

# **Greek Orthodox Community of NSW Child Care Centre Parent Handbook**

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**Handbook  
(2018 Edition)**



## SERVICE PHILOSOPHY

**Children** - We see children as unique and capable individuals, who come to our service with their own interests, talents, skills, abilities, aspirations and ideas where children share their experiences, express questions, set goals, cooperate with each other and try to find answers and solutions.

As educators, we are well trained, committed and passionate. We value, respect and appreciate each child's uniqueness. We believe that children have a right to be active participants in their own learning and must be empowered to express their views and ideas. A child's opinion must be valued and respected for its validity to their perspective and their autonomy and initiative needs. As educators, we will protect and cherish the innocence of children and consistently provide a safe, nurturing and secure environment.

As we unpack the Early Years Learning Framework (EYLF) we will work alongside the children to actively promote their learning through worthwhile and challenging experiences and interactions that foster high-level thinking skills.

**Family** - We acknowledge that family is the most important and influential aspect in the lives of young children and the significance of their relationships cannot be underestimated. We aim to ensure we involve parents and families into all aspects of the program development and its implementation.

It is essential for the service to be inclusive of all families' heritage and ultimately become a reflection of their home regardless of culture, social status or children's exceptional development. The centre is a community hub where parents can also socialise and resource information regarding the child's learning development.

The curriculum also incorporates parents' skills and knowledge into the program, where the parents and families can bring their experiences into the centre as a part of the children's extension.

We will continually strive to develop positive and mutually respectful relationships with each family member, as we work in partnership to achieve the best possible outcomes for all. We believe that working in partnership with families is central to ensuring continuity and progression in a child's learning, development and future success.

**Program** - In Early Childhood Education the curriculum is not the focus, the children are. We feel that a meaningful, integrated, emergent curriculum applying the EYLF Framework is the most beneficial to children's learning across all developmental domains. It is a curriculum in which children are active participants and collaborators and allows for a more individualistic and meaningful involvement by the children. We believe children are unique individuals who develop at their own rate, and thus by providing enriching, meaningful and realistic opportunities children will explore, create, discover, and imagine.

Our programs reflect both planned and spontaneous experiences designed to support children's development in all domains. Through the EYLF, the program will see educators use intentional teaching; it is deliberate, purposeful and thoughtful. Educators engage in intentional teaching and recognise that learning occurs in social contexts and that interactions and conversations are vitally important for learning. Educators actively promote children's learning through worthwhile and challenging experiences and interactions that foster high-level thinking skills.

Children are fundamentally different to adults and are not just their micrograph. They have the right to play, and satisfy their curiosity. The program is play-based and knowledge is discovered as opposed to being provided by educators. Educators can be driven by academic knowledge and try to accomplish EYLF objectives in regards to literacy for instance, but without letting scholar academic ideology prevail in the curriculum.

**Educators** - For the educators in any early childhood setting, team work and effective communication are essential requirements for positive outcomes across all aspects of the functioning of the service, for 'together everyone achieves more". Educators are responsive to all children's strengths, abilities and interests. We will value and build on children's strengths, skills and knowledge to ensure their motivation and engagement in learning. We aim to create an environment of trust and respect, where we work towards achieving shared goals.

Ongoing education and training is a critical aspect of staff's professional development. It is through accurate evaluation and assessment, which occurs when we critically reflect on our actions, that we are able to identify areas which may be considered a skill and those which may need further development. We recognise educators/staff as our service's most significant resource and aim to provide them with a satisfying and safe working environment. Furthermore we also appreciate the experience and skills of all educators/staff. We appreciate their dedication as an integral element of the success of our service.

**Community** - We strive to be seen as a service of excellence within our community which values community involvement in all aspects of our program and utilises community resources effectively to enhance the growth and development of individual children, families, and educators.

**Environment** - The childcare centre is an extension of a child's home and should resemble the loving and welcoming attitude a child receives in their family environment and accepting of each child's temperament and interests.

Children have an inherit connection to the natural world and, as educators/staff, we understand that children often develop their ideas and understandings of the world around them from the information presented to them by the significant adults in their lives. As we are one of these significant adults, we have a responsibility to present a positive approach to the environment.

We also embrace diversity within our service and the wider community, so that children view diversity with a sense of appreciation and wonder rather than misunderstanding and fear. Through respect, acknowledgement, appreciation and acceptance of diversity within our community, our service will embrace, celebrate and share traditions and cultures throughout our program. Learning environments are welcoming spaces when they reflect and enrich the lives and identities of children and families participating in the setting and respond to their interests and needs. Our service will cater for different capacities and learning styles and invite children and families to contribute ideas, interests and questions.

Our centre also aims to promote positive attitudes towards the natural environment by incorporating into their program recycling projects and environmentally friendly habits as part of the everyday curriculum.

**Source:** Australian Government Department of Education, Employment and Workplace Relations for the Council of Australian Governments.

**Review Date: May 2018**

**Next Review: May 2020**

## **AIM**

The Approved Provider/Nominated Supervisor, Educators and other Staff of Greek Orthodox Community of NSW Child Care Centre believe that the early years of a child's life are their most influential. It is within these years that a child develops the foundation skills and abilities that will carry them through life. Our Educators/Staff feel that by being attuned to children's thoughts and feelings, this supports the development of a strong sense of wellbeing. Our aim is to work closely with families to form a partnership, where Educators/Staff can develop learning programs responsive to children's ideas, interests, strengths and abilities, and recognise that children learn through play. Fundamental to the EYLF is the view that children's lives and childhood is a time of **Belonging, Being and Becoming**.

### **We aim to:**

- Work as partners with parents and families of the children.
- Provide information, contacts and support for the children, parents, and families.
- Provide a high quality care and learning environment.
- Provide a program based on the Early Years Learning Framework where all children experience learning that is engaging and builds success for life.
- Provide a safe, secure, happy and loving home like environment where children have a sense of belonging.
- Provide a place where childhood is a time to be, to seek and make meaning of the world.
- Provide an environment that has vibrant and flexible spaces that are responsive to interests and abilities of each child.
- Provide an environment rich in resources to stimulate learning and development.
- Provide Educators/Staff that are experienced in nurturing, caring and valuing children.
- Recognize, respond, to all children's strengths, abilities and interests. We value and build upon children's strengths, skills and knowledge to ensure their motivation and engagement in learning.
- Respond to children's expertise, cultural traditions and ways of knowing, the multiple languages spoken by some children, particularly Aboriginal and Torres Strait Islander children, and strategies used by children with additional needs to negotiate their everyday lives.

**Source:** Australian Government Department of Education, Employment and Workplace Relations for the Council of Australian Governments.

## **MISSION STATEMENT**

At The Greek Orthodox Community of NSW Child Care Centre we acknowledge the importance of play in early childhood development. Play is very important, the most effective tool, and is central to a child's learning and development. Play is non-threatening, spontaneous, and meaningful. Through play babies and young children explore and learn to understand the world around them as they come to communicate, discover, imagine and create. When children play they are showing what they have learned and what they are trying to understand. When children play with other children they create social groups, test out ideas, challenge each other's thinking and build new understandings.

This is why play is one of the foundations of the Early Years Learning Framework. By using this Framework Educators/Staff will guide children's play by carefully designing learning activities and stimulating Indoor and Outdoor learning environments. We also acknowledge that each child is unique and therefore will progress at their own pace.

The EYLF is a key component of the National Quality Framework which has been developed by the Council of Australian Governments (COAG) to assist Educators to provide young children throughout Australia in their early years, opportunities to maximize their potential and develop a foundation for success in the future.

The Framework's vision is for all children to experience play-based learning that is engaging and builds success for life.

- **Belonging** is the basis for living a fulfilling life. Where children feel they belong, because of the relationships they have with their family, community, culture and place.
- **Being** is about living here and now. Childhood is a special time in life, and children need time to just 'be'- time to play, try new things and have fun.
- **Becoming** is about the learning and development that young children experience. Children start to form their sense of identity from an early age, which shapes the type of adult they will become.

The Framework focuses on your child's learning. Educators will work with you in order to get to know your child well. At this Service we will create a learning program that builds on your child's interests and abilities and keep you in touch with your child's progress. Through the Framework's five learning goals Educators will assist your child to develop:

- A strong sense of their identity (have confidence in themselves and to form friendships)
- Connections with their world (learn to respect the environment and cultural diversity)
- A strong sense of wellbeing (socially, emotionally & physically)
- Confidence and involvement in their learning (explore, create, learn, experiment)
- Effective communication skills (by using literacy and numeracy to communicate)

**Source:** Australian Government Department of Education, Employment and Workplace Relations for the Council of Australian Governments.

# **CENTRE GOALS: EYLF OUTCOMES**

## ***Outcome 1 - Children Have a Strong Sense of Identity***

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

## ***Outcome 2 - Children are Connected with and Contribute to their World***

- Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
- Children respond to diversity with respect
- Children become aware of fairness
- Children become socially responsible and show respect for the environment

## ***Outcome 3 - Children Have a Strong Sense of Wellbeing***

- Children become strong in their social and emotional wellbeing
- Children take increasing responsibility for their own health and physical wellbeing

## ***Outcome 4 - Children are Confident and Involved Learners***

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

## ***Outcome 5 - Children are Effective Communicators***

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

**Source:** Australian Government Department of Education, Employment and Workplace Relations for the Council of Australian Governments.

## **THE CENTRE**

The Greek Community Child Care Centre is a Long Day Care, Centre that caters for children between the ages of 0-5 years. It is owned and operated by the Greek Orthodox Community of NSW (a non-profit organization).

The centre is open from 7.30am – 5.30pm, Monday –Friday 48 weeks per years.

**(The centre closes for 4 weeks over Christmas, the day before Christmas eve and returning exactly 4 weeks later every year)**

In 2012 the licensing body changed from the N.S.W. Department of Community Services to the Australian Children's Education and Care Quality Authority and complies with the regulation, quality and guidelines for Centre Based Child Care Services.

The child care places are given in accordance with the DEEWR priority access which states: Priority 1-a child at risk of serious abuse or neglect; Priority 2- a child of a parent (or both parents if you have a partner) who satisfies the Government's work, training, study test; Priority 3- any other child.

A team of qualified and experienced childcare workers are employed at the centre; these include Early Childhood Teachers, Childcare Certificate III Studies, Associate Diploma in Social Science – Child Studies and Diploma of Children's Services (Centre-Based Care).

# ENROLMENT PROCEDURE

Once you have decided to enroll your child at the Centre a mutually convenient time will be arranged to visit the centre and staff for an enrolment visit (approx ½ hour). During this time you will have the opportunity to discuss your child's needs and any requirements you may have. A staff member will issue you with a Parent Enrolment Package and go through it with you.

## **Enrolment Visit**

You will need the following:

1. Australian Immunization register statement ,
2. Arrange at least one more visit.

## WHAT YOUR CHILD WILL NEED

Each child is allocated their own locker, it provides them with a piece of their own personal space, which they can take responsibility for. They will need a bag to keep all their belongings together. All clothing, bottles and drink bottles should be labeled with your child's name. Each day your child's bag should contain:

### **BABIES: 0-2 year olds**

1. Formula (if needed)
2. 5-6 Nappies per day,
3. Security Blanket or soft Toy,
4. Dummies (if used),
5. Bottles,
6. Two spare sets of a complete Change of clothes that are seasonally appropriate (including singlet's and socks), **labelled**
7. 1 piece of fruit and 1 piece of vegetable daily,
8. A legionnaires or bucket hat, **labelled**
9. A water bottle filled with water daily.

### **TODDLERS 2-3 year olds**

1. Two spare sets of a complete change of clothing (including singlet's and socks), that are seasonally appropriate **labelled**
2. Four spare sets of underpants and pants if toilet training), **labelled**
3. Jumper or Jacket, **labelled**
4. 1 Nappy per day for rest time, or 4 if not toilet training.
5. Security blanket or soft toy,
6. 1 piece of fruit and 1 piece of vegetable daily
7. A legionnaires or bucket hat, **labelled**
8. A water bottle filled with water daily. .

### **PRESCHOOLERS 3-5 year olds**

1. Two spare sets of clothes,
2. Two spare sets of underpants,
3. Jumper or Jacket,
4. 1 piece of fruit and 1 piece of vegetable daily
5. Security Blanket or soft Toy,
6. A legionnaires or bucket hat, and
7. A water bottle filled with water daily.

## ARRIVAL AND DEPARTURE

You must sign the attendance book each day your child attends the centre, when you arrive to drop your child and when you arrive to come and collect your child.

Your child **MUST** be "handed" over to a staff member. It is not appropriate to send your child into the centre, by themselves. Once your child is 'handed over' both staff and parents acknowledge that responsibility for the child has been placed in the carer's hands. All children must be at the centre by 10am so that the program set out for them can be achieved and that all children have time to settle into the morning's activities with a chance to play before lunch and their midday rest. The staff will welcome you should you wish to stay and play with your child, or participate with them in an activity.

Please remember that we can not be responsible for any other children you may have at arrival and departure times. Those children can not be left in our care; they must remain with you at all times.

On collecting your child, sign the attendance book and let a staff member know that you are taking your child. Children will not be permitted to leave the centre with any person not listed by you on the enrolment form. Please inform staff if someone different is picking up your child and make sure the person is aware they must have identification to pick up your child.

Ring the centre and let us know if your child will be away for the day.

NB: The centre is subject to random audits and children that are not signed in or out constitute a breach of our licence regulations and may constitute a formal breach for the centre.

## **CORRESPONDENCE**

Each child has a link to a software for Flyers, messages, reminders and any other information or publication will be placed. Please check these messages at least once

## **COURT ORDERS**

Any parent gaining a Court Order or injunction against the access of their spouse, ex-spouse or any other adult to their child/children, must inform the Director immediately and provide a copy of that Court Order. The court will be followed and adhered to for all forms of communication and notifications to parents.

**STAFF WILL NOT HAND OVER A CHILD TO A PARENT OR ADULT WHO HAS BEEN DENIED ACCESS TO THAT CHILD IN A COURT OF LAW.**

## **ATTENDANCE / ABSENCE**

Fees are paid for the days your child is booked into the centre. You may not change booked days unless you have consulted with the Director.

When your child is away due to **ill health/Holidays/Public Holidays, full fees are still charged.** Fees are not charged for the four week closure over Christmas.

A Doctors Certificate must be produced when your child returns to the centre after they have had an infectious disease or been sent home from the centre. This is to indicate that they are no longer contagious.

Please ring the centre if your child is sick and won't be attending for the day.

## **CHILDREN WITH ADDITIONAL NEEDS**

Staff are sensitive to the diverse needs of all children in their care. We are aware that although all children have the same general needs, some children have additional needs that may require external professional services and agencies.

Referrals can be made with parental consent to appropriate professionals such as speech and occupational pathologists, paediatricians, and physiotherapist's etc. by the centre, to gain further support for themselves and the parent in providing the best care for the child and their needs.

We also have the program called STEPS which comes in once a year which tests the children's eyes the year before they will begin school. This ensures children can see properly or get the help required to see properly for the best start to school and life. We also organize for the children's ears to be tested yearly for glue ear free of charge.

## **SAFETY**

From the moment your child arrives at our centre, until the time they leave, your child's safety is imperative. Safety procedures have been developed to ensure the safety, and the well being of everyone at the centre.

To ensure compliance with these safety procedures can you please:

1. Use only the main entrance for entering and exiting the centre.
2. Walk your child into the centre and leave him/her with a staff member.
3. Complete the Sign-In and Sign-Out procedure.
4. Complete medication forms if necessary.
5. Provide emergency contact phone numbers (update when needed).
6. Permission of other persons picking up your child, must be kept current.

## **BIRTHDAYS**

All children love to celebrate their birthday with their friends. Parents are encouraged to bring a birthday cake to be shared with all the children in their child's group. Alternately you can ask a staff member to organize a cake for your child to be made at the centre for a fee of \$10. This is an ongoing fundraiser that is conducted at the centre. No nuts please.

## **REST TIME**

We believe that all children should have the opportunity to rest, and encourage them to do so. We also respect those children who choose not to sleep, and provide them with the opportunity to have some quiet time. The centre provides each child with a suitable bed, sheet and blanket (when needed). A comforter, soft toy or pillow may be sent with your child for rest time. We cannot keep a child awake if they fall asleep and we cannot wake them if they are sleeping, please do not ask the staff to do so.

## **TOYS FROM HOME**

It is expected that children **do not bring in their toys from home**, as they may be broken or lost. Staff are not responsible for any of these items. Please value your child's toys and keep them safely at home. Guns, swords, and knives along with any other weaponry are not permitted in the centre, under any circumstances. If your child wishes to bring a special toy for 'Show & Tell', they are to hand it over to a staff member, and collect it when they are about to leave for the day.

## **REPORTING SUSPECTED ABUSE OR NEGLECT**

We recognize the importance of families in every facet of children's lives and we are willing to assist you in any way we can. Our primary concern is, however the well being of the children, with whom we interact with on a daily basis.

**It is mandatory for staff to report any suspected abuse or neglect of the children at the centre by any person, to the 'Department of Family & Community Services'.**

## **PAYMENT OF FEES**

The Greek Community Child Care Centre's fees include all meals (Morning Tea, Lunch, Dessert, & Afternoon Tea) except fruit. **We offer Child Care Assistance**, before you start you will need to contact centrelink and register for CCB (Child Care Benefit) even if your income exceeds the limit you can register at 0%. This can be paid quarterly or yearly to you. There are criteria for you to be eligible, so talk to centrelink.

**Child Care Rebate is also available for parents who register for it through Centrelink**, prior to commencement at our service. If you do not register before enrolment you will be enrolled informally and you will not be able to claim the rebate whilst attending our centre.

Fees are payable fortnightly in advance. At the time of commencement **2 weeks fees in advance is required, a \$65 enrolment fee and a refundable bond of \$200**, provided the centre receives 4 weeks written notice when care is no longer required. The purchase of an enrolment pack which contains a backpack, water bottle, hat and t-shirt with the centre's logo on them at \$50, these will be used throughout the year as well as for when we go on excursions to ensure easy supervision of the children.

## **Fees**

**2nd of July fees are:**

**0-2 year old room Fees are: \$110 per day**

**2-3 year olds room Fees are: \$108 per day**

**3-5 year olds room Fees are: \$108 per day**

This is reviewed every financial year and notification of any change will be communicated to all families enrolled at our service at least 1 month prior to any change.



Fees are to be paid to the Director or placed in an envelope with your child's full name, date and the amount on it. Please make cheques payable to 'Greek Orthodox Community Of N.S.W.' Credit card/ Eftpos facilities are also available for your convenience. You may choose to give authority to the director to charge your card for you each fortnightly, if you wish to do so please collect an authorization form from the Director. Electronic Funds transfer is also available, please use your child's full name as reference (BSB: 941 200 Acct: 204282020)

**Fees must be paid when your child is ill, if you take holidays, and for public holidays that fall during normal operating hours.**

## **LATE PICK-UP FEES**

The centre is licensed to operate between 7.30am – 5.30pm, we request that all parents pick up their child by closing time. If you are late to pick up your child a late fee will be charged.

An on the spot fine of \$20 will apply to any person coming to pick up their child after 5:30 and late fee of \$2.00 per minute after 5.30pm, and will be required to be paid on pick up.

If you know you will be late to collect your child, please ring the centre and let the staff know (late fees still applies).

## **CLOTHING**

Each child is encouraged to be independent in dressing. To help your child achieve success, please avoid buckles, belts and overalls.

Please remember that during the day your child will be involved in painting and messy activities, so please dress your child appropriately.

The Centre provides sun block to each child as per the 'Sun Policy'.

In return we ask you to:

1. The children will be required to have a legionnaires or bucket hat (labeled with your child's name on it),
2. Talk about skin protection with your child,
3. Be a role model yourself by wearing a hat and applying sunscreen when necessary.
4. Put your child in clothing that covers most of your child's skin to protect it from the sun's UV Rays. Please see our clothing policy for clarification.

For Winter:

It is necessary to bring with you, to the centre a warm coat, hat, raincoat (no umbrellas due to safety reasons) and galoshes for your child's protection from the cold during outdoor play. Children still need exercise and fresh air during the cold weather. Please see our Clothing policy.

## **IMMUNISATION**

### **No immunisation papers? No enrolment**

The NSW Parliament has passed a Bill to amend the Public Health Act to strengthen vaccination enrolment requirements in child care (also known as early childhood education and care). **From 1 January 2018:**

- children who are unvaccinated due to their parent's conscientious objection will no longer be able to be enrolled in child care
- it will be an offence (with a penalty of 50 penalty units) for a principal to fail to comply with the child care vaccination enrolment requirements
- it will be an offence (with a penalty of 50 penalty units) for a person to forge or falsify a vaccination certificate.

From 1 January 2018, parents must provide a copy of one or more of the following documents to enrol in a child care centre:

- an [AIR Immunisation History Statement](#) which shows that the child is up to date with their scheduled vaccinations or
- an [AIR Immunisation History Form](#) on which the immunisation provider has certified that the child is on a recognised catch-up schedule (temporary for 6 months only) or

- an [AIR Immunisation Medical Exemption Form](#) which has been certified by a GP. No other form of documentation is acceptable (i.e. the Interim Vaccination Objection Form or Blue Book). The documents must be stored by the director in a secure location for 3 years, unless a child transfers to another child care centre.

## **HEALTH PRECAUTIONS**

The best place for a sick child is at home in his/her own bed. As we have many children, some of which are babies, attending the centre each day, the risk of cross infection is high. It is therefore the responsibility of parents and staff to keep ill children and staff at home, in order to keep illness within the centre to a minimum. You will need to make alternative arrangements for the care of your child while they are sick.

If your child develops symptoms of illness during the day, they will be made as comfortable as possible and you will be contacted to collect your child. After you have been contacted you must arrange to collect your child immediately, it is not acceptable to collect your child 2 hours after being contacted. Your child may not return to the centre until a 24 hour period (not the next day) has passed and you have a medical certificate stating they are no longer infectious/contagious.

You should advise the centre if your child has contracted a contagious or infectious disease so that the necessary precautions can be taken. If your child has had a contagious or infectious disease, a medical clearance certificate is needed before your child can return to the centre.

Staff can also request a medical certificate if they are concerned about a child's health, as per the Infectious Diseases Policy.

Should your child be injured, you will be contacted immediately. If you cannot be contacted your emergency contact persons will be contacted. If necessary a doctor or ambulance may also be contacted. Until the arrival of a parent or medical professional, staff will do their utmost to care for your child, and follow First Aid procedures. All staff are trained in First Aid, Asthma management and Anaphylaxis.

## **MEDICATION**

If your child requires medication throughout the day, you must complete our medication authorization forms, please ask a staff member for a form. No medication will be administered if this form is not completed correctly.

The medication must be in the original container, with your child's name and dosage instructions on the pharmacy label, and must not have expired. The medication must be given to a staff member and should never be left in your child's bag. Please alert us to any possible side effects the medication may cause. A staff member will administer the medication at the time requested, and will be witnessed by another staff member, to ensure that the correct medication & dosage is given. Please see our Medication Policy.

## **NUTRITION**

Good eating habits and positive attitudes towards food should be established at an early age. For young children it is essential that they have a nutritionally balanced diet for healthy growth and development. We aim to provide nutritious, well balanced meals incorporating food from the five food groups. Please refer to the Nutrition/Food/Beverages/Dietary Requirements Policy and the Food Safety and Hygiene Policy.

Menus are planned taking into account cultural and religious practices as well as special dietary requirements of each individual child. If your child has any special dietary requirements, please notify the Director to allow appropriate menus to be planned.

The centre provides morning tea, lunch, afternoon tea & late afternoon tea. Fruit is served at morning and afternoon tea, and water is available to the children at any time throughout the day.

Our meals are designed to incorporate the Nutrition Policies of the NSW Department of Health, and menus are sourced from the Department's publication "Caring for Children", as well as from parents recipe's collected over the years. We currently are following the Dept.'s "Munch and Move" program. All ingredients are purchased fresh every week, and the Cook along with most of the staff, attend Nutrition Courses provided by the NSW Department of Health. Because our meals provide the children with (50% of their Required Daily Intake), parents are asked not to place food in their child's

bag. If children have lollies, chewing gum, chips, biscuits, etc they will be put aside and sent home with the parents. Weekly menus are displayed in the locker room & in the Sign-In area; we welcome and encourage ideas for our menu. Details of what your child has eaten throughout the day are displayed in the Locker Room for the 3-5's, in the 2-3's room on the whiteboard and in the Sign-In book for the 0-2's.

## **CHILDRENS PROGRESS RECORDS**

Each child is programmed for within the overall program. Staff work on a cycle system where they record observations, plan for and evaluate each child. Opportunity for parents to view their child's records can be made at any time, by making an appointment with your child's teacher. Parents also have the opportunity to discuss concerns about their child at any time (informally) and formally on request. If the educators or parents feel that it will be beneficial that external services in the community be accessed to enhance the child's development, discussions will be made with the families and the Director will help source community services which will be of assistance to the child's individual needs.

We appreciate family input/discussions on what parents would like to see in the program at the centre for their child, therefore please discuss anything with your child's teacher. We also have resources such as books for parents to access/borrow on different issues of child rearing. Please come and see a staff member who can show you our parent library for all families to access. Children are supported to develop an understanding of their local community by inviting members of the community to the service, such as ambulance officers, police, fire brigade, psychologist.e.t.c.

## **PARENT PARTICIPATION**

Parents are welcome to visit the centre anytime. There is opportunity for Parents to be involved in National Quality Framework & Fundraising Committee's as well as being able to come in and share experiences with the staff and children (ie. New recipes, reading stories, singing, playing musical instruments, cooking, bringing in a new baby etc). Parents please let us know if your child has participated in something over the weekend or after care so we can extend their experience in our centre.

## **PARENT RESOURCES**

The Centre has a library of reference materials on child and parenting related material. If you are interested in borrowing any of these reference texts please see the Director.

## **FUNDRAISING**

The Centre is run as a not-for-profit centre by the Greek Orthodox Community of NSW (a non-profit organization). In order to keep fees as low as possible we engage in a number of fundraising activities throughout the year. We avoid chocolate drives to ensure we continue our message of healthy eating to the children of our community.

Every year we run a selection of fundraisers these may include a BBQ at Alexandria Bunnings, Taverna night, babysitting night, disco and a Christmas hamper raffle based on donated goods. In addition to this we are always interested to hear new ideas for fundraising from families.

## **Greek Orthodox Community of NSW Child Care Centre**

### **Parent/Guardian Complaint/Grievance Policy**

<b>Aim</b>
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The Greek Orthodox Community of NSW Child Care Centre aim is to provide opportunities and welcome Parents/Guardians to express comments, feedback and concerns in any area of our work and facilitate continuous improvement yo all areas of our Service.

## Legislative Requirements

Education and Care Services National Law Act 2010  
Education and Care Services National Regulations 2011  
National Quality Standards 2011  
NSW Department of Education & Communities

## Who is affected by this policy?

Child  
Families  
Staff  
Management

## Implementation

Any Parent/Guardian with any concern or complaint in relation to the service provided is encouraged to follow these steps:

### **Minor Complaint:**

1. Parents/Guardians are encouraged to discuss minor concerns with room leader or the Nominated Supervisor as soon as possible. Responses by the Approved Provider or Nominated Supervisor to be provided to the Parent/guardian within two working days.

### **Serious Complaint:**

1. Parents should immediately discuss with Approved Provider or Nominated Supervisor.
2. Details of complaint are recorded including name of complainant, date and action required..
3. The Approved Provider or Nominated Supervisor will investigate and keep Parents/Guardians informed of any actions taken.
4. Print a Notification of Complaints and Incidents (other than Serious Incidents) NL01 Form. Complete/Fill in form NL01 and send to NSW Early Childhood Education and Care Directorate Locked Bag 5107 Parramatta NSW 2124.
5. Complete form within 24 hours of complaint, advise of any action taken in response to the complainant as soon as reasonably practicable after the action taken.
6. If Parents/Guardians are not satisfied with the outcome, the contact number for the Department of Early Childhood Education and Care Directorate, NSW Department of Education and Communities Community Services will be given to them.
7. The Department of Early Childhood Education and Care Directorate, NSW Department of Education and Communities Community Services contacts are displayed in the foyer area.

### **Suggestion box:**

1. A suggestion box is available in the foyer area for parents to write down their concerns and leave them anonymously if they wish.
2. The suggestion box will be checked daily by the Approved Provider or Nominated Supervisor.
3. The Approved Provider or Nominated Supervisor will analyse suggestions and make recommendations to the Management as part of continuous quality improvement.

**The Approved Provider/Nominated Supervisor will ensure that this policy is maintained and implemented at all times.**

## Sources

Education and Care Services National Regulations 2011  
Education and Care Services National Law Act 2010  
Guide to the National Quality Standard 2011  
NSW Department of Education & Communities

## Review

The policy will be reviewed annually. Review will be conducted by management, employees, parents and any interested parties.

**Reviewed: June 2018**

**Date for next review: June 2020**

## CENTRE MANAGEMENT

The Greek Community Child Care Centre is owned and managed by the Greek Orthodox Community of NSW. A Child Care Committee meets each month to discuss issues and concerns regarding the Centre. Parents are welcome to make any suggestions or voice concerns about any issues regarding their child (Follow Parent/Guardian Complaint/Grievance Policy) in writing, and give them to the Director that will include them in the Monthly Child Care Report. The Director will then relay management feedback to the parents.

## CENTRES POLICIES

Please contact me for a copy of any of the centres policies and/or find them located in the sign in/out area of the 3-5's for your perusal at any time. I have attached the list below:

Section	Name of Policy
General Centre Information	Service Aim, Mission Statement and Goals
General Centre Information	Service Philosophy
General Centre Information	Code of Conduct
General Centre Information	Code of Ethics
General Centre Information	Service Information
General Centre Information	Open Doors Policy
Management Policies	Access to Individual Children's Records Policy
Management Policies	Assessment and Rating under National Quality Standards Policy
Management Policies	Determining Educational Leader Policy
Management Policies	Determining Responsible Person Policy
Management Policies	Educators and other Staff Orientation Policy
Management Policies	Enrolment & Orientation Policy
Management Policies	Equal Opportunity Policy
Management Policies	Fees Policy
Management Policies	Management Participation Policy
Management Policies	Policy and Procedure Review Policy
Management Policies	Privacy, Security and Confidentiality Policy
Management Policies	Recruitment of Educators and other Staff Policy
Management Policies	Visitors to the Education and Care Service Procedure
Management Policies	Volunteers Student and Visitors Policy
Children Policies	Acceptance and Refusal of Authorizations
Children Policies	Access Policy
Children Policies	Anaphylaxis Guidelines for Children's Services 2007 DoCS
Children Policies	Arrival and Departure Policy

Children Policies	Behaviour Management Record
Children Policies	Biting Policy
Children Policies	Checking the Premises for Children at the End of the Day Policy
Children Policies	Child Health Policy
Children Policies	Child Orientation Policy
Children Policies	Child Protection Policy
Children Policies	Clothing Policy
Children Policies	Comfortable Sleep/Rest for Children over Two Policy
Children Policies	Continuity of Care Policy
Children Policies	Death of a Child Policy
Children Policies	Guiding Children's Behaviour Policy
Children Policies	Head Lice Policy
Children Policies	Interactions and Relationships with Children Policy
Children Policies	Nappy Change and Toileting Policy
Children Policies	Priority of Access Policy
Children Policies	Protective Behaviours Policy
Children Policies	Safe Sleeping for Under Two's Policy
Children Policies	Severe Allergy Policy
Children Policies	Sun Protection Policy
Children Policies	Supervision of Children Policy
Children Policies	Uncollected Child Policy
Children Policies	Water Safety Policy
Parental Policies	Family Law and Access Policy
Parental Policies	Handling Complaint Procedure
Parental Policies	Parent/Guardian Communication Policy
Parental Policies	Parent/Guardian Complaint Grievance Policy
Parental Policies	Parent/Guardian and Family Involvement Policy
Parental Policies	Parent/Guardian Feedback Template
Development and Education Policies	Aboriginal and Torres Strait Islander Policy
Development and Education Policies	Anti Bias Policy
Development and Education Policies	Determining Educational Leader Policy
Development and Education Policies	Development and Educational Policy
Development and Education Policies	Excursion Policy
Development and Education Policies	Excursion Risk Assessment
Development and Education Policies	Excursion Risk Plan
Development and Education Policies	Gender Bias Policy
Development and Education Policies	Guns and Super Hero Policy
Development and Education Policies	Inclusion Policy
Development and Education Policies	Multicultural Policy
Development and Education Policies	Program Policy
Development and Education Policies	Routine and Transition Policy
Development and Education Policies	Show and Tell Policy
Development and Education Policies	Transition Between Rooms Policy
Development and Education Policies	Transition to School Policy
Development and Education Policies	Treatment of Children with Additional Needs Policy
Development and Education Policies	TV and DVD Policy
Health & Hygiene Policies	4 Year Immunization Poster
Health & Hygiene Policies	Accident and Illness Prevention Policy
Health & Hygiene Policies	Asthma Action Plan
Health & Hygiene Policies	Asthma First Aid Chart
Health & Hygiene Policies	Asthma Policy

Health & Hygiene Policies	Bathroom Procedures
Health & Hygiene Policies	Child and Educators/Staff Immunization Policy
Health & Hygiene Policies	Dental Health Policy
Health & Hygiene Policies	Food Preparation Policy
Health & Hygiene Policies	Food Safety and Hygiene Policy
Health & Hygiene Policies	Food Storage Policy
Health & Hygiene Policies	Hand Washing Policy
Health & Hygiene Policies	Hand Washing Procedure
Health & Hygiene Policies	Human Immunodeficiency Virus Infection, AIDS Virus Policy
Health & Hygiene Policies	Incident, Injury, Trauma and Illness Form
Health & Hygiene Policies	Incident, Injury, Trauma and Illness Policy
Health & Hygiene Policies	Infectious Diseases Policy
Health & Hygiene Policies	Managing a Child with Acute fever Policy
Health & Hygiene Policies	Medical Conditions Policy
Health & Hygiene Policies	Medication Form
Health & Hygiene Policies	Medication Policy
Health & Hygiene Policies	Nose Wiping Policy
Health & Hygiene Policies	Notifiable Disease Policy
Health & Hygiene Policies	NSW Immunization Schedule
Health & Hygiene Policies	Nutrition/Food/Beverages/Dietary Policy
Health & Hygiene Policies	Pest Control Policy
Health & Hygiene Policies	Pet Policy
Health & Hygiene Policies	Procedure Regarding Modifiable Diseases
Health & Hygiene Policies	Staying Healthy in Childcare
Health & Hygiene Policies	Toileting Accident Procedure
Health & Hygiene Policies	Understanding Childhood Immunization
Health & Hygiene Policies	Vaccination for our Mob
Health & Hygiene Policies	Vomiting Procedure
Health & Hygiene Policies	Daily Kitchen Checklist 1
Health & Hygiene Policies	Weekly Kitchen Checklist 2
Staff Policies	Code of Conduct
Staff Policies	Confidentiality Policy
Staff Policies	Determining Responsible Person Policy
Staff Policies	Educator Staff Dress Code Policy
Staff Policies	Educator Staff Grievance Policy
Staff Policies	Educator Staff Meeting Policy
Staff Policies	Educator Staff Returning after a period of extended leave Policy
Staff Policies	Ethical Conduct Policy
Staff Policies	Illicit Drug, Alcohol & Illegal Substances Abuse Policy
Staff Policies	Partnership with Family Policy
Staff Policies	Personal Hygiene Policy
Staff Policies	Professional Development and Training Policy
Staff Policies	Social Media Policy
Staff Policies	Staff Appraisal
Staff Policies	Staff to Staff Interaction Policy
Staff Policies	Use of Computer and Email Policy
Work Health and Safety Policies	A Risk Management Approach - Fact Sheet
Work Health and Safety Policies	Biting and Stings - Kid safe Fact Sheets
Work Health and Safety Policies	Bush Fire Policy
Work Health and Safety Policies	Compliance Checklist - NSW Work Cover
Work Health and Safety Policies	Dental Accidents Policy

Work Health and Safety Policies	Emergency and Evacuation Procedures Policy
Work Health and Safety Policies	Equipment Policy
Work Health and Safety Policies	Fall Zone - Kid safe Fact Sheet
Work Health and Safety Policies	Hazardous Plants Policy
Work Health and Safety Policies	Home Safety Checklist - CHW
Work Health and Safety Policies	Home Safety Checklist - Kid safe Fact Sheet
Work Health and Safety Policies	Indoor Safety Checklist
Work Health and Safety Policies	Injury Management Policy - AVAILABLE SHORTLY
Work Health and Safety Policies	Kids & Poisons - Brochure CHW
Work Health and Safety Policies	Lockdown Policy
Work Health and Safety Policies	Maintenance of Buildings Policy
Work Health and Safety Policies	Minimizing the use of Toxic Products and Other Potentially Dangerous Products Policy
Work Health and Safety Policies	Mounds For Play - Kid safe Factsheet
Work Health and Safety Policies	Non Fixed or Mobile Equipment - Kid safe Fact Sheet
Work Health and Safety Policies	Non Fixed or Mobile Equipment Safety Checklist 2011 - Kid safe
Work Health and Safety Policies	Outdoor Safety Checklist
Work Health and Safety Policies	Poisonous or Harmful Plants - Kid safe Fact Sheet
Work Health and Safety Policies	Road Safety Policy
Work Health and Safety Policies	Sandpits - Kid safe Fact Sheet
Work Health and Safety Policies	Sandpit Policy
Work Health and Safety Policies	Serious About Safe Business - Work Cover NSW Fact Sheets
Work Health and Safety Policies	Toy Safety - Kid safe Fact Sheet
Work Health and Safety Policies	Trampolines - Kid safe Fact Sheet
Work Health and Safety Policies	Use and Storage of Dangerous Goods Policy
Work Health and Safety Policies	Water Safety Policy
Work Health and Safety Policies	Work Health and Safety Policy -AVAILABLE SHORTLY