

Greek Orthodox Archdiocese of Australia



HANDBOOK

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Hurlstone Park 2193

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Hurlstone Park 2193

Email: childcare@ststephanos.com.au

Website: www.ststephanos.com.au

Updated July 2016



Philosophy Statement

We would like to respectfully acknowledge the Cadigal Wangal people who are the Traditional Custodians of the land on which we stand.

Our Centre reflects the diversity and richness of the local and extended communities that our children, families, educators and parish leaders belong to.

There is a collaborative relationship between our Centre and Parish and this provides us with an integral part of our support network.

By being inclusive and recognising the differences and similarities between people, we aim to connect with our communities and achieve a harmonious coexistence.

A child's development and learning begins with their family. We value these family relationships and aim to bridge the gap between the child's home and the Centre.

We actively seek opportunities for partnerships with families, to enable children to make connections between prior experiences and new learning.

At St Stephanos Child Care Centre, we are responsive to children's individual needs and provide a warm, nurturing and caring environment that fosters a strong sense of wellbeing in each child.

There is a genuine respect and appreciation for children's thoughts, feelings, ideas and interests and these are supported and extended throughout each child's journey with us. Children have an appreciation for the environment through the teaching of sustainable practices.

Our Philosophy and web is designed to evolve with our families, educators and the community. By continuously reflecting on practices and encouraging contributions, we can work towards ongoing quality improvement.

Our educators engage in meaningful interactions with children to make the learning journey at St Stephanos Child Care Centre significant

We collaborate with families, members of the community, management and parish leaders and our educating team to maintain quality improvement

Educators face challenging situations with patience, confidence, fairness and support

We welcome and invite each family into our Centre and encourage sharing and participation that reflects each family's customs, beliefs, language and culture



We offer an environment that encourages children to explore and discover as they learn through play

We pride ourselves in providing a caring, friendly and supportive environment that allows children and families to feel a sense of belonging to the St Stephanos family

We believe that play is essential for children as it is the foundation of all their learning and motivates the child to challenge themselves and strengthen their skills

We provide the foundation in maintaining a healthy lifestyle

We are diverse and dedicated educators who represent a variety of cultures, values, and experience which we promote, value and respect within our families, team and community.

St Stephanos Child Care Centre



Welcome

On behalf of the staff at St Stephanos Child Care Centre we would like to welcome you. We hope that you find your time with us a rewarding experience for both you and your child.

General Information

St Stephanos Child Care Centre consists of two Long Day Care Centres in the Hurlstone Park Community. Centre 1 is a 29 place Centre and Centre 2 is a 39 place Centre. The Centres are approved by the Department of Education and Communities and have Meet the National Standards in all seven quality areas. The aim of the Centres is to provide a quality service that meets the needs of the families in our community. It is our philosophy to work side by side with parents in the care and education of their children at a most important stage of their development. We welcome parent participation and involvement in the Centre.

Provider Details

The Greek Orthodox Archdiocese of Australia Consolidated Trust Approved Provider No. CSXP91001138

- St Stephanos Child Care Centre 1 - Service No. SE00009117
- St Stephanos Child Care Centre 2 - Service No. SE00009118

Our Centres are open from 7.30am to 5.45pm, Monday to Friday. The Centre is open for a minimum of 49 weeks per year, closing for approximately two to three weeks over the Christmas/New Year period, and on public holidays.



Policies & Procedures

St Stephanos Child Care Centre has a list of comprehensive policies and procedures in place for the health, safety and well-being of your child. A copy of our policies and procedures are available at the Centre.

Acceptance and Refusal of Authorisation
Accident/Trauma Policy and Procedure
Anaphylaxis
Arrival & Departure
Asthma
Birthday Cake Policy
Breast Milk, Formula & Bottle Feeding
Breastfeeding
Child Protection Policy
Clothing and Footwear
Confidentiality Policy
Dental Hygiene
Determining Responsible Person
Diabetes
Emergency Evacuation and Lockdown
Enrolment and Orientation
Epilepsy and Seizures
Excursion Policy
Excursion within St Stephanos Property Policy
Fees, Bookings and Late Charges
Fire Evacuation
First Aid Policy
Food and Allergy Policy
Food and Nutrition Policy
Food Preparation and Handling
Food Safety
Gender Equality
Grievance Policies for Families and Staff
Guiding Children's Behaviour
Hand washing Policy
HIV and Aids
Illness Exclusion Policy

Immunisation for Children and Staff Policies
Incident Policy and Procedure
Inclusion
Indoor and Outdoor Premises Checks
Keep Them Safe
Media Policy
Medical Emergency Policy & Procedure
Medication
Menu Policy
Multicultural Policy
Nappy Change Policy and Procedure
Non Smoking Policy
Occupational Health & Safety
Pet Policy
Philosophy
Road Safety Education Policy
Safe Sleeping & SIDS
Safety Checks and Maintenance of Building Policy
Safety Policy
Sickness Policy
Sleeping and Rest Policy
Starting your child
Storage of Hazardous Substances
Sun Smart Policy
Supervision
Toileting and Hygiene Procedure
Transition Policy
Water Safety



Staff

Nominated Supervisors:

Ana Rita Marrafeiro

Certificate III in Children's Services Service
Service at the Centre since 2003

Sarah Teixeira

Bachelor of Education (Birth – 5 years)
Service at the Centre since 2010

Business Manager:

Niki Alexopoulos

Legal Representative of the Licensee -Service at the Centre since 2011

Early Childhood Educators:

Michelle Shoua - - Diploma of Children Services Service at the Centre since 2006

Lucy Trad – Diploma of Children Services; Service at the Centre since 2006

Penny Costa - Associate Diploma of Social Science (Child Studies); Service at the Centre since 2005

Joanne Georgandas - Associate Diploma of Social Science (Child Studies);
Service at the Centre since 2003

Kaliopi (Poppy) Tiliakos – - Diploma of Children Services Service at the Centre since 2003

Eleni Caudullo - Diploma of Children Services; Service at the Centre since 2007

Connie Halouva- Certificate III in Children's Services; Service at the Centre since 2013

Fiona Binos- Certificate III in Children's Services; Service at the Centre since 2013

Ting Li (Lizzie) - Certificate III in Children's Services; Service at the Centre since 2013

Tram Luong - Certificate III in Children's Services; Service at the Centre since 2015

Lily Han – Diploma in Children's services

Food Preparation:

Certificate III in Nutrition and Dietetic Assistance.

Helen Halouva- Service at the Centre since 2015

Irene Louloudias – Service since 2007

Relief Staff:

Vicki Salouros

Eleni Salouros

Sophie Plangetis

Marisa Cassaniti Early Childhood Teacher

Christina Helms

Trupti Trivedi

Temique Grech

Ruth Sanchez



Fees

Fees are not payable for the time the Centre is closed over the Christmas/New Year period.

Fees remain payable for public holidays, sick days or any other absences.

Method of Payment

Families will be issued with an EziDebit form upon enrolment and are required to have it completed before starting their child. Fees are payable every fortnight in advance.

Late Payment of Fees

The Centre has the authority to terminate an enrolment at the Centre where fees remain outstanding for two or more weeks and no agreement has been reached to pay the outstanding monies. Placements may also be terminated where an enrolled child is absent from the Centre for two weeks or more without prior notice given.

Continual or habitual lateness in payment of fees can jeopardise the child's place at the Centre.

Late Charges

Parents must be at the Centre no later than 5.15pm to collect their child in accordance to the Centre's licensing requirements. Parents/Guardians who fail to be out of the Centre by 5.45pm will be charged a late fee of \$15.00 for every 10 minute block that the child and/ or guardian are still on the premises. Parents/guardians who are consistently late are in breach of our licensing requirements and will be reported to the Family and Community Services.

Bookings

When families require an adjustment in their child's booking, they must provide the Centre 4 week's written notice prior to the date of the requested change. 4 weeks written notice is also required to cancel a child's position. If the child does not attend the Centre during this period, fees are still payable. Any parent/guardian failing to provide this notice will forfeit their two week bond.

Absences

If a child is to be absent, parents are asked to notify the Centre as soon as possible, and inform the Centre of the estimated length of absence. If a child is ill with an infectious disease, parents are asked to contact the Centre and notify the staff of illness and of the child's symptoms. The Centre will keep a record of all reported illnesses/infectious disease to monitor outbreaks.

Starting your child

It is natural for parents and their children to have difficulty separating from each other, particularly when they have not previously been away from each other for a lengthy period of time. Each child's experience of starting child care is different. While some children eagerly join right in, other children need a longer time to adjust.

Here are a few suggestions we hope will help make settling in your child easier:

- Be positive about starting. If you are apprehensive about leaving your child, they will be apprehensive too. (Children tend to pick up on parent's feelings and often magnify them.)
- Allow 5-10 minutes time to settle your child. Either rushing in and out or lingering too long can add to the anxiety.
- Establish a routine for dropping off your child. Children usually like some time to put away bags etc. first, then like you to settle them into an activity OR say goodbye to you from the gate OR give a special goodbye signal such as blowing a kiss. Try them out along with any other ideas you may have to see what works best. When you find something that works, stick to it.
- **Always** say goodbye to your child. Children feel insecure and become clingy if they think you may suddenly 'disappear'.
- Leave quickly and smoothly once you have said goodbye. If you have forgotten something please ring us rather than returning to go through the separation process again.
- If you are having difficulty separating from your child, please let one of our staff know so that they can quickly comfort your child and allow you to go.
- Allow our staff to guide you. Staff saying "Give Dad a kiss and a cuddle" or "It's time for Mum to go to work now" is giving you cues that now is probably a good time to go.
- If your child is quite distressed during your routine and will not be comforted, it is generally better not to stay too long. Children generally settle in the first few minutes after parents leave and staying only prolongs the period that your child is distressed.
- If you are ever worried during the day please feel free to ring us at any time. The settling in process can sometimes be just as upsetting for the parent and a phone call may just ease your mind. Likewise, if we feel your child is not coping with their day we will ring you.
- Other ways to help your child to settle into care is for them to bring in a photo of their family. This can be discussed and shown at group time.
- If your child experiences any difficulty or if you notice something in particular that helps, please talk to one of our staff. Each child is an individual who may need to be given help and support so that they can feel happy and secure at the Centre. We want the experience to be a positive one for both you and your child.

What to bring

- 1 backpack (needs to fit into child's locker space)
- 2 pairs of underpants (more than 2 sets, if toilet training)
- 1 pair of socks (more than one set, if toilet training)
- 1 spare set of both summer and winter clothing (more if toilet training)
- 1 cot sized sheet set and blanket
- 1 fabric sleep bag for storing sheets
- 1 Water Bottle (Dishwasher Safe)
- 1 Sun Smart hat

Additional items to bring for babies

- 4 nappies (*More if child attends Centre for long hours. Alternatively, families may provide a pack of nappies to keep at the Centre*)
- Wet wipes
- 1 clean/sterilised bottle for each feed
- Breast Milk/Formula- Please refer to *Breast Milk, Formula & Bottle Feeding Policy* for more information

ALL CHILDREN'S BELONGINGS MUST BE LABELLED CLEARLY.

Make sure your child's clothing, bag, etc is "child friendly" i.e. is sufficiently easy enough for the child to be able to perform the task themselves. For example, elastic waistbands and velcro shoes. This will help them to become more independent.

All clothing, footwear, bags etc. need to be clearly labelled, so that staff can return all items to their correct owner. Lost property is located near the entry door. Please check this regularly. Items not collected will be disposed of after a period of 1 month.

Please dress your child in comfortable clothing that is easily removed for toileting and suitable for running, climbing, painting and playing with materials such as sand, water etc. Make sure your child is also wearing safe, comfortable shoes. Thongs and clogs are not acceptable.

St Stephanos Child Care Centre is recognised by the Cancer Council as a Sun Smart Centre.

We require parents to dress children in clothing that gives them protection from the sun. A loose fitting cotton T-shirt which covers the shoulders and the back of the neck is preferred. Parents are also requested to apply SPF30+ broad spectrum water resistant sunscreen to their children before or upon arriving at the Centre each morning. Sun block is available at the sign in area.

Treasures from Home

Toys, jewellery and trinkets from home can be lost or broken if brought to the Centre. Therefore, we strongly discourage children from bringing these in and ask you to encourage your child to leave them at home. A cuddly toy for rest time is fine. Interesting specimens and objects such as rocks, shells, flowers, bird's nests etc. or photos of family/special events are always welcome.

If you are unsure about whether an item is appropriate to bring into the Centre, please check with staff first.

Birthday Celebrations

At St Stephanos Child Care Centre, each child is able to celebrate their birthday with the other children at the Centre.

Parents have the option of ordering a cake with our food preparation staff. All our cakes are made from fresh ingredients and are totally nut free. Allergy cakes are available upon request. Birthday Cake order forms are available in the Parent Library. Please do not bring in any cakes or food treats into the Centre for your child's birthday.



Our Meals

The Centre offers:

- Morning tea
- Lunch
- Afternoon tea
- Late afternoon tea for children at the Centre after 5.00pm



Children are encouraged to try a variety of foods at the Centre. The menu is on an 6 week rotating cycle and meets a minimum of 50% of the children's daily-recommended dietary intake.

Meal times provide a great opportunity for social interaction and learning.

Children are involved in preparation, setting of tables and clearing away after meal times. This gives children opportunities to develop self-help skills through the use of different mediums, such as serving and feeding themselves as well as helping to clear away plates and cups at the end of a meal.

Please ensure that you inform staff of any allergies or diet restrictions your child may have.

St Stephanos Child Care Centre has a strict Food & Allergy Policy. Please do not send your child to the Centre with any type of food product.

Dental Health and Hygiene

Our Centre has a Dental Health and Hygiene Policy and includes Dental Health as part of our program. In accordance with our policy, families are required to provide water only in children's drinking bottles and plain milk, breast milk or formula only in milk bottles/cups.

Our Program

The staff at the Centre are committed to providing a high quality program that caters for the needs, interests and abilities of all children.

In order to do this, staff:

- Regularly observe children's skills and interests
- Consult with children's families

These observations allow staff to keep track of each child's progress, and plan appropriate experiences for further learning and development.

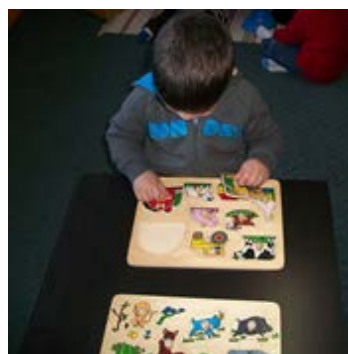
Staff programming is guided by the Early Years Learning Framework (EYLF). Children's learning experiences are planned by sourcing information from children's interests and family events. Family participation in the program and Centre activities is encouraged and valued.



In early childhood, play is considered the key way in which children learn. Our program and the environment are carefully arranged so that children have access to a range of resources that challenge them to develop new skills or practise recently acquired ones.

Children's participation in a variety of activities is valued far greater than the production of a recognisable result. Thus the program is aimed at developing each child's confidence in their own ability, and to take on new challenges.

Each child's learning is documented in an individual portfolio. Portfolios are available for families to access and contribute to. Staff should be notified when families wish to take a child's portfolio home. At the end of your child's time at St Stephanos, their portfolio is yours to keep as a lifelong memory of their treasured years.



Excursions & Special Events

Our program includes incursions and excursions. We have regular visits throughout the year by entertainers and special guests to compliment and extend children's learning about the wider community. We encourage parents, grandparents and guardians who have a special interest or ability that they can share with the children to arrange a visit with our staff to share their experiences.

Arrival and Departure

Parents/guardians or other authorised persons are responsible for completing the weekly sign on sheet by noting the time the child arrived or departed and then initialling it.

It is extremely important that this is completed on each arrival and departure as this record is used to determine which children are in care in the event of an emergency situation such as a fire.

When entering or leaving the Centre, please make sure that the child safety gates have been closed properly. Please discourage your child or older siblings from opening the gates themselves and swinging or hanging on the gates. Siblings need to be supervised by you during this drop off and pick up period. Please do not drop your child off before 7.30am and make sure you arrive to pick up your child by 5.30pm. This is to give you time to speak to staff about your child's day, pack up their belongings and be ready to leave by 5.45pm. If your child is not collected and off the premises by 5.45pm, two staff members are required to stay behind until you arrive. If you are late to pick up your child, a late fee will be charged. See late charges page 6.

Parents are responsible for informing the Centre if they are unable to arrange collection of the child by 5.30 pm. In the incidence that a child is still in the Centre's care approaching to closing time, staff will attempt to contact the parents by phone. If this is unsuccessful, staff will then phone the Emergency Contacts listed on the child's enrolment form to arrange collection of the child. The Centre's hours of operation relate directly to the terms of the licence and insurance policies. Therefore caring for children outside normal hours means that we may breach the Child Care Regulations, which is a serious offence. In the event that a child is left after hours at the Centre and parents and emergency contacts cannot be reached, Family and Community Services, or the

police will be notified. On the advice of Family and Community Services the child may then be released into the care of the police.

Persons to collect child

A child can only be released into the care of either parent, a guardian, or a person nominated on the enrolment form.

The person collecting the child must be over the age of 18 years and be able to produce photo proof of identity. In the event that families wish to nominate a person under the age of 18 years as an authorised person, they must provide written consent for the Centre's records and photo proof of age identification. The Centre will not accept nominations for persons under the age of 16 years.

In the event a parent or other person collecting a child is under the influence of alcohol or drugs, the staff have a duty of care to the child and therefore are unable to release the child into the affected adult's care. In this instance, the staff will notify another person on the Authority to Collect list to come and collect the child.

Change of Details

Please let the Centre know as soon as possible if any details such as address, phone numbers, allergies, and collection authorities etc. have changed. These will need to be adjusted on the child's enrolment form and are vital in the case of an emergency. Forms for all adjustments can be found in the parent library.

Exclusion due to Illness

Children must not attend the Centre if they display any of the following symptoms:

- Fever in the last 24 hours (38°C or higher).
- Diarrhoea in the last 24 hours.
- Vomiting in the last 24 hours.
- Conjunctivitis – (irritated or red eyes, discharge of pus, tears e.g.)

Children who display these symptoms or become ill at the Centre will be sent home and be required to remain home in adherence to the exclusion period.

Please also consider keeping your child at home and seek medical attention if they display any of the following symptoms:

- Unusual behaviour (cranky, crying more than usual, uncomfortable, less active),
- Unusual spots/rashes.
- Unusual coloured urine or faeces.
- Headache.
- Severe and persistent cough.
- Change in colour of face or skin.
- Loss of appetite.
- Sore throat.
- Difficulty breathing.

Children who are not immunised may be excluded from the Centre when there is an outbreak of vaccine preventable infectious disease. In cases where such a serious disease or infection has been identified, the Centre will contact the Public Health Unit.

Please note; if your child has had paracetamol or analgesics, the symptoms of an infection or illness may remain hidden until the medication wears off. Please keep your child at home if they have symptoms that are being treated with paracetamol or analgesics.

A doctor's certificate must be provided before a child is allowed to return to the Centre after any illnesses. However, a Nominated Supervisor and/or staff have the right to refuse entry if it is evident that the child displays symptoms of an infectious disease. Any child who is returned to the Centre prior to the required exclusion period will be refused entry. Please refer to the Centre's Illness & Exclusion Policy for further details.

Sun Protection

Parents are required to purchase a wide brimmed or legionnaires hat for their child to wear during outdoor play. Parents will need to apply a SPF 30+ sunscreen to their child before morning play. To assist families, sun screen is provided at the Centre. Please let staff know if sunscreen has not been applied.



Confidentiality

It is the policy of St Stephanos staff and management that all sensitive matters and personal information concerning parents and children remain confidential AT ALL TIMES. Our staff cannot release or share any details contained in children's records to any other parent or discuss details of any child who has caused injury to other children at the centre.

Child Protection

Each staff member at St Stephanos Child Care Centre is a mandatory child protection reporter. This means that all staff are required by law to report any suspicions of child abuse to the Family and Community Services.

Grievance Policy & Procedure

St Stephanos Child Care Centres will aim to resolve all matters regarding formal complaints. We strongly advise that parents/ guardians contact the Centre as soon as possible to speak to the Nominated Supervisor as often matters can be resolved promptly with good communication and support.

Families will have the opportunity to document any complaints or grievances on the Centre's 'Grievance Form'. These forms are available in the Parent library of each Centre. Grievance forms need to be submitted in one of the following ways:

1. In person to the Nominated Supervisor (NS)
2. Via email to childcare@ststephanos.com.au or
3. In writing to The Management Committee
St Stephanos Child Care Centre
PO Box 192
Hurlstone Park NSW 2193

The grievance/complaint will be reviewed and the Centre's Policies and Procedures will be used as a guideline to support the grievance process. Concerns will be resolved according to the principles of procedural fairness. During this process, the following steps may be used in order to handle the grievance or complaint.

1. A meeting with all parties will be arranged to discuss the grievance.
2. Collaboration may occur with the St Stephanos Management Committee, the Department of Education and Communities, the NSW Director General or any other relevant organisation.
3. After all aspects of the grievance have been considered and discussed, a decision will be made on the best solution for the matter. All concerned parties will be notified of the decision.
4. The entire grievance process will be documented and if necessary ACECQA will be notified under the Notifications of Complaints and Incidents Requirement.



Smoke Free Environment

St Stephanos Child Care Centre is a Smoke Free Zone. Smoking is NOT allowed on the premises at any time. Children being cared for at the Centre are entitled to a healthy environment. Parents are requested to advise any emergency contacts that may collect a child of our Smoke Free Policy.

In January 2013, new smoking laws were introduced. According to the laws smoking is banned within 4metres of a pedestrian entrance/exit from a public building including our Child Care Centre and Church.

Parent Library

Our parent library contains books and resources with information on various topics such as toileting, sleeping, children's behaviour and development and other parenting issues. Please see one of our staff members who can help you to access this information.

Parking Facilities

Centre 1-The Centre has 2 parking stops on the church property for 5 minute drop off and pickups ONLY. Should you require more than 5 minutes at the Centre please do not use these spots.

Always be aware of pedestrians and in particular children using the church grounds and reverse out of the parking spots SLOWLY and with CAUTION.

Parents are welcome to use the parking facilities behind Centre 2 in Pearce Lane off Dunstaffenage Street.

Centre 2 – The Centre has a specific parking area with several parking spots accessed via Pearce Lane. Please remember the parking spots are for 5 minute pick up and drop offs ONLY. Please use the alternative parking spots in the lane should you require more than 5 minutes at the Centre.

Please be aware: Under no circumstances should children be left unattended in a car or within the parking areas of the Centres' facilities.

