

**YMCA Sunshine Coast University Hospital
Child Care Centre**

6 Doherty Street,
Level 7 Car Park 1 SCUH Precinct
Bintinya Qld 4575

PO Box 6326
Meridan Plains PO
Qld 4551

☎ 07 54 376 650

💻 SCUH.Reception@ymcabrisbane.org
www.ymcachildcare.com.au



**CHILD
CARE**

Family Handbook



YMCA Brisbane
2019

Serving the community since 1844



Family Handbook Contents

Contents

Family Handbook Contents	2
Welcome	4
YMCA contact details:	Error! Bookmark not defined.
Mission Statement	5
Our Values.....	5
Our Commitment	5
Philosophy.....	5
Hours of Operation	6
Enrolment.....	6
Bookings	7
Changes to bookings	7
Cancellation of bookings	7
Absences from the Centre.....	8
Fees	8
Overdue Fees	9
Family Assistance	9
Signing Children In and Out.....	9
Office for Early Childhood Education and Care.....	9
Australian Government Priority of Access	10
Settling in/orientation procedure for children	10
Inclusion Support Subsidy	10
Community Diversity.....	11
Staffing Structure/Management Structure	11
Staffing	11
Child Protection- Safeguarding Children.....	12
Program and Activities	13
Food and Nutrition.....	14
Additional Dietary Requirements.....	14



WHAT TO BRING EACH DAY	15
Emergency Procedures.....	15
Sun and Heat Protection	15
Clothing	16
Personal Items.....	16
Birthdays	16
Smoke Free Zone.....	16
Parent Communication	16
Custody and Access – Court Orders	17
Behaviour Management/Code of Behaviour	17
Confidentiality	17
Illness, Accident and Infectious Disease.....	18
Medication/ Medical Conditions.....	18
Policies and Procedures	26
Immunisation	26
Guidelines for Exclusions.....	27
Customer Feedback Procedure	27
Complaints	28





Welcome

On behalf of the YMCA of Brisbane we welcome you and your child/ren to our YMCA SCUH Child Care Centre. This Family Handbook has been put together to give an overview of the Centres Early Education Program, what you can expect for your child and as a resource you can access during your time with us.

The YMCA SCUH Child Care Centre provides Early Education programs and activities for children aged 6 weeks to 6 years of age. Our Educators will work hard to ensure children are cared for in a welcoming, supportive and stimulating environment. Educators provide a range of culturally diverse activities to support their development.

The YMCA of Brisbane follows the National Quality Standards for Early Education including the National Early Years Learning Framework and QLD Kindergarten Guidelines. Your input and feedback is valued to ensure the service achieve high standards.

The YMCA of Brisbane has been contracted by Exemplar Health to manage the Child Care facilities in the SCUH Precinct. We look forward to working in partnership with Queensland Health and other Service Providers in the Precinct to ensure we are supporting access to the Centre and to ensure we are delivering a service that is not only quality child care, but also meets the needs of this community in relation to workforce participation.

The service opened for business on the 9th of January 2017 and will be a staged opening to ensure we onboard high quality educators, and to transition children into care in a meaningful, nurturing way. We expect to be fully activated by Mid 2017. This is an exciting time, and we look forward to working with all key stakeholders.





Mission Statement

We believe in our YMCA Child Care Programs that every child and young person should be given a real chance to develop in body mind and spirit

We do this by providing innovative, fun and safe programs delivered by exceptionally dedicated Educators and staff

We run a diverse range of exceptional Child Care Programs to meet the flexible needs of children and families in our community

Our Values

As part of the worldwide YMCA movement we embrace the values of

- ▼ Care
- ▼ Honesty
- ▼ Respect
- ▼ Responsibility.



Our Commitment

- ▼ The delivery of high quality care and services including rich and diverse early learning experiences with access to quality resources which consider each child's individual need. Our program is measured against the National Quality Standards and includes a continuous improvement process;

Philosophy

We believe in;

- ▼ The dignity and intrinsic worth of all people regardless of age, gender, ethnicity or belief.
- ▼ The whole person, consisting of a body, mind and spirit, each of which is of equal importance.
- ▼ Healthy communities based on relationships between people which are characterised by love, understanding, mutual respect and a sense of belonging.
- ▼ Equality of opportunity and justice for all people.
- ▼ The diversity of people, communities and nations.
- ▼ Acceptance of personal responsibility.



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

We provide a visionary service far beyond the usual, where we ensure children have a childhood that is full of play, adventure and investigation.

Our aim is to provide a warm, caring atmosphere where all the children feel welcome and secure. We assist them to become confident learners, and to take part in their own learning process by providing them with the opportunity to develop a sense of worth and help them to feel valued as capable individuals.

We strongly believe in the importance of developing consistency between home practices and the care environment to enhance the child's feeling of security which is the key to a successful learning environment. We recognise parents as children's first educators.

We help to create a community where the adults and children experience a sense of connection and new possibilities for making the world a better place.

Our care environments are valued as an important part of the learning process and the children are encouraged to choose their activities and move freely between play experiences. We provide opportunities for whole group participation of all children and to promote their self-expression and develop self-esteem by incorporating aspects of different cultures into our curriculum.

Hours of Operation

The YMCA SCUH Child Care Centre provides care for children between the ages of 6 weeks and 5 years of age. The Centre operates 52 weeks a year and are closed only for gazetted Public Holidays.

SCUH	6.00AM – 6.00PM	52 WEEKS A YEAR*
------	-----------------	------------------

IT IS THE FAMILIES RESPONSIBILITY TO ENSURE CHILDREN ARE COLLECTED PRIOR TO CENTRE CLOSURE AT 6PM.

* Closed all gazetted Public Holidays

Enrolment

- Prior to commencing at the Centre, the parent/guardian is required to thoroughly complete a YMCA online enrolment form through "my family lounge" on the centre website, with accurate/up to date information. This information will be kept in a secure location at the Centre.
- It is essential to ensure all parents/guardians have completed all the sections fully, signed and dated the enrolment form and required attachments, such as; Birth certificate, Immunisation Records, Family photo Identification with listed address.



- Enrolment forms must be updated whenever there is a change to personal details, families can update their details by logging into their my family Lounge account anytime. It is crucial the Centre has correct information, particularly contact numbers, in case of an emergency involving a child.
- As part of the enrolment process, it is vital to ensure any special requirements are recorded. Please discuss these requirements with the Centre Director. For example; allergies, medical conditions, formal diagnosis, behaviour, emotional concerns and parenting orders.

Bookings

Bookings must be made for permanent days each week.

If vacancies exist, casual days can be booked for existing families by either booking through the Family Lounge or calling the service prior to the day/s care is required.

Changes to bookings

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

This can also be applied for via your My Family Lounge account.

Cancellation of bookings

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





Absences from the Centre

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

SCUH

☎ 07 54 376 650

💻 SCUH.RECEPTION@YMCABRISBANE.ORG

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

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

Fees

- Accounts will be issued on a Monday via your email account on a fortnightly basis, payment is due by the Friday that same week, for 1 week in advance.
- Fees are to be paid for the days child/ren are booked into the service including times when the child/ren is absent due to illness, holidays, camps etc.
- Fees are payable on all gazetted public holidays.
- Payments can be made via Eftpos or Direct Debit. The preferred option for all families is Direct debit.
- If a family leaves the Centre and still has fees owing, Direct debit payments will continue to be debited until fees are paid in full. Please be pre warned Centrelink can charge full fees for a cessation of care when children do not attend the service during the final 2 weeks of booked care.
- It is the Family responsibility to ensure children are collected on time, prior to centre closure at 6pm, however if collection of children after the licensed operating hours families will incur the following fees:
 - For the first ten (10) minutes after closing, or part thereof - \$20.00 per child;
 - After the initial ten (10) minutes, every additional fifteen (15) minute interval or part thereof - \$50.00 additional per family.
 - Parents/guardians who incur the late fee on three (3) occasions within a 6 month period (January 1 – June 30 or July 1 – December 31) will have the families ongoing enrolment reviewed and possibly cancelled.
 - An educator will co-sign the sign out rolls to confirm the time of departure.
 - It is at the discretion of the Director to waive any of the above fees.

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



Overdue Fees

Additional fees will be charged for overdue accounts. Accounts are charged and issued every Monday via email. All monies owing on the statement is due in full by the Friday that same week. If fees are owing from the previous week, \$5.00 will be added to the account as 'late fees' and a letter issued; if fees are still owing at the following Monday, \$10.00 will be added to the account and second notice given with full fees required to be paid by the end of the week. If fees are not paid in full by the Friday, a \$36.00 'late fee' will be added, the family enrolment suspended and the account sent to debt recovery. Please refer the *Fee Structure* for more information regarding overdue accounts.

Family Assistance

YMCA SCUH Child Care Centre is an Approved Service and registered to administer Child Care subsidy entitlements. For information regarding your entitlement (including access to fee calculator) for Family Assistance, Child Care Subsidy (CCS) visit www.familyassist.gov.au or phone **13 61 50**. If a parent/guardian is registered to receive CCS, they must provide the Centre with their Date of Birth (and CRN for both parent and child) so as the Centre can link with the Family Assistance Office.

Signing Children In and Out

Parents/guardians are required under CCS regulatory compliance to sign their child/ren in and out of the centre at the time of arrival and departure. This is done via the QK Kiosk on Ipad. Or manually on paper if this system is down, these are in the folder in front of the I pads at main Reception.

Parents/guardians are requested to notify an educator of their arrival and departure for safety reasons.

Children will not be released to anyone not authorised by the parents/guardians. Persons unknown to will be asked for identification, and confirmation sought from the guardian if no prior approval is on record.

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

Office for Early Childhood Education and Care

The Office for Early Childhood Education and Care is responsible for administering the Education and Care Services National Regulation 2011 and the Education and Care Services National Law Act 2010 that relates to the Service Approval of children's services in Queensland. Approved Services include Long Day Care, School Age Care programs, Independent Preschools, Playschools and Family Day Care.



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

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

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

Australian Government Priority of Access

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

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

Settling in/orientation procedure for children

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

Inclusion Support Subsidy

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



Our program may be eligible to receive an Inclusion Support Subsidy (ISS) which can assist with supporting all children in the environment. For further information concerning ISS, please speak to the Centre Director.

Community Diversity

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

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

Parents from non-english speaking backgrounds are invited and encouraged to contribute knowledge of their own culture to enhance the overall program.

Where a child has varying additional needs we will make every reasonable effort to overcome any barriers to provide access to care and ensure a positive and meaningful inclusion to the program.

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

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

Staffing Structure/Management Structure

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

Each individual YMCA of Brisbane Child Care Centre is managed by a Centre Director who reports directly to the Group Manager Child Care. This structure is supported by the YMCA of Brisbane, which is reportable to the Board and Executive Management Team.

Staffing

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



The YMCA of Brisbane prides itself on employing suitably qualified, experienced educators to all positions to meet the legislative requirements. Our educators will work towards providing a secure, safe, educational and stable environment.

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

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



Educator to Child ratios will be adhered to at all times and are as follows:

Age	New ratio
0-24 months	1 Ed: 4 children
24-30 months	1 Ed : 5 children
30-36 months	1 Ed : 5 children
3 to 6 years	1 Ed : 11 children

Child Protection- Safeguarding Children

The YMCA Co-ordination Unit staff, educators and anyone engaged by the service will have a duty of care to protect the safety and wellbeing of the children using the service and have a mandatory requirement to report child safety concerns to authorised departments such as Child Safety and or police.

The YMCA supports the Government's position that in our society every child and young person



deserves the right to thrive, learn and grow, be respected, valued and enabled to become an effective adult member of the community.

The YMCA supports the concept that a community in which the safety, stability, health, development and learning of every child and young person is protected and promoted throughout childhood.

YMCAs are entrusted to ensure that the people who care for children and young people act in the best interest of the child and take all reasonable steps to ensure the child's safety

The YMCA of Brisbane:

- Recognises that all children and young people have the right to develop and reach their potential in environments that are caring, nurturing and safe.
- Considers any form of child abuse including emotional, physical and sexual abuse or neglect as intolerable under any circumstances.
- Has a legal, moral and mission driven responsibility to protect children and young people from harm.
- Is required to ensure that any incident of suspected child abuse is promptly and appropriately dealt with.
- Ensure all educators hold a Positive Notice (Blue) Card in accordance with the YMCA of Australia's *Safeguarding Children and Young People Policy*. All Early Childhood Educators are mandated to report any suspected child abuse.
- In addition all SCUH staff must hold a full police clearance prior to commencement of work
- All YMCA Child Care Services are accredited by the Australian Childhood Foundation.
- A copy of our full Safeguarding Children and Young People Policy is available at the front counter, we are able to provide a copy on request. We also have child and young people-friendly versions available at <http://www.ymcabrisbane.org/about/safeguarding-children>.

Program and Activities

Programs and activities are developed for each child relevant to their age, interest and abilities. There are written plans with sound preparation, organisation and co-ordination.

The Early Years Learning Framework (EYLF) and Queensland Kindergarten Guidelines (QKLG) are a National frameworks incorporated into every YMCA Child Care Centre. For further information regarding this framework, please speak to the Centre Director or visit the Australian Childrens Education and Care Quality Authority website at <http://www.acecqa.gov.au>

We encourage parents/guardians, extended family members and children to be involved in the planning of these programs to ensure that individual needs (e.g. age, cultural diversity, developmental stages and interests) are being met.



Programs are developed and displayed weekly on the Community Connections notice board. Information regarding the programs is available to all parents/guardians. SCUH Child Care also utilise the online educational program- Storypark, we require your signed permission to partake in this program. Families can log in to see their child's days activities from anywhere in the world and invite family and friends to view, this is a completely safe and secure website, please see your centre Director for further information.

A range of equipment is provided to meet the Early Education developmental needs of each child.

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

Through play based learning we aim to assist in the development of each child as an individual.

Food and Nutrition

The YMCA SCUH Child Care Centre provides Morning Tea, Lunch and Afternoon Tea daily supplied by Kids Gourmet Foods for children in care. Food menu's rotate on a 6 weekly basis, are appropriate for the child's age/ abilities, of various cultures and comply with Nutrition Australia recommendations. We are also able to support families with information on how to provide nutritious meals for your children upon request.

Educators will use meal times as an opportunity to discuss the nutritional content of the food provided. Children are given the opportunity to develop their self-help skills through food preparation, serving themselves and they are encouraged to use best practise in regards to food safety measures.

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

Additional Dietary Requirements

YMCA Educators will endeavour to provide assistance and support to any child with additional dietary requirements. Parents must inform educators upon enrolment about such requirements and provide all necessary information with the enrolment form. Discussion regarding meals will be made in consultation with parents and staff. Educators will develop strategies that will ensure the child is monitored during meal time. The YMCA will also endeavour to meet the religious beliefs, regarding food for individual families.

YMCA child care services are peanut/tree nut free zones. It is requested that food bought from home does not contain nuts as children attending may have allergies.



WHAT TO BRING EACH DAY

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

- Hat –a wide brim hat that covers ears and back of neck;
- Named Water Bottle
- Minimum 2 full Change of clothes (clearly labelled); more bottoms required for toilet training children
- Sheets for rest time – cot sheet sets or a single size flat sheet is best; children under 2 years of age are not to bring a pillow
- Bottles (including formula) – if required for younger children; please refer to Food, Nutrition and beverage policy.
- Pacifier – if required for younger children;
- Comforter – if required to assist your child during the day;

YMCA SCUH provide Modern Day Cloth Nappies for children on a daily basis, allowing for nappy changes every 2 hrs or as required. If families prefer to have their child sent home in a disposable, please discuss with centre staff.

Emergency Procedures

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

Sun and Heat Protection

Outside play is a valuable component of all YMCA programs. Although weather conditions determine if outdoor programs continue, parents should expect that children will go outside daily and therefore require a hat daily. Where possible this play will take place in a shaded area, however the YMCA employs a Sun Protection Policy – ‘No Hat No Play’. Please apply sunscreen on your child prior to or upon arrival at the service daily, we have sunscreen stations in the main foyer and outside along the walkway aswell as each classroom. Please utilise the date stamp at these sunscreen stations to assist staff in identifying that your child has had their initial sunscreen application applied for the



day. Staff will continue to reapply sunscreen through out the day 20 mins before going outdoors or every 2 hrs. YMCA SCUH provide a hat for Toddler Age Children and up upon enrolment.

Clothing

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

Personal Items

All personal toys and device including handheld games are not to be brought into the Centre unless previously discussed with the Centre Director. The YMCA takes no responsibility for belongings which are lost, stolen or damaged during Early Education Centre programs.

Birthdays

Birthdays are an important part of a child's life. You may choose to send a cake to the Centre for your child's birthday so that we can celebrate together, however we can also pre order one for \$18, but require 1 weeks notice to do so. Please be aware that some children have food allergies so cakes, etc. should not contain any nuts or nut products.

Smoke Free Zone

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

Family Communication

All Centres' recognise the importance of parent involvement within the program. We realise for many working parents time is limited and therefore we aim to provide a variety of opportunities for parents to participate according to their availability. Some of the ways in which a parent can become involved are; placing constructive comments in storypark on their child's learning, our facebook page will keep you updated with all centre events, completing surveys, attending parent committee meetings, social functions, input into weekly programs, policies and procedures and fundraising. Parents will receive Bi Monthly newsletters from the Centre outlining current Centre information.



Custody and Access – Court Orders

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

Behaviour Management/Code of Behaviour

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

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

Children identified as struggling in the environment may require extra support to be positively included into the program and environment, our Director will discuss options with you and a collaborative approach will be required to support your child, this may require seeking assistance from an external inclusion support team where your permission will be sought to access such a resource.

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

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

A copy of the Relationships with Children Policy is available at each Centre.

Confidentiality

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

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

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



Illness, Accident and Infectious Disease

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

In the event of an accident/incident occurring, first aid will be provided. All educators have a current first aid certificate including CPR, Anaphylaxis and Asthma at each Centre.

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

In order to protect the health of both educators and children, it is necessary to minimise the risk of cross-infection of infectious diseases. The Centre will be guided by health authorities as to any exclusion for specific infectious diseases, Doctors clearance letters will be required for return to care for contagious illnesses. A list of infectious diseases is displayed at each Centre. Parents and the Department of Health will be notified of any reportable infectious diseases.

Medication

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



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

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

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

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

Parents/guardians are advised that non-prescription medication such as Panadol cannot be administered to children whilst in the care of YMCA staff, unless accompanied by medical authorisation or in case of emergency for temperatures over 38.5 (38 for children under 4 months) degrees with parent prior written consent.



Medical Conditions Policy

Aim:

The service and all educators can effectively respond to and manage medical conditions including asthma, diabetes and anaphylaxis at the service to ensure the safety and wellbeing of children, staff and visitors.

Related Policies:

- Varying Needs Policy
- Administration of First Aid Policy
- Death of a Child Policy
- Emergency Service Contact Policy
- Emergency Management and Evacuation Policy
- Enrolment Policy
- Food Nutrition and Beverage Policy
- Health, Hygiene and Safe Food Policy
- HIV AIDS Policy
- Immunisation and Disease Prevention Policy
- Incident, Injury, Trauma and Illness Policy
- Infectious Diseases Policy
- Privacy and Confidentiality Policy

Implementation:

The service will involve all educators, families and children in regular discussions about medical conditions and general health and wellbeing throughout our curriculum. The service will adhere to privacy and confidentiality procedures when dealing with individual health needs.

A copy of the Medical Conditions Policy must be provided to all educators and volunteers at the service. The Policy must also be provided to the family of children enrolled at the service including those whose child has been identified as having a specific health care need or allergy. Educators are also responsible for raising any concerns with a child's family about any medical condition/suspected medical condition, or known allergens that pose a risk to the child.

No child enrolled at the service that requires lifesaving medication in an emergency will be able to attend the service without the appropriate medication prescribed by their medical practitioner. In particular, no child who has been prescribed an adrenaline auto-injection device, insulin injection device or asthma inhaler is permitted to attend the service or its programs without the device.

Families are required to provide information about their child's health care needs, allergies, medical conditions and medication on the Enrolment Form and are responsible for updating the service each time a change occurs to the Medical Management plan and its content, including any new medication, ceasing of medication, or changes to their child's prescription.

All educators and volunteers at the service must follow a child's most recent Medical Management Plan in the event of an incident related to a child's specific health care needs, allergy or medical condition.

Information that must be provided in Enrolment Record:

The service's Enrolment Form provides an opportunity for Families to help the service effectively meet their child's needs relating to any medical condition.

The enrolment record will include details of:

- Specific health care needs or medical conditions of the child, including asthma, diabetes, allergies, and whether the child has been diagnosed at risk of anaphylaxis.
- Any Medical Management Plan provided by a child's family and/or registered medical practitioner. This Plan should:
 - have supporting documentation if appropriate



- include a photo of the child
- if relevant, state what triggers the allergy or medical condition
- first aid required
- contact details of the doctor who signed the plan
- State when the Plan should be reviewed.

Copies of the plan should be kept with the child's medication, in the centre classroom folder, staff room and also accompany the child on any excursions.

Where there is a Medical Management Plan, a risk minimisation plan must be developed and informed from the child's Medical Management Plan.

Note families are responsible for updating their child's Medical Management Plan/providing a new Plan as necessary and will be regularly reminded by the service as per the Medical Management Communications Plan.

Any new information will be attached to the Enrolment Form and kept on file at the service. Educators will ensure information that is displayed about a child's medical conditions is current and updated.

Identifying Children with Medical Conditions:

Any information relating to a child's medical conditions will be shared with relevant educators, volunteers and the nominated supervisor at the service. Educators will be briefed by the nominated supervisor on the specific health needs of each child.

Our service will implement the following communications plan to ensure that relevant educators, staff and volunteers are:

- Informed about the Medical Conditions Policy
- Easily able to identify a child with medical conditions
- Are aware of the requirements of any medical management plans and risk minimisation plans
- Aware of the location of each child's medication
- Updated on the child's treatment along with any regulatory changes that may affect practices for specific medical conditions.

Our service will keep information about a child's medical management plan, risk minimisation plan, and the location of each child's medication in an area near a telephone that is identifiable and easily accessed by all educators to ensure all procedures are followed. We will ensure any display of information meets privacy guidelines and is not accessible to visitors or other families. We will explain to families why this is important for the safety of the child and obtain parental consent.

Where a child has been diagnosed at risk of anaphylaxis, a notice stating this, must be displayed at the service so it is clearly visible from the main entrance. The privacy and confidentiality of the child will be maintained at all times and the public notice will not name the child.

Medical Conditions Risk Minimisation Plan:

Using a child's Medical Management Plan, our service will develop a Medical Conditions Risk Minimisation Plan in consultation with the child's family and medical professionals which will ensure that:

- Any risks are assessed and minimised
- If relevant, practices and procedures for the safe handling of food, preparation, consumption and service of food for the child are developed and implemented (note we will follow all health, hygiene and safe food policies and procedures)
- All families are notified of any known allergens that pose a risk to a child and how these risks will be minimised
- A child does not attend the service without medication prescribed by their medical practitioner in relation to their specific medical condition.

Our service will provide support and information to all families and other members of our community about resources and support for managing allergies, anaphylaxis asthma and diabetes.

Our service will routinely review each child's medication to ensure it has not expired, however families are responsible to ensure medication kept at the service is not out of date.



Medical Conditions Risk Minimisation Plan: Anaphylaxis/Allergy Management:

While not common, anaphylaxis is life threatening. Anaphylaxis is a severe allergic reaction to a substance. While prior exposure to allergens is needed for the development of true anaphylaxis, severe allergic reactions can occur when no documented history exists. We are aware that allergies are very specific to the individual and it is possible to have an allergy to any foreign substance.

Anaphylaxis is usually caused by a food allergy. Foods most commonly associated with anaphylaxis include; peanuts, seafood, nuts and in children eggs and cow's milk. While developing the Medical Conditions Risk Minimisation Plan and to minimise the risk of exposure of children to foods that might trigger severe allergy or anaphylaxis in susceptible children, our service will:

- Not allow children to trade food, utensils or food containers.
- Prepare food in line with a child's medical management plan and family recommendations.
- Request families to label all bottles, drinks and lunchboxes etc. with their child's name.
- Consider whether it's necessary to change or restrict the use of food products in craft, science experiments and cooking classes so children with allergies can participate.
- Instruct educators on the need to prevent cross contamination.
- Where a child is known to have a susceptibility to severe allergy or anaphylaxis to a particular food, the service will have a "allergy-awareness policy" for that food e.g. an "Allergy-Aware (Nut) Policy" which would exclude children or other individuals visiting the service from bringing any foods or products containing nuts or nut material such as :
 - Peanuts, brazil nuts, cashew nuts, hazelnuts, almonds, pecan nuts
Any other type of tree or ground nuts, peanut oil or other nut based oil or cooking product, peanut or any nut sauce, peanut butter, hazelnut spread, marzipan
 - Any other food which contains nuts such as chocolates, sweets, lollies, nougat, ice creams, cakes, biscuits, bread, drinks, satays, pre-prepared Asian or vegetarian foods
 - Foods with spices and seeds such as mustard, poppy, wheat and sesame seeds
 - Cosmetics, massage oils, body lotions, shampoos and creams such as Arachis oil that contain nut material.

Be aware that a child may have a number of food allergies or there may be a number of children with different food allergies, and it may not be possible to have an allergy free policy for all those foods involved. Nut allergy is the most likely to cause severe reaction and will take precedence.

- Hold babies when they drink formula/milk or there is a child diagnosed at risk of anaphylaxis from a milk allergy.
- Ensure all children only eat food and snacks that have been prepared for them at home
- Closely supervise all children at meal and snack times and ensure food is eaten in specified areas. To minimise risk children will not be permitted to 'wander around' the service with food.
- Ensure children remain seated and eat only food brought in from home
- Ensure any cooking experiences at the service do not contain ingredients that contain known allergens

Allergic reactions and anaphylaxis are also commonly caused by:

- All types of animals, insects, spiders and reptiles.
- All drugs and medications, especially antibiotics and vaccines.
- Many homeopathic, naturopathic and vitamin preparations.
- Many species of plants, especially those with thorns and stings.
- Latex and rubber products.
- Band-Aids, Elastoplast and products containing rubber based adhesives.

Our service will ensure that all body lotions, shampoos and creams used on allergic children are brought in from home by the child's family.



Risk minimisation practices will be carried out to ensure that the service is to the best of our ability providing an environment that will not trigger an anaphylactic reaction. These practices will be documented and reflected upon, and potential risks reduced if possible.

Our service will ensure that the auto-injection device kit is stored in a location that is known to all staff, including relief staff, easily accessible to adults (not locked away), inaccessible to children, and away from direct sources of heat.

Trained Educators will be aware of symptoms of an allergic reaction, to ensure they are able to act rapidly should they do occur. If a child is displaying symptoms of an anaphylactic reaction our service will:

- Call an ambulance immediately by dialling 000, ensuring to advise our location and large vehicle access being limited due to car park location
- Ensure the first aid trained educator/educator with approved anaphylaxis management training provides appropriate first aid which may include the injection of an auto immune device EpiPen® in line with the steps outlined by the Australian Society of Clinical Immunology and Allergy <http://allergy.org.au/health-professionals/anaphylaxis-resources/ascia-action-plan-for-anaphylaxis> and CPR if the child stops breathing.
- Contact the family or the person to be notified in the event of illness if the family cannot be contacted.

Medical Conditions Risk Minimisation Plan: Asthma Management:

Asthma is a chronic lung disease that inflames and narrows the airways. While developing the Medical Conditions Risk Minimisation Plan our service will implement procedures where possible to minimise the exposure of susceptible children to the common triggers which can cause an asthma attack. These triggers include:

- Dust and pollution
- Inhaled allergens, for example mould, pollen, pet hair
- Changes in temperature and weather, heating and air conditioning
- Emotional changes including laughing and stress
- Activity and exercise

Risk minimisation practices will be carried out to ensure that the service is to the best of our ability providing an environment that will not trigger an asthmatic reaction. These practices will be documented and reflected upon, and potential risks reduced if possible.

The service will display an Asthma chart called First Aid for Asthma Chart for under 12 years or Asthma First Aid in a key location at the service, for example, in the children's room, the staff room or near the medication cabinet <http://www.nationalasthma.org.au/uploads/content/22-NAC-First-Aid-for-Asthma-Chart-Kids-FINAL.pdf> or <http://asthmaaustralia.org.au/wp-content/uploads/2012/07/AA-Live-Well-with-Asthma-0512-WEB.pdf>

An asthma attack can become life threatening if not treated properly. If a child is displaying asthma symptoms, our service will:

- Ensure a first aid trained educator/educator with approved asthma management training immediately attends to the child. If the procedures outlined in the child's medical management plan do not alleviate the asthma symptoms, or the child does not have a medical management plan, the educator will provide appropriate first aid, which may include the steps outlined by Asthma Australia as follows:
 1. Sit the child upright
 - Stay with the child, be calm and reassuring
 2. Administer 4 puffs of blue reliever puffer medication orally to the child by:
 - Using a spacer if there is one
 - Shaking puffer
 - Administer 1 puff/ dose into spacer
 - Encouraging the child to inhale 4 breaths from spacer



- Repeat until 4 all puffs/ doses have been Administered
- 3. Wait 4 minutes
 - If there is no improvement, administer another 4 puffs by repeating as above
- 4. If there is still no improvement call emergency assistance 000
 - Continue to administer 4 puffs every 4 minutes until emergency assistance arrives
- Contact the child's family or authorised contact where the family cannot be contacted

Medical Conditions Risk Minimisation Plan: Diabetes:

Diabetes is a chronic condition where the levels of glucose (sugar) in the blood are too high. Glucose levels are normally regulated by the hormone insulin.

The most common form of diabetes in children is type 1. The body's immune system attacks the insulin producing cells so insulin can no longer be made. People with type 1 diabetes need to have insulin daily and test their blood glucose several times a day, follow a healthy eating plan and participate in regular physical activity.

See <http://www.diabeteskidsandteens.com.au/whatisdiabetes.html> for an online presentation for children explaining how diabetes affects the body.

Type 2 diabetes is managed by regular physical activity and healthy eating. Over time type 2 diabetics may also require insulin.

While developing the Medical Conditions Risk Minimisation Plan our service will implement procedures where possible to ensure children with diabetes do not suffer any adverse effects from their condition while at the service. These include ensuring they do not suffer from hypoglycaemia (have a "hypo") which occurs when blood sugar levels are too low. Things that can cause a "hypo" include:

- A delayed or missed meal, or a meal with too little carbohydrate
- Extra strenuous or unplanned physical activity
- Too much insulin or medication for diabetes
- Vomiting

Children with Type 1 diabetes may also need to limit their intake of sweet foods. Our service will ensure information about the child's diet including the types and amounts of appropriate foods is part of the child's Medical Management Plan and that this is used to develop the Risk Minimisation Plan.

Our service will ensure our first aid trained educators are trained in the use of the insulin injection device (syringes, pens, pumps) used by children at our service with diabetes.

If a child is displaying symptoms of a "hypo" our service will:

- Ensure the first aid trained educator provides immediate first aid which will be outlined in the child's medical management plan and may include giving the child some quick acting and easily consumed carbohydrate.
- Call an ambulance by dialling 000 if the child does not respond to the first aid and CPR if the child stops breathing.
- Contact the Family or the person to be notified in the event of illness if the family cannot be contacted.

Educator Training and Qualifications:

The approved provider must ensure that at least one educator attending the service:

- holds a current approved first aid qualification
- has undertaken current approved anaphylaxis management training and
- Has undertaken current approved emergency asthma management training.

**Sources:**

Education and Care Services National Regulations 2011
National Quality Standard
Asthma Australia
National Asthma Organisation
Australasian Society of Clinical Immunology and Allergy www.allergy.org.au
Australian Diabetes Council

Policy Review

The policy will be reviewed annually. The review will be conducted by

- Management
- Employees
- Families
- Interested Parties

NQS:

QA2	2.1.1	Each child's health needs are supported.
	2.1.4	Steps are taken to control the spread of infectious diseases and to manage injuries and illness, in accordance with recognised guidelines.
	2.3.2	Every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury.

National Regulations:

Reg	90	Medical conditions policy
	90(1)(iv)	Medical Conditions Communication Plan
	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 are happy, healthy, and safe and connected to others.
	Educators promote continuity of children's personal health and hygiene by sharing ownership of routines and schedules with children, families and the community
	Educators discuss health and safety issues with children and involve them in developing guidelines to keep the environment safe for all

Reviewed: July 2019



Policies and Procedures

YMCA Early Education Centres hold policies and procedures for all areas of the National Quality Standards and Service Approval. These are reviewed regularly with feedback from children, families, educators and YMCA management.

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



Immunisation

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

From 1 January 2016 parents who do not fully immunise their children (up to 19 years of age) will cease to be eligible for Child Care Benefit, Child Care Rebate and the Family Tax Benefit Part A end of year supplement (family assistance payments).



Children with medical conditions or natural immunity for certain diseases will continue to be exempt from the requirements.

Conscientious objection and vaccination objection on non-medical grounds will no longer be a valid exemption from immunisation requirements.

Parents/guardians are required to advise the Centre when they update their child's immunisations. The service, educators and families can obtain up-to-date information on immunisation from the Immunise Australia website.

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

Guidelines for Exclusions

Children showing symptoms of an infectious disease will be required to be collected immediately. Educators showing symptoms will be asked to leave the service immediately.

If an infectious disease is diagnosed, the infectious person will be excluded for the appropriate period. It may be necessary in some cases for a doctor's clearance certificate to be issued prior to re-inclusion into the service. In determining exclusion periods the YMCA SCUH Child Care Centre will refer to the current edition of "Staying Healthy in Child Care – Preventing infectious diseases in child care" (5th edition 2012) issued by the National Health and Medical Research Council.

HEAD LICE

In the event of head lice, the child's parent/guardian will be contacted and encouraged to collect and treat the child. The child will be permitted to return after treatment. All children with long hair are encouraged to wear their hair tied back.

Customer Feedback Procedure

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

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



Complaints

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

If the feedback is a complaint please approach the Centre Director. If there is a continuing issue, or it concerns the Centre Director, contact can be made to the YMCA Group Manager – Child Care Services on 3354 0444 or 0418879632. If you still have a concern that you feel has not been addressed, contact can be made to YMCA Head Office Brisbane on 3253 1700. If you feel this process has not met your needs, complaints can be directed to the Office for Early Childhood Education and Care, Maroochydore regional office, (07) 5352 9910.

ANONYMOUS CUSTOMER COMPLAINTS

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

VERBAL AND WRITTEN CUSTOMER COMPLAINTS

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

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





CHILD CARE

