

Kids Club Parent Handbook



Provide Care When You Can't Be There



Kids Club Dalby



ACKNOWLEDGEMENTS

Kids Club Dalby acknowledges the traditional owners of the country on which we live, work and play each and every day, and their continuing connection to land and community. We pay our respects to them and their cultures, and to Elders past, present and future.

We also acknowledge our Ancestors of all cultures and race, who with their mental foresight and manual labour, forged our Country to what it is today to enable us to live off our land and commodities. We also acknowledge our armed forces who fought for our Country and freedom.

OUR PHILOSOPHY

Kids Club Dalby is here to nurture your children's desire to learn and to help parents with the important work of guiding your child's intellectual, emotional and physical development.

The children at Kids Club Dalby are encouraged to explore, investigate and fulfil their natural curiosity within their environment and within their community and Culture.

At Kids Club Dalby, children develop and participate at their own pace and learn that school and life can be an unending adventure.

OUR GOALS

Kids Club Dalby aims that we are a 'home-away-from-home' for the children. Whilst the program is reflective of the MTOP practices, we also strive to meet the ethical and moral standards of society for the children. There is a fine balance to be met where they are able to have 'free time' as well as structured time.

Kids Club Dalby feels that the children have enough structured time at school and within reason they are to relax and be themselves whilst learning how to fit into society and the wider community through imaginative play and planned activities.

Kids Club Dalby embraces all Cultures, Race and Religion and base the daily program inclusively. Kids Club Dalby aims to guide the children through mentorship and education. All children should feel included, accepted and at peace during their time at Kids Club Dalby

Kids Club Dalby has a number of goals on which our service is based. These goals are based on the outcomes for children as outlined in the 'My Time, Our Place' Framework for School Age Care (MTOP). Our goals are to encourage children to:

- **Have a strong sense of identity** – aims to teach children to demonstrate a capacity for self-regulation, negotiating and sharing behaviour by motivating and encouraging children to succeed when they are faced with challenges.
- **Be connected with and contribute to their world** – Kids Club Dalby demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives.
- **Have a strong sense of wellbeing** – Kids Club Dalby aims to teach children to show self-regulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.
- **Be confident and involved learners** – Kids Club Dalby aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas, theories, collaborate with children and model reasoning, predicting and reflecting processes and language.
- **Be effective communicators** – Kids Club Dalby aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modeling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

PARENTS PARTICIPATION

We value the contributions of parents/carers at KIDS CLUB. If you have any suggestions, pass them on to the Educator or the Partners. We encourage parents to share their cultural interests and traditions, as it enriches our program and the life of the Centre. We also welcome and encourage parental input at our Centre, e.g. music, language, dress style, art forms, cooking. Please remember to use the Xplor App or Facebook to communicate to staff in addition to the daily verbal communication.

Please feel free to communicate any queries or concerns you may have, so that we are able to help you if we can. If you

have any goods that we can recycle to use in the Centre, we welcome these as well.

FIRE AND EMERGENCY POLICY

Regular fire drills are held at the Centre and speedy evacuation is ensured in the event of a fire. Play areas are fitted with wide fire exit doors. Fire extinguishers are strategically located throughout the Centre. As part of our fire safety measures all children in attendance at the Centre are noted from the attendance tablet. Each child is identified during our fire drill. This is why it is important to ensure that you sign each of your child/ren 'IN' and 'OUT' of the Centre each day.

Failure to sign 'IN' places their safety in danger and failure to sign 'OUT' could result in staff or fire officers entering the burning building to locate a missing child. In the event of a fire or other emergency affecting your child, parents or people nominated, as urgent contacts will be telephoned, if none available, the police will be called.

SUNSAFETY POLICY

At KIDS CLUB we practice a sun safety policy, as recommended by the Queensland Cancer Council. We encourage the parents to foster this Sun Safe Practice whenever possible.

To enhance this practice we recommend and practice the following guidelines.

1. Parents are encouraged to put sunscreen on the uncovered areas of their children before they leave home OR when they arrive at the Centre, if appropriate, using Centre's sunscreen. The Centre uses the recommended SPF 15+ Broad Spectrum Sunscreen.

2. Staff will repeat this procedure at the appropriate time in the daily timetable, before the children go out into the sun.
3. An effective educational program will be reinforced throughout the year to teach the children sun safe habits.
4. Staff will maximise the use of outdoor shade areas in their program planning. Effective program planning will determine the wearing of sunscreen and hats by using, the 'SunSmart' App which will determine the UV rating.
5. We promote the importance of parents, staff and voluntary helpers, as role models in relation to sun protection strategies.
6. We will make available relevant information, to the parents, about sun safety precautions, recommended by the Queensland Cancer Council.
7. Parents are required to dress children in loose clothing which cover all their body (no bare backs or midriffs please).

NOTE: A Child on medication may have a reaction when exposed to sunlight.

STAFFING POLICY

Our staff are fully trained in Early Childhood or are in the process of completing their training. Further information on the qualifications required in Early Childhood are stated in the Education and Care Services Act 2018. Staff qualifications can be viewed in the folder on the sign-in desk.

Staffing levels are maintained according to these guidelines. – 1 Adult to 15 school aged children. For any excursions a risk assessment will be completed to determine staff ratios for each excursion. Low risk excursions will be at 1:15. All staff are encouraged to further their knowledge of early childhood and extend their qualifications whenever possible.

Staff attend regular meetings.

It is important to our staff to keep you up-to-date with your child's progress and day-to-day experiences. There is a whiteboard at our front entrance, which shows what the children do each day for that current week.

The Centre encourages students of Early Childhood Studies to obtain work experience with the children, as part of their practical studies. These students are always under the direct supervision of our own Nominated Supervisor or Educator who uphold the ethics and philosophies of the Early Childhood Profession.

HEALTH AND HYGIENE POLICY

KIDS CLUB is dedicated to providing all staff and children with an environmentally healthy and hygienic work place.

Staff are encouraged to maintain a code of safe practice in all health-related issues. Strict guidelines are provided by the Department of Human Services and Health, entitled "Staying Healthy in Childcare", which are followed to enable the best quality care in the broad spectrum of health related issues we face each day.

Health issues are reviewed on a regular basis, as we keep up to date with our professional advisers in the health industry. We will share this knowledge with our parents.

Hygiene rules and regulations are a very important, everyday occurrence at the Centre. Training of all our staff under strict and professional supervision is maintained all year. Each area

in the Centre has a certain criteria that must be ensured to give staff and children a safe and healthy environment.

We, at KIDS CLUB, encourage all parents to participate in our health and hygiene codes wherever possible and share any knowledge they may have with us. Children are taught simple hygiene routines, such as flushing toilets, washing hands and nose wiping.

ILLNESS POLICY

Children in Childcare Centres have a higher risk of contracting infectious diseases such as Gastro-enteritis, diarrhoea, measles, chicken pox, mumps and flu that children should be isolated at home.

To minimise the risk of your child catching any infections at the Centre any signs of any children displaying signs of an infection or with a temperature over 37 C will not be admitted. If already at the Centre, parents will be contacted and asked to arrange for their child to go home immediately. Also any evidence of oozing sores/eyes, the child will be asked to be picked up until a Doctors clearance is received.

Staff will do everything possible to minimise the spread of the infection within the Centre through consistent hygiene practices.

At times, if a child has a suspected contagious condition, staff/management may ask the parent/carer to pick up the child and obtain a doctors clearance before re-admittance to the centre.

HEAD LICE POLICY

If head lice have been discovered at home, the Child will be unable to attend the centre until one treatment has been carried out. Any child displaying the signs of head lice e.g. scratching continuously, will be checked for head lice and on discovery of head lice, the child will be isolated and the parent contacted and asked to arrange for their child to go home and proceed with the appropriate treatment – no ifs or buts.

ILLNESS, ACCIDENTS AND INCIDENTS POLICY

KIDS CLUB promotes safe practice at all times. Despite this, illness, accidents/incidents may occur. In this case, First Aid will be administered to the child. Any incident, injury, trauma or illness is documented in an Incident/Accident Form via the Xplor App. Once the report has been completed, the child's parent/guardian will receive a notification through the Xplor App and is required to review and acknowledge the incident by signing electronically on their personal device. If required, parents may also sign the report on collection using the service's device. The completed record is securely stored within the child's Xplor profile in accordance with legislative and record-keeping requirements. (All staff hold current First Aid Certificates). Should the injury/illness be serious, the parents will be notified as soon as practicable by the Nominated Supervisor or person in charge. All reasonable steps are taken to provide appropriate medical attention for the child following this call.

If a parent or emergency contact cannot be reached, the Nominated Supervisor or person in charge will act on behalf of the parent and contact the family doctor or hospital and follow their instructions. Should an ambulance be necessary, the parent will be required to pay any costs involved. A staff member known to the child will accompany the child to the doctor/hospital and stay with them until the parent arrives.

Details of any accident, injury, trauma or illness will be recorded electronically through the Xplor App. For serious incidents, a comprehensive incident report will also be completed, with all required notifications made in accordance with legislative and regulatory requirements.

In the event of a fatality, all required emergency response, reporting and notification procedures will be followed. Appropriate wellbeing and counselling support will be made available to affected children, families and educators as required.

BEHAVIOUR MANAGEMENT POLICY

Our service promotes positive behaviour guidance by building respectful relationships, acknowledging positive choices and supporting children to develop self-regulation, problem-solving and social skills. Educators encourage children to recognise and express their emotions appropriately, reflect on the impact of their actions, and work collaboratively to resolve conflicts and repair relationships where appropriate.

When behaviours of concern arise, educators respond in a calm, consistent and supportive manner using age-appropriate strategies such as redirection, co-regulation, providing choices, adjusting the environment, and offering a quiet space for a child to regulate their emotions before re-engaging in play. Children are supported to reflect on their behaviour and make amends where appropriate.

Where a child's behaviour places themselves, other children, educators or property at immediate risk of harm (for example, physical aggression, repeated unsafe behaviour or abusive language), educators will take immediate action to ensure everyone's safety. This may include temporarily removing the child from the activity and providing close supervision and support until they are calm and able to safely return.

If a child's behaviour cannot be safely managed within the service, or presents a significant and ongoing risk to others, the Nominated Supervisor or Responsible Person may contact the parent/guardian and request that the child be collected as soon as practicable. This decision is made only after reasonable behaviour support strategies have been implemented and with consideration of the service's duty of care to all children and educators. The child will be supported to return to the program when they are calm, safe and ready to participate positively. Where a child is collected early due to behaviour, the booked session of care remains payable in accordance with the service's Fee Policy.

Our Behaviour Guidance Code applies at all times throughout the day, including during meal and snack times. Educators create calm, welcoming and inclusive environments where children are encouraged to develop positive relationships, practise respectful communication, demonstrate good manners, and build confidence in social situations.

Open and respectful communication between educators and families is highly valued. Where a behavioural incident occurs, educators will inform parents/guardians as soon as practicable and work collaboratively with families to develop consistent strategies that support the child's wellbeing and success at the service. Families are encouraged to share information, concerns and strategies that may assist educators in supporting their child.

The safety and wellbeing of all children, educators and visitors is our highest priority. If a child's behaviour presents a serious or ongoing risk to themselves, other children or educators, or significantly impacts the service's ability to provide adequate supervision and care for all children, the Approved Provider or Nominated Supervisor may implement additional behaviour support strategies, request an early collection, suspend care, or, in exceptional circumstances, cease the child's enrolment.

These decisions are made only after appropriate support strategies have been explored and, where possible, in consultation with the child's family. Any suspension or cessation of care will be managed in accordance with the service's policies and enrolment agreement, including applicable fee requirements.

Kids Club Dalby is committed to providing a safe, inclusive and respectful environment for every child. Bullying, harassment, intimidation, discrimination and repeated unkind behaviour are not accepted in any form. Educators actively support children to develop empathy, respectful relationships, conflict resolution skills and positive social interactions.

If a child reports bullying or if a family has concerns that bullying may have occurred, we encourage parents/guardians to notify the service as soon as possible. All concerns will be taken seriously, investigated promptly and managed in accordance with our Behaviour Guidance Policy, Child Safe Environment Policy and Incident Management procedures. We are committed to working collaboratively with children and families to resolve concerns and ensure every child feels safe, respected and supported while attending Kids Club Dalby.

ELECTRONICS AND ACCESSING THE INTERNET POLICY

To support children's wellbeing, engagement and safety, **electronic devices are not permitted** at Kids Club Dalby. This includes, but is not limited to, mobile phones, smart watches, tablets, gaming devices, iPods and any other internet-enabled or electronic communication devices.

If a child brings an electronic device to the service, it will be turned off (where possible), removed from use and placed in the child's bag or securely stored by an educator until collection. Parents/guardians will be informed of the service's Electronic Devices Policy when collecting their child.

Kids Club Dalby accepts no responsibility for the loss, theft or damage of any electronic device brought to the service. Families are asked to ensure these items remain at home.

For further information, please refer to **Policy 2.17 – Children's Electronic Devices and Internet Access Policy**.

CHILD PROTECTION POLICY

Kids Club Dalby is committed to providing a safe, inclusive and supportive environment where every child is respected, valued and protected from harm. The safety, wellbeing and best interests of children are our highest priority and underpin all decisions, practices and interactions within our service.

We are committed to:

- Maintaining a child-safe culture that promotes the rights, wellbeing and participation of every child.
- Providing positive behaviour guidance practices that support children's social and emotional development.
- Working collaboratively with families to support each child's individual needs and wellbeing.

- Providing children with opportunities to learn about personal safety, protective behaviours, respectful relationships and how to seek help from trusted adults.
- Ensuring all educators complete ongoing training in child protection, safeguarding, wellbeing and mandatory reporting responsibilities.
- Maintaining policies, procedures and practices that promote the physical and psychological safety of children, families and educators.

Kids Club Dalby recognises and upholds the rights of every child as outlined in the **United Nations Convention on the Rights of the Child**. While respecting the rights and responsibilities of children, families, educators and the service, the best interests and safety of the child will always remain paramount.

Family Feedback and Concerns

Kids Club Dalby values open, respectful and collaborative relationships with families. We welcome feedback, suggestions and concerns as an important part of continually improving our service and ensuring the best outcomes for children.

If a parent or guardian has a concern, they are encouraged to discuss the matter with an educator, the Educational Leader or the Nominated Supervisor at the earliest opportunity. Where appropriate, an appointment can be arranged to ensure sufficient time is available to discuss the matter respectfully and confidentially.

All concerns and complaints are treated seriously, handled confidentially where appropriate, and managed in accordance with the service's Complaints and Grievance Policy. Every reasonable effort will be made to resolve concerns promptly, fairly and in partnership with families.

If a family believes their concern has not been resolved through the service's internal processes, they may contact the Approved Provider or the relevant Regulatory Authority for further advice or to lodge a complaint.

Should the matter be unresolved, then the parent is free to contact:

Office for Early Childhood Education & Care
Darling Downs South West Qld Region
PO Box 38
Toowoomba QLD 4350

OR

Office for Early Childhood, Education & Care
Darling Downs South West Qld Region
8/580 Ruthven Street
Toowoomba QLD 4350

Email: toowoomba.ecec@qed.qld.gov.au

Phone: 07 46163791

OTHER CHILD RELATED CONTACTS

Department of Human Services

<https://www.humanservices.gov.au/individuals/subjects/payments-families>

Department of Child Safety, Youth & Women

28A Nicholson Street

MYNC Centre

Dalby Qld 4405

PH. 4662 3271

Australian Immunisation Register

<https://www.humanservices.gov.au/individuals/services/medicare/australian-immunisation-register>

NDIS – Support

<https://www.ndis.gov.au/understanding/families-and-carers/get-support-your-child>

STAFF CONTACTS

Kids Club

144 Bunya Street

Dalby Qld 4405

Email: admin@kidsclubdalby.com.au

Website: www.kidsclubdalby.com.au



- Kids Club Dalby Private Family Group- for regular updates

Ph 07 46698416

Ph: 0400 954 772

Elisha Pedler

Ph: 0428 884037

Sandra Goldsmith

Ph: 0427 924295

Accounts and Payment Procedure

Kids Club Dalby operates as a 7-day account service. Families can view their live account balance and transaction history at any time through the Xplor Home App. It is the responsibility of parents/guardians to regularly monitor their account and ensure all fees are to be paid by the due date.

Accounts that remain unpaid after 7 days will incur an overdue administration fee of \$5.00 per week until the outstanding balance is paid in full. The service may contact families via phone, SMS, email or through the Xplor App regarding overdue accounts. If payment is not received and no suitable payment arrangement has been made, care may be suspended or ceased, and recovery action may be taken where necessary.

Where families are experiencing financial difficulties, they are encouraged to contact the Nominated Supervisor or Approved Provider as soon as possible. Payment plans may be considered at the discretion of management. If an approved payment arrangement is maintained, overdue fees may be reviewed.

Payments can only be made by:

- Direct bank transfer (EFT)
- EFTPOS at the service

Cash, cheque and other payment methods are not accepted.

Receipts are available through the Xplor Home App and can also be provided upon request.

Changes to Bookings and Cancellations

A minimum of two (2) weeks' written notice is required for permanent cancellations of care or reductions to a child's permanent booking schedule. Fees remain payable during the notice period.

Fees remain payable for all permanent booked sessions, including absences, to ensure your child's place is retained at

Kids Club Dalby. Families will **not** be charged for sessions that fall on a public holiday when the service is closed.

Under the **Child Care Subsidy (CCS)**, families are generally entitled to **42 allowable absence days per child, per financial year**. These absences do not require supporting documentation. Once all allowable absence days have been used, CCS may continue to be payable for additional absences only where acceptable supporting documentation is provided, and the absence meets the requirements of Services Australia. Examples include:

- A medical certificate for illness.
- Documentation relating to a court-ordered custody arrangement.
- Other evidence accepted by Services Australia.

Where supporting documentation is not provided or the absence does not meet CCS requirements, the family will be charged the **full session fee**, as CCS cannot be claimed by the service. These requirements are determined by the Australian Government and are outside the control of Kids Club Dalby.

Families who only attend Vacation Care should note that if there is an extended period with no bookings, their CCS enrolment may become inactive. It is the family's responsibility to ensure their CCS enrolment remains current through their **MyGov** and **Services Australia** accounts.

If a child's enrolment is cancelled and they do not attend their final booked sessions, CCS may not be payable for those sessions. In these circumstances, the family will be responsible for the full session fee in accordance with CCS legislation.

If you have any questions regarding your Child Care Subsidy eligibility or entitlements, please contact **Services Australia (Centrelink)** directly, as Kids Club Dalby cannot determine or alter CCS assessments.

Cancellation of Bookings

A minimum of **two (2) weeks' written notice** is required when cancelling a permanent booking or reducing booked days.

Where the required notice is not provided, fees for the notice period remain payable. If CCS cannot be claimed due to non-attendance or cancellation without the required notice, the **full session fee** will be charged.

Enrolment Bond

A **\$50.00 bond per child** is payable upon enrolment. The bond will be refunded once the child's enrolment has ended, all required notice has been provided, and the account has been paid in full.

Casual Bookings

Casual bookings are subject to availability and educator-to-child ratios.

- **After School Care:** Casual bookings must be received by **1:00 pm** on the day of care.
- **Vacation Care:** Casual bookings must be received by **5:00 pm** on the day prior to attendance.
- **Before School Care:** Casual bookings must be received by **5:00 pm** on the day prior to attendance.

Late bookings may be accepted at the discretion of management where vacancies and staffing ratios permit.

Vacation Care Bookings

Kids Club Dalby offers a **10-hour Vacation Care booking** to help families maximise their eligible Child Care Subsidy hours. Families wishing to use this option should discuss their booking requirements with the service when making their Vacation Care bookings.

Opening Hours and Service Information

Kids Club Dalby is an approved education and care service operating under the Education and Care Services National Law (Queensland) and the Education and Care Services National Regulations. The service complies with all applicable legislative, regulatory, and licensing requirements.

Operating Hours

Before School Care: 6:30 am – 8:30 am
After School Care: 3:00 pm – 6:00 pm
Vacation Care & Pupil Free Days: 6:30 am – 6:00 pm

To ensure compliance with our Service Approval, staffing requirements and insurance obligations, children must be collected before the service closing time.

A late collection fee of \$10.00 per child, per minute will apply for children collected after the service's closing time.

The collection time recorded on the Kids Club Dalby sign in/out system will be used to calculate any late collection fees. These fees will appear as a surcharge on your account and are payable in accordance with the service's Fee Policy.

For licensing and insurance purposes, the service cannot admit children before the advertised opening time of 6:30 am.

Enrolment Eligibility

Kids Club Dalby provides care for children enrolled in Prep to Year 6.

Children commencing Prep may attend from 1 January in the year they are enrolled to start school, provided all enrolment requirements have been completed.

Children are eligible to attend until the last day of the school year in which they complete Year 6.

Licensed Capacity

Kids Club Dalby is approved to care for up to 80 children per session, as specified in our Service Approval. Actual attendance may be limited depending on educator availability and the service's ability to maintain the required educator-to-child ratios and provide safe, high-quality care.

Absences and non-attendance

If your child will not be attending a booked session, parents/guardians are required to mark the absence through the **Xplor Home App** or notify the service as soon as possible by contacting **0400 954 772**.

If a child who is expected to attend After School Care does not arrive and the service has not been notified of their absence,

educators will immediately commence the Missing Child Procedure. This may include:

- Contacting parents/guardians.
- Contacting authorised emergency contacts.
- Contacting the child's school to determine their whereabouts; and
- Contacting emergency services, including Queensland Police, if the child's location cannot be confirmed.

Prompt notification of absences assists educators to ensure every child's safety and allows emergency procedures to be implemented without unnecessary delay.

FURTHER INFORMATION

Kids Club Dalby, **The Trustee for PEDLER FAMILY TRUST & THE TRUSTEE FOR SKG FAMILY TRUST** is Approved under the *Education and Care Services Act 2018* and must comply with the *Education and Care Regulation 2018*, including for example with requirements about activities, experiences and programs, number of staff members and children and also staff members qualifications.

- The Age group catered for at Kids Club Dalby is Prep Children through to Year 6.
- The Staff taking care of your child whilst in care are: -

Sandra Goldsmith	Owner Certified Supervisor	Cert III in Children Services Diploma in Childcare
Elisha Pedler	Owner Certified Supervisor	Cert III in Children Services Diploma in Children Services
Kylie Belton	Director Nominated Supervisor	Cert III in Children Services Diploma in Children Services
Mckenzee Hale	Educational Leader	Working towards Early childhood Teaching
Jasmine Houlder	Senior Educator	Cert III in Children Services Diploma in Children Services

We also employ School Based Trainees/Trainees regularly and their photos and names will be on the staff photo board.

Information for Families

Kids Club Dalby is committed to keeping families informed and involved in their child's learning and wellbeing.

The following information is available to families:

- The daily program of experiences and activities is displayed at the service and reflects children's interests, strengths, ideas, and developmental needs.
- Important notices, announcements, and current service information are displayed near the sign-in area and communicated through the Xplor Home App where appropriate.
- Information about educators, service updates and upcoming events is available for families to view.

Families have the right to request information about:

- The educational program and the experiences provided for their child.
- The service's philosophy, values and approach to children's learning, development, and wellbeing.
- How the educational program supports children's learning outcomes in line with the **My Time, Our Place** Framework.
- The goals, knowledge and skills children are developing through play and planned experiences; and
- Their child's participation, progress, and wellbeing while attending the service.

Our Service Philosophy is displayed within the service and is included in the Parent Handbook. Families are encouraged to speak with educators, the Educational Leader, or the Nominated Supervisor at any time if they would like further information or wish to discuss their child's learning and development.

HEALTH AND SAFETY

The health, safety and wellbeing of every child is the highest priority at Kids Club Dalby. We work in partnership with families

to provide a safe, healthy, and supportive environment where children can learn, play and thrive.

This section outlines important information about our health and safety practices and will help families understand:

- The procedures followed if a child becomes unwell, is injured or requires medical attention while attending the service.
- The service's approach to managing infectious illnesses and protecting the health of all children and educators.
- When children should remain at home due to illness, injury or recovery from illness.
- The information families are required to provide to support the safe care of their child.

Kids Club Dalby implements health and safety practices in accordance with the **Education and Care Services National Law, Education and Care Services National Regulations**, advice from health authorities and other relevant legislation. To enable educators to provide safe and appropriate care, families are required to ensure their child's enrolment information is complete, accurate and kept up to date at all times.

Required Enrolment Information

Families are required to provide and maintain current information, including:

- Parent/guardian contact details.
- At least one authorised emergency contact.
- Current authorised nominee details.
- Medical practitioner and preferred medical service details (where applicable).
- Relevant medical information, including diagnosed medical conditions, allergies, asthma, or anaphylaxis.
- Current medical management plans and required medication (where applicable); and
- Authorisation for educators to seek emergency medical, dental, hospital or ambulance treatment if required.

Emergency Contacts

Families should ensure that all emergency contacts listed on their child's enrolment are available and able to collect their child if required.

If a child becomes unwell, is injured, or cannot remain at the service, educators will first attempt to contact the child's parent or guardian. If they cannot be reached, authorised emergency contacts will be contacted in the order provided on the child's enrolment record.

Children will only be released to a parent, authorised nominee or authorised emergency contact listed on the child's enrolment, unless alternative written authorisation has been provided in accordance with the National Regulations.

If no authorised person can be contacted and the child's safety or wellbeing is at risk, Kids Club Dalby will take any action considered necessary to ensure the child's safety, which may include contacting emergency services or the relevant authorities.

Keeping Enrolment Information Current

It is the responsibility of parents and guardians to ensure all enrolment information remains accurate and up to date. This includes changes to:

- Home address.
- Telephone numbers.
- Email addresses.
- Emergency contacts and authorised nominees.
- Medical information, allergies, or health conditions.
- Custody or parenting arrangements; and
- Any other information relevant to the child's safety and wellbeing.

Families should update these details through the **Xplor Home App** or notify the service immediately so records can be amended. Accurate and current information is essential to ensure educators can respond quickly and appropriately in an emergency.

HYGIENE PRACTICES

High standards of hygiene practices are implemented throughout our Centre. These include: -

- ◇ A strict hand-washing procedure followed by staff, before and after wiping children's noses, serving food, administering medication and cleaning equipment.
- ◇ The wearing of rubber gloves by staff if a child is bleeding;
- ◇ Total cleaning of the children's toilet areas twice daily, as well as when necessary.
- ◇ Insisting children wash their hands before and after meals, after using the toilet, as required throughout the day for general cleanliness.

The following symptoms will help you and staff notice quickly if your child is sick:

(This list is taken from "Staying Healthy in Child Care" prepared by National Health and Medical Research Council).

- ◇ Severe, persistent or prolonged coughing (child goes red or blue in the face, and makes a high pitched croupy or whoopy sounds after coughing);
- ◇ Breathing trouble.
- ◇ Yellowish skin or eyes.
- ◇ Conjunctivitis (tears, redness of eyelid lining, irritated eyes, followed by swelling and discharge).
- ◇ Unusual spots or rashes.
- ◇ Patches of infected skin (crusty or discharging, yellow area of skin).
- ◇ Feverish appearance.
- ◇ Unusual behaviour (child is cranky or less active than usual, cries more than usual, seems uncomfortable or just unwell).
- ◇ Frequent scratching of the scalp or skin.
- ◇ Sore throat or difficulty in swallowing.

- ◇ Headache, stiff neck.
- ◇ Loss of appetite.
- ◇ Vomiting.
- ◇ Diarrhoea.
- ◇ Mucous discharge from the nose (thick green, bloody).

If your child exhibits any of the symptoms indicated previously, at home:

- ◇ Keep your child away from the Centre.
- ◇ Contact the Centre and advise of your child's absence and enquire if other children are suffering from similar symptoms (this information may be of assistance to your doctor).
- ◇ Consult your doctor.
- ◇ Consult the Exclusion Chart in this book and Centre's Policy on administering medication.

Please Note: It is important to report your child's illness to the Centre, as this helps staff to:

- ◇ Watch for similar signs in other children.
- ◇ Alert other parents (particularly those who may be at risk or who have children who are at risk).
- ◇ Protect themselves.

If your child exhibits any of the following symptoms at the Centre, we will proceed with the following steps:

- ◇ Notify you immediately that your child is unwell. Please ensure that if you change your contact phone number for the day, you inform staff, as this will avoid delays in contacting you.
- ◇ Discuss collection of the child either by you or your Emergency Contact. The best place for an unwell child is in the familiar surroundings of their own home. As the Centre does not have the facility to adequately care for children who are unwell, and as there is a great risk of the infection spreading, we ask that the child be collected within the hour.
- ◇ In the event of the Nominated Supervisor/Person in Charge being unable to contact you or your Emergency Contact, they will take whatever steps necessary to ensure that child's wellbeing. If this includes the use of the Doctor and the Ambulance. The parents must meet all costs.

A report will be made, noting the symptoms of the child, the times of contacts with parents and the steps taken to assist the child and given to the person collecting the child which may then be of assistance to the Doctor.

OUTDOOR PLAY

A varied selection of outdoor equipment is provided to encourage the children to climb, balance, swing etc. This varies at times due to weather conditions. The children's safety is always of prime importance. The children have input into the after-school program.

All children must wear a hat and sunscreen when outdoors. For further information refer to our Sun Safety Policy.

EVACUATION PROCEDURE

A regular evacuation drill is performed to ensure that all staff and children are well practised in evacuating the building and grounds as quickly as possible. An evacuation procedure and exit plan is displayed in every room – please familiarise yourself with the procedure.

FOOD AND NUTRITION POLICY

KIDS CLUB aims:

- ◇ To promote a safe and nutritious diet which is based on the guidelines set by the National Health Council (Caring for Children in Care, NSW Health Department).
- ◇ To teach children about food and nutrition.
- ◇ To provide an acceptable social climate which supports family cultural values;
- ◇ Out staff will prepare a nutritious, healthy lunch every day (during Vacation time) and each afternoon tea times (Through the school term), which is prepared from locally bought produce.
- ◇ Food is handled hygienically at the Centre (e.g. food is served with tongs or ladles);

NOTE: Please inform our Staff if your child has special dietary needs. If your child has specific dietary needs, parents are required to supply the meals for the day. Please ask a staff member to store away anything that needs to be stored in the fridge, clearly marked with the

Childs name and date food is to be eaten, as the kitchen is the staff only area.

If a child is booked in for a 'Before School' session, breakfast is to be supplied by the parents and can be stored on the premises. Please supply airtight container to store any breakfast cereals. All food supplied by parents is to be clearly marked on the outside of containers with the date of either 'use-by' or 'best before'.

GENERAL RULES POLICY

To help maintain a safe, healthy and welcoming environment for all children, families are asked to observe the following:

- Children are **not permitted to bring toys or personal belongings** from home unless specifically requested as part of a planned activity or special event. Personal items can easily become lost, damaged or cause conflict between children. Kids Club Dalby provides a wide range of resources and equipment to ensure all children have equal opportunities to participate in play and learning.
- Please ensure entry and exit doors are securely closed after use and do not allow children to enter or leave the service without an authorised adult or educator.
- Kids Club Dalby is a **smoke-free and vape-free environment**. Smoking and vaping are prohibited anywhere on the service or school grounds.
- Please ensure your child does not bring any dangerous, prohibited, or inappropriate items to the service, including sharp objects, weapons, lighters or hazardous materials.
- Children should wear enclosed, comfortable footwear suitable for active play. **On scheduled swimming or water play days, children may wear thongs or slides to and from the activity; however, they will be required to**

wear appropriate footwears for all other activities where safety requires it.

- Parents and guardians remain responsible for supervising their children until they have been signed into the care of an educator and again immediately after signing them out of the service.
- Please Park safely and legally, ensuring driveways, emergency access points and other vehicles are not obstructed.
- Dress your child in comfortable clothing suitable for active indoor and outdoor play.
- It is essential that families promptly update the service with any changes to contact details, emergency contacts, authorised nominees, medical information or custody arrangements through the Xplor Home App or by notifying the service.
- Medication will only be administered where all legislative requirements have been met. Medication must be supplied in its original pharmacy packaging, clearly labelled with the child's name, prescribed dosage and administration instructions, and accompanied by any required medical documentation.
- **Electronic devices are not permitted** at Kids Club Dalby. This includes mobile phones, smart watches, tablets, gaming devices, and other electronic communication devices. If a child brings an electronic device to the service, it will be removed from use and placed in the child's bag or securely stored until collection. Families are encouraged to leave all electronic devices at home. Any device brought to the service remains the responsibility of the family, and Kids Club Dalby accepts no liability for loss, theft or damage.

GENERAL MEDICINE POLICY

On admission, you will be required to give us details of your child's development, medical records, allergies and any special needs. It is vital that we are notified of any changes, to ensure the safety of your child. Only Doctor Prescribed Medicine will be administered to a child. Parent's must fill in a medication form and sign this form. It is important to inform the Staff on duty at the time of this and then put the medicine into the refrigerator for safety purposes.

TRANSPORTATION OF YOUR CHILD

Kids Club Dalby provides a courtesy bus service to transport children to and from local schools that do not have access to walking transport. Transport may also be provided, where appropriate, to approved local sporting or extracurricular activities within the service's operating hours. Standard session fees apply to these bookings.

The safety of children during transportation is our highest priority. All transport is conducted in accordance with the **Education and Care Services National Regulations**, Queensland road rules and the service's Transport Risk Assessment.

Children will be seated and appropriately restrained in accordance with Australian road safety legislation. Where required by law, children will use an approved booster seat, booster cushion or child restraint appropriate to their age, height and the vehicle's requirements. Families are asked to support educators by discussing the importance of using child restraints safely and respectfully with their child.

Educators will ensure all required transport safety procedures are followed, including:

- Maintaining educator-to-child ratios during transport.
- Completing all required transport checks and headcounts.
- Ensuring children are safely secured before the vehicle departs.
- Following the service's Transport Risk Assessment and emergency procedures; and
- Recording all transportation in accordance with legislative requirements.

The service's Transport Risk Assessment is available for families to view upon request.

