



Educator Handbook

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Welcome to Baulkham Hills Family Day Care!

At Baulkham Hills Family Day Care, we are committed to delivering individualised education and care, for children, in a nurturing small group environment. Baulkham Hills Family Day Care has been equipping and supporting Educators to operate successful 'child-focused' Family Day Care services since 1979.

Baulkham Hills Family Day Care offers permanent care, casual care, Out of School Hours Care (OOSH), roster care, weekend care and overnight care.

About Us

Approved
Provider

Trustees of the Roman Catholic Church for the Diocese of Parramatta
trading as CatholicCare Western Sydney and Blue Mountains
Phone: (02) 8843 2500



Mission Statement: CatholicCare is the community services agency of the Catholic Diocese of Parramatta. The mission of the agency, as the face of Christ the Good Shephard, is to enable people in need to become the best human being that they can be.

Approved
Service

Baulkham Hills Family Day Care ABN 52 853 598 050



Baulkham Hills Family Day Care is committed to managing the provision of quality education and care services provided within a nurturing homebased environment. We strive to support Family Day Care Educators to provide the best possible early childhood service to children and their families within the broader community.

Nominated
Supervisor

Manager

Peter Monger

Staff

Coordinator

Debra Magin
Renee Long
Tegan Whybro

**Placement Coordinator
Educational Leader
Administration**

Carolyn Liddiard (Coordinator qualified)
Renee Long / Tegan Whybro
Carolyn Liddiard
Rebecca Hinson

Play Session Leader

Carolyn Liddiard (Coordinator qualified)

Contact Us

Office Hours:
Office Location:

Monday to Friday 9am to 4pm
522 Windsor Road
Baulkham Hills NSW 2153

Phone:
Email:
Website:
Facebook:

(02) 8843 2560
fdcadmin@ccss.org.au
www.hillsfamilydaycare.com.au
www.facebook.com/hillsfamilydaycare

Regulatory
Authority

NSW Early Childhood Education and Care Directorate,
Department of Education
www.dec.nsw.gov.au/ecec
Phone: 1800 619 113 Email: ecec@det.nsw.edu.au



Philosophy

Baulkham Hills Family Day Care is committed to managing the provision of quality education and care services provided within a nurturing homebased environment. We strive to support Family Day Care Educators to provide the best possible early childhood service to children and their families within the broader community.

In relation to children we believe;

- Each child should be safe, secure and have a sense of belonging.
- Children learn and make meaning of the world around them through play.
- Every child is an individual whom requires a holistic approach to education and care designed to stimulate learning and expand interests.
- Each child should be encouraged to develop their potential at their own pace.
- Children should be encouraged to participate in all aspects of the service and be supported to do so when barriers to this exist.

In relation to families and the community we believe;

- In honest two-way communication to help build positive partnerships.
- Partnerships with families are integral to support children transition and develop in the education and care setting.
- Families, and the broader community, are encouraged to participate in the service.
- That Family Day Care is the preferred childcare option and that we strive to be the provider of choice.

In relation to Educators and staff we believe;

- Each individual brings a diverse range of experience to the service. This contribution is recognised, utilised and celebrated.
- That each individual should strive to be the best early childhood professional they can be and encourage colleagues to strive likewise.
- In engaging in professional development opportunities to inform practice and perspective.
- That engaging in reflection practices stimulates and challenges perspective and practice provision.

In relation to service governance we believe;

- We play an integral role in guiding and coordinating the provision of quality, individualised education and care.
- In embracing the Early Years Learning Framework (EYLF) and the My Time Our Place (MTOP) framework to guide practice, program and curriculum decision making.
- Diversity should be respected and equality maintained for all stakeholders regardless of culture, gender, religion or ability.
- In supporting and encouraging environmental responsibility which is important for caring for our planet.



Educator Qualifications

Educators are required to have a minimum qualification of Certificate 3 in Children's Services* and many have higher qualifications (e.g. Diploma or Early Childhood Teaching degree). Educators and Educator Assistants must be 18 years old or above. (*equivalent or actively working towards the qualification)

Educators is responsible to ensure that qualification are valid and updated as necessary to remain valid. These qualification include, but not limited to, the following:

- Minimum Certificate 3 in Children's Services or equivalent.
- Approved first aid qualification valid for 3 years from completion.
- Approved anaphylaxis management training valid for 3 years from completion.
- Approved asthma management training valid for 3 years from completion.
- Approved CPR qualification valid for 1 year from completion.
- Working With Children Check (WWCC) for paid employment valid for 5 years from completion.
- National Police History Check valid for 5 years (or as requested) from completion.
- PRODA Registration Authority (RA) number.



Training

Baulkham Hills Family Day Care facilitates training for prospective Educator to assist in the establishment of the Family Day Care business. Please note that establishment training will incur a cost. Training topics include:

- How to Establish a Family Day Care Service
- Policy and Procedure
- Child Protection
- Administration and Accountability
- Educational Program and Practice
- Work Health and Safety
- National Quality Framework
- Harmony Web

Baulkham Hills Family Day Care also offers established Educators several training opportunities each year to support professional development. Participation in professional development opportunities is required to maintain registration requirements. Please note that some training session may incur a cost.

Medical Examination

Educators are required to obtain an annual medical clearance, from a qualified medical professional, stating physical and mental suitability to operate a Family Day Care service and work closely with children.

Public Liability Insurance

Educators must hold current Public Liability insurance cover of not less than \$10,000,000. Educators are responsible for maintaining up to date appropriate Public Liability insurance.

Educators are encouraged to advise their Home and Content insurance provider to inform that the premises is used in the operation of a Family Day Care business.

Risk Assessment of Premises

A comprehensive risk assessment is conducted at each Family Day Care residence before the service is registered and then annually thereafter. Approved Service staff will conduct the risk assessment and provide guidance of any alterations necessary.



Support for Educators

Qualified **staff regularly visit** each Family Day Care Educator, without prior notice, to:

- Support and train the Educator
- Observe the children and provide feedback to families
- Monitor health, safety and regulatory compliance
- Provide toys and resources from our extensive toy library

Educators must adhere to the requirements of the Approved Service **policies and procedures**. Educators are provided with a policy folder. Policies are developed in consultation with families, Educators and management.



Educators have access to **Harmony Web*** which provides details for each child/family, attendance records, fee calculations and timesheets.

(*please note that Harmony charges a fee for this service)

Educators are encouraged to provide **feedback** into the Approved Service and to assist in policy, procedure and philosophy reviews. Educators participate in annual **performance reviews** and plans.

Educator Income

The Approved Service charges a fee to the client, which includes the Educator portion and Admin Levy. Educators are authorised to collect gap fees on behalf of the Approved Service. Educators are required to effectively maintain attendance records for all children. The Approved Service submits these attendance records periodically (fortnightly) to the Child Care Subsidy System (CCSS), and the Government applies the subsidy amount owed to each eligible family. The Approved Service pays these subsidy amounts, minus Admin Levy, to the Educator.

Admin Levy

The Approved Service charges clients Admin Levy which is included in the hour rate. The Admin Levy is used to support the operation of the Approved Service to provide services to families and Educators.

Documents and Forms

Educators are supplied with resources including regulatory resources, policy & procedures, Administration & Accountability resource, forms, signs and posters. These resources assist Educators to operate a Family Day Care business and therefore it is necessary to keep documentation organised and accessible. All children's records are to be stored confidentially.

The following are some examples of forms (please refer to policy and procedure for instructions):

- Medication Permission and Administration*
- Permission for social media
- Incident Injury Illness or Trauma
- Action plans* (e.g. Asthma & Anaphylaxis)
- Excursion Location Risk Assessment
- Excursion Transport Risk Assessment
- Excursion Parent Permission
- Excursion Timetable

Please note that each child's official record is filed at the Approved Service. Therefore Educators must provide copies of all documentation in a timely manner.

***Medication** can only be administered to a child during care with written parent/guardian permission and when particular criteria are satisfied. Please ensure that any medications, creams, lotions etc are handed directly to the Educator and not left in your child's bag.

Where medications are required for **asthma, anaphylaxis, allergy or other medical conditions** there must be an annual Action Plan completed by a qualified medical professional provided to Baulkham Hills Family Day Care. *Medication must be provided by the parent/guardian whenever the child is in care*, if medication is not supplied care will be refused with fees still applicable.

Please see the Medical Condition and Administration of Medication Policy.

Excursions

Some Educators conduct excursions with children in care. Excursions are a great way for children and Educators to interact with the community and explore varied learning outcomes for children. Before conducting an excursion the Educator must complete risk assessments, appropriate documentation and obtain parent/guardian **written permission**. Families have access to all excursion documentation relating to their child.

Please see Excursion and Transport Policy.

Baulkham Hills Family Day Care facilitates a weekly **Play Session** for Educators and children to attend as an excursion. Please discuss with each family about conducting excursions.

EMERGENCY PLAN



What happens in an Emergency?

- Apply first aid.
- Contact emergency services.
- Contact staff and family.
- In the absence of a parent/guardian, and when a staff member is present to supervisor other children, the Educator is to travel with the child in an ambulance. Depending on circumstance, it may be necessary for a staff member and/or emergency services personnel to travel with the child in an ambulance.

Emergency Contact Numbers

Emergency Services (Police, Ambulance, Fire)
Poisons Information
Baulkham Hills Family Day Care Emergency Phone
Interpreter service

000 (mobile phone 112)
13 11 26
0418 410 653
13 14 50

What if the Educator is unwell or goes on leave?

Educators may take holidays during the year and/or may become unwell unexpectedly. For **holidays**, Educators are required to give the Approved Service and families at least two weeks' notice before taking leave.



If the Educator becomes **unwell** they are to:

- Contact the Approved Service to notify (use emergency phone if out of business hours).
- Contact each family to notify. Ask if they require relief care and report back to the Approved Service.

Educators must complete a leave form noting if any family requires an **alternative care arrangement**. Baulkham Hills Family Day Care will endeavour to source a suitable alternative Educator (alternative care arrangements are subject to availability). Please note that, once arranged, the parent is liable to pay for the alternative care unless 48 hours written notice is given to cancel. Please see Educator Leave policy and Fee Policy.

Child Protection

Educator's and all adult household members over 18 years must have a cleared 'Working with Children Check' completed by the NSW Government- Office of The Children's Guardian. Educators are responsible for ensuring that all people (e.g. their own family members, visitors etc.) are fit and proper people to be interacting with children. Educators are responsible for ensuring that their own family members interact with Family Day Care children and families in an appropriate and respectful manner.

All persons working with children are Mandatory Reporters of child protection matters. Please refer to Protection Policy for more details or speak with office staff. Educators are required to undertake regular Child Protection refresher training.



Sun Protection

Educators are required to follow the Sun Protection policy including applying sunscreen, hats and appropriate clothing to children and themselves. Please provide a broad spectrum sunscreen (at least SPF 30+). Parents provide permission, for sunscreen to be applied to their child, during enrolment. Included in the enrolment a sun smart hat is provided.

Immunisation

Educators are encouraged to have immunisations for MMR, Pertussis, Influenza, Varicella and Hepatitis A.

All children must have up to date immunisation to attend a child care service (some exclusions apply). Families must provide an up to date Immunisation History Statement issued by Medicare before enrolment and the care arrangement may commence. Families can obtain an Immunisation History Statement by contacting the Australian Immunisation Register (AIR) on 1800 653 809 or online via your MyGov account.

National Quality Framework

- ↳ Children (Education and Care Services National Law Application) 2010
- ↳ Education and Care Services National Regulations 2011
- ↳ National Quality Standards

Baulkham Hills Family Day Care follows the National Quality Standards (NQS) including the Early Years Learning Framework (EYLF) and the My Time Our Place (MTOP) framework.

- | | |
|--------------------------------------|--|
| QA1 Educational program and practice | QA5 Relationships with children |
| QA2 Children's health and safety | QA6 Collaborative partnerships with families and communities |
| QA3 Physical environment | QA7 Governance and leadership |
| QA4 Staffing requirements | |

Educators are required to maintain their Family Day Care service in accordance with all applicable laws, regulations and standards. Educators must allow access to their service, during operational hours, to any appropriate authority body, including Compliance and Assessment & Rating Officers.

Program and Observations

Educators are required to maintain professional early childhood documentation for educational program and practice. Families are encouraged to provide suggestions and feedback into the program and routine. Educators also document observations of the children in care and these are to be accessible to families.

Baulkham Hills Family Day Care embraces the Early Years Learning Framework (EYLF) and the My Time Our Place (MTOP) framework. The learning outcomes are as follows:

- | | |
|-------------------------------------|---|
| 1. Educational Program and Practice | 5. Relationships with Children |
| 2. Children's Health and Safety | 6. Collaborative Partnerships with Families and Communities |
| 3. Physical Environment | 7. Governance and Leadership |
| 4. Staffing Arrangements | |

Resources & Equipment

Educators must provide a wide range of age appropriate suitable resources and experiences to children. Children are to have ready access to resources to promote independent decision making. There is to be a balance of both indoor and outdoor activity (see Munch and Move guidelines for details). All resources and equipment for children must meet Australian Standards and be maintained in a clean hygienic manner. Resource ideas include:

- | | | | |
|------------------------------|-----------------------|----------------------------|--------------------------|
| Construction | Dolls | Puzzles | Dress ups/Bags/Hats etc |
| Cars/Trucks | Dinosaurs/Insects etc | Rattles/activity centre | Home Corner items |
| Books/Magazines/Literacy | Craft Materials | Paints | Paper & Pencils |
| Play Dough & Tools | Balls & Hoops | Trikes/Ride On etc | Climbing Equipment |
| Sandpit/Buckets/Spades | Numeracy/Counting | School Readiness | Creative/Musical etc |
| Table & Chairs (child sized) | Cots/Beds/Bedding | High Chair 5 point harness | Stroller (re excursions) |



Communication with Families

It is important to present a professional profile to all potential clients including phone manner, interviews, orientation and ongoing relationships. The enrolment and orientation process is as follows:

Approved Service

- Enrolment forms
- Agreement/Arrangement forms
- Immunisation History Statement
- Birth Certificate
- Permission forms (e.g. sunscreen, communication/photo, B&A Travel etc.)
- Action Plans (Asthma or Anaphylaxis)
- Parent Handbook
- Enrolment Fee
- Sun Smart Hat

Educator

- Professional phone manner
- Placement Process
 - Request ⇒ Referral ⇒ Parent Interview ⇒ Holding Fee (if held 2 wks+) ⇒ Enrolment ⇒ Booking and commencement
- Preparation for Interview
- Parent Interview
 - Business Book & promote service
 - Build Rapport Child/Parent
 - Provide Fee Schedule

Interviews with Families

When families first meet an Educator both parties are assessing the suitability of the placement. This is a two-way process where both parties can ask appropriate questions. The following points will help Educators during the interview process.

First Contact

- When provided with a families contact details, ensure you call them promptly to introduce yourself.
- Use a friendly professional voice when answering the phone or calling a family (e.g. Good Morning you've called Sue's Family Day Care. How can I help you?).
- Arrange a date/time for the family to visit your service. This should be a mutually convenient time. Consider both your own and the families routine.
- Provide clear address, location and parking details.
- Confirm the days/hours of care required. Can you accommodate this within ratio requirements?
- Ask the parent to bring the child with them during the interview so you can start building rapport.

Interview

- If this is your first interview, practice beforehand with a friend or family member.
- Ensure your FDC service is safe, clean, tidy and well presented. First impressions count!
- Prepare activities for the child/ren so that you have more time to speak with the parent.
- Try to keep distractions to a minimum (e.g. avoid arrival/departure time etc).
- Be friendly, welcoming and professional. Remember to build rapport with both the parent & child.
- Show the family around your FDC service (i.e. child's belongings, sleeping facilities, lunch, resources, outside).
- Ask questions of the parent and child to "break the ice" (e.g. "I really like the shirt you are wearing.")
- Reassure the family that they can ask questions along the way.
- Use the information in your business book to communicate about yourself and the FDC service. In particular ask about:
 - Child's routine and care needs
 - Interests, likes & favourite activities
 - Comfort toys or strategies
 - Medical conditions (e.g. Asthma & Anaphylaxis)
 - Food preferences/dislikes
 - Any Parenting or Court orders
 - Sleep routine (Rednose safe sleep practices)
 - FDC service routine and educational program
 - How you provide feedback to families
 - Excursions and transport (show risk assessments)
 - Arrivals and departures process (sign/PIN)
- It is important to discuss booking, fees and payment options with families transparently.
 - When do they want to commence
 - Provide fee schedule & explain
 - Outline payment details (e.g. direct debit etc.)
 - Explain bookings – Days/Hours
 - Explain the attendance record process
 - Discuss your hours of operation
 - Discuss holding fee (if holding more than 2 weeks)
 - Discuss notice periods
- Reassure the family that they can contact you afterwards if they have any further questions.
- Remember to maintain professional boundaries with all clients.

When families transition into childcare it may be a stressful time for both the child and parent. Remember that honest two-way communication will help put the family at ease and set the platform for the future.



Families will also be provided with the following information during the enrolment process. Educators are to assist each family with these issues.

Prior to **commencing care** please discuss the following with your Family Day Care Educator:

- Your child's routine, sleep needs, favourite activities, likes and dislikes etc.
- Any special or additional needs (e.g. anaphylaxis, asthma, dietary requirements, allergies, cultural perspectives, fears etc.)
- Where your child will sleep, eat and store their belongings etc.
- General routine and program of the Family Day Care service (both on display).
- The Educator's practices in relation to meal times, toileting, guidance towards positive behaviour etc.
- Any excursions your child may be participating in.
- What you need to bring to care for your child.

The enrolment process will obtain information about your family, please share this with the Educator.

What do I need to bring to care?

Depending on the service your child is attending, and their age, you may be required to supply:

- Nappies* (enough for each day)
- Baby wipes
- Washable change mat
- Sun Smart hat (included in enrolment fee)
- Sunscreen (at least SPF 30+)
- Bag labelled with child's name for belongings
- Nutritious food in a lunch box
- Medication/s (if required/action plan)
- Spare clothes and Bibs
- Additional clothes for changing weather conditions
- Any special items your child uses for comfort/security (e.g. teddy bear, blanky etc.)

*Cloth nappies will be returned, unrinsed and unwashed, to the parent in plastic bag to be laundered. Disposable nappies will be disposed of by Educator.

Please provide an adequate amount of **nutritious food and water** in appropriate containers. Food to be:



- Fresh
- Nutritious (no junk food)
- Sufficient in amount
- Age and developmentally appropriate
- Interesting and varied

Please see Healthy Lunchboxes Fact Sheet attached

Transitioning into care

Understandably, some children find settling into a new environment and routine challenging especially the first time in care. This is to be expected. As a parent, you may also feel anxious about your child transitioning into care. This also is to be expected. The following suggestions may help you and your child to transition into care:

- Be positive, cheerful and determined.
- Settle your child into an activity, reassure them that you will collect them later (reference rest/sleep time) and then say goodbye.
- Never sneak out without the child knowing.
- You may choose to give your child an item of yours or a photo.
- Your child's comfort toy may be useful (e.g. teddy).
- Contact your Educator afterwards to see how your child is transitioning.

Families may access the FDC service anytime during booked hours but please discuss this with the Educator to ensure this is in the best interests of all children attending the service and the overall routine.

Please discuss any concerns you may have for your child transitioning into care with the Educator or Coordinator.

What to do when my child is unwell?

Children commencing childcare are often susceptible to **illness** due to the close contact with other children. Families need to have an alternate arrangement for their child when they are unwell. Children who become ill during the day must be collected by a parent or authorised person as quickly as possible. For the protection of all children in care, the Educator and their family, children with an **infectious disease/illness** will be excluded from care until 24 hours after the last symptom of illness or as required by the NSW Health dept. guidelines. Educators and staff reserve the right to exclude any child, suspected of having an infectious disease/illness until a clearance, by a qualified medical professional, is received or the exclusion period has transpired. Please see Infectious Diseases and Exclusion Policy.



Attendance Records, Fees and notice periods

The Educator will guide you through signing or using a PIN to log your child in and out of care. It's important that *exact arrival and departure times* are recorded. Parents are also required to sign/PIN for any absences.

Parents are required to maintain arrival and departure times within the **booked hours**. If families require additional hours, and/or are likely to be late, please make prior arrangement with the Educator. Additional fees are applicable for any change in attendance outside the booked hours including early arrival or late collection.

The parent portion of the **fee** must be paid to the Educator a week in advance, or a day mutually agreed between the parent and Educator. Failure to pay fees could result in termination of care, therefore parents experiencing difficulty with the payment of fees should contact the Educator and staff immediately. Parents will be given 4 weeks' notice when there is a change to fees.

Ten business days **written notice**, given to the Educator and Baulkham Hills Family Day Care, is required to end a care arrangement (including while the Educator is on leave), or alternatively one week's full fees in lieu of notice. Ten business days written notice is required to reduce a booking. The Educator may end a care arrangement by providing ten business days written notice to the Family. Families must pay all outstanding fees to the Educator before commencing an alternative care arrangement. Upon ending a care arrangement the Educator must refund any credit to the family and provide a receipt. Please see Fee Policy.

All information and **records** about families is kept **confidential** and used for the purposes for which it is requested. Families may request access to their records.

*Please **notify us** of any changes to your information.
(E.g. phone number, email address, address or immunisation details).*

Parent/Family Involvement

Families are encourage to be involved in Baulkham Hills Family Day Care and your specific Educator's Family Day Care service.

We consult with families in a variety of ways including surveys, newsletters, follow up photos/info after visiting your child's FDC service, Facebook and email communications. Families are encouraged to participate in community events, fund raising campaigns, Christmas party, graduation ceremony and other functions.

Families are encouraged to provide feedback to promote continual improvement.



Support for Families

Eligible families are able to claim **Government Subsidies** which may be, but not limited to, Child Care Subsidy (CCS), Child Care Benefit (CCB) and Child Care Rebate (CCR), Job, Education and Training Child Care Fee Assistance (JFA), and any other relevant government funding. Baulkham Hills Family Day Care is approved to administer these payments on behalf of families. *Apply using MyGov or calling Centrelink on 13 61 50*



From **2 July 2018** the subsidy system in Australia changes. All families will be accessed for Child Care Subsidy (CCS) or Additional Child Care Subsidy (ACCS) based on:

1. Combined family income
2. Activity level of parents
3. Type of child care service

For complete details visit www.education.gov.au/ChildCarePackage

Once the childcare enrolment and booking is made, using their MyGov account, families are required to approve the Complying Written Arrangement (CWA) with the care provider.



Educator Wellbeing Guidelines

- When an Educator is experiencing stress they are encouraged to approach the appropriate staff member at the Approved Service and discuss the issuing openly.
- When stress or wellbeing issues are detected and/or when an Educator provides such information, the staff at the approved service will assist the Educator to overcome issues while maintaining appropriate professional boundaries. Types of support offered may be, but not limited to,:
 - Meeting to discuss and work through issues.
 - Providing strategies to work through and overcome issue.
 - Referral to external counselling or support services.
 - Recommendation to take leave.
 - Monitor the Educator and their progress towards objectives.
 - Provide encouragement and training as necessary.

How to make a complaint or express a grievance?

1. Talk to the Educator or staff member about your concern. Often issues can be resolved by honest, fair, two-way communication. The Educator/staff member should accept the feedback courteously, listen carefully and be respectful.
2. If you are not satisfied, contact the Approved Service and speak to the relevant Coordinator. The Coordinator is to seek a resolution to the issue, whilst maintaining confidentiality.
3. If you are still not satisfied, contact the Nominated Supervisor of the Approved Service in writing at fdc@ccss.org.au. The Nominated Supervisor is to seek a resolution to the issue, whilst maintaining confidentiality.
4. If you are still not satisfied, contact the CatholicCare Social Services representative of the Approved Provider on (02) 8843 2500 or in writing to PO Box 1050 St Marys NSW 2760.
5. After following the above procedure, if you are still not satisfied you may contact the Early Childhood Education and Care Directorate on 1800 619 113 or ececd@det.nsw.edu.au.

Please see Grievance and Complaints Policy.

safe sleeping

Six ways to sleep baby safely and reduce the risk of sudden unexpected death in infancy:

Sleep baby on back

Keep head and face uncovered

Keep baby smoke free before and after birth

Safe sleeping environment night and day

Breastfeed baby

Sleep baby in a safe cot in parents' room



red nose
saving little lives



1300 308 307 | rednose.com.au



Find out more

Infant Lifting Technique — “Tripod Lift”



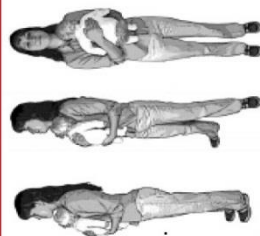
- 1) Put one foot next to the infant. Keep your back straight, push your buttocks out and slowly lower yourself down onto one knee.
- 2) Position the infant close to your knee on the floor.
- 3) Slide the infant from your knee on the floor to mid-thigh, while keeping your head forward, your back straight, your buttocks out, and lift the infant onto the opposite thigh.
- 4) Put both of your forearms under the infant with your palms facing upward and hug the infant close to you.
- 5) Prepare for the lift by looking forward.
- 6) Lift upwards following your head and shoulders. Hold the infant close to your body. Lift by extending your legs while keeping your back straight and buttocks out. Remember to breathe as you lift.

Acronym to Remember

Use the following acronym as a guide when engaging in child handling procedures:

Back Straight
Avoid Twisting
Close to Body
Keep Smooth

The Pivot Technique



- Use the Pivot technique for lifts requiring to turn. This will help twisting when lifting.
- Properly lift the infant using the infant lifting technique.
- Hold the infant close to your body.
- Turn your foot 90 degrees towards the direction you wish to move.
- Bring your other foot next to the lead foot.
Do not twist your body!

Holding Technique



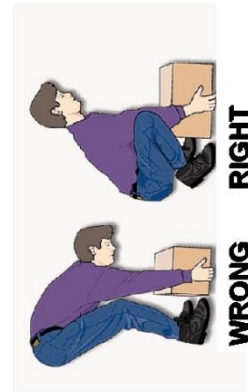
- When holding toddlers, you should avoid placing them on one hip.
- When holding or rocking children, use chairs or furniture with upper back support.
- Keep children centered on your body and use both arms to hold.
- It is also helpful to teach the children to help you lift by holding onto your body rather than leaning away from you.

Other Ways to Reduce Risk of Back Injury When Caring for Children

- Store frequently used or heavy items in an easily accessible area and at waist height.
- Avoid bending down at the waist to interact with children. Instead use a squatting or kneeling position.
- If possible when sitting on the floor, sit against a wall, or furniture to support your back.
- Minimize repetitive bending and stooping when cleaning up toys, etc. Rather incorporate this into children's clean up time.
- Lower the sides of cribs when lifting/lowering a child.

Toddler & Object Lifting Technique

- Avoid bending from the waist to reach children or objects located at ground level.
- Squat with feet shoulder width apart, keeping your back straight, and pushing your buttocks out to bring yourself as close to the child as possible, while holding the child securely.
- Tighten stomach muscles, look forward, use your thigh muscles to raise yourself. Remember to breathe out as you lift.



Recommended minimum exclusion periods

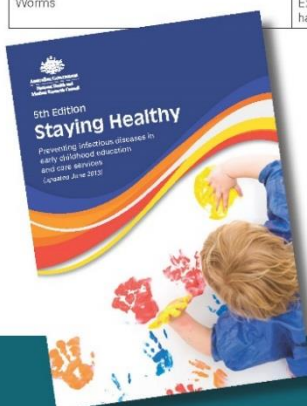
ADAPTED FROM STAYING HEALTHY | 5TH EDITION | 2013

Condition	Exclusion of case	Exclusion of contacts ^a
Campylobacter infection	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Candidiasis (thrush)	Not excluded	Not excluded
Cytomegalovirus (CMV) infection	Not excluded	Not excluded
Conjunctivitis	Exclude until discharge from the eyes has stopped, unless a doctor has diagnosed non-infectious conjunctivitis	Not excluded
Cryptosporidium	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Diarrhoea (No organism identified)	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Fungal infections of the skin or nails (e.g. ringworm, tinea)	Exclude until the day after starting appropriate antifungal treatment	Not excluded
Giardiasis	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Glandular fever (mononucleosis, Epstein Barr virus (EBV) infection)	Not excluded	Not excluded
Hand, foot and mouth disease	Exclude until all blisters have dried	Not excluded
Haemophilus influenzae type b (Hib)	Exclude until the person has received appropriate antibiotic treatment for at least 4 days	Not excluded. Contact a public health unit for specialist advice
Head lice (pediculosis)	Not excluded if effective treatment begins before the next day at the education and care service. The child does not need to be sent home immediately if head lice are detected	Not excluded
Hepatitis A	Exclude until a medical certificate of recovery is received and until at least 7 days after the onset of jaundice	Not excluded. Contact a public health unit for specialist advice about vaccinating or treating children in the same room or group
Hepatitis B	Not excluded	Not excluded
Hepatitis C	Not excluded	Not excluded
Herpes simplex (cold sores, fever blisters)	Not excluded if the person can maintain hygiene practices to minimise the risk of transmission. If the person cannot comply with these practices (e.g. because they are too young), they should be excluded until the sores are dry. Sores should be covered with a dressing, where possible	Not excluded
Human immunodeficiency virus (HIV)	Not excluded. If the person is severely immune compromised, they will be vulnerable to other people's illnesses	Not excluded
Human parvovirus B19 (fifth disease, erythema infectiosum, slapped cheek syndrome)	Not excluded	Not excluded
Hydatid disease	Not excluded	Not excluded
Impetigo	Exclude until appropriate antibiotic treatment has started. Any sores on exposed skin should be covered with a watertight dressing	Not excluded
Influenza and influenza-like illnesses	Exclude until person is well	Not excluded
Listeriosis	Not excluded	Not excluded
Measles	Exclude for 4 days after the onset of the rash	Immunised and immune contacts are not excluded. For non-immunised contacts, contact a public health unit for specialist advice. All immunocompromised children should be excluded until 14 days after the appearance of the rash in the last case
Meningitis (viral)	Exclude until person is well	Not excluded
Meningococcal infection	Exclude until appropriate antibiotic treatment has been completed	Not excluded. Contact a public health unit for specialist advice about antibiotics and/or vaccination for people who were in the same room as the case
Molluscum contagiosum	Not excluded	Not excluded
Mumps	Exclude for 9 days or until swelling goes down (whichever is sooner)	Not excluded
Norovirus	Exclude until there has not been a loose bowel motion or vomiting for 48 hours	Not excluded
Pertussis (whooping cough)	Exclude until 5 days after starting appropriate antibiotic treatment, or for 21 days from the onset of coughing	Contact a public health unit for specialist advice about excluding non-vaccinated and incompletely vaccinated contacts, or antibiotics
Pneumococcal disease	Exclude until person is well	Not excluded
Roseola	Not excluded	Not excluded
Ross River virus	Not excluded	Not excluded
Rotavirus infection	Exclude until there has not been a loose bowel motion or vomiting for 24 hours ^b	Not excluded
Rubella (German measles)	Exclude until fully recovered or for at least 4 days after the onset of the rash	Not excluded
Salmonellosis	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Scabies	Exclude until the day after starting appropriate treatment	Not excluded
Shigellosis	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Streptococcal sore throat (including scarlet fever)	Exclude until the person has received antibiotic treatment for at least 24 hours and feels well	Not excluded
Toxoplasmosis	Not excluded	Not excluded
Tuberculosis (TB)	Exclude until medical certificate is produced from the appropriate health authority	Not excluded. Contact a public health unit for specialist advice about screening, antibiotics or specialist TB clinics
Varicella (chickenpox)	Exclude until all blisters have dried—this is usually at least 5 days after the rash first appeared in non-immunised children, and less in immunised children	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise, not excluded
Viral gastroenteritis (viral diarrhoea)	Exclude until there has not been a loose bowel motion for 24 hours ^b	Not excluded
Worms	Exclude if loose bowel motions are occurring. Exclusion is not necessary if treatment has occurred	Not excluded

^a The definition of 'contacts' will vary according to the disease—refer to the specific fact sheet for more information.

^b If the cause is unknown, possible exclusion for 48 hours until cause is identified. However, educators and other staff who have a food handling role should always be excluded until there has not been a loose bowel motion for 48 hours.
Adapted from SA Health Communicable Disease Control Branch: <http://www.dh.sa.gov.au/peha/branches/branch-communicable.htm>. Note that exclusion advice is consistent with Series of National Guidelines (SoNGs) where available.

Staying Healthy. Preventing infectious diseases in early childhood education and care services | 5th Edition | Printed June 2013 | NHMRC Ref. CH55e



Australian Government
National Health and Medical Research Council

NHMRC

WORKING TO BUILD A HEALTHY AUSTRALIA

Vaccination of staff working In Early Childhood Services¹



You should check that you have received all the recommended vaccines, and arrange to receive any missing vaccines from your GP, to protect yourself and the children in your care.

Why is vaccination important?

If you're not vaccinated or immune (previously had the disease) there's a chance you could catch a potentially serious infection like measles or whooping cough, and then pass it onto the children in your care who are too young to have had all their shots, or who cannot be vaccinated for medical reasons.

Which vaccines are recommended for early childhood educators?²

Vaccine	Number of doses	Vaccine cost*
Measles-mumps-rubella (MMR) if non-immune	2 doses (4 weeks apart)	Free for anyone born during or since 1966
Pertussis (whooping cough) included with diphtheria and tetanus	1 dose (every 10 years)	Free up to 19 years of age Free for pregnant women
Influenza	1 dose (annual)	Free for Aboriginal people Free for those with underlying health problems
Varicella (chicken pox) if non-immune	2 doses (4 weeks apart)	Free up to 19 years of age; not needed if you have had chicken pox infection
Hepatitis A	2 doses (6 months apart)	Not free*

* Vaccines purchased privately may be partially covered by private health insurance

How do I check if I've had the recommended vaccines?

You can request an Immunisation History Statement from the Australian Immunisation Register (AIR):

- using your Medicare online account through myGov at <https://my.gov.au/> or
- using your Medicare Express Plus App at www.humanservices.gov.au/individuals/subjects/express-plus-mobile-apps or
- calling the AIR General Enquiries Line on 1800 653 809

As not all vaccination records may be held by the AIR you can also check with your GP, or also with your local public health unit on 1300 066 055 (for records of vaccines given in high school since 2003).

What if I'm missing some of the vaccines?

If you're missing any of the recommended vaccines, please talk to your GP about arranging catch-up vaccination as soon as possible, particularly if you're planning travel overseas.

Where can I get more information?

More information is available in NSW Health's *Immunisation Enrolment Toolkit* www.health.nsw.gov.au/immunisation/Publications/immunisation-enrolment-toolkit.pdf (see p.13) and in the NHMRC's *Staying Healthy: Preventing infectious diseases in early childhood education and care services* (5th Edition) www.nhmrc.gov.au/guidelines-publications/ch55.

¹ This includes occasional care, family day care, long day care, preschool and out of school hours care

² The National Health & Medical Research Council (NHMRC) recommendations for early childhood workers

Fact Sheet

HEALTHY LUNCHBOXES



There are many foods that can be used to pack a healthy lunchbox.

Fruit & Vegetables

Fruit and vegetables will provide a good daily source of vitamins, minerals and dietary fibre.

All chopped fruit and vegetables can be easily packed into small containers for the lunchbox, making them quick and easy to eat.

LUNCHBOX IDEAS:

- cucumber, carrot and celery sticks (steam carrot and celery until tender for younger children), corn cob, snow peas, green beans, cherry tomatoes, capsicum strips.
- fresh fruit eg apple, pear, kiwi fruit, strawberries, orange, grapes and bananas
- tub of diced fruit in natural juice
- dried fruit *occasionally* – eg mini box of sultanas or a few dried apricots or apple rings
- salad filling in a sandwich, wrap or roll (eg lettuce, grated carrot, avocado, cucumber)



Breads & Cereals

Bread, grains and cereal foods provide important nutrients and energy for busy, growing children. Wholegrain or wholemeal varieties are the best choices.

LUNCHBOX IDEAS:

- sandwiches, rolls, wraps, pita bread
- fruit bread, scone, pikelets
- crackers, corn and rice cakes, breadsticks
- rice, noodles, pasta

Meat & other protein foods

Meat and other protein foods provide protein and iron. Limit the use of sausages and processed luncheon/deli meats (eg devon and salami) as they are high in saturated fat and salt.

LUNCHBOX IDEAS:

- cold roast beef, lamb, pork, chicken, tuna or salmon as a filling in sandwiches, rolls and wraps or added to salad
- hardboiled egg in salad, sandwiches or for a snack
- baked beans, lentil patty
- left-over casserole, rissoles, meatballs, bolognaise sauce, stirfry with tofu

Dairy Food

Dairy foods, such as milk, yoghurt, custard and cheese are an important source of protein and calcium. Reduced fat milk and dairy foods (approx. 2% fat) are suitable for most children over 2 years of age.

LUNCHBOX IDEAS:

- cheese slice, cheese stick or cubes of cheese as a snack with cucumber slices and cherry tomatoes
- cheese in sandwiches, rolls and wraps or on crackers or rice cakes
- yoghurt or custard (small tub or pouch)
- plain milk (small UHT poppers of plain milk are easy to add to lunchboxes)
- calcium-enriched soy alternatives (soy milk, soy yoghurt)



For more information and ideas on healthy eating and physical activity go to www.healthykids.nsw.gov.au



Health

SHPN (CPH) 150019

Fact Sheet

HEALTHY LUNCHBOXES CONT.



Water

Water is the best thirst quencher and the best choice of drink for every lunchbox. Tap water is safe so you do not need to buy bottled water.

LUNCHBOX IDEAS:

- freeze a water bottle overnight; it will help to keep the rest of the lunchbox cool
- pack a water bottle even if you are sending milk – the milk can be consumed at morning tea or lunchtime and the water at other times of the day when your child is thirsty



TIP:

Don't pack too much food or too many choices, as this may be overwhelming for a young child. You only need to provide enough food and drink for 1 snack and 1 main meal. If your child is at the service for extended hours, pack enough for 2 snacks and 1 main meal.

Food and drinks to leave out of the lunchbox

Snack foods and drinks that are high in added sugar, saturated fat or salt are generally low in nutrients. They also provide a lot of kilojoules that can contribute to children becoming overweight or obese. We call these 'sometimes' foods and drinks because they should only be consumed sometimes and in small amounts. Sticky, sweet foods can also cause tooth decay.

Sticky or sweet foods:

- lollies, chocolates, jelly cups
- cakes, doughnuts, sweet muffins
- plain sweet/cream-filled biscuits
- muesli /cereal bars
- fruit bars and fruit straps

Salty, high fat foods:

- potato chips
- corn chips
- cheesy balls, twists
- small oven-baked savoury biscuits
- devon and salami

Sweetened drinks:

- cordial and soft drink
- fruit juice
- flavoured mineral water
- fruit juice drinks
- sports drinks

It is best not to pack these 'sometimes' foods and drinks in lunchboxes. If you do occasionally put a 'sometimes' food or drink in the lunchbox, keep it to a very small portion only.

Note about food allergies: Some services may ask families not to pack specific foods to ensure a safe environment for children with severe food allergies. Please discuss these needs with your service staff.

For more information and ideas on healthy eating and physical activity go to www.healthykids.nsw.gov.au



Health

SHPN (CPH) 150019

Community Information

Family Day Care Australia	1800 658 699
NSW Family Day Care Association	(02) 9779 9999
Australian Children's Education & Care Quality Authority (ACECQA)	1300 422 327
Centrelink	13 61 50
The Children's Hospital Westmead	(02) 9845 0000
Westmead Hospital	(02) 9845 5555
Poison Information Line (24/7)	13 11 26
Tresillian Parent's Helpline	1300 272 736
The Hills Community Health Centre	(02) 8853 4500
Aboriginal Contact Line	1800 019 123
CatholicCare Western Sydney & Blue Mountains – Counselling Services	(02) 8843 2500
Headspace	1300 737 616
Houses to Homes – Young Mums	(02) 9837 2095
Play Group NSW	1800 171 882
Hills Community Aid	(02) 9639 8620
Hills Domestic Violence Prevention	0416 082 626
Child Protection Unit	(02) 9845 2434
Family and Community Services (FaCS) – Child Protection Helpline	13 21 11

List of Policies and Procedures

Philosophy

A to Z – Policy and Procedure

Acceptance and Refusal of Authorisations Policy
Arrival and Departure Policy
Code of Conduct
Child Protection Policy
Death of a Child in Care Policy
Determining Responsible Person Policy
Education, Continuity and Curriculum Development Policy
Educator Assistant
Educator Discipline Policy
Educator and Staff Recruitment
Educator Leave Policy
Emergency Management and Evacuation Policy
Enrolment and Orientation Policy
Excursion and Transport Policy
Family Law and Access Policy
Fee Policy
Fire Equipment Policy
First Aid Policy
Food Nutrition and Safe Food handling Policy
Governance and Service Management Policy
Grievance and Complaints Policy
Healthy Lifestyles and Physical Activity Policy
HIV and Blood Policy
Immunisation Policy
Incidents Injury Trauma and Illness Policy
Inclusion and Diversity Policy
Infectious Diseases and Exclusion Policy
Media and Technology Policy
Medical Condition and Administration of Medication Policy
Nappy Change Toileting Bathing and Hygiene Policy
Partnerships with Families Policy
Pet and Animals Policy
Physical Environment and Sustainability Policy
Play Session Policy
Policy and Procedure Development and Review Policy
Positive Guidance of Children Policy
Professional Development Policy
Responding to Subpoenas Policy
Risk Management and Work Health & Safety Policy
Sleep and Rest Policy
Smoking Drug and Alcohol Policy
Sun Protection – Sun Smart Policy
Supervision and Interactions with Children Policy
Unenrolled Children Policy
Visiting Educator Residence Policy
Volunteer Student & Visitor Policy
Water Safety Policy