



# Family Handbook

## Our Vision

Every Prom Coast child is offered an environment where they can be, belong and become successful learners, confident and creative individuals and active informed young people.

## Our Objective

To deliver high quality safe and accessible early childhood services that are inclusive and responsive to the needs of children, families and communities.

## Our Values

Respects, Professionalism, Sustainability, Inclusiveness, Responsiveness.



***Prom Coast Centres for Children acknowledges the traditional owners of the land on which we play and learn. We respectfully recognise all elders, past and present and extend that respect to other Indigenous Australians who are present in our community.***

## Our Commitment to Child Safe Standards

Prom Coast Centres for Children is committed to the safety and wellbeing of all children and young people. We demonstrate this by providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect their lives.

In our education, planning, decision making, and delivery Prom Coast Centres for Children will:

- Maintain a zero tolerance for child abuse, discrimination, and racism.
- Take a preventative, proactive and participatory approach to child safety.
- Value and empower children to participate in decisions which affect their lives.
- Foster a culture of openness that supports all persons to safely disclose risks of harm to children.
- Respect diversity in cultures and child rearing practices while keeping child safety paramount.
- Provide written guidance on appropriate conduct and behaviour towards children.
- Ensure children know who to talk with if they are worried or are feeling unsafe, and that they are comfortable and encouraged to raise such issues.
- Report suspected abuse, neglect or mistreatment promptly to the appropriate authorities.
- Share information appropriately and lawfully with other organisations where the safety and wellbeing of children is at risk.
- Value the input of and communicate regularly with families and carers.
- Provide and promote the cultural safety of Aboriginal children and the cultural safety of children from culturally and/or linguistically diverse backgrounds and safety of children who identify with the LGBTQIA+ community.
- Actively support and facilitate the participation and inclusion of Aboriginal children, young people and their families within our service.
- Establish policies, procedures, systems and processes to create a culturally safe and inclusive environment and meet the needs of Aboriginal children, young people and their families.
- Administer robust human resources and recruitment practices for all staff, contractors and volunteers that offer appropriate child safe screening processes.
- Engage only the most suitable people to work with children and have high quality staff and volunteer supervision and professional development.
- Ensure that the committee of management, staff, contractors, and volunteers understand that the safety and wellbeing of all children and young people is everyone's responsibility.
- Promote our commitment to Child Safe Standards and support our members to maintain the standards.

## CONTACT US

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All of our Centres operate under separate Licences issued by the Victorian Department of Education and Training



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# Welcome

We warmly welcome you and your family to Prom Coast Centres for Children. PCCC is a community based, not for profit organisation that manages the service delivery of kindergarten and centre-based care for the communities of Fish Creek, Toora, Welshpool, and Foster.

Prom Coast Centres for Children is pleased to partner with you in providing a solid foundation for your child. Our programs will provide your child with opportunities to develop the skills, knowledge and confidence needed to be active, responsible citizens, eager to engage in their learning.

Our programs for children are based in play. Play is the vehicle in which children explore relationships, test and trial their skills and capabilities and explore their understandings of how the world works.

Research tells us that the early years are where children develop a strong foundation that supports them in all their relationships and learning for the coming years. At our services children:

- Learn how to make friends and develop relationships
- Learn how to work with others to problem solve and collaborate
- Learn how to ask questions.
- Knowing how to persist and persevere when faced with a challenge
- Become curious about the world
- Experience opportunities to be creative, deep thinkers. To be active seekers of knowledge, not passive recipients.

Our programs will support children to be confident in their relationships and develop a deep curiosity about the world around them, and active, engaged learners.

We look forward to meeting your child and your family, sharing special moments, and working with you to support your child's learning and development.

# 1. How We Operate

## PCCC Inc. Committee of Management

All PCCC services are operated under the Prom Coast Centres for Children Committee of Management (CoM).

The CoM meet once a month. The CoM is the legal entity that takes overall responsibility for the running of the affairs of PCCC. The Committee of Management takes responsibility for the governance, strategic directions and overall monitoring of its services.

The key functions of the Committee of Management are:

- Monitor the overall management of PCCC through ongoing evaluation and strategic planning;
- Ensure PCCC operates effectively with regular documented communication, and in line with its policies
- Plan, monitor and manage the finances of PCCC
- Ensure PCCC complies with all relevant rules, regulations, service and funding agreements
- Maintain accurate records in line with legal and financial legislative record keeping requirements
- Employ staff in line with current industrial obligations
- Develop and review policy in collaboration with families and staff, relevant stakeholders, peak bodies and regulatory authorities
- Encourage the involvement of all families at PCCC
- Promote community management and sub-committees
- Negotiate with outside bodies regarding funding, grants etc.
- Ensure the tasks of any sub-committee are carried out in an effective way and in a manner that encourages input and involvement from both families and staff
- Ensure meetings are planned appropriately, and that record keeping systems are in place, working closely with the Centres Director.

To ensure good communication from all areas of the Corner Inlet community, it is preferable (although not mandated) that a parent/guardian of a user of each Centre be elected to the committee as ordinary committee members each year.

Committee members are requested to participate on one of the subcommittees of PCCC, and/or to be an active member of one of the Parent Activity Groups of a centre that their child attends.

CoM Members are elected annually at the PCCC AGM which is held in April each year.



## Early Years Management

Prom Coast Centres for Children Inc is an Early Years Management organisation.

Early Years Management (EYM) is designed to reduce the management and administrative burden to support kindergartens so they can continually increase their service standards. EYM is built on a four way partnership, where partners work together to deliver a quality early education experience for all children. The partners are;

- Families
- Prom Coast Centres for Children Kindergarten Services
- South Gippsland Shire
- Department of Education and Training

Each partner has a unique role in supporting the learning and development of the children and improving educational outcomes. Families can choose to actively engage with the EYM by participating in a Parent Activity Group (PAG). This provides families with an opportunity to focus on enhancing their child's experience and connection with their child's kindergarten program and the broader community.



Education  
and Training

## 2. Educational Program

### Play Based Learning

**Play provides the means for children to explore and make sense of their world, as they engage actively with people, objects and representations. Play is an intrinsic human activity that supports learning through trial and error, problem solving, investigation and repetition.**

The National Early Years Learning Framework (EYLF) and the Victorian Early Years Learning and Development Framework (VEYLDF) recognise the importance of play in developing communication and language, including early literacy and numeracy, along with science, technology, engineering, the arts, social and emotional development.

The EYLF and the VEYLDF use a curriculum Framework that outlines the highest expectations for all children's learning from birth to eight years. It identifies five learning outcomes;

1. Children have a strong sense of identity
2. Children are connected with and contribute to their world
3. Children have strong sense of wellbeing
4. Children are confident and involved learners
5. Children are effective communicators

Play provides a context for learning that;

- Stimulates a sense of wellbeing
- Allows for individual expression
- Enhances curiosity and creativity
- Enables children to make connections between experiences
- Supports children to develop relationships and concepts that are essential stepping stones to more formal reading and writing and all the learning that happens at school

***It is during play that children learn and expand on life skills such as confidence, relationship building, emotional regulation, problem solving, empathy and resilience.***

# The National Quality Framework

**The National Quality Framework (NQF) provides a national approach to regulation, assessment and quality improvements for each early childhood service.**

The NQF includes;

- The National Law and National Regulations
- The National Quality Standard
- An Assessment and Quality Rating process
- National Learning Framework

The National Quality Framework raises quality and drives continuous improvement within the service. The NQS brings together the seven key quality areas that are important to outcomes for children;

1. Educational program and practice
2. Children's health and safety
3. Physical environment
4. Staffing arrangements
5. Relationships with children
6. Collaborative partnerships with families and communities
7. Governance and Leadership

Services are assessed and rated by the regulatory authority against the NQS, and given a rating for each of the seven quality areas and an overall rating based on results.

The service is required to have a Quality Improvement Plan (QIP). The aim of a QIP is to help services self-assess their performance in delivering quality education and care and to plan future improvements. The QIP is a document that identifies the service's strengths and goals for quality improvement and notes strategies for achieving those goals. It assists everyone at the service to remain focused on the improvements and on implementing the strategies needed to achieve the goals.

We encourage all families to be involved in the development of the QIP and contribute to achieving the goals outlined in this.

The QIP is on display at the service and we welcome all input into this. Your child's teacher will be happy to discuss your ideas, hopes and goals for the service and your family's assistance with the development of this year's QIP.



# Your Child's Learning and Development

*Prom Coast Centres for Children Learning and Development VISION*

***To achieve lifelong success as learners across all domains Prom Coast Centres for Children educators acknowledge that children's development and learning occurs at varying rates and that children are active learners from birth.***

***Children are motivated to achieve when a learning environment stimulates and challenges them to succeed by drawing upon the strengths and resources each child and family brings.***

***Play is the central teaching practice that facilitates young children's development and learning. Through intentionally teaching using a variety of teaching methods and styles we provide a responsive learning environment in which knowledge and development are fostered.***

There are formal and informal ways we communicate about your child's learning and development throughout the year. In addition to the opportunities outlined below, parents and guardians are welcome at any time to schedule a meeting with their teacher regarding their child's wellbeing, learning and development. Communication with families will be open, extensive, and respectful of, and sensitive to, cultural or other differences.

## **All About Me Forms**

All about me forms are completed by families and used during orientation to provide a snapshot of your child and family. They will include details of your child's family, routines, likes and dislikes and other information that will help your child be comfortable and secure. These will be discussed prior to your child starting and are an important part of developing trust, understanding and communication between families and PCCC educators.

## **Orientation**

New families are invited to attend along with their child to spend time with the educators at our service. This is a time to share and consolidate information about your child, your family and our service, to support us to plan for your child. Any outstanding documentation to finalise enrolment is completed at this session.

## **Individual Observations**

Each child has a record of regular individual observations that support goals and planning for your child. This is a record of the goals set between the family, the educators/teachers and the children. These provide a snapshot of your child's progress and their ongoing development, interests and interactions.

## **Reflection Book and Program**

The daily reflection book and Program are on display on entry to the service for families to view at any time. The Daily Reflection Book is an overview of our day. The daily Reflection Book and Program are integral documentation of the curriculum. They include what we do, why and how we support children's learning. The daily Reflection Book is a record of what children think, do and say and is displayed at the entrance of services.

### **Midyear Learning Summary**

At the commencement of 3<sup>rd</sup> term parents and guardians are invited to meet with your child's Program Leader/teacher to discuss your child's learning and development. Before this meeting you will receive a summary of your child's progress and have the opportunity to discuss this with the teacher.

### **Educator /Family Connection**

There are often times when you wish to speak to your child's Program leader or Teacher. When children are present, all educators are required to supervise and interact with children in order to ensure that a high quality program is maintained, particularly at delivery and collection times and this makes lengthy discussions difficult. Program Leaders and Teachers are available at mutually convenient times should you wish to make an appointment to discuss your child's development, or any other issues related to the program. Availability for meetings is displayed near the entrance of each service. Meetings can be face to face, via phone or zoom.

### **Koori Pre School Assistant (KPSA)**

The Koori Pre School Assistant supports educators and families in matters of Koori Culture. Educators are supported to embed culturally appropriate and safe, sensitive practices. Families are supported to access and participate in kindergarten Programs.

## **Transition to School**

At each of our kindergarten services the Transition to School program is developed in conjunction with the local school.

An important aspect of each child's transition to school will be the Transition Learning and Development Statement completed by the child's teacher and family. A child's Transition Learning and Development Statement summarises the child's abilities as they start school and identifies their individual approaches to learning. It is passed on to the child's future school via the Insight Assessment Platform in term four.

## 3. Getting Started

### Enrolment Information

Parents/carers need to ensure that their child's enrolment has current information regarding home address, email address, telephone numbers, emergency contact details, custody arrangements and medical information. Changes to your child's enrolment information must be emailed to the PCCC Enrolments officer: [admin@pccc.net.au](mailto:admin@pccc.net.au)

### Road Safety and Parking

To ensure the safety of children at all times around traffic and the road please ensure that you:

- Travel very slowly – children do not have the same viewing ability and perception as adults.
- Be aware of the speed and parking restrictions in and around your service.
- Park in an appropriate and safe position, before getting your child out of the car.
- Be aware of children crossing the road and coming out of the service.

### Orientation and Settling In

When children first commence at your service, they may experience some separation anxiety. This typically decreases over time as a child becomes familiar with their new surroundings. It is important that parents/guardians feel supported to manage any anxiety children may have for them to settle quickly, feel safe, and understand parents/guardians will return.

If you have any concerns about your child's settling-in process, please do not hesitate to speak with the teacher.

#### **Our typical routine:**

- On arrival we encourage parents to have their child carry their own bag and put away - if able.
- Parents are encouraged to stay for a time - to read a story, play a game and help their child feel settled.
- When you are leaving, please let your child and an educator know you are going.
- Please feel welcome to call the service at any time to check how your child is.

### What to bring

**Each child will need to bring a number of items to support their health and wellbeing for the day:**

- A backpack / bag
- A lunch box that consists of appropriate food for the length of the day. This may include morning and afternoon snacks, and lunch. Additional snacks at first to ensure your child has enough. Children are very busy emotionally and physically while they are with us, so they often are hungrier.
- A drink bottle filled with fresh water
- Nappies, bottles and formula as necessary
- A complete change of clothing (including extra clothing if your child is not independent in going to the toilet)
- A waterproof bag (e.g. wet bag) for wet/dirty clothes to be sent home in
- A hat (which will be kept at the service), as per Sun Protection Policy
- On colder days, a warm coat and other associated clothing
- Comfortable enclosed shoes for playing and climbing (thongs and crocs are not recommended)

- If your child would like to bring along a favourite toy from home for emotional comfort, please let your educators know (educators cannot accept responsibility for toys brought from home)
- All items from home should have your child's name written on for easy identification of belongings.

## Clothing

We deliver indoor/outdoor programs at our services, this involves being out in the mud, dirt, sand and water.

Children are encouraged to wear comfortable clothing which allows for freedom of movement while being mindful of the weather conditions. As per our Sun Protection policy clothing should ensure children are protected from the sun, i.e. sleeves to elbows. Children's clothing should be appropriate for messy and active play, along with suitable, firm grip sole shoes that enclose their feet.

## Healthy Eating and Nude Food

As part of the educational program, we encourage healthy eating habits at the service: early childhood is an important time for establishing lifelong, healthy eating habits. Educators model and encourage healthy eating behaviours, and food and drink are consumed in a safe and supportive environment for all children.

Parents and caregivers are encouraged to supply healthy foods that fit within our Nutrition, Oral Health and Active Play policy. Nude food is promoted and encouraged within lunchboxes; Nude food is food without excess packaging. It is food that comes to the service without disposable packaging such as extra plastic bags, wrapping or cling wraps.

## Arrivals and Departures

Children must arrive and depart accompanied by a responsible person. This must be the parent/guardian or authorised person nominated by the parent/guardian on the child's enrolment.

Our educators work to ensure that arrivals and departures are enjoyable and stress-free occasions. All siblings are the responsibility of the parent/guardian. Parents/guardians are requested to ensure their children care for and respect all service equipment.

Each time you arrive and depart from the service you are required to sign your child into and out of the service via the attendance book / Qikkids kiosk sign in.

For the safety of all the children, please ensure that only the children in your care leave with you and check that all doors and gates are closed properly. Ensure all persons with permission to collect your child are included on your enrolment form. Children will not be released from the service except to a parent/guardian or authorised person nominated by the parent/guardian on the child's enrolment.



## Wet Bags

Wet bags are available for purchase or you are welcome to provide your own. We encourage each child to have their own wet bag for the storage of wet clothing. This eliminates the need to use plastic bags.

## Uniform

While it is not compulsory for children to wear a uniform, Prom Coast Centre for Children T-Shirts are available to purchase.

## Hats & Sunscreen

Every child is required to follow sun smart guidelines outlined in our Sun Protection policy. Families need to ensure their child has a labelled appropriate sun smart hat each day. Sun smart hats are available for purchase.

Families need to apply sunscreen to their child prior to arrival and educators will follow the Sun Protection policy when reapplying sunscreen throughout the day. If your child requires their own sunscreen please discuss with the teacher.





## 4. Parent Involvement

*“When you enrol a child you actually enrol a family”*

### Ways you can be involved

PCCC welcomes family involvement and believes that ***“Children thrive when families and educators work together in partnership to support young children’s learning.”***

You are always welcome to come in and spend time at our service, however we ask that you please discuss this with the teacher first. Any visitors to the service may be required to obtain a Working with Children and/or National Police prior to spending time at the service. Please check with the Nominated Supervisor at your service.

Ways you can be involved may include:

- spending time in your child’s room playing, reading, helping
- helping with gardening and administration tasks
- sharing a skill or particular interest with children and staff e.g. cooking/playing an instrument/teaching a song in another language/craft/sharing culture and family special celebrations
- fundraising (see PAG)
- nominating for Committee of Management
- Parent Advisory group (see below)

### Parent Advisory Group – PAG

Prom Coast Centres for Children values and welcomes the important contribution that families make to the direction of our services. If you are interested in being involved, your commitment can be a little or a lot. Every parent, guardian and carer are encouraged to be involved in their child’s early learning experience. Being actively involved in your child’s service is a great way for families to engage and get to know each other.

#### Purpose

The role of the Parent Advisory Group (PAG) is to ensure that families accessing our services have an opportunity to actively contribute to the delivery of quality early childhood education and care within the community. Primary activities of PAGs include:

- Social Connections and Activities
- Working Bees, Lawn Mowing
- Fundraising
- General Maintenance
- Liaison for the PCCC policies and procedures.

The primary point of contact for the PAG is the Kindergarten Teacher. Discussions around priorities and needs for the service should be discussed as a group together at the commencement of the educational year.

#### Meetings

PAGs generally meet once a term. The time and location of the meetings will be advised to all families.

## 5. Policy

Prom Coast Centres for Children is committed to ensuring all children receive high-quality play-based learning in a safe inclusive environment. We have a number of policies and procedures that support our educators in their work with children and families. Our policies are available to be viewed at the service.

Parents/guardians are required to abide by Prom Coast Centres for Children's policies and procedures. By enrolling your child in the service, you agree to be bound by the Prom Coast Centres for Children's policies and procedures.

### Policy Folder

All Early Childhood Education and Care services must have in place policies and procedures as outlined in the Education and Care Services National Regulations 2011. Copies of all Prom Coast Centre for Children policies are available in a folder at each service.

### Late Collection of Children

Parents/guardians are strongly urged to give the service a courtesy call in-advance if they or the authorised person is going to be late to collect their child. The Delivery and Collection of Children Policy will be followed for the late collection of children.

### Complaints

At Prom Coast Centres for Children, we encourage feedback from families about our service and your experiences. The Prom Coast Centres for Children Compliments and Complaints Policy and Procedures are available at the service. Both positive and negative feedback is welcomed to ensure we are constantly meeting the needs of families, we are committed to treating complaints seriously, dealing with them quickly and learning from them. Complaints serve as important feedback and help us to identify aspects of our centre and its operations that can be improved. All complaints are treated confidentially and professionally.

If you have a concern regarding your child's education and care, please raise the issue with your child's teacher in the first instance, then the Nominated Supervisor if necessary. In addition, a Complaints Resolution Process poster is on display at the service to identify alternative options for addressing any issues.

## Privacy and Confidentiality

Prom Coast Centres for Children believes that respect for confidentiality is a key element in promoting and maintaining the trust of all involved in the integrity of the service. The service has a Privacy and Confidentiality Policy that illustrates how we collect, use, disclose, manage, and transfer personal information, including health information. This policy is available at the service for parents/guardians.

To ensure ongoing funding and licensing, our service is required to comply with the requirements of privacy legislation in relation to the collection and use of personal information. If we need to collect health information, our procedures are subject to the Health Records Act 2001.

The Child Information and Family Violence Information Sharing Scheme allows Early Childhood Services to freely request and share relevant information with Information Sharing Entities to support a child or group of children's wellbeing and safety when the threshold test has been met.

## Access to information

Individuals about whom we hold personal, sensitive or health information can gain access to this information in accordance with applicable legislation. The procedure for doing this is set out in our Privacy and Confidentiality Policy, which is available on request.

For information on the Privacy and Confidentiality Policy, please refer to the copy available at the service or contact the Approved Provider/Nominated Supervisor.

## Right of Access and Code of Conduct

While children are at the service, parents/guardians have a right to request access unless access breaches court/family orders. This 'right to access' must be exercised in a polite, considerate manner respecting the privacy of children, families, and educators in the service. All visitors are expected to behave in a manner acceptable in the presence of children.

Parents/Guardians are required to confirm adherence to the Parents/Guardians Code of Conduct as part of their acknowledgement to abide by PCCC Policies on enrolment.

## Absences

If your child is away or going to be away, please let us know, you can email the reason for the absence to the service.

## 6. Children's Health and Safety

Your child's health and wellbeing are important to us. We have a range of policies that cover all aspects of operations and quality of our service.

### Illness

Children who are unwell should stay home. Even if they do not have a condition that requires exclusion, the individual needs of ill children are difficult to attend to in a group environment.

Services should be notified if your child will be absent due to illness. Informing educators of the type of illness allows them to assess information that needs to be communicated to other families. Information about the illness is the only thing shared, family identity remains confidential in these circumstances.

### Exclusion

Prom Coast Centres for Children follows legislated procedures to promote children's health and minimise the spread of infection. Please keep your child at home if they are unwell. We require children with the following symptoms or illness must be kept at home until they are completely well:

- High temperature
- Vomiting
- Loose bowel motions
- Red, swollen or discharging eyes

If a child seems sick without obvious symptoms, for example unusually tired, irritable, lethargic, not eating or drinking

Any of the infectious diseases listed in the Public Health and Wellbeing Regulations 2019 exclusion table. This table can be accessed at the service.

Parents/guardians will be asked to collect their child if they show any sign of the symptoms mentioned above of illness or infectious diseases. You will be required to keep your child at home for at least 24 hours.

Children excluded from the service during an outbreak of a notifiable disease can return to the service after the exclusion period has expired in accordance with the Health Regulations. On some occasions a medical clearance certificate may be required.

## Medication

Administration medication to children at the request of their parent/guardian requires record keeping, teamwork and communication with children and families.

Medication (including prescription, over-the-counter and homeopathic medication) will not be administered to a child without authorisation by a parent or person with the authority to consent to the administration of medical attention to the child.

All prescription medication must have been prescribed for the child to whom it is given .

All medication to be administered must be recorded on arrival by the parent/guardian in the medication records form. All medication must be in the original container, bearing the original label, and/or a dispensary label stating the medication name, strength, date of prescription, child's name, dosage, and times to be administered, and the expiry date of medication. In the case of creams or ointments, the child's name, and the amount and time of application must be stated on the tube or bottle.

The first dose of a newly prescribed medication must be administered by the parent/guardian or medical professional prior to their arrival at the service so that a child's reaction can be observed.

Further information on the administration of medication within the service is available within the Administration of Medication policy which is located at the service.

## Health Conditions

If your child has a medical condition that requires particular treatment, educators will provide the support and care to ensure your child can participate in all aspects of the program.

You must inform the Nominated Supervisor of your child's health condition. Under the Education and Care Services National Regulations, Medical Management plans are required for any child who is at risk of:

- Asthma
- An allergic reaction
- Anaphylaxis
- Eczema
- Allergic rhinitis (hay fever)
- Diabetes
- Epilepsy

Parents/guardians of children diagnosed with a medical condition are required to provide a written Action Plan completed by a registered medical practitioner. The nominated supervisor will meet with families to prepare a risk minimisation plan for affected children.

Parents/guardians need to supply all relevant medication required for their child and this is to remain on the premises for the duration of their care. If your child's medication is not provided or available for educators to use in an emergency, they will be unable to attend the service.

## Medical Emergencies

Your child's wellbeing is our priority. If your child is involved in a medical emergency educators will administer first aid as required., call emergency services and contact you. Educators will be directed by the advice of paramedics. We will endeavour to keep you informed of all actions until you are with your child. Parents/guardians are responsible for any initial and subsequent medical costs (including all ambulance costs) associated with their child. Depending on the nature of the medical emergency, Prom Coast Centres for Children may be obligated by law to notify the Department of Education who may then choose to contact the parents/guardians.

## Accidents and Injuries

Early childhood is a time of developing control of your body, understanding its limits and mastering skills. It is possible your child might have an incident, accident, or injury while at the service as they trial and test new equipment and experiences. If your child is involved in a minor incident (e.g. tripping over) or accident (e.g. bumping their head), educators will comfort your child, assess their condition and monitor their wellbeing.

When required educators will record the details on the incident, injury, trauma, and illness record and contact you to discuss the incident. You may be required to collect your child and seek medical advice. You will be asked to read and sign the incident, injury, trauma, and illness record when you collect your child. Please inform the service if your child's condition changes, or if you seek medical advice.

For serious injuries, professional medical attention will be sought immediately. Parents/guardians will be contacted when possible.

An ambulance may be called if there is any doubt about how serious the injuries are. Parents/guardians are responsible for costs associated with the attendance or transportation in Ambulance Victoria.

## Emergency Evacuation

An up-to-date emergency management plan is located at the service. Service leaders will lead emergency practice drills each term to practice emergency evacuation procedures.

## No Smoking / Vaping

Please be advised that our services are designated as smoke / vape free at all times. This includes both internal and external areas of the services.

## Court Orders

If there are any court orders, relating to the powers, duties or responsibilities, in relation to your child, it is a regulatory requirement that a copy of any relevant orders are provided to the service, these are kept on the child's enrolment record.

Parents are required to issue the service with any updates or amendments to these plans as soon as possible to ensure that all parties adhere to these orders.

## Supervision

All children at the service are supervised actively and attentively within sight and hearing of educators at all times. Staffing requirements ensure that adequate numbers of educators are engaged at all times and educators plan the children's program including the use of indoor and outdoor areas to ensure quality supervision at all times.

Educators at the service work to a ratio of at least one educator per 4 children (under 3 years) and 11 children (over the age of three).

## Photos

Photos of children's experiences may be displayed in the room and entrance, in learning and development books. Families not wishing their child's photo to be taken and used as part of service displays and individual child planning must ensure they have informed educators and recorded this on their child's enrolment.

If parents would like to take images within the service of special moments, permission must be sought from the Program leader first, and only images of their child are to be taken.

Respect for individuals should be maintained at all times.

During the year we engage a Photographer to visit the service; Photographers specialise in Early Childhood service photos. The photographer spends the day at the service taking photos of each child, these photos are offered to families for purchase.

## 7. Other

### Visitor's Book

At Prom Coast Centres for Children services, all visitors must sign in and out in the service's visitors book. This is a regulatory requirement and is important for the security of children, parents and educators. Visitors include any maintenance personnel, local council employees, government representatives, specialists, parents assisting / sharing for the day, etc. All visitors are required to hold a valid Working with Children Check. This will be checked and verified as up to date.

The visitor's book provides a record of visitors on the premises in the event of an emergency evacuation.

### Communication

Prom Coast Centres for Children using electronic forms of communications to provide information to parents, primarily email. Notifications and communication will be emailed unless alternate arrangements have been made.

## Special Celebrations/Birthdays

We understand special Celebration Days & Birthdays are special for children and families;

- We always enjoy celebrating special days with children but are mindful of healthy food choices, while cupcakes are one option there are many other ways you can consider celebrating. Fruit and savory muffins, watermelon balls, fruit kebabs, sliced fruit, vegetable sticks and dips, the list is endless.
- Celebrating a child's/family special day with them is not an expectation. Families may choose to do this or not.
- We ask if you are celebrating a special day with a party, invitations are NOT given out to individual children during the session. We ask that you look at invitations with your child in the privacy of your car or home.

## Special Days

While we understand how much parents/carers appreciate a token from their children on a special day (Mothers/Fathers Day, Christmas) we cannot guarantee every child will deliver a gift on every one of these occasions.

## Excursions and Visitors

Our services are committed to providing a varied and interesting program that meets the Victorian Early Years Learning and Development Framework (VEYLDF), with as many first-hand learning opportunities as possible.

Excursions and visitors are an important means of providing opportunities to learn in and with the wider community and to extend aspects of the program. Where possible, these programs will be provided at the service to allow maximum child involvement and minimal travel for children. Written parent permission must be provided before children can attend excursions outside the local vicinity and/or involving travel by vehicle.

A risk assessment will be undertaken before an excursion is organised. Parents/guardians have access to the risk assessment at the service.

## Lost Property

While we teach children to look after and take care of their belongings, this takes time, so we ask you please label as much as you can. All uncollected items will be placed in lost property.