



# PARENT HANDBOOK

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## EAST BRISBANE COMMUNITY CENTRE INC.

### Management Committee (Licensee):

President:	Robyn Twell
Vice President:	Barbara Appleton
Treasurer:	Robert Gray
Secretary:	Rebecca Wilson
General Members	Fay Suter (Carer Representative) Lisa Watson (Service Liaison Person) (FDC Parent Representative) Charles Chetcuti Kieran Walsh Bob Steele Bruce Edwards

East Brisbane Community Centre Inc. sponsors East Brisbane Family Day Care, as well as the East Brisbane Community Support Service (both based at the Community Centre in Vulture Street) and Outside School Hours Care Services based at East Brisbane and Buranda State schools.

East Brisbane Community Centre Inc. is run by a volunteer Management Committee, which employs an Executive Officer (Sonia Herbert) to oversee its various programs. Interested family members and friends are invited to find out more about the Management Committee by contacting Sonia Herbert on 3891 6938.

### Co-Ordination Unit:

Senior Coordinator:	Sharyn Flynn
FDC Coordinators:	Kirsten Perry Janice Wellard
Playgroup/Resource Coordinator:	Jo Maddison
FDC Administration/Reception:	Lyndsey Howman

Staff from the Co-ordination Unit are available to assist families with settling their child into Family Day Care. Please phone the FDC office on 3891 5684 for assistance.

### Advisory Committee:

An Advisory Committee comprised of Carers, families and Coordinators meets every two months (the first Thursday of even numbered months) to discuss matters pertaining to the smooth functioning of East Brisbane Family Day Care. All interested parents are invited to these meetings, and the dates are advised in mail outs or parent newsletters.

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## WELCOME TO EAST BRISBANE FAMILY DAY CARE

This booklet is designed to help you understand how our Family Day Care Scheme works and help you make use of it.

The East Brisbane Family Day Care Scheme is a not for profit child care service that provides child care in private homes with registered Carers. Our philosophy embraces diversity from a Social Justice framework. We endeavour to cater for all families regardless of income, cultural and linguistic background, lifestyle, disability or type of care required. It also requires that our policies, practices, and procedures are inclusive, non-discriminatory and consultative.

The Scheme is co-ordinated and administered by qualified staff based at the Scheme's Office. A Voluntary Committee of local and interested people is responsible for the overall management of the Community Centre Inc. Family Day Care is licensed and regulated by the State Department of Communities and funded by the Commonwealth Department of Families and Community Services. Family Day Care is accredited under the National Child Care Accreditation Council - Family Day Care Quality Assurance System

### PHILOSOPHY

East Brisbane Family Day Care Scheme's core business is quality outcomes for children.

This service endeavours to meet individual stakeholder's needs through open communication that;

- Respects individual differences
- Values the skills of team Members
- Uses comprehensive and fair processes and practices
- Is based on a sound financial foundation

Ensuring that this is a well respected service that meets the changing needs of the community.

### AIMS

- To offer families a Regulated Home Based Child Care Service
- To respond to the child care needs of the community
- To provide safe, high quality care with developmental opportunities for young children
- To provide equal access to all families requiring home based child care (while observing the priority of access guidelines as required by the Department of Health and Family Services)
- To provide a service which reflects the multicultural nature of our society and meets the individual needs of children and their families, including special needs

### OBJECTIVES

- To operate a Family Day Care Scheme which is supportive of both families and Carers.
- To provide supervised home-based child care by registered Carers who cater for the social, emotional, physical and intellectual developmental needs of young children.
- To provide a flexible Family Day Care Scheme that can offer full-time, part time, overnight, occasional, emergency, before and after-school, vacation and respite care.
- To provide, when possible, short-term emergency and 24 hour care for families experiencing exceptional circumstances.
- To promote understanding, tolerance and mutual respect for all Scheme participants through communication, education and training.
- To involve all stake holders and the local community in the planning, management and implementation of the scheme.
- To promote co-operation between the scheme and other community agencies by the creation of useful networks

## CO-ORDINATION UNIT

The coordination unit consists of:

- Three Coordinators (Part-time,)
- One Playgroup/Resource Coordinator (Part-time)
- Administrative Receptionist (Part-time)

The role of the Unit is to:

- Recruit, select and register Carers
- Provide initial and ongoing in-service training for Carers
- Support and resource Carers in their role, including updates on current trends and regular newsletters
- Monitor quality of care for children through home visits, playgroups and observations of children at play
- Implement and support the ongoing process of quality assurance
- Facilitate placements, taking into consideration the individual needs of parents, children and Carers and maintaining priority of access guidelines
- Attend to the various administrative tasks of the 'Scheme' and be accountable to the Licensee and relevant Government Departments
- Provide Carers with access to appropriate resources and equipment and regular Playgroups
- Attend relevant in-service training and meetings pertaining to Family Day Care Services
- Effectively manage changes to Government requirements as they impact on the Scheme's operation
- Network with relevant services and promote Family Day Care to the wider community.
- To implement an ongoing re-registration process for all carers, incorporating assessment and evaluation processes.

## SELECTION OF CARERS

The selection process of Carers involves information giving, applicant self-assessment and co-ordination unit assessment. The suitability of the person applying to be a Carer and the suitability of the home setting are the two broad areas to be considered.

The process includes:

- New carer Induction Programme
- Formal Application from prospective Carers
- Interviews and visits by Co-ordinators with applicant and members of the household

- Medical Certificate
- Home Safety check of premises
- References
- Suitability card for prospective Carer and all adult household members and regular visitors.
- Team discussions and decision making
- Discussion with applicant about their suitability
- Attendance at Playgroup
- Temporary Registration (3 months) for approved applicants
- Senior First Aid Certificate
- Public Liability Insurance for Family Day Care

## MONITORING OF QUALITY CARE

The relationship between Co-ordinator and Carer is one of support, supervision and resourcing. Co-ordinators visit the homes of Carers on a regular basis.

These visits can be quite sociable and a pleasant time for catching up and sharing news with Carers and children. During the visits the children's progress plus any developmental or behavioural issues are discussed. Interaction between Carer and children and between the children themselves is observed and discussed where necessary. Safety procedures and hygiene are also observed. Discussions between Carers and Co-ordinator can also include ideas for developmentally appropriate activities, eating habits, nutrition, behavioural issues and the general care of the child.

Other frequent points of contact are gained through - playgroups, training workshops, outings, visits to the Family Day Care Office, social functions and telephone contact.

**The above interactions assist the monitoring of quality care.**

The scheme is re-licensed by the state government Department of Communities. This involves a detailed evaluation of policies and procedures to meet the required standards in the Child Care Act (2002) and the Regulations (2003).

The scheme also participates in the Family Day Care Quality Assurance System, working with carers to meet the guidelines of quality assurance and developing ongoing self-improvement plans for Carers and the coordination unit.

## PARENT'S RIGHTS

Parental involvement in the management of the Scheme is encouraged through representation on the Advisory and Management Committees. The management committee meets during the evening on a monthly basis and the Advisory Committee meets every two months. These channels plus discussions with Co-ordinators provide opportunities for parents to have input into the general operation of the scheme as well as the development of scheme policies.

Families are welcome to visit their child in care - please provide your Carer with times & other relevant information so that he/she can be prepared for the visit.

Any adult or parent who has been denied access to a child by a court order is not permitted on the Carer's premises (or approach the Carer at any time for any reason) Policy 2.5. At no time will the scheme be used as a venue for supervised visits Policy 2.5.4

Contact with parents is a high priority for Co-ordinators who are accessible for appointments or telephone discussion throughout the week. Although a Co-ordinator may not be in the office when a parent calls, please leave a message and contact number on our answering machine and we will endeavour to contact you as soon as possible.

The office is open from 9.00 a.m. - 4.30 p.m. on Monday through to Friday. Appointments can be made outside of these hours if necessary.

**Parents have the right to:**

- Have their children in a safe and secure place
- Have some description of the Care Provider before meeting with them
- See where their children will eat, sleep and play
- Have details about prospective outings and excursions
- Receive feedback about their child's day
- Expect that Carers and Co-ordinators are skilled and informed adults who have their child's best interests in mind
- Privacy of information and confidentiality being maintained
- Non-judgmental attitudes from Co-ordinators and Carers
- Non-discriminatory access to the service
- Be informed about the availability of Child Care Benefit

## **SCHEME EXPECTATIONS**

Your Carer will appreciate it if you respect her/his work hours, and family needs. If your hours change, you must re-negotiate them with the office as well as your Carer, giving two weeks notice.

Please notify the office and the Care Provider of any change of information that may affect the care of your children, i.e. contact telephone number, your address, and allergies. This is imperative in cases of emergency.

**It is necessary:**

- To sign your child in and out of care each day on the your child's Time Sheet and to sign at the end of each week for monies paid
- To ensure (if applicable) that a Child Care Benefit Application is lodged at Centrelink before the due date. Child Care Benefit is only payable if an assessment is current. Otherwise parents are required to pay the FULL FEE to the Carer.
- On arrival at the Carer's home, that a child is not to be given into the care of anyone other than the Carer or another adult named on the Certificate of Approval, except in the case of a short term emergency when a child may be received by a Co-ordinator or an Emergency Carer.
- To advise your Carer and Coordinator of access arrangements in cases of separation/divorce - and of any Court Orders

- To inform the Carer in writing of any other person who may be collecting the child other than the parents or those authorised on the Enrolment Form. It is preferable for the Carer to meet before hand any persons who may be required to collect the child.

Recognition of and adherence to all the above points will help ensure a happy working relationship for both Parents and Carers.

## **FEES**

*Please refer to the attached Fee Schedule*

### **COMMONWEALTH GOVERNMENT CHILD CARE BENEFIT**

The Commonwealth Government provides fee assistance in the form of Child Care Benefit (CCB) to help with the costs of child care. This is based on an Income Test and depends on the number of children in the family and how many require care.

CHILD CARE BENEFIT Application Forms are available from the Service; however the form needs to be lodged at Centrelink for assessment. Parents who qualify will pay a percentage of the fee for their child care. Child Care Benefit will be paid directly to the Carer by the Service (until further Departmental notice).

CHILD CARE BENEFIT cannot be paid until the Service is advised by Centrelink of the CCB percentage for each child in care. It is important to get the CCB Application Form into Centrelink before child care commences, as delays can result in parents paying FULL FEES.

PRIORITY OF ACCESS are guidelines set down by the Commonwealth Government for allocating places in care. The Scheme endeavours to follow these guidelines. There are 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

### **BOOKED CARE**

Please take care to negotiate your booked hours carefully so that both you and the Carer are clear about them. Your booked hours are used to calculate fees owing. Once decided - please be on time and stick to your schedule - your Carer may have other commitments.

**Both the Parent and Carer are required to give two weeks notice for any changes to the original agreement or cancellation of child care.**

**IT IS THE PARENT'S RESPONSIBILITY TO NOTIFY THE CARE PROVIDER AND THE OFFICE IF CHANGES ARE TO BE MADE TO HOURS/DAYS OF CARE.**

Some parents whose hours are continually changing may prefer to use a Casual Rate (See current fee scale) or negotiate an agreement of minimum booked hours with the Carer. Parents are charged for booked hours even if fewer hours are used.

### **FEE CHARGING PRACTICE**

Fees are charged in units of whole hours, from o'clock to o'clock. If you require care for your child from 7:30 am until 5:30 pm, you will be charged from 7 am until 6 pm. All booked days and hours are charged for, regardless of flexi days, public holidays, sick days, and rostered days off that fall in that period.

Fees are not payable if the Carer is unavailable for care.

### **VACATION CARE FOR SCHOOL AGE CHILDREN**

Parents are required to negotiate with their Carer at least 2 weeks prior to the beginning of school holidays when deciding what care they require for vacation period.

It is important that parents understand that when a vacation care agreement has been made, and their child is absent during this period, fees will be charged as per the vacation care agreement.

If the family does not use care during the vacation period, normal booked hours will apply.

## **PAYMENT OF FEES**

Ensure you pay your Carer as agreed ON THE DUE DAY just as you would any other service provider. The scheme recommends that fees be paid one week in advance

## **LATE FEES**

Please telephone your Carer if you are going to arrive late to pick up your child. If your Carer is not notified, then a late fee per 15 minutes may be charged. This fee does not attract CCB.

## **HOLIDAY HOLDING FEE**

Normal fees are required when taking holidays to hold your place with the Carer.

## **TERMINATION**

Two (2) weeks' notice of ceasing care with the scheme needs to be given. If two weeks' notice is not given the parent will be required to pay full fees. For families accessing CCB please note, when ceasing care and the family has provided the Carer and the Service 2 weeks notice, children must attend care for CCB portion to be paid. If the child is not in attendance during the 2 week notice period including the last day parents will be required to pay FULL FEES to the Carer.

## **TIMESHEETS**

It is the parent's responsibility to sign the timesheets on arrival and departure. Please ensure you write the time to the nearest 5 minutes and to sign at the end of each week for monies paid and that all information on the time sheet is true and correct.

Please make sure you also receive a copy of that timesheet every fortnight, timesheets are considered a legal document.

Please note: no one under the age of 18 year should sign children in or out unless he/she is the parent.

## **RECEIPTS**

All parents should receive a receipt from their Carer for all monies (fees, transport, meals, etc) paid to the Carer.

## **TRANSPORT**

Fees for transporting children do not attract any CCB. They are to be paid to the Carer in full by the parents.

## **MEALS**

Parents are encouraged to provide lunch and snacks for morning and afternoon teas. Arrangements can be made for a Carer to provide meals for which set fees will be charged. It is important to discuss meal arrangements with the Carer before commencement of care. Fees for meals are gap fees and as such do not attract any CCB.

## **DIFFICULTY PAYING FEES**

If you are having difficulty paying your portion of the child care fees, please contact the Family Day Care office and talk about it with a Coordinator or discuss it with your Carer.

## **ADMINISTRATION LEVY**

This levy is set at 35 cents per hour per child and is to be paid to the Carer. The scheme collects this levy from the Carer. This levy is used in part for administration and to pay the Playgroup Coordinator, with the balance used for the purchasing of equipment and toys. Any increase in this levy will be given to parents in writing with a month's notice.

## **COMMONWEALTH GOVERNMENT CHILD CARE BENEFIT (CCB)**

The Commonwealth Government provides fee assistance in the form of Child Care Benefit (CCB) to help with the costs of child care. This is based on an Income Test and depends on the number of children in the family and how many require care.

CCB Application Forms are available from the Service; however the form needs to be lodged at Centrelink for assessment. Parents who qualify will pay a percentage of the fee for their child care. Please see section CCB calculations below. CCB will be paid directly to the Carer by the Service (until further notice from the Family Assistance Office). CCB cannot be paid until the Service is advised by Centrelink of the CCB percentage for each child in care. It is important to get the CCB Application Form into Centrelink before child care commences, as delays can result in parents paying FULL FEES. Families accessing CCB are required to comply with the Department of Families and Community Services Child Care Benefit Legislation. For your reference **FAO phone number 136150**.  
**East Brisbane Family Day Care's CRN Number: 555 000 624V**

**Family Assistance Office Rates for Child Care Benefit (CCB) from 3<sup>rd</sup> July 2006**

- ◆ **Eligible standard hourly rate** paid by FAO (Family Assistance Office) is \$2.96 per hour to a maximum of \$148 per week.
- ◆ **Eligible non-standard hourly rate of care for 37 or less hours per week** - hourly rate paid by FAO is  $\$2.96 \times 1.3333 = 3.94$  per hour.
- ◆ **School Age Children** rates are 85% of the rates stated above.

**A. How is CCB calculated for care for more than 37 hours per week?**

-  $\$148 \times \text{CCB \%} = \text{CCB payment}$

**B. How is CCB calculated for non-standard hours or care for 37 or fewer hours per week?**

-  $2.96 \times 1.3333 \times \text{CCB\%} \times \text{hours of care used} = \text{CCB payment}$

**C. How is CCB calculated for school age children?**

37 & less hours or non-standard hours

-  $2.96 \times 1.3333 \times \text{CCB \%} \times \text{hours of care used} \times 85\% = \text{CCB Payment}$

***(N.B. IF YOU FIND THIS INFORMATION CONFUSING; PLEASE FEEL FREE TO CONTACT THE OFFICE ON 3891 5684)***

**How is the parent portion (fee paid to Care Provider from parent) worked out?**

Fee X hours of care used + charges for transport/meals etc...+ Administration levy (.25 X hours of care used) = Total Fee.

Once you have worked out the total fee - CCB portion = parent portion.

***Scenarios***

Example	Fee Calculation
<p><b>1. One Non-School child</b>            One child uses 15 hours per week of standard hours. The family receives 100% CCB</p>	<p>Total Fee is <math>(15 \times 3.95 \text{ standard hourly rate} + 15 \times .35 \text{ (administration levy)}) = \\$64.50</math>            CCB Portion is <math>- 2.96 \times 1.3333 \times 100\% \times 15 \text{ hours} = \\$57.60</math>   <i>Parent Portion is - \$64.50 - \$57.60 = \$6.90</i></p>
<p><b>2. Two Non-School children</b>            Each child uses 20 hours of care per week. They use 2 hours non-standard each per week and 18 standard hours of care each per week. The Family receives 87% CCB.</p>	<p>Total Fee for both children is <math>- 4 \times 4.45 \text{ (non standard hourly rate)} + 36 \times 3.95 \text{ (standard hourly rate)} + 40 \times .35 \text{ (administration levy)} = \\$174.00</math>            CCB Portion is <math>- 2.96 \times 1.3333 \times 87\% \times 40 = 68.67 \text{ per child}</math>   <i>Parent Portion is - \$174 - \$137.34 = \$36.66</i></p>

<p><b>One school aged child</b> One child attends care from 7 am. to 9 am. and again in the afternoon from 3 pm. To 5 pm. Monday to Friday, using a total of 5 non standard hours and 15 standard hours. The family receives 52% CCB.</p>	<p>Total fee is - <math>5 \times 4.45 + 15 \times 3.95 + 20 \times .35</math> (administration levy) = \$88.50 CCB Portion is - <math>2.96 \times 1.3333 \times 52\% \times 20 \times 85\%</math> = \$33.95 <b>Parent Portion is - \$88.50 - \$34.80 = \$53.70</b></p>
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◆ **Absences from Care in relation to CCB.**

Source: Department of Families and Community Services - Family Day Care Hand Book (Chapter 9)

**9.91 Allowable absence days**

CCB is paid for up to 30 allowable absence days for each child per financial year across all approved long day care services, family day care services and specialized outside school hours care services. Allowable absence days can be taken for any reason. Allowable absence days cannot be claimed prior to child commencing care or after a child has left care.

**9.9.2 Approved absence days**

CCB is also payable for absences taken for the following reasons: illness (with a doctors certificate); non immunization; rostered days off; rotating shift work; temporary closure of school or pupil free days; public holidays; periods of local emergency; court ordered shared custody; attendance at preschool.

Absence days taken for the above reasons are called approved absence days. There is no limit on the number of approved absence days a child's family may claim providing they are taken for the specified reason. CCB will be paid for absence days if:

- Attendance records are correctly completed; and
- Supporting documentation is provided for approved absences (where required) i.e.: Letter from doctor; letter from employer re: RDO or rotating shift work; residency court order.

**WHAT TO DO WHEN YOUR CARER IS UNABLE TO PROVIDE CARE**

When using Family Day Care there may be times when your Carer will be sick or on leave. Your Carer will endeavour to provide you with as much warning as possible, at least a minimum of 2 weeks. However in cases of emergency or when the Carer is unwell it may be the morning that care would normally start.

The coordination unit will endeavour to find temporary care if it is available once you have contacted the office to advise of your needs. It is the parent's responsibility to organise alternative arrangements.

It is important to keep in mind that the coordination unit cannot guarantee finding temporary care. It is strongly encouraged that you have back up care arrangements with family or friends for such occasions. If you are looking for such temporary care, please contact the office as soon as possible for assistance.

**IMMUNISATION**

If parents are making a conscientious objection against immunising their child/ren, they need to notify Centrelink and the Scheme. It then becomes the Carer's decision as to whether she/he accepts a child into care who is not immunised.

**SICK CHILDREN AND MEDICATION**

When commencing care discuss with your Carer possible arrangements for when your child is sick e.g. (a) care available from a relative or friend and (b) your ability to take leave from your job.

1. If a child is sick the Carer can refuse to take responsibility for the child. The Carer needs to consider all the children in their care. Therefore it is important for you to telephone the Carer before taking your sick child to the Carer's home.
2. When the child has an infectious illness he/she must be excluded from Family Day Care. If it is not clear from the condition of the child that exclusion is required, a diagnosis should be sought to help make the right decision. If in doubt telephone the office for advice. The Scheme's Health & Infectious Diseases Policy is based on Staying Healthy In Child Care -Department of Health and Family Services 2<sup>nd</sup> Edition. A clearance certificate from a doctor may be required by the Service/Carer before the child is able to return to care.
3. If your child has been unwell over night, please tell your Carer the symptoms and any treatment given.
4. Occasionally a child may develop a high temperature, Carers are encouraged to reduce the child's temperature in the first instance by using non medication methods e.g.: removing clothing, tepid bath. The Carer will try and contact you to authorise the administration of one initial dose of paracetamol once the child's temperature is over 37.5°C. If the child's temperature continues to rise or the Carer believes the child is not well enough to remain in care it will be the parent's responsibility to collect their child immediately. Carers may only administer one initial dose of paracetamol as signed on the Parent Agreement Form. Details of paracetamol administered will be recorded on the child's medication form for all parties to sign.

## THE GIVING OF MEDICATION

The East Brisbane Family Day Care Scheme seeks to ensure that the health and well being of all children using Family Day Care is considered.

### **PROCEDURE:**

Medication must be administered appropriately, accurately and safely in accordance with the following:

### **PRESCRIBED MEDICATION**

Carers may administer prescribed medication to a child on a short or long term basis if the following conditions are met:

- ◆ A doctor's authority is provided. This may be a label on the medication from the chemist with the following information:
  - Doctors name that has prescribed the medication.
  - The child's name that the medication will be administered to.
  - The dose of medication to be administered
  - The use by date.
- ◆ Any additional instructions in the administration of the medication are given in a letter from a doctor.
- ◆ Parents must sign the medication form, which lists: child's name; medication; dosage; date and time to be given; time of last dosage each time medication is required.
- ◆ When the Carer gives the child medication, the Carer countersigns this form and includes the dose and time administered.

### **NON-PRESCRIBED MEDICATION**

- ◆ **Non-prescribed medication** will not be given to any child unless the Carer has received prior written permission and instructions from the child's doctor. For paracetamol and teething gel, see special instructions below.

- ◆ **Paracetamol.** Parents may authorize one initial dose of paracetamol in the event of a high temperature or severe pain at the time of initial enrolment. The Carer will endeavour to contact the parent before administering the initial dose. However if unable to contact the parent and the authorization has been signed, the Carer will administer the paracetamol. Parents will then need to sign the medication form when they collect their child/ren. If paracetamol is required for ongoing pain management, a letter from the child's doctor outlining dosage should accompany the paracetamol.

Considerations for paracetamol:

- ◆ Parents are to provide the paracetamol, ensuring that the child has used that particular brand before coming into care.
- ◆ Letters from the Doctor to manage on-going pain will need to be updated every 4 months and provided to the Carer.
- ◆ Careful attention must be paid to the administration of the correct dose, as different brands require different dosages.

### **STORAGE OF MEDICATION**

- ◆ Medication must be kept in a high, safe place or locked cupboard out of the reach of children. If the medication needs to be refrigerated it must be kept on the top shelf at the back of the fridge.

### **TEETHING GEL**

Care must be taken when administering teething gel.

- ◆ The parent is to provide written permission for the Carer to administer teething gel, outlining dosage and time requirements.
- ◆ Only teething gel provided by the family may be administered in accordance with dosage instructions on the gel.
- ◆ You are encouraged to try other methods such as: teething rusks, teething rings, etc. as an alternative to chemical products.
- ◆ Ensure that hygiene practices are followed.

## **NOTIFICATION OF INCIDENTS AND INJURIES**

The Carer will inform both you and a Coordinator of any incidents or injuries which occur while your child is in care. The Carer will complete an Incident Report and a copy will be kept by the Family Day Care office. If your child sustains any marks or bruises at home for whatever reason, please tell your Carer so that he/she won't be worried.

Parents are required to agree to the payment of medical expenses obtained for their child/ren (if necessary) while in Family Day Care.

## **CAR RESTRAINTS**

**If the Carer's motor vehicle is used for the transport of Family Day Care children it must be fitted with child restraints**

All Carers' cars must be Safety Checked and a Certificate issued by a suitably qualified Inspector. This occurs every 12 months at re-registration time.

The Carer agrees that:

- Every child in the car will be suitably restrained at all times.
- Each seat will be appropriately bolted into the car and seatbelts buckled up.
- Children in care will travel in the car only when a registered Carer or a Coordinator is present, or the person driving has been approved by the Service (nominated driver). Written approval is required from you if someone other than the above is to drive your child whilst in care.

## Transportation of children in care in the front seats of vehicles

Children under the age of three years may not be transported in the front seat of a Carer's vehicle. Children aged three years and over may be transported in the front seat only with their parent's approval and on the condition that approved safety measures are observed, i.e. a booster seat (where appropriate) and secure seat belt restraint. When more than one of the children to be transported is aged three or over and seating is unavailable in the rear of the vehicle, then the eldest child in the group should OCCUPY the front seat, again with the approval of the parent.

N.B: All car seats provided by the scheme meet Australian Standards.

## TOY AND EQUIPMENT LIBRARY

Our Scheme has a library of small and larger toys and equipment as well as books, which are lent to Carers.

These are rotated so children will gain a variety of developmentally appropriate experiences.

If your child takes home a piece of puzzle or toy that isn't his/hers by mistake, please put it in their bag for next day. Obviously a missing piece can ruin a whole toy or puzzle.

## EQUIPMENT

East Brisbane Family Day Care and In-Home Care Services has a comprehensive supply of nursery equipment which is also lent to Carers to help meet the needs of children in Family Day Care e.g. cots, strollers, car seats, boosters, mattresses, etc.

## PREPARING FOR DAY CARE

Your child's comfort can be helped along by seeing their needs are met. Make sure you provide:

- Spare clothes (play clothes, changes for when the child gets wet, dirty etc.)
- Please do not dress your child/ren in good clothes as this may prevent them from actively participating in messy/fun activities.
- Sun hats and sun screen cream; rain gear
- Favourite toy or comforter
- Medication if prescribed
- Sheet, Towel - labelled with your child's name
- Adequate quantity of nutritious food according to your child's needs.

## BABIES AND TODDLERS

Children under 15 months of age are classed as "babies" and are required to have all their meals provided by their parents, e.g. bottles, milk, food. Parents should also provide clothing, pilchers, nappies, and bucket for nappies, Napisan etc. if using cloth nappies or disposable nappies. Please provide a good supply of nappies and a bag/bucket for used nappies.

N.B: Please discuss with your Carer what else needs to be supplied i.e.: nappy wipes, paper towel etc...

## SETTLING CHILDREN IN

We realize that placing your child/ren in Family Day Care can be a traumatic time for both parents and children. Your child/ren may take a few days or even weeks to settle into the new environment and become familiar and confident with his/her new Carer and surroundings. If you feel particularly anxious about your child, or yourself, a Co-ordinator would be happy to discuss this with you, as would the Carer.

### THAT FIRST GOODBYE

One of the most difficult hurdles that parents often face when returning to work is to say "good-bye!" The mixture of emotions is endless and to get out that door is often harder for the parent than the child.

*From experience in dealing with these hurdles the following tips may be of assistance:*

- Make sure you have met the Carer with your child and you are familiar with him/her, their family and home. This way there will be some comfort in knowing who your child will be with and the environment will be slightly familiar.
- Prior to starting care discuss the types of activities, food and play things your child enjoys. If your child has a favourite toy, rug or dummy make sure you remember to take it with you. They may find comfort in knowing that there is something familiar around them.
- On your arrival at the Carer's home allow time to talk with the Carer and with your child or children in the home. In fact it is very important that arrivals and departures are not rushed and that plenty of time is available to share information and talk about the kind of morning you have had so far or whether or not the child had a peaceful night.
- When it is time to depart say your farewells to your child and go. The child may be upset and so may you, however it is less confusing, and eases settling if the child knows exactly what is going on.
- If the child is at an age where some concept of time has developed then explain to the child that you will return after morning tea, lunch, sleep etc., and make sure that you are back at that time.
- Keep in mind that by going back after saying farewell, your child may sense the unsureness of what you are doing, and may become quite distressed. This therefore prolongs the agony of departure.
- When you have said "Goodbye" and left you may be upset and need to talk about it. This is quite natural; however please try to prevent the child from witnessing your anxiety. When you arrive at work it may be a good idea to phone the Carer so you may be reassured that your child has settled down. Carers are quite happy for you to ring every day in the first few weeks of settling and understand your reasons for concern. After all they are your children and it is a big step that you and your child have just taken.

## GRIEVANCE PROCEDURE FOR PARENTS

Open communication between all participants in the scheme is encouraged as this can help to sort out all concerns in Family Day Care as they arise. The following procedures are suggested if issues cannot be easily resolved.

- Steps 1                      Raise the matter with your Carer (if you feel comfortable). This gives you and the Carer an opportunity to discuss and perhaps resolve the issue.

Step 2 If the issue is not resolved, contact your Co-ordination Unit. The Co-ordinator can discuss various options available to you and assist you in deciding what strategy would be most suitable in the situation.

Step 3 If the issue is still not resolved you can contact the Management Committee and request further discussion on the issue. (The Coordinators can refer you to the appropriate person).

The Management Committee may choose to mediate between yourself and the other party or refer it to a mediator, such as the Community Justice Program.

Step 4 If the issue is still not resolved, for further information you can contact the relevant Resource Officer (Child Care) from:

Department of Communities  
South Regional Office  
Garden Square ground floor Block A  
643 Kessels Road, Upper Mount Gravatt

Area Manager Telephone 3343 0200  
PO Box 6069 Upper Mount Gravatt 4122

## **POLICIES AND PROCEDURES**

The following Policy Section covers some issues which are most commonly of concern or interest to parents. A more extensive and detailed manual of the Policies and Procedures of East Brisbane Family Day Care and In-Home Care Services is available for reference at the Family Day Care Office and your Carer will also have a copy in their Carer Manual.

### **Fire and Evacuation Guidelines for Family Day Care Homes.**

Family Day Carers are required to follow the guidelines and procedures of the Queensland Fire Service for the evacuation of homes in the case of fire or other emergency. The goals are: to be prepared for any emergency which requires the safe, orderly and efficient exit of all the occupants from the building using all the exits that are available; to react rationally when confronted with fire or other emergency while children are at the Carer's home and elsewhere.

Fire Fighting must always be secondary to safety, and circumstances at the time will dictate whether fire-fighting operations should be attempted or left to the Fire Service.

Each Carer has their own evacuation plan, which they are required to discuss with a Co-ordinator and display. Carers are encouraged to practice their Evacuation Drill with the children on a regular basis.

### **Role of the Emergency Care Giver**

All Carers are encouraged to have a contact person close by to call on in cases of emergency. This person may be a friend, relative or neighbour who lives in the vicinity of the Carer's home. In the event of an emergency where a child or the Carer needs immediate assistance the Emergency Care Giver would be called to care for the children in the Carer's home. The Carer would seek immediate medical aid and if necessary emergency medical treatment for the child. The role of the Emergency

Care Giver in this instance would be to temporarily care for the remaining children until assistance from the Co ordination unit could be obtained and parents contacted.

### **Illness and Injury**

All Carers hold a Senior First Aid Certificate and must be able to act at their own discretion in such an emergency situation through:

- Activation of their emergency plan
- Application of first aid or resuscitation
- The decision to contact the child's own doctor or the nearest doctor
- The decision to contact an ambulance in urgent circumstances.

If a child suffers an accident, illness or injury every effort will be made to notify the child's parent. If the parent cannot be contacted, the Carer or Co-ordinator will notify the parent's listed emergency contact person.

### **Health and Hygiene**

Health and Hygiene are important aspects of Carers' assessment and training. Carers are provided with the scheme's health and hygiene policies and procedures and are expected to maintain these standards. These practices are observed and discussed if necessary at home visits.

### **Smoking, Drugs & Alcohol**

In the Family Day Care home, smoking is not permitted in the presence of children or when food is being prepared. This means Carers, all family members or visitors (including parents) should not smoke in view of children.

Extra diligence should be taken to avoid drift of smoke where children are sleeping and playing.

While responsible for the Family Day Care children, the Carer, other family members or visitors must refrain from the consumption of substances which are known to impair or affect judgement. All cigarettes, alcohol or other substances must be stored out of sight and reach of the children.

### **General Safety**

**It is expected that a Carer at home or elsewhere will always fulfil the 'duty of care' required both on a personal level of honesty and integrity and in terms of the general safety and welfare of children.**

With the help and cooperation of Carers, this scheme will ensure, through regular safety checks, which every carer's home is safe, in a fit and proper state of repair and contains all the requisite safety facilities in the Child Care (Family Day Care) Regulation 2003. Attention will be paid to features such as windows, verandas, stairs, etc. to ensure children's safety.

Initial approval of a care provider and the re-issuing of a Certificate of Registration (every 12 months) are dependent upon the Carer meeting mandatory safety standards in the Family Day Care home. These include:

- Secure or elevated storage area for the containment of sharp or dangerous equipment such as knives; substances such as poisons, insecticides, detergents, bleaches, pressure packs, pills and medicines, cigarettes, lighters and matches.
- Internal staircases with gates necessary to prevent access;

- A First Aid kit, stored out of reach of the children.
- Fire extinguisher and/or Fire Blanket
- A comprehensive list of emergency telephone numbers
- Protective covers for all electrical points
- Safety catches on doors and drawers (as appropriate)
- Hazardous substances must always be replaced in the storage area after use, out of reach of the children. This includes cigarettes, lighters and matches, medicines and commonly used cleaners such as detergents.

### **Outdoor Safety Facilities**

Cooperatively with Carers, this Service will ensure that all necessary outdoor safety facilities are provided at Family Day Care homes and that these comply with the Child Care (Family Day Care) Regulation 2003.

**Outdoor safety practices must be habitual and a way of life in family day care, reinforced by the keen observation of the care provider: These outdoor safety practices are mandatory, and should include the correct use of the facilities and ensure that as far as practicable, hazards are not accessible to children:**

- If sandpits are provided, they must have suitable covers to protect against contamination by animals when not in use;
- Outdoor areas must be at least partly shaded;
- There must be fences preventing access to swimming pools, roads and railway lines
- Wading pools must be emptied after each use;
- Hats must be worn and sunscreen applied before outdoor play;
- External staircases must have enclosed sides to prevent a child falling through.
- Fence gates and staircase gates must always be kept closed;
- The grounds must be free of poisonous vegetation (e.g. foliage of dieffenbachia and oleander plant are poisonous, as are toadstools);
- Thorny plants and shrubs such as cactus and bougainvillea should be sensibly pruned or allowed to grow in an area in the garden inaccessible to the children;
- All hazardous equipment and substances including petrol, diesel, paint, gas, chemicals, camping equipment, building tools, gardening tools, firearms, hunting and fishing gear, must be securely locked away out of reach of the children;

- Swings should be located away from other play equipment, taking the arc of the swing into account;
- Play equipment should be free from rust and sharp or rough edges should be smoothed or covered;
- Any boats or trailers should be covered and securely fastened;
- Grass should be kept short but mowing should not take place when children are outside unless the children are able to be supervised by the Carer in a place well away from the area being mown;
- Outdoor shoes kept on verandas should be checked for spiders before being put on.

### **Pets**

Carers are able to keep pets in their Family Day Care premises but must ensure that:

- Their pets do not pose any health or safety risks to children.
- Children are always well supervised when near animals.
- A play area is available which excludes pets
- Their pets are regularly wormed and maintained.

### **Nutrition**

**Carers should ensure that a healthy balance of nutritious food and drink is supplied to each child in care. Consideration must be given to each child's health, allergies, cultural and religious requirements and preferences.**

1. Parents should give initial advice to Carers with respect to the child's routine and food requirements, and continue to consult and exchange information with the Carer as the child grows.
2. Some foods are quite inappropriate for small children, such as whole nuts. Extra care should be taken with food for babies and toddlers - a sensible practice is to grate the more solid fruits and vegetables and cut softer foods into bite size pieces or 'finger foods' to ensure that they are easily swallowed.
3. Liquids, including milk and water should be offered regularly through the day and very frequently during the summer.
4. Plenty of fresh food in the form of fresh fruit and vegetables needs to be offered, especially for morning and afternoon tea or when a quick snack is needed, with an occasional sweet treat for variety and special occasions.
5. Children are encouraged to be seated to eat as this is much more convivial for sharing as a group and safer for the children. Moving around whilst eating can cause choking. Children are more likely to chew and digest their food properly if seated.

The Following information on Children's Nutrition is from "What Is Better Food?" Queensland Health

#### ***Food Foundations for Children***

Eating habits are formed early in life, so what children eat in their first years can carry on to later life. In childhood, healthy choices can help the healthy development of young bodies and minds. It can also help to prevent some sicknesses. It is important that young children eat a wide variety of foods each day so they become used to eating many different foods and are more likely to receive all the nutrients they need for growth and energy.

**Children can help decide**

Your child might like to help decide what to have for breakfast or what to pack for lunch. Foods like bread (all types), cereal, spaghetti, noodles, fruit, vegetables, meat, chicken, dried beans; fish, milk, yoghurt and cheese contain many nutrients and are good choices. Some of the foods that children may like, e.g. chips, lollies and biscuits, will fill them up but do not contain many nutrients. It's best if children eat these foods only occasionally.

**How much food?**

If children are in child care for eight or more hours a day, they should have about half of all the food they eat in a day while they are in child care.

The food they take with them should be about the same amount as what they have for breakfast and the evening meal together. The actual amount eaten will depend on each child's age, appetite and activity. A sample lunch box for full child care:

**Morning tea:**

- one small cup of milk (fresh or UHT)
- one piece of fruit

**Lunch:**

- Baked beans, chicken, ham, tuna or egg sandwich with cheese or lasagne and salad
- Carrot and celery sticks
- Water

**Afternoon tea:**

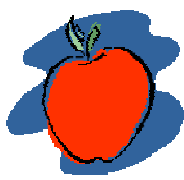


- 1/2 scone
- 1 small cup of milk

(Information from *There's more to food than eating. Food foundations for children birth to eight years*, Pademelon Press 1999)

**Looking after teeth**

Your child's teeth are important for appearance, eating and speaking. Children who eat sugary foods often are at risk of tooth decay. Sugar is found in many children's foods, drinks and medicines, including syrup medication, teething rusks and vitamin syrups. Teeth should be cleaned as soon as the first tooth erupts by wiping with a clean face-washer or a gauze cloth. A small soft toothbrush can be used any time. Children need an adult to help with tooth brushing until about the age of nine or 10 years. Children should not swallow large amounts of toothpaste.

**What Is Better Food?**

<p><b>Better Food</b> <input checked="" type="checkbox"/></p> <ul style="list-style-type: none"> <li>• Fresh fruit</li> <li>• Tinned fruit</li> <li>• Dried fruit</li> <li>• Vegetables</li> <li>• Sandwiches</li> <li>• Scones</li> <li>• Pikelets</li> <li>• Muffins</li> </ul>  	<p><b>Better Left Out</b> <input type="checkbox"/></p> <ul style="list-style-type: none"> <li>• Muesli bars</li> <li>• Dried fruit bars</li> <li>• Potato crisps/ chips</li> <li>• Oven baked biscuits</li> <li>• Two minute noodles</li> <li>• Chocolates</li> <li>• Lollies</li> </ul> 
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<ul style="list-style-type: none"> <li>• Plain cakes</li> <li>• Corn thins</li> <li>• Rice cakes</li> <li>• Rice snacks</li> <li>• Tinned fish</li> <li>• Flavoured milk</li> <li>• Cheese and biscuit snacks</li> <li>• Fruit/flavoured yoghurt</li> </ul>	<ul style="list-style-type: none"> <li>• Cordial</li> <li>• Softdrink</li> <li>• Corn chips</li> <li>• Flavoured dairy desserts</li> <li>• Sweet biscuits</li> </ul>
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### Excursions

Excursions or activities away from the Carers must consider the needs and interest of the children in care. Carers are required to maintain safety at all times.

Whenever care occurs away from the principal place of care (the Carer's home) Carers must provide parents with the following information:

- The day and date and approximate time of the activity
- The address where this activity will take place.
- Other accompanying adults
- Mode of transport.
- What safety restraints used if required.

Parents are required to sign permission for their child to participate in such an activity. In a situation where the Carer was unable to notify the parent prior to the activity i.e.: the Carer needs to collect a sick child from school, carers must inform the parent of the material change when children are being collected from care.

### Swimming Ratio

Carers must seek written permission from the parent when taking children swimming. The following adult child ratios apply as per the Child Care Regulation (2003):

- for children who are less than 3 years - 1 adult for each child
- for children who are at least 3 years, but not yet school age - 1 adult for each 2 children
- for children who are of at least school age - 1 adult for each 5 children

### Playgroup Policy

Playgroups are regarded as an integral part of East Brisbane Family Day Care Scheme and are conducted on a regular basis by the Playgroup Co-ordinator who is specifically employed for that purpose. Staff and Carers understand that children learn through play and consequently believe that playgroups provide many benefits including:

**Social/Emotional Development** - opportunities for social contacts in a larger group with children of varying ages. Children learn co-operative play, enjoy new experiences and different activities, develop friendships, meet new challenges and develop self-reliance and independence.

**Physical Development** - opportunities for active, outdoor play that promotes gross motor development and physical challenges in a safe environment. Activities that promote fine motor skills (cutting, rolling, gripping, etc.) are also available to children

**Cognitive Development** - opportunities for problem solving, negotiating, communicating and thinking with a range of activities is integral to children's early development.

Whilst playgroups are not compulsory in our Scheme, they are highly recommended and with a regular bus pick-up service as well as smaller suburb playgroups, we find many Carers and children are happy to attend.

### **Residence/Contact and Specific Court Orders or Issues**

The placement of children and decisions relating to child care arrangements when a separation of the child's parents has occurred are determined by.

1. A Family Law Court order or other legal orders that are in place.
2. In following Law Court Orders, the Carer will not put his or herself or any child at risk.

In the absence of legal orders the Scheme will:

1. Take advice from the adult/parent with whom the child is primarily residing regarding the placement in child care or other decisions relating to child care needs.
2. In the event that two parents are sharing the care equally, it is expected that they negotiate satisfactory arrangements, which meet the needs of all involved in the child's care.
3. If the parents cannot reach a satisfactory arrangement the Scheme will seek legal advice in managing the care and visitation issues.
4. The child care arrangements and information relating to child care will be available to the other parent/adult (whom the child spends less time with) on request to the Scheme by that parent/adult.

**Please note:** Visitation /supervised access at the Carers home is not recommended by the Scheme.

### **Role of Students and Volunteers**

Students and volunteers are occasionally included in Scheme activities either while on placement or work experience or as extra helpers in certain situations. Students and volunteers are directly responsible to the Co-ordinator or Carer who is supervising them for their placement. At no time will students or volunteers be left in charge of, or be responsible for Family Day Care children, but will act in the capacity of observer or assistant only under the supervision of a Co-ordinator or Carer. If a student placement is to take place in a Carer's home, families will be notified prior to the placement period. The student will be introduced to all families.

### **BEHAVIOUR GUIDANCE**

#### **Policy:**

The Family Day Care Scheme will provide a secure, loving and stimulating environment which encourages children to cooperate enhances their self esteem and encourages their ability to interact with others. The behaviour guidance policy of the EAST BRISBANE Family Day Care Scheme recognises that cultural and religious factors may affect children's behaviour and accepts that there are differences between cultures in what is considered appropriate. The Scheme acknowledges the individuality of all children including those with special needs and seeks to apply behaviour management guidelines in a non-discriminatory manner. There should be open communication between parents and the care provider on a daily basis. With the help of parents, the Carer will develop a broader understanding of the child's developmental level, the child's family, the parent's feelings on behaviour guidance and any recent events influencing the child's behaviour. In turn, the Carer should ensure that the parent is aware of the highs and lows of the child's day in family day care. Where a child continues to behave in an unacceptable manner, parents will be consulted and requested to work with the Family Scheme and Carer to ensure strategies to change inappropriate behaviour are clear and applied consistently across contexts.

## Procedures:

### Guiding Principles for Carers and Staff

- Clear guidelines for behaviour management will be developed with input from Parents, Carers, Staff and Management. The Family Day Care Scheme promotes cultural awareness and will seek advice to ensure that behaviour guidance strategies are culturally appropriate. Carers and Staff members need to be flexible and when necessary adapt guidance methods to take account of children's individual differences.
  - Parents will be advised of the Family Day Care Scheme policy and expectations in relation to behaviour guidance via the Parent Handbook. This booklet is provided to all parents as part of the enrolment procedure. Parents will be invited to discuss the behaviour guidance policy with Carers before the child commences care. Parents will be informed that it is not permissible for them to discipline their child using any form of physical punishment or inappropriate language while in the presence of children in care or at the Carers premises.
  - Limits to behaviour will be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way.
  - Children will be encouraged to settle disagreements in a peaceful manner.
  - Carers and Staff members will role-model acceptable behaviours during the course of their interactions with all children, other Carers and Staff members, parents and other persons while conducting the business of the Scheme.
- 6
- - Carers and coordination unit Staff will attend training to enhance their knowledge of current best practice in behaviour guidance in early childhood settings.

### Behaviour Guidance Strategies

- The Carer has developed 'Rules' which clearly outline appropriate behaviour and consequences for inappropriate behaviour. Children and parents will be made aware of these rules during their commencement with the Carer. These rules will be reviewed regularly with feedback sought from parents and children (if old enough) using their service.
- **No child shall at any time receive any form of corporal punishment**, be smacked or placed in isolation, made immobile, frightened or humiliated in any way or have food or drink withheld as a form of punishment.
- **Shouting at children is not appropriate.** Carers and Staff members will use appropriate voice intonations, facial expressions and explanations in implementing behaviour management strategies designed to encourage acceptable behaviour.
- Positive behaviour will be encouraged by diverting children to more appropriate activities, demonstrating appreciation for appropriate behaviour and acknowledging and building on each individual's strengths and achievements. Carers and Staff may within acceptable limits raise and lower their voice in order to use intonation to emphasise points being made, but never in a frightening or negative way.

### Use of 'Time Out'

- If "time out" is used as a behaviour management strategy the child will not be isolated. The child should "sit and watch" the acceptable behaviour of the group for a specified period of time. Carers should encourage the child to rejoin the group and give praise for appropriate behaviour. **NO** further punishment will be given and the child will be reminded in positive terms of the acceptable behaviour.

- During “sit & watch” time or “time out”, Carers should be aware of; the feelings of the whole group and should be careful not to withdraw emotional support from the child who is watching.

### **Biting and Hitting**

- Biting and hitting are normal behaviours in the development of most children, often caused by inability to verbally communicate. If a child bites or hits another the following procedures should be followed:
  - Carers will attend first to the victim to comfort the child and assess injury.
  - First aid will be applied.
  - Immediately after attending to the victim or if possible while attending the victim, Carers will talk about the incident with the child who bit or hit, explaining the consequences of their actions in words they understand. Carers will show their disapproval for the child's actions using tone of voice and facial expressions (in accordance with above policy) and encourage the child to “help” make the victim feel better through positive and gentle touching. Carers will suggest an alternative to biting or hitting and will follow this up by encouraging the child who bit or hit to ask for what they want and assisting them to learn how to verbalise their feelings.
  - If the behaviour is an on going concern with a particular child a discussion should be held with parents with the aim of co-operative and consistent strategies to alter the behaviour.

### **What to do when Behaviour Guidance Strategies are not effective.**

If Carers are following the policy and guidelines of the Scheme and if children nevertheless continue to consistently display unacceptable behaviour the Carer should talk to the Coordinator to ensure that;

- strategies and expectations are realistic and consistent with the child's level of development
  - that the strategies are culturally appropriate
  - the child understands the limits
  - there is no conflict between the expectations of the child's behaviour at home and the Carers expectations
  - the child's needs are being met
  - the child has no impediments which may be the cause of the unacceptable behaviour
  - the child is not copying observed behaviour
  - events at the Carers home have not encouraged the behaviour
  - consequences of the behaviour do not encourage it to persist (i.e. extra attention)
  - strategies are consistently followed.
- Coordinators are available to discuss and assist Carers and parents with concerns they have in respect of a child's behaviour or participation in the group of children. An intervention plan or Behaviour Management plan may need to be developed collectively.
  - If a child continues to exhibit unacceptable behaviour after all methods have failed to result in improvement after a reasonable period of time, the co-ordinator may discuss alternative care with the parent in consideration for the health and well-being of all children in care. If necessary, families will be encouraged to seek outside assistance for their child e.g. Child Psychologists.

- Discussions with adults in respect of a child's unacceptable behaviour will not take place in the presence of children.

## HEALTH AND INFECTIOUS DISEASES

Recommended minimum periods of exclusion from school, pre-school and child care centres for cases of and contact with infectious diseases National Health and Medical Research Council - June 2001

Condition	Exclusion of cases	Exclusion of contacts
Amoebiasis (Entamoeba histolytica)	Exclude until diarrhoea ceases.	Not excluded.
Campylobacter	Exclude until diarrhoea has ceased.	Not excluded.
Chicken pox	Exclude for at least 5 days AND until all blisters have dried	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 ceased.	Not excluded.
Cytomegalovirus Infection	Exclusion not necessary.	Not excluded.
Diarrhoea	Exclude until diarrhoea has ceased.	Not excluded.
Glandular fever (mononucleosis)	Exclusion is not necessary.	Not excluded.
Condition	Exclusion of cases	Exclusion of contacts
Haemophilus type b (Hib)	Exclude until medical certificate of recovery is received.	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.
Hepatitis C	Exclusion is not necessary.	Not excluded.
Herpes ("cold sores")	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.	Not excluded.

Hookworm	Exclusion not necessary.	Not excluded.
Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing.	Not excluded.
Influenza and influenza like illnesses	Exclusion is not necessary.	Not excluded.
Leprosy	Exclude until approval to return has been given by an appropriate health authority.	Not excluded.
Measles	Exclude for at least four days after onset of rash.	Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case they may return to school.
Meningitis (bacterial)	Exclude until well.	Not excluded.
Molluscum contagiosum	Exclusion not necessary.	Not excluded.
Parvovirus (erythema infectiosum fifth disease)	Exclusion not necessary.	Not excluded.
Ringworm, scabies, pediculosis (lice), trachoma	Re-admit the day after appropriate treatment has commenced.	Not excluded.
Rubella (german measles)	Exclude until fully recovered or for at least four days after the onset of rash.	Not excluded.
Salmonella, Shigella	Exclude until diarrhoea ceases.	Not excluded.

Streptococcal infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the person feels well.	Not excluded.
Typhoid fever (including paratyphoid fever)	Exclude until approval to return has been given by an appropriate health authority.	Not excluded unless considered necessary by public health authorities.
Whooping cough	Exclude the child for five days after starting antibiotic treatment.	Exclude unimmunised household contacts aged less than 7 years for 14 days after the last exposure to infection or until they have taken five days of a 10-day course of antibiotics. (Exclude close child care contacts until they have commenced antibiotics).
Worms (intestinal)	Exclude if diarrhoea present.	Not excluded.

**Note: The NHMRC recommends that children who are physically unwell should be excluded from attending school, pre-school and child care.**

## Important Contact Numbers

Name	Number	Name	Number	Name	Number
<b>East Brisbane Family Day Care</b>	3891 5684	<b>Interpreter Services</b> TIS	131 450	<b>Disability</b> Disability Services QLD	3224 8031
<b>Emergencies</b> Ambulance, Police, Fire Brigade Police Stations: - <i>Annerley</i> - <i>Coorparoo</i> - <i>Holland Park</i> - <i>Slacks Creek</i> Energex Brisbane City Council QLD Ambulance	000  3892 3111 3397 0189 3847 8633 3387 8333 131 253 3403 8888 1300 369 003	<b>Counselling Services</b> Kids Help Line Lifeline 24hr Crisis Parent Line Relationships Australia Riverton Early Parenting Centre Salvo Care Line SIDS - 24hr Stillbirths&Neo Natal Death	1800 551 800 131 114 1300 301 300 38312005 3862 2333 1300863622 1800 628 648 3217 7882	<b>Child Care Related Services</b> Advice & Info Child Care Options Office of Child Care Family Day Care Assoc	3224 4225 3224 4487 3395 7044
<b>Child Protection</b> Child Protection Depart of Child Safety Crisis Care Child Abuse Prevention Centre	3224 8045 3365 9999 1800688009	<b>Legal Services</b> Family Law Hotline Legal Aid Women's Legal Services Family Help Line(Advice)	1800 050 321 1300 651 188 3392 0670 1800062 262	<b>Sexual Abuse/Assault</b> Sexual Assault Helpline Rape & Incest Survivors Support Group	1800010120  3391 0004
<b>Health</b> Child Health Hotline Community Health Coorparoo Hospitals - <i>Mater</i> - <i>Princess Alexandra</i> Poisons Info Centre ATSI Community Health Family Planning	3862 2333 3847 0999  3840 8111 3240 2111 131 126 3393 0055 3250 0200	<b>Mental Health</b> Community Mental Health - Coorparoo Child Youth Mental Health West End Adult Mental Health Ethnic Mental Health Program Mater Child & Youth Health Services Kidz Club- <i>Child/Youth Mental</i>	3847 0900 3397 9077 3846 9400 3839 7933 3397 9077  3840 8188	<b>Parenting Assistance/Courses</b> Access Program Timeout Program - <i>Melissa</i> AMEP - <i>Rosa</i> Triple P Playgroup Association	3861 1088  3870 1767  3234 1672 3847 0999 3371 8253
<b>Centrelink</b> Centrelink Customer Service Family Assistance Office - <i>Languages other than English</i> Indigenous Liaison Worker	131 021 136 150 131 202 3393 8084	<b>Pregnancy/New Baby</b> Breastfeeding Assoc Aust Childbirth Education & Parent Assoc	3844 6488  3848 4431	<b>Domestic Violence</b> Domestic Violence Telephone Service Men's DV Info Line Domestic Violence Res. Centre	1800811811 1800600636 3217 2311

