



EARLY  
LEARNING

- > Compassion
- > Integrity
- > Inclusiveness
- > Dignity

# At Franklin Early Childhood School Family Handbook



If you require this or any of our documents translated into another language  
please see the Director

ENGLISH	If you need interpreting help, telephone:
ARABIC	: إذا احتجت لمساعدة في الترجمة الشفوية ، إتصل برقم الهاتف :
CHINESE	如果你需要传译员的帮助，请打电话：
CROATIAN	Ako trebate pomoć tumača telefonirajte:
GREEK	Αν χρειάζεστε διερμηνέα τηλεφωνήσετε στο
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
MALTESE	Jekk għandek bżonn l-għajjuna t'interpretu, ċempel:
PERSIAN	: اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
PORTUGUESE	Se você precisar da ajuda de um intérprete, telefone:
SERBIAN	Ako vam je potrebna pomoć prevodioca telefonirajte:
SPANISH	Si necesita la asistencia de un intérprete, llame al:
TURKISH	Tercümana ihtiyacınız varsa lütfen telefon ediniz:
VIETNAMESE	Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

**TRANSLATING AND INTERPRETING SERVICE**

**131 450**

Canberra and District - 24 hours a day, seven days a week



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# ANGLICARE & OUR SCHOOL

## Welcome to our early childhood school.

### MANAGEMENT

Several early childhood services have been established under a licence granted to the Anglicare Alliance to meet the needs of the community including Franklin & Southern Cross Early Childhood Schools, Calwell Early Childhood Centre, Googong Early Childhood School, Goulburn Family Day Care, Orana Preschool, Vacation Care, Bradfordville Supported Playgroup, Marulan Preschool and St Saviours Long Day Care Centre. The day to day management is performed by the Directors but is overseen by an advisory group of parents, staff and representatives from Anglicare ACT.

### POLICIES AND PROCEDURES

Parents are always welcome to access these documents. A copy is kept in our offices and in each play room's kitchenette.

The Health, Behaviour Management & Fee, Family Grievance and Child Protection policies are included within this publications appendix.

### HOURS OF OPERATION

The centre is open from 7.30 am to 6.00 pm Monday to Friday.

All children are to be collected and off the premises by closing time. There will be an automatic late fee imposed on parents who are late collecting their children. This fee is to cover penalty rates paid to staff.

### CHRISTMAS AND NEW YEAR PERIOD

These dates are advertised in the monthly newsletter. (Equates to 2 weeks)

**N.B - No childcare fees are charged during this time.**

### PUBLIC HOLIDAYS

The centre is closed on all ACT designated public holidays.

### ACCREDITATION STATUS

Our next registration under the National Quality Standards will be in 2017/2018. For more information please see [www.acecqa.gov.au](http://www.acecqa.gov.au)

## GROUPING OF CHILDREN

Our long day care centre is licensed for 194 children.

2 Infants Rooms:	children aged 6 weeks to 2 years
2 Toddler Rooms:	children aged 2 years to 3 years
2 Jnr Preschools:	children aged from 3 years to 5 years
Integrated Preschool:	children from Franklin ECS (Preschool)
OSHC & Vacation Care:	children from Franklin ECS (grade K-2)

Movement between the groups is flexible, depending on the age or development of the child and availability of places.

## SAFETY & EMERGENCY

In each playroom there is an Emergency Evacuation Procedure. At various times we have a practise evacuation where all staff, children and any visitors to the centre are required to evacuate the building.

**All Staff have First Aid Certificates.**

## ENROLMENT

### WAITING LIST

Following the Priority of Access guidelines the centre ensures that it gives available child care places to those with the highest priority. The Commonwealth Government regards children at risk of abuse or neglect as the first priority group then meeting the needs of families with recognised work or work related commitments.

Please see our centre Priority of Access policy for our centre specific guidelines.

Integrated Preschool and Before and After School Care are offered on a yearly basis and must be reapplied for each year. Places are limited. Please contact us for more information.

Procedure - The centre notifies parents in writing of a place that is becoming available. Parents are then invited to visit the centre; this involves looking around the centre and meeting the staff. **We cannot guarantee a place.**

### FINALISING ENROLMENT

Parents must complete enrolment forms, produce immunisation status records as required by ACT Department of Health, and must pay 2 weeks fees in **advance before commencement.**

### ORIENTATION

We suggest you come to the centre and spend time here with your child prior to leaving them. How much time you spend here is up to you, you are very welcome to spend as much or as little time as you need. Do not hesitate to ask questions, either in person, by phone or email. Your piece of mind is our top priority. Our aim is that you are relaxed and confident leaving your child in our care. It is important that you talk to your child in a positive way about the experiences they are going to have.

**Settling your child into childcare can be stressful for both you and your child here are some tips that may help you.**

✓ Prepare your child for this new experience:

- Before starting at the centre talk to your child about where they will be going, what they will be doing, who they will meet and why they are going to child care.
- Answer all their questions openly and honestly and reassure them it will be fun.
- Drive or walk past the centre to show them where they will be going.
- Bring your child to the centre for as many visits as you want, before you leave them for the first time.
- Come at different times during the day so they can experience the different routines, eg. Outdoor play time, group activity time, lunch and rest time.

✓ First Day:

- Try not to rush in the mornings. Spend time signing in, putting their belongings away, checking the communication books and settling your child into an activity.
- Once your child is settled into an activity it is time to say goodbye, give them a hug and leave.
- Always say good-bye and tell your child you will be back to pick them up after you finish work/study etc.
- If you are worried or concerned please feel free to ring us at any time during the day.
- We will call you if your child is upset or if anything unusual happens.
- When you pick your child up, take time to talk to the staff who will tell you how your child has been during the day, the day book will also give you information about what the children have done, sleep times and how much they have eaten. Talk to your child about who they have met and what they have enjoyed doing. Ask your child to show you what they have been doing.

✓ The next few days:

- Keep going with the good-bye routine. When you leave say good-bye and tell them when you will be back.
- Your child may settle easier on some days than others, this can depend on what is happening in their life and the new routine both in the home and at the centre.
- Talk to the staff about events in your child's life such as how they are sleeping and what they did over the weekend.
- Always talk to your child about what they have done during the day.

✓ In the next few weeks:

- ☺ Once your child has settled, spend some time getting to know the centre.
- ☺ Be kind to yourself and take one day at a time.
- ☺ Talk to the staff and seek advice if you have any concerns.
- ☺ Meet other parents to share ideas and support.
- ☺ Read through the floor books and routine charts in the learning spaces.

Always remember we are here to help you, please feel free to talk to us at any time and please write comments in our daybooks & your child's developmental portfolio.

## **SIGNING IN & OUT**

When you drop off and pick up your child you are required to sign your child in and out. This is a legal requirement by the Office of Child Care and also gives us a record of attendance for evacuation drills etc. For CCB requirements any child who is not signed in or out will be assumed to be absent, this will count towards your 42 annual allowable absences.

## **RELEASING A CHILD**

Our staff cannot release a child to anyone who is not on your enrolment form as an authorised collector. If you would like to add to or change this list, please send us in writing their full name and relation to your child.

Photo Identification will be required if the person has not been to the centre before.

**Staff are not allowed to release a child to anyone under the age of 18 years.**

**Please notify staff if anyone other than parental queardians are to conduct pickups and drop offs either by phone, email or in person.**

## **FEES, PAYMENTS & ABSENCES**

### **PAYMENT OF FEES**

Fees are payable in our fortnightly billing period and are to be paid using EziDebit system. You authorise fees to be debited from your bank account for a nominated period on behalf of Anglicare, etither through direct deposit or credit card.

Invoice Statements will be issued fortnightly by Anglicare (on a Monday) for fees owing two weeks in advance. EziDebit will then debit your account the full statement amount on your nominated day within that 2 week period.

Please note: We do not accept cash.

The centre offers to eligible families the Commonwealth Child Care Benefit and Rebate.

**Fees are paid for all days your child is booked into the centre.**

**This includes *public holidays* and when your child is absent due to *illness or holidays*.**

### **FEES:**

Long Day Care Daily .....	\$115 per day
*Before Preschool / School Care .....	\$25 per session (7:30-9:00)
*After Preschool / School Care .....	\$30 per session (3:00-6:00)
* Vacation Care for K-2 Grades .....	\$98 per day

(\*Offered to enrolled students of Franklin ECS)

## **ABSENCES**

Child Care Benefit has **42** allowable absences per financial year; Records of absences are listed on your fortnightly account. Absence records are maintained by the centre and sent on to DEEWR as part of our fortnightly reconciliation.

## **NOTICE OF WITHDRAWAL OR CHANGE OF DAYS**

Two weeks notice in writing is required to withdraw your child from the centre or to decrease your child's enrolled days.

## **FAMILY INVOLVEMENT**

### **PARENT INVOLVEMENT**

We have an open door policy that encourages parents to visit at their convenience. Parent participation is encouraged so they may gain a deeper understanding of their child/ren and the environment in the centre.

Every effort will be made to communicate with parents when they drop off and pick up their child/ren. If there has been an unusual or special circumstance during the day, this information will be passed on to the parent(s) verbally or in a written note. We also encourage parents to phone at anytime during the day to inquire about their child/ren.

A newsletter is published bi-monthly to keep parents informed of events, changes and recent program updates.

As we have a family orientated program, we try to maintain personal contact with parents on a daily basis. Please approach staff at any time with questions and concerns. Parental involvement is necessary to the continuing success of the centre. Parents are encouraged to share time, go on excursions and participate in any activities or events conducted by the centre.

### **WHAT YOU WILL NEED TO BRING EACH DAY**

- ✓ Spare clothing – including shoes, socks and singlet
- ✓ A sun-safe hat labelled with your child's name
- ✓ A coat or jacket (during cool weather)
- ✓ A woolly hat (winter)
- ✓ Appropriate clothing and footwear for outdoor play.
- ✓ Raincoat & Gumboots for wet weather play.
- ✓ Water bottle
- ✓ **DO NOT BRING ANY TOYS FROM HOME**  
a special comforter for rest time is fine if needed

Please note: Storage space will be allocated to each child.

**All items brought to the centre must be labelled with your child's name.**

The Centre will take no responsibility for any lost or broken items.



## **SUN SMART – Children’s Dress Code**

Our policy is to be sun smart. Children must wear a sun hat and appropriate clothing while in our playground. Childrens tops must cover their shoulders. Thongs and shoes without ankle straps are not appropriate and can be dangerous on the climbing equipment. The centre provides sunscreen.

**(In summer parents need to apply Sunscreen to their children on arrival at the centre.)**

## **NAPPIES & CREAMS**

The centre uses environmentally friendly disposable nappies, the cost is included in your fees. Sudocrem is supplied by the centre to ensure the service remains nut free.

Toilet Training commences when the child displays a readiness and in consultation with families.

## **CELEBRATIONS**

Please let us know of any events your family celebrates as we would love to be a part of these. Families are welcome to provide a birthday cake for the children.

Please include the ingredients of the cake to ensure it is nut free and that the centre can cater for other children who have allergies or intolances.

## **GRIEVANCE PROCEDURE**

If you have any concerns at all please do not hesitate to discuss this with the Room Leader or the Director.

The Director has the right to cancel a placement if:

1. Fees are unpaid, as per the Fee Policy.
2. Physical or verbal abuse from any parent towards staff or children.
3. Physical or verbal abuse from any child towards staff or other children.

## **CHILDREN’S POLICY AND REGULATION UNIT**

If you have any serious concerns or requests for information that cannot be solved by the Director please phone our ACT Government licencing body, the Children’s Policy and Regulation Unit on 62071114.

# CHILDHOOD ILLNESS & THE CENTRE

## SICK CHILDREN

Licensing conditions require us to refuse admission to any children apparently suffering from an infectious illness, disease or condition that might prejudice the health of other children and staff members. A list of infectious illnesses, diseases and conditions and the appropriate exclusion periods is on display in classrooms.

### **PARENTS MUST INFORM THE CENTRE IF YOUR CHILD IS SUFFERING FROM ANY INFECTIOUS ILLNESS.**

## TEMPERATURES

If your child becomes ill while at the centre, staff will contact you. In the case of a high temperature (over 38°) or other illness you will be required to collect your child as soon as possible. For hygiene reasons temperatures are recorded under the arm.

Parents are asked to abide by the decision of the centre's staff as to the fitness of their child to attend the centre. The Director's decision is final. Children will be excluded from the centre for 48hrs following recovery from any illness.

We rely on your honesty to keep our centre and the children healthy.

**Our detailed Health Policy is included in this publication.**

**Please also see the exclusion list provided in the ACT Immunisation Requirements publication provided.**

## MEDICATION

Medication must be **prescribed by a medical practitioner** and **be in its original container**. Parents must complete all details of dosages and times in the medication register as per the pharmacy label. All Ventolin and Spacers need to be provided in a clean airtight container.

The Centre will not administer vitamins, or medication that can be given at home. Eg: antibiotics that are to be administered morning and night. Nor will centre staff administer injections or invasive therapies of any kind. It is required that **children on antibiotics medications be excluded from the centre for 48 hours** in order to reduce the risk of infection to other children and staff.

**Medications must be handed directly to staff on arrival and under no circumstances be left in children's bags.**

# STAFFING & PROGRAMMES

## STAFFING

Our centre consists of a team of dedicated educators, all of whom have skills and experience in the field of childcare.

Each room has a Room Leader responsible for the day to day implementation of the programs. (Qualification: A level 4 Early Childhood Educator must have a Degree in Early Childhood Education, Diploma in Child Care (centre based) or other recognised qualification for this position).

Other team members are responsible for assisting the implementation of the day to day programs. (Qualification: A level 2 Early Childhood Educator must have a certificate in child care or several years experience in the child care field).

All staff members have a current first aid certificate incorporating a child care component.

We have on staff a permanent floater/relief worker who works as an extra staff member in the centre. This also enables us to offer continuity to the children when staff are ill or on leave.

All staff have their photos, qualifications & interests posted near the entrance to their rooms.

Please get to know your child's carers and do not hesitate to talk to them about your child.

## PROGRAMS

Staff base their programs on the children's individual needs and interests. This is done by observations of and discussions with you and your child/ren. Activities are then specifically planned and incorporated into the weekly program found in each classroom's daily journal and reflections. The centre curriculums incorporate the Early Years Learning Framework. If you would like further information or would like to contribute to the program please speak to your child's room leader.

The Director and Educational Leader oversee all programs in the centre.

Parent input in the way of suggestions and participation is always appreciated.

## EXCURSION POLICY

Excursions are an important component of our program. The staff will be taking your child on many 'out of gate' expeditions to explore the wonderful environment around us.

Any off the premises excursions will be communicated to families via a permission note.

## **REST TIME**

All sleeps / rests are based on the individual needs of the children

### **Infants:**

Parents should discuss their child's sleeping patterns with the person in charge of the room.

### **Toddlers & Junior Preschoolers:**

All children are encouraged to rest/sleep after lunch, however there are quiet experiences available for children who do not want to sleep. This time of the day is planned so that each child is comfortable and relaxed. The length of time a child rest/sleeps is dependent on her/his needs.

## **NUTRITION**

The centre employs a cook and provides a healthy cooked lunch, morning and afternoon snacks. The menu has been developed with the assistance of a nutritionist and we aim to provide, over a two week period, 50% of the child's daily nutritional requirements.

A choice of water or milk is given for morning tea, lunch and afternoon tea.

Families will need to provide formula if required. Breast feeding is welcome in the centre.

In the Nursery, no new food will be introduced until it has been tried at home first.

**Our Chef caters to all standard cultural diets (e.g. vegetairian, halal, vegan).  
Please notify us of any allergies/dietary requirements your child may have.**

## **ACCIDENTS**

All accidents at the centre are recorded on accident notification forms, these are to be signed by the parent at the end of each day and are reported to the Director.

Any bumps or injuries to the head/above the shoulders are reported to the parent immediately by phone.

## **FEE POLICY**

### **Aim:**

- To have fees paid regularly to enable the centre to accurately budget for expenses.

### **Fee Payment Procedure:**

- Fees are to be paid by fortnightly, and are due by close of business the Friday after accounts are issued.
- Fees cover child care during the hours in which the Centre is open, they also include public holidays. No fees are payable for the period over Christmas when the Centre closes.
- Payment is to be made by cheque payable to **Anglicare Canberra and Goulburn** or direct entry from your bank or workplace to our **Westpac Account BSB: tba, Account Number: tba.**
- It is the responsibility of the parent to make payment on the due date. This includes making necessary arrangements for payment of fees when a child will not be attending on dates fees are due.
- On commencement at the Centre, full fees are to be paid pending assessment of Child Care Benefit entitlement. The fees are to be paid in accordance with paragraph 2 unless alternative arrangements have been agreed in writing with the Director.
- Fourteen days notice in writing is required when leaving the Centre. This notice is to be accompanied by full payment of child care fees and any other outstanding payments due to the end of the fourteen days.

### **Late Fee Policy:**

#### **Where fees are seven days overdue**

- A \$20 late payment fee will apply.

#### **Where fees are twenty-one days overdue**

- The Director will provide written warning of cancellation of the child care place which will apply should the fees remain outstanding for a further fourteen days.

#### **Where the fees are thirty-five days overdue**

- The Director will provide to the parent a final written notice of the cancellation of the childcare place(s), and the date on which the cancellation will apply.
- The account will be put into the hands of a collection agent.

The process detailed above can be halted at any time by either

- Paying in full all outstanding fees; or
- Agreeing in writing with the Director an alternative repayment program.

# HEALTH POLICY

## **AIM:**

Staff, parents and children will share the responsibility for providing a healthy and hygienic environment.

## **PROCEDURE:**

### **Immunisation:**

It is a condition of entry that all children attending the Centre be fully immunised, documentation must be provided at the time of enrolment. It is the responsibility of the parent to ensure their child's records are updated as each immunisation is due.

In the event of an outbreak of a vaccine - preventable disease at the Centre, a child who has not been immunised against that disease will be excluded. This is in line with the A.C.T. Health Policy.

### **Medicine:**

Staff will not be responsible for giving medication to children that can be given by the parent ie. medications which are to be administered only at morning and night.

If medicine is to be given to your child while at the Centre, the medicine (both prescription and non-prescription/over the counter medications) must be in its original container and have the original label with details of the drug name, child's name and dosage clearly written on it.

Medicines administered while the child is at the Centre must be recorded on a Medication form. This includes procedures such as nebulising if this is required. Medicines should be placed in the refrigerator or medicine cupboard.

Non-prescription/over the counter medications will only be administered to children over 3 years of age and then only for 3 consecutive days without a letter from the prescribing Doctor. This does not include paracetamol type medications.

### **On no account must medication be left in children's bags.**

Paracetamol will be administered if the child's temperature is over 38° or at the discretion of the staff member in charge. In such cases every effort will be made to contact a parent prior to giving the medication.

It is important that the Centre be made aware of **any** medication your child is receiving, even if these are not being administered during Centre hours.

**Minor Incidents:**

When minor incidents occur ie. Those which do not require first aid treatment. Details are recorded on an Incident form which you will be asked to sign.

**Minor Accidents:**

When minor accidents occur, first aid will be applied. Details and treatment applied will be recorded on an Accident form which you will be asked to sign.

Parents will be contacted following all head injuries.

**Emergencies:**

In an emergency an ambulance will be called and the child taken to hospital accompanied by a staff member. Parents will be contacted and told where the child is being taken. If the child has a preferred specialist Doctor this would be stated on the enrolment form along with any drug allergies and significant medical information. Parents will be responsible for all associated ambulance and medical fees.

**Parent Contact:**

If a child is unwell, every effort will be made to contact firstly the parents or secondly the emergency contact specified on the enrolment form so that the child can be taken home within the hour.

**It is essential that parents have alternative arrangements which they can use at any time.**

Such arrangements are best established when your child is first enrolled in the Centre. It is the parents responsibility to ensure that the centre has their current contact details.

**Hepatitis B / HIV / AIDS:**

Being infected with AIDS or Hepatitis B is not grounds for exclusion of a child, parent or staff member

This Centre will at all times follow proper hygiene procedures to eliminate the risk of transmission of HIV / AIDS or other infectious diseases. Please refer to our separate policy or ACT Health Guidelines pamphlet.

**Specific Guidelines For The Exclusion Of Sick Children:**

The Centre is bound by Regulations issued by the Children's Services Policy and Regulation Unit, Department of Housing and Community Services, regarding exclusion times. These guidelines are given to parents with your enrolment information, they are also listed in the immunisation information book, displayed in the Centre and outlined in the book "Infectious Diseases in Early Childhood Settings".

Children attending the Centre must be well enough to participate fully in the Centre activities and not expose others to unnecessary infection.

**Please do not bring ill or infectious children to the Centre.**

**Antibiotics:**

Children will be excluded for a minimum period of 48 hours after commencing a course of antibiotics. This is to reduce the risk of infection to other children or staff and to ensure the child has no adverse reaction to the antibiotic.

**Elevated Temperature:**

A child with an elevated temperature (i.e. over 38°C) will be excluded for the duration of the temperature plus a full 24 hours after the temperature has returned to normal. NB Normal temperature recorded under the arm is 37°.

**Diarrhoea and/or Vomiting:**

A child will be excluded for 48 hours after vomiting has ceased and/or bowel motions have returned to normal.

**Conjunctivitis:**

A child is excluded until the eye is clear of discharge on waking.

**Colds & Flu:**

A child is not excluded for a common cold, however, if the symptoms become more severe and the child is unable to participate in routine centre activities they will be excluded until they feel well enough to participate.

The Centre retains the right to exclude children regarded by the Director and/or Senior Staff (L4) as infectious or unable to cope with the day's routine. If you are unsure of your child's condition please ring before leaving home.

A medical certificate may be requested to confirm that a child is not infectious and/or is well enough to participate in Centre activities.

The Director's decision as to the fitness of a child for the program is final and can over ride a Doctor's certificate.

**Remember:** All children need extra care and attention when they are sick.

Keeping them at rest and at home can be important to recovery and will minimise the risk of transferring infection to other children.

Young children have no idea why they feel the way they do when they are sick, and will be irritable and upset.

The parents presence and reassurance is vital to their recovery.

**Sources:**

**ACT Health Protection Service** letter 23.04.07

**ACT Immunisation Requirements 2005**

**NSW Health Fact Sheets**

**Queensland Govt Health Fact Sheets**

**Staying Healthy in Child Care**, 4<sup>th</sup> Edition, 2005, Australian Government, NHMRC Publication.



## BEHAVIOUR GUIDANCE POLICY

### Aim:

- To ensure that all children feel safe and are treated with respect.
- To foster the development of self-discipline in each child, within a caring, supportive and non-judgmental atmosphere.
- To ensure that the centre programs promote a positive environment that is safe, trusting, tolerant and sensitive to the needs of individual children.

### Strategies:

- Staff will focus primarily on positive reinforcement of acceptable behaviour.
- Staff will use the **3 essential steps; Respond, Follow-Through and Consistency**.
- Staff are encouraged to model appropriate and considerate behaviour and encourage empathy by discussing feelings.
- Children are encouraged to develop respect for themselves and for others.
- Staff will recognize and respond appropriately to each child's individual needs by acknowledging anger but putting clear boundaries on behaviour.
- Staff will receive training in behaviour management theories and practices.

If a child does exhibit unacceptable behaviour the staff response will vary according to the age and individual needs of the child.

- Younger babies will be given as much attention when they are happy, talkative and playful as when they are upset, in order to promote feelings of security and contentment.
- Older babies and toddlers may need to be distracted or removed from situations in which their behaviour is unacceptable. Simple explanations will be given about why a particular behaviour is unacceptable eg. "That's an outside noise. Let's do something quieter" or "We don't push people over. It hurts/upsets them. Look..... didn't like that she's sad now."
- In cases of constant inappropriate behaviour, eg. behaviour that may cause injury to other children or staff or resulting in other children being disadvantaged, a behavioural specialist will be engaged to work with the staff and family to provide a team approach that is consistent and in the best interest of the child.
- If there is no positive result from this process the child will be excluded from the centre.

### Source:

**BCS Behaviour Support Team**

## Family Grievance Policy

### Rationale:

Families are actively encouraged to be involved in all aspects of our services delivery. For families to have the confidence in the quality of care we provide they need to be given opportunity to be a part in the decision making of the service. Families also have the right to comment or appeal against any decision which has an effect on their child or themselves which makes them uncomfortable. This policy provides families with the opportunity to be heard when they have a grievance.

### Statement:

This Grievance Policy values...

- Procedural fairness and natural justice;
- A code of ethics and conduct;
- A service culture free from discrimination and harassment;
- Transparent policies and procedures; and
- Avenues for recourse and further investigation.

The Grievances Policy ensures that all persons are presented with procedures that...

- Value the opportunity to be heard;
- Promote conflict resolution;
- Encourage the development of harmonious partnerships;
- Ensure that conflicts and grievances are mediated fairly; and
- Are transparent and equitable.

### Aim:

- To provide clear guidance for resolving concerns related to the management of the centre.
- To ensure each family feels empowered to raise concerns about all aspects of service delivery.
- To allow management to monitor the quality of service we provide.
- To provide a duty of care to ensure that all persons are provided with a high level of equity and fairness in relation to grievance procedures.
- To encourage both negative and positive feedback and responses from families to help us develop our centre practices and procedures.

### Procedure:

- Grievances will be looked at promptly. The Client with the grievance will be kept informed of the progress towards a resolution.
- The issue should be raised with the person concerned before discussing it with anyone else. This is to ensure any misunderstandings can be clarified, resolved using commonsense and/or compromise.

## Family Grievance Policy continued.

- In the event that the issue cannot be resolved they should meet with the Director to detail the issue and point of concern. Details of this discussion will be recorded.
- If the concern remains unresolved the concern can then be raised with the the Children's Services Manager. Written detail must be submitted detailing previous attempts at resolution and solutions/compromises offered.
- Privacy and confidentiality will be maintained to the maximum extent possible for both the Client and the Staff.
- Staff will encourage families to be open and positive in responding to other families.
- When the Client has approached a staff member with a grievance they will respond positively and professionally and treat the matter with extreme confidentiality.

It is not ethical to involve staff or families in an individual concern. It is also not ethical to have that concern affect family/staff relationships.

The Director has the right to cancel a placement if:

1. Fees are unpaid, as per the Fee Policy.
2. Physical or verbal abuse is directed from any parent towards the Staff or children.
3. Physical or verbal abuse is directed from any child towards the Staff or other children.

Related Documents:

Staff Grievance Policy  
Anglicare Compliments, Comments and Complaints  
Anglicare Workplace Complaints

Sources:

Age Discrimination Act 2004 (Cwlth),

Disability Discrimination Act 1992 (Cwlth),

Human Rights and Equal Opportunity Commission Act 1986

NSW Ombudsman. (2005). Natural justice/procedural fairness: Public sector agencies factsheet No 14. Retrieved 6 February, 2007, from [http://www.ombo.nsw.gov.au/publication/PDF/factsheets/FS\\_PublicSector\\_14\\_Natural\\_Justice.p](http://www.ombo.nsw.gov.au/publication/PDF/factsheets/FS_PublicSector_14_Natural_Justice.p)

## LATE PICK UP POLICY

### **Aim:**

- To enable the service to close promptly at either 6.00pm or 9pm in accordance with our operating licence.
- To enable staff to finish working at the end of their rostered shift.

### **Rationale:**

Our staff roster is arranged to meet the regulations set out in the National Quality Standards and the ACT Children and Young Peoples Act

When working beyond the centres licenced operating hours, the Children's Services Award and our Collective Agreement states staff are entitled to be paid overtime and have additional breaks.

We ask families to collect their children prior to the closing time of 6.00pm. This allows time for the family to collect children's items, read the daily journal and discuss the children's day with the staff and be off the premises by 6pm.

### **Procedure:**

- A late pick up is identified as a family member / authorised person to collect the child, not being on the premises by closing time.
- The daily journals (lap tops) will be turned off at 5:55 pm.
- The late pick up time will be recorded on the sign in/out sheet. This is signed off by the senior staff member on duty and the family member. This procedure verifies the sign out time for the Director to charge the appropriate late fee.
- At 6:00 pm the family is called to confirm the time of the child's collection.
- At 6.15pm if the parents cannot be contacted the staff will call the emergency contacts listed on the enrolment forms.
- At 6:30 pm if the person(s) authorised to collect the child cannot be contacted staff will notify the Director.
- At 7:00 pm the Director will call Care and Protection to take charge of the child
- **A late fee will be charged**  
*Only under exceptional circumstances does the Director have the discretion to not to collect a late fee.*

### **Late Fee Charge:**

- 1<sup>st</sup> occasion - \$30.00 for the first 15 minutes
- 2<sup>nd</sup> occasion - \$50.00 for the first 15 minutes
- 3<sup>rd</sup> occasion - \$80.00 and removal from service
- \$10.00 for each five minutes after 6.15pm

### ***The late fee procedure will be as follows...***

1/ on first occasion a warning will accompany the fee

2/ on the second occasion an official letter of warning will accompany the fee

3/ on the third occasion the enrolment will cease accompanied by the fee

### **Source:**

ACT Children's Services Standards 2011

Children and Young People Act 2008 (ACT)

DHCS - Care and Protection