



**Footsteps Early Learning Centre,**

**Woolooware**

# **Parent Handbook**

**2012**

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## **Welcome to Footsteps Early Learning Centre, Woollooware**

Welcome to Footsteps Early Learning Centre. Our registered company name is Clifton Coffee Pty Ltd and we trade as Footsteps Early Learning Centre, Woollooware. We are a family owned and operated long day care centre, located a short walk from Woollooware train station. We pride ourselves on providing a level of care that we would want and expect our own children to receive.

We understand how anxious you as parents may feel to leave your child in care outside of the family home. We would like to help you make an informative decision about choosing a child care facility so here is some information about our centre.

We are a long day care centre licensed for 29 children per day. We cater for children aged from 6 weeks – 5 years of age. Children are welcome to attend any number of days that are required; we do not have a minimum or maximum number per week. We split our centre into 4 groups, 0-2 year olds, 2-3 year olds, 3-4 year olds and 4-5 year olds. In doing this we are able ensure that all children are with children their own ages and programs are developmentally appropriate for each group. We operate with a higher staff to child ratio than recommended by the Education and Care Services National Regulations to ensure the safety and wellbeing of your child at all times.

Our centre is Managed By our Director and Nominated Supervisor Lauren Mcpherson . Lauren mainly works in the office so there is always someone available to speak with in the office if you have any enquiries. All of our centres are overseen by the Managing Director Kim Clifton.

Footsteps Early Learning Centre, Woollooware is open 7.00am – 6pm Monday – Friday and operates for 50 weeks per year. We are closed on public holidays and for a two week period over Christmas each year.

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**Philosophy**

At Footsteps Early Learning Centre we believe that early childhood is a unique and privileged stage of life. We believe that each member of our little community is deserving of the utmost respect and validation as members of a culture, of a family and within their unique sense of self. We see that children are full of infinite potential and our role as assisting them to reach their full potential.

We believe that children should be cared for and educated in an environment that is healthy, safe and hygienic, and that they are provided with a nutritious diet to promote a healthy physical body. We believe that successful learning occurs after an individual's primary needs are met. As Maslow stated, "an individual's need for food, shelter, safety and a sense of emotional security must be stated before learning and higher pursuits can occur.

We believe an environment which is warm, welcoming, nurturing and safe provides children with the best opportunity to learn and develop new skills. Each child is made to feel accepted and valued as an individual. Staff endeavour to spend quality time with each child in order to develop a positive and secure relationship.

We believe children learn best in an environment which is stimulating and intriguing. We use a progressive program which develops from the interests of the children, families and staff. We attempt to distil in children a love of learning, and encourage all children to be active in constructing their own knowledge.

We believe that each child is an individual who needs to develop at their own pace through positive guidance, encouragement, nurturing and education. We believe children require positive encouragement and continual reinforcement in order to develop the confidence and the self-esteem necessary to make choices and decisions. Skills which we believe are essential to thrive in the society in which we live.

We encourage exploration and seek to actively develop positive problem solving skills in an environment, which does not believe in success or failure,

rather an opportunity to learn more about oneself and develop new skills at an individual pace.

In order to ensure that our program effectively reflects the strengths and interests of each child, staff develop individual portfolio's which contain observations, work samples, photo samples, profiles, family and weekend input sheets and background information.

We recognise differences in the make-up of children along with differences that can be widened or reduced by the favourable or unfavourable influences of the environment. In the 15<sup>th</sup> Century Comenius recognised that difference in ability was not merely a matter of intellect but of individual temperament and character. The child is perceived as individual, unique and beautiful.

Emphasis is placed on inciting children's interests and creating the desire to learn. By allowing children the time and space to explore their environment, we enable them to actively choose a focus and construct knowledge and understanding. We believe children learn by doing and that as educators and carers it is our role to provide the scaffold (support) from which their knowledge grows.

Staff endeavour to nurture, be sensitive toward and committed to the wellbeing of all the children and families of our centre. We seek to develop a sensitive, reciprocal and responsive relationship with our children, families and staff which are based on mutual respect and encourage open and honest communication.

Care and respect for others, equipment and the environment will be developed. We will promote an atmosphere of co-operation and collaboration, rather than that of competition.

We seek to encourage families to participate in the programming and day to day routine of the centre. We recognise the value of developing meaningful links between home and the centre and aim to ensure that families feel part of their child's life at the centre. We believe that in society so culturally diverse,

each family's culture, beliefs and language should be reflected in all aspects of the program and the centre.

### **Our Aims**

- To provide high quality care and development opportunities for children aged 6 weeks – 5 years of age
- To provide for the needs of children and their families regardless of ethnicity, religion or background and regardless of their reason for wanting to use the service
- To ensure that staff are able to fulfil their role in an environment where their rights and needs are recognised
- To adopt the National Quality Framework which includes:
  - The Children (Education and Care Services National Law Application) Act 2010
  - The Education and Care Services National Regulations
  - The National Quality Standards
- To provide and maintain a safe and healthy learning environment
- To promote physical, linguistic, social, emotional and intellectual development
- To encourage children to express themselves, to communicate with others and to make decisions
- To maintain high levels of hygiene and care
- To provide children with a wholesome, nutritious and balanced diet
- To have staff keep an individual development profile and portfolio of achievements for all children
- To have staff plan realistic curriculum goals for children based on assessment of individual needs and interests.

## **Programming and Curriculum**

At Footsteps we use the Early Years Learning Framework along with a School Readiness Program. There are 5 learning outcomes that are designed to capture the integrated and complex learning and development of all children across the birth to five age range. The outcomes are:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators.

The outcomes are broad and observable. They acknowledge that children learn in a variety of ways and vary in their capabilities and pace of learning. Some examples of how we interpret the curriculum are:

- Encouraging children to be responsible for their own learning through choices in activities based on their interests
- Using conversations, actions and play as the basis for teaching
- Involving the children as partners in teaching by seeking out ideas, opinions, thoughts and questions
- Encouraging children to further their independence and self-help skills
- Involving the children in interest projects and learning stories to further their learning and knowledge
- Involving the families as partners to gather a comprehensive picture of the whole child
- Promoting positive relationships with individuals and in group experiences (small and large)
- Using the physical environment as a third teacher to promote choices throughout the day

- Giving children control of the day within a flexible and consistent routine

Each day our centre follows a routine. This routine is only a guide and may change depending on where the children's interests lead them as our programming is based on children's interests and explorations.

Our program includes indoor and outdoor play, small and large group experiences. Experiences include act, craft, blocks, construction, sand play, water play, imaginative play, role playing maths and science exploration, books and puzzles.

We have a large outdoor play area for children to explore the natural environment as well as a sand pit and climbing and balancing equipment to help develop your child's gross motor skills and co-ordination. In 2012, we will be introducing a sustainable environment program including a worm farm, compost bin and garden for children to grow their own vegetables.

Each day we record the events of the day on our program wall. This is located within your child's room and contains work samples, photographs and learning stories from the family input sheets that are returned each week.

We document the children's learning through individual portfolios. We see your child's time at Footsteps as a journey so we begin the portfolio when your child starts and we give this to you when your child leaves. Portfolios are sent home at different times through the year for you to view and comment on and are available for you to view at any other time throughout the year. If you would like to view your child's portfolio please see their teacher. Your child's portfolio contains work samples, anecdotal records of play experiences and conversation, observations and photographs. We understand that some children spend a lot of time at our centre so we would like to be able to show you what they do each day so that you do not miss anything.

After lunch all of our children have quiet time on their beds. Please be aware that we are not allowed to stop a child from sleeping if they are tired nor are we allowed to force a child to sleep if they are not. All children are required to have a period where they rest, for children who do not go to sleep they are

able to do some quiet activities at a table whilst waiting for the quiet time to finish.

## **Our Staff**

Footsteps Early Learning Centre has a team of professional and experienced childcare workers. Our staff are committed to providing the highest quality care and education for your children. We strive to achieve this by providing opportunities for staff development and training courses.

Lauren Mcpherson – Bachelor of Early Childhood  
Director, Nominated Supervisor and Educational Leader  
Office Administration Mon - Fri

Sally Cook – Certificate 3 in Children’s services  
Certified Supervisor  
0-2 years Educator

Coco Ward – Certificate 3 in Children’s Services  
2-3 years Educator

Naomi Chapman –Certificate 3 in Children’s Services  
Certified Supervisor  
0-2 Years Educator

Georgia Purcell – Currently Studying bachelor of Teaching  
Certified Supervisor  
Floater

Brooke Lombardo – Certificate 3 in Children’s Services  
3-5 years Educator

Chrystalle Parsons – Currently Studying her Certificate 3 in Children’s services  
3-5 years Educator

Jordan Gauci - Currently Studying her Certificate 3 in Children’s services  
Floater

## **Enrolment and Fee Policy**

Please complete the enrolment form that has been included in this pack prior to your child's first day. The information you provide to us is essential to be able to provide the best possible care for your child. All information supplied to us will remain confidential.

We will do our best to accommodate your nominated days of attendance, however if there are no vacancies on the days that you have requested we will place your name on the waiting list or liaise with you to work out other arrangements.

Upon confirmation of a position at our centre you will be required to pay a \$200 bond to secure your child's position. This bond is per child and is refundable back to you if your fees are paid in full and you have given two weeks written notice upon leaving the service. (Your bond will be directly deposited into a nominated bank account two weeks after your final day).

If the child fails to start at the centre and less than two weeks' notice is given then the bond is non-refundable.

You will also be required to pay two weeks full fees. This amount will vary for each family and will be per child. These fees are then allocated to your child's account when they start. We are then able to use these first two weeks to receive your official centrelink information and are able to set up your direct debit payments with the correct payment information.

Your first fee payment will be due the 3<sup>rd</sup> Monday your child begins by direct debit only. Fees MUST be paid on a Monday. You can either have this set up to automatically debit your account with the fees that are due for that period (this will ensure that your fees are always up to date) or you can elect for a fixed amount to be deducted. Please be aware that your fees must be paid in advance and your fixed amount must cover your fees. You can elect to have this paid at weekly, fortnightly or 4 weekly intervals but MUST be in advance.

Fees are required to be paid for each day your child is enrolled, regardless of their absence and for public holidays. Two weeks written notice must be given when withdrawing your child or requesting to swap days or if you wish to drop a day. Please see your centre supervisor for a form if you wish to do any of these. If you give two weeks' notice to withdraw your child from our service and your child does not attend after this, then your account will be charged full fees for this period. This is because centrelink will only pay CCB for children who would normally have attended on any given day. If you do not return to the centre after giving notice Centrelink deem you as not intending on returning so they will not pay us your CCB for this time unless you have a doctor's certificate. Please speak with your centre supervisor if you would like more information regarding this.

Fees are to be paid in advance at all times. If you are having difficulty in paying your fees please speak with your centre supervisor immediately. If your fees fall 2 weeks in arrears, you will be contacted by telephone and payment must be made immediately or your position may be withdrawn from the centre. The centre will issue regular account statements by email and paper copy and may send SMS messages to your mobile to remind you what fees are due.

Our only method of payment is Direct Debit from your bank account or credit card. Please see your centre supervisor for fees associated with these payments. This is set up by our Childcare software provider Numeropro directly with the National Australia Bank. We do not accept cash or cheques.

Upon enrolment you must also provide us with a copy of your child's birth certificate, immunisation certificate or blue book, a copy of your CCB approval letter from the Family Assistance Office and any relevant medical forms that have been provided to you based on your child's health status (e.g. Asthma and anaphylaxis management and plans).

## **Childcare Benefits - CCB**

Footsteps Early Learning Centre is registered with Centrelink. It is your responsibility to contact the Family Assistance Office on 13 61 50 to register your child to receive Childcare Benefits (CCB %) and the Childcare Tax Rebate (50% rebate). Even if you receive Family Tax Benefits you still must register for Childcare Benefits so if your child has never been in childcare before and you have not previously received any childcare benefits please call and register.

Each Friday we send your child's attendances through to centrelink, they then pay us in arrears the following week your CCB%. This is automatically applied to your childcare fees so you are only charged the "gap" fee. In most cases the 50% CCTR is paid directly to the family but in some cases parents have nominated through centrelink for that to be paid directly to our centre. Again, this is paid to us in arrears the following week and automatically applied to your childcare fees so you are only charged the gap fee.

**PLEASE TELL US IF YOU HAVE ANY CHANGES TO YOUR CHILDCARE BENEFIT% OR YOU HAVE CHANGED THE WAY YOU RECEIVE YOUR 50%REBATE SO THAT WE CAN ADJUST YOUR DIRECT DEBIT PAYMENTS TO AVOID OVERPAYMENT TO US OR TO AVOID YOUR ACCOUNT ACCUMULATING A LARGE DEBT.**

## Daily Requirements

Please bring the following items with your child each day that they attend our centre:

- A bag that fits inside our lockers
- Drink bottle containing water only
- A legionnaires hat or bucket hat to be worn all year round
- A jacket or jumper in case the weather turns cold. We do have some spare clothes but children are often more comfortable in their own clothing
- Please provide 2-3 spare sets of clothing in case of an accident or spilt drink
- If your child is currently wearing nappies or pull ups please provide enough for each day
- If your child requires a comforter or bottle please remember to pack these
- If your child drinks any milk other than full cream milk or has formula, please provide this each day as we only provide full cream milk and water for the children to drink
- A set of cot sheets for Rest time

Please label ALL of your child's belongings with their name. If you child has a dummy or bottle, please send these with a lid for health and hygiene reasons.

If you are providing food for your child, please put your child's lunch in a clearly labelled lunch box and place it into our fridge upon arrival. Please tell one of our staff members that your child has their own lunch that day. Our centre promotes healthy eating so please do not provide your child with chips, lollies or chocolate and we ask that you only put water in your child's drink bottle.

We ask that children do not bring their own toys from home to avoid toys from getting lost or broken unless it is a special comforter.

## **Nut Free and Meals**

We are a nut free centre. Although we provide food, occasionally some people provide their own food for their child. Due to the number of children who have an allergy to nuts, we ask that you do not send any nuts or foods that contain nuts. Some children have severe allergies that can cause anaphylaxis and death. We aim to ensure all children's safety whilst at childcare and ask that nuts are excluded.

Our meals are provided daily by Kids Gourmet Food. KGF is a childcare catering company exclusively devoted to the service of food to childcare centres, kindergartens and pre-schools. All of the children's food requirements for the entire day are provided by KGF. Please see the attached handout for more information. Each week parents are able to view the menu board in the foyer. Please let the supervisor know if your child has any special dietary requirements or food allergies and we will have a special meal prepared for them.

## **Clothing**

Please dress your child in clothes that are suitable to play in. The children have the opportunity to play with a variety of materials, so it is important that it does not matter if clothes get dirty or wet. Clothes that are easily managed by children are also important, especially with toileting. We recommend that you dress your child in clothes that cover your child's shoulders for sun protection.

We also have a NO HAT, NO PLAY policy. Please bring a hat each day your child attends the centre, the preferred type being a legionnaire's hat or bucket hat to protect your child's neck.

## **Birthdays**

Birthdays are an exciting time in every child's life and we love celebrating them with your child. Please feel free to send a birthday cake or cupcakes for your child's birthday if you wish.

## **Settling In**

Some children find it difficult to settle in when starting childcare. Please remain positive, children notice if adults are anxious or upset and ALWAYS say goodbye to your child before you leave. Children generally do not stay upset for too long and we invite you to call the centre as many times as you like during the day to check how your child is. Please be assured that we will call you if your child is really upset and distressed and does not settle. If your child is having difficulty settling please speak with our supervisor to help you through this difficult period.

## **Family Involvement**

We encourage parents to participate in your child's experience at Footsteps in a variety of ways, on any level that is comfortable to you:

- We invite you to attend parent/educator meetings and to volunteer in the daily program
- We have an OPEN door policy where you are welcome to attend the centre at any time and say HI
- By completing family input sheets so we can find out what your child may be interested in
- Saving recyclable materials that the children can use at the collage table
- Sharing skills, talents and hobbies with the children
- Sharing your culture or experiences
- Donating items for use at the centre, e.g. Old clothes for dress ups
- Giving comments or feedback on policies and accreditation
- Talking to staff on a daily basis about your child
- Attending special events such as Mother's Day, Father's Day, Grandparents day

## **Parent Communication/Contacting your child's Educator**

Footsteps issue a newsletter once a month and regular account statements. Our preferred method of communication is via email but if you need a paper copy please let our supervisor know. We also communicate with parents through your family pockets and via our notice boards and emails. Please check your family pocket every day that your child attends so that you do not miss important information.

Parents are welcome to speak with their child's educator/carer at any time but if you would like to discuss an issue in private or in length about their progress or any issues, please speak with the supervisor to make an appointment.

Please let the supervisor know if:

- Your child is going on holidays
- Your contact details have changed
- Your child is on medication
- Your child is going to be absent
- Someone different is collecting your child

## **Behaviour Guidance**

We believe that children need to be provided with limits within their environment to allow them to develop to their optimum potential. Children need assistance to move within these limits through staff's positive guidance. We aim to intrinsically motivate children to self-discipline and to develop within each child an understanding of the consequences of both positive and negative behaviours and how their actions affect themselves and those around them. Staff will at all times model appropriate behaviour with the children including, consideration, patience, courtesy, helpfulness and appropriate language, we will also use redirection techniques and encourage children to think of an alternative to inappropriate behaviour.

## **Arrival and Departure/Signing In and Signing Out**

When arriving and departing the centre, parents are legally required to sign their child in and out of the centre to ensure the safety of your child. Footsteps will only release children to those persons whom parents have authorised in writing to pick up the child. We appreciate your co-operation with these procedures listed below:

- When you or someone you have authorised drops your child at the centre you will need to sign in your child. On your first day you will be shown where your child's sign in/out sheets are located. You must record your arrival time and sign your name.
- When you or someone you have authorised comes to collect your child you must sign them out. You will be required to state the departure time and sign your name.
- If you are unable to collect your child, only people you have authorised to do so will be able to collect your child. This information has been provided by you in your enrolment forms. If you need someone else to pick up your child, please complete an authorisation form located next to the sign in sheets. Please be aware that the person that collects your child may be asked for photo identification if the staff have not met them before.

## **Collection of Children**

We are licensed to have children at our centre until **6.00pm**. We ask that children are collected by 6pm. If you are running late and will not arrive prior to the closing time please contact staff and let them know as soon as you are aware that you will be late. If you are late and have not contacted staff, a staff member will attempt to contact parents. If after 15 minutes we have not been able to contact a parent then we will contact your emergency contacts as per the enrolment form and ask them to collect your child. If staff are unable to contact anyone on the enrolment form, we will contact the police. A note will

be left on the front door of the centre detailing the whereabouts of the child. Two staff will accompany the child.

If you are late there will be a late fee applied to your fees. The initial cost will be \$15 and then \$1 per minute. These fees are charged to cover the cost of 2 staff members' overtime to stay with your child.

### **Illness and Exclusion Periods Policy**

The state of NSW requires that children be in good health to attend school. Our objective is to provide a safe and hygienic environment that will promote health and wellbeing of all staff, families and children attending. Our centre reserves the right to send home or refuse attendance to any child that is considered not well enough to attend.

In order to promote and ensure a safe and hygienic environment, the following procedures will be followed:

- Parents will be expected to take home any child who arrives at the centre who is obviously unwell
- If a child has been given unprescribed medication e.g. Panadol, nurofen, Dimetapp etc in order to reduce a fever or mask symptoms of sickness, then they are not well enough to attend the centre. When this medication wears off they will deteriorate and in the meantime will have exposed others, both staff and children to whatever infection they are suffering with. Children who are unwell are best kept at home to recover from illness and infection, and this will minimise the risk of cross-infection. Please advise staff if you have given your child any medication within the 12 hours prior to attending care
- If a child displays any of the following symptoms they should be kept home until they have seen a doctor, if they experience any of these symptoms are displayed at the centre you will be contacted to collect your child immediately:
  - Fever greater than or equal to 37.5 degrees C.
  - Moderate drainage (clear or discoloured) from the mouth, nose, eyes or ears

- An obvious skin rash
- Abdominal pain
- A painful, red throat even if fever is not present
- A deep, hacking cough
- Difficulty breathing or untreated wheezing
- Complaints of stiff neck and headache with one or more of the above symptoms
- Yellow discharge from the eyes
- Cuts or openings of the skin that are pus-filled or oozing

If your child becomes unwell during the day they will be isolated from other children and you will be asked to collect them immediately.

If the parents of the child cannot be contacted, emergency/alternate contacts nominated by the parents on the enrolment form will be contacted and asked to collect the child from the centre.

If no contact can be reached, the child will remain in isolation.

If deemed necessary by the supervisor, medical attention will be sought.

Footsteps ELC has adopted the NSW Health guidelines regarding the exclusion of children from childcare because of illness, as outlined in their publication, "Staying Healthy in Childcare, 4<sup>th</sup> Edition". A copy of this publication will be provided to you with your enrolment package. If your child contracts any of the infectious diseases listed in the publication, they will be excluded from the centre for the time it recommends.

All parents will be notified of any infectious diseases at the centre. This will be done by copying the information provided in the "Staying Healthy in Childcare" Folder and putting it on our noticeboard for your information, stating that we have had a case in the centre.

As well as the NSW Health guidelines, the following will apply:

- Diarrhoea – Footsteps ELC reserves the right after 2 consecutive diarrhoea bowel motions and will not accept the child back for 24 hours
- High Temperature – Footsteps ELC will not accept children with a temperature above 37.5degrees C. A child with a high temperature can be at risk of a febrile convulsion, and generally indicates that they are fighting some type of infection that poses a risk to other children.
- Vomiting – Footsteps ELC reserves the right to exclude a child who has vomited and will not accept the child back for 24 hours. (i.e. if a child has vomited overnight, they should not attend preschool the following day)
- Green or coloured discharge from the nose – Footsteps ELC reserves the right to exclude a child who has a green or coloured discharge from the nose and will not accept the child back until the discharge is clear.

### **Medication Policy**

There are some occasions when children may need to take medication whilst in our care. If your child does require medication whilst in our care, please advise staff immediately upon arrival.

Upon arrival, please hand the medication to a staff member and complete a medication form. The following is an extract from the Education and Care Services National Regulations, Section 95 – Procedures for administration of medication.

- a) The medication must be administered –
  - I. The medication must be prescribed by a registered medical practitioner,
  - II. from its original container, bearing the original label with the name of the child to whom the medication is to be administered, and before the expiry or use by date; or from its original container, bearing the original label and instructions and before the expiry or use by date;
- b) and the medication must be administered in accordance with any instructions –
  - I. attached to the medication; or

- II. any written or verbal instructions provided by a registered medical practitioner; and
- c) The following must be checked by a person other than the person administering the medication –
  - I. The dosage of the medication to be administered;
  - II. The identity of the child to whom the medication is to be administered

Staff are prohibited from administering over the counter medication without a letter from a registered medical practitioner and the above procedure being followed.

### **Anti-Bias Policy**

Australia is a diverse multicultural society composed of people from a wide variety of cultural and ethnic backgrounds. It is important that we foster within each child recognition, awareness, acceptance and respect of other cultures through integrating multiculturalism into our program. At Footsteps we welcome all children, staff and families without regard to race, religion, colour or creed.

When required, we engage support services to assist us in developing our program to meet the needs of special needs children with disabilities and non-English speaking children.

### **Complaints and Feedback**

We welcome all feedback for our centre, whether it be good or bad. There are a few different ways you can do this. You can speak with the supervisor or educator about an issue that may be bothering you. You can complete a feedback form anonymously and we can address the issue in our newsletter if it affects other families or you can complete this with your details so we can speak with you directly or you can email the licensee on [footstepsadmin@bigpond.com](mailto:footstepsadmin@bigpond.com) if you feel that you have not received a satisfactory response.

If you would like to offer positive feedback about our centre or any staff members you can do this the same way. We always pass on all feedback to our staff so that we can congratulate them or discuss ways to improve our centre.

## **Other Policies and Procedures**

Footsteps ELC has a number of policies and procedures that we follow to ensure a safe, healthy and happy environment. The following is a list of some of those policies. Please see one of our educators and they will show you where the policy folder is located if you wish to view these and many more.

- Nutrition, food and beverages, dietary requirements
- Sun Protection
- Water Safety
- Administration of First Aid
- Incident, injury, trauma and illness procedures
- Dealing with Infectious Diseases
- Dealing with Medical Conditions in children
- Emergency and Evacuation
- Delivery of Children to, and Collection of Children from Education and Care Service Premises
- Excursions
- Providing Children with a safe environment
- Staff Policies
- Interactions with Children
- Enrolment and Orientation
- Governance and Management of the Service
- The acceptance and refusal of authorisations
- Payment of Fees and Provision of fees charged by the Service
- Dealing with Complaints

**IF YOU WOULD LIKE FURTHER INFORMATION ABOUT ANY ISSUES RAISED IN THIS HANDBOOK PLEASE CONTACT THE SUPERVISOR AT YOUR CENTRE OR REFER TO OUR POLICIES AND PROCEDURES FOLDER LOCATED IN THE OFFICE.**

**WE LOOK FORWARD TO GETTING TO KNOW YOU AND YOUR FAMILY.**