

YMCA Child Care Centres

Family Handbook

Acacia Ridge YMCA Child Care

Chifley Street

Acacia Ridge

☎ 07 3277 6333

✉ ysouthcc@ymca.org.au

Strathpine YMCA Child Care

27 Dixon Street

Strathpine

☎ 07 3205 7333

✉ strathcc@ymca.org.au

www.ymcachildcare.com.au

www.brisbaneymca.org



We build strong **PEOPLE**
strong **FAMILIES** strong **COMMUNITIES**

Serving the community since 1844

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WELCOME

The Management and staff of the YMCA of Brisbane welcome you and your child/ren to the Centre. This booklet has been put together to give an overview of the YMCA of Brisbane's Child Care Centre programs.

The YMCA provides Child Care for Children aged 6 weeks to 5 years of age. Our Staff work hard to ensure your child/ren is cared for in a welcoming, supportive and stimulating environment. Staff provide a range of culturally diverse activities to support their development.

The YMCA of Brisbane follows the National Standards for and this includes the introduction of the new National Early Years Learning Framework. Your input and feedback is valued to ensure the service continues to achieve high standards.

YMCA CONTACT DETAILS:

YMCA Group Manager – Childcare Services

Level 1/ 240 South Pine Road

Enoggera QLD 4051

☎ 07 3354 0444

YMCA of Brisbane Head Office

PO Box 669

Spring Hill QLD 4004

☎ 07 3253 1700



OFFICE FOR EARLY CHILDHOOD EDUCATION AND CARE CONTACT DETAILS:

Acacia Ridge YMCA Early Childhood Centre

Mt Gravatt Regional Office
Private Mail Bag 250
Mansfield DC QLD 4122
PH: 3028 8063

FAX: 3028 8011 *Strathpine YMCA Early Childhood Centre*

Caboolture Service Centre
PO Box 954
Caboolture QLD 4510

☎ 07 5490 1058

☎ 07 5428 1518

MISSION STATEMENT

The YMCA's of Australia work together, from a base of Christian values, to provide opportunities for all people to grow in body, mind and spirit.

OUR VALUES

YMCA Child Care Centres, as part of the worldwide YMCA movement, embraces the values of Care, Honesty, Respect and Responsibility.



OUR COMMITMENT

The YMCA of Brisbane is committed to the activities in the provision of childcare:

- Quality assurance systems which take into account, participant requirements and satisfaction, high performance levels measured against set standards and a process of continuous improvement;
- Monitoring and review of the service to our children and families to ensure efficient, effective and responsive delivery and use of resources;
- Quality training for our staff and the wider community.

PHILOSOPHY

The Philosophy of YMCA Children's Services is based upon the YMCA Mission Statement with an emphasis on the Rights of the Child

The dignity and intrinsic worth of all people regardless of age, gender, ethnicity or belief.

All children are of equal value in our community and will be treated accordingly. Children have the right to learn and grow in an environment of positive guidance and nurturing. In the provision of child care, the interests of the child are of paramount concern.

The whole person, consisting of a body, mind and spirit, each of which is of equal importance.

All children have the right to be cared for in a physical environment which is clean, safe and welcoming, which demonstrates respect for the child and provides opportunities for play, exploration and development of self-reliance. All children have the right to be supported in the development of their personality and creativity and their intellectual, social and physical abilities, to their fullest potential.

The protection of a child from physical or emotional harm of any kind is the obligation of each member of our community.

Healthy communities based on relationships between people which are characterised by love, understanding, mutual respect and a sense of belonging.

Parents/Guardians have the primary responsibility for the upbringing, protection and development of their children and should be supported in that role. A child's parents/guardians and family are the most important influences in their life. In the provision of care for a child we recognise and respect

the role of the parents/guardians and support the parent and family by providing care in an atmosphere of mutual respect and support.

Staff, parents/guardians, carers and members of the wider community will have the opportunity to communicate their ideas, feelings and concerns in an atmosphere of respectful consultation.

Equality of opportunity and justice for all people.

Each child will be afforded equal opportunity to participate in all activities and experiences provided in the care environment, regardless of the physical or intellectual limitations of the child, but taking into account issues of safety for all participants in the program. Access to quality child care is the right of each child regardless of the financial circumstances, cultural background or geographical location of the family.

The diversity of people, communities and nations.

Care will be provided in a way that reflects the multicultural and multilingual nature of the community in which we live. Staff and carers will be provided with training which enhances and values the diversity of our children and our community.

Acceptance of personal responsibility.

Each child will be afforded opportunities and encouraged to gain a sense of self-worth and a respect for the worth, dignity and rights of others. Each member of the YMCA Children's Services community accepts responsibility for provision of a safe, friendly, non-judgemental, stimulating and educational environment for the care of children.

OBJECTIVES

Within our Child Care Centres we aim to achieve the following:

- To work in partnership with families and the community to provide quality services and offer opportunities for participation;
- To provide a caring environment that is accepting of diversity, is complementary to a child's home and school life and creates a sense of freedom, trust and security;
- To respect the family by promoting parent participation in the planning, development and evaluation of the program;
- To foster the development of each child's self-esteem and pride in his or her cultural heritage;
- To encourage children to be active, enthusiastic and creative explorers of their environment;
- To encourage and support individual children to express themselves creatively;



- To support children to become independent, confident and inquisitive learners, considering the needs of the child as an individual and as a member of a group;
- To provide a service that is flexible and responsive to the changing needs of the children and their families;
- To foster a non-discriminatory, anti-biased environment that includes all children and families;
- To provide and support opportunities for the professional and personal development of the early childhood providers.

HOURS OF OPERATION

YMCA Early Childhood Education Centres provides care for children between the ages of 6 weeks and 5 years of age. The Centres operate 52 weeks a year and are closed only for gazetted Public Holidays.

ACACIA RIDGE	6.30AM – 6.00PM	52 WEEKS A YEAR*
STRATHPINE	6.30AM – 6.30PM	52 WEEKS A YEAR*

* Closed all gazetted Public Holidays

ENROLMENT

- Prior to commencing at the Centre, the parent/guardian is required to thoroughly complete a YMCA enrolment form with accurate/up to date information. This information will be kept in a secure location at the Centre.
- It is essential to ensure all parents/guardians have completed all the sections fully, signed and dated the enrolment form and any attachments.
- Enrolment forms must be updated whenever there is a change to personal details. It is crucial the Centre has correct information, particularly contact numbers, in case of an emergency involved a child.
- As part of the enrolment process, it is vital to ensure any special requirements are recorded with details. Please discuss these requirements with the Nominated supervisor. For example; allergies, medical conditions, behavioural issues, emotional issues and parenting orders.

BOOKINGS

Bookings must be made for permanent days each week.

If vacancies exist, casual days can be booked by calling the service prior to the day/s care is required.

CHANGES TO BOOKINGS

Two (2) weeks prior notice in writing must be received by the Centre to make any changes to a permanent booking. This will be confirmed by the Nominated supervisor and is subject to availability.

A YMCA *Parent Account Enquiry/Correction* form can be used for any changes – this must be provided to the Centre Director.

CANCELLATION OF BOOKINGS

Two (2) weeks prior notice in writing must be received by the Nominated supervisor for the cancellation of **ALL** care from the Centre.



ABSENCES FROM THE CENTRE

The Centre must be contacted if your child will not be attending care that day:

ACACIA RIDGE

☎ 07 3277 6333

📧 ysouthcc@ymca.org.au

STRATHPINE

☎ 07 3205 7333

📧 strathcc@ymca.org.au

If a child is absent from the Centre on a booked day, fees are still payable.

Each child is eligible for Child Care Benefit (CCB) for up to 42 absences a year. These absences are for one child across all approved child care services. These absences can be taken for any reason and do not require supporting documentation. Should a child use more than 42 days per year, full child care fees will be charged as no CCB will be paid.

FEES

- Accounts will be issued on a weekly basis and are due by Friday of each week.



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strong **FAMILIES** strong **COMMUNITIES**

- Fees are to be paid for the days child/ren are booked into the service including times when the child/ren is absent due to illness, holidays, camps etc.
- Fees are payable on all gazetted public holidays.
- Payments can be made via BPay, Eftpos or Ezi Debit. The preferred option for all families is Ezi debit.
- If a family leaves the Centre and still has fees owing, ezi debit payments will continue to be debited until fees are paid in full.
- Collection of children after licensed operating hours, will incur the following fees:
 - For the first ten (10) minutes after closing, or part there of - \$20.00 per child;
 - After the initial ten (10) minutes, every additional fifteen (15) minute interval or part thereof - \$50.00 additional per family.
 - Parents/guardians who incur the late fee on three (3) occasions within a 6 month period (January 1 – June 30 or July 1 – December 31) will have the families ongoing enrolment reviewed and possibly cancelled.
 - A member of staff will co-sign the sign out rolls to confirm the time of departure.

THE YMCA IS ENVIRONMENTALLY FRIENDLY- FOR THIS REASON ACCOUNTS WILL BE EMAILED WHERE POSSIBLE.

OVERDUE FEES

Additional fees will be charged for overdue accounts. Accounts are charged every Friday afternoon and the account issued the following Monday of each week. All monies owing on the statement is due in full by the Friday. On Monday if fees are owing from the previous week, \$5.00 will be added to the account as 'late fees' and a letter issued; if fees are still owing at the following Monday, \$10.00 will be added to the account and second notice given with full fees required to be paid by the end of the week. If fees are not paid in full by the Friday, an \$18.00 'late fee' will be added, the family enrolment suspended and the account sent to debt recovery. Please refer the *Fee Structure* for more information regarding overdue accounts.

FAMILY ASSISTANCE

YMCA Child Care Centres are approved childcare providers. For information regarding your entitlement for Family Assistance and Child Care Benefit (CCB) visit www.familyassist.gov.au or phone **13 61 50**. If a parent/guardian is registered to receive CCB, they must provide the Centre with

their Date of Birth (and CRN for both parent and child) so as the Centre can link with the Family Assistance Office.

SIGNING CHILDREN IN AND OUT

Parents/guardians are required under CCB requirements to sign their child/ren in and out of the centre at the time of arrival and departure.

Parents/guardians are requested to notify a staff member of their arrival and departure for safety reasons.

Children will not be released to anyone not authorised by the parents/guardians. Persons unknown to staff will be asked for identification.

Children will not be released to a person under the age of 18 years of age unless that person is the child/rens parent/guardian.

OFFICE FOR EARLY CHILDHOOD EDUCATION AND CARE

The Office for Early Childhood Education and Care is responsible for administering the National Law (Qld Act 2011) and [Education and Care Services National Regulations](#) that relates to the licensing of children's services in Queensland. Licensed services include Long Day Care, School Age Care programs, Independent Preschools, Playschools and Family Day Care Schemes.

The role of the Office for Early Childhood Education and Care includes:

- Licensing children's services in Queensland;
- Monitoring licensed children's services. Early Childhood Officers make both announced and unannounced visits to service regularly to ensure they are operating in accordance with the legislation;
- Providing advice and support for families, children's services and the community relating to child care.
- Investigating complaints or concerns lodged with the Office for Early Childhood Education and Care relating to the provision of a licensed children's service;
- Providing professional advice on planning, design and establishment of new services.

The Office for Early Childhood Education and Care is staffed by professionals with Early Childhood Qualifications. Further information relating to the role of the Office for Early Childhood Education and Care, visit www.education.qld.gov.au/earlychildhood

AUSTRALIAN GOVERNMENT PRIORITY OF ACCESS

The demand for child care sometimes exceeds supply. The Australian Government has determined guidelines for allocating places in such circumstances. These guidelines apply to Child Care Services. They set out the following three (3) levels of priority:

- Priority 1 – A child at risk of serious abuse or neglect;
- Priority 2 – A child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under section 14 of the Family Assistance Act;
- Priority 3 – Any other child

SETTLING IN/ORIENTATION PROCEDURE FOR CHILDREN

All children need the opportunity to settle into the Centre. They all react to situations and changes in different ways. Children may experience some anxiety about going to a new place for the first time. It is important that both parents and the Early Childhood staff work together to build a special relationship needed for successful adjustment. If it is possible, it is beneficial if both parent and child visit the program together, prior to commencement of care.

INCLUSION SUPPORT SUBSIDY

YMCA offers programs which are socially inclusive. A number of factors are taken into consideration to meet the needs of each individual child. This is done in consultation with parents, YMCA Early Childhood Educators and Inclusion Support.

Our program may be eligible to receive an Inclusion Support Subsidy (ISS) which can assist with the inclusion of children with additional needs. For further information concerning ISS, please speak to the Nominated supervisor.

COMMUNITY DIVERSITY

We adopt an attitude of respect for all families and staff regardless of background, physical capability or cultural diversity. This is encouraged by fostering high self-esteem and a positive self-concept in children by exploring similarities rather than differences.

The program will present positive experiences for the children which are based on gender equity. The Centre and staff aims to create an atmosphere where all children feel comfortable, secure and happy.

Where parents are from Non-English speaking backgrounds, they are invited and encouraged to contribute knowledge of their own culture to enhance the overall program.

Where a child has additional needs we will make every reasonable effort to overcome any barriers to provide access to care.

We will engage the support of advisory agencies, visiting entertainers, members of the community and parents to support the program and enhance children's understanding of other cultures and people with additional needs.

We encourage any parents/guardians/approved persons to participate in the program but utilising their talents, ideas and suggestions that will enhance the interaction and activities of the children at the Centre.

STAFFING STRUCTURE/MANAGEMENT STRUCTURE

YMCA of Brisbane is overseen by a Volunteer Board and Executive Management Team.

Each individual YMCA of Brisbane Child Care Centre is managed by a Nominated supervisor, whom reports directly to a Group Manager - Childcare Services. This structure is supported by the YMCA of Brisbane, which is reportable to the Board and Executive Management Team.

STAFFING

YMCA recognises that the care of large groups of children for periods of times requires staff to have specialist knowledge and skills.

The YMCA of Brisbane prides itself on employing suitably qualified staff to all positions to meet the legislative requirements. Many of our staff have been working at our Child Care Centres for over 6 years, thus ensuring children are provided with a secure, safe, educational and stable environment.

Qualifications in Child Care and Early Childhood Teaching are considered to be acceptable qualifications for Child Care Centres, as well as other courses being developed for the age range of 0-12 years. Some transitional arrangements are made for staff that are in the process of qualifying.

All staff are deemed to be fit and proper persons to provide care and education for children within a Child Care environment. This evaluation is made through such things as working with children's checks, contacting referees, 100 point identification check, establishing a person's character and assessing capabilities to provide exceptional care and education in a Child Care setting.



Educator to Child Ratios:

- Our educator to child ratios will always meet the minimum requirements as stated below:
- For children aged from birth to 24 months, 1 educator to 4 children.

- Until 31 December 2015
- for children aged more than 24 months but less than 36 months, 1 educator to 6 children.
- for children aged more than 30 months but less than 36 months, 1 educator to 8 children.
- for children aged at least 3 years but not more than 6 years, 1 educator to 12 children.
- for children aged at least 4 years but not more than 6 years ,1 educator to 13 children.
- for children aged at least 4 years but not more than 13 years, 1 educator to 12 children.

From 1 January 2016

For children aged from birth to 24 months, 1 educator to 4 children

For children aged over 24 months but less than 36 months, 1 educator to 5 children.

For children aged over 36 months, 1 educator to 11 children.

For services who were granted a licence under the former education and care services law of Queensland before 1 January 2011 and immediately before 1 January 2012 educated and cared for children aged 15 months up to and including 24 months, the educator to child ratio is 1 educator to 5 children. This ratio applies until 31 March 2012, or if the Regulatory Authority approves an application for extension, until 31 December 2017.

If children being educated and cared for at the service are of mixed ages the minimum number of educators for the children must meet the requirements above at all times.

When an early childhood teacher (ECT) is required to be in attendance at the service as per the licensed places of our service, that teacher is counted as an educator at the service for the purposes of this regulation.

If the service is required to have access to an ECT for a period of time as per the licensed places, the ECT must be added to the minimum number of educators required for that service for that period.

If the service is a preschool program in a school in a class or classes where a full-time education program is also being delivered, educator ratio and qualification requirements do not apply.

CHILD PROTECTION

YMCA of Brisbane:

- Recognises that all children and young people have the right to develop and reach their potential in environments that are caring, nurturing and safe.
- Considers any form of child abuse including emotional, physical and sexual abuse or neglect as intolerable under any circumstances.
- Has a legal, moral and mission driven responsibility to protect children and young people from harm.
- Is required to ensure that any incident of suspected child abuse is promptly and appropriately dealt with.
- Ensure all staff hold a Positive Notice (Blue) Card in accordance with the YMCA of Australia's *Safeguarding Children and Young People Policy*. All Early Childhood Educators are mandated to report any suspected child abuse.

- Programs are accredited under the *ACCYO Safeguarding Children and Young People Policy*.
- *For further information and copies of the safeguarding children policy please refer to the YMCA website child.protection@ymcabrisbane.org*

PROGRAM AND ACTIVITIES

Programs and activities are developed for each service relevant to age and abilities. They are written plans with sound preparation, organisation and co-ordination.

The Early Years Learning Framework (EYLF) is a National framework incorporated into every YMCA Child Care Centre. For further information regarding this framework, please speak to the Nominated supervisor or visit education.gov.au. We encourage parents/guardians, extended family members and children to be involved in the planning of these programs to ensure that individual needs (e.g. age, cultural diversity, developmental stages and interests) are being met.

Programs are developed and displayed weekly on the Parent Information Wall. Information regarding the programs is available to all parents/guardians.

A range of equipment is provided to meet the Child Care developmental needs of each child.

The equipment and other materials utilised will be suitable, safe and well maintained.

Our aim is to encompass activities and play to assist in the development of each child as an individual.

FOOD AND NUTRITION

YMCA Child Care Centres have qualified cooks employed at the Centres who provide nutritious meals for all children attending. A weekly menu is displayed in the foyer for parents, staff and children to view. Pureed vegetables are provided for younger children and variations to the menu occur for children as required. If your child has a special dietary requirement, ensure this is documented on the enrolment form and discuss with the Centre Director.

We offer a healthy nutritious breakfast (Acacia Ridge only), morning tea, lunch and afternoon tea based on the five food groups. Parents are asked to provide two (2) pieces of fruit a day and this will be cut and shared between the children. Staff use meal times as an opportunity to discuss the nutritional content of the food provided. Children are given the opportunity to develop their self-help skills through food preparation, serving themselves and they are encouraged to use best practise in regards to food safety measures.

Staff aim to provide an eating environment that assists with the sharing of family and multicultural values. Staff aim to create an atmosphere which is calm and incorporates the teaching of appropriate social skills.

ADDITIONAL DIETARY REQUIREMENTS

YMCA Staff will endeavour to provide assistance and support to any child with additional dietary requirements. Parents must inform staff upon enrolment about such requirements and provide all necessary information with the enrolment form. Discussion regarding meals will be made in consultation with parents and staff. Where food requirements cannot be met by the YMCA Centre, parents and staff will develop strategies that will ensure the child receives appropriate food choices. The YMCA will also endeavour to meet the religious beliefs, regarding food for individual families.

WHAT TO BRING EACH DAY

Each child is individual and unique; however the following provides a guideline as to what is required to be brought to the Centre each day your child attends:

- Hat – preferably a wide brim hat that covers ears and back of neck;
- Change of clothes (clearly labelled);
- 2 piece of fruit – please place in basket in the foyer area;
- Sheets for rest time – a single size sheet is best;
- Bottles (including formula) – if required for younger children;
- Pacifier – if required for younger children;
- Comforter – if required to assist your child during the day;
- Nappies – enough for the whole day (generally 6-7 nappies).

EMERGENCY PROCEDURES

To ensure the safety of the children, emergency procedures will be practised on a regular basis and be consistent with other disaster plans used by the Centre. Procedures are also in place in case of harassment and/or threat to the children by persons known and unknown to the Centre.

SUN AND HEAT PROTECTION

Outside play is a valuable component of all YMCA programs. Although weather conditions determine if outdoor programs continue, parents should expect that if it is not raining the children will go outside and therefore require a hat daily. Where possible this play will take place in a shaded area, however the YMCA employs a Sun Protection Policy – ‘No Hat No Play’.

CLOTHING

Parents are asked to send children to the Centre in clothes that are appropriate to the activity they will be participating in. Simple play clothes and running shoes allow children to participate without limitations or worries that their clothes will get damaged. Shorts, T-shirts, jeans and jumpers with closed in shoes are recommended. For sun safe reasons parents are asked not to send children in singlet tops. A spare set of clothes should also be sent in your children’s bag daily.

PERSONAL ITEMS

All personal toys and device including handheld games are not to be brought into the Centre unless previously discussed with the Nominated supervisor. The YMCA takes no responsibility for belongings which are lost or stolen during Child Care Centre programs.

BIRTHDAYS

Birthdays are an important part of a child’s life. You may choose to send a cake to the Centre for your child’s birthday so that we can celebrate together. Please be aware that some children have food allergies so cakes, etc. should not contain any nuts or nut products.

SMOKE FREE ZONE

Smoking is not permitted in the Centre or its surrounding buildings, grounds or facilities.

PARENT COMMUNICATION

All Centres’ recognise the importance of parent involvement within the program. We realise for many working parents time is limited and therefore we aim to provide a variety of opportunities for parents to participate according to their availability. Some of the ways in which a parent can become involved are; completing surveys, attending parent committee meetings, social functions, input into weekly

programs/menus, policies and procedures and fundraising. Parents will receive newsletters from the Centre outlining current Centre information.

CUSTODY AND ACCESS – COURT ORDERS

If a parent is experiencing problems associated with custody and access, than please discuss this with the Nominated supervisor. A copy of a current Family Court Order is required and we will do our utmost to abide by this. If there is any likelihood of problems associated with the collection of your child, it is the parent's responsibility to advise the staff and to provide information about any change to court orders, during the year.

BEHAVIOUR MANAGEMENT/CODE OF BEHAVIOUR

In order for the children to feel safe, secure and know the limits of their behaviour, the staff ensure the children experience a consistent approach to behaviour management. This involves developing each child's awareness of what is appropriate to do, what is not appropriate, what is safe, what angers or hurts others while developing the child's capacity for self-discipline.

No child will be subject to punishment that humiliates, frightens or threatens them.

A child may be excluded from the program for consistent, unacceptable behaviour which puts the health and safety of children and staff at risk.

An incident report maybe completed and parents asked to read and sign on arrival.

A copy of the *Behaviour Management Policy* is available at each Centre.

CONFIDENTIALITY

The Centre protects the confidentiality and privacy of individuals by ensuring records about staff, individual children, families and management are kept in a secure location and are only accessed by, or disclosed to, those people who need the information to fulfil their responsibilities at the Centre or have a legal right to know.

All confidential conversations will be conducted in a quiet area away from children, parents and staff.

The Centre is required to keep records about staff, parents and children to fulfil their legal responsibilities. Personal forms and information will be stored in a locked cabinet/cupboard.



ILLNESS, ACCIDENT AND INFECTIOUS DISEASE

If a child becomes ill while at the Centre, the parents/guardians will be contacted. If the parent/guardian is not able to be contacted, the emergency contact person will be notified. Every Effort will be made to make the child comfortable until the parent/guardian arrives.

In the event of an accident/incident occurring, first aid will be provided. A staff member with a current first aid certificate is employed at each Centre.

If the parent or guardian is not contacted at the time of a minor incident, they will be informed when they arrive to collect their child. Details about the incident/accident will be written on an *accident/incident report* which you will be asked to read and sign upon arrival.

In order to protect the health of both staff and children, it is necessary to minimise the risk of cross-infection of infectious diseases. The Centre will be guided by health authorities as to any exclusion for specific infectious diseases. A list of infectious diseases is displayed at each Centre. Parents and the Department of health will be notified of any reportable infectious diseases.

MEDICATION

If a child requires medication whilst in care, parents/guardians must complete an *Authority to give Medication form*, clearly stating the name of the medication, the dosage and the time it was last

administered. If the form is not filled out completely and signed by the parent/guardian, the medication will not be administered.

Medication must be in original packaging. Prescription medicine must have the pharmacy issued sticker clearly visible, stating the child's name and the prescribed dosage. Medication will not be administered if it is not in its original packaging or if it's past its expiry date.

Staff will not administer medication at a higher dosage than is prescribed or more frequently than is prescribed on the packaging.

All medication will be stored away from the children in a locked location.

Parents/guardians are advised that non-prescription medication such as Panadol cannot be administered to children whilst in the care of YMCA staff, unless accompanied by a medical authorisation.

POLICIES AND PROCEDURES

YMCA Child Care Centres hold policies and procedures for all areas of accreditation and licensing. These are reviewed regularly with feedback from children, families, staff and YMCA management.

If you would like to read more about the YMCA of Brisbane's policies and procedures a complete manual is available from the Nominated supervisor.



IMMUNISATION

Upon enrolment, parents/guardians are required to show the Centre the child's immunisation records from their health record book. The Nominated supervisor will take a photocopy of the immunisation record as proof of immunisation. This information will be kept in the individual child's file.

Parents/guardians are required to advise the Centre when they update their child's immunisations. In addition the Centre shall issue update forms biannually, obtaining updated immunisation details.

Should an outbreak of a communicable disease occur in the Centre, parents/guardians of non-immunised children and children with out-dated immunisation records will be contacted immediately and will be instructed to remove their child from the Centre, even if their child is well, until there is no risk of them contracting any illness.

GUIDELINES FOR EXCLUSIONS

Recommended minimum exclusion periods for infectious conditions for schools, pre-schools and child care centres. Staying Healthy Preventing infectious diseases in early childhood education and care services (Fifth edition 2012).

Condition	Exclusion of Cases	Exclusion of Contacts
Amoebiasis (Entamoeba histolytica)	Exclude until has not been a loose bowel motion for 24 hours	Not excluded
Campylobacter	Exclude until has not been a loose bowel motion for 24 hours	Not excluded
Chickenpox	Exclude until all blisters have dried. This is usually at least 5 days after the rash first appeared in unimmunised children and less in immunised children	Any child with an immune deficiency (for example leukaemia) or receiving Chemotherapy should be excluded for their own protection. Otherwise not excluded
Conjunctivitis	Exclude until discharge from eyes has stopped unless a doctor has diagnosed a non-infectious conjunctivitis	Not excluded
Cryptosporidium infection	Exclude until has not been a loose bowel motion for 24 hours	Not excluded
Diarrhoea (No organism identified)	Exclude until has not been a loose bowel motion for 24 hours	Not excluded
Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later.	Exclude contacts that live in the same house until cleared by public health authority.
Giardiasis	Exclude until has not been a loose bowel motion for 24 hours	Not excluded
Hand, Foot and Mouth Disease	Exclude until all blisters have dried	Not excluded
Haemophilus Influenza Type B (HIB)	Exclude until the person has received appropriate antibiotic treatment for at least 4 days.	Not excluded
Head Lice (pediculosis)	Exclusion is NOT necessary if effective treatment is commenced prior to the next day at child care.	Not excluded



Hepatitis A	Exclude until a medical certificate of recovery is received, but not before seven days after the onset of jaundice or illness	Not excluded
Herpes simplex (cold sores, fever and blisters)	Exclusion is not necessary if the person is developmentally capable of maintaining hygiene practises to minimise the risk of transmission. If the person is unable to comply with these practices they should be excluded until the sores are dry. Sores should be covered by a dressing where possible.	Not excluded
Impetigo (school sores)	Exclude until appropriate antibiotic treatment has commenced. Any sores on exposed skin should be covered with a watertight dressing.	No excluded
Influenza and influenza-like illness	Exclude until well.	Not excluded
Leprosy	Exclude until approval to return has been given by an appropriate health authority.	Not excluded
Measles	Exclude for 4 days after the rash first appears.	Immunised and immune contacts not excluded. Non- immunised contacts of a case are to be excluded from the child care until 14 days after the first day of appearance of rash in the last case. Unless immunised within 72 hours of their first contact during the infectious period with the first case. All immunocompromised children should be excluded until 14 days after the first day of appearance of rash in the last case.
Meningitis (bacterial)	Exclude until well and has received appropriate antibiotics.	Not excluded
Meningitis (viral)	Exclude until well.	Not excluded
Meningococcal Infection	Exclude until appropriate antibiotic treatment has been completed.	Not excluded
Mumps	Exclude for nine days after onset of swelling.	Not excluded
Poliomyelitis	Exclude for at least 14 days after onset of symptoms and until a certificate is provided by a medical practitioner recommending that the exclusion should cease.	Not excluded
Ringworm, Scabies, Pediculosis (lice) Trachoma	Exclude until the day after effective treatment has commenced.	Not excluded
Rotavirus infection	Children are to be excluded from the centre until there has not been a loose bowel motion or vomiting for 24 hours.	Not excluded
Rubella (German Measles)	Exclude until fully recovered or for at least 4 days after the rash appears.	Not excluded
Salmonella Infection	Exclude until has not been a loose bowel motion for 24 hours.	Not excluded
Shigella Infection	Exclude until has not been a loose bowel motion for 24 hours.	Not excluded
Streptococcal sore throat and scarlet fever	Exclude until the person has received antibiotic treatment for at least 24 hours and feels well.	Not excluded
Tuberculosis (TB)	Exclude until medical certificate is provided from appropriate health authority.	Not excluded
Typhoid, paratyphoid	Exclude until medical certificate is provided from appropriate health authority.	Not excluded unless considered necessary by public health authorities.
Whooping Cough	Exclude until five days after starting appropriate antibiotic Treatment or for 21 days from the onset of coughing.	Contacts that live in the same house as the case and have received less than three doses of pertussis vaccine are to be excluded from the centre until they have had 5 days of an appropriate course of antibiotics.

		If antibiotics have not been taken, these contacts must be excluded for 21 days after their last exposure to the case while the person was infectious.
Worms (intestinal)	Exclusion not necessary if treatment has occurred.	Not excluded

CUSTOMER FEEDBACK PROCEDURE

The YMCA of Brisbane views customer feedback as an opportunity for improvement and deems to utilise these events as an opportunity to not only improve the service provided but to build stronger relationships and loyalty with individual customers who have taken the time to let us know how they are feeling.

All customer feedback received is kept for improvement and marketing purposes.

COMPLAINTS

The Nominated supervisor will be happy to discuss any concerns and answer any questions you may have concerning the program or Centre.

If the feedback is a complaint please approach the Centre Director. If there is a continuing issue, or it concerns the Centre Director, contact can be made to the YMCA Group Manager - Childcare Services. If you still have a concern that you feel has not been addressed, contact can be made to the CEO of YMCA. If you feel this process has not met your needs, complaints can be directed to the Office for Early Childhood Education and Care.

ANONYMOUS CUSTOMER COMPLAINTS

Responses to all anonymous customer complaints are to be assessed and reviewed and actions recorded with the complaint.

VERBAL AND WRITTEN CUSTOMER COMPLAINTS

All verbal feedback from customers should be responded to by the Centre Director, or staff member directly receiving the feedback. The customer is encouraged to complete a *Customer Feedback Form* which will be forwarded the YMCA Group Manager - Childcare Services.

These procedures ensure the highest quality of service is reached. Feedback received from these sources allows constant review of Centre levels, increased customer satisfaction and therefore, increased positive feedback within the community.



We build strong **PEOPLE**
strong **FAMILIES** strong **COMMUNITIES**

