



Little Miracles

Loving Children • Growing Champions

# Parent Handbook

[www.littlemiracles.com.au](http://www.littlemiracles.com.au)

# **Contents**

## **Philosophy**

Meet Little Miracles  
Educators We Love them  
Organizational Overview  
Those First Days  
Drop off Routine  
Centre Program  
Work Sample Folders  
Literacy Rich Environment  
Children with Additional Needs  
“Ageing the Room”  
Centre Policies  
Parent and Family Involvement  
Parent Grievances  
Birthdays  
The National Quality Framework  
Assessment of Childcare Services  
Payment Structure  
Child Care Subsidy  
Payment Agreement  
Absence from Little Miracles  
Cessation of Care  
Late Fees and Failed Payment Fees  
Continuation of Enrolment  
Public Holidays/Annual Closure  
Health & Safety at Little Miracles  
Sick Child in Care  
Absent Due to Sickness  
Immunisation Records  
Exclusion Periods  
Immunisation Related Payments for Parents- Childcare Subsidy  
Clothing  
Sleep & Rest Time  
Parent and Family Communication  
Sun Protection  
Emergency Procedures  
Delivery and Collection of Children  
Exclusion Chart  
Administration of Authorised Medication Policy

# Philosophy

---

Little Miracles Childcare is a centre, which endeavours to create a positive and responsive environment to provide foundations for children's spiritual, intellectual, language, physical, social, emotional and creative development.

Families are the most important influence in a child's life. Our role is to create a 'home like' atmosphere ensuring all children feel comfortable, relaxed, nurtured and secure in respectful relationships. We believe that positive family relationships and quality care strongly influence the development of the child and their self-esteem. We believe that through open communication with educators and families, we can create an environment that builds healthy relationships and respect.

Each child is a unique individual with a wide range of needs, skills, interests and learning styles. Thus, it is important to provide developmentally appropriate and safe experiences to extend children's understanding of their world, creating an environment which provides opportunities to scaffold children's growth, learning and development. We create natural outdoor environments providing opportunities for children to take part in sustainable and respectful experiences with animals. Role modelling to the next generation the responsibility we have as care takers of the resources we have around us.

Children are naturally curious and explore their environment spontaneously. They learn through play situations, direct 'hands on' spontaneous interest-based experiences and positive interactions with a range of people, materials and equipment. All our team of educators play an important role in providing quality care for the children. We believe it is important that Educators facilitate learning using our National Frameworks through interest based intentional teaching, programming, reflection and documenting children's progress based on sound developmental knowledge.

We have a passion to provide a fun learning atmosphere that with parents' involvement at home and our monthly book program enables children the opportunity to be ready to read before they go to school. We believe that engaging children in early language, communication and reading activities, leads to success in social development and prepares them well for school.

Little Miracles believes that our educators are our biggest asset. Our educator's strengths, skills and talents are recognised and celebrated. Through our Culture of Honour educators are Respected, Valued and made to feel Significant. Little Miracles engender to have a Culture of Honour adding value to each other within our community.

Little Miracles centres aim to create an environment where children and educators feel loved, valued, safe and free to develop to their full potential through Specialists and Trainers who provide support to the Little Miracles Community to grow and thrive both personally and professionally.

We believe in celebrating our diverse community, we welcome the wider neighbourhood to educate, guide and inspire us all. We endeavour to create connections to support the local community during difficult circumstances. Through our overseas connections and local indigenous connections, we desire to empower individual families and children to learn, grow and become all they can be. As a community, Little Miracles centres move forward with one vision through individual expression. We work together supporting and enabling each other to reach their fullest potential. Each location has a unique personality to reflect the children, families, educators and wider community that surrounds it.

January 2023

# Meet Little Miracles

## Visionaries & Founders - Rob and Susanna Bateman

Rob worked for Scholastic as the Director of Finance and IT until 2004, when he and Susanna were looking for a change in direction. Susanna had been looking after the family and heavily involved in community work with children, youth, and women.

They were looking for a business opportunity – one through which they could make a big difference in people's lives. Both passionate about helping families and encouraging children, Rob and Susanna looked at many businesses before deciding that childcare was the way to go, and Little Miracles was born!



Over the years, they had both observed and experienced that parenting can be such a challenge at times so a key focus at Little Miracles today is speaking life and encouragement to staff, children, and parents. Check out Susanna's blog.

Rob and Susanna have lived on the Central Coast since 1975 and have four children (all involved in the business) and 13 gorgeous grandchildren. They're also involved at Hope Unlimited Church, in Gosford, NSW.

We are privileged to have outstanding educators, a team of champions, who share our love of children and passion to see all children operating at their full potential. We love children and feel privileged to be able to provide an environment where your children can continue to feel loved, valued and safe, creating a secure environment for them, where they will be free to develop to their full potential. We see them all as Little Miracles and our desire is to work with you and support you in the amazing adventure of producing children that know who they are and how to live life to the max.

## Educators... We Love Them



At Little Miracles we believe our best assets leave every night, our Educators. Because of our high regard for our amazing educators, we provide quality Training Days throughout the year. At these days we aim to sharpen their already obtained skills giving educators members the opportunity to extend their knowledge through teaching others and having professionals come and provide training. We also have loads of fun at these training days with celebration dinners to finish the day off.

Educators at our Annual LM  
Fun Day

As Little Miracles is a widespread community, we like to get together to collaborate in training days learning from one another's settings and skill sets. We also have "Fun Days" planned throughout the year where all educators come together to enjoy one another's company, build relationships, eat scrumptious food and of course, have FUN!

# Little Miracles Organizational Overview

## **Visionaries & Founders**

Rob & Susanna Bateman

## **Approved Provider**

### **Tuggerah Services Senior Management**

Management Consultant	Head of Construction	Head of Operations	Head of Community & Culture	Head of Quality Assurance Curriculum & Resources
-----------------------	----------------------	--------------------	-----------------------------	--

### **Tuggerah Services Team**

Parent Account Manager	Construction Manager	Area Manager	Training and Development Co-ordinator	Curriculum Consultant
Accountant	Maintenance Manager	Administration & New Centre Co-ordinator		Growing Champions Consultant
Marketing Officer	Construction/Maintenance Project Consultant		Chaplain & Wellbeing Coach	Quality Assurance & Compliance Consultant
Finance and Business Manager				Events Co-ordinator
				Resource Co-ordinator

## **Nominated Supervisor & Educational Leader**

### **Leadership Support**

### **Loving Literacy Ambassador**

### **Growing Champions Ambassador**

### **Room Leaders**

## **Visionaries & Founders**

The Visionaries and Founders set the Vision for Little Miracles at large. They oversee the outworking of the Vision and Philosophy in all Little Miracles Centres providing support structures and encouragement in bringing the Vision to 'Life'.

## **Approved Provider**

The Approved Provider ensures that the National Law and National Regulations are adhered to. They liaise with Area Managers and Nominated Supervisors to ensure that Little Miracles Policies and Procedures are being met in a way that exemplify the essence of Little Miracles. The Approved Provider ensures that a Responsible Person is always on the premises.

## **Tuggerah Services Senior Management**

### Management Consultant

Works with Visionaries and Senior Management Heads to support growth and deliver the short and long term "Vision" through planning and the implementation of agreed strategies. Ensures Tuggerah Services provides excellent support services to Centres whilst maintaining corporate compliance across the Finance and Human Resource functions.

### Head of Construction

The Head of Construction provides carpentry leadership for new centre building sites, centre renovations and establishes and sustains the maintenance of Little Miracles premises to ensure the Children, Educators and the Community's Health and Safety.

### Head of Operations

The Head of Operations maintains an overall understanding and picture of the larger Little Miracles community. The Head of Operations meets with and oversees the Area Managers and Nominated Supervisors to ensure support and open communication; concerns and needs of the centres are heard.

### Head of Community & Culture

The Head of Community & Culture works to develop the culture and philosophy of Little Miracles whilst creating a fair and equitable work environment for all stake holders.

### Head of Quality Assurance, Curriculum & Resources

The Head of Quality Assurance, Curriculum and Resources liaises and co-ordinates with the Curriculum Consultants, Quality Assurance & Compliance Consultant and Resource Co-ordinator to create programs, policies and procedures and systems to equip services to run efficient up to date high quality programs and compliant services.

## **Tuggerah Services Team**

### Area Managers

The Area Managers meet with Nominated Supervisors, Educational Leaders and Educators to support centre operations and communicate between the Approved Provider and the Service Team. To ensure that there is open communication, concerns and needs of the team are heard.

### Parent Account Managers

The Parent Account Managers work to maintain communication between Nominated Supervisors and Families. They ensure that the service is compliant with the childcare management system (CCMS), parent fees are up to date and general administration requirements.

### Nominated Supervisor & Educational Leader

The Nominated Supervisor ensures that National Law and National Regulations and legislative requirements are met, and policies and procedures are implemented daily. The Educational Leader works to ensure that Educators carry out the Early Years Learning Framework through the curriculum daily.

# Those First Days

To make it easier and a smooth transition into the service we ask that you visit with your child before their actual start date. This will give you and your child a chance to become familiar with the environment. Please stay as long as needed. However, be prepared for a variety of behaviour during the early days. Each child is an individual and each child settles in differently. Know that once you have left you may at any time ring the centre and find out how your child is doing.

Your child may separate quite happily **or** cry for the first few times **or** prolong the time before you can leave **or** attach themselves to one of the Educators **or** refuse to leave the car.

These reactions are quite normal and should not cause you to worry. They usually sort themselves out in a few weeks as your child settles.



- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>▪ You need to be positive during this time</li><li>▪ Settle them at the same activity</li><li>▪ Before arrival to the centre tell them, you will read one book or do one puzzle.</li></ul> | <ul style="list-style-type: none"><li>▪ Make sure you say goodbye.</li><li>▪ Follow the same routine.</li></ul> |
|--|---|

Please realise that nearly every child immediately settles once you are out of sight. You are usually upset longer than your child. Please try to find an activity that your child is interested in, settle them in and then say goodbye, it can sometimes help if you settle your child at the same activity each week as this provides consistency. Again, each child is unique please remember the educators are here to help you and your family settle in. So, if you at any time have concerns come and talk to one of us and we are more than happy to help you any way we can.

## Drop Off Routine

### **Morning Routine**

- Sign in – EXTREMELY IMPORTANT – each child must be accounted for in accordance with Licensing and Public Liability regulations.
- Please place nappies in shelf of locker for the educators (if required).
- If you are providing bottles or formula, place into fridge on arrival and complete the bottle register.
- To develop your child's self-help skills and independence, we ask you to encourage your child to place their belongings in the allocated places. e.g. Water in the bottle carrier. This reinforces the commencement to their day.
- Place sun cream on your child to allow the 20min soak in time, if already outside place your child's hat on so they can enjoy outdoor play and wash their hands ready for the day.
- On arrival whether inside or outside time, a parent must approach a teacher to acknowledge their attendance. NEVER LEAVE YOUR CHILD UNATTENDED – SAFETY IS PARAMOUNT.

## Afternoon Routine

- Sign out – EXTREMELY IMPORTANT
- Let educators know that you are collecting your child
- Gather all your child's belongings
- Have a read of the Information Screens to see what is happening in the centre.
- Help your child to wash their hands after messy play outside and to reduce cross infection.

## Delivery and Collection of Children

The following procedure must be adhered to at all times to ensure the safety of the children.

### Arrival:

- All children must be signed in by their parent or person who delivers the child to our service. If the parent or other person forgets to sign the child in, they will be signed in by the nominated supervisor or an educator.
- An educator will greet and receive each child to ensure the child is cared for at all times.
- A locker space will be made available to children and their families. A sign is posted above the lockers nominating a symbol for each child.

### Departure:

- All children must be signed out by their parent or person who collects the child from our service. If the parent or other person forgets to sign the child out, they will be signed out by the nominated supervisor or an educator.
- Children can only be collected by a parent, an authorised nominee named on their enrolment record, or a person authorised by a parent or authorised nominee to collect the child. Authorisations from parents or authorised nominees must be made in writing, unless parents or authorised nominees are unable to collect the child before the service closes (e.g. in an emergency). In this case educators may accept verbal authorisation for an alternate person who can be adequately identified to collect the child
- No child will be released into the care of an unauthorised person. If the person becomes aggressive or violent and will not leave the premises the Nominated Supervisor or educator will:
  - ensure the safety of all children and adults at the service, and implement lockdown procedures if required
  - ring the police on 000.
- Nominated Supervisors will ensure that the authorised nominee pick-up list for each child is kept up to date. It is our policy that we do not allow anyone under the age of 16 to collect children.
- No child will be released into the care of anyone not known to educators. Parents must give prior notice where:
  - the person collecting the child is someone other than those mentioned on the enrolment form (e.g. in an emergency) or
  - there is a variation in the persons picking up the child, including where the child is collected by an authorised nominee who is unknown to educators.

If educators do not know the person by appearance, the person must be able to produce some photo identification.

- Educators will check the identification against the Emergency Contact Listing to ensure the contact is listed.
- Educators will print a copy the identification, sign and date the copy and place this in the child's file.



If staff cannot verify the person's identity, they will be unable to release the child into that person's care

- If a parent appears to be intoxicated, or under the influence of drugs, and staff feel that the person is unfit to collect their child, they will:
  - discuss their concerns with the parent, if possible, without the child being present
  - suggest they contact another parent or authorised nominee to collect the child
  - inform the police of the circumstances, the person's name and vehicle registration number if the parent insists on taking the child. Educators cannot prevent an incapacitated parent from collecting a child, but must consider their obligations under the relevant child protection laws
- If an authorised nominee, or person authorised by a parent or authorised nominee, appears to be intoxicated, or under the influence of drugs, and staff feel that the person is unfit to take responsibility for the child, they will not let the child leave with the person. They will contact the parent and advise that another person needs to collect the child
- If a child has not been collected by the time, we are due to close the service, the Nominated Supervisor will:
  - (again) attempt to contact the parents or other authorised nominees
  - leave a voicemail or SMS message on the parent's phone if they do not answer advising he or she will wait up to 30 minutes before ringing the police or Child Protection Hotline
  - wait for 30 minutes and, if the parents or authorised nominee has not arrived, ring the police or Child Protection Hotline for guidance on the appropriate action to take.
- At the end of each day educators will check all beds and the premises including outdoors and indoors to ensure that no child remains on the premises after the service closes.
- Children may leave the premises in the event of an emergency, including medical emergencies.

## Centre Curriculum

*For further information please refer to Little Miracles Education, Curriculum and Learning Policy*

The Centre provides a comprehensive age-appropriate educational program based on your child's individual needs, strengths and interests as observed by qualified teachers. As our philosophy reflects, we believe you are essential in our planning cycle, and we will endeavour to include you in all aspects of our programming cycle. This includes goal setting and evaluation.

We believe that the early years are essential, and children learn through play and interaction with peers, that routines are essential along with an exciting age-appropriate environment to explore.

We aim to stimulate and develop each child's social, physical, emotional, cognitive, language and creative potential through interaction with our indoor and outdoor activities.

Our routines provide consistent regular patterns that allow children to predict what will happen next and allow them to move confidently through the day.

## **Work Sample Folders**

Educators collect samples of each child's work in the form of Work Sample Folders. If at any stage throughout the year as a family, you would like to see your child's Work Sample Folder and personal file please feel free to arrange a time with your child's teacher so as to look through these documents together evaluating your child's progress.

All developmental records are confidential and will only be released to the parent, apart from those persons named in the licensing requirements.

## **Loving Literacy**

At Little Miracles, we are passionate about literacy which combines talking, listening, reading, and writing. We have had many parents watch with amazement at how quickly their child's talking and reading skills develop once a part of our literacy rich environment. This is why we are extending our language groups to be inclusive of all areas of language, to continue to meet their needs with a holistic approach.

The Loving Literacy group time is closely linked with play and educators facilitate language learning through fun and interactive experiences.

Talking = family news

Listening = family news, all group experiences

Reading = Teach Your Toddler To Read (TYTTR) & family news

Writing = Art experiences, drawing, family news, TYTTR

## **Literacy Rich Environment: Free Monthly Gift Book**

One of our goals is to assist the children to learn to read or be ready to read by the time they are going to school. Every month each child receives a book to take home and keep. We encourage parents to read to their children each night. As well as reading to the children each day at preschool. We have incorporated the use of How to Teach Your Toddler to Read kit, which is a 7-stage process to enable your child to read. Some children have been reading at two and half years using this program. Families receive this kit as part of their enrolment we encourage you to use this at home to provide continuity of learning.

## **Children with Additional Needs**

*For further information please refer to Little Miracles Additional Needs Policy*

Every child to us is special and has many differing needs that need to be considered. However, those children with additional needs will be given every opportunity possible to thrive through the centre program and dedicated educators, whenever this is possible. For more information, please read our policy manual.

## **“Ageing the Room”**

Continuity of care plays an important role in the social and emotional development of children. Little Miracles aims at providing consistent and nurturing care for children throughout the year. One way of achieving this is by minimising the number of changes or transitions for a child throughout the year and maintaining a positive rapport with the educators and children from within a group. The Nominated Supervisor will assess the numbers within the centre and may provide the opportunity for children to move from one group to another in January of each year. This will be based on the developmental readiness of individual children and placements available to maintain the educator to child ratios. Therefore, Children stay with the same peer group throughout their journey here at Little Miracles. We believe it is important for children to be grouped with their peers that they will go to school with. Our Rooms are “aged” throughout the year, resources are changed, experiences become more challenging as the children progress together whilst your Little Miracle stays safe and secure with their friend group and Educators. At Little Miracles we scaffold children’s learning, challenging them to take the next step through their interests and play. At the beginning of the year the room looks very similar to the previous room and as the year goes on begins to look a lot more like the next room. Children remain stimulated and secure, Win: Win!

## **Centre Policies**

The centre has a comprehensive policy manual which details the centre practices. Copies are available for parent information in the Parent Information Libraries which are located in the foyer area. Please feel free to make comments and suggestions on our centre philosophy and policies through the Community Feedback Forms, which are located in the parent information area, on our website. Policies are available for families to view on our website, please speak with your centre Nominated Supervisor for the password.

## **Parental and Family Involvement**

*For further information please refer to Little Miracles Parental Interaction and Involvement in the Service Policy*

- Families are welcome to visit at any time of the day.
- Families are encouraged to make suggestions and offer critique on our program, philosophy, management and food menu.
- Families are encouraged to share aspects of their culture with the educators and children as well as appropriate experiences.
- Families are invited to participate in the service’s daily routine by helping out with activities such as craft, the preparation of morning tea, special activities and afternoon tea.

## Parent Complaints

*For further information please refer to Little Miracles Complaints Policy*

Any parent/caregiver with a concern or complaint in relation to the running of our Service either in administration or child interaction should do the following:

- Voice their complaint or concern with the Nominated Supervisor.
- Write their complaint or concern addressing it to the Nominated Supervisor. You will receive a personal response unless you have chosen to be anonymous.
- Parents can speak to any educator about a specific complaint or concern.
- Educators will put in steps to address your concern or complaint as quickly as possible. However, educators do reserve the right to have the complaint put in writing.
- If a parent lodges a complaint with an Educator, they must direct the complaint to the Nominated Supervisor unless it is an issue that is easily resolved. The Educator will inform the Nominated Supervisor of the situation and the resolution after the issue is settled.
- Once a parent has been directed to the Nominated Supervisor, they will arrange an appropriate time to meet with the parent to discuss the grievance and resolution. This meeting may need to include any Educator or educators named in the complaint if appropriate and it should always include one other teaching educator's member or senior educator.
- If the parent is not satisfied with the outcome of the meeting with the Nominated Supervisor, the Area Manager will be contacted and will make themselves available for further discussion and resolution.
- If a service-wide problem has been brought to our attention all families and educators will be informed of the contents of your complaint but not your name.
- The service will use the Grievance Forms and Procedure to ensure that the grievance is followed through and sufficiently reviewed.
- Parents can contact Regulatory Authority for advice on Phone: 1800 619 113 (toll free). Please visit this website for the Education and Care Services National Regulations <https://www.legislation.nsw.gov.au/#/view/regulation/2011/653> and Law <https://www.legislation.nsw.gov.au/#/view/act/2010/104>

### Parental Complaint Procedure:

1. The Parent lodges the complaint verbally or in writing with the Nominated Supervisor or Responsible Person. All other Educators will refer the parent with the complaint to the Nominated Supervisor or Responsible Person. Little Miracles reserves the right to request the complaint be put into writing.
2. Within 24hours after hearing about the complaint the Nominated Supervisor will lodge a NL01 Notification of Complaint Form with the Regulatory Authority. If not already, the centre's Area Manager will be contacted.
3. The Nominated Supervisor will attempt to contact the parent to seek resolution and hear all concerns regarding the complaint. If the parent is not contactable then the Nominated Supervisor will continue with the procedure. If necessary, a meeting will be called with the Parent and the Centre's Area Manager to discuss the complaint/grievance.
4. From this discussion or meeting a plan will be made to carry out review of the complaint or map out a resolution.

5. These matters will be treated with a high level of urgency and confidentiality.
6. Once the proposed plan is carried out, the parent will be contacted to ensure they are pleased with the outcome of the situation.
7. If it is not within LM capacity to find a solution to the issue. This will be communicated to the parent.

## **Birthdays**

Birthdays are very special for children and are celebrated within the classroom when initiated by families. Most commonly families will provide a snack to assist the celebration.

The preparation of the snack will be facilitated by a suitably qualified person. As a birthday snack is typically a 'sometimes food', the children's daily menu may be adjusted so that it is the only 'sometimes food' offered that day.

We ask families that if they choose to provide a celebration snack for the class, they provide individual snacks e.g. cupcakes, donuts, biscuits, individually wrapped snacks. Little Miracles requires that families provide a comprehensive list of ingredients for homemade or store-bought snacks.

To prevent germs spreading when a child blows out birthday candles, birthday snacks must be separate for all children including one with candles for the birthday child.

Where suitable, the birthday child will be given the opportunity to hygienically distribute the snack.

## **The National Quality Framework**

The National Quality Framework (NQF) introduces improved child to educator ratios, new qualification requirements for educators and a focus on learning outcomes.

The NQF covers most long day care, preschool, outside school hours and family day care services across Australia.

The Australian Children's Education and Care Quality Authority (ACECQA) oversees these changes nationally for the benefit of families. Working with state and territory governments, ACECQA aims to ensure the best possible start in life for children in approved services.

Quality children's education and care is where children are happy, engaged and learning with qualified educators who are nurturing and caring.

## **Assessment of Childcare Services**

Under the NQF, services are assessed against seven quality areas in the National Quality Standards (NQS).

Different rating levels can be awarded for each quality area, as well as an overall rating.

Services must meet every element in all 18 standards to receive a rating of *Meeting National Quality Standard*. Some services may take time to achieve the rating of *Meeting*.

Individual quality areas or standards may be rated as *Exceeding* the NQS, however the overall service rating may be quite different. Education and care services performing well across a number of quality areas may receive an overall rating of *Working Towards*. More information about the ratings is available on ACECQA's website [www.acecqa.gov.au](http://www.acecqa.gov.au) or by phoning **1300 4 ACECQA = 1300 422 327**

The Seven Quality Improvement Areas are:

1. Educational Program and Practice
2. Children's Health and Safety
3. Physical Environment
4. Staffing Arrangements
5. Relationships with Children
6. Collaborative Partnerships with Families and Communities
7. Leadership and Service management

## **Payment Structure**

*For further information please refer to Little Miracles Fees Policy*

### **Child Care Subsidy**

The Australian Government helps families to pay for childcare: Child Care Subsidy (CCS). CCS is usually paid to childcare services on the families' behalf.

If you wish to claim CCS from your child's first day, it is advised that you contact Services Australia prior to your child's commencement at the centre. Government Subsidies are available to most families, for your entitlements Little Miracles encourages Parents/Carers to contact Services Australia or go to the My Child Website.

### **Continuation of Enrolment**

In the second half of the year Families will be sent a letter regarding their intentions for the coming year and re enrolment. Families already enrolled are given preference and will be asked to nominate the days they require. If by some chance your preferred days are full, we will make alternative arrangements and accommodate you when a vacancy becomes available. Re enrolment is an extension of your current enrolment. If you decide to end your current enrolment this will include the re enrolment bookings for the following year. Updates to enrolment information can be made through your Kidsoft Parent Portal for your child/ren.

### **Public Holidays/Annual Closure**

Little Miracles operates 51 weeks throughout the year closing for 1-week annual holidays during the Christmas/New Year period. Payments taken during the closure will relate to bookings in January of the following year. The Centre is also closed on Public Holidays- fees are still payable on public holidays.

# Health & Safety at Little Miracles

## **Sick Child in Care**

Should your child become ill while at the centre you will be contacted immediately, if you are unavailable to be reached your emergency contacts will be contacted and arrangements made to collect the child. In case of a temperature, we will administer the recommended dose of Panadol after gaining your verbal consent and checking we have signed permission for this in your child's enrolment form. If your child is ill or injured requiring emergency medical assistance, we will accompany your child by ambulance to the closest Hospital and await the arrival of a parent or an authorised contact.

## **Absent Due to Sickness**

Fees still apply if your child is absent from the Centre due to sickness. If you are receiving Child Care Subsidy you are eligible for 42 allowable absences without a doctor's certificate. Anything over this number a doctor's certificate is requested and if not, full fees apply.

We encourage families to ring the Centre to inform of your child's absence by 8.00am or use the Childcare Now app to advise of absences and make casual bookings where available.

Please Note: if you mark your child absent on the Childcare Now app other families may then book this day as a casual booking. This will then make it unavailable to you if your circumstances change at a later date.

## **Immunisation Records**

*For further information please refer to Little Miracles Immunisation and Disease Prevention Policy*

Parents who wish to enrol their child are required to **provide a copy of one or more of the following at the time of enrolment:**

- a current Australian Immunisation Register (AIR) Immunisation History Statement which shows that the child is up to date with their scheduled immunisations) in line with the **NSW Immunisation Schedule**
- a current AIR Immunisation History Form on which the immunisation provider has certified that the child is on a recognised catch-up schedule) in line with the **NSW Immunisation Schedule**
- an AIR Immunisation Exemption – Medical Contraindication Form which has been certified by an immunisation provider for a child who cannot receive one or more vaccine(s) for medical reasons

Parents/guardians of children, who through exceptional circumstances, are determined to be in need of protection and/or placed in emergency care, have 12 weeks in which to provide immunisation documentation.

The AIR maintains immunisation records for children up until their 20th birthday and can be contacted on 1800 653 809. AIR Immunisation History forms are available on the Department of Human Services website <http://www.humanservices.gov.au/>

Parents/guardians must provide the Service with an updated copy of their child's immunisation record when the child receives a vaccine which is on the National or State immunisation schedule. We will regularly remind parents to do this via newsletters, emails or letters.

## **Exclusion Periods**

- Any child that is not fully immunised may be excluded for a period of time if there is a case of a vaccine preventable disease at the service, or if the child has been in contact with someone outside the Service who has a vaccine preventable disease. We will consider the Exclusion Periods recommended by the National Health and Medical Research Council.
- It is the responsibility of families to inform the Service that their child has come into contact with someone with a vaccine preventable or infectious disease.

## **Immunisation Related Payments for Parents - Child Care Subsidy**

The subsidy applies to children who are fully immunised or have an approved exemption from immunisation. This initiative ensures parents are reminded of the importance of immunising their children at each of the milestones. For parents to receive CCS without their child being fully immunised their doctor or immunisation provider needs to certify that the child:

- is on a catch-up immunisation schedule or
- has an approved exemption from the immunisation requirements. Approved exemptions include medical contraindications and existing natural immunity but do not include conscientious objection.

Information on how a child's immunisation status affects payments made to a family is available on the Department <http://www.humanservices.gov.au/>

Parents are responsible for payment of fees while their child is excluded under all circumstances.

## **Children's Clothing**

Children should wear clothing that is comfortable, suitable for the weather, allows them to explore and play freely, and minimises the risk of injury – young children can, for example, be strangled or choked by items of clothing or jewellery. Educators may remove jewellery and teething necklaces if children wear them to the service.

Educators, staff and volunteers will encourage parents to dress their children in clothes (or provide clothes) that:

- are loose and cool in summer to prevent overheating and warm enough for cold weather including outdoor play in winter
- protect them from the sun during outdoor play in line with our Sun Protection Policy



- do not restrict children's comfort or compromise their safety when sleeping and resting e.g. babies and toddlers should not rest or sleep in clothes with hoods, cords, ties, ribbons, or crocheted jackets that can pull tight around their neck
- do not compromise their safety during activities – clothes with cords, strings or hoods may catch on equipment and furniture for example.
- allow easy access for toileting e.g. elasticised trousers, track pants – rather than buttons, zips, belts etc.
- can get dirty when children play and engage in activities. Children should not come dressed in their best clothes.
- include appropriate footwear so children can play comfortably and safely. Thongs, clogs or backless shoes have a trip factor and compromise children's safety when playing and using equipment.
- are clearly labelled with the child's name.

## **Sleep & Rest Time**

*For further information please refer to Little Miracles Sleep, Rest, Relaxation and Clothing Policy*

Please provide a fitted cot sheet set (76 x 135 x 19cm) for rest time which is clearly labelled. Your child is also welcome to bring along any security items, such as a dummy, bottle, blanket or special toy, and during the cooler months we request that you bring along a small blanket for your child's rest time. Please ensure that all items are clearly labelled to avoid confusion and lost property.

- The service will provide a quiet and restful environment for sleep and rest periods that is within hearing and observation range for educators to closely monitor children.
- We recognise the differences between each child and family's preferences in relation to routines for rest, sleep and clothing. These needs will be met provided they meet safe sleeping guidelines and the service's policies.
- We respect the need for rest, sleep and clothing requirements to be aligned with each child's social and cultural background and personal preferences. These needs will be met provided they meet safe sleeping guidelines and the service's policies.
- We will communicate daily with parents about their child's routines that are in place at the service and at the child's home.
- All children will be placed on their back to rest. If they turn over during their sleep, Educators will allow them to find their own sleeping position but always ensure the children are on their back to go to sleep.
- At no time will child's face be covered with bed linen when they are sleeping.
- no quilts, doonas, pillows, soft toys, lamb's wool or cot bumpers will be used in cots, even if the child is older than 12 months. These pose a significant suffocation risk.
- Light bedding is the preferred option.

- Quiet experiences may be offered to children who do not sleep.
- Calm relaxing music will be played.

## **Parent & Family Communication**

Little Miracles aims to provide as many outlets as possible for family/Little Miracles communication. These include:

- Face to face.
- A monthly magazine which will be sent via email.
- Child Profile Sheet.
- Social Media.
- Communication screens in the service's foyer/rooms.
- Regular informal meetings with parents and the opportunity to plan formal meetings if necessary.
- Short surveys regarding the service's philosophy and how you feel your child/ren feel about the service.
- Parent Feedback on your Child's Learning Story can be made using the kinderloop comments section.

If necessary, educators have support and access to translation services to provide this information for non-English speaking families.

## **Sun Protection**

- Educators will be aware that Sun Safety precautions need to be taken all year round. Sun damage can occur on cloudy days as well as hot sunny days. Sun protection is required when the UV index is 3 or above.
- Sun protection times are a forecast for the time-of-day UV levels will reach 3 or above. At these levels, sun protection is recommended for all skin types.
- Educators will use a combination of sun protection measures listed below whenever UV levels reach 3 and above. In NSW, UV levels are high enough (UV 3 or above) to damage unprotected skin most months of the year. UV levels are particularly high during the summer months and highest in the middle of the day
- access local sun protection times and UV levels via, the free SunSmart app, myUV.com.au or from the Bureau of Meteorology website [www.bom.gov.au/uv](http://www.bom.gov.au/uv).
- Little Miracles will provide all children with a wide brimmed hat upon enrolment. Please personalise your child's Little Miracles Hat. All Educators and children must wear a hat outdoors. If a child does not have a hat they will be required to play on the shaded veranda or shaded area.
- Children are required to wear sun-safe clothing that covers as much of the skin as possible when outdoors. These include wearing loose fitting shirts and dresses with sleeves and collars or covered neckline. Knee-length or longer style skirts, shorts and trousers. Clothing that is made from cool, densely woven fabric. Singlets and midriff tops are not recommended. Little Miracles will provide children with appropriate spare sun-safe clothing.
- Educators will assist children to apply SPF 30+ broad-spectrum water-resistant sunscreen 20 minutes before playing outdoors. Children with allergies to particular sunscreens are encouraged to bring their own from home.

- Parents are asked to put sunscreen on their child upon arrival at the Centre.
- Educators will ensure that sun cream will be stored out of children's reach. Sun cream is used according to the instructions and expiry date on bottle.
- For hygiene purposes, Sunscreen will be applied using gloves and/or a tissue.
- Babies under 12 months should always be kept in dense shade, wearing sun safe hat and clothing, with small amounts of sunscreen on exposed skin.

## Emergency Procedures

For further information please refer to *Little Miracles Emergency Management and Evacuation Policy*

The centre has procedures in the case of an emergency such as a fire. The Educators practice drills with your children every 3 months. Please make yourself familiar with the evacuation procedure and map located at each exit. If you are at the centre during a drill, please follow the directions of the Educators.

\*For emergency purposes please make sure your contact details and emergency contact people are up to date, notifying educators of any changes thank you.

## Illness Exclusion Chart

Condition	Instruction	Exclusion of Contacts
<b>Campylobacter</b>	Exclude until there has not been a loose bowel motion for 24 hours. <sup>b</sup>	Not excluded
<b>Candidiasis ('Thrush')</b>	Exclusion is NOT necessary	Not excluded
<b>Chickenpox (Varicella)</b>	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
<b>CMV (Cytomegalovirus infection)</b>	Exclusion is NOT necessary	Not excluded
<b>Conjunctivitis</b>	Exclude until discharge from the eyes has stopped unless a doctor has diagnosed non-infectious Conjunctivitis	Not excluded
<b>Cryptosporidium</b>	Exclude until there has not been a loose bowel motion for 24 hours. <sup>b</sup>	Not excluded
<b>Diarrhoea (No organism identified)</b>	Exclude until there has not been a loose bowel motion for 24 hours. <sup>b</sup>	Not excluded
<b>Fungal infections of the skin or nails (eg ringworm, tinea)</b>	Exclude until the day after starting appropriate anti-fungal treatment.	Not excluded
<b>German measles (See 'Rubella')</b>		
<b>Giardiasis</b>	Exclude until there has not been a loose bowel motion for 24 hours. <sup>b</sup>	Not excluded
<b>Glandular fever (Mononucleosis, EBV infection)</b>	Exclusion is NOT necessary.	Not excluded
<b>Hand, foot and mouth disease</b>	Exclude until all blisters have dried.	Not excluded
<b>Haemophilus influenzae type b (Hib)</b>	Exclude until the person has received appropriate antibiotic treatment for at least 4 days	Not excluded

<b>Head lice (Pediculosis)</b>	Exclusion is NOT necessary if effective treatment begins before the next day at the Service. (The child doesn't need to be sent home immediately if head lice are detected).	Not excluded
<b>Hepatitis A</b>	Exclude until a medical certificate of recovery is received and until at least 7 days after the onset of jaundice.	Not excluded. Contact a public health unit for specialist advice about treating or vaccinating children in the same room or group
<b>Hepatitis B</b>	Exclusion is NOT necessary.	Not excluded
<b>Hepatitis C</b>	Exclusion is NOT necessary	Not excluded
<b>Herpes simplex (cold sores, fever blisters)</b>	Exclusion is not necessary if the person is developmentally capable of maintaining hygiene practices 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
<b>Human Immunodeficiency Virus (HIV/AIDS)</b>	Exclusion is NOT necessary. If the person is severely immunocompromised, they will be vulnerable to other people's illnesses.	Not excluded
<b>Human Parvovirus B19 (fifth disease, erythema infectiosum, slapped cheek syndrome)</b>	Exclusion is NOT necessary.	Not excluded
<b>Hydatid disease</b>	Exclusion is NOT necessary	Not excluded
<b>Impetigo (school sores)</b>	Exclude until appropriate antibiotic treatment has commenced. Any sores on exposed skin should be covered with a watertight dressing.	Not excluded
<b>Influenza and influenza-like illnesses</b>	Exclude until well	Not excluded
<b>Listeriosis</b>	Exclusion is NOT necessary	Not excluded
<b>Measles</b>	Exclude for 4 days after the onset of the rash	Immunised and immune contacts are not excluded. For non-immunised contacts, contact a public health unit for specialist advice. All immunocompromised children should be excluded until 14 days after the first day of appearance of rash in the last case.
<b>Meningitis (viral)</b>	Exclude until well.	Not excluded
<b>Meningococcal infection</b>	Exclude until appropriate antibiotic treatment has been completed.	Not excluded. Contact a public health unit for specialist advice about antibiotics and /or vaccination for people who were in the same room.
<b>Molluscum contagiosum</b>	Exclusion is NOT necessary	Not excluded

<b>Mumps</b>	Exclude for 9 days or until swelling goes down (whichever is sooner).	Not excluded
<b>Norovirus</b>	Exclude until there has not been a loose bowel motion or vomiting for 48 hours.	Not excluded
<b>Pertussis (See 'Whooping Cough')</b>		
<b>Pneumococcal Disease</b>	Exclusion until person is well	Not excluded
<b>Roseola</b>	Exclusion is NOT necessary	Not excluded
<b>Ross River virus</b>	Exclusion is NOT necessary	Not excluded
<b>Rotavirus infection</b>	Children are to be excluded from the service until there has not been a loose bowel motion or vomiting for 24 hours. <sup>b</sup>	Not excluded
<b>Rubella (German measles)</b>	Exclude until fully recovered or for at least four days after the onset of the rash.	Not excluded
<b>Salmonellosis (Salmonella infection )</b>	Exclude until there has not been a loose bowel motion for 24 hours. <sup>b</sup>	Not excluded
<b>Scabies</b>	Exclude until the day after appropriate treatment has commenced.	Not excluded
<b>Shigellosis</b>	Exclude until there has not been a loose bowel motion for 24 hours. <sup>b</sup>	Not excluded
<b>Streptococcal sore throat (including scarlet fever)</b>	Exclude until the person has received antibiotic treatment for at least 24 hours and feels well.	Not excluded
<b>Toxoplasmosis</b>	Exclusion is NOT necessary	Not excluded
<b>Tuberculosis (TB)</b>	Exclude until medical certificate is produced from an appropriate health authority.	Not excluded. Contact a public health unit for specialist advice about screening, antibiotics or TB clinics
<b>Varicella See 'Chickenpox'</b>		
<b>Viral gastroenteritis (viral diarrhoea)</b>	Excluded until there has not been a loose bowel motion for 24 hours. <sup>b</sup>	Not excluded
<b>Whooping cough (pertussis)</b>	Exclude until 5 days after starting appropriate antibiotic treatment or for 21 days from the onset of coughing.	Contact a public health unit for specialist advice about excluding non-vaccinated contacts, or antibiotics
<b>Worms</b>	Exclude if loose bowel motions are occurring. Exclusion is not necessary if treatment has occurred.	Not excluded
<sup>b</sup> If the cause is unknown, possible exclusion for 48 hours until the cause is identified. However, educators and other staff who have a food handling role should always be excluded until there has not been a loose bowel motion for 48 hours.		

# Little Miracles

## Administration of Authorised Medication Policy

**Date Created:** 1<sup>st</sup> April 2014

**Date Reviewed:** 12<sup>th</sup> January 2023

### NQS

QA2	2.1.2	Health practices and procedures - Effective illness and injury management and hygiene practices are promoted and implemented.
	2.2.1	Supervision - At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard

### National Regulations

Regs	90	Medical conditions policy
	91	Medical conditions policy to be provided to parents
	92	Medication record
	93	Administration of medication
	94	Exception to authorisation requirement - anaphylaxis or asthma emergency
	95	Procedure for administration of medication
	96	Self-administration of medication

### EYLF

LO3	Children take increasing responsibility for their own health and physical wellbeing. Educators promote continuity of children's personal health and hygiene by sharing ownership of routines and schedules with children, families and the community
-----	---

### Aim

Our Service and our educators will only administer medication to a child if it is authorised or the child is experiencing an asthma or anaphylaxis emergency. We recognise it is essential to follow strict procedures for the administration of medication to ensure the health, safety and wellbeing of each child using the service.

### Related Policies

- Acceptance and Refusal of Authorisations Policy
- Emergency Services Contact Policy
- Incident, Injury, Trauma and Illness Policy
- Medical Conditions Policy

# Implementation

Our service and educators will only administer medication to children if it is authorised by parents (or by someone authorised by parents on the enrolment record to make decisions about the administration of medication). If there is a medical emergency, we will also administer medication when authorised verbally by a parent, medical practitioner or an emergency service, however we may administer medication during an asthma or anaphylaxis emergency without first receiving authorisation.

Medication under the Regulations includes medication covered by the Therapeutic Goods Act 1989. Therapeutic goods include those for therapeutic use to:

- prevent, diagnose, cure or alleviate a disease, ailment, defect or injury
- influence, inhibit or modify a physiological process.

This covers products like sunscreen and nappy cream.

The Nominated Supervisor will ensure a copy of this policy is provided to parents when they enrol their child.

The Nominated Supervisor will ensure children's medication is regularly audited to ensure it has not expired and is in the original container with legible labels.

## **Administration of Medication (non-emergency)**

Educators will administer medication to a child if it complies with our policy requirements and:

1. if the medication is authorised in writing by a parent or another authorised person and
  - is the original container
  - has not expired
  - has an original label and instructions that can be clearly read and, if prescribed by a doctor has the child's name
  - is administered in accordance with any instructions on the label or from the doctor.

Anyone delivering a child to the service must not leave medication in the child's bag or locker. Medication must be given directly to an educator on arrival for appropriate storage. Auto injection devices (e.g. Epipens) and asthma puffers will be stored in room travel bags up high, so they are inaccessible to children. Travel bags will follow the children from the indoor to the outdoor environments. Medication requiring refrigeration will be stored in accordance with the storage instructions on the medication in a locked labelled container in a fridge. Non-refrigerated medication will be kept away from direct sources of heat and stored with the travel bag as the children move.

## **Over the Counter Medication (non-prescription medication)**

Our service does not administer over the counter medication unless it has been prescribed by a medical practitioner and/or there is a letter from the doctor explaining the purpose of the medication. A Long-Term Medication form must be filled out to accompany the letter or medical plan from the doctor. Medication may mask the symptoms of other, more serious illnesses and our educators are not qualified medical professionals.

However, we will administer (non-prescription) nappy cream, insect repellent, Eczema cream and sunscreen without prescription by a doctor if a parent or authorised person authorises this with the completion of a Low Risk Medication Details Form.

## Administration of Prescribed Medication

1. 1<sup>st</sup> aid trained educator who is administering the medication will collect the medication and the medication form. This educator will check all details on the medication form match the information provided on the prescription label.
2. The Educator who will witness the administration of the medication will check the details on the medication form match the information provided on the prescription label.
3. Administering educator will take the required dose of medication from the container, witness educator will check dose is correct.
4. Medication to be administered to the child with witness educator watching the administration.
5. Administering educator to complete details of administration on the back of the form and sign. Witness educator to check and sign.

## **Administration of Medication in emergencies other than anaphylaxis or asthma emergencies**

1. Educators will administer medication to a child in an emergency:
  - if a parent or another authorised person verbally authorises the administration of the medication or
  - they receive verbal authorisation from a registered medical practitioner or emergency service if the parent or authorised person cannot be contacted.
2. The child will be positively reassured, calmed and removed to a quiet area under the direct supervision of a suitably experienced and trained educator.
3. The Nominated Supervisor will contact the child's parent, and provide written notice to the parent, as soon as possible.
4. The Nominated Supervisor will ensure the service completes an Incident, Injury, Trauma Report or Illness Record.

Educators will not administer medication if parents provide verbal authorisation in circumstances that are not emergencies. If educators are unsure whether they should be administering a medication in an emergency after receiving verbal authorisation from a parent or responsible person, educators will obtain authorisation from a registered medical practitioner or emergency service.

## **Administration of Medication during Anaphylaxis or Asthma Emergencies**

1. Educators may administer medication to a child in an anaphylaxis or asthma emergency without authorisation.
2. The child will be positively reassured, calmed and removed to a quiet area under the direct supervision of a suitably experienced and trained educator.
3. The Nominated Supervisor will contact the child's parent and the emergency services as soon as possible.
4. The Nominated Supervisor will advise the child's parent in writing as soon as possible.
5. The Nominated Supervisor will ensure the service completes an Incident, Injury, Trauma Report or Illness Record.



**If a child has an adverse reaction to any medication or it's incorrectly administered**, the educator or staff member will immediately notify the Nominated Supervisor who will contact the child's parents/guardians straight away and ensure an Incident Record is completed. A first aid trained educator or staff member will respond to any first aid needs in line with the practices outlined in the Incident, Injury, Trauma and Illness Policy, including calling an ambulance if required.

### **Medication Form**

Educators will complete a Medication Record with the name of the child which:

- contains the authorisation to administer medication.
- details the name of the medication, the dose to be administered and how it will be administered, the time and date it was last administered, and the time and date or circumstances when it should be administered next.
- if medication is administered to a child (including during an emergency), details the dosage that is administered and how it is administered, the time and date it is administered, the name and signature of the person that administered it, and the name and signature of the person that checked the child's identity and dosage before it was administered and witnessed the administration.

## **Sources**

**Education and Care Services National Law and Regulations**

**National Quality Standard**

**Early Years Learning Framework**