



# CENTRE HANDBOOK

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## WELCOME TO HAMILTON CHILD CARE CENTRE

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Risky Play • Loose Parts • Nature • Child Led Learning

We acknowledge the Awabakal people, the traditional custodians of the land on which we meet, work and play. We pay our respects to Elders past, present and emerging and honour the role they have in teaching and nurturing children on this land. We acknowledge with gratitude that we share this land today, and our sorrow for the cost of that sharing.

We declare our ongoing commitment to Reconciliation.



**Welcome to our community based, family-grouped Centre nestled in the heart of Hamilton.**

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**After reading this information, if you have any further questions, please don't hesitate to ask any of our educators or staff.**

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Includes temporary COVID-safe changes to operations  
as at October 2021

# Section One: Introduction to Our Centre

## Welcome

We welcome you and your child/ren to our family grouped long day care, Hamilton Child Care Centre. We are a small non-profit community based long day care catering for children aged six (6) weeks to six (6) years. The Centre is partially-funded by the Department of Education, Skills and Employment, through the Early Childhood Education and Care Directorate 'Start Strong' Long Day Care Funding Program. Our premises are currently leased from the City of Newcastle.

This Handbook has been produced to provide you with important information in relation to Centre operations, our program, daily routine as well as policies and procedures. We ask you to read this information carefully and keep it on hand as it will provide you with a reference point during your time at the Centre.

Hamilton Child Care Centre was opened in 1986 after the need for a long day care centre in the Hamilton area was identified. The Centre has always operated as a mixed-age or 'family-grouped' space. Within our federation house setting, this family-grouped model allows for a home-like environment and provides children with a sense of belonging as the spaces here reflect the familiar environments of home. Family-grouping provides our children with the opportunity to:

- move freely through all environments, indoors and out;
- make choices;
- enjoy unhurried time frames in which to pursue their interests;
- make connections with a wide range of peers and siblings;
- grow in relationship with their educators, peers and the environment; and
- become part of our sociocultural learning community.

Our outdoor environment provides children with plenty of opportunities to explore the natural environment and learn about nature. Our play environments, their features and design, are important for providing opportunities for children to create and engage in a wide range of play. We encourage children to learn through play with loose parts and enjoy nature as they work together and find out about the world around them. We are fortunate to have many shaded areas for the children to work in and spaces to offer challenge, as well as allow children to engage in risk-based play. Climbing trees and building with large blocks, rocks and other natural materials, working with water and in the mudpit are encouraged year-round.

We encourage our children to explore Sandsetter's (2006) Six Categories of Risk-based Play:

- 1) Play with great heights;
- 2) Play with high speed;
- 3) Play with harmful tools;
- 4) Play near dangerous elements;
- 5) Rough-and-tumble play; and
- 6) Play where the children can 'disappear' or 'get lost'.

The research tells us the importance of risk based play for children's overall growth and development and specifically in relation to self-regulatory behaviours, which are particularly important later in life. Our educator team has additional training in supporting risky play for children of all ages.

## **Hours of Operation**

Our licensed hours of operation are 7:30am to 5:30pm Monday to Friday.

The Centre opens for approximately 49 weeks per year. The Centre is closed for a minimum of two weeks over the Christmas/New Year period (depending on how key dates fall) and for all Public Holidays.

Families are not charged for Public Holidays nor during the end-of-year Centre close-down period.

## **Membership and Community**

As a funded community-based service, the Centre is a not-for-profit member-based association. All families whose children are enrolled are required to nominate one adult family member to become a member of the association. Members and other family members are encouraged to become involved to contribute to the Centre's operation throughout your time at the Centre. There are many opportunities throughout the year to contribute, including:

- Taking part in one of the quarterly Working Bees to assist with care of the Centre and grounds,
- Nominating for the Management Committee or taking part in the Social/Fundraising Sub-Committee (see below), or
- Assisting as needed with resource maintenance (tasks like covering books, mending costumes).

Parents/caregivers and other family friends are also invited and encouraged to share skills and knowledge with the children throughout the year as opportunity arises. If you have particular skills – perhaps music, language, cooking, outdoor skills or handicrafts – please talk to an educator about how they might fit in the program.

One of the points of difference of our Centre is that it is a whole community, and we are always keen to ensure our children feel their whole family is welcome and meaningfully included in Centre activities.

## Management

The Centre is managed by a Management Committee made up of members (dedicated parents whose children attend the Centre) elected to key positions. The make-up of the Committee is:

- President
- Vice-President
- Secretary
- Treasurer
- Staff-Parent Liaison
- Social/Fundraising Convener
- 2-3 General Members

To maintain our operation successfully, the Centre must have a fully-formed Committee each year.

An Annual General Meeting is held each year between late February and early March to elect a Management Committee. Where possible, we try to have a mixture of established and new members on each year's Committee to ensure stability and consistency over time.

The Management Committee meetings are held at the Centre once per month for approximately 1 – 1.5 hour/s per meeting. The Director reports to the Committee about the day-to-day running of the Centre to ensure open communication between the educators and Committee is maintained in relation to all aspects of service delivery. The Committee is responsible for ensuring the appropriate management and governance of the Centre, including its operating budget, staffing, and the overall safety and quality of the environment and program.

The Management Committee also oversees a range of social and fundraising events and activities across the year. A Social/Fundraising Sub-Committee (run by the Social/Fundraising Convener) is formed to organise these activities, and it provides a monthly report to the Management Committee. Money raised through fundraising is used to purchase extra items for the Centre and undertake major projects that the annual operating budget cannot accommodate. All parents are welcome to join the Social/Fundraising Committee, and are encouraged to support social and fundraising activities as they occur.

If you are interested in nominating for the Committee or have anything to raise, please speak to the Director, or ask to get in touch with one of the current Committee members.

## Philosophy

Our Centre practices are influenced by many voices, ideas and theories and our philosophy underpins everything we do. Hamilton Child Care Centre has adopted a pictorial 'tree' form to represent our philosophy.

The tree depicts all the elements of philosophy that guide our interactions, our decisions, our culture, our planning and represents how all these parts of the whole are implemented daily. This is a living document owned by all within our Centre and local community and is reviewed each year to ensure it continues to represent all stakeholders' voices.



## **Broad Goals of the Centre**

### **Vision Statement**

“Be leaders in creating confident and resilient children within a learning community.”

### **Mission Statement**

Encouraging children to pursue learning together, in an engaging and nurturing environment, supported by dedicated and caring educators.

### **Goals**

The values and beliefs expressed in Hamilton Child Care Centre’s philosophy are supported by a Strategic Plan that includes the following goals:

#### **1. Our People**

- Employ & retain caring, qualified and competent educators
- Have an actively involved parent body
- To enable children to build relationships through family grouping
- Have an engaged and supportive local community
- For children to learn skills for life through play-based curriculum
- For children to express their ideas and voices through the arts program

#### **2. Our Services**

- To enable children to be ready for life and each step in their educational journey
- To maintain our commitment to professional development and study of new theories of child development and pedagogy
- To maintain the highest quality standards under the National Quality Standards rating system
- To engage with the Early Years Learning Framework (EYLF) and incorporate this document into daily programming practices

#### **3. Our Sustainability**

- To have a committed and active Management Committee
- To ensure financial resources are maximised
- To meet all statutory and legal obligations
- To advocate for high quality long day care in the community
- To create an awareness of the environment and sustainability practices through all aspects of service delivery.

#### **4. Our Resources**

- To create a stimulating and natural outdoor environment
- To maintain a vibrant and well-organised art studio area for all children to access
- To ensure the safety of children, educators & visitors

## **Educators, Qualifications and Staffing**

Hamilton Child Care Centre is staffed by a professional team with a range of qualifications and experience. The leadership team consists of the teaching Director who holds a Bachelor of Early Childhood, and an Educational Leader and Lead Teacher who both hold Early Childhood Teaching (ECT) degrees. They lead a team of educators working with our children with a combination of Diploma or Certificate III qualifications in Early Childhood Education and Care.

Our staffing structure and each day's roster ensures that the right mix of staff are working with the children complying with the Law and Regulations as well as the Centre's obligations in relation to Start Strong Funding with the government. The Centre also employs a Cook to make children's meals from scratch each day, an Art Educator to support learning in the Art Studio, and an Office Administrator to oversee the day-to-day administration.

All our educators have extensive experience within the field and are committed to the wellbeing of the children, ensuring environments and the educational program meets the needs of the dynamic and ever-changing 'face' of our learning community. To ensure our practices and knowledge is current, up to date First Aid, Asthma and Anaphylaxis and Child Protection training is provided, as well as opportunities for professional development throughout the year.

As a learning environment, we also take on trainees who are completing Certificate III or Diploma studies whilst working onsite with us, and occasionally host students on placement. We will let you know when new people are joining us so we can all make them welcome.

We pride ourselves on consistency of care and the maintenance of high educator-to-child ratios to ensure quality interactions within our unique family grouped model. All full-time educators and staff work an RDO roster with one day off each four weeks. In 2022, the RDO day has been scheduled on a Friday. We have a small team of casual employees who back fill these days, and other absences through the year, so that our children have familiar faces even when regular educators are away.

Supporting our team, we have contracted professional cleaners who do a daily clean after-hours, and screened and qualified maintenance personnel are utilised as required.

## **Licensing and Regulation**

The Centre is licensed for 36 children per day by the Department of Education, Skills and Employment, Early Childhood Education Directorate under the National Law, Education and Care Services National Regulations 2011 and the National Quality Standards (NQS).

## Assessment and Rating Processes

All childcare and early education services are assessed and rated by their regulatory authority against the National Quality Standards (NQS) and given a rating for each of the seven quality areas, and an overall rating based on these results.

The NQS sets a high national benchmark for early childhood education and care services in Australia, and provides families with important information to make informed decisions about service choice for their child/ren and family.

The NQS includes 7 quality areas that are important outcomes for children.

Quality Area 1 – Educational Program and Practice

Quality Area 2 – Children’s Health and Safety

Quality Area 3 – Physical Environment

Quality Area 4 – Staffing Arrangements

Quality Area 5 – Relationships with Children

Quality Area 6 – Collaborative Partnerships with families and communities

Quality Area 7 – Governance and Leadership



The Standards are designed to assist services to see their strengths and to determine areas for continuous improvement through the development of a Quality Improvement Plan (QIP). The Centre’s QIP can be viewed in the foyer.

As of January 2019, Hamilton Child Care Centre is currently rated as Meeting in five of the seven quality areas (2, 3, 4, 6, 7) and Exceeding in two quality areas (1 and 5) with an overall rating of Meeting.

For more information regarding the NQS process, please speak with an educator or visit the ACECQA website at [www.acecqa.gov.au](http://www.acecqa.gov.au).

## TEMPORARY VARIATION FOR COVID-safe OPERATIONS

### COVID-19 Management

In Response to COVID-19, HCCC has a COVID-safe Business Plan, a COVID-19 Risk Minimisation Plan and a Pandemic and Outbreak Response Policy. HCCC has applied measures, and modified our routines, to prioritise health and safety, including:

- Implementing vigilant hygiene practices that prevent the spread of infectious diseases, including COVID-19
- Encouraging good health and sanitation
- Installing HEPA air filters in spaces throughout the building to remove airborne viruses and allergens
- Ensuring good ventilation with open windows, and spending large amounts of time outdoors moving children in small groups
- Monitoring and following sources of public health information from Health NSW
- Implementing all measures recommended by authorities, and
- Educating and informing our community with current and trusted information



## Section Two: Attendance at the Centre

### Waitlist

All waitlist applications are taken online through Storypark Manage, our online Child Care Management system. Applications are required for each child and each application attracts a \$15 administration fee, payable by direct deposit. Please be aware that joining the waiting list does not guarantee a placement at the Centre. You will be notified as soon as a place becomes available.

As a funded service, we are obliged to follow the Australian Government's Priority of Access Guidelines when filling vacancies. These guidelines are as follows:

Priority 1 – a child at risk of serious abuse or neglect

Priority 2 – a child of a single parent who satisfies the work, training, study test under Section 14 of the A new Tax System (Family Assistance) Act 1999.

Within these main categories, priority is also be given to:

- Children in Aboriginal and Torres Strait Islander families
- Children in families which include a disabled person
- Children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold or who or whose partner are on income support
- Children in families with a non-English speaking background
- Children in socially isolated families
- Children of single parents

To register and complete a waitlist application online, please go to the link on our website:

<https://www.hamiltonchildcare.com.au/waitlist/>

Note: Please ensure you provide a regularly used email address on waitlist applications as all correspondence is sent via email.

### Enrolment

When a place becomes available for your child/ren, you will be invited to complete an enrolment.

Enrolment is done online through Storypark Manage.

Prior to enrolling your child, please ensure you have visited the Centre and had a chance to talk with educators about the program and daily routine to feel comfortable and know that this Centre is the right choice for your child and family.

Please read through this information carefully and ensure you answer ALL questions. No areas on any form should be left blank.

To complete the process you will need:

- Centrelink Reference Numbers for the child and Claimant
- Copy of child's up-to-date Immunisation History Statement to upload (this is available from Medicare)

- Parent's and emergency contact's work phone numbers
- Nominated emergency contact's details
- Details for the child's usual doctor
- Letter from the child's doctor regarding any medical condition/s, allergy, or support needs to upload (if applicable)
- Up-to-date email addresses (most correspondence will be sent via this method)

Note: Statements regarding payment will be emailed to the email address provided for Parent 1 on your Storypark Manage account.

## Custody Arrangements

If there are custody arrangements in place for your child/ren, enrolment at the Centre is to be completed by either:

- the custodial parent, or
- the parent who has interim custody pending a hearing of the Family Law Court of Australia.

Documented evidence of custody and access orders must be presented for the Centre's records on enrolment and the collection of the child from the Centre must be in accordance with these arrangements.

Importantly, if copies of such orders are not provided to the Centre, once your child is in our care, we are obliged if requested by the non-custodial parent to release your child into their care at any time if he/she can prove his/her relationship to your child by means of photo identification such as a Driver's Licence.

## Orientation

Orientation to the Centre is an important way of allowing your child and you to begin to feel comfortable within our environments. Leaving your child in the care of others can be a stressful and anxious time for all concerned. It is extremely important that you feel comfortable within our Centre; that you know and understand policies, procedures and the daily routine; and that you have time to ask questions to ensure you are ready for this next step.

Orientation visits allow for this to happen prior to commencing formal care in an unhurried timeframe. At this point we also require all documentation to be completed ready for your child's start date. During orientation visits we ask that you stay with your child and take the opportunity to meet all educators and enjoy the play. We will also take this opportunity to ask you questions, spend time with your child and ensure we are ready for them when they start with us.

Please use this time to ask any questions you may have and inform the Centre of any health concerns/medical plans for your child. If your child has particular health or support needs you would like to discuss in more detail, it is also possible to set up a separate time with the Director to discuss these. Following your orientation visit/s, an educator will be assigned to your family as your child's Primary Care Giver. This will be explained in more detail in our Daily Routine section.

## Arrival and Departure

Children must only be on premises during our licensed hours of business: 7:30am to 5.30pm. Strict adherence to these hours is necessary.

### Arrival

When you arrive on-site, sign your child in via the portal on the tablet. Please assist your child to put away their belongings (bag and water bottle), following our locker routine displayed on the verandah. Please also make sure you find an educator on arrival, so you and your child can be welcomed to the Centre each day. This is a key opportunity to share any important information we should be aware of in relation to caring for your child (for example, a poor sleep the night before, not eating well, a visit to somewhere special, an injury at home etc.).

Before you leave, if you have not applied sunscreen to your child at home, please feel free to use the Centre's. If the group is outside, please have their hat on their head. Encourage your child to use the bathroom to wash their hands prior to starting play. Once you have said good-bye, they can join the play with peers and educators. Please advise member of staff if needed to assist your child these routine tasks.

### TEMPORARY VARIATION FOR COVID-safe OPERATIONS

During periods affected by Public Health orders relating to COVID-19, the sign in procedure is different. Children will be met at the side gate on Blackall Street and signed in by a member of staff. Although handover should be as low-contact as possible, please still take the opportunity to tell the educator anything the team needs to know. This is an essential form of communication between home and the Centre.

Please always ensure you speak with an educator if a different person is planned to collect your child at the end of the day. Only people listed as authorised in your profile on Storypark Manage will be permitted to take your child. These persons must be 18 years or over, and if unknown to educators, must present their ID for identification and verification.

### Departure

The end-of-day process is the reverse of the start-of-day. When you arrive on site, you will sign your child out using the tablet, then locate the child and collect all belongings to go home. Please be sure to make contact with an educator, so we can say goodbye each day when you are leaving

When collecting your child, we ask that you be at the Centre not later than 5.15pm, especially if your child is under 12 months of age. This will give you adequate time to discuss their day with an educator, sign out and collect all belongings.

If you find that you are going to be late, you must phone the Centre as soon as possible. It is expected that you will call before 5.15pm and an educator will contact you by 5.20pm if we have not heard from you.

The Centre closes promptly at 5:30pm and late fines apply immediately after this time. A Late Fee of \$20 will be charged at 5.30pm and then at a rate of \$1.00 for every minute after 5.30pm. All families will be asked to sign acceptance and understanding of our Late Collection/ Late Fee Policy on commencement at the Centre.

Transport difficulties are allowed once, and thereafter must be paid for. We do understand that occasionally accidents and emergencies arise at the last minute and in these instances the person nominated on the enrolment form as an emergency pick up will be called.

Please note: If an educator has concern for the safety of any child being collected from the Centre by a parent/guardian or a person authorised to collect that child, they will take positive steps to prevent the child from accompanying that person by adhering to the Centre's policy on 'Safe Collection of Children'.

#### TEMPORARY VARIATION FOR COVID-safe OPERATIONS

During periods affected by Public Health orders relating to COVID-19, the sign-out procedure is different. Parents/caregivers will arrive at the side gate on Blackall Street, and the child and belongings will be brought to the gate. The child will be signed out by a member of staff.

Although handover should be as low-contact as possible, please still take the opportunity to touch base with the educator and find out about your child's day before leaving. This is an essential form of communication between home and the Centre, and we are always happy to answer any question you might have.

### Unplanned Absences

If your child is for any reason unable to attend on a particular day, please phone to notify the Centre by 8:30am. It is important that we know of any illnesses within the Centre environment, especially if notification to other families is necessary.



# Section Three: Children's Daily Requirements

## My Child's Day – What to Bring Each Day

For each day at the Centre, please bring a bag of a suitable size to accommodate: a drink bottle, a hat, at least two sets of labelled spare clothes, spare shoes, a comforter if needed, and a wet bag for soiled clothing. For 3-5 year olds, ideally provide a backpack your child can carry as this helps them develop independence and responsibility for their own belongings.

Please check the bag regularly to ensure it always includes:

- A sensible hat with suitable brim. This must be supplied and clearly labelled, every day.
- A small, labelled drink bottle. This is to be placed in our wire drink bottle racks for children to have access to water.
- At least two full sets of clothes and labelled spare shoes. If your child is toilet training, please pack more than two full sets of clothes and extra shoes.
- If your child uses a dummy, please supply one. This should be in an enclosed container, fully labelled.
- If your child has a favourite sleep time toy and/or pillow, this should also be provided. Please label this clearly and leave it with their bag in their locker. An educator will place this on your child's bed ready for sleep time each day.
- A wet bag for soiled clothing. You can purchase a Skip Hop bag from Hamilton for \$25 or bring your own. Please let an educator know if you would like to purchase one.

## Food and Meals

### **PLEASE BE AWARE THAT HCCC IS A NUT-FREE ENVIRONMENT**

Note: On certain days, other food items may also be excluded. Eggs will not be served when children with Anaphylaxis are onsite.

At Hamilton Child Care Centre, we nurture healthy bodies and minds through providing an excellent selection and variety of nutritious and wholesome foods. The Centre provides food and nutrition education consistent with the National Dietary Guidelines for Children and National Infant Feeding Guidelines. All food provided considers age-appropriateness, cultural diversity, medical and religious requirements.

Through use of the guidelines from Hunter New England Health 'Good for Kids, Good for Life' program, care and consideration are put into weekly planning of menus. The weekly menu is made available in advance to families. We ensure children are provided with at least 50% of their daily nutritional needs through morning tea, lunch and afternoon tea. A 'late afternoon tea' is also served to children still on site around 5pm.

The emphasis is on whole foods, with raw and steamed vegetables as well as plenty of fruit. We are proud of our vegetable garden which provides fresh herbs and some vegetables to add to our menu's freshness. The children are also invited to help in the garden, and are always excited to eat what they have grown and harvested.

Water is always available with meals.

If your child has an allergy or is on a special diet, please notify educators on enrolment.

A letter from your GP or Doctor outlining your child's food/health concerns must be provided for special diets and an Allergy form completed.

We strive to cater for individual needs by providing adequate meals for all children; but in some cases, we may not be able to provide the exact food for a child with an allergy. In this case we will liaise closely with you to organise appropriate alternate foods for your child; or we may agree to you bringing in specific foods for the purpose of meeting your child's dietary requirements.

Food should only be brought on site once verified with the Cook and Director. Please always ensure any food brought on site is taken into the kitchen on arrival to maintain their correct temperatures.

## **Celebrating Birthdays**

If your child's birthday falls on a day when they are with us, we will celebrate the occasion, unless otherwise requested. A cake (or cupcakes or similar) may be brought in to share; but must be purchased from a commercial kitchen and have nutrition and contents labels attached. No eggs and nuts please.

For hygiene and ease of serving, individual treats such as cupcakes, small donuts or icy poles are great choices. Any celebration food shared is a small 'taste' for each child as this is extra food to that already provided, and we want to maintain the emphasis is on healthy foods.

If your child suffers from food allergies, intolerances or anaphylaxis, to ensure they are able to enjoy the celebrations of their friends in a safe way it is strongly suggested that you provide the Centre with appropriate alternatives that can be kept here onsite ready. If items can be frozen and thawed as needed on for the day, this is a great option.

All food brought on site should be taken directly to the kitchen on arrival.

If you have particular celebration requests, please discuss these with an educator.

## **Bottles, Formula and Drink Bottles**

**All children require a labelled drink bottle of water for use each day of attendance. This must be taken home daily for hygiene and cleanliness.**

If your child has expressed breastmilk throughout the day, please bring it frozen or ready to use, with the required number of bottles. Please ensure all bottles and all milk is clearly labelled.

If your child has formula, please bring it readymade in the required number of bottles for the day – again labelled clearly.

Our Centre is proudly supportive of breastfeeding mothers and has facilities available to allow you to come and breastfeed your child through the day if you are able. Please let an educator know if you would like to do this throughout the day so you can be supported to do so. You are also welcome to breastfeed your child on arrival or before leaving. Please ensure you leave enough time if this is part of your child's routine at the end of the day.

If your child has transitioned to cows milk (or to soy milk or rice milk), the Centre will supply the milk and we ask you to bring the required number of empty bottles for each feed. Again, please label all parts of the bottle with your child's name.

## Security Toys, Comforters and Pacifiers

We do not encourage children to bring toys from home except a special soft toy or security toy for sleep if necessary.

Hamilton Child Care Centre has lots of wonderful resources and provisions for children to explore and utilise while with us. Toys from home often become lost or broken and it is very upsetting when this happens therefore, we would ask that they always be left at home.

If your child uses a dummy, please supply one in an enclosed container, fully labelled.

## Children's Lockers

We have two separate locker areas for the safe storage of children's bags and belongings:

- For children aged 3 – 5 years, bags are to be placed in lockers on the back verandah – your child will choose this locker each day with you and will label with a photo name card.
- For children aged 0 – 2 years, bags are to be placed in a locker in the nursery.

## Clothing and Sun Protection

It is advisable to dress children in clothing each day that allows them freedom of movement, comfort and the ability to get wet and muddy! We encourage children to immerse themselves in the environment and their play, and this means they know they don't need to stay clean. Good or 'best' clothes are better kept for other occasions and environments.

All children are to wear hats provided by parents/guardians that protect the face, neck, ears, and crown of the head for outdoor play. The Cancer Council recommends a broad brimmed hat with a brim size of at least 6cm for children; a legionnaire hat with a flap at the back; or a bucket style hat with a brim size of at least 5cm for children or 6cm with a deep crown. Hats will be kept in each child's individual locker.

Families will be requested to dress children in clothing that gives protection from the sun, especially the shoulders, back and stomach. Children should wear loose-fitting shirts or dresses, with collars and sleeves that cover the shoulders and chest.

SPF50+, broad spectrum, water resistant sunscreen is supplied at the Centre and may be applied if not already done so at home on your arrival.

Sunscreen will be reapplied to all children in the afternoon, 20 minutes before returning to outdoor activities.

For those children who show allergy to the Centre-provided sunscreen, families will be asked to bring in and leave an appropriate sunscreen for their child, clearly labelled.

If for some reason a child cannot wear sunscreen, he/she will be requested to cover up with a long-sleeved top with a collar/high neck and long pants and wear an appropriate hat.

Children under 12 months of age will not be exposed to direct sunlight. They will remain in shaded areas only. Permission for sunscreen use will be sought from parents. A roll-on broad-spectrum sunscreen will be used for babies and toddlers.

The Centre minimises time outdoors in the sun between 10.00 and 2.00pm Eastern Standard time (11.00am and 3.00pm day light saving time). The Centre's indoor/outdoor programs are scheduled around summer and winter ultraviolet periods of the day.



## Section Four: Daily Routine

Young children have no concept of time as adults know it, but they do gauge their day by patterns of time such as morning tea, lunch and rest time. It is of benefit to have order in the program so that children become familiar with the routine and feel secure within it.

The daily routine, although set out, is flexible and changes to meet the needs of the children in the group daily. Changes are also made in relation to weather conditions, special events and excursions the children may be involved in.

7.30am	<b>Centre Opens</b>
7.30am – 9.00am	<b>Indoor and outdoor program and Art Studio</b>
8.50 – 9.00am	<b>Morning ‘Yarn’ Meeting</b>
9.00 – 10.00am	<b>Indoor and outdoor program and small group project work</b>
9am	<b>Progressive Morning Tea</b>
10.30–11.00am	<b>Group time for children</b>
11.00–11.30am	<b>Indoor and Outdoor program</b>
10.50 -11.15am	<b>Preparation for our Family lunch</b>
11.15–11.45pm	<b>Lunch time</b>
12.00pm	<b>Babies and toddlers - Story time/relaxation for sleep</b>
12.00 - 4.30pm	<b>Indoor/outdoor play and small group project work for interested children Sunscreen all children - outdoor play</b>
2.45 – 3.15pm	<b>Progressive Afternoon Tea</b>
4.30 -5.00pm	<b>Gradual pack away of the outdoor environment</b>
5.00pm	<b>Children to collect belongings and gather for collection and Late afternoon tea</b>
5.30pm	<b>Centre closes</b>



### TEMPORARY VARIATION FOR COVID-safe OPERATIONS

During periods affected by Public Health orders relating to COVID-19, the daily routine is structured to provide as much outdoor time as possible, and to structure and stagger group activities such as lunch.

## Programming

Our programming is influenced by a variety of approaches and theorists, but most importantly by the Reggio Emilia Educational Project to educating young children. We offer an emergent program through play based, hands-on learning where children are afforded opportunities to be autonomous over many of their play choices and learning opportunities.

At the beginning of each day, children welcome one another and educators beginning with our acknowledgement of country at a morning yarn. This time allows us to reflect upon our environments and the potential for learning from children's interests and educators intentional teaching and 'frames' our thinking for the day ahead. Importantly we remember how to show care and respect for one another and our environments.

Educators 'set the scene' through the provision of provocations within our learning environments and ensure there is an emphasis upon the natural world. The outside environment is as important to the program and children's learning as indoors and children are encouraged to spend time in both spaces.

We believe in the importance of creativity and providing children with opportunities to explore, experiment and theorise about their world through their discoveries and play with others – educators and peers. Our Art Studio space is an extension of this thinking allowing children to work alone or in small groups to represent their thinking through various mediums and forms of expression.

Deep thinking is encouraged through small group project work where children are encouraged to look together and find out more. This information and their insights across time is documented and shared on our walls here and in their Storypark e-portfolio.

This documentation is an important component of the program. The child's voice is vital and through collecting and displaying their ideas and theories sensitively our children know they are heard, respected, and seen as competent people in this learning community. We use Storypark, an app for communication with parents and creating a 'digital portfolio', where content can be downloaded and kept.

At the start of the year, each educator is assigned to support one of our four age-based groups. Our groups are:

- Possums 0 -2 years,
- Frogs 2 – 3 years,
- Crocodiles 3 – 4 years, and
- Kangaroos 4 – 5 years.

Groups are age grouped allowing educators time to encourage and develop children's varied learning capacities and requirements. We engage in lots of movement and dancing, singing, book reading, rhyming, puppetry and conversation as we learn to work cohesively together.

Educators meet weekly to discuss and evaluate the program as well as look at emerging interests of the children and to look more broadly at our environments and community context. Planning is influenced by the information provided to us from each family at the beginning of the year as we work in partnership with you and through subsequent conversation and feedback as we progress.

As a play-based space, we know the importance of allowing children freedom and time to play and explore, but also to have a balance in their day with intentional teaching opportunities offered. These may be instigated by an educator around a topic of interest, a seasonal concept, community involvement or spontaneous learning through conversation and connection. This learning will be co-constructed with the children as we make discoveries together.

Relationship is key to all these components of our program as we work alongside and with the children viewing ourselves as researchers and learners with them. Loris Malaguzzi, the founder of the schools on Reggio Emilia said,

**“Teachers – like children and everyone else – feel the need to grow in their competencies... education without research is education without interest.” (1994:7)**

## **Child and Educator Interactions – Primary Care Giver System (PCG)**

The educators provide a safe, happy and secure environment where children can develop close relationships and their self-confidence. Close interaction with caring care givers is essential to the success of your child’s time at our Centre. During orientation visits educators will spend time with each child and at the end of this time we will discuss connections made with children and families.

The two educators assigned to each of our four individual learning groups will be your child’s PGC each year. These people will allow you close contact and connection so you know you have someone you can discuss any concerns with, talk about your child’s progress, share important information about your child and family life that may affect them whilst with us and know there is someone always available. These educators will also prepare your child’s individual e-portfolio across the year showing you their progression and development through observation and documenting interests, learning, relationships with others and events that have happened that were meaningful for your child.

Please also be aware, all educators work closely with all our children and we pride ourselves on knowing our children/families well and making strong connections with all. As a learning community, we are all parts of the puzzle and to make this work positively, relationship amongst all members of the community is vital to its success. If your PGC is away or unavailable, please feel free to talk to any educator or speak with the Director.

## **Safe Sleep, Rest and Relaxation**

All children have individual rest and sleep requirements which must be met in a comfortable and relaxing environment. The Centre will ensure this environment is safe, clean and secure offering children appropriate time to rest/sleep whilst being adequately supervised.

Our policy is based upon Red Nose recommendations. If a family’s practices and/or beliefs conflict with Red Nose recommendations, the Centre will only endorse an alternative practice where written advice from a registered medical practitioner has been provided. Physical checks of sleeping children are completed every 10 minutes by educators and sleeping children are always within sight/sound of educators.

We follow children’s sleep time routines according to their ages and needs. Once children leave the nursery (usually at 2 years of age), they transition to a small mattress placed on the floor in the main

room off the foyer for their sleep or rest. The Centre provides all linen for cots and beds, which is washed at the end of each child's time with us weekly. Mattresses are also cleaned down with neutral detergent and aired between each child's use.

## **Behaviour Guidance**

Our general approach to behaviour management is to firstly ensure the environment and provisions provided are sufficient to allow children access without always needing to wait for extended periods.

The educators work closely with children, guiding play where necessary, offering choices and ideas to encourage and assist with the play and re-direct where necessary. We reinforce positive behaviours and help children find alternatives if necessary. Talking with children about their feelings and helping them find a positive resolution is important as is consistency and clear messages. We aim to encourage children's resilience and ability to make good choices with our support and encouragement.

For more information, please read the Centre's Behaviour Guidance Policy.

## **Excursions and Incursions**

We believe we are part of the wider community around us and a great way of making connections is to interact with the community whilst out and about in it! We often take small groups of children on excursions in the local community often as we have many wonderful resources around us. The racetrack, Beaumont Street, Hamilton Library, the Ukrainian Centre, Greek Health and Wellness Centre, the Polish Centre, and, of course, Gregson Park are all favourite locations for our children.

Signed permission is necessary for educators to be able to take children off premises. At the start of each year, you will be asked to sign a 'Walking Excursion' permission note which provide blanket permission for educators to take small groups of children on short walks in our local community. This note will provide you with a map of specific places we may walk to, and these excursions will happen without request for consent each time once the initial permission has been signed. If at any time you would like to discuss this or change the arrangement we have, please speak with the Director.

If excursions are planned further afield, we will provide you with a written information sheet and permission note to sign prior to the excursion. You will be provided with detailed information in relation to the planned excursion and a detailed risk/benefit assessment will be available to view in relation to the excursion. Excursions are also an opportunity to be part of the fun, and we always enjoy family members' company. You are welcome and encouraged to attend.

We also look for opportunities to invite the community in to share things with us – both special family visitors and organised education sessions linked to our programs. Organised sessions of this kind are called 'incursions' and we will provide you with relevant information

If an excursion or incursion is arranged for a day that your child does not normally attend, wherever possible, they will be given an invitation to attend; however, you will usually need to stay with them.

### **TEMPORARY VARIATION FOR COVID-safe OPERATIONS**

Due to current restrictions in relation to COVID-19, excursions off premises are limited. This will be reviewed over time.



# Section 5: Communication at Hamilton

## Confidentiality and Privacy Policy/Privacy Statement

We acknowledge the vital importance of maintaining your information safely and keeping all aspects of our record keeping confidential. Our Privacy Statement is attached at Appendix D.

All enrolment information, personal and family details, medical and health records, incident/illness and injury forms, protective care records and children's individual programming and progress records will be kept in a secure location to ensure confidentiality is always maintained. This information is also readily available upon request to the respective family at any time. The Centre abides by the Privacy Act 1988 and all information collected is used only for the purpose of administration, planning, programming and evaluation.

All information obtained will always be maintained in a sensitive manner and securely stored. Once you have finished your time at our Centre, information no longer required to be kept will be appropriately disposed of, and information required to be retained kept in a secure archiving location.

## How will I Find Information About my Child? My child's progress

Hamilton Child Care Centre use an online system called Storypark to share information about the Centre's activities and children's learning and care with families. This is connected to the Storypark Manage system we use for enrolments; but is a separate system.

Parents/guardians can set up an account and have access – either online or mobile via an app – to their child's Storypark 'digital portfolio' at any time. Educators are available for discussion and information sharing either informally or by making an appointment. Should you require an in-depth discussion, an appointment will be necessary.

There are many factors that will affect your child's progress whilst with us, so please keep us informed of events at home or any changes in your child's life or routine. Any concerns regarding your child/ren may be discussed with any educator, but it is best to contact your child's PCG and the Director.

It is expected that you will always have an opportunity to talk with educators at least once each week to touch base, and all educators are happy to let you know about the fun and your child's involvement during their days with us when you are collecting in the afternoon.

## Parent Involvement and Feedback

Hamilton Child Care Centre is a place for families, not just children. Members of a child's family and special people in their lives are always welcome visitors at the Centre.

We welcome visits during lunch, staying for an extended period when dropping off or picking up, attending excursions, and – best of all – contributing your amazing skills to our program. Suggestions for when time permits might include playing an instrument, cooking, singing, dancing, telling or reading stories, or becoming involved in the children's play.

We try to plan special activities through the year, when children can invite their families to join in a particular event or celebration.

We also encourage you to have a conversation with us, or send us an email at any time about your child, the program, or opportunities you see. You may:

- Contact us via Storypark any time,
- Write your ideas/feedback directly onto our programming sheets displayed each afternoon,
- Add a note on a whiteboard regarding a question or topic of interest,
- Place a note in the Communication Box attached to the wall in the main room (?) next to the TV screen, or
- Have a conversation with an educator on arrival or departure, or
- Call or email the Centre.

We happily and gladly accept any contribution any of our community would like to make.

#### TEMPORARY VARIATION FOR COVID-safe OPERATIONS

Due to COVID-19 we are limited in our ability to have people on site; but we are committed to communicating and collaborating with everyone via different means. Please feel free to message staff via Storypark – we look forward to reading your comments and feedback in order to shape and enrich the learning program for all children at the Centre.

### Who do I Talk to if I Have a Problem?

If you have any concerns or grievances during your time with us, please do not hesitate to talk to the Director. The Director will follow the Centre’s ‘Complaints/Grievance Policy,’ recording any issues and taking every step to resolve the matter.

A formal complaint must be lodged using the appropriate paperwork and will be tabled at a Committee meeting. If this does not provide a suitable resolution for all parties, the complaint will be forwarded to the Department of Education, Skills and Employment for assistance in the matter.

You are encouraged to contact the Department of Education, Early Childhood Education Directorate if unsatisfied. All written complaints will be forwarded to the NSW Ombudsman.

Early Childhood Education and Care Directorate - 1800 619 113

Or the NSW Ombudsman

524 HSBC Centre

Level 24, 580 George St

SYDNEY

General Enquiries: 02 9286 1000

Free Call 1800 451 524

Translating & Interpreter Service (TIS) 131 450

### Newsletters

Newsletters are emailed bi-monthly or when required to inform families about any special events at our Centre. Visitors, management Committee news, fundraising, upcoming events, and children’s group learning and projects happening at the Centre form the body of the information. Please ensure you keep your email address with us up-to-date as this information is always emailed.

## Noticeboards

We have a whiteboard in the main room that is used to share information regarding the program, to pose questions to families and to ask for your feedback. This is changed regularly, so please keep an eye on this space.

Our whiteboard located on the back verandah of the building has information regarding the daily menu, educator changes for the day and requests! Please also read this daily.

### TEMPORARY VARIATION FOR COVID-safe OPERATIONS

Due to COVID-19, information usually shared on the noticeboards is being shared by other means instead, including via Storypark, by email, and by signs at the gate. Keep an eye on these locations to keep up to date, and don't hesitate to ask an educator if you have questions.

## Parent Library (Information & Resources in the Community)

Educators have set up a small library of resources with books around child development, parenting, food and healthy lifestyle practices for the family and child in the main room. Please also note this is where you will find information on health concerns/illnesses within the Centre, local providers for extra help with your child in the local community such as the baby and health clinic, Doctors, Speech therapists, Occupational Therapists and services to help the whole family.

We encourage you to utilise these resources whenever you need to, but if you feel you require more help and assistance, please speak to your child's PCG or the Director.

### TEMPORARY VARIATION FOR COVID-safe OPERATIONS

Due to COVID-19 restrictions on access, this information is not easy to browse; but please ask an educator or contact the Director if you have particular questions, we might be able to help with.

## Lost Property

Please label all your children's clothes – shoes, socks etc., and regularly check the lost property basket which will be provided to you at drop off/pick up times to look through. Please also check our large 'Shoe basket', lockers or speak to an educator if you are missing any items.

Note: Unknown/unlabelled drink bottles are thrown out after a two week period. Any items left at the end of the year are donated to a local charity.

# Section Six: Fees and Assistance

## Understanding Enrolment - CRN's and CCS

A Customer Reference Number (CRN) is generated by Services Australia and is used to identify your personal record. A CRN is 9 numbers and 1 letter. For example, 123 456 789A. You can use your CRN when you:

- apply for payments and services
- create an online account through myGov
- record or update your information with Services Australia

You may already have a CRN from claims made in the past through Services Australia. You can find your CRN on letters from Services Australia, on your myGov account. If you don't have a CRN, you can obtain a CRN by attending your nearest Centrelink Customer Service Centre or by phoning Centrelink on 136 150, or by logging on to myGov (<https://my.gov.au>).

Note: We can't lodge your enrolment until we have the CRN for yourself and your child.

## Making a Claim for CCS

The steps to making a claim can be found on the following link:

<https://www.servicesaustralia.gov.au/individuals/services/Centrelink/child-care-subsidy/how-claim>

### Notes:

- It will take a minimum of 2 weeks for CCS to be assessed.
- CCS will only be backdated 4 weeks from when the claim is lodged. You need to get this done ASAP. It is best to have this done before you start enrolment at HCCC.
- If you have a claim for another child, you still need to do a separate claim for subsequent children.
- The parent/guardian who has made the CCS agreement is the one to do the enrolment, using their CRN. You cannot use your partners CCS agreement or CRN for the enrolment.
- We are not directly involved with Centrelink to process your CCS

## Payment of Fees

Fees are required to be paid through a Direct Debit payment system, QuickPay. Payment options include Credit, Debit card and direct debit from your nominated bank account on a fortnightly basis (see Appendix C for statement/billing cycle for January to March). Bank details are added via Storypark Manage.

Statements will be issued the Tuesday following the fortnightly period, and direct debits will be processed on the following Thursday.

Our full fee for 2022 is \$118 per day, for 3 – 5 year olds and \$123 for 0 – 2 year olds, and is subject to change. This fee is inclusive of food, drinks (except for formula for baby bottles) nappies, craft materials, children's entertainment, sunscreen, linen and other sundry items.

The amount charged by QuickPay is a percentage of the total amount billed. The current rates are - \$1 per transaction charge for bank account and credit card, and an additional surcharge for credit card of 1.8% for Mastercard/Visa and 3.6% for AMEX. These amounts are subject to change without notice and are charged by QuickPay.

*There is no cash kept on the premises, therefore cash is unacceptable as payment of fees.*

Fees are charged for each enrolled day, except for Public Holidays. If you are away, fees must still be paid for. Only Public Holidays and the Centre's annual close down period are exempt from fee payment.

Additional charges may be added to your account each year with 14 days' notice e.g. Service Levy & Children's Resource levy.

Extra care days will be added to accounts weekly where a child attends on a non-scheduled day in any given week. This will be taken up within your normal weekly or fortnightly direct debit cycle.

In the event of a payment being declined, QuickPay will charge a fee of \$8.80. This is not charged by Hamilton Child Care Centre.

Fees must always be paid up to date. If you are having trouble with your payments, please arrange a meeting with the Director to discuss your options as soon as possible.

The Centre must receive an explanation in writing from families should fee payments be in arrears beyond a period of two weeks. This explanation must be addressed to the Management Committee and placed in the Fees box. If fees fall into arrears beyond a period of two weeks without reasonable explanation, the Executive Management Committee will be notified immediately, and your family could risk losing your child's position.

Should fees fall into arrears beyond a period of 4 weeks then notice will be given by the Executive Committee that the child's position will be terminated, and all outstanding fees must be paid. Failure to pay outstanding fees will result in any debts being referred to a Debt Collection Service.

## **Other Costs on Enrolment**

A Bond equivalent to 2 weeks fees must be paid to secure your child's position. This bond will roll over year to year and be refunded to your account when leaving the Centre.

A \$1.00 Association Membership fee is billed to your fees account during the first week of attendance each year.

A \$100 per family 'Children's Resources Levy' will be charged at the beginning of the year along with a \$100 per family 'Service Levy'.

The Centre pays Children's Accident Protection Insurance for your child. This covers compensation for children who sustain an injury whilst in our care. You will also be covered for the cost of damage to clothing, travel and accommodation expenses, childcare fees and loss of wages (limits apply). The Product Disclosure Statement for this insurance is available upon request.

## **Assistance with Child Care Costs – Child Care Subsidy (CCS)**

The Australian Government assists families with their childcare costs through the Child Care Subsidy (CCS). This subsidy is paid directly to the Centre to reduce the fees you pay. The amount you may be

eligible for depends on, the hourly rate cap based on the type of childcare you use and your child's age, your family's income, and the hours of recognised activities you and your partner do.

To be eligible for CCS your child must be immunised and maintain up to date immunisation. A medical exemption may be possible, but unimmunised children will not be able to attend during an outbreak of an immunisable disease and fees must still be paid. Please see further information in our Immunisation section.

Families earning more than \$190,015 (2021–22 terms) have an annual subsidy cap of \$10,560 per child each financial year. From 10 December 2021 The Department of Education, Skills and Employment are removing the annual cap for all families who get CCS. From 7 March 2022, families with children aged five or under in care will get a higher subsidy for their second child and younger children

Services Australia will withhold 5% of your subsidy. This is to help reduce the likelihood of you getting an overpayment. You're able to vary this amount to suit your circumstances.

## **Reducing Days and/or Terminating a Placement**

Four (4) weeks (28 calendar days) notice in writing or via email must be given when withdrawing or changing a child's days of attendance at the Centre. This notice commences on the first working day after notice is given (e.g. written notice received Friday, 28 days' notice commences from the following Monday inclusive). If four weeks' notice is not given, families will be charged four (4) weeks of full fees for all enrolled days in lieu of notice.

The minimum placement of two days per week must always be maintained. Therefore, families with children only attending for two days cannot reduce their child's days.

For notice of reducing days or terminating a placement between 1st November and 1st March, a six (6) week notice period (42 calendar days) will apply. Please also be aware the 3-week closure period across Christmas is not included. For example: if notice is given on the final day for the year, the 6 weeks' notice will be taken from the first day back of the New Year which will be the next business day.

Under the CCS system, families who decide to leave the Centre earlier than the actual enrolment exit date will be charged full fees for each day of enrolled attendance. No CCS is paid to a child/family who exits the system early when correct notice periods have not been provided to the Centre. CCS will only be paid for their last physical attendance.

## **Allowable Absences**

Families are entitled to 42 absence days per child, per financial year, and may be entitled to additional absence days in some circumstances (including illness of the child, a parent, a sibling). In shared care arrangements, the allocation of 42 absences per financial year relates to the child, not each individual claimant.

## **Extra Booked Days**

All extra days are at an additional cost to regularly booked days. We do not "swap" children from their regularly booked days to spare days; they can only be taken as "extra" unless you wish to

change your permanent booking – and four weeks’ notice in writing (six weeks between 1<sup>st</sup> November and March 1<sup>st</sup>) must be given to change a permanent booking.

Spare places will only occur when children are absent. When this happens, the Centre can take a replacement child of the same age group. While the Centre is often aware of planned holidays, places available from other children being sick are often not known until the day, so it is always worth a quick call to enquire if in need on a day your child does not usually attend.



# Section Seven: Health and Hygiene Practices and Policies

## Health and Hygiene Issues

The Centre aims to provide a healthy and safe environment for all, at all times. To ensure we protect the general health and wellbeing of all, we must minimise the risk and spread of infection.

In order to maintain a healthy and safe environment, we ask that if your child is unwell, you keep them at home until they are fully recovered. For children in any care arrangement, due to the high numbers of people within the environment being exposed to many illnesses and infections, the risk of illness and the spread of infection is higher.

Children should not be brought to the Centre if they are not up to managing all aspects of the normal daily routine. If the Director or educators hold concerns for a child and believe they are not well enough for their day, a parent will be contacted and asked to collect the child at your earliest convenience. If parents are not contactable, emergency contacts provided on the child's enrolment form will be used.

The Centre also upholds the following exclusion periods for the health and safety of all in attendance:

- Twenty four (24) hour exclusion for a temperature of 37.5°C or over; and
- Twenty four (24) hour exclusion after starting an antibiotic
- Twenty four (24) hour exclusion following any vomiting or diarrhea. (Note: This may be increased to forty eight (48) hours if the Centre has had multiple cases or Health NSW has declared a gastroenteritis outbreak).

Diagnosed illnesses/rashes may have specific exclusion periods. These are set out in Appendix A. Hamilton Child Care Centre follows the guidelines regarding all illnesses within *Staying Healthy in Childcare: Preventing infectious diseases in early childhood education and care services*. (5<sup>th</sup> Edition).

### TEMPORARY VARIATION FOR COVID-safe OPERATIONS

On top of our normal Hygiene and Infection Control Policy, the Centre has a Pandemic and Outbreak Response Policy, a COVIDSafe Business Plan, and a COVID Risk Minimisation Plan. We have implemented daily increased, stringent cleaning procedures, and have contract cleaners clean the Centre every night.

Until vaccination of our younger cohort can be achieved, we will be asking for covid tests to be done when children are exhibiting covid symptoms.

## Immunisation

Immunisation is a simple, safe and effective way of protecting people against harmful diseases before they come into contact with them. Immunisation not only protects individuals, but also others in the community, by reducing the spread of preventable diseases.

We are required to have documentary proof of your child's current immunisation status prior to commencement at the Centre, and you must provide proof of your child's continued immunisation status during their attendance at the Centre via your child's Immunisation History Statement which can be downloaded from Medicare via your myGov account. The Blue Book is no longer accepted as proof of immunisation.

Records will be stored securely in your child's file and we ask that you update this information by uploading the current Medicare Immunisation History Statement on your Storypark Manage parent portal as soon as possible after each additional immunisation. If your child is not immunised and you have an approved exemption, this information must also be supplied.

In the event of an infectious disease outbreak, any child not immunised will be excluded at the discretion of the Director as he/she could contract the disease and therefore be considered an infectious risk to other children at the Centre.

The NSW Parliament has passed a Bill to amend the Public Health Act to strengthen vaccination enrolment requirements in childcare (also known as early childhood education and care).

Since 1 January 2018:

- Children who are unvaccinated due to their parent's conscientious objection are not able to be able to be enrolled in childcare,
- It is an offence for a principal to fail to comply with the childcare vaccination enrolment requirements, and
- It is an offence for a person to forge or falsify a vaccination certificate.

Children who cannot be fully vaccinated due to a medical condition or who are on a recognised catch-up schedule will still be able to be enrolled upon presentation of the appropriate form signed by a medical practitioner.

## Medication

We do not administer any 'over-the-counter' medications.

If your child requires medication, a parent or guardian must complete a medication form, located in the Medication Book at the sign-in kiosk – please ask an Educator for assistance. The medication must then be given to an educator and they will check with parent/guardian that the information on the medication form is correct and that the medication is in its original container and clearly labelled with your child's name, the prescribing doctors name, the name of the medication, the dosage amount required and the expiry date. This information cannot be handwritten but typed by the dispensing chemist.

If your child has been prescribed an antibiotic, they will need to have had 24 hours of this medication before being clear to return to the Centre.

Any medication found in a child's bag will not be administered.

Educators will place your child's medications in the kitchen to be stored as required in the medicine cupboard or in a container in the refrigerator and recorded on the Medication Chart (the whiteboard on the kitchen door). A copy of the medication form signed by educators once medications are administered will be given to the person collecting your child at the end of the day with the medication.

We do our utmost to ensure the containment of any infectious illnesses. If your child falls ill with an infectious illness, please phone the Centre so we can inform other parents of the infection within the Centre. If you visit the Doctor with your child, please obtain a medical clearance for our records. This is to ensure that the rest of the children are not at risk of contracting the infection.

For further information regarding Medication and the Administration of, please see our Managing Medication Policy and Procedure.

## **Individual Health Management Plans/Medical Conditions Policy**

Where a child is required to have long-term administration of medications, a Health Management Plan must be formulated in consultation with your child's medical practitioner. This information once completed will be kept at the Centre. This information will be gathered at enrolment with the expectation that you will read the Medical Conditions Policy and complete the associated Communication and Risk Minimisation Plan with your child's medical practitioner. It is also expected that you will provide the Centre with any medical documentation required for your child such as their ASCIA Allergy/Anaphylaxis Plan.

It is expected that families will update this information as it changes across the year as some requirements can change over time (e.g., asthma and the amounts of Ventolin required).

Each year your child's Health Management Plan needs to be updated. An educator will give this back to you at year-end, and it is expected that you will see your child's medical practitioner to update this information before returning for the new year.

## **Injuries and Accidents**

We are committed to providing environments where children can learn through play and exploration. Every step is taken to ensure children's safety in all activities, but at times accidents and injuries do occur.

Minor accidents, treated with simple first aid, not causing significant distress or requiring medical advice or follow up will be reported to you verbally at the end of the day; but are not formally recorded unless you request it.

This means, if your child stubs their toe, or grazes their knee and appropriate first aid is applied, you will be informed by a member of staff at pick up as to what has happened during the day; but you will not be given an Incident, Injury, Trauma and Illness form to sign for the record. On enrolment you complete an authorisation for the administration of first aid and other health products and this information will be used in these situations.

If an accident is considered more significant, the Director is responsible for determining whether it is necessary to notify you at the time or whether it is adequate to advise you at the end of the day. In either case, an educator will provide you with a completed Incident, Injury, Trauma and Illness form when you collect your child. You will be asked to read and sign this form, acknowledging that you are

aware of the incident/accident/injury, and have been informed. The Centre will keep a copy of the report on your child's file and the original will be given to you to take home for your records.

Accidents that happen in the following categories are treated as significant and will be written up for you to sign:

1. If your child is injured intentionally or unintentionally by a peer/sibling and is very upset,
2. If your child's injury involves anything to do with their head,
3. If the injury was sustained from falling from height, or moving at great speed and
4. If we need to complete first aid and feel that further medical intervention is required.

These reported accidents are monitored to ensure we are keeping our environment as safe as we can. Accidents requiring medical advice or hospitalisation are forwarded to ACECQA (Australian Children's Education and Care Quality Authority) for consultation.

Following any kind of incident/accident/injury and first aid, children will be comforted and supported to re-join the group and play. If this is not successful, we will always contact you.

In the event a child is deemed as seriously injured or ill, educators will immediately call '000', call their parent/caregivers, and if they cannot be reached, call the emergency contact.

If a child requires transportation to hospital via ambulance, an educator will attend with the child in the ambulance and stay with your child until a parent/caregiver or authorised person arrives. All children have Ambulance cover whilst at the Centre.

The child's Enrolment form is taken along with the injured child. All accident details are recorded on the Incident, Injury, Trauma and Illness report form, which is dated, signed, and witnessed by the educator who attended to the child and the Director at the time of the incident.

For more information, please read our Incident, Injury, Trauma and Illness Policy.

## **Emergency and Evacuation Procedures**

All emergency evacuation procedures are displayed at each exit point and are practiced every 3 months or more often if required as per the Education and Care Services National Regulation. If children and educators need to leave the premises in the event of an emergency, all primary contacts will be contacted as soon as possible to arrange for the collection of children.

We have a meeting point on the corner of Blackall and Everton Streets if we need to evacuate the building.

The children also practice "Lockdown" drills in the case of an emergency situation close to the Centre requiring all to stay indoors. Again, emergency contacts will be contacted as soon as is practicable given the circumstances of the situation.

## **Child Safety and Child Protection**

There are two access points to the Centre. The main access to the Centre is through the front gate and front door on Denison Street. A code to open the main door is provided to each family upon commencement at the Centre. This code is for immediate family only – all other visitors to the

Centre will be expected to ring the doorbell and an educator will allow them access. The code is updated from time-to-time, and all families provided with the new details.

**We ask that you ensure siblings or your child attending the Centre do not open the gate or front door at HCCC at any time.**

The secondary access to the Centre is via a gate on Blackall Street into the yard. This gate is locked during the Centre's normal operating hours; but can be unlocked by staff as needed.

#### TEMPORARY VARIATION FOR COVID-safe OPERATIONS

Due to COVID-19 site access restrictions, the gate entrance on Blackall Street is predominantly being used for families. This is unlocked for a period of time each morning and afternoon, with an educator stationed at the gate to enable access for the drop-off/collection of children.

Educators are aware of the many spaces within our service and make sure children are supervised always in all of these. Throughout the day, head checks are taken with all educator's part of this process to ensure everyone knows where all children are, always. Sleeping children are physically checked in the sleep room and nursery at regular 10 minute intervals.

Children are afforded opportunities to play indoors or out, and educators ensure ratios are always met. Children know that they must stay where they can always see an educator and we always work closely with them to support play and the individual child's safety.

All educators at the Centre meet Working with Children Check requirements and have completed relevant Child Protection courses. This knowledge is updated every 12 months to ensure all educators are aware of current legislation as well as their obligations as mandatory reporters in relation to child protection.

All persons working for, or in contact with Hamilton Child Care Centre value and care for children and are aware of children's inability to seek help for themselves, and their reliance upon the help of a trusted adult. As mandatory reporters and part of our duty of care, educators will take any necessary steps to record and report to Community Services when they suspect a child is at risk of significant harm. Child Story is the online reporting system that will be utilised by educators and staff.

If you would like to read more about this, please ask an educator to view the Centre's Child Protection Policy.



## Appendix A: Exclusion Guidelines and Infectious Conditions

Condition	Exclusion of Cases	Exclusion of Contacts
Antibiotics	<b>Exclude until 24 hrs after the administration of antibiotics.</b>	<b>Not excluded.</b>
Bronchiolitis and Bronchitis and Pneumonia	<b>Exclude until well.</b>	<b>Not excluded.</b>
Chickenpox	<b>Exclude until all blisters have dried, usually at least 5 days after the rash first appears.</b>	<b>Children with an immune deficiency to be excluded for their own protection. Otherwise not excluded.</b>
Cold Sores	<b>Sores should be covered by a dressing where possible.</b>	<b>Not excluded.</b>
Common Cold	<b>Not excluded, unless unwell.</b>	<b>Exclusion at discretion of Nominated Supervisor*.</b>
Conjunctivitis	<b>Exclude child until discharge from eye has stopped.</b>	<b>Not excluded.</b>
Croup	<b>Exclude until well.</b>	<b>Not excluded.</b>
Cytomegalovirus (CMV)	<b>Not excluded</b>	<b>Not excluded.</b>
Diarrhoea (Rotavirus, Campylobacter, Cryptosporidium, Shigella, Salmonella, etc (see also Giardia)	<b>Child excluded for 48 hrs after loose bowel motion has ceased.</b>	<b>Not excluded.</b>
Diphtheria	<b>Exclude if discharge present and/or until well.</b>	<b>Advice from Public Health Authority.</b>
Ear Infections (Otitis)	<b>Exclude if discharge present and/or until well and/or 24 hours after the commencement of antibiotics.</b>	<b>Not excluded.</b>
Parvovirus Infection (Erythema Infectiosum, (Slapped Cheek Syndrome, Fifth Disease)	<b>Exclusion is not necessary unless child is unwell.</b>	<b>Not excluded.</b>
Giardiasis	<b>Exclude until there has not been a loose bowel motion for 48 hours.</b>	<b>Not excluded.</b>
Glandular Fever	<b>Exclusion is not necessary unless child is unwell.</b>	<b>Not excluded</b>
Haemophilus Influenza type B (HIB)	<b>Exclude until person has antibiotic treatment for at least 4 days.</b>	<b>Not excluded.</b>
Hand Foot & Mouth Disease	<b>Exclude until all blisters have dried.</b>	<b>Not excluded.</b>
Headlice (Pediculosis Capitis)	<b>Exclusion not necessary if effective treatment is commenced prior to the next day at child care.</b>	<b>Not excluded.</b>
Hepatitis A (Infectious Hepatitis)	<b>Exclude the ill child or employee for 7 days after the onset of jaundice. Medical certificate required.</b>	<b>Not excluded.</b>
Hepatitis B	<b>Exclusion is not necessary.</b>	<b>Not excluded.</b>
Hepatitis C	<b>Exclusion is not necessary.</b>	<b>Not excluded.</b>

Condition	Exclusion of Cases	Exclusion of Contacts
Impetigo (School Sores)	<b>Exclude until treatment has commenced (antibiotic 24 hr exclusion). Sores on exposed surfaces to be covered with watertight dressing.</b>	<b>Not excluded.</b>
Influenza	<b>Exclude until well.</b>	<b>Not excluded.</b>
Measles	<b>Exclude for 4 days after rash first appears.</b>	<b>Immunised contacts not excluded. Non-immunised contacts to be excluded until 14 days after first day of rash in last case.</b>
Meningitis (bacterial and viral)	<b>Exclude until well.</b>	<b>Not excluded.</b>
Meningococcal Infection	<b>Exclude until appropriate antibiotic treatment has been completed.</b>	<b>Not excluded.</b>
Molluscum Contagiosum	<b>Not excluded.</b>	<b>Not excluded.</b>
Mumps	<b>Exclude for 9 days or until swelling goes down.</b>	<b>Not excluded.</b>
Ringworm (Tinea) Scabies, Trachoma.	<b>Exclude until the day after antifungal treatment is started.</b>	<b>Not excluded.</b>
Roseola	<b>Not excluded.</b>	<b>Not excluded.</b>
Rubella (German Measles)	<b>Exclude for at least 4 days after the rash appears and until fully recovered.</b>	<b>Not excluded.</b>
Scarlet Fever	<b>Exclude until the day after appropriate antibiotics have started and child is well</b>	<b>Not excluded.</b>
Streptococcal Sore Throat including Scarlet Fever	<b>Exclude until 24 hrs after commencement of antibiotics.</b>	<b>Not excluded.</b>
Thrush (Candida)	<b>Not excluded.</b>	<b>Not excluded.</b>
Toxoplasmosis	<b>Not excluded.</b>	<b>Not excluded.</b>
Tuberculosis	<b>Excluded until allowed to return by Health Authority.</b>	<b>Not excluded.</b>
Viral Gastroenteritis (viral diarrhoea)	<b>Child excluded for 48 hrs after vomiting and/or loose bowel motion has ceased.</b>	<b>Not excluded.</b>
Vomiting	<b>Exclude until 24 hours after the last episode of vomiting has occurred.</b>	<b>Not excluded.</b>
Whooping Cough (Pertussis)	<b>Exclude until 5 days after starting antibiotics or for 21 days from onset of coughing.</b>	<b>Exclude non-immunised household contacts for the first 5 days of appropriate course of antibiotics.</b>

**TEMPORARY VARIATION FOR COVID-safe OPERATIONS**

\* Note: Under pandemic conditions, contacts of a child with symptoms of a common cold will be excluded alongside excluded children.

## Appendix B: National Immunisation Program Schedule - NSW

### National Immunisation Program Schedule 1 July 2020



Childhood vaccination (also see Influenza vaccine and additional vaccination for people with medical risk conditions)			
Age	Disease	Vaccine Brand	Notes
<b>Birth</b>	<ul style="list-style-type: none"> <li>Hepatitis B (usually offered in hospital)</li> </ul>	H-B-Vax® II Paediatric or Engerix B® Paediatric	Hepatitis B vaccine: Should be given to all infants as soon as practicable after birth. The greatest benefit is if given within 24 hours, and must be given within 7 days.
<b>2 months</b> Can be given from 6 weeks of age	<ul style="list-style-type: none"> <li>Diphtheria, tetanus, pertussis (whooping cough), hepatitis B, polio, <i>Haemophilus influenzae</i> type b (Hib)</li> </ul>	Infanrix® hexa	Rotavirus vaccine: First dose must be given by 14 weeks of age.
	<ul style="list-style-type: none"> <li>Rotavirus</li> </ul>	Rotarix®	Meningococcal B vaccine: All Aboriginal and Torres Strait Islander children from 6 weeks of age, with a three year catch-up program for Aboriginal and Torres Strait Islander children aged less than 2 years old until 30 June 2023. Refer to the Australian Immunisation Handbook (the Handbook) for dose intervals.
	<ul style="list-style-type: none"> <li>Pneumococcal</li> </ul>	Prevenar 13®	
<b>4 months</b>	<ul style="list-style-type: none"> <li>Meningococcal B (Indigenous children)</li> </ul>	Bexsero®	Rotavirus vaccine: The second dose must be given by 24 weeks of age.
	<ul style="list-style-type: none"> <li>Diphtheria, tetanus, pertussis (whooping cough), hepatitis B, polio, <i>Haemophilus influenzae</i> type b (Hib)</li> </ul>	Infanrix® hexa	
	<ul style="list-style-type: none"> <li>Rotavirus</li> </ul>	Rotarix®	
<b>6 months</b>	<ul style="list-style-type: none"> <li>Pneumococcal</li> </ul>	Prevenar 13®	Pneumococcal vaccine: An additional (3rd) dose of 13vPCV is required for Indigenous children living in WA, NT, SA, Qld, and all children with specified medical risk conditions for pneumococcal disease. <a href="#">Refer to the Handbook.</a>
	<ul style="list-style-type: none"> <li>Meningococcal B (Indigenous children living in WA, NT, SA, Qld)</li> </ul>	Prevenar 13®	
	<ul style="list-style-type: none"> <li>Meningococcal B (Indigenous children with specified medical risk conditions)</li> </ul>	Bexsero®	Meningococcal B vaccine: An additional (3rd) dose of Bexsero® is required for Indigenous children with specified medical risk conditions for meningococcal disease. <a href="#">Refer to the Handbook.</a>
	<ul style="list-style-type: none"> <li>Diphtheria, tetanus, pertussis (whooping cough), hepatitis B, polio, <i>Haemophilus influenzae</i> type b (Hib)</li> </ul>	Infanrix® hexa	
<b>12 months</b>	<ul style="list-style-type: none"> <li>Meningococcal ACWY</li> </ul>	Nimenrix®	
	<ul style="list-style-type: none"> <li>Measles, mumps, rubella</li> </ul>	M-M-R® II or Priorix®	
	<ul style="list-style-type: none"> <li>Pneumococcal</li> </ul>	Prevenar 13®	
	<ul style="list-style-type: none"> <li>Meningococcal B (Indigenous children)</li> </ul>	Bexsero®	
<b>18 months</b>	<ul style="list-style-type: none"> <li><i>Haemophilus influenzae</i> type b (Hib)</li> </ul>	Acti-HIB®	Hepatitis A vaccine: First dose of the 2-dose hepatitis A vaccination schedule if not previously received a dose. The second dose is now scheduled at 4 years.
	<ul style="list-style-type: none"> <li>Measles, mumps, rubella, varicella (chickenpox)</li> </ul>	Priorix-Tetra® or ProQuad®	
	<ul style="list-style-type: none"> <li>Diphtheria, tetanus, pertussis (whooping cough)</li> </ul>	Infanrix® or TriPacel®	
	<ul style="list-style-type: none"> <li>Hepatitis A (Indigenous children in WA, NT, SA, Qld)</li> </ul>	Vaqta® Paediatric	
<b>4 years</b>	<ul style="list-style-type: none"> <li>Diphtheria, tetanus, pertussis (whooping cough), polio</li> </ul>	Infanrix® IPV or Quadracel®	Pneumococcal vaccine: Administer first dose of 23vPPV at age 4 years, followed by second dose of 23vPPV at least 5 years later. Refer to the Handbook for <a href="#">risk conditions</a> .
	<ul style="list-style-type: none"> <li>Pneumococcal (All children with specified medical risk conditions)</li> </ul>	Pneumovax 23®	
	<ul style="list-style-type: none"> <li>Pneumococcal (Indigenous children living in WA, NT, SA, Qld)</li> </ul>	Pneumovax 23®	Hepatitis A vaccine: Not required if previously received 2 doses (first dose at age ≥12 months) at least 6 months apart.
	<ul style="list-style-type: none"> <li>Hepatitis A (Indigenous children in WA, NT, SA, Qld)</li> </ul>	Vaqta® Paediatric	

**Appendix C: Statement and Direct Debit Billing Schedule for January to April 2022**

Fortnightly Statement and Billing Schedule 2022					
Dates Attended		Statement Period		Statement Date Tuesday	Direct Debit Date Thursday
11-Jan-22	21-Jan-22	11-Jan-22	23-Jan-22	25-Jan-22	27-Jan-22
24-Jan-22	04-Feb-22	24-Jan-22	06-Feb-22	08-Feb-22	10-Feb-22
07-Feb-22	18-Feb-22	07-Feb-22	20-Feb-22	22-Feb-22	24-Feb-22
21-Feb-22	04-Mar-22	21-Feb-22	06-Mar-22	08-Mar-22	10-Mar-22
07-Mar-22	18-Mar-22	07-Mar-22	20-Mar-22	22-Mar-22	24-Mar-22
21-Mar-22	01-Apr-22	21-Mar-22	03-Apr-22	05-Apr-22	07-Apr-22
04-Apr-22	15-Apr-22	04-Apr-22	17-Apr-22	19-Apr-22	21-Apr-22
18-Apr-22	29-Apr-22	18-Apr-22	01-May-22	03-May-22	05-May-22

## Appendix D: HCCC Privacy Collection Statement (for Enrolled Families and Staff)

### What is Personal Information? How is it Collected and Why?

What information is collected?	How we collect information?	Why we collect this?
Contact details of family and emergency contact information	<ul style="list-style-type: none"> <li>• Enrolment form</li> <li>• Employment record</li> </ul>	Required under the <i>Education and Care Services Regulation</i> .
Medical information, health and immunisation	<ul style="list-style-type: none"> <li>• Enrolment form</li> <li>• Employment record</li> <li>• Immunisation history statement</li> <li>• Health care cards – Medicare and health fund information</li> <li>• Accident, Illness and Injury forms</li> </ul>	To ensure the health and safety of every child and as a requirement under <i>Family Assistance Law</i> and the <i>NSW Public Health Act 2010</i> .
Children’s developmental records	<ul style="list-style-type: none"> <li>• Observations</li> <li>• Assessment of children’s learning</li> <li>• Programming documents</li> <li>• Communications with families</li> </ul>	Required under the <i>Education and Care Services Regulation</i> and to provide a high quality education and care service.
Family Assistance information	<ul style="list-style-type: none"> <li>• Enrolment form</li> <li>• Employment record</li> <li>• CCSS</li> </ul>	Required under the Family Assistance legislation and under employment legislation under Income Tax legislation.
Income and financial details, includes credit card and banking information	<ul style="list-style-type: none"> <li>• Enrolment form</li> <li>• Employment record</li> <li>• Fee payment and purchases</li> <li>• Tax File Number</li> </ul>	For the provision of the education and care service and as required under Family Assistance legislation and as per Funding Agreements with the Department of Education and Communities.
Legal information	<ul style="list-style-type: none"> <li>• Enrolment form</li> <li>• Employment record</li> <li>• Court orders or AVOs</li> </ul>	Required under the <i>Education and Care Services Regulation</i> .
Employment, marital status and nationality	<ul style="list-style-type: none"> <li>• Enrolment form</li> <li>• Employment record</li> </ul>	Required under employment legislation and to provide priority of access under commonwealth and state legislation.

What information is collected?	How we collect information?	Why we collect this?
Qualifications	<ul style="list-style-type: none"> <li>• Employment record</li> <li>• Certified copies of documents</li> </ul>	Required under the <i>Education and Care Services Regulation</i> .
Working With Children Check, criminal history checks	<ul style="list-style-type: none"> <li>• Employment Record</li> <li>• Originals of documents</li> </ul>	Required under the <i>Education and Care Services Regulation</i> .
Staff entitlements	<ul style="list-style-type: none"> <li>• Payroll records</li> <li>• Tax File Number</li> </ul>	Provision of entitlements.
Any information required to be recorded under the National Law and Regulations, the Family Assistance Law other relevant information collected to support the enrolment of a child	<ul style="list-style-type: none"> <li>• Enrolment form</li> <li>• Employment record</li> <li>• Complaints records</li> </ul>	Required under appropriate legislation.

## Personal Information

Personal information refers to information that identifies an individual. This includes information such as name, residential or email address, information relevant to the enrolment process, credit card information, billing records, documentation of a child’s learning and development, and recorded information regarding complaints. Publicly available information, such as information on a public website profile, is not considered personal information. Hamilton Child Care Centre only collects personal information when individuals specifically and knowingly elect to provide this – such as when they are enrolling a child, paying fees, providing health or family information, becoming an employee of the Centre or becoming a member of the Management Committee.

Parental permission is required before disclosing child’s sensitive information to professionals attending Centre for specific purpose of providing service for your child. This includes early intervention teachers, speech therapists, occupational therapists, doctors and counsellors.

Parents have a right to access personal information on their child. Access would only be denied on such occasion where it would result in a breach of the Centre’s duty of care to the child or impact on others.

## Direct Communication

Hamilton Child Care uses an individual’s personal information to send information to them via post, email or phone.

## What happens with personal information?

The Centre collects and uses personal information generally to provide an individual with the information and the services they request, to provide appropriate and relevant information pertaining to the education and care of a child/ren, and to continue to improve service quality.

Individual personal information will be given to the executive Management Committee and sent to debt collection agency for non-payment of fees. The Centre may need to disclose general information to Government departments (for legal and funding obligations), local government, and insurance providers. Hamilton Child Care will not sell or trade individuals' personal details to other third parties.

## Where is Personal Information Stored?

All electronic records are kept on a secure, password protected computer and password-protected cloud storage (OneDrive). Hard copy records are kept on site in a locked filing cabinet. Archived records are kept in a secure storage facility for the required time periods as per Confidentiality Policy.

## Access and Updating Personal Information

Individuals may ask to access, update or delete their information at any time. Reasonable steps will be taken to verify an individual's identity before granting access, making any corrections to, or deleting information. If an individual wished to make a complaint, they are directed to the Centre's Complaints and Grievance Policy.

