour
- ensure that any children that are suspected of having an infectious illness are responded to and their health and emotional needs supported at all times
- implement appropriate health and safety procedures, when tending to ill children
- ensure that families are aware of the need to collect their children as soon as practicable to ensure the child's comfort
- advise families that they will need to alert the Centre if their child is diagnosed with an Infectious Illness.
- maintain their own immunisation status and advise the Approved Provider / Nominated Supervisor or any updates to their immunisation status
- provide varied opportunities for children to engage in hygiene practices, including routine opportunities, and intentional practice
- take into consideration the grouping of children to reduce the risk of acquiring an infectious illness when planning the routines / program of the day
- implement the Centre's health and hygiene policy including:
 - hand washing – washing and drying thoroughly, and remembering to include babies when hand washing; (As per Hand Washing Policy)
 - routine and daily cleaning of the Centre; (As per Infectious Disease Policy)
 - nappy changing procedures; (As per Nappy Change and Toileting Policy)
 - wearing gloves (particularly when in direct contact with bodily fluids); and
 - proper handling and preparation of food
- provide opportunities for staff, children and families to have access to health professionals by organising visits / guest speakers to attend the Centre to ensure that practices in place at the Centre are correct; and maintain currency with regard to Health and Safety by attending appropriate professional development opportunities.

FAMILIES WILL

- advise the Centre of their child's immunisation status and provide written documentation of this for the Centre to copy and keep with the child's enrolment records
- advise the Centre when their child's immunisation / medical condition is updated and provide this information to the Centre to ensure that enrolment records are up-to-date; and
- have the opportunity to provide input into the review and effectiveness of policies and procedures of the Centre via various methods

IMMUNISATION

QT's Early Learning Centre has an obligation under the Workplace Health and Safety Act 2011 to ensure workers and others are not exposed to risks to their health and safety arising from exposure to vaccine preventable diseases.

The incidence of many diseases has been greatly reduced and the general health within the community improved due to immunisation. Immunisation (as per QT's Immunisation Policy) gives the body a memory of the infection without the risk of the natural disease. Children and staff who are fully vaccinated are less likely to carry infectious diseases into the Centre.

Objective

To provide information about immunisations to families and staff and encourage staff and children to follow the recommended immunisation schedule.

Explanation

Immunisation helps to reduce the incidence of childhood infectious diseases now and in the future. Upon enrolment, the child's original 'Immunisation Record' issued by the Australian Childhood Immunisation Register will be sighted and a copy obtained by an Educator to ensure that their immunisation is up to date.

Implementation

Upon enrolment, all families will be required to provide a copy of their child's immunisation details to the Centre's management. Families can obtain a copy of their child's immunisation records through Medicare or by calling the Australian Childhood Immunisation Register on 1800 653 809.

A child is unable to enrol into the Centre unless approved documentation has been provided that shows the child:

- is fully vaccinated for their age; or

Approved documentation of immunisation status includes:

- an ACIR Immunisation History Statement which shows that the child is up to date with their scheduled vaccinations; or
- a Medicare Immunisation History Form (IMMU13) on which the immunisation provider has certified that the child is on a recognised catch-up schedule; or
- a Medicare Immunisation Exemption – Medical Contraindication Form (IMMU11) which has been certified by an immunisation provider

- families will be required to bring in an updated copy of their child's current immunisation record every 6 months. The Centre will distribute quarterly reminders to families, reminding them to keep their child's immunisation status current
- if and when an outbreak of an immunise-able infectious disease occurs, all families will be made aware of the outbreak
- any child who is not immunised will be excluded from the Centre if and when an outbreak of an immunise-able infectious disease occurs to protect that child and to prevent further spread of infection. In the instance of the child being immunised and the Immunisation record not provided to the Centre – the child would be viewed as not being immunised.
- all staff members are encouraged to keep up-to-date with their immunisations. A list of available and recommended immunisations is displayed throughout the Centre
- current information will be regularly provided to employees and families on vaccine-preventable diseases
- staff members who fall pregnant are advised to visit their GP immediately and have a test for Cytomegalovirus (CMV) to check their immunity. Any pregnant staff member who is at a heightened risk will be required not to change nappies and double-glove when coming into contact with any body fluids, especially saliva.
- Employees will:
 - provide proof of current immunisation status
 - actively seek immunisation for all diseases currently on the vaccinations schedule if not already immunised or unsure of status
 - actively seek immunisation for all other recommended diseases, e.g. Hepatitis - A & C, HIB, annual Flu (influenza) Vaccination and Whooping Cough
 - maintain current immunisation status
- Families will be reminded of this policy on enrolment and throughout the year, a minimum of 4 times.

Evaluation

Infection control is effectively managed at the Centre to ensure children remain healthy and transmission of infectious diseases are minimised.

INCIDENT, INJURY, ACCIDENT & ILLNESS

Staff will supervise children and redirect play that could cause harm to a child.

Staff will remove any items / equipment that could cause harm and report any problems with equipment / fixtures / building immediately to the WH&S Representative or Nominated Supervisor who will record it on QT's Hazard Checklist.

For a **MINOR injury** to a child, visitor or staff member, the following process will apply:

- reassure child / person injured and apply general first aid
- ensure other children are being supervised (call for assistance if necessary)
- notify the Nominated Supervisor as soon as possible after the event
- notify the family, either by phone during the day or at the end of the day
- the Nominated Supervisor or delegated Staff member is to enter all relevant information from the incident into Storypark as soon as possible. Parents/Authorised Nominee must acknowledge the details contained in the incident Report via Storypark on arrival to collect their child.

Notification of **SERIOUS Incident**:

- regulatory authority must be notified within 24 hours of any serious incident through [NQA IT System](#)
- the Nominated Supervisor or person in charge of the Centre is to notify the General Manager
- a serious incident will be documented in Storypark as soon as possible and within 24 hours of the incident, with any evidence attached. The hard copy of the Incident, Injury, and Illness Record can be used when Storypark is not available
- staff directly involved will prepare a statement of events listing the actions taken
- a copy of any documentation entered in Storypark involving the Incident will be kept,
- provide access to support for families and children that they may need – counselling, debriefing and access to community services
- provide Debriefing and Grief Counselling for staff (outside facilitator)
- monitor staff / child / family responses to the incident over a period of time.

In the event of **SERIOUS Injury or DEATH**, the following process is to be followed:

- the staff member finding the child / adult will assess the area for danger to ensure safety
- when safe to do so, commence CPR if the child / adult is not breathing
- send for assistance – call ambulance
- if breathing, reassure and commence first aid
- all children are to be relocated away from area and supervised
- contact the Parent / Guardian / next of kin as soon as possible
- calmly advise that there has been an accident involving (name of child / adult) and suggest that they come to the Centre or meet the ambulance at the local hospital
- in the event of a death only a medical officer can pronounce life extinct
- send a staff member in ambulance if necessary
- call extra relief staff to Centre to ensure correct child: staff ratios
- the Nominated Supervisor or person in charge of the Centre is to notify the General Manager and the Regulatory Authority to be notified within 24 hours of the incident, with any evidence attached.
- the hard copy of the Incident, Injury, and Illness Record can be used when Storypark is not available
- notify SafeWork [Queensland] within the first hour of the incident/fatality occurring
- follow directions/protocols provided by the Regulatory Authority/ SafeWork. Request support for protocols when notifying families and children; sharing information with a coordinated and effective response and assistance to manage social media adhering to privacy and confidentiality laws
- no Centre staff member is to give information to other families or media. The General Manager will consult with the Nominated Supervisor, and a statement will be issued from the appropriate parties

SAFETY IN OUR SERVICE

Emergency and Evacuation Procedures

Our Service conducts risk assessments regularly and develops emergency management plans for a range of possible hazards. Throughout the year we follow our policies and procedures (Emergency Evacuation Policy and Lockdown Policy) to carry out emergency evacuation and lockdown drills.

These types of emergency drills are a requirement and help ensure that all children and staff know what to do in the case of a real emergency. Emergency evacuation drills are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire or a lock down.

The Nominated Supervisor will ensure that emergency evacuation procedures are practised at least bi-monthly for each of the required Emergency evacuation drills and that each practice is reported on the appropriate record. Details of the evacuation plans for QT's are displayed prominently throughout the Centre.

NUT FREE SERVICE

We are a 'Nut Free Service' and as such we do not allow any nuts or products containing nuts on the premises due to the risk of severe allergic reaction that some children can have. For further information please refer to our 'Nut Free Service' Policy.

PARENT INVOLVEMENT

We operate an 'Open Door' Policy, where parents and families are welcomed into the Centre at any time. Parent participation sends strong and positive messages to your child that you support them and are part of the child-care environment. There are many levels of parent participation. We appreciate that time is of a premium for all parents, but we will be willing to accommodate any form of involvement you may desire.

The staff sincerely wish that you and your child be happy and feel welcomed at our Centre. We encourage a three-way relationship between parents, Educators and the child exists in this setting. Communication is a vital ingredient to the success of this partnership.

Parent involvement in the Centre can be accommodated to meet your availability and commitments in the following ways:

- donating goods such as craft supplies, dress up clothes, games etc
- assist in fund raising
- attend special activities and functions in the Centre
- volunteer time
- suggestions for programming. Any suggestions or ideas put forward by parents will be valued and considered. These can be put forward either verbally, or in written form via the fees box, communication books or suggestion boxes
- feedback of service
- parent / s will be given the opportunity to become involved in any decision making in matters that effects their child
- parent / s from other cultures is encouraged to share beliefs, values, customs, and traditions in the programming
- making suggestions for activities

COMPLYING WRITTEN AGREEMENT (CWA)

QT's Early Learning Centre are required to have a Complying Written Agreement (CWA) in place for each child in their care. This is an ongoing agreement between QT's Early Learning Centre and a Parent/Guardian to provide childcare services in return for fees.

- information about Complying Written Agreement (CWA) can be found on Xplor
- an acknowledgement for parents/guardians is available on Storypark
- updating of details can be completed on Xplor or via an email to the centre

COMPLAINTS AND FEEDBACK

QT's Early Learning Centre will:

- provide opportunities for consultation, evaluation and review of the Centre's operation and delivery of the education and care program
- develop a process for making and managing complaints (as per Grievance Policy)
- communicate the option and process of making a complaint
- handle complaints diligently and confidentially

QT's Early Learning Centre values the feedback of educators, staff, families and the wider community in helping to create a service that meets the regulation and the needs of enrolled children and their families. We encourage open communication through opportunities to respond and feedback on the program.

A component of this feedback is the ability to put forward a complaint and have this managed appropriately with due consideration for accountability and quality improvement.

FEEDBACK

Communications will aim at all times to be open, honest and confidential.

QT's early Learning Centre will offer a variety of ways to communicate and provide feedback including:

- day books / records
- programs, Learning Stories on Storypark
- QT's Early Learning Centre Facebook Page
- QT's Early Learning website: www.qtsearlylearning.com
- interactions
- formal feedback and comments
- surveys
- family meetings
- where relevant, provide documented evidence

With permission, educators may write comments on behalf of families to help with evaluations of the program and encourage further family input. Families are provided the Centre's email address and phone details at orientation. Families will be encouraged to converse with educators at pick-up and drop-off times and may email or call throughout the day.

Feedback from families (Parent Feedback Form) is encouraged and educators and staff will take this feedback into account in on-going planning and quality improvement. Families will be informed as to how their feedback has contributed to improvements in the Centre through information notice board displays, emails, and / or newsletters.

COMPLAINTS

The Nominated Supervisor will:

- develop a process for managing complaints.

This process includes:

- receiving complaints
 - addressing and investigating complaints
 - documenting complaints
- communicate information on the process to families through enrolment and orientation processes and information
- provide contact details for putting forward a complaint
- ensure every complaint is managed and is an opportunity for quality improvement
- discuss the process for managing complaints with the educator and staff team

Sample Process (Information for Families)

Families make a formal complaint about aspects of our Centre, and no person will be disadvantaged in any way as a result of that complaint.

Complaints should include:

- name of Centre
- name of Approved Provider
- name of Nominated Supervisor
- address and Phone No

Your complaint will be dealt with in the strictest confidentiality. Any educator or staff member involved in handling complaints will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed.

Your complaint will be documented by an educator or staff member and placed on the Parent Feedback Register. The complaint will then be forwarded onto the most appropriate person to investigate the issue. This will include the Nominated Supervisor and the approved Provider.

Actions to address the complaint will be determined. Once the outcomes or resolutions are agreed on, all persons involved in the original complaint will be notified and informed of any actions for improvement that will take place as a result of the complaint.

The Early Childhood Education and Care, Department of Education will be notified of any complaint made to the Centre alleging a breach of regulation within 24 hours of the complaint being made.

EVALUATION

Continuous improvement of our Centre occurs where there is reflection and constructive feedback given from the service community which results in positive change and improvement.

Complaints are managed well, lead to quality improvement and are conducted in a safe manner in a secure environment.

We are an organisation with a strong belief in 'continuous improvement' of our services, and we welcome suggestions and input from all stakeholders.

Our Service is regulated by the national body for early education and care – the Australian Children's Education and Care Quality Authority (ACECQA) as well as the state licensing department in Queensland.

To contact our regulatory authority, please refer to the contact details below:

QUEENSLAND

Early Childhood Regulatory Authority

Department of Education phone: 13 QGOV (13 7468)

PO BOX 15033

CITY EAST QLD 4002

website: <https://earlychildhood.qld.gov.au/> email: ecec@qed.qld.gov.au

PRIVACY AND CONFIDENTIALITY

We are committed to protecting the privacy and confidentiality of children, individuals and families and have policies in place to ensure strict confidentiality is maintained.

Information, including personal information (addresses, telephone numbers, email addresses) will not be disclosed to any individual without obtaining prior written permission of the respective person, including educators, staff, family members and parents. Families must ensure they do not share data or personal information of other family members, children or staff members from the Service with anyone, including other families of the same Service. (See *Privacy and Confidentiality Policy*).

All families are not to use or share images obtained from the Service, via the Service's app, Facebook pages or other format. Families are not to share photographs taken during special events for publishing on any social media or for sharing in any format.

Families are asked to respect that staff are prohibited to share information about other children, families or staff members without expressed written consent to whom the information relates to. Additionally, families are not to connect with staff on social media platforms **except the regulated Services private Facebook page**.

To plan programs for your child/ren, we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law. (This may include Child Information Sharing Scheme or Family Violence Information Sharing Schemes in our state/territory).

We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time or request a copy of information in the file.

Our *Privacy and Confidentiality Policy* is available to view at any time. This policy sets out how we ensure our Service acts in accordance with the requirements of the Australian Privacy Principles and the Privacy Act 1988. We ensure all personal information is protected, records and documents are maintained and stored in accordance with Education and Care Services National Regulations and that all staff understand the requirements of the Notifiable Data Breaches (NDB) scheme. Any Privacy complaints will be managed promptly and in a consistent manner as outlined in our *Dealing with Complaints Policy*.

Our Service is required to keep and maintain detailed records about children, parents and staff in accordance with relative legislation contained in the National Law and Regulations and Family Assistance Law. We ensure all records are stored in a secure and locked location. We must keep records for the prescribed periods of times as legislated related to child enrolment, attendance, medication records, incident, injury, trauma and illness records, child assessments and any relevant legal information/documents.

PARENT ACKNOWLEDGEMENT

I/we have read this handbook carefully and agree to comply with the requirements set out in this handbook and in the [QT's Early Learning Centre] policies.

I/We understand the commitment that you are undertaking providing education and care for our child, and our responsibilities to the Service.

I/we have completed the enrolment form and provided the required documentation for our child.

I/we agree to notify [QT's Early Learning Centre] of any changes that may affect the education and care of our child (changes to court order, parenting orders, authorised nominees, Medical Management Plans, medication etc).

ACKNOWLEDGEMENT OF FAMILY HANDBOOK

I have read and understood the information in this handbook and agree to the terms and conditions provided in relation to my child/ren's enrolment.

Child's name			
Parent/Guardian 1 name		Date	
Parent/Guardian 1 signature			
Parent/Guardian 2 name		Date	
Parent/Guardian 2 signature			

Nominated supervisor name		Date	
Nominated supervisor signature			

Please list what skills talents, interest and culture that you and your family (not forgetting grandparents) are able to share with the Service.

Have you completed the orientation evaluation? Yes ☐ No ☐