



Uniting Education

Parent Handbook

(August 2021)

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Welcome!

The Uniting Church Queensland Synod is pleased to welcome you to Uniting Education Early Learning. The Uniting Church in Queensland has been serving families through childcare services, run by congregations and other church organisations such as Wesley Mission Queensland and UnitingCare since the opening of our first service, the Toowong Kindergarten and Child Care Centre, in 1964. From September 2021, all early learning services operated by the Uniting Church Queensland are consolidated within the Uniting Education Early Learning (UEEL) portfolio. UEEL embodies the Christian principles of love, forgiveness, respecting and serving others. We utilise a play-based learning programme and are committed to the values of equity, inclusiveness and care for the environment.

1. Philosophy

The foundation of the Mt Louisa Child Care Centre operates alongside the beliefs and practices of the Mount Louisa Community Church.

We recognise that God plans that each child should be blessed with family, values, traditions, and culture. We acknowledge that the parents are the principal influencers in their child's life, and we actively work to collaborate with them to provide meaningful experiences for their child in the program.

As staff, we as staff believe that along with parents and families, we have a mutual responsibility to act in the child's best interests, promote new knowledge and skills, and scaffold the child's learning by building on their current knowledge, interests and abilities.

We create an environment in our care that allows all children to feel secure and safe as they develop their identity and sense of belonging and wellbeing as confident and involved learners and young people in the community.

We guide each child in their learning by developing respectful relationships and gathering understanding and knowledge of their world through play.

We believe in an equal opportunity and inclusive approach, where respect for diversity is acknowledged by celebrating different cultures and languages and creating an inclusive and supportive environment for all children needs and abilities.

We acknowledge the original custodians of the land and guide each child to be empowered and proactive in their approach to caring and respecting the natural environment.

We commit ourselves to reflective evaluation to constantly improve our quality service delivery and evolve our collective services' knowledge and skills through ongoing accredited training and professional development in childcare education and practices.

At Mount Louisa Child Care Centre, we operate within the faith and unity of our sponsor Mount Louisa Community Church, who is proud to support and provide services to families and the wider community.

2. About Mount Louisa Child Care Centre

Mt Louisa Child Care Centre is a service under the management of Uniting Education Early Learning. Uniting Education Early Learning is the registered business name of the Approved Provider (the Uniting Church in Australia Property Trust (Q.)).

The Mount Louisa Community Church congregation has a Missional Centre Partnership Committee that actively supports our outreach work. This Committee is made up of the services family members and congregation members.

The service is a not for the profit organisation.

Mount Louisa Child Care Centre operates four rooms.

- 17 children in the Koala Kindy Room, age at least four years before June 30th in the year they attend Kindergarten.
- 18 children in the Kookaburra Room, three years to five years of age.
- 16 children in the Joey Room, 18 months to three years of age. And
- eight children in the Possum Room Infant to 18 months of age

The service is licensed for 59 children per day. Mt Louisa Child Care Centre is open 50 weeks per year, closing for public holidays.

3. Beliefs and practices

Part of Mount Louisa Child Care Centre's practice is to join together at lunchtime and give thanks to God.

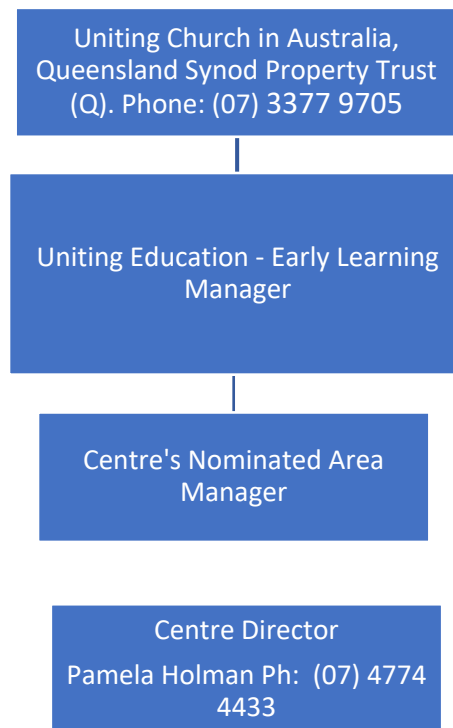
The children will sing or say grace together before enjoying their meal.

During the day, the children may also be engaged in reading a book or singing a song about God.

4. Parents

Parents and families are welcomed at the premises at any time during the day. If you are staying for an extended time, please sign our visitor book. If you have a hobby or talent you would like to share in our program, and please speak to the Educator in charge of your child's room.

5. Mount Louisa Childcare Centre Management Structure



6. Staff listing

Pamela Holman	Nominated Supervisor / Director
Joanne Warner	Certified Supervisor / Educator Assistant
Belinda Ring	Certified Supervisor/ Lead Educator
Christine Belgrove	Administrator / Educator Assistant/ Certified Supervisor
Malinda Squire	Certified Supervisor / Lead Educator
Ashlyn Clark	Educator Assistant
Cynthea Palmer	Lead Educator
Eden Peters	Educator Assistant
Andrea Hayes	Certified Supervisor // Assistant Director /Lead Educator / Educational Leader
Jaymee Sutcliffe	Educator Assistant
Lauren Silvan	Kindergarten Teacher
Samantha Morris	Cook / Educator Assistant
Elana Scott	Certified Supervisor / Lead Educator
Bridget Connor	Educator Assistant
Dayle Asquite	Educator Assistant
Haley Squires	Educator Assistant

Samantha Kettle	Educator Assistant
Kaori Robinson	Educator Assistant
Shiebelle Tumun	Cleaner
Trevor Holman	Grounds Keeper / Maintenance

7. Governing Departments

Contact details of the Child Care Regulatory Authority for this service.

Early Childhood Education and Care Townsville Regional Office

P.O. Box 5179, Townsville Qld 4810

Telephone: (07) 4758 3385

Email: northqueensland.ecec@det.qld.gov.au

Department of Education and Training

The Department of Education and Training (DET) is responsible for national policies and programs that help Australians access quality and affordable early childcare and childhood education, school education, higher education, vocational education and training, international education and research. Visit them at <https://education.gov.au>.

Australia Children's Education and Care Quality Authority

One of Australia Children's Education and Care Quality Authority (ACECQA) roles is to educate and inform the broader community about the importance of improving outcomes in children's education and care. They also provide governments, the sector and families with access to the most current research to ensure NQF policy and service delivery is in line with best practice across the country. ACECQA guides the National Quality Framework for Early Childhood Education and Care nationally and ensures consistency in delivery. Visit them at <http://www.acecqa.gov.au>

Department of Human Services

Through Centrelink, the Department of Human Services offers a range of benefits and payments for families to help raise children – from birth to late teens. Visit them at <https://www.humanservices.gov.au/organisations>

Department of Early Childhood Education and Care

This Department of Early Childhood Education and Care is responsible for approving, licensing and regulating Early Childhood Education and Care services in Queensland. Officers from this Department ensure the Government Approved Kindergarten Guidelines and Early Years Learning Framework and National Quality Standards are implemented in everyday programs. Officers from this Department assess and rate the service to ensure the service delivers a service following National Quality Framework. The local ECEC office welcomes all feedback from families on service delivery. Ph: 47583385

Family and Child Connect

Family and Child Connect is a QLD Government funded local, community-based service that helps families care for and protect their children at home by connecting them to the right services at the right time. If you would like to contact the local Family and Child Connect service, you can call Ph. 13 32 64 and be referred by the service. Visit them at <http://www.familychildconnect.org.au>

My Child

My Child website is Australia's online childcare portal for Child Care Providers and Families. This site has valuable information and links to other useful websites about children's health and wellbeing, parenting and family support services. Visit them at mychild.gov.au

Starting Blocks

Starting Blocks provides parents with information about early childhood education and care. Starting Blocks is a starting point to:

- learn about children's developmental milestones
- understand what to expect from an early childhood education and care service • find services and learn about their quality ratings
- get tips on starting child care or preschool and what can be done at home to encourage your child's learning and development.

Starting Blocks is brought to you by the Australian Children's Education and Care Quality Authority (ACECQA). ACECQA is the national body overseeing the National Quality Framework (NQF), developed to improve the standard of education and care. Visit them at <https://www.startingblocks.gov.au>.

8. Governing documents and literature

Education and Care Service National Law

Education and Care Service National Regulations

National Quality Standard

Mount Louisa Child Care Policy Manual

Child Care Provider's Handbook

Early Years Learning Framework

Early Years Early Learning at Mt Louisa Child Care Centre. This framework is a guide for Educators so that through a series of principles, practices and learning outcomes, it sets out critical ideas about how we work with young children. The framework gives us key concepts that underpin the professional decision made in your child's best interest. If you would like to know more about the EYLF, please see an Educator or view the information in the parent area. Information on The Early Years Framework. <http://www.acecqa.gov.au/national-quality-framework/nationallaw-and-regulations/approved-early-learningframeworks>.

Approved Queensland Kindergarten Program

Mt Louisa Child Care Centre participates in the Queensland Government Kindergarten Program. The program is available to children who are 4 years old before June 30th. The program is run for 15 hours a week for at least 40 weeks of the year. The Queensland Kindergarten Learning Guidelines are aligned with the Early Years Learning Framework. Areas of learning are based on Identity, Connectedness, wellbeing, Active Learning and Communicating. For more information, please visit <https://www.qcaa.qld.edu.au/kindergarten/curriculum>

Assessment and Rating

All services are assessed and rated to give families consistent information on their quality. This means wherever you live in Australia or if your family moves interstate, you can compare apples with apples when it comes to finding child care. On further information on assessment and ratings are published on the Starting Blocks website. National Quality Standard and Quality Ratings Services are assessed and rated against seven National Quality Standard quality areas. More information can be found at <https://www.startingblocks.gov.au/>

Placement of Children

Mt Louisa Child Care Centre Handbook must adhere to a priority of access. Places must first be given to:-

- **Priority one** – a child at risk of serious abuse or neglect
- **Priority two** – a child of a single parent who satisfies, or of parents who both meet the work, training, study test
- **Priority three** – any other child

Within these main priority categories, priority will also be given to children in:

- Aboriginal and Torres Strait Islander families
- families which include a disabled person
- families, which include an individual whose adjusted taxable income does not exceed the lower income threshold or whose partner is on income support
- families from a non-English speaking background
- socially isolated families

9. Childcare fees and Child Care Subsidies

Child Care Subsidy (CCS)

Three factors will determine a family's level of CCS. These are:

- Combined Family Income
- Activity Test – the activity level of both parents
- Service Type – type of childcare service The Child Care Subsidy will be paid directly to the Mt Louisa Child Care Centre and credited to the family's child care account. Families will contribute to their childcare fees and pay the difference between the fee charged and the Government subsidy amount to the Centre. For more information, please visit <https://www.education.gov.au/child-care-subsidy>

Subsidy percentage

This is your CCS percentage based on your family income estimate. Your CCS percentage will apply to the lowest of either the:

- the hourly fee you're charged by your childcare service
- hourly rate cap.

If your subsidy percentage is zero, it means your family income estimate was \$353,680 or more. But it's important you still submit a claim for this subsidy. Just in case your income changes when your balance of payments is calculated after the end of the financial year. If your actual family income ends up being less than \$353,680, the Government will pay you the additional subsidy you're entitled to.

If you're eligible, but your percentage is zero, you may still be eligible for Additional Child Care Subsidy.

Annual cap

This depends on your family income estimate. There would be no annual cap on your subsidy if your family income estimate was \$189,390 or less. If your estimate was more than \$189,390 and under \$353,680, your annual cap is \$10,560. This cap applies to each child in care for each financial year.

Subsidised hours per fortnight

This is the number of hours of childcare the Government will pay subsidise on. It is worked out based on your hours of activity per fortnight. If you have a partner, we use the lower of your two activity levels.

If your subsidised hours is zero, it's because you or your partner do less than 8 hours of activity.

You need to do at least eight hours of activity per fortnight. Recognised activities include working, training, studying and volunteering. For example, four hours a week of any recognised activity will give you 18 hours of subsidised care a week.

Withholdings

The Government will withhold 5 per cent of your CCCS each fortnight to reduce the likelihood of an overpayment. An overpayment could result in debt after the end of the financial year when the Government balances your payments.

You're able to vary this amount to suit your circumstances. You can do this up to twice a year using your Centrelink online account through myGov. If you'd like to change it more than this, you'll need to call the Families line.

Updating your details

It's essential to make sure your details are correct to be paid the right amount of subsidy. You need to update your details if:

- your circumstances change

- any details you gave us in your assessment change •
- any details you gave us in your claim change. Update your details is with your Centrelink online account through myGov.

Approving your enrolment through MyGov

The final step of your child's enrolment: Sign-in and access your MyGov account. On the Child Care Subsidy Enrolments page, you can view your child's enrolment details; under enrolment status you can see if you have confirmed the details or not. For any that say Unconfirmed, you must confirm or dispute the details. Select Review next to the enrolment status to do this, which will take you to a new page. Check the information on this page carefully. If your child's enrolment details are correct, select Yes. If they are wrong, select No. Once you've done this, select Next. If you choose No, you'll need to speak to your child care service. They will need to submit the correct details. Once they do this, you'll need to start this process again. Please make a note of the Receipt ID for your records, then select Return to Home. From the homepage, you can check that your child's enrolment details have been confirmed. To do this, choose MENU, followed by Child Care Subsidy, then Enrolments. This will take you to a page that shows your child's enrolment details have been confirmed. From your homepage, you can complete other transactions or select the MyGov icon to return to MyGov.

Complying Written Agreement (CWA):

A CWA form is given to families to review and sign in the week following the start of their child's care. This form will state the ongoing agreement between Mt Louisa Child Care Centre and the Parent / Guardian to provide care for fees. This form will be updated if days of care change permanently, your child changes rooms or the Centre's fee changes.

Child Care Invoice

Your account invoice will be emailed to you at the end of Tuesday afternoon. Payment of fees is to be weekly or fortnightly, as arranged during enrolment.

Child Care Statement

A statement of fees charged and your child's attendance days and times will be emailed to you at the end of each month. Please review and let us know if you believe this information to be incorrect.

10. Fees

Parents will be notified in writing at least fourteen (14) days before any fee increases.

7.00am to 6.00pm

Eleven-hour session

Possum room -\$96.00 per day, per child.

Joey room- \$93.00 per day, per child.

Kookaburra room -\$91.50 per day, per child.

Koala room -\$91.00 per day, per child.

A late fee equal to the wages of two staff will be applied to family accounts when a child is not collected before 6.00 pm.

7.00 am to 5.00

Ten-hour session

Possum room - \$95.00 per day, per child.

Joey room - \$92.00 per day, per child.

Kookaburra room - \$90.00 per day, per child

Koala room - \$90.00 per day, per child

A late fee of \$20.00 for every 15 minutes will be applied to family accounts when a child is not collected before 5.00 pm.

8.30am to 2.30pm

Six-hour session

Possum room -\$76.50 per day, per child.

Joey room -\$73.00 per day, per child.

Kookaburra room -\$71.50 per day, per child.

Koala room- \$71.00 per day, per child.

An early and/or late fee of \$10.00 for every fifteen (15) minutes will be applied to the family account if children are in care before or after session times.

A reduction of 25 per cent of daily fees will still be applied as a holding fee for holiday leave when two weeks of written notice is given for leave.

Bonds and charges

A bond, enrolment and administration fee is required on commencement of care.

- \$50.00 Bond (care that is one day/week/child) •
- \$100.00 Bond (care that is two days/week/child) •
- \$200.00 Bond (care that is three+ days/week/child) •
- \$80.00 Non-refundable enrolment fee per child •
- \$20.00 Non-refundable administration fee per child

An annual \$20.00 administration fee per child is applied to the family childcare fee each July. If your child's care days are increased, a further bond payment may also be required in alignment with the above charges.

- Full fees apply for public holidays and sick days.
- Fees are payable by internet banking

11. Centre information

Immunisation

It is a requirement that all children attending the Mt Louisa Child Care Centre have an up-to-date immunisation history that falls under the National Immunisation Program. Children who are not immunised/considered not up to date will be denied enrolment unless they meet the exemption guidelines.

Parents are required to provide the Centre with an up to date immunisation history statement before commencing care. Care will not begin until this statement is provided to the Centre.

Enrolled children whose immunisation lapses, and therefore is not up to date with the immunisation schedule, will be given two weeks' notice to have their child's immunisation brought up to date and provide an immunisation history statement to the Centre, or at the end of this two weeks' notice care will cease.

Children who are on a recognised vaccination catch up schedule are considered up-to-date. A copy of the recognised vaccination catch up schedule and immunisation history statement is required by the Centre.

Children who have a medical contraindication to some or all scheduled vaccines and hold an immunisation exception/contraindication letter from a recognised immunisation provider are classified as having an up-to-date immunisation status and can be enrolled at the Centre. A child's immunisation history statement is required to be in the form of a letter/ form from a recognised immunisation provider (e.g. General Practitioner or Immunisation Nurse) or the Australian Childhood Immunisation Register.

Cancellation of care

Cancellation of care must be in writing with two weeks' notice given. Failure to provide two weeks will result in full fees instead of notice. Two weeks' notice is asked for a decrease of booked days of care. Child Care Subsidy is not payable when fees are charged instead of notice. It is only payable while your child attends the service during the notice period, up to and including the last day of care.

Absences from care

Booked days are payable regardless of whether the child attends the service or not. All families are given 42 absence days per child per financial year whereby the child may be absent from care and CCS is still paid to the Centre. The 42-day absence limit includes all Public Holidays. After the 42 absence days have been used up, the next absence day will not attract CCS. Full fees will be charged unless appropriate documentation is supplied and approved circumstances apply.

Attendance records

It is a requirement of the Department of Human Services (DHS) that accurate attendance records be kept for each child in care. When your child is absent from care, you will be required to automatically confirm the absent days via the electronic signing in the procedure. You will not be able to sign your child into care until the absent days have been confirmed.

Delivery of your child into care

Children must be given into the care of a staff member before the parent or responsible person leaves. When you bring your children to the Centre, please ensure you sign your child into care using the electronic signing in procedure. This is a Child Care Regulation stipulated by the Government and is in the interest of your child's safety. For staffing and meal catering purposes, please ensure your child attends care before 11.00 am.

Collection of your child from care

When you collect your children from the Centre, please ensure you sign your child out of care using the electronic signing out procedure. We ask that you collect your child from care no later than 5.50 pm.

Authorisation for collecting children

Staff will only allow a child in care to be collected by their parents and people listed on the enrolment form as authorised to collect. Identification will be needed if the person is unknown to the staff. Would you please make sure staff are aware of your arrival and departure? If a child has not been collected and the service has received no message regarding the delay in collecting the child, the Police will be contacted. (The service closure time is strictly 6 pm.)

Separation from your child

Many children and parents get upset at having to say goodbye. When you are ready to leave, ask the staff for assistance so you can say goodbye to your child, and then the staff will support the child by comforting and/or nursing, distracting or standing near the front windows to wave goodbye with your child. If our usual goodbye routines don't suit you or your child, please communicate this to the Educators or Director as soon as possible.

Also, a "long" stay cannot always be kind to your child, and it prolongs the agony, try to judge when a quick goodbye with the Educator's help is better for you both.

Staff also have a duty of care to many other children and cannot always give you undivided attention if your farewell goes on too long. Information on separation anxiety is available.

Family/child records

All child and family details must be kept up to date at all times. Any changes to your contact numbers, home or email address, emergency contacts etc. must be given to the service immediately.

Children's learning portfolios

Recording documenting observations, and making assessments contribute to the quality of children's experiences, supports their development and helps to keep them safe. The children's Educators will carry out these observations and assessments throughout the year.

Documentation can include written notes, learning stories, photographs and samples of what children make, do and say, such as building, drawing and paintings. The Educators use this evidence of learning to celebrate progress and achievement and plan the next learning steps. Documentation also enables the Educators and/or children to share information with parents. Children's learning portfolios are available for you to view at any time. Please see an educator.

Photos

Your child's photos are taken and used for individual programming, group programming, and displaying in the rooms. Photos are also used in the Centre's monthly newsletter, the Centre's website and on social media sites such as the Mt Louisa Child Care Centre Facebook page (faces blanked out on F/B). Permission is always sort for photos to be used in the newsletter, website, and social media. (The enrolment form has a section for you to select your preference for photo permission)

Grievance procedure

Our mission is to walk alongside people in need, offering care and compassion and promoting choice, independence and community well-being. In this spirit, we are committed to working with you to resolve any issues.

If your concern is with an individual staff member, please speak with them first. Staff are here to support you and your child and will be open to discussing any feedback or concerns that you have. You may feel more comfortable speaking with the Director of the service, who will make a time to discuss your feedback or concerns.

If you are still not satisfied with the response you can speak to the service's Area Manager, who can be contacted through the Director. Alternatively, you can call Yolanda Borucki, who is the Manager- Early Learning Operations, on 0455886358. Yolanda can also be reached by letter at 60 Bayliss Street Auchenflower QLD 4066 OR Email: Early.Learning@ucaqld.com.au

An external agent such as the Queensland government's Department of Education, Early Childhood Education and Care can be reached on these details:

PO Box 15033

CITY EAST QLD 4002

Email: ecec@qed.qld.gov.au

Phone: 13 QGOV (13 74 68)

Safety

Our service promotes safe environments where children can play and explore their world free from harm. You can assist us by remembering to:

- Escort your children into the Centre.
- Close both gates behind you.
- Apply sunscreen and insect repellent to your child before you arrive at care
- Notify an Educator that your child has arrived.

We are a SunSmart centre, and all children are required to wear a short-sleeved T-shirt and a hat when playing outdoors.

Exclusion for illness

Our service aims to promote a healthy environment and limit the spread of infection by encouraging universal hygiene procedures and excluding children from care who may be suffering a contagious illness/condition.

The service may not accept children into care who show obvious signs of illness or infection.

In the case of a serious illness or hospitalisation, a medical certificate from your G.P or local hospital may be required to verify recovery to enable the child's return to care.

Management of unwell children

If a child becomes unwell whilst attending care, the parent/guardian will be notified immediately so the child can be taken home. The child will be made comfortable and, if necessary first aid applied and/ or separated from the other children until the parent/guardian arrives.

Illness and Injury

The service is required to keep a fully equipped and updated First Aid Kit. In the event of a serious illness or injury, the Educator will administer First Aid, call an ambulance (if required) and notify the parent as soon as possible.

Dental care

As it is difficult to use and store children's toothbrushes at the Centre, we will encourage dental hygiene throughout the premises by providing minimal sugar in our menu, providing fresh water to drink throughout the day and encouraging the children to swish and swallow after eating.

Birthday cakes

The staff and children love to celebrate a birthday and blow out their candles while their friends sing 'Happy Birthday'. A birthday cake can be provided for your child on their birthday or the day they are next in care after their birthday. This cake will meet the Centre's dietary requirements so that all children may share in the celebrations. The cost per cake is \$5.00. This amount can be added directly to your childcare account.

If you prefer to provide your own cake for your child's birthday, we ask that you speak to the Centre's Cook or Room Lead Educator concerning allergies and/or intolerance to food and drink

for children in that room. If your child has allergies and/or intolerance to different food, you may be asked to provide some small muffins for your child to have on the days we celebrate a birthday.

Fire evacuation and lockdown

The service is required to display an emergency evacuation procedure in a prominent position clearly. Evacuation Drills and LockDown Procedure is practised regularly. Our Centre is fitted with a fire extinguisher and fire blanket, which can be found in the kitchen.

Medication

All medicines, sunscreen, insect repellent, cream and powders to be administered to children by educators must be:

- Prescribed by a doctor or health professional (medication)
- Clearly labelled with the child's name and required dosage
- Within the expiry date – i.e. not expired
- A recommended product for a child

In all instances of administering medication, the parent and Educator must complete and sign the service Medication Form for the child.

Medications must be handed to the Educator immediately upon arrival at the Centre.

Breastfeeding

Breastfeeding is welcomed in our Centre. If you are breastfeeding when your baby commences care, please speak to the Educators in the baby room. They will support you and provide any information needed. Mothers are welcome to drop into the service at any time to breastfeed their baby, or the Educators can bottle feed your baby with your expressed milk.

Head Lice

Children with head lice will be sent home when the head lice are detected. An effective head lice treatment is recommended. Once an effective treatment has been used the child may return to the Centre. An effective treatment is when all the lice are dead. Treatment should be repeated in 10 days or if more lice are found.

Excursions

From time to time, the children, staff, and parents who can attend will go on excursions.

Transport is usually by chartered bus. A separate permission form will accompany a newsletter detailing - place, date, times, cost and who is in charge. Children in the baby unit do not attend excursions.

Sunscreen and Insect Repellent

Please apply sunscreen and insect repellent to your child before bringing them into care.

Sunscreen and insect repellent is supplied for the Koala, Kookaburra and Joey and can be found in the bathrooms. Educators will reapply sunscreen and insect repellent before the children go out to play in the afternoon. Parents supply sunscreen and insect repellent in the Possum room.

Educators apply sunscreen and insect repellent to children in the Possum Room as parents direct when written permission is given.

Toys and other treasures from home

Please discourage your children from bringing toys etc. to the Centre. As you may understand, we cannot take responsibility for these items brought from home. Perhaps if your child wishes to bring an item to show their Educators, you can take it home with you once they have seen it. If your child brings a toy or piece of equipment home with them that belongs to Mount Louisa Child Care Centre, please return it as soon as possible as a missing piece can make the toy/game unusable.

Disposable Nappies

- Children under 18 months of age require tab nappies.
- Children over 18 months of age require pull up nappies.

What to Wear

Children should wear practical SunSafe clothes that enable them to engage in the day's program actively. Sun safe clothes such as sleeved shirts or dresses are appropriate. Clothes that the child can wear for messy play is advisable.

Each Day Your Child Will Need to Bring

- Bag or backpack/bag
- Shoes (for excursions)
- Spare Clothes (children may need two to three sets of spare clothes)
- Spare underpants, Pull Up or Disposable Nappies
- Comforter and/or Dummy (if used)
- Sunscreen and insect repellent for children under 18 months of age only.
- Milk (bottles) for children in Possum Room and Joey Room if the child has a sleep-time bottle.
- A piece of fruit or vegetable each day.

Centre hats

One wide-brim shady hat is included in the enrolment fee package. You will be required to purchase a hat when your child's hat becomes too small for them to wear. Different hats can be purchased for \$10.00. Hats are left on-premises and washed once per week (or as needed).

Centre T-Shirts

Mt Louisa Child Care Centre T-Shirts can be purchased for \$10.00 each.

The Centre provides

- Linen (sheets).
- Cups and water bottles.
- Sunscreen and insect repellent for children over 18 months of age.
- Wipes and tissues.

- Bibs.
- Milk at morning tea for children over 18 months of age.
- All meals.

Confidentiality

Records are securely maintained for each family and adequately disposed of (shredded) after the mandatory retention period. Written information concerning the child or the child's family is kept confidential. All information about families and children in care are treated as confidential.

Students and volunteers

Students and volunteers may participate in our Centre. At no time are students or volunteers allowed to supervise the children in the absence of an Educator. A Working With Children card is approved before any Student or Volunteer commences (if over 18 years).

Menu

Fruit is offered at morning tea and afternoon tea.

Milk is offered with morning tea to children 18 months to five years.

Late afternoon tea is available around 4.30 pm.

Water is served with each meal.

Children in the Possum Room are offered a selection of puree / mashed vegetables each day. Yoghurt is available. Solid foods are introduced to children after conversations with parents. Solid food accompanies the mashed vegetables. The weekly menu is displayed near the entry to the kitchen and in the premises entry.

12. Helpful phone numbers

Australian Children's Education & Care Authority	1800 181 088
Office of Early Childhood Education & Care	4758 3385
Centrelink (Hotline)	131 158
Child Care Information Service	1800 637 711
Early Years Information Service	4725 0129
Poisons Information Centre (24/7)	131 126
Child Support Agency (general inquiries)	131 272
Child, Youth and Family Health Services	4799 9000
Commission for Children and Young People	1800 688 275
Department of Child Safety	4799 7900
Family Assistance Office	136 150
Infant Management and Parenting skills (IMPS)	4799 9000

NQ Community Services	(Upper Ross) 4774 0144
Lifeline NQ	131 114
Parent line (Counseling Call line)	1300 301 300
Interpreting Services	131 450
Wee Care Family Inc (emergency shelter for children)	4772 4499
Family and Child Connect	13 32 64