

Family Handbook

Achievers Academy
Early Learning Centre





Welcome to Achievers Academy Early Learning Centre

Dear Parents,

We are delighted to welcome you and your family to Achievers Academy Early Learning Centre.

We look forward to supporting your child's early learning journey—a time filled with wonder, growth, and discovery.

At Achievers Academy, we believe that the early years are the foundation for lifelong learning, wellbeing, and success. Our educators are dedicated to creating a nurturing and stimulating environment where every child feels valued, safe, and inspired to explore.

This Family Handbook has been carefully prepared to provide you with the key information you need to ensure the best possible start to quality education and care. Inside, you will find details about our philosophy, daily routines, health and safety practices, communication methods, and the ways we work in partnership with families.

We encourage you to use this handbook as a guide and reference throughout your time with us. Our goal is to ensure that your child thrives academically, socially, and emotionally, while you feel confident and supported as part of our Achievers Academy community.

Together, we can make this an enriching and memorable chapter in your child's early years.

Warm regards,

The Team at Achievers Academy Early Learning Centre



SERVICE PHILOSOPHY

At Achievers Academy Early Learning, we are committed to providing safe, nurturing, inclusive and high-quality early childhood education that supports the diverse needs of every child and family in our community.

We believe that each child is a capable, curious individual with their own unique strengths, interests and cultural background. Our role as educators is to guide and support their development through respectful relationships, engaging environments and meaningful learning experiences.

We embrace the power of play-based learning, where children explore, create, solve problems and build relationships in ways that are joyful and purposeful. Our curriculum is inspired by the Early Years Learning Framework and designed to support each child's intellectual, emotional, social and physical growth.

Our programs reflect a full appreciation of Australia's rich multicultural society, enhancing children's awareness of and respect for cultural differences and similarities. We celebrate the uniqueness each family brings and actively invite the sharing of traditions, languages and values in our learning environment.

We are proud to create a family-like atmosphere, where children feel safe, supported and known. We recognise the importance of building strong links between home and the centre and believe that when families and educators work in partnership, we are best able to support the development of the whole child in a mutually caring and respectful environment.

Our educators are dedicated professionals who continuously reflect on their practice, engage in ongoing learning and work together as a team to create a space where every child feels confident, connected and valued.

At Achievers Academy, we believe every child deserves the opportunity to thrive, and we are proud to support that journey, every step of the way.



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SERVICE INFORMATION

Our Service caters for children aged 6 weeks to 6 years. We are open from 7.00am to 6.00pm Monday to Friday, 52 weeks a year and closed on NSW public holidays. Notice will be given in our newsletters when these days occur.

We have 3 classrooms:

0-2-year-old room – Foundations First Program

2-3-year-old room – Foundations First Program

3-6-year-old room – Pathway to Primary Program

CONTACT INFORMATION

Phone: 02 9823 0354

Email: info@achieversacademyelc.au

Website: achieversacademyelc.au

MANAGEMENT STRUCTURE

Approved provider: *Sosa Childcare Pty Ltd Trading As Achievers Academy Early Learning Centre*

Providers: *Sharon Sassen & Sophie Sassen*

Centre Director: *Cherie Bui*

Nominated supervisor: *Cherie Bui*



OUR COMMITMENT TO CHILD SAFETY

Our Service is committed to ensuring the safety and wellbeing of children is maintained at all times whilst being educated and cared for by educators and staff at Achievers Academy Early Learning Centre. We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to adopt and comply with the National Principles of Child Safe Organisations and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our staff carry out their responsibilities as mandatory reporters as required by law under the Children and Young Persons (Care and Protection Act 1998) and maintain up to date with knowledge of child protection law and child protection training.

Our staff are recruited through an extensive screening process to ensure they display the right personal qualities and experiences to provide high quality supervision and care to child in addition to holding a validated Working with Children Check.

We have a zero tolerance for inappropriate behaviour towards children and any breach of child protection law. Any allegation or concern will be responded to promptly by management. We request that you contact our nominated supervisor if you have any concerns.

We aim to ensure our education and care Service is a tobacco, drug and alcohol-free environment at all times in accordance with Education and Care National Law and Regulations. Smoking or vaping is not permitted in or on surrounding areas of the Service by educators, staff, parents or visitors.

To assist in ensuring Child Safe Standards are maintained our Service follows the [National Model Code and Guidelines](#) for taking images or videos of children released by ACECQA 1 July 2024.



CODE OF CONDUCT

The Code of Conduct establishes the standards for all employees of our Service. Employees are committed to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia's Code of Ethics. The values that underpin our work ethic include equality, respect, integrity and responsibility.

OUR EDUCATORS AND STAFF

Our Educators and Staff are the heart of our service. We are committed to building a team of skilled, passionate professionals who provide high-quality education and care in a safe, nurturing, and inclusive environment.

Each educator and staff bring unique experience and qualifications, but all share a common dedication to supporting children's learning and wellbeing. We hold high expectations for our team and carefully select individuals who align with our values and commitment to excellence in early childhood education.

Our service proudly reflects the diversity of our community. Where possible, we engage bilingual educators to enrich the learning environment and expose children to new languages and cultural perspectives. We value and respect the varied backgrounds of our children and families, and work to create an environment that is welcoming, inclusive, and culturally safe for all.

Educators and staff follow a professional code of ethics and uphold their duty of care at all times. They are supported by an Educational Leader and Early Childhood Teachers, who guide the development of research-informed programs tailored to each child's interests, learning style, abilities, and cultural identity. We are committed to acknowledging and respecting the cultures and histories of Aboriginal and Torres Strait Islander peoples, fostering each child's sense of belonging and identity.

Ongoing professional learning and development is encouraged and supported across our team. All educators and staff hold a current Working with Children Check, and Responsible Persons have current



ACECQA-approved qualifications in First Aid, Asthma, and Anaphylaxis management, ensuring the highest standards of safety and care.

For further details on the qualifications of the educators, please see our nominated supervisor.

NATIONAL QUALITY FRAMEWORK

Our Service complies with the Australian Government's National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law and National Regulations, the National Quality Standard and a rigorous assessment and rating system. Our educational program and curriculum are based on the Australian Early Years Learning Framework (EYLF)

We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our Service to identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement. Additional information about the NQF can be found at [ACECQA/NQF/about](https://www.acecqa.com.au/nqf/about).



REGULATORY AUTHORITY

Our Service is regulated by the national body for early education and care – the Australian Children’s Education and Care Quality Authority (ACECQA) as well as the state licensing department in NSW.

To contact our regulatory authority, please refer to the contact details below:

NEW SOUTH WALES

Early Childhood Education Directorate

NSW Department of Education phone: 1800 619 113

Locked Bag 5107 PARRAMATTA NSW 2124

www.education.nsw.gov.au/ email: ececd@det.nsw.edu.au

ALL GENERAL COMPLAINTS

Achievers Academy Early Learning Centre’s Management Team

Cherie Bui Nominated Supervisor

Sharon Sassen Provider

Sophie Sassen Provider

02) 9823 0354

info@achieversacademyelc.au

Early Childhood Education and Care Directorate (ECECD) NSW Department of Education

Applications and notices

Please contact the Information and Enquiries Team

1800 619 113 (toll free)

ececd@det.nsw.edu.au

COMPLAINT ABOUT THE SERVICE OR BUSINESS PRACTICES

NSW Fair Trading

13 32 20

www.fairtrading.nsw.gov.au



EMERGENCY CONTACT NUMBERS

Emergency Authority	000 1800 333 000	
Crime Stoppers	02 8788 5199 132	
Wetherill Park Police Station	111 1800 656 463	
Child Protection Helpline	ECED 1800 619 113	
Domestic Violence Line	02 9794 0855 1800	
NSW Department of Education	020 080 131 126	
Liverpool Public Health Unit		After Hours 02 8733 3000
National Coronavirus Health Info Line		
NSW Poison Information Centre		

EDUCATOR TO CHILD RATIOS (NSW)

We comply with the National Regulations for educator to child ratios across our Service to ensure adequate supervision is provided for all children. Ratios are calculated across the Service (not by individual rooms). This provides us with flexibility to respond to children's interests and needs at different times during the day.

AGE OF CHILDREN:

EDUCATOR TO CHILD RATIOS:

Birth to 24 months	1:4
Over 24 months and less than 36 months	1:5
36 months up to and including preschool age	1:10



EDUCATIONAL PROGRAM

We are committed to providing a developmental and educational program which caters for each child's individual needs, abilities and interests. Our educational program is delivered through an intentional, play-based pedagogy aligned to the Early Years Learning Framework (EYLF) V2.0. Our program continues to develop as we use the relationships children have with their families and communities, working in partnership with parents, to ensure each child's knowledge, ideas, culture, abilities and interests are the foundation of our programs.

We encourage children to be responsible for their own learning through choices in experiences, interests and routine. We use conversations, actions and play as the basis for teaching which involves the children being partners in teaching by seeking out ideas, opinions, thoughts and questions. We encourage children in promoting their independence and self-help skills by assisting within the routine and involving the children in interest-based projects to further enhance their learning and knowledge. We value children and family input and encourage family involvement in order to gather a comprehensive and holistic view of the child.

We know that children learn effectively through play and educators who are diligent in their responsiveness to each child support this. Applying strong intentional teaching practices provide the children with an authentic and meaningful learning environment that challenges, supports and nurtures a child's development.

If we as educators have any areas of concern about your child's development, we will inform you and share our observations and advise of follow up assistance e.g., speech therapy. We understand this may be a sensitive topic and it is always your decision to follow up intervention. Educators are willing to discuss any aspect of learning and development with parents and support discussions with allied health professionals.



EARLY YEARS LEARNING FRAMEWORK (EYLF)

The Early Years Learning Framework V2.0 (EYLF) guides early childhood educators, early childhood teachers and approved providers to inform educational programs and practices that emphasise play-based learning and extend and enrich children's learning and wellbeing from birth to 5 years and through the transition to school.

The EYLF was reviewed and updated and released in early 2023 to ensure the framework reflects contemporary developments in practice and knowledge while supporting educators to promote the learning, development and wellbeing of each child.

The vision of the EYLF is:

All children engage in learning that promotes confident and creative individuals and successful lifelong learners. All children are active and informed members of their communities with knowledge of Aboriginal and Torres Strait Islander perspectives. (EYLF, V2.0, p.6)

Fundamental to the EYLF is a view of children's lives as characterised by *belonging, being and becoming*. From before birth children are connected to family, community, culture and place. Their earliest development and learning takes place through these relationships, particularly within families, who are children's first and most influential educators. As children participate in everyday life, they develop interests and construct their own identities and understandings of the world.

The EYLF is made up of learning outcomes, principles and practices which educators use in their documentation of children's learning and in their reflection and planning.



BELONGING

Experiencing belonging – knowing where and with whom you belong – is integral to human existence. Children belong to diverse families, neighbourhoods, local and global communities. Belonging acknowledges children’s interdependence with others and the basis of relationships in defining identities. In early childhood, and throughout life, trusting relationships and affirming experiences are crucial to a sense of belonging. Belonging is central to being and becoming in that it shapes who children are and who they can become.

BEING

Childhood is a time to be, to seek and make meaning of the world. Being recognises the significance of the present, as well as the past in children’s lives. It is about children knowing themselves, developing their identity, building and maintaining relationships with others, engaging with life’s joys and complexities, and meeting challenges in everyday life. The early childhood years are not solely preparation for the future but also about children being in the here and now.

BECOMING

Children’s identities, knowledge, understandings, dispositions, capabilities, skills and relationships change during childhood. They are shaped by different events and circumstances. Becoming reflects this process of rapid and significant change that occurs in the early years as children learn and grow. It emphasises the collaboration of educators, families and children to support and enhance children’s connections and capabilities, and for children to actively participate as citizens.

The Framework articulates the highest standards for children's learning from birth to five years of age, and throughout their transition to school. These standards are conveyed through five overall Learning Outcomes.



OUTCOME 1: CHILDREN HAVE A STRONG SENSE OF IDENTITY

- Children feel safe, secure, and supported
- Children develop their emerging autonomy, inter-dependence, resilience and agency
- Children develop knowledgeable and confident self-identities and a positive sense of self-worth
- Children learn to interact in relation to others with care, empathy and respect

OUTCOME 2: CHILDREN ARE CONNECTED WITH AND CONTRIBUTE TO THEIR WORLD

- Children develop a sense of connectedness to groups and communities and an understanding of their reciprocal rights and responsibilities as active and informed citizens
- Children respond to diversity with respect
- Children become aware of fairness
- Children become socially responsible and show respect for the environment

OUTCOME 3: CHILDREN HAVE A STRONG SENSE OF WELLBEING

- Children become strong in their social, emotional and mental wellbeing
- Children become strong in their physical learning and wellbeing
- Children are aware of and develop strategies to support their own mental and physical health and personal safety

OUTCOME 4: CHILDREN ARE CONFIDENT AND INVOLVED LEARNERS

- Children develop a growth mindset and learning dispositions such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity
- Children develop a range of learning and thinking skills and processes such as problem solving, inquiry, experimentation, hypothesising, researching and investigating
- Children transfer and adapt what they have learned from one context to another
- Children resource their own learning through connecting with people, place, technologies and natural and processed materials



OUTCOME 5: CHILDREN ARE EFFECTIVE COMMUNICATORS

- Children interact verbally and non-verbally with others for a range of purposes
- Children engage with a range of texts and gain meaning from these texts
- Children express ideas and make meaning using a range of media
- Children begin to understand how symbols and pattern systems work
- Children use digital technologies and media to access information, investigate ideas and represent their thinking

GOALS FOR YOUR CHILD AT OUR SERVICE

Educators' practices and the relationships they form with children and families have a significant effect on children's involvement and success in learning. Children thrive when families and educators work together in partnership to support young children's learning. Children's early learning influences their life chances.

Wellbeing and a strong sense of connection, optimism, resilience and engagement enable children to develop a growth mindset, and a positive attitude to learning. (Early Years Learning Framework V.2.0. p.9).

We will create a range of short and long-term goals for your child that we will program to and observe on which will be based on the outcomes in the Early Years Learning Framework and include:

- mutual respect and empathy
- concern and responsibility for self and others
- a sense of self worth
- social awareness
- respect for diversity
- importance of sustainability
- self-discipline and self-regulation
- habits of initiative and persistence
- creative intelligence and imagination



- self-confidence as an independent learner
- a love of learning.

We strongly encourage communication between families and educators to ensure continuity in what we are delivering to your child and acknowledge that the role of the educator is to work in partnership with families, children's first, and most influential educators.

DOCUMENTATION OF LEARNING/ PORTFOLIOS

Educators observe children and facilitate their learning to provide each child with a personal, confidential digital/hard copy portfolio by documenting their learning throughout the year. Our Service uses a variety of documentation to demonstrate learning which may include:

- your child's profile
- goals from families and educators
- observations- learning stories, captioned photos
- objectives for further development
- work samples- drawings, photos, recorded video
- checklists and transition statements.

The individual child's portfolio is maintained and used as a direct tool for evaluation and future planning within the Service's program. This makes the program reflect the value of individuality and is not used as a means of comparison between peers or stereotypes.

You will be given your child's portfolio at the end of the school year or as they finish at the Service. The portfolio will be used in parent/educator meetings throughout the year and is always available for you to review at your convenience.



COMMUNICATION

At Achievers Academy, we believe that strong communication is the foundation of quality care and education. We understand that no one knows your child better than you, and we value the insights you share each day. Your knowledge helps us provide care that reflects your child's home life and supports their changing needs as they grow.

Our educators, in turn, share their professional expertise in early childhood development and their growing understanding of your child—ensuring we work together to provide consistent, individualised care.

We view parents and educators as partners, each bringing valuable perspectives that support your child's learning and wellbeing. Ongoing, open communication between families and educators is essential. Families are encouraged to talk to our nominated supervisor to arrange to meet your child's educator at a mutually convenient time.

Our Service uses Owna to provide real time updates about your child.

We have many types of communication we use for families, including:

- o Newsletters
- o Phone calls
- o Emails
- o Letters
- o Face to face
- o Daily floor books
- o Family weekend forms
- o Mid-year and End of year interviews
- o Formal meetings



ENROLMENT INFORMATION

Prior to your child commencing at our Service, you'll be required to complete an enrolment form, provide necessary documentation and pay a \$400 refundable bond and \$100 non-refundable administration fee.

ENROLMENT FORM

If you require assistance completing the enrolment form, please contact our nominated supervisor or reception staff for assistance.

We will require the following documentation:

- a copy of your child's birth certificate or identity documents
- your child's Medicare number (if available)
- certified copies of any court order, parenting orders or parenting plans
- an immunisation history statement from the Australian Immunisation Register

This must show that your child is up to date with vaccinations for their age OR your child is on a recognised vaccine catch up schedule OR has a medical condition preventing them from being fully vaccinated.

Please note, the names written on the enrolment form must match the names on your child's birth certificate or identity documents.

FAMILY LAW AND ACCESS

We request that management is kept up to date with any parenting court orders or parenting agreements under Family Law if applicable. Our Service will uphold any responsibilities or obligations in relation to Family Law and access to the Service. We require certified copies of any court order, parenting orders or parenting plans, relating to your child as part of the required enrolment documentation and request that if situations change, a copy of the Court Order is provided to our Service. We will only allow children to leave the Service with the written permission of the custodial parent/guardian. Without a Court Order we cannot stop a parent collecting a child.



The approved provider will ensure that any child related documents containing personal information about individuals will only be disclosed with written consent. Individuals may withdraw their consent in writing before any information is disclosed.

All documentation relating to custody and access are held and maintained securely.

INCLUSION OF ALL CHILDREN

If your child has a disability, please speak to our nominated supervisor prior to enrolment.

We provide a supportive and inclusive environment that allows each child to fully participate in quality education and care.

We aim to develop and sustain supportive relationships with families and encourage discussions about how we can support your child to have equitable access to resources and participation. If your child has a National Disability Insurance Scheme (NDIS) package, we may need your consent to make contact with Services and/or therapists who are working with your child to seek information regarding their learning plan to support continuity of learning.

Our Service may be able to apply for additional support through the Inclusion Support Program (ISP) to assist your child's access.

AUTHORISED NOMINEES

You will be requested to provide information about authorised nominees on your child's enrolment form. These are persons that you provide permission to:

- collect your child from the Service
- provide consent for medical treatment for your child from a medical practitioner, hospital or ambulance service
- provide consent for the transportation of your child by an ambulance service
- provide consent to go on an excursion.



Please understand that it is essential we have up-to-date information on your child's enrolment record in case of an emergency. It is important that you notify the nominated supervisor (or responsible person) of any changes to enrolment information including:

- your residential address
- health of your child
- telephone/mobile numbers
- contact details for any parent or authorised nominee
- family changes (parenting orders)
- emergency contact information details etc.

AUTHORISATIONS

The enrolment form will include additional authorisations for our Service to seek medical treatment and emergency transportation for your child if required. Authorisations will also be requested for application of sun cream, permission to administer emergency medication to your child in the case of an asthma or anaphylaxis emergency (Ventolin or EpiPen®), permission for an educator with current first aid to administer paracetamol in an emergency and permission to access medical treatment and transport in case of an emergency. Parents must also provide the name, address and contact details of any person authorised to authorise our Service to transport your child or arrange transportation for your child. This may be for authorisation for your child to go on an excursion and/or for your child to be transported by our service.

EXCURSIONS/BUSH KINDY/REGULAR OUTINGS

Excursions are an important and valuable part of learning in early education. They expose a child to a range of different experiences and help them to observe and understand the world around them. For any excursion or regular outing in our community, we will complete comprehensive risk assessments to minimise any identified risks as part of our planning for excursions. We provide parents with information about the excursion in advance and require written authorisation for each child to participate on an excursion or regular outing. Authorisation for regular transportation and regular outings will be gained once every 12 months or whenever any of the circumstances of the transport may change.



PHOTOGRAPHS/SOCIAL MEDIA/PROMOTION

As part of the enrolment process, we will ask for your permission to take photographs and video of your child during normal activities and excursions. Photographs and video may be used as part of our observation and programming process and shared with our Service app. Photographs and video may also be shared with our parent community through social media and/or to promote our Service to the community through marketing and promotional materials.

Our Service has adopted the [National Model Code and Guidelines](#) for taking images or videos of children and ensures that only Service issued approved devices are used to take images or video of children. We have strict protocols for appropriate storage of images and video.

We request families comply with the guidelines of the National Model Code and not take images or recording videos of children whilst at the education and care service.

Families are asked to respect that staff are not allowed to share information on any other children,

MEDICAL CONDITIONS- ALLERGIES, ASTHMA, ANAPHYLAXIS, DIABETES OR EPILEPSY

It is vital that we are aware of any medical condition including diabetes, epilepsy, allergies, eczema, asthma, risks of anaphylaxis of your child including any potential triggers. Families are required to indicate any allergy or asthma on the enrolment form.

Our Service requires a medical management plan or ASCIA Asthma/Anaphylaxis Action Plan to be completed by your general practitioner to assist in managing your child's needs. This must be provided on enrolment and prior to your child's commencement at the Service. In consultation with the nominated supervisor, you will be asked to develop a risk minimisation plan and communication plan to assist our educators and staff. Medication prescribed by the GP will be stored in the centres first aid cabinet, parents will provide medication with a clear printed label of child's name.

Any prescribed medication that your child may require must be provided each day they attend our Service. A Medication Administration Form is to be completed on drop off at the service. Educators cannot administer medication without written consent.



To ensure the safety and wellbeing of your child, please update your child's medical management plan/ action plan every 12-18 months or whenever a change in their medication or treatment occurs.

FEES, REBATES AND ATTENDANCE

FEES

Effective 1st January 2026

Our daily fee (before Child Care Subsidy) (CCS) has been applied is:

0-3 years (Foundations First) \$150 a day

3-6 years (Pathway to Primary) \$125 a day

Fees will be direct debited fortnightly.

Please note that fees are payable for all booked days, including public holidays and absences, in order to retain your child's place at the centre.

If you are planning a holiday, a Holiday Discount Form is available from the office. To be eligible for a 25% discount on your regular fees (pro-rata to your child's attendance), the form must be completed at least two weeks in advance.

STATEMENT OF FEES

Each fortnight we will send you a statement via email on Tuesday before your fortnightly debit. Please check these statements to ensure all details are correct and accurate. If there is any discrepancy, please contact the nominated supervisor as soon as possible.

Families are provided with access to Owna to access account information. Each family will be provided with individual log in details, families are reminded not to share passwords or log in details. Families are encouraged to check statements and invoices for any changes to CCS entitlements.



PAYMENT METHODS

Parents/guardians are required to complete a Direct Debit form upon enrolment. Fees will be deducted fortnightly.

Please note that additional charges will apply for any failed transactions as a result of insufficient funds

CHILD CARE SUBSIDY (CCS)

We remind families that there are some compliance areas that the Service has no influence over such as Child Care Subsidy, and timing of payments to the Service and your account. When families enrol their child into our Service, it is the family's responsibility to provide us with the required information to receive Child Care Subsidy. This includes the correct Customer Reference Number (CRN) and date of birth of the child and parent/guardian the child is linked with.

Child Care Subsidy offers assistance to families to help with the cost of child care aged 0-13 years. There are 3 factors that will determine a family's level of Child Care Subsidy, which include:

- **Combined annual family income**
- **Activity test** – the activity level of both parents
- **Service type** – type of Childcare Service and whether the child attends school

Families who wish to receive Child Care Subsidy as reduced fees must apply through the [MyGov](#) website. This includes completing the Child Care Subsidy activity test. Child Care Subsidy is paid directly to our Service to be passed on to families as a fee reduction. Families will contribute to their childcare fees and pay the difference between the fee charged by our Service and the subsidy amount received. This is called the '*gap fee*'.

On enrolment we will need the Customer Reference Number (CRN) of the person linked with the child, along with the child's CRN so we can confirm the attendance and ensure that you are receiving the appropriate subsidy.



Families are required to advise Centrelink of any changes to circumstances within 14 days to avoid a debt. Changes to circumstances may impact CCS payments.

Should you wish to raise concerns regarding the management of Child Care Subsidy, please speak to the nominated supervisor as soon as possible. Concerns can also be directed to the Department of Education on 1800 664 231 or email: tipoffline@education.gov.au

COMPLYING WRITTEN AGREEMENT (CWA)

A Complying Written Agreement (CWA) is an agreement between our Service and a parent or guardian to provide childcare in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details and details of the fees to be charged. Before Child Care Subsidy can be paid, you must approve the enrolment information within the CWA via the [MyGov website](#).

ABSENCES

We encourage families to notify the Service as soon as possible if your child will be absent for any day or session you have booked. It is recommended that absences are notified to the Service by email or through our app Owna

Child Care Subsidy will be paid for any absence from an approved childcare service your child attends for up to 42 days per child per financial year. Full fees are payable for absences after the initial 42 days.

Additional absences beyond 42 days may be approved for specific reasons with supporting documentation. Please talk to the nominated supervisor about additional absences.

You can access your child's absence record on your online statement by selecting '**View Child Care Details and Payments**' on your [Centrelink online account](#).

Public holidays will be counted as an absence if your child would normally have attended the Service on that weekday, and fees have been charged for that day for your child.

If your child has not attended our Service for 14 continuous weeks, your child's enrolment will be cancelled, and Centrelink will stop paying your CCS subsidy.



Child Care Subsidy (CCS) is generally not payable for absences on the first or last days of enrolment. If a child is due to start enrolment on a set date and does not attend, CCS will not be paid until the child physically attends. Also, if the child does not attend care on their last booked day, CCS may not be paid for any period after the child's last physical attendance at the service. There are some circumstances where CCS may be paid in these situations, please speak with the nominated supervisor for further information.

WITHDRAWAL FROM CARE/REDUCING ENROLMENT DAYS

We require 2 weeks written notice to withdraw and/or reduce enrolment days for your child/ren from any permanent booking. Please see the nominated supervisor to obtain the required form to complete. Children are not able to attract CCS for any days after the last day your child physically attends our Service. *There are some circumstances where CCS can be paid after the last day your child physically attends with an approved reason.*

SERVICE CLOSING TIME AND LATE COLLECTION FEES

Please be aware our Service and program closes at 6:00pm. In accordance with National Regulations and licensing, we are not permitted to have children in the Service after 6:00pm. A late fee is incurred for children collected after 6.00pm.

The fee is \$10 per child for every 10 minutes or part thereof and will be added to your next account. The late fee is strictly adhered to, as two staff members are required to remain at the Service until all children are collected.

If we are unable to contact either the parent or a person nominated by the parent on the enrolment form to arrange collection of the child/children within 30 minutes of the Service closing, we may need to contact the Police or other authorities to take responsibility of your child.



PERMANENT BOOKINGS

Permanent bookings are an ongoing booking that:

- remains the same from one week to the next
- must remain unchanged for a minimum of 3 weeks
- are chargeable regardless of attendance

WAITING LIST

Permanent waiting list: If you would like to increase your child/ren's permanent sessions but there are no permanent vacancies, your child/ren will be placed on a waiting list until a position becomes available. Positions will be allocated in order of application, whilst adhering to our Priority of Access process.

PRIORITY OF ACCESS

Our Service aims to assist families who are most in need and may prioritise filling vacancies with children who are:

- at risk of serious abuse or neglect
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

MAKE-UP DAYS

Our centre is currently fully booked, which means we are unable to offer *make-up days* when your child is absent. Each child's place is permanently booked, and all spaces are filled on a regular basis.

However, if you notify us by the day before that your child will be away, we may be able to offer a *casual day* if a space becomes available. If this happens, we will do our best to swap the days and you won't be charged for the absence. We also encourage families to let us know of any planned holidays in advance so that we can better support this process.



Please note:

- If you accept a casual day swap and your child does not attend, that day will still count toward your day allocation and you will be charged.

SERVICE POLICIES AND PROCEDURES

A copy of our policies and procedures are readily available at our Service, located in the foyer. We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and National Regulations.

Educators cannot make exceptions for individuals unless the nominated supervisor or management do so on account of serious and/or unusual circumstances.

We are constantly reviewing our policies and procedures and ask for staff and family participation to ensure our policies and procedures adhere to the needs of our families and meet required regulations. Your involvement helps us to improve our Service and may lead us to change our policies and procedures.

FAMILY CONDUCT GUIDELINES

The *Family Conduct Guidelines* work in conjunction with our Service's *Enrolment Policy*, *Dealing with Complaints Policy*, *Privacy and Confidentiality Policy*, and the Early Childhood Australia Code of Ethics. The *Family Conduct Guidelines* are in place to emphasize commitment and ethical responsibilities each family adopts when enrolling their child/ren. If parents or family members are consistently in breach of these guidelines and following an evaluation by the nominated supervisor and/or the approved provider, any related enrolment/s may be at risk of being terminated.

Families and educators are expected to communicate openly, respectfully and collaboratively, sharing relevant information to support each child's development and learning while adopting qualities such as



honesty, inclusivity and confidentiality. We encourage families to arrange a time away from the learning environment for in-depth discussions, where the educator can give families their full attention and make decisions that have been given careful consideration. All stakeholders are expected to show respect toward educators, children, and families, model appropriate behaviour in all interactions, and understand that any threatening conduct may result in police involvement.

To maintain confidentiality, families and staff are responsible for protecting personal information and refraining from sharing sensitive details or photos on social media. If you have a complaint or grievance, contact your child's educator to arrange a suitable time to discuss the issue or complete a '*Complaints/Grievance Form*', forms can be returned to the Service in person or via email (info@achieversacademyelc.au) Management will uphold confidentiality unless the complaint involves a notifiable incident, in which case the regulatory authority will be informed as required.

ORIENTATION

Orientation is an important start for your child and family to connect to our Service. We encourage each child to attend our Service in the company of a family member before they start their first day with us. This gives you and your child the opportunity to gain an understanding of our program, the lay out of the room, where to put your child's belongings, provide educators with additional information about your child and how we can best support their transition and settling in period. The nominated supervisor will contact you to arrange suitable times and days for visits.

If your child is reluctant to attend, please discuss this with their assigned educator so that they can develop strategies with you to support the transition from home to the Service. You are welcome to take photos of your child in our environment to show and discuss at home with them.



ARRIVAL AND DEPARTURE

Each day, you must sign your child in upon arrival and sign out upon departure and note the date and times. We are required by legislation to maintain our attendance record at all times. This record may be used in the event of an emergency situation at the Service.

Our staff have a duty of care to your child and will only allow your child to be released into the care of either a parent, guardian or an authorised nominee as listed on your child's enrolment record. If your child needs to be collected by another person for some reason, an authority to collect form must be provided in writing to the nominated supervisor. Our staff may ask to view photo identification of the adult collecting your child from care to confirm their identity.

THE FIRST DAY/WEEK

The first day in a new Service is a big step for you and your child. Please don't be alarmed if your child experiences some separation anxiety. This is normal and our experienced educators will assist you and your child through this transition period. There may be tears and extra tight hugs when saying goodbye for the first few weeks but there are always cuddles, reassurance and genuine care from educators for both the children and their families. Sometimes this experience is upsetting more so for the family, not the child. We understand this and offer support through phone calls during the day, photos and open communication.

SAYING GOODBYE

What works best is a set routine so try to establish the care routine from the orientation process. Being well organised and avoiding a rush usually results in a calm start to the day.

Most children will want to have a look around first to see who else has arrived and to look at what activities are available. Rest assured; we'll contact you if your child becomes distressed.



WHAT YOU NEED TO BRING

BAG

Upon enrolment your child will be given an Achievers Academy Backpack, please ensure backpack is clearly labelled with your child's name.

SUN HAT

A protective sun hat (either broad brimmed or legionnaire hat) must be worn every day when playing outside for protection against the sun. Please make sure to include it in your child's bag every day regardless of the weather conditions.

SPARE CLOTHING

Every now and then, accidents occur, and it may be necessary for your child to get changed into a fresh set of clothes. Please include a complete change of clothes every day which can stay in your child's bag...just in case!

DRINK BOTTLE

A labelled drink bottle is required every day for water. Children are able to refill their drink bottle when necessary, throughout the day. We always provide water and cups, but a drink bottle is a great start to school readiness.

COT SHEET SET

Provided to families on enrolment and to be taken home with child at the end of the day and washed when needed

FORMULA, BOTTLES & TEATS

Bottles must be clean and formula measured to the correct amount within the bottle. Label bottle with the correct amount of water that will need to be added to make up formula.

COMFORTERS

Such as dummies



MEALS

At Achievers Academy, we promote healthy eating habits by providing children with delicious, balanced meals each day. Our daily menu includes breakfast, morning tea, lunch, afternoon tea and a late snack, all prepared fresh on site by our qualified cook.

We follow the Australian Dietary Guidelines to ensure every meal supports children's growth and development, while catering to a variety of tastes and cultural preferences. To provide variety and nutritional balance, our centre follows a four-week rotating menu, which is regularly reviewed and updated.

We are committed to meeting the dietary needs of all children in our care. If your child has allergies, intolerances or specific dietary requirements, please speak with the Nominated Supervisor so we can ensure appropriate planning and support.

Please note that our centre has a nut-free policy in place to protect children with severe allergies. We appreciate your cooperation in helping us maintain a safe and inclusive environment for all.

BREASTFEEDING

We are a breastfeeding friendly service. Mothers who are breastfeeding are welcome to attend the Service during the day to feed their infant. We have a private, clean and quiet area for mothers to breastfeed their infants or express breastmilk.

Families that are breastfeeding should speak to the nominated supervisor or responsible person to be aware of our policies on storing and serving breast milk.

Families that are formula feeding should also consult our nominated supervisor or responsible person to be aware on how we need the formula prepared and stored. Regular communication is encouraged to ensure your infant's needs are met as they grow.



CLOTHING

We encourage families to dress their child in non- restrictive, serviceable and easy to wash clothes so that they feel free to join in all the activities and to develop independence. Shoes also, need to allow children freedom to run, climb, hop and jump as well as being easy for the child to take off and put on by themselves. Joggers and sandals are appropriate shoes to wear.

Thongs, slippers and gumboots are not suitable, and we prefer that these are NOT worn to the Service. Also, please consider clothing that enables the child to move around easily and allows children to be independent in dressing. Clothing such as long dresses, overalls, braces, belts and stiff buttons can prove a problem for children who need to go to the toilet. We require all t-shirts to have sleeves (no mid-drift tops) and hats that are broad brimmed are essential for effective sun safety.

TOYS

The Service has an abundance of developmentally appropriate toys and equipment available, and we ask that children do not bring in toys from home. This eliminates toys getting lost, broken, disappointment for other children and responsibility on educators to track numerous toys throughout the day.

BEHAVIOUR GUIDANCE

We encourage children to engage in cooperative and pro-social behaviour. We give children the opportunity to self-regulate their behaviours during play to develop their confidence and self-esteem. Educators follow a *Behaviour Guidance Policy* that extends across the whole Service giving consistency of expectation in all rooms. We use a positive approach to guiding children's behaviour to help them develop a respect for others, for property and respect for self. If you require further information on this policy, please ask educators and refer to our Policy manual.



WELLBEING

Wellbeing is more than just feeling happy, it is about our overall health- physical, social, emotional and mental. We provide opportunities for your child to develop a strong sense of wellbeing through dance, movement, yoga, mindfulness, music and relaxation.

PHYSICAL PLAY

Physical play includes activities that use physical movements to allow children to use their energy, enhance their concentration, motivation, learning and wellbeing. We feel physical play is a vital part of everyday life. We believe in providing children with a range of physical activities and experience on a daily occurrence for them to challenge their large and small muscles, allowing them to gain increasing control over their bodies as they learn the importance of physical play.

Physical play provides children with the opportunity to:

- develop strong bones and muscles
- improve strength and balance
- develop flexibility and coordination
- develop Fundamental Movement Skills
- develop spatial awareness
- develop mathematical concepts
- be confident as they learn to control their bodies and understand their limits
- learn to cooperate and share with others
- promote healthy growth and development



REST AND SLEEP

Rest and sleep routines vary according to individual needs. We aim to make rest time a relaxed, pleasant time for all children. We provide cots and beds for children and play soft music in the background. Your child may wish to bring a security item to have at rest time. Please feel free to discuss your child's rest or sleep needs with educators. Each day we provide information about the times your child rested or slept. Quiet activities, such as puzzles and books are available for those children who do not sleep.

SUSTAINABILITY

Our Service is passionate about sustainability. We believe in supporting children to appreciate and care for the environment by embedding sustainable practice into the daily operation of our Service, infrastructure and teaching. Further, we support children to appreciate that sustainability embraces social and economic sustainability as we engage in concepts of social justice, fairness, sharing, democracy and citizenship.

In order to empower our sustainability program, we emphasise children's ability to make a difference, enabling them to learn and appreciate their environment in an engaging, fun and exciting manner. We do this by engaging children in discussion about sustainable practice, developing an appreciation of the natural world, encouraging them to participate in a recycling program and reducing energy and conserving water. We aim to provide children with the skills and knowledge required to take an active role in caring for the environment and to think about ways they can contribute to a sustainable future.

BIRTHDAYS

It is very exciting for a child to be having a birthday. If a cake is required for a child's birthday, the cake must not contain nuts or any traces of nuts as we have a nut free policy within the service. It is recommended that cupcakes be provided as this reduces the major allergy risks. Please also include small paper plates. Families are required discuss cake options with educators prior to the celebration as we monitor food and treats to ensure the safety of all children and staff.



FAMILY WALLS

We have a *Family Wall* in each of our rooms. This is a strong and valuable tool in our environment for your child to connect to, feel that they and their family are valued and that their family is as much a part of the Service, even if they are not always there. If you would like to bring in a photo, or a couple of photos that represent your family, we would love to add it to our wall.

SUN SAFETY

We work in compliance with the *National SunSmart Early Childhood Program* to ensure children's health and safety is maintained at all times. We use a combination of sun protection measures whenever the UV Index Levels reach 3 or above. We monitor the UV index levels daily and schedule outdoor activities when levels are safe. Our outdoor environment provides shade for play experiences and we conduct regular risk assessments to ensure the play space and equipment is safe for children. We complete daily playground surface temperature checks during summer months or extreme hot weather to check for potential hazards.

Children and educators must wear hats and appropriate clothing, including footwear when outside. Educators will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (SPF50+ broad-spectrum water resistant), which is reapplied according to the manufacturer's recommendations. We ask that children come to the Service with sunscreen already applied so they are able to participate in outdoor play immediately and not have to wait the 20 minutes after application. Consent to apply sunscreen is included in our enrolment form.

PARENT PARTICIPATION AND FEEDBACK

Our Service has an *Open-Door Policy* and actively seeks and encourages families to be involved in the Service. This can range from evaluating and adding input to your child's program and observations, volunteering within the Service and sharing skills and experiences that the children and the program will benefit from and providing feedback.



You can be involved in our Family Committee. Your involvement can be as formal or active as you like as time permits. We respect that time is limited for most families and we ask that you inform us as to your preferred way of communication. We can arrange meetings with your child's educator at a time that suits you throughout the year and offer email, SMS, Newsletters, Day Book Journals and verbal communication on a daily basis. We seek input from families on all aspects of the Service but in particular, your child's goals, observations and program.

FAMILY INVOLVEMENT

We welcome and encourage the involvement of all parents/families at our Service. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities and knowledge. There are many ways for your family to be involved. We understand that our busy lives can't always afford the time, however any contribution no matter how big or small is much appreciated. Here are just a few ideas.

YOUR OCCUPATION OR HOBBY

You are the most important person in their world. We welcome all parents to the Service to talk about their occupation or hobby (e.g. music, craft, cooking). Everything parents do interest children, and these talks are the best educational resources you can provide for the Service.

We use information that has come from discussions about occupations and hobbies in our program and the ideas explored which can turn into interest projects providing valuable learning.

YOUR HOME CULTURE

We aim to foster relationships among families and community and invite you to share aspects of your culture, history, language and celebrations with our Service. Your involvement greatly assists us to enrich the lives of all our families and children.



READING

Children love to be read to. If you or your parents have the time, please contact your room educators to organise a day for reading. We love grandparents visiting our Service!

RECYCLABLE ITEMS

We are always on the lookout for recyclable items for the rooms. Empty food containers, ribbons, wrapping paper, towel tubes (not toilet or egg or milk because of hygiene and allergy issues) paper or anything interesting from your work is much appreciated.

SPECIAL EVENTS

Our Service organises special events throughout the year. We will communicate these to families in a timely manner. We encourage parent input in all aspects of these events. Some of these include fundraising, celebrations and information sessions.

COMMUNITY INFORMATION

We have a community notice board at the entry to our Service. This board is used to display relevant programs, menus, notices, updates and reminders for children and families. Please ensure you check this on a regular basis.

Our staff can also provide information for families about a range of topics including early intervention; supported playgroups; Child Care Subsidy; Aboriginal Child and Family centres; health clinics.

HEALTH AND HYGIENE

Our Service has effective and systematic risk management systems in place to identify any possible risk of hazards to our learning environment and practices.

All staff diligently practice and model personal hygiene measures such as hand washing, cough and sneeze etiquette and disposal of tissues. We request that all children and visitors to our Service wash



their hands or use the alcohol-based hand sanitiser upon arrival.

Our educators teach and model correct hand washing techniques to children and regularly clean and disinfect high touch objects throughout the Service to reduce the spread of infection.

WHEN SHOULD I NOT SEND MY CHILD TO THE SERVICE?

Please monitor your child's health and do not bring your child to the Service if they are suffering from any illness or infectious disease.

To minimise the spread of infections and diseases, and maintain a healthy environment for all children, educators and staff, we implement recommendations developed by the National Health and Medical Research Council (NHMRC)- *Staying healthy: Preventing infectious diseases in early childhood education and care services, 6th Edition*. Our policies and procedures for *Dealing with Infectious Diseases* is available for all families to view.

Our Service is a busy and demanding day for the bodies and minds of our children. We are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become sick whilst in our care.

If your child becomes ill whilst at the Service, we will contact you or an authorised nominee to collect your child within a 30-minute time frame where possible. If your child is unable to be collected, educators will contact the child's emergency contact for collection. When your child is collected, you will be provided with an *Injury, Incident, Trauma and Illness Record* completed by the educator which includes information about your child's illness, their symptoms, general behaviour and any action taken. You will be requested to sign and acknowledge the details in this record.

Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. If your child has been had diarrhoea and/or vomiting, they will be excluded until there has not been any diarrhoea or vomiting for at least 24 hours. For certain illnesses, a medical clearance certificate may be required before your child returns.

INFECTIOUS DISEASES

The National Health and Medical Research Council have supplied the following information regarding minimum exclusion period for children from an early childhood education and care service. Please inform staff if your child has any of the following infectious diseases so that we can notify the Public Health Unit and other families of any infectious disease/illness. (Confidentiality is always maintained).

Exclusion for common or concerning conditions (Australian Government, National Health and Medical Research Council, Staying Healthy 6th Edition 2024)

CONDITION	EXCLUSION
Chicken pox	Exclude until all blisters have dried – this is usually at least 5 days after the rash first appeared in non-immunised children, and less in vaccinated children. See the guidelines for contact exclusions
Conjunctivitis or eye discharge	Exclude until discharge from the eyes has stopped (unless a doctor has diagnosed non-infectious conjunctivitis)
Ear infection	Not excluded unless they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding)
Fever	Exclude until the temperature remains normal, unless the fever has a known non-infectious cause. If the child has gone home from the Service with a fever but their temperature is normal the next morning, they can return to the service. If the child wakes in the morning with a fever, they should stay home until their temperature remains normal. If a doctor later diagnoses the cause of the child's fever, follow the exclusion guidance for that disease.
Gastroenteritis ('gastro') • Campylobacter infection • Cryptosporidiosis • Giardia infection (giardiasis) • Rotavirus infection • Salmonella infection (salmonellosis) • Shigella infection (shigellosis)	Exclude until there has not been any diarrhoea or vomiting for at least 24 hours
Norovirus infection	Exclude until there has not been any diarrhoea or vomiting for at least 48 hours

Hand, foot and mouth disease	Exclude until all blisters have dried
Head lice	Not excluded, as long as effective treatment begins before the next attendance at the service. The child does not need to be sent home immediately if head lice are detected
Hib (Haemophilus influenza type b)	Exclude until the person has received treatment for at least 4 days Exclude for at least 4 days after the rash appeared.
Measles	See the guidelines for contact exclusions
Meningitis (viral)	Exclude until person is well
Meningococcal infection	Exclude until the person has completed antibiotic treatment
Mumps	Exclude for at least 9 days or until swelling goes down (whichever is sooner)
Pneumococcal disease	Exclude until person has received antibiotic treatment for at least 24 hours and feels well
Rash	Not excluded unless combined with other concerning symptoms (fever, tiredness, pain, poor feeding)
Respiratory conditions and infections • Bronchitis and bronchiolitis • Common cold • COVID-19 (also refer to state or territory advice) • Croup • Flu (influenza) • Human metapneumovirus • Pneumonia • RSV (respiratory syncytial virus)	If a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), exclude them only if: • the respiratory symptoms are severe, or • the respiratory symptoms are getting worse (more frequent or severe), or • they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding) Otherwise, do not exclude. A person can often have an ongoing cough after they have recovered from a respiratory infection. If their other symptoms have gone and they are feeling well, they can return to the service
Shingles (zoster infection)	Exclude children until blisters have dried and crusted. Adults who can cover the blisters are not excluded (they are excluded if blisters cannot be covered) See the guidelines for contact exclusions
Skin-related infections • Cold sores (herpes simplex)	Not excluded if the person can maintain hygiene practices to minimise the risk of transmission. If the person cannot maintain these practices (for example, because they are too young), exclude until the sores are dry.

	Cover sores with a dressing, if possible.
- Fungal infections of the skin or scalp (ringworm, tinea, athlete's foot) - Impetigo (school sores) - Scabies and other mites causing skin disease	Exclude until the day after starting treatment For impetigo, cover any sores on exposed skin with a watertight dressing
Warts	Not excluded Exclude until the person has received antibiotic treatment
Strep throat	for at least 24 hours and feels well
Whooping cough (pertussis)	Exclude until at least 5 days after starting antibiotic treatment, or for at least 21 days from the onset of coughing if the person does not receive antibiotics. See the guidelines for contact exclusions
Worms	Not excluded

If your child is unimmunised according to our records, then they will be excluded until the threat has passed and upon advice of the Public Health Unit

IMMUNISATION

The Public Health Act 2010 (NSW) requires all families to provide an Immunisation History Statement from the Australian Immunisation Register (AIR) for their child prior to enrolment in an early childhood education and care Service. The immunisation history statement must show that each enrolled child is up to date with immunisations for their age. The relevant vaccinations are those under the National Immunisation Program (NIP), which covers the vaccines usually administered before age five. These vaccinations must be recorded on the Australian Immunisation Register (AIR).

In the case of an outbreak of any vaccine preventable disease, management will contact families as soon as possible. We ask that families immediately inform our Service if someone in their family is diagnosed with an infectious disease to help minimise the risk to other children, families and educators.



We are legally required to notify the Public Health Unit of any cases of vaccine preventable diseases occurring at our Service. For an up-to-date immunisation schedule, please refer to your enrolment pack.

MEDICATION

If your child requires medication whilst at our Service, you must complete an *Administration of Medication Record* to give your consent for an educator to administer prescribed medication to your child. Medication must be given directly to an educator for appropriate safe storage.

Educators can only administer medication that is:

- prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)
- in its original packaging and have the original label clearly showing your child's name
- before the expiry/use by date.

Any child's prescribed medication such as asthma inhalers, adrenaline auto injectors (EpiPen®) or Insulin (for diabetes), must accompany the child each day to our Service.

Upon collection of your child at the end of the day, you or an authorised person will be requested to sign the *Administration of Medication Form*.

INCIDENTS, INJURY OR TRAUMA

We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, children sometimes have accidents. We always have an educator with a first aid, emergency asthma, anaphylaxis management and CPR qualification on shift at all times we provide education and care to children. First Aid kits are located throughout the Service.

In the event of a minor injury, first aid will be provided as required. An *Incident, Injury, Trauma and Illness Record* will be completed and when you collect your child, you will be notified about the injury and asked to acknowledge and sign the record. If your child injures their head, even if it is a small bump, you will be contacted to advise you of the injury. Our educators will continue to monitor your child closely and advise if you should come and collect them.



If an injury or incident is serious and we believe urgent medical attention is required, the nominated supervisor will contact an ambulance immediately. We will attempt to contact a parent or guardian or an authorised nominee to advise of the situation. If you are unable to meet the ambulance at the Service, we will send one of our educators/staff members to accompany your child in the ambulance. Please note that Ambulance cover is the responsibility of each family.

An *Incident, Injury, Trauma and Illness Record* will be completed, and a parent will be required to acknowledge and sign this record. A copy of any documentation from the hospital or treating doctor will also be requested. Our Service will also be required to notify the regulatory authority in the event of any serious incident or injury. In these circumstances, you may be contacted by our approved provider and the regulatory authority to follow up the incident and actions taken by our Service.

SAFETY IN OUR SERVICE

EMERGENCY AND EVACUATION PROCEDURES

Our Service conducts risk assessments regularly and develops emergency management plans for a range of possible hazards. Throughout the year we follow our policies and procedures to carry out emergency and evacuation drills. These may occur at any given time throughout the day and week to ensure all children know what to do in case of an emergency. Emergency and evacuation drills are carried out in a well-organised and orderly manner and will simulate a range of possible emergency situations such as fire, lock down or flood. Under regulations, we are required to practice emergency and evacuation drills every three months.

Educators are trained to use the fire extinguishers that are in the Service. An emergency evacuation plan and lock down procedure are displayed in every room and exit locations are clearly indicated.



DROP OFF AND PICK UP TIME

Early childhood education and care services are busy places especially during the morning drop off and afternoon pickup. We ask that parents be extremely mindful of danger when arriving and departing from our Service.

Please always hold your child's hand in the carpark area

- Be alert of reversing drivers in the car park as it is very difficult to see small children
- Use the kerbside, rear passenger door when getting your child into and out of their restraint
- Never leave a child or infant in the car unattended
- Never leave the front entry door/gate open
- Always do a visual check around your vehicle before driving
- Please ensure children do not enter areas in the Service that are for adults/staff only.
-

WORKPLACE HEALTH AND SAFETY

We are committed in providing an environment that is safe and healthy for every employee, volunteer, child, family and visitor. We have made every reasonable effort to minimise the risk of serious injury and request all persons to our Service to adhere to our policies regarding Workplace Health and Safety.

Each morning, our educators conduct daily safety checks of the indoor and outdoor environment and will alert management of any potential risk or hazard to children to ensure this is rectified before children use the equipment or area.

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general work health and safety issues, please contact the nominated supervisor immediately.



SOCIAL MEDIA

We use social media to communicate, share information and celebrate what is happening in our Service with enrolled families and our Service community.

We promote safety and wellbeing of all children and are committed to ensure safe online environments when engaging in digital technology including social media. Our social media accounts are managed by the nominated supervisor and we set the highest level of privacy and security settings on the accounts. Content is regularly scanned, and any offensive language or comments removed immediately, and these users blocked.

Photographs of your child will only be added if written authorisation has been provided on the enrolment form. We maintain appropriate privacy of families, children and educators by not publishing any personal information online.

PRIVACY AND CONFIDENTIALITY

We are committed to protecting the privacy and confidentiality of children, individuals and families and have policies in place to ensure strict confidentiality is maintained.

Information, including personal information (addresses, telephone numbers, email addresses) will not be disclosed to any individual without obtaining prior written permission of the respective person, including educators, staff, family members and parents. Families must ensure they do not share data or personal information of other family members, children or staff members from the Service with anyone, including other families of the same Service. (See *Privacy and Confidentiality Policy*).

All families are not to use or share images obtained from the Service, via the Service's app, Facebook pages or other format. Families are not to share photographs taken during special events for publishing on any social media or for sharing in any format.



Families are asked to respect that staff are prohibited to share information about other children, families or staff members without expressed written consent to whom the information relates to. Additionally, families are not to connect with staff on social media platforms.

To plan programs for your child/ren, we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent, unless we are required to do so by law

We do not ask for personal information about you or your child from other professionals or organisations without your consent. You can look at the information in your child's file at any time or request a copy of information in the file.

Our *Privacy and Confidentiality Policy* is available to view at any time. This policy sets out how we ensure our Service acts in accordance with the requirements of the Australian Privacy Principles and the Privacy Act 1988. We ensure all personal information is protected, records and documents are maintained and stored in accordance with Education and Care Services National Regulations and that all staff understand the requirements of the Notifiable Data Breaches (NDB) scheme. Any Privacy complaints will be managed promptly and in a consistent manner as outlined in our *Dealing with Complaints Policy*.

Our Service is required to keep and maintain detailed records about children, parents and staff in accordance with relative legislation contained in the National Law and Regulations and Family Assistance Law. We ensure all records are stored in a secure and locked location. We must keep records for the prescribed periods of times as legislated related to child enrolment, attendance, medication records, incident, injury, trauma and illness records, child assessments and any relevant legal information/documents. Full details about record keeping is available in our *Record Keeping and Retention Policy*.