City of Busselton

Naturaliste Community Centre

Vacation Care Program Parent Handbook

Naturaliste Community Centre Vacation Care Program

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Welcome

The Naturaliste Community Centre (NCC) would like to welcome you to our Vacation Care Program. The following information is to assist you in settling your child into the Centre, and to answer any questions you may have. If you require more detailed information or a copy of the activity program, please do not hesitate to consult with Naturaliste Community Centre Staff.

Regulations

The Naturaliste Community Centre (NCC) Vacation Care program is governed by The Education and Care Services National Law (WA) Act 2012, and Regulations, which includes the National Quality Standards, cover the operation of all approved Australian early childhood centres. In Western Australia, these regulations are monitored by the Education and Care Regulatory Unit.

The National Law as we call it, is in place to ensure that the physical environment that we provide for your child meets a minimum safety standard; that we have the required number of educators for the children in our care; and that our procedures and record keeping practices are satisfactory.

They ensure the safety and well-being of children attending child care and guide the decisions made in our Centre. A copy of the Education and Care Services National Regulations is always available for you to read and is located in our administration area or it is accessible online from

https://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_12929_homepage.html

To contact the Western Australian Education and Care Regulatory Unit:

Education and Care Regulatory Unit
Website: www.dlgc.wa.gov.au
PO Box 6242, East Perth Business Centre
East Perth WA 6892
Phone: (08) 6551 8333

The Naturaliste Community Centre Operates with approval under the Family Assistance Law for the purpose of Child Care Subsidy.

We are licensed for 39 children to attend per day. To be eligible to attend your child must be 5 years of age by 30 June in the calendar year they attend the program and also enrolled in a school.

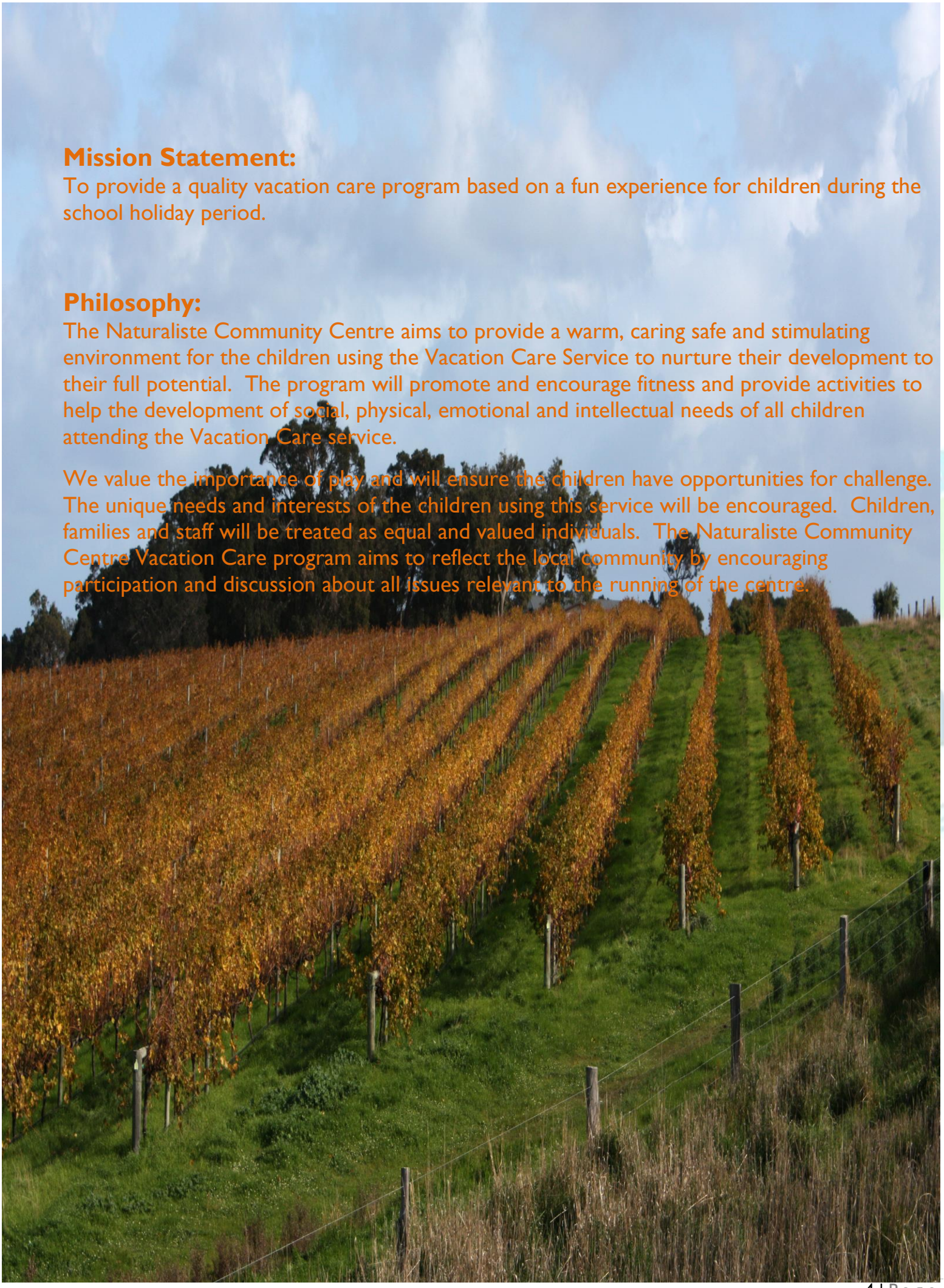
Mission Statement:

To provide a quality vacation care program based on a fun experience for children during the school holiday period.

Philosophy:

The Naturaliste Community Centre aims to provide a warm, caring safe and stimulating environment for the children using the Vacation Care Service to nurture their development to their full potential. The program will promote and encourage fitness and provide activities to help the development of social, physical, emotional and intellectual needs of all children attending the Vacation Care service.

We value the importance of play and will ensure the children have opportunities for challenge. The unique needs and interests of the children using this service will be encouraged. Children, families and staff will be treated as equal and valued individuals. The Naturaliste Community Centre Vacation Care program aims to reflect the local community by encouraging participation and discussion about all issues relevant to the running of the centre.



Program

The Holiday Program's educational program will be based on the approved learning framework for school aged children called **My Time, Our Place – Framework for School Age Care**. It is accessible online from;

https://www.education.gov.au/my-time-our-place

We make our commitment to quality and continual improvement every day. We believe that the practices of educators and the relationships they form with children and families have a significant effect on children's involvement and success in learning.

The Framework for School Aged Care tells us that partnerships between educators and families matter because:

- knowing that Educators respect their family, strengthens a child's identity and sense of belonging and enhances their learning
- knowing children well also includes knowing the family and the cultural and community contexts of their lives
- families bring insights that offer a richer picture about their child.

Reflection on our education and care practices ensures we:

- remain current, passionate and committed to providing high quality care
- are innovative when creating and planning our learning through play environments
- are always encouraging a child's sense of wonder, joy and merriment
- provide innovative learning opportunities to enhance children`s learning.

The My Time, Our Place will be used to extend and enrich the wellbeing and development of children through a range of play and leisure experiences that allow them to feel happy, safe and relaxed, and to interact with friends, practice social skills, solve problems, try new activities and learn life skills.

The educational program will promote each child's learning across five outcomes:

1. the child will have a strong sense of identity;
2. the child will be connected with and contribute to his or her world;
3. the child will have a strong sense of wellbeing;
4. the child will be a confident and involved learner;
5. the child will be an effective communicator.

The service will use the five outcomes to guide their planning and work in **collaboration** with children and in partnership with families. This means educators will actively seek input for program decisions in order to ensure that play and leisure experiences are meaningful, based on the developmental needs, interests and experiences of each child and are designed to take into account the individual differences of each child.

A copy of our educational program is displayed at the service, you are welcome to inspect these at your leisure just ask one of the educator team.

Enrolment

Our program is highly sought after particularly on Excursion days. Book these days early to avoid disappointment. You will need to supply to the centre;

- your child's immunisation records
- copy of your child's birth certificate
- full payment by the first day of enrolment
- completed enrolment form which is available from the centre

The National Law requires all services to keep records of lawful authority, contact, health matters and residence arrangements for children. During enrolment you will be asked to fill in an authorisation statement in regards to lawful authority and contact relating to your child. You will need to name all persons who may deliver or collect your child from the Centre. It is your responsibility to ensure authorised people are responsible and available when required.

The details required on the enrolment form are needed by our staff to help them take the best possible care of your child. All information is strictly confidential. If any of the details on the enrolment form change you are asked to advise the Co-ordinator / Supervisor immediately.

We will assess your enrolment within 3 working days we shall notify the outcome to you by email or phone. Having all the information supplied upfront ensures a swift response.

Parent Information

Parent information is available at the centre throughout the program. Information relating to the current program, along with flyers and brochures from other community departments or services relevant to the local community.

Daily Communication

At the NCC Vacation Care program we recognise that effective communication is vital in providing care that is personal and individualised. We recognise that when it comes to your child, you are the expert. Our educators rely on you to share with them intimate knowledge of your child each day, in order to provide care that is consistent with your child's preferences, and to develop a program that reflects an understanding of your child's changing needs throughout their growth and development.

Our educators in turn welcome the opportunity to share their professional expertise in child development with you, as well as their knowledge and growing understanding of your child. We see both parents and educators as a resource to each other, and therefore, as active
partner in the care and education of children.

Daily communication between you and your child's educator is an essential element of a quality early childhood program. We look forward to many conversations and opportunities for exchanging information, and getting to know you and your child personally during your time at our service.

Hours of operation

Our vacation care program runs during gazetted WA school holidays;

8:00am to 5:30pm

Monday to Friday (excluding public holidays)

Due to licensing and for your child's safety we are unable to accept children at the Centre until 8.00am when sufficient staff are in attendance.

All children must be signed in and out by their parent or by an authorised person who has been authorised by the parent which is collected on the enrolment form. Staff will not let a child leave with any other person/s.

At least one parent / guardian must be contactable at all times during the day.

Parents are asked to phone the coordinator as soon as possible when they are unavoidably delayed in collecting their children. If a parent or the person authorised to collect the child remains uncontactable after 5.30pm, the coordinator will attempt contact including parents/authorised nominees as well as sending an SMS. After 30 minutes the service will contact the authorities (i.e. Crisis Care Help line), local police station or seek further advice.

Using the Centre Safely

- Please never leave children unattended in cars, including while collecting other children from our centre
- Carparks are dangerous places. Please hold children's hands when arriving and leaving our Centre
- Please never leave a door or gate open.
- Please close all gates and doors even if you have found them open.
- Please never leave your children unattended in a room. It is important you notify an educator that your child has arrived.
- Please take your child to an educator when you enter the Centre.
- Children are not permitted into the service kitchen unless they are in the care of an educator who is supervising them.

Naturaliste Community Centre

Payment of fees

The Centre only offers and charges for full day attendance.

All fees are to be paid prior to or on the first day of attendance. Any cancellations require a full 48 hours (2 working days) notice to avoid being charged the full fee.

The service aims to provide a quality education and care service at an affordable price to families while taking into account the service's expenses and the need to operate in a financially responsible manner.

Fees and charges are reviewed on an annual basis in time for the annual budget adoption process. Notice of any changes to fees or charges will be provided to parents at least 14 days before any changes take place.

Australian Government
Department of Human Services

centrelink

Child Care Subsidy (CCS)

The Child Care Subsidy is the main way the Government assists families with their child care fees. The Child Care Subsidy that commenced on 2 July 2018:

- replaced the Child Care Benefit (CCB) and Child Care Rebate (CCR) with a single, means-tested subsidy
- is generally paid directly to child care providers to be passed on to families
- is simpler than the previous multi-payment system
- is better targeted and provides more assistance to low and middle income families.

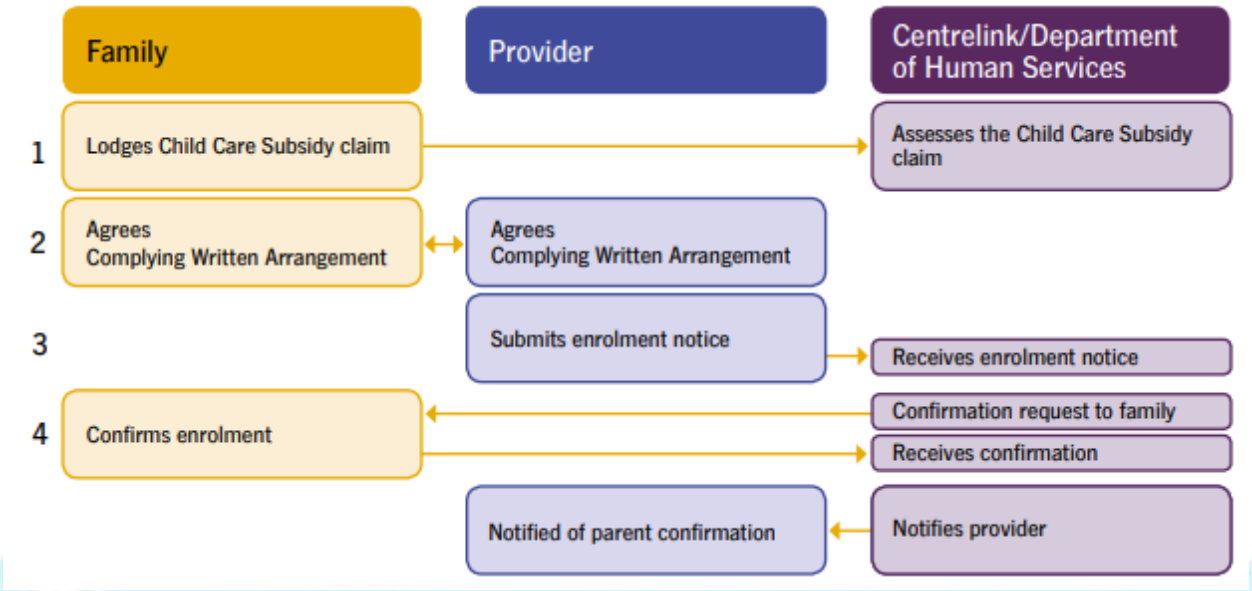
Child Care Subsidy Eligibility

Some basic requirements must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child. These include:

- the age of the child (must be aged 12 or under and not attending secondary school, except in certain circumstances where on written application a child who does not meet this criteria may be eligible).
- the child meeting immunisation requirements
- the individual, or their partner, meeting the residency requirements listed in the legislation.

In addition, to be eligible for Child Care Subsidy the individual must be liable to pay for care provided, the care must be delivered in Australia by an approved child care provider, and not be part of a compulsory education program.

If you are new to our service and wish to claim CCS we strongly advise lodging a claim ASAP through your Centrelink online account via www.my.gov.au as it takes up to 21 days to approve an application for CCS. Without CCS approval you will be charged the full day date.



Service Provider Number	CCS Approval Number
SE - 40005767	**I90007998K**

It is the parent/guardian's responsibility to make their application for CCS in time to have the subsidy applied to fees. Following the acceptance of a Complying Written Agreement, the service will submit electronically an enrolment notice to Centrelink for confirmation.

For the purposes of CCS the service will issue regular statements to families about their child's child care attendance, fees charged and CCS applied. This keeps families informed about their use of care, how much it costs and how much financial assistance they are getting from the Australian Government.

All queries about CCS rates and/or eligibility are to be directed to Centrelink.

Absences / Non attendance

In the event of any changes to the original enrolment form all parents/guardians are encouraged to notify the centre in writing. This is particularly important for changes to enrolled days, and can be done via email to ncc@busselton.wa.gov.au.

Fees will be charged when a child is absent due to sickness or other reasons and if written cancellation notice was not made by the family 48 hours prior (2 working days).

Outstanding Fees

Children are unable to attend the program if payment is in arrears (not been made for the week ahead). We understand that families face financial difficulties, speaking with our coordinator as soon as possible allows us to work around difficulties in making payments.

At the end of each school program any outstanding balances referred to the City of Busselton who will recover this debt through their accounts department. Children cannot attend future Vacation Care programs until all outstanding debts to the City are paid in full.

Signing in and out

At Naturaliste Community Centre (NCC) Vacation Care we will ensure that the attendance of all children enrolled in the Service is accurately recorded in accordance with regulatory and government guidelines.

Families are expected to abide by the approved Service hours and work with us to ensure that arrivals and departures to and from the service are not only safe and secure for the children, but also a valuable means of exchanging information.

In regards to arrival and departure times, we ask that you or your representative:

- on arrival and departure sign the child in on the QK Kiosk and/ or on the sign-in sheet next to the child's name, indicating time of arrival
- leave your child in direct care of an educator
- let an educator know you are taking your child home

In addition to this we wish to draw your attention to the following:

- authorised adults (over 18 years of age) to collect children are those listed under the Authority section of the enrolment form
- both parents, unless a Magistrates Court or Family Law Court make different orders, have lawful authority of their children, and are consequently permitted access to their child.

Please note that children are not to be dropped off at the centre before 8.00am and that all children must be signed in by the parent/guardian daily before the child can be accepted into the program. This is a requirement for the Child Care Subsidy and ensuring appropriate supervision for your child.

All children must be **personally dropped off and collected by an authorised person** as identified on their enrolment form. On occasion when your child is to be dropped off or collected by anyone different to the names on the enrolment form, parents must personally inform the appropriate staff member prior to drop off or pick up. This authorisation must also be notified in writing via email to ncc@busselton.wa.gov.au

The person authorised must be over the age of 18 and will be asked to show identification. The Centre will not accept or release the child alone or to anyone who is not duly authorised by the parent.

What to bring each day (and not to bring)

It is important that children are comfortable, dressed in appropriate clothing and comply with our Sun Protection Policy. Further to this we ask that you send your child with;

- ✓ Morning tea, lunch and afternoon tea
- ✓ Wide brimmed hat (with any cords removed please)
- ✓ Water bottle
- ✓ Old shirt to wear during painting and other messy activities
- ✓ Prescribed Medications dosage clearly marked by pharmacy

Please ensure all items are clearly marked with your child's name.

- × **Edible nuts and nut products are not permitted in the Centre**
- × **Sick and unwell children should not attend Vacation Care**
- × **Electronic devices of any kind are not permitted**
- × **No toys, balls or other games are to be brought into the Centre**

Illness and exclusion

We encourage families to not bring children to the program who are feeling unwell. The Service is not able to provide the extended 1:1 support that a sick child requires to ensure their wellbeing, and has a responsibility not to compromise the health and safety of other children and staff members.

If we suspect a child may have an infectious disease, we will exclude the child until we receive a medical certificate stating the child is not contagious and is cleared as ok to attend the service. Should the service be notified of a child attending to have an infectious disease we shall exclude the child attending the service for period of exclusion in accordance with the Communicable disease guidelines For teachers, child care workers, local government authorities and medical practitioners Produced by Prevention and Control Program © Department of Health 2015.

Belongings and Possessions

Please ensure all belongings are clearly labelled. Lost property that has been found will be available for parent collection within proximity of the signing desk. Parent cooperation in labelling assists the service in keeping your child's belongings safe and together.

Any possessions brought in must come entirely at the parent's own risk, with regards to breakage, damage or loss.

Children are asked to not bring electronic devices of any kind to the Holiday Program. This includes but is not limited to mobile phones, iPads, iPods, gaming consoles, cameras or tablets. If children do bring any such device they will be asked to put it in their bag.

Daily Structure and Activities

Children will be offered a variety of activities throughout each and every day. There is plenty of opportunity to participate in cooking, craft, games and sport along with free play time.

Children access areas inside and outside during the course of each day. We utilise our wonderful facilities such as the courts, library, crèche and group fitness room. If parents have any queries regarding our daily program then please don't hesitate to contact the coordinator.

Parents please remember:

- Check the lost property regularly.
- More Food than school - our program is very active and longer than a school day most children require more food than they would on a standard school day so it's always handy to pack something extra particularly for afternoon tea time approximately 4pm.
- Please advise the coordinator if any details regarding you or the children changes at any time. This includes address, phone numbers, medical issues, custody issues, swimming levels etc.
- We cook during the vacation care program. Please speak to the Educator regarding what we are cooking and the ingredients that will be used. Please let the Educator know if you would not like your child to participate.

Meals menu

Children bring their own meals and snacks, ideally following Australian Dietary Guidelines. On warm days please consider adequate cooling of lunchboxes to keep food temperatures safe. Should meals be provided by the service we shall abide by the services Meals policy.

The provision or denial of food or snacks will never be used as a form of punishment or to show disapproval.

Children's health and safety

We have provided in the following pages a shortened version of the most frequently asked questions from our service policies. A complete set of detailed policy and procedures can be found at the signing desk, just speak to one of our educators to review a detailed copy.

Supervision

The service will ensure all children are adequately supervised at all times.

The service will ensure that every reasonable precaution is taken to protect children from harm and from any hazard likely to cause injury. In doing so, staff will weigh the obligation to protect children from harm against the benefit of providing children with a stimulating play environment. Some risks may be acceptable because the benefit to children's learning and experience outweighs the risks. Regular risk/benefit assessments will be conducted to identify and manage potential hazards.

Food drinks and rest

- Children will have access to safe drinking water at all times and staff will ensure children are provided time for morning tea, lunch and afternoon tea appropriate to the needs of each child on a regular basis throughout the day.
- Children will be encouraged to eat provided for lunch and snacks.
- Children with any food allergies will require a medical condition health management plan to ensure allergens are not consumed (*see Medication and medical conditions*)
- Staff will consider any special dietary needs and any cultural aspects when promoting healthy eating and selecting cooking activities.
- Staff will take reasonable steps to ensure children's needs for sleep and rest are met, having regard to the ages and individual needs of the children.
- Children will be encouraged to take rests when they feel they need to. A quiet comfortable space will be provided where children are able to unwind, regulate and rest.
- Within the daily routine and structure, we provide less strenuous and quieter activities as part of the program.

Tobacco, drugs and alcohol

The service is free from the use of tobacco, illicit drugs, and alcohol we believe that health and safety are the responsibility of everyone in and related to our service. All staff, parents, and visitors play a role in contributing to a healthy and safe workplace and environment for children.

The service will act to create an environment that is free from the negative behaviours that can come from the abuse of alcohol and illicit drugs. Educators, staff, and volunteers must not smoke, consume alcohol or be affected by alcohol or illicit drugs or any prescription medications that may impair capacity to provide education and care to children at the Service.

Child protection law

The service will ensure that staff are advised of the existence and application of the current child protection law and any obligations that they may have under that law.

Guiding children's behaviour

We continue to monitor all children's behaviour during the program and have rewards throughout the day and these seem to generally be working well. Parents will be contacted if disrespectful behaviour continues as we have a Duty of Care to other children.

Every morning the children are taken through our room rules and pool rules and any other practices that need to be adhered to during their time in our program.

We also discuss the code of behaviour and staff reinforce this regularly so that everyone is comfortable and safe while they are in our program. We have also recently introduced a three-point behaviour guidance system. For your information, listed below is the Code of Behaviour and consequences that may apply.

Code of Behaviour

Every member of Community is encouraged to **CHOOSE RESPECT**.

To **CHOOSE RESPECT** is to make a conscious effort to:

- Treat others with Respect, no matter how they treat you.
- Treat yourself with Respect.
- Forgive others who do not treat you with Respect.
- Resist your natural desire to pay back or take revenge.
- Apologise when you do not treat others with Respect.
- Support others who are not being treated with Respect.
- Ask for support when others do not treat you with Respect.

"Fostering a Culture of Respect in our community"

Kids Club Consequences

1. Verbal Warning – Maximum of Two
2. Allowed to be a spectator only
3. Contemplation Corner – at least 5 minutes
4. Supervisor Warning – Maximum of Two
5. Parents informed at pick up time
6. Note Sent Home
7. Parents called to discuss the issue and meet with Children Services Coordinator
8. Sent Home

Hygiene

The service will ensure that staff implement adequate health and hygiene practices and safe practices for the handling, preparing and storing of food to minimise risks to children.

Hand washing is the most effective way of preventing the spread of disease. The service will promote effective handwashing to staff and children to help reduce the spread of communicable diseases and minimise cross infection. Other strategies will also be promoted to children:

- covering their mouths with their elbow (rather than hand) when coughing/sneezing
- using tissues when coughing/sneezing
- not sharing food or drinks
- not sharing food utensils

Immunisation

Immunisation is a reliable way to prevent some infections. The service promotes immunisation to staff, volunteers, and students on placement and to parents for their children.

On enrolment, parents will be required to provide their child's vaccination record. WA schools also ask for a child's ACIR history statement (from the Australian Childhood Immunisation Register) as children who are not fully immunised for their age may be excluded from school during outbreaks of some vaccine preventable diseases such as measles; the Holiday Program will do the same.

Children and staff may be excluded from attending the service for some infectious diseases; particularly if they are not immunised against a disease where there is an occurrence at the centre.

For the purposes of accessing the Child Care Subsidy, children must meet the Government's immunisation requirements. Further detail can be found by visiting https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy

Infections and children who are unwell

The service will promote the recommended practice of 'children, educators and other staff who are unwell should stay home; even if they do not have a condition that requires exclusion, the best place for an ill child to rest and recover is at home.

If children show signs of not being well while at the Centre, they will be asked to go home until they are better and told their parent (or authorised nominee) will be called to come and pick them up from the Centre.

The most important ways to break the chain of infection and stop the spread of diseases are:

- effective hand hygiene
- exclusion of ill children, educators and other staff
- immunisation

Other strategies to prevent infection include:

- cough and sneeze etiquette
- appropriate use of gloves
- effective environmental cleaning.' (Staying Health p10)

The service will, if there is an occurrence of an infectious disease; ensure that reasonable steps are taken to prevent the spread of the infectious disease and parents are notified of the occurrence as soon as practicable.

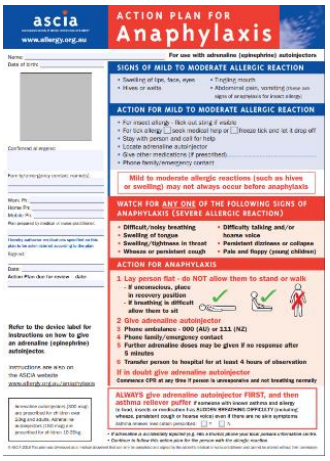
Children and staff may be excluded from attending the service for some infectious diseases; particularly if they are not immunised against the disease. The exclusion periods for infectious diseases will vary depending on the infection, illness or disease. Staff will refer to the exclusion periods recommended by the Department of Health and National Health and Medical Research Council. This information will be made available to parents.

Medication and medical conditions

The service will provide a copy of the medical conditions policy to the parent of a child when the service becomes aware that the child has a specific health care need, allergy or other relevant **medical condition**. The Service promotes working in partnership with parents to consider the needs of a child who may have a diagnosed medical condition as well as the needs of the children and staff in the group.

This service respects that families are the first point of contact for all information about the child's condition. We will look for support and resources to support each child's inclusion - ensuring it is done with the knowledge of parents.

Children with ongoing high health needs or those children whom require an Education Assistant during the school term are welcomed at the Service but will require the following:



- For those normaly supported by an Education Assistant during the school term will require our service to seek *Inclusion Support* to ensure your childs needs are met. This requires advance notice of 2-3 months to ensure enough time for this process. (more details can be found via https://www.wainclusionagency.org.au/For-Families)
- *Health Management Plan* developed in partnership with the family and relevant medical professionals. It should outline all steps in the event of an incident relating to the child's specific health care need, allergy or medical condition.
- appropriate training and support being provided for staff to meet the child's specific needs as per the *Health Management Plan*.

Parents and staff must ensure the child does not attend the service unless the child has their relevant medications if this would pose a significant risk. [Regulation 90(1)(iii)(E)].

Administration of Medication

To ensure children's safety and welfare, the giving of medication at the Service will be strictly monitored and administered as outlined below:

- Medications prescribed to the child will be administered in accordance with instructions on the medication and the corresponding medication form, with dosages and times recorded.
- Non-prescribed medications (over the counter medications other than those medications listed in the Health Management Plan for a child with ongoing high health needs) will be administered in accordance with the dosage and duration requirements of the medication with dosages and times recorded.
- Any request by a parent to administer non-prescribed medication in an ongoing manner without medical advice or for a period longer than that stated on the medication will be refused.

Authority

Medication will only be administered by an Educator where the:

- Conditions listed above are met, and
- The parent has completed and signed an Authority to Administer Medication Form
- Where the Service cannot provide sufficient numbers of adequately and appropriately trained Educators who feel confident to administer medication to the child, it may be agreed that the parent will come to the Service to administer the medication, or arrangements made for a health professional to administer the medication at the Service.

Self-administration of medication by a child:

The service does permit a child over preschool age to self-administer medication and approved in writing by the Nominated Supervisor **ONLY CONSIDERED IF**:

- an authorisation in writing for the child to self-administer medication is recorded in the child's medication record (completed)
- the medication can be securely stored by staff for the child (from access by other children)
- Staff can supervise the child's self-administration to ensure:
  - the medication has been prescribed to the child by a registered medical practitioner; and
  - the medication is in its original container, has attached instructions written by the registered medical practitioner or dispensing chemist where the instructions clearly identifies who the medication is prescribed for, the name of the medication, the dosage, the times or circumstances and manner in which the medication is to be administered.
  - The medication has not gone past the expiry date

The service will keep a record of any prescribed medication self-administered by a child and a staff will sign off as witness on the child's medication record form.

Accidents

The service will ensure that a parent of a child or an authorised emergency contact for the child is notified as soon as practicable, making supporting and providing care for the children the first priority, if the child is involved in any incident, injury, trauma or illness while at the service.

The service will ensure that a record is made and kept of any incident, injury, trauma and illness occurring to a child. A service Accident Form will be provided for parents to sign. The service will also notify the regulatory authority within 24 hours if the incident is considered to be 'serious' as defined by regulation 12.

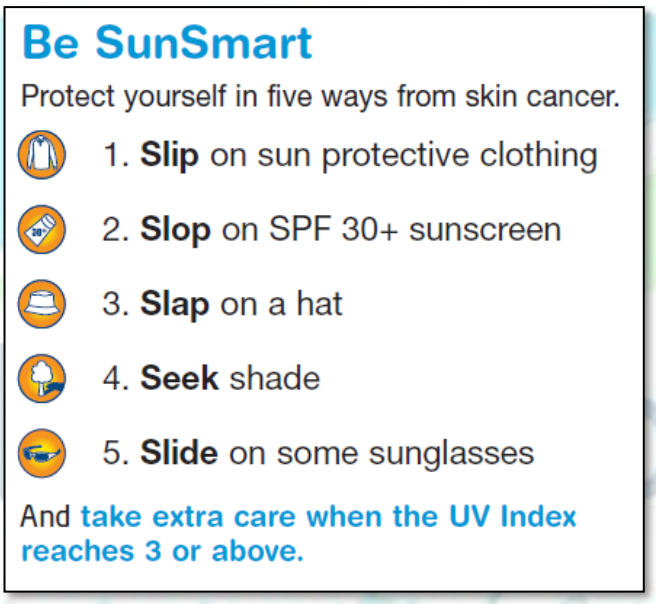
The service will ensure there is always a staff member in attendance (including on excursions) who holds a current approved first aid qualification, who has undertaken current approved anaphylaxis management training and who has undertaken current approved emergency asthma management training.

The service will ensure that first aid kits are kept wherever the service is providing education and care to children (including while on excursions). The number of first aid kits will have regard to the number of children and be suitably equipped and be easily recognisable and readily accessible to adults.

Sun protection

The Service has a duty of care which extends to ensuring that appropriate sun protection policies and practices are implemented to adequately protect children and Educators/staff from ultraviolet radiation the sun. Children who do not have their hats with will be asked to play in an area protected from the

from them sun.



Being Sun Smart will be promoted during the program. Children and staff are to wear hats that protect the face, neck and ears whenever they are outside, i.e. legionnaire style or broad brimmed hats. Outdoor activities will be planned to occur in shaded where possible or when the UV Index is high.

areas

Emergency evacuation drills

The service will have emergency and evacuation procedures with instructions for what must be done

in the event of an emergency including an evacuation floor plan. Emergency evacuation procedures based on the service's floor are prominently displayed near each emergency exit.

The emergency evacuation procedures are rehearsed by the staff members, volunteers and children every 3 months or at least once during the school holiday program period. The drills will take place at various times of the day and week to ensure all children and staff members get the opportunity to rehearse. All persons present at the service during the evacuation drill must participate accordingly.

Excursions

The service will conduct a risk assessment prior to an excursion taking place, this maybe a regular outing or once off occurrence. A regular excursion with an established risk assessment is reviewed every 6 months as a measure of risk mitigation, acknowledging unplanned changes outside the services control.

The risk assessment will identify and assess risks that the excursion may pose to the safety, health or wellbeing of any child being taken on the excursion and specify how the identified risks will be managed and minimised.

The service will ensure that a child is not taken outside the education and care service premises on an excursion unless written authorisation has been provided by a parent or other person named in the child's enrolment record as having authority to authorise taking the child outside the premises. The authorisation for an excursion will include the set of information required by regulation 102 so that parents are provided with all the relevant details about the excursion.

Complaints and feedback

Complaints / grievance forms are available on the parents table and at reception at all times and you are guaranteed a response within 24 hours. Once again you can check our Policies & Procedures for our guidelines on this.

We are continually updating our Quality Improvement Plan. If you have any ideas or comments about how we can improve our program, please speak to the coordinator or complete a feedback form located on the Parents Table

Violence, threatening behaviour

The Service aims to maintain a safe environment for all staff, children, parents, guardians and visitors. Violence, threatening behaviour, bullying and abuse against staff, children or visitors to the Service will not be tolerated.

Physical assault or the threat of harm of any form is a criminal act, and under these the Police will be involved if required and a Police report will be written. The Service reserves the right to refuse or cease access to anyone who does not agree to modify their behaviour.

Privacy

Child care services are subject to the Australian Privacy Principles (APPs) under the *Privacy Act 1988* in their handling of personal information and the Education and Care Services National Law and Regulations (WA) which set out the specific information and record keeping requirements for education and care services.

National Quality Framework

The National Quality Framework is now in place for children's education and care services across Australia.

The National Quality Framework in WA is comprised of the:

- Education and Care Services National Law (WA) Act 2012
- Education and Care Services National Regulations 2012
- National Quality Standard
- Rating and Assessment process.

The National Quality Framework is designed to encourage continuous improvement of education and care services across Australia. The major benefits for you and your child include:

- educators with increased skills and qualifications to support your child's learning and development
- educational programs which take into account your child's strengths, capabilities, culture, interests and experience
- support for your child to build and maintain sensitive and responsive relationships with other children and adults
- the indoor and outdoor environments promoting independent exploration and learning through play
- your child's health and safety is supported.

Under the National Quality Framework, education and care services will be assessed and rated across seven quality areas. These quality areas make up the National Quality Standard.

In Western Australia, the Department of Local Government and Communities administers the legislation through the Education and Care Regulatory Unit. The Education and Care Regulatory Unit:

- assesses applications for Provider Approvals, Service Approvals and approvals for Certified Supervisors
- assesses education and care services against the National Quality Standard
- supports and promotes continuous quality improvements in education and care services
- investigates incidents and complaints
- monitors and enforces compliance

For more information, please contact The Education and Care Regulatory Unit

Ground Floor 111 Wellington Street East Perth

Phone: (08) 6551 8333 or free call 1800 199 383 **Email:** ecru@dlgc.wa.gov.au

Website: http://www.communities.wa.gov.au

Naturaliste Community Centre
Vacation Care Program

21 Dunsborough Lakes Drive, Dunsborough

Telephone: 9755 3966

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