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2023 Family Handbook – IRPS

Welcome to KT OOSH Services!

We strongly recommend that you read through this handbook as it aims to assist families with any day-to-day procedural questions regarding the service, including some important policies and procedures.

It is important that families are aware of their responsibilities throughout the term of their enrolment by understanding the company Policies and Procedures. This in turn will assist in establishing an effective relationship between families and the service. A full version of ALL company Policies and Procedures is located at the centre in the sign in area for families to access at any time. Each Policy and Procedure is reviewed regularly of which parent are invited to give their input via a monthly mail chimp email sent by KT OOSH Services.

During the online enrolment process you will be required to acknowledge that you have read and understand this Family Handbook.

If you have any further questions or queries, please email irps@ktoosh.com.au. Please note that we will endeavour to reply within 48 hours, excluding weekends, shut down periods & public holidays.

Contents

KT OOSH Website, Facebook & Instagram Pages	3
Service Location	4
Contact Information.....	4
Operating Hours.....	4
Fees Structure	5
Fee Policies.....	6
How to Enrol	9
Types of Care provided	9
Child Care Subsidy (CCS)	12
How to confirm the enrolment linkage between KT OOSH and Centrelink to gain CCS benefits:	12
Arrivals/Departures & Signing In/Out Process:	13
How do I mark my Child Absent from KTOOSH?	15
Extra-Curricular Activities.....	15
Custody and Access.....	15
Governance.....	16
Privacy.....	16
Child Protection	16
Children with Medical Diagnoses/Conditions	17
Immunisation	18
What happens if my child is unwell?.....	18
Collection of sick/injured children from the service	20
Paracetamol & Ventolin Policy.....	20
Behaviour Guidance.....	20
Behaviour Policy	21
Educational Program.....	22
Menu.....	22
Emergency Evacuation/Lock Down	23
Concerns, Complaints & Grievances	23
Qualifications and Ratio of Staff.....	23
Parent/Guardian Code of Conduct.....	24

KT OOSH Website, Facebook & Instagram Pages

Website:

Contains information for parents and links to additional information including on the following TABS:

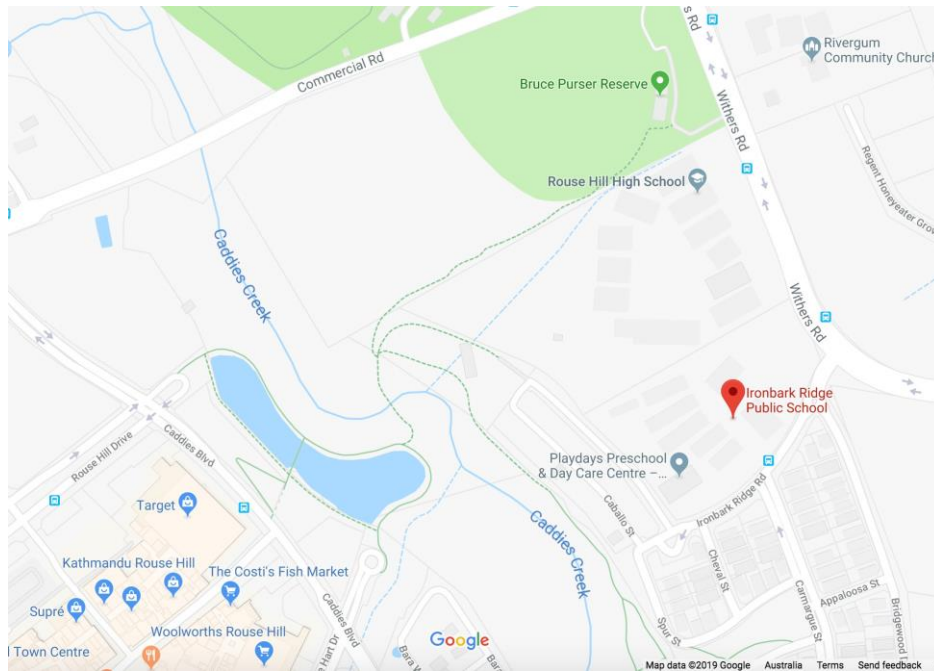
- | | |
|------------|--|
| Parent TAB | Contains the Family Handbook and Resource links |
| Forms TAB | Contains important forms and information, including How to Enrol, Medical Action Plans Templates, Extra Curricular Permission Form and CCS Agreement Form. Our centre’s locations and directions, Vacation Care information and programs and Educator profiles |
| Website: | www.ktoosh.com.au |
| Facebook: | KT Oosh Irps |
| Instagram: | ktooshirps |

Follow us on Facebook and Instagram to be kept up to date with important information, vacation care updates and reminders as well as centre daily journals



Service Location

KT OOSH operates within the school ground of Ironbark Ridge Public School. KT OOSH operates out of the school hall as well as the library.



Contact Information

Website: [KT OOSH | Childcare services](https://www.ktoosh.com.au)

Email: irps@ktoosh.com.au

Centre Mobile: 0428 021 652 this number is used to contact the centre directly in an emergency during service hours only.

Operating Hours

Before School Care 6:45am – 8:45am

After School Care 3:00pm – 6:00pm

Vacation Care 6:45am – 6:00pm

Fees Structure

Fee prices below are based per child, per session, before Child Care Subsidy (CCS) has been applied.

Permanent Before School Care	\$ 14.06
Permanent After School Care	\$ 20.55
Casual Before School Care	\$ 14.06
Casual After School Care	\$ 20.55
Vacation Care (Early Bird)	\$64.90
Last Minute booking fee	\$5.00/per session

Additional Charges:

Enrolment Administration Charge/child	-	\$ 25.00
Annual Re-Enrolment Charge/child	-	\$ 5.00
Family Bond for Casual Enrolments (When there is no regular booking pattern)	-	\$300.00
Non-Notification Charge (Per Child/Incident)	-	\$ 17.50
Late Collection Charge (Per Child/Incident/5 Minute Increments)	-	\$ 15.00
CRN Update Administration Charge	-	\$ 25.00
Missed Sign In/Out Charge (Per Child/incident)	-	\$ 25.00
General Administration Charge	-	\$ 25.00
Overdue Account Charge (Per account for each week debt remains outstanding)	-	\$ 10.00
Statement of Entitlement Re-Issue (Per statement)	-	\$ 5.00

Enrolment Administration Charge: will be charged at the current rate for the processing of all new enrolment applications.

Annual Re-Enrolment Charge: will be charged at the current rate. This charge applies to all enrolled families who wish to re-enrol with the service for the following year.

Family Bond: will be charged at the current rate. This charge applies to all families who do not hold a permanent Before School Care (BSC) or After School Care (ASC) booking.

Non-Notification Charge: will be charged at the current rate. This charge applies per child to your account if any of the following three incidences occur:

1. When guardians do not inform the service directly that their child/ren will NOT be attending a previously booked or confirmed AM session, PM session or VC session with the service.
2. When guardians fail to notify the service that their child/ren requires a casual/emergency AM care position, PM care position or VC Care position prior to the child arriving at the service.
3. When guardians fail to contact the service and advise that pick up will occur after the service closure time. This is important, as management may need to arrange someone to remain on site after closing until the child is collected.

Late Collection Charge: will be charged at the current rate. This charge applies per child/5-minute increments that a child remains on site after the official Centre's closing time. If a guardian is running late, then they **MUST** contact the Centre to advise. This will give reassurance that a nominated authorised person is on their way. Failure to do so or if the Centre must contact the guardian, then this will result in a non-notification fee being charged as per the current non-notification rates per child in addition to the late collection fee. If continued lateness occurs, then KT OOSH Services reserves the right to terminate care. It is important to respect that KT OOSH Services Educators have families and commitments after closing hours.

CRN Update Administration Charge: will be charged at the current rate. This charge applies if after it is found that we have been given the incorrect CRN number and a new formal enrolment needs to be completed to link Child Care Subsidy System. This also applies if the incorrect parent has been linked to a CRN in the enrolment process which highlights this parent as being the main CCS entitled parent.

Missed Sign In/Out Charge: will be charged at the current rate. This charge applies if a parent has forgotten to sign their child either in or out. For families receiving CCS Benefits, they are made aware on acceptance of the CCS benefit that this is a legal requirement by them to sign their children in and out each time that they use the Service.

General Administration Charge will be charged at the current rate. This charge applies for administrative tasks outside of current processes i.e., when parents do not access current Centres booking/absent notification APPS and will also include re-enrolment where the enrolment has been stopped due to the Medical Conditions Policy, Behaviour Management Policy or Code of Conduct Policy not being followed.

Overdue Account Charge: will be charged at the current rate. This fee applies to overdue accounts and is applied on a weekly basis for each week that the account remains overdue.

Statement of Entitlement Re-Issued: will be charged at the current rate. This fee applies when a family request a re-print or re-issue or a previously supplied statement of entitlement.

Fee Policies

The fee structure of the Service includes the following and is increased annually:

A \$300.00 Family Bond (refundable) is **only payable** per family if their child uses the service **for casual or vacation care bookings only**. This Bond payment is payable via Direct Debit at the time of processing prior to the child's acceptance to joining KT OOSH Services. If at any time a permanent booking is changed to a casual booking the \$300.00 Family Bond will be required to keep your account open for casual Care usage.

The Family Bond is fully refundable when 2 weeks written notice (via email) is received that the child/ren no longer requires the use of the service. If two weeks' notice is not given, then permanent fees will continue to accrue until notice of cancellation is received in writing to the administration team via email. From the point of notification 2 weeks' worth of permanent fees remains payable. If attending vacation care only, then the \$300 bond is directly refunded provided there are no outstanding monies owing. Refunds are processed within 4 weeks of cancellation of care. This allows for any CCS adjustments.

Non-Notification Fees as at the current fee schedule will be charged per child to your account if any of the following three incidences occur:

4. When guardians do not inform the service directly that their child/ren will NOT be attending a previously booked or confirmed AM session, PM session or VC session with the service.
5. When guardians fail to notify the service that their child/ren requires a casual/emergency AM care position, PM care position or VC Care position prior to the child arriving at the service.
6. When guardians fail to contact the service and advise that pick up will occur after the service closure time. This is important, as management may need to arrange someone to remain on site after closing until the child is collected.

CRN Update Administration Fee of \$25.00 will be charged if after 2 weeks it is found that we have been given the incorrect CRN number and a new formal enrolment needs to be completed to link Child Care Subsidy System. This also applies if the incorrect parent has been linked to a CRN in the enrolment process which highlights this parent as being the main CCS entitled parent.

Sign In/Out Administration Fee of \$25.00 will be charged if a parent has forgotten to sign their child either in or out each session to follow up and support families to ensure that they receive their entitlements. All parents are made aware on acceptance of the CCS benefit that this is a legal requirement by them to sign their children in and out each time that they use the Service.

Late collection Fees at a rate of \$15.00 per child/5-minute increments that a child remains on site after the official Centre's closing time. If a guardian is running late, then they MUST contact the Centre to advise. This will give reassurance that a nominated authorised person is on their way. Failure to do so or if the Centre must contact the guardian, then this will result in a non-notification fee being charged as per the current non-notification rates per child in addition to the late collection fee. If continued lateness occurs, then KT OOSH Services reserves the right to terminate care. It is important to respect that KT OOSH Services Educators have families and commitments after closing hours.

Re-Issuing of financial statements \$5.00 per request will be charged to any family each time that they request to have a copy of their statement re-issued to them. Statements are emailed directly to the parent each fortnight in electronic form and should be kept in safe keeping for their end of year financial commitments for any benefit that they receive from the Government.

KT OOSH Services uses a program called Qikkids to manage their bookings and charges. This is a government approved system that links directly to Centrelink's Child Care Subsidy System.

Childcare services use the Child Care Subsidy System to record a child's enrolment and attendance information. This information is reported to Centrelink and used to calculate the childcare allowance to be paid to the service.

Basic requirements that must be satisfied for an individual to be eligible to receive Child Care Subsidy for a child include:

1. The age of the child (must be 13 years or under and not attending secondary school),
2. The child meeting immunisation requirements,
3. The individual, or their partners, meeting the residency requirements.

Families level of Child Care Subsidy will be determined by:

1. Combined family income,
2. Activity level of parents,
3. Type of childcare Service.

When a child is confirmed as attending a session with the service, that session is payable regardless of attendance or not. Fees are charged depending on the Child Care Subsidy (which replaced the Child Care Benefit and Child Care Rebate in 2018). The Child Care Subsidy will be paid directly to the Service with the balance out of pocket to be paid by the parent.

Payment of Fees:

Fees are to be paid fortnightly in advance through a direct debit system and are charged at the full session rate regardless of the actual attendance hours at each session.

Fees are payable in advance for every day that a child is enrolled at the Service. This includes sick days, and family holidays but excludes periods when the Service is closed.

Permanent before and after school care fees are payable on all public holidays and teacher strike days with the following EXCEPTION:

- o Permanent before and after school care fees are NOT payable on Christmas Day, Boxing Day, or New Year's Day.

Fees must be kept in advance to maintain a child's attendance schedule. If fees become overdue, then the service has the right to suspend care immediately. Should a child's attendance schedule be suspended then during the suspension period fees will continue to accrue and the child will be marked absent until the account is brought up to date or the required cancellation notification is received.

Statements of entitlement are sent fortnightly on Tuesdays via email to your nominated email address and payment is the responsibility of the nominated CRN holder or person enrolling the child/ren.

Upon receipt of your statement of entitlement, it is the customer's responsibility to review all charges and if you feel an error has been made then the administration team must be notified via email within 7 days of receiving the invoice via your centre's appropriate email address.

The admin team will investigate your query and if applicable do their best to rectify the error ASAP. In some cases, this may take longer than expected. If this is the case, then the incorrect amount invoiced will be deducted from your nominated account or credit card and a credit will be applied on the following fortnightly statement of entitlement. This will be noted as the balance brought forward amount.

Debit Success is the service's third party payment method. Fees payable are automatically deducted directly via your bank account or credit card. Surcharges apply for credit card deductions. The Debit Success run is batched and deducted Wednesday fortnightly (the day after statements of entitlements is issued via email). Deductions can take up to two days to process through accounts dependent on the financial institute you are with.

You will receive your first statement of entitlement for 2023 on Wednesday 4th January 2023 if you are attending Vacation Care. If you are not attending January Vacation Care, then you will receive your first 2023 statement of entitlement on Wednesday 18th January 2023. Direct Debit deductions will then continue fortnightly thereafter.

Late Payment/Dishonour Fees:

Debit Success will apply dishonour fees to any failed transactions at their current dishonour rates. KT OOSH Services have no control over Debit Success dishonour fees and therefore these cannot be credited. Please contact Debit Success on 1800 148 848 for any dishonour queries.

If a payment is dishonoured/declined, then an additional late payment fee will be applied to your account at the current late payment rate by KT OOSH Services on top of any Direct Success charges on the Monday following the declined deduction and continue to apply each Monday on a weekly basis until the account is brought up to date and the outstanding amount finalised.

Vacation Care/Casual Bookings - Except for under extenuating circumstances (at the discretion of management), Vacation Care/Casual bookings that have been confirmed are also payable regardless of whether the child attends or not and no refunds, credits, swapping or changing of days will be applied or allowed due to operational requirements.

Due to current legislation, if a child does not attend on their very first day of care upon commencement with KT OOSH Services or their final day of care booked should they cancel care and the service has received their 2-week written notice to cancel their booking, the family will be charged full fees as no childcare subsidy entitlement will be paid to the Service by Centrelink as they will deem the care as not a necessity.

Financial Hardship:


If a family is having financial difficulties, then an application for special provisions should be emailed directly to irps@ktoosh.com.au. The administration team will then email you the link to apply for financial hardship benefits via Centrelink and a payment plan will be created to ensure continuity of care.

How to Enrol

Visit our website www.ktoosh.com.au and register for a “My Family Lounge” account via the widget below:

Step 1 - Register for My Family Lounge

- To register an account locate the My Family Lounge login screen on the Childcare Centre's website
- Press the Register button



You will find many self-guided information on how to enrol on our website www.ktoosh.com.au

Types of Care provided

All care must be pre-booked and confirmed prior to attendance.

If your child is going to be absent from ANY booked sessions, guardians MUST mark this absence via the My Family Lounge APP (on a smartphone) PRIOR to the end of a booked AM session and/or prior to the commencement of a booked PM session and /or prior to 9.00am on any vacation care day.

Failure to do so will result in a non-notification fee being charged per child.

PERMEMENT CARE: Permanent Care is a regular weekly booking. There is no swapping of days or removal of sessions allowed. 2 weeks’ notice is required to change or cancel a permanent schedule.

How do I make a Permanent Booking for my child?

To create a permanent care schedule for your child you must submit a “Booking Request” via the My Family Lounge Portal. Once KTOOSH receive your request we will then send a position offer (pending session availability) via email. You will be prompted to ACCEPT and CONFIRM this booking via your My Family Lounge Portal by the advised offer expiry date to lock the new schedule in.

How do I charge/increase/decrease my Permanent schedule?

Permanent Care schedules can be charged/increased/decreased via editing the current Schedule on the My Family Lounge PORTAL with a minimum of two weeks’ notice. Once KTOOSH receive your request we will then send a position offer (pending session availability) via email. You will be prompted to ACCEPT and CONFIRM this booking via your My Family Lounge Portal by the advised offer expiry date to lock the new schedule in.

How do I cancel my Permanent Schedule?

We require 2 weeks written notice to irps@ktoosh.com.au to cancel a permanent schedule.

CASUAL CARE: A Casual booking is one that is made on an ad-hoc / irregular basis and is booked outside of 7 days' notice from the required session.

How do I make a Casual Booking?

All Casual bookings are to be made directly via the My Family Lounge APP on your smartphone. Please note that once confirmed this booking will be payable regardless of attendance. There is no cancelling or swapping of sessions permitted.

Log into your My Family Lounge APP on your smartphone, **once logged in (using your email address and the password) select the "Casual Bookings" tab.** This will bring up the bookings calendar for the current month. Please refer to the legends below, the coloured legends sit at the bottom of each date square



LAST MINUTE CARE: A Last-Minute booking is one that is made on an ad-hoc / irregular basis and is booked within 7 days' notice from the required session.

How do I make a Last-Minute Care Booking?

Please email your request to irps@ktoosh.com.au The booking will need to be confirmed prior to attendance. If available you will receive a reply email. Should your request be emailed within 3 hours of the required session then in addition, text the centre mobile with your request.

Please note that once confirmed this booking will be payable regardless of attendance. There is no cancelling or swapping of sessions is permitted.

VACATION CARE: A Vacation Care booking is a booking that is made for a vacation care period or pupil free period set by the Department of Education and/or each individual School. Additional excursion/incursion costs as noted on the program are compulsory and payable unless specified as optional.

Vacation Care programs are generally published by week 4 of each term for the upcoming school holidays. The Vacation Care programs is posted on our website www.ktoosh.com.au our Facebook page & Instagram as well as in the school newsletters.

Programmed activities & excursions are subject to appropriate weather and changes may be out of our control. Excursions & incursions may also be subject to change due to COVID restrictions and are based on bookings of 30+ children.

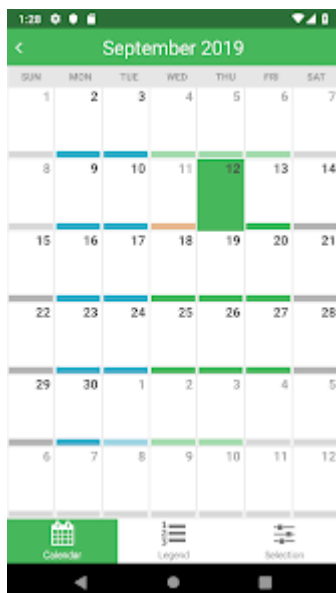
How do I make a Vacation Care Booking?

If your child is not yet enrolled with KT OOSH Services, then please refer to our enrolment process outlined on our website under the 'How to Enrol' tab www.ktoosh.com.au Vacation Care bookings can only be booked after your enrolment with KTOOSH has been confirmed.

If your child is already enrolled with KT OOSH Services, families simply need to book via the My Family Lounge APP on your smartphone. Please note that once booked these sessions will be payable regardless of attendance. There is no cancelling or swapping of sessions.

Log into your My Family Lounge APP on your smartphone, **once logged in (using your email address and the password) select the "Casual Bookings" tab and select Vacation Care.** This will bring up the bookings calendar for the current month.

Please refer to the legends below, the coloured legends sit at the bottom of each date square



Child Care Subsidy (CCS)

All enrolled families are required to submit their Customer Reference Number (CRN) for the primary care holder who is linked to Centrelink as well as the Customer Reference Number (CRN) number of each child enrolled. Customer Reference Numbers must be provided, regardless of your entitlements.

To get Child Care Subsidy (CCS) you must:

- care for a child 13 or younger who's not attending secondary school, unless an exemption applies
- use an approved childcare service
- be responsible for paying the childcare fees
- meet residency and immunisation requirements.

How to confirm the enrolment linkage between KT OOSH and Centrelink to gain CCS benefits:

During the enrolment process you will be required to confirm the enrolment linkage between KT OOSH and Centrelink to ensure CCS entitlements populate through to your account.

You can do this by logging into Centrelink via your **MyGov Account**. Select **Family** from the menu, followed by **Childcare** then **Enrolments**.

During the enrolment process, you will be issued with a Complying Written Agreement (CWA) requiring the signature of the primary CRN holder. This is a compulsory requirement as we are an Approved Childcare Service.

Allowable Absences:

Child Care Subsidy is payable for up to 42 absence days for a child in a financial year for sessions of care a child is enrolled in and did not attend. A reason does not need to be provided for a child's initial 42 days of absence. Once 42 absence days have occurred in a financial year, Child Care Subsidy can only be paid for any additional absences where they are taken for a reason set out in Family Assistance Law.

Commencement / Cessation of Care:

If a child is booked in to start at a service on a particular date but does not attend on their first day, then NO Child Care Subsidy will be paid until the child starts physically attends. Please note Centrelink views morning and afternoon sessions separately. If you child is booked into both AM and PM sessions, they must attend their first AM session AND their first PM session.

Similarly, if a family has confirmed their child's last day at a service, but that child does not attend their last booked session of care, NO Child Care Subsidy will be paid for the final session of care and consecutive absences prior.

Ceased CCS Enrolment Due to Non-Attendance:

Under Family Assistance Law, Centrelink Enrolments Linkages will automatically end when a child does not physically attend care for 14 weeks or more.

Centrelink should advise parents when a Centrelink enrolment linkage ceases, and it is the primary CRN holders' responsibility to advise KTOOSH to reactivate the enrolment linkage.

Once KTOOSH has reactivated the enrolment linkage, families must ACCEPT and CONFIRM this. **Please note that it is not guaranteed that Centrelink will backdate any CCS entitlements**

26 Week CCS Eligibility Rule:

A child who hasn't used create leads once in a 26-week period will no longer be eligible for CCS and their Centrelink enrolment linkage will automatically cease with KTOOSH.

Centrelink should advise parents when a Centrelink enrolment linkage ceases, and it is the primary CRN holders' responsibility to advise KTOOSH to reactivate the enrolment linkage.

Once KTOOSH has reactivated the enrolment linkage, families must ACCEPT and CONFIRM this as well as submit a new CCS claim for their CCS entitlements to recommence. Please note that it is not guaranteed that Centrelink will backdate any CCS entitlements.

DUE TO PRIVACY, KT OOSH HAS LIMITED ACCESS FOR ANYTHING TO DO WITH CCS ENTITLEMENTS. PLEASE CALL Family Assistance Office on 13 61 50.

Arrivals/Departures & Signing In/Out Process:

When arriving at the Service please bring your child to the allocated OOSH area. Under no circumstances will we accept children from the front gate, the carpark, or the outdoor play areas. This is not only unsafe but also a confusing experience for children.

Please ensure Educators knows that your child has arrived and has accepted them for care before you leave.

If your child is being collected by another adult, they must be named in your child's enrolment form as being authorised to do so. If they are not mentioned, we are by law not allowed to release your child.

Children need to be signed in upon arrival to the centre and signed out upon departure. Please refer to the correct sign in/out process below. Please be aware that if you do not sign your child in/out you will be charged a Missed Sign In/Out Charge as per the current rate.

QK Kiosk is an iPad program used to sign in and out children at KT OOSH. Each authorised contact will have a unique log in, being their mobile number, and ability to set their own pin. These pin numbers are to be kept confidential and under no circumstance should the pin be given to or used by anyone other than yourself. This system is for Authorised Contacts and Educators only, under no circumstance is a child to use this program, e.g., signing themselves in. Breaching any of these conditions will prompt a pin reset and may result in immediate termination of care. Please see an educator if you wish to reset your pin. You are also not to give your pin to another person to collect your child. Each authorised collection person will be issued with their own unique pin to use while collecting and dropping off your child at the service. Please ensure all authorised persons to collect have been updated/listed as contacts on the "My Family Lounge" portal.

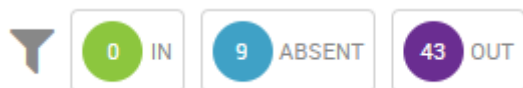
AM Sessions Sign in Process:

Upon arrival at the Centre, it is the parents' responsibility to ensure their child is signed in correctly via the iPad to avoid being charged a Missed Sign In / Out Charge.

If you do not sign your child in correctly on the iPad when dropping off, Centrelink have advised that CCS may not be granted for any sessions an educator has had to sign in on behalf of an authorised collection person.

You can ensure you have done this correctly by viewing the following legend on the iPad:

Signing In – Coloured dot must change from “PURPLE” to “GREEN”



If ABSENT, please ensure you mark your child accordingly via the My Family Lounge APP on your smartphone prior to 8:25am to avoid being charged a Non-Notification Charge.

PM Sessions Sign Out Process:

When children arrive at the Centre, an educator will sign them in via the iPad. It is the parents' responsibility to ensure their child is signed out correctly when collecting their child via the iPad to avoid being charged a Missed Sign In / Out Charge.

If you do not sign your child out correctly on the iPad when collecting, an Educator will contact you prior to closing to confirm that you have collected the child and to remind you to sign out in the future. Centrelink have advised that CCS may not be granted for any sessions an educator has had to sign out on behalf of an authorised collection person.

You can ensure you have done this correctly by viewing the following legend on the iPad:

Signing Out – Coloured dot MUST change from “GREEN to “PURPLE”



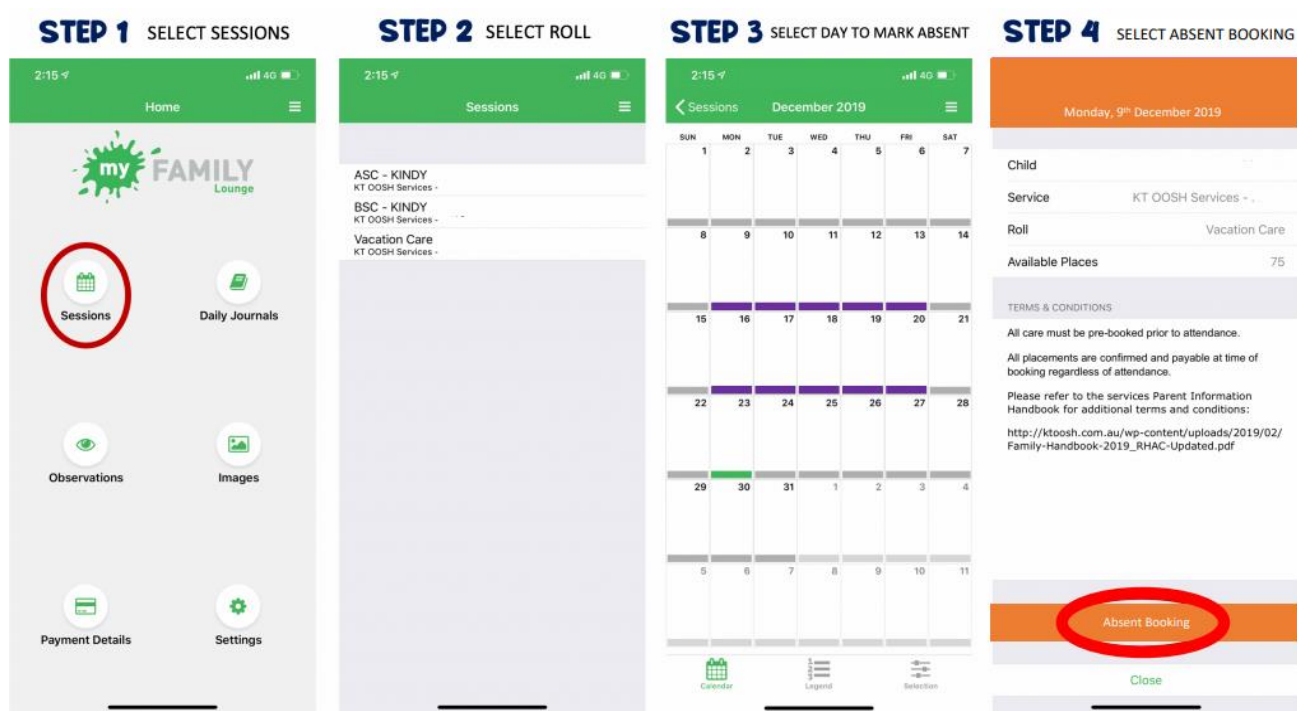
If ABSENT, please ensure you mark your child accordingly via the My Family Lounge APP on your smartphone prior to 2:55pm to avoid being charged a Non-Notification Charge.

If a child's whereabouts cannot be ascertained, Educators conduct a search of the school grounds, before contacting the parent/guardian again. If a child can still not be located, the local police are contacted. At all times, the Centre will stay in contact with the parent/guardian.

How do I mark my Child Absent from KTOOSH?

If your child is NOT going to attend the Service for a booked session (AM and/or PM) then you must mark them absent via the My Family Lounge Mobile APP on your smart phone.

Please ensure you frequently update your My Family Lounge APP via the APP store on your smartphone to ensure it is working correctly.



HOW TO MARK ABSENCES



Extra-Curricular Activities

If your child is going to attend any extra activities after school you will need to complete an Extracurricular Permission Form, giving permission for your child to leave KT OOSH and attend the extracurricular activity. This form must be signed and dated by the parent/guardian and received by the centre before permission to attend can be granted. Please visit our website to access this form under the forms tab. You will be required to keep the Service up to date with any changes to these activities. Failure to email the completed form to your centre email 24 hours prior to the extracurricular activity will result in your child being unable to attend.

Custody and Access

If you are experiencing problems associated with custody and access, then please discuss this with the Nominated Supervisor. Parents must notify the Service if there are any Court Orders affecting residency of their children and a copy is required for the Service.

If there is likelihood of problems associated with collection of your child, please notify any changes of Courts Orders immediately.

Without a Court Order we cannot stop a parent collecting a child.

Governance

Our Service complies with the National Quality Framework (NQF) including the National Quality Standard (NQS), the My Time Our Place Learning Framework and the National Regulations (Education and Care Services National Regulations).

The National Quality Standard sets out a national benchmark for the quality of education and care delivered in a service. It includes 7 quality areas that are important outcomes for children. Services are assessed and rated by the NSW Regulatory Authority and given an overall rating based on these results.

Our Service is regulated by the national body for early education and care – the Australian Children’s Education and Care Quality Authority (ACECQA) as well as the state licensing department in NSW. To contact our Regulatory Authority, please refer to the contact details below:

NSW Early Childhood Education and Care Directorate Department
of Education and Communities www.det.nsw.edu.au
1800 619 113, ececd@det.nsw.edu.au, Locked Bag 5107 PARRAMATTA NSW 2124

Privacy

KT OOSH Services requires certain information to be collected in accordance with administration of childcare.

We do not disclose personal information about you or your child to other people or organisations without your consent unless we are required to do so by law.

As outlined and agreed to in the enrolment form KT OOSH Services will have authority and open communication with your Child’s School to ensure their health, safety and wellbeing is priority.

KT OOSH Services is committed to protecting your privacy. We support and are bound by privacy laws to ensure strict confidentiality is maintained.

Child Protection

The welfare of all children is of paramount important to KT OOSH Services, and we have an obligation to defend the child’s right to care and protection. Educators and Management have a responsibility to act to protection children they suspect may be abused or neglected. Educators and Management carry out their responsibilities as legislated mandatory reporters and follow the procedures outlined by Family & Community Services (FACS): <https://www.facs.nsw.gov.au/families/Protecting-kids/mandatory-reporters>

- Domestic Violence Line
1800 656 463
- Link2home Homelessness
1800 152 152
- Link2Home Veterans and Ex-Service
1800 326 989
- Child Protection Helpline
13 2111

Children with Medical Diagnoses/Conditions

If a child has a diagnosed medical condition, it is the parents/guardian responsibility to disclose all relevant information to KT OOSH services upon enrolment or upon diagnoses. The service will require the following completed and supplied at the time of enrolment/upon diagnoses:

- Medication (EpiPen, Ventolin, Antihistamine, Creams)
- Action Plan completed in full, signed and dated by a doctor (Asthma, Anaphylaxis, Allergy). To meet legislative guidelines please request your medical practitioner to complete the most current version of the Action Plans which can be found on our website.
- Risk Minimisation Plan (completed in conjunction with the guardian at time of enrolment)

Medical Management Plans or Action Plans must be reviewed and completed by a medical practitioner and medication supplied must always be in date and kept with their original packaging. KT OOSH Services endeavour to remind families that their child's Medication and/or Medical Management Plan or Action Plans are due to be reviewed but ultimately this is the guardian's responsibility to monitor. Please keep a note of these important dates so you are aware when they are due.

Where a Child is enrolled at the service with an identified medical condition that requires **medication** (i.e., asthma, anaphylaxis, and allergies), they will be unable to attend the service without medication prescribed by their medical practitioner being on site. The medication must:

- Be within its use by period
- Be prescribed by a medical practitioner
- Be in the original packaging
- Have a chemist printed label stating the child's name and required dosage
- For asthma conditions a spacer **MUST** be supplied with the Ventolin

Medication can only be administered if the Medical Practitioner or Chemist have clearly named the child and the dosage on the label and is the same medication that has been outlined in the Medical Management or Action Plans.

Please Note: KT OOSH Services does not administer any regulated medications or Anti-biotics.

No child will be allowed to attend the service if current medical requirements are not up to date or expired. KT OOSH Services reserves the right to terminate care after a request has been made to bring these up to date due to the safety and risk involved for the child. Please note to reinstate the enrolment a General Administration Fee will be charged at the current rate.

Parents/Guardians will also be requirement to complete a yearly Risk Minimisation Plan (RMP) in consultation with your medical practitioner to ensure that we have the proper procedures in place relating to your child's condition, and to ensure that they are assessed and minimised on an ongoing basis. For further information please refer to our Medical Conditions Policy.

Immunisation

From 1 January 2018, children who are unvaccinated due to their parent's conscientious objection can no longer be enrolled in childcare. The Public Health Act 2010 prevents NSW childcare centres from enrolling children unless approved documentation is provided that indicates that the child:

- Is fully immunised for their age
- Has a medical reason not to be vaccinated
- Is on a recognised catch-up schedule

The relevant vaccinations are those under the National Immunisation Program (NIP), which covers the vaccines usually administered before age five. These vaccinations must be recorded on the Australian Childhood Immunisation Register (ACIR).

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

Families eligible to receive Child Care Subsidy (CCS) and have children less than 20 years of age, who may not meet the new immunisation requirements, will be notified by Centrelink.

An updated Immunisation History Schedule can be obtained from your MyGov account.

What happens if my child is unwell?

Our Service is a busy and demanding environment, and we are not equipped to care for sick children; however, we will do everything we can to comfort a child who has become unwell in our care. To try and prevent the spread of disease and sickness, please do not send your child if they display any of the following symptoms:

- ❖ High Temperature
- ❖ Required Panadol or Nurofen in the last 24 hours
- ❖ Diarrhoea or vomiting in the last 24 hours
- ❖ Red, swollen or discharging eyes
- ❖ Runny Nose
- ❖ Rash

Please see the following table for exclusion periods if your child has been suffering any infectious diseases. We also ask that you notify the Service if your child is diagnosed with any of the following so that we can let families and the Department of Health know to avoid an epidemic. Please note that confidentiality will always be maintained.

All conditions above must gain a doctor's clearance certificate before returning to care. If your child has been just unwell, please check with the Service whether you will need a certificate before they return.

CONDITION	EXCLUSION
COVID-19	COVID-19
CONJUNCTIVITIS	Exclude until discharge from the eyes has stopped, unless a doctor has diagnosed non-infectious conjunctivitis
CORONAVIRUS (COVID-19)	Exclude until Public Health Officers advise that it is safe to return
DIARRHOEA (NO ORGANISM IDENTIFIED)	Exclude until there has not been a loose bowel motion for 24 hours
FUNGAL INFECTIONS OF THE SKIN OR NAILS (E.G. RINGWORM, TINEA)	Exclude until the day after starting appropriate antifungal treatment
GIARDIASIS	Exclude until there has not been a loose bowel motion for 24 hours
HIB	Exclude until medical certificate of recovery is received.
HAND, FOOT AND MOUTH DISEASE	Until all blisters have dried.
HAEMOPHILUS INFLUENZAE TYPE B (HIB)	Exclude until the person has received appropriate antibiotic treatment for at least 4 days
HEPATITIS A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.
HERPES – COLD SORES	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible.
INFLUENZA AND FLU-LIKE ILLNESSES	Exclude until well.
MEASLES	Exclude for at least 4 days after onset of rash.
MENINGITIS (BACTERIAL)	Exclude until well.
MENINGOCOCCAL INFECTION	Exclude until appropriate antibiotic treatment has been
MUMPS	Exclude for 9 days or until swelling goes down (whichever is
NOROVIRUS	Exclude until there has not been a loose bowel motion or
PERTUSSIS (WHOOPING COUGH)	Exclude the child for 5 days after starting antibiotic treatment,
POLIOMYELITIS	Exclude for at least 14 days from onset. Readmit after receiving medical certificate of recovery.
ROTAVIRUS INFECTION	Exclude until there has not been a loose bowel motion or vomiting for 24 hours
RUBELLA (GERMAN MEASLES)	Exclude until fully recovered or for at least 4 days after the onset of rash.
SALMONELLA, SHIGELLA	Exclude until there has not been a loose bowel motion or vomiting for 24 hours
SCABIES	Exclude until the day after starting appropriate treatment
SHIGELLOSIS	Exclude until there has not been a loose bowel motion or vomiting for 24 hours
STREPTOCOCCAL INFECTION (INCLUDING SCARLET FEVER)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well.
TUBERCULOSIS	Exclude until a medical certificate from an appropriate health authority is received.
VARICELLA (CHICKENPOX)	Exclude until all blisters have dried – this is usually at least 5 days after the rash first appeared.
VIRAL GASTROENTERITIS (VIRAL DIARRHOEA)	Exclude until there has not been a loose bowel motion or vomiting for 24 hours
WORMS	Exclude if diarrhoea present.

Collection of sick/injured children from the Service

In the event of illness/injury, first aid will be applied based on the signs and symptoms experienced/displayed by the child. Educators will follow the companies COVID-19 Management, First Aid Administration, Infectious Disease and Illness Policies and Procedures, which can be found in our Policies and Procedures located in the sign in area of the service. In the event of a serious illness (one that requires further medical attention), the child's parents/guardians will be contacted and informed that they need to collect the child within 30---minutes of the initial phone call. Should the illness/injury be significant and require ambulance attention, the ambulance will be called prior to the guardian being informed and any charges from NSW ambulance will be liable and payable by the family. If a child is suspected of having a contagious illness, educators will isolate the child and parents must collect within 30---minutes of the initial phone call.

Paracetamol & Ventolin Policy

KT OOSH Services maintains the right to administer Paracetamol or Ventolin to any child in attendance at the service if it is deemed necessary.

If your child shows any signs and symptoms of suffering from a high fever, general illness, or asthma attack whilst at KT OOSH Services educators will make every attempt to contact parent/guardian and discuss First Aid treatment given to assist the child. If educators cannot contact parents and it is deemed necessary, educators may administer non-prescription medication, being Children's Liquid Panadol (1 – 5 or 5 - 12yrs) or Ventolin only. Educators will administer if consent has been given on the child's enrolment form. Enrolment will not be accepted without consent provided, or in the event of an allergy, an alternative medication being provided by guardians.

IMPORTANT: Panadol and Ventolin will only be administered to a child if Staff deem it to be necessary. Staff have the right to refuse to administer Panadol and Ventolin if they do not feel that it is in the best interests of a child. Staff will not be administering Panadol or Ventolin on a regular long-term basis. If a child does require Panadol or Ventolin at regular intervals throughout a session, then it is advised the child not to attend the service during this time. A note from the child's medical practitioner will be required if a guardian wishes to request Panadol or Ventolin be administered on a regular basis. If staff suspect guardians are not acting in the best interests of the child's health and wellbeing staff will contact DECS immediately to report.

Behaviour Guidance

Educators follow a Behaviour Management Policy that extends across the whole Service giving consistency of expectation in all rooms. This policy allows children to develop self-discipline, a respect for others, for property and respect for self, whilst learning to regulate their behaviour.

The school rules are also incorporated into the daily program to ensure that children always have a clear understanding of expectations while on the school grounds. If you require further information on this policy, please ask Educators and refer to the Policy manual.

KT OOSH Services is committed to providing an environment free from bullying for all children, families, visitors, educators, and the wider community. Please refer to the Enrolment Form Terms and Conditions.

Behaviour Policy

KT OOSH provides “positive guidance” to children to assist them in developing skills and understandings to participate fully in the experiences and opportunities within the Services’ program. The Service is dedicated to the sensitive management of children’s behavioral interactions, through co-operation, encouragement, and self-discipline skills.

We aim to create positive relationships with children making them feel safe, secure, and supported within our Service. We will ensure children are treated with respect, consistency, fairly and equitably as they are supported to develop the skills and knowledge required to behave in a socially and culturally acceptable manner. Supporting children to develop socially acceptable behaviour is a primary goal for educators and families. This is embedded in fundamental documents including the My Time Our Place (MTO), The Education and Care Services National Regulations and the National Quality Standard (NQS).

At KT OOSH Services, we consider the following to be forms of unacceptable behaviour:

- Harming another child, Educators, another parent, or visitor physically
- Violent, aggressive, or harmful behaviour
- Aggressive language
- Destruction, damage or vandalism of KT OOSH or the School’s property, equipment, or furniture.
- Bullying – please refer to the “Bullying” policy.
- Running away or hiding from Educators

Where a child destructs, damages, or vandalises either KT OOSH or the School’s property, equipment, or furniture the family will be responsible for reimbursement in full of the damage to the school and/or KT OOSH Services.

Suspension of care:

If a child behaves in a way that poses a risk of harm to themselves, other children, educators or visitors at the Centre, management reserve the right to issue a suspension of care for period of up to one week.

Termination of care:

Termination of care is the last step that KT OOSH Services will implement.

- Step 1: The behaviour policy has been followed and the parents were notified that this is the first formal warning via a phone call and/or an email outlining the incident that occurred and the action that will be taken regarding the individual child. If the parent/guardian would like to request a formal meeting at this stage, they can email KT OOSH Services to organise a suitable time.
- Step 2: The behaviour policy has been followed and the parents were notified that this is the second and final warning towards termination of care and again documented via email at the conclusion of the meeting.
- Step 3: On the third instance Termination of care is effective immediately.

NOTE: Depending on the severity of the incidents that have occurred will be dependent on the time frame between each warning being issued but not being less than one week between warnings.

Educational Program

We are committed to provide a program that caters for each child's individual needs, abilities and interest that is developed in partnership with the children and families. We encourage children to be responsible for their own learning through choices in experiences and interests through conversations and play as the basis for teaching. We encourage children in promoting their independence and self-help skills and involving the children in interest-based projects.

KT OOSH Services are committed to protecting our environment to ensure a sustainable future for our children. We actively participate in caring for our environment and promote sustainable practices through educating our program.

KT OOSH Services uses a secure online programming system that Educators will use to upload pictures and observations about the program. You will be given access once enrolled and given an individually allocated Username and Password. Please refer to the Enrolment Form Terms and Conditions.

Children and Educators will wear hats and appropriate clothing when outside. Educators will encourage children, including by way of modelling behaviour, to avoid exposure to the sun. SPF 50+ will be applied during the session according to the manufacturer's recommendations. We ask that children come to the Service with sunscreen already applied so they can participate in outdoor activities immediately. Please see Enrolment Form Terms and Conditions.

Whilst in care, children will also be required to abide by our NO HAT NO PLAY policy. If a child does not have a hat at the service, then one will be issued with a laundry cost of \$2.00.

KT OOSH Services value children and family input and encourages family and community involvement. The Centre has a Quality Improvement Plan that is kept onsite at the Service and asks all families to work in partnership with the Service to participate. The Quality Improvement Plan assesses and plans for improvements in the future.

The Services Policies and Procedures regularly come up for review and again will encourage family and community involvement during this process.

Menu

KT OOSH Services provide all meals to the children.

Our menu is developed in consultation with industry professionals. Our rotating menu is displayed in the Centre as well as posted on our Facebook page weekly.

Children with food allergies or special dietary cultural requirements are catered for. Also, if your child has a special consideration that does not allow them to eat certain foods due to dietary, cultural, or religious reason we will also make sure that they are catered for.

The meals are designed not only to be nutritious, but also to offer new tastes and textures so that eating can be an educational and a cultural experience. Menus can be viewed in the Centre Sign In area & on the Centre Facebook page.

The menu undergoes seasonal changes and may change due to COVID-19 restrictions as outlined in our COVID-19 Risk Assessment/Action Plan. Families are invited to give feedback and comments if you have any ideas or suggestions for the menus to irps@ktoosh.com.au

Emergency Evacuation/Lock Down

At the time of any emergency, the Service has in place a clear procedure for the evacuation or lock down of the premises. Both procedures have been developed following the assessment of the likely risk to the health and safety of the children, Educators, and visitors and in line with what the school already have in practice, to avoid any confusion. The Centre practices these quarterly.

Concerns, Complaints & Grievances

Informal Complaint:

- Talk to the Nominated Supervisor – Our Nominated Supervisor can acknowledge your feelings so that action becomes possible.
- If you are not satisfied, please place your concerns in writing to irps@ktoosh.com.au.
- If your complaint or grievance is with the Nominated Supervisor, you can email irps@ktoosh.com.au or telephone the Managing Director Jackie Hewitt on 0499 884 340 or the Provider Tracey Kelly on 0412 878 145.

Formal Complaint:

Once a formal complaint or Grievance has been received an agreeable timeframe for resolution and appropriate method will be discussed with you. You will be asked to complete this in writing. All formal complaints and grievances should be referred to the Nominated Supervisor. If the complaint or grievance is about the Nominated Supervisor, it should be referred to Head Office. The Nominated Supervisor will work with you and Head Office to ensure that your complaint or grievance is dealt with as a matter of utmost urgency and confidentiality.

All formal complaints and grievances are lodged with our Regulatory Authority as detailed below who will investigate the matter and may contact you directly to discuss. You can also make direct contact with them if required.

NSW Early Childhood Education Care Directorate
Department of Education
Locked Bag 5107 PARRAMATTA NSW 2124
1800 619 113 (Toll Free)

Qualifications and Ratio of Staff

At KT OOSH Services we meet all legal requirements in relation to child to educator ratios and the qualifications of our educators. All Responsible Persons will hold First Aid qualifications, have Working with Children Checks completed, Child Protection training and attend monthly Educators' meetings.

Our Educators are continually evaluating how our curriculum meets the education needs of our children with the support of our Educational Leaders and reflect on ways to improve children's learning and development. They are encouraged to attend further professional training and development. For further details on the qualifications of the Educators, please see our Nominated Supervisor.

Parent/Guardian Code of Conduct

To demonstrate their commitment to the highest ethical standards all parents/guardians are required to:

- Behave in a way that upholds the values, integrity, and good reputation of the Centre
- Behave fairly and honestly, including reporting others who may be behaving inappropriately
- Avoid conflicts of interest and act in the best interests of the members of the Centre
- Follow the Centre policies, guidelines, and procedures
- Make every effort to resolve problems in a fair and reasonable manner
- Avoid personal attacks – either physical or verbal
- Not display any violent or physical behaviour
- Parents are expected to pay their childcare fees on time. Should any family require an extension then they are to contact Head Office on the centre email to discuss. Contact MUST be made at least 24 hours prior to the scheduled fortnightly Direct Debit run.
- Adhere to the centre's hours of operation
- Respect the centres Children with allergies policy' by not sending food products such as nuts/eggs if requested
- Speak only to children other than your own in a positive manner, i.e., to greet them, congratulate them, or respond to a conversation initiated by the child.
- Families enrolling at the centre are expected to become familiar with our policies and procedures.
- Families are required to complete all administration forms requested by the centre (as appropriate).
- Any concerns of parents or children should be addressed to the onsite Responsible Person, 2IC or Nominated Supervisor. Further concerns should be via the complaints report
- Families are expected to update the centre when any of the details required on the enrolment form change on My Family Lounge.
- Children are expected to follow the Centre Guidelines.
- Parents are expected to pick up their children before the centre's closing time and notify the centre if they are delayed.
- It is a legal requirement for children to be signed on and/or out of the Centre each time upon arrival and departure from the Centre via the iPad. This is an important, especially the event of an emergency, but also regarding the childcare benefit regulation. Children cannot sign themselves in and out from the centre.
- Your child's safety is important. Children will not be allowed to leave the centre with any other persons except those listed on the enrolment form unless prior arrangements have been made. Please keep the pick-up authorities current.
- Parents are expected to notify the centre if their child is going to be absent via the My Family Lounge APP.
- Parents are required to keep their children at home if they are sick or unwell.
- Parents are expected to follow the centres parent code of conduct
- Parents understand that they are not to bring animals/pets into the premises and will be asked to leave immediately if they do.

IRPS – Philosophy

(A) Our Commitment to Children

(A1) Through positive interactions between educators and children we guide their learning to nurture their curiosity and independence. 1.1.2, 4.1, 5.1.1

(A2) Seek and respect children's voices which will in turn guide and support their development. 1.1.1, 1.1.2

(A3) Educators will guide inclusive practices and ensure all children's cultural values and beliefs are respected and honoured. Ensuring all children feel a sense of belonging. 1.2.3, 5.1, 5.1.2, 5.2, 6.1.2

(A4) Align our child safe values with our philosophy and every day practice. 2.2.3, 5.1.2

(A5) Endeavour to ensure all children's interests and abilities are implemented into the program. 1.1.2, 1.1.3, 1.2.2, 1.2.3, 1.3.1, 5.2.1

(A6) Role-model food safety and hygiene practices, as well as supporting healthy food and beverage choices according to each child's needs 2.1.3

(A7) Children are given equal and appropriate opportunities to meet their individual needs for sleep, rest, and relaxation 2.1.1

(A8) Committed to ensuring the safety, health and wellbeing of children attending our education and care service by identifying the risks and hazards of emergency and evacuation situations. Children, educators and staff regularly rehearse our emergency situations procedures to maximise safety and wellbeing in the event of an emergency 2.1, 2.1.2, 2.2.2

(A9) Implement a tailored program that encourages a child-centered approach and promotes self-expression, resilience, and self-esteem. Maintain each child's dignity and rights and strive to exceed our. Regulatory requirements in relation to interactions with children. 1.1.1, 1.1.2, 4.1, 5.1.1, 5.1.2

(A10) Children are acknowledged as unique individuals and given equal opportunity to learn and develop their own individuality 1.2.3

(A11) KT OOSH has a commitment to play a part and strongly advocates and promotes UNCRC

(B) Our Commitment to our Families and Community

(B1) We will strive to form a collaborative partnership with all families. 6.1., 6.1.1, 6.2

(B2) Welcome and encourage suggestions and input from families and the local community. 6.2.3, 6.1.2

(B3) Support, respect, and acknowledge the diverse values and cultural beliefs of our families and within the community. We also embrace diversity, cultural celebrations, and special events. Cultural traditions, beliefs and values are embedded into our program as we acknowledge all children and their families. 5.1.2, 5.2.1, 6.2.3

(B4) We embed indigenous culture into our program and practice as we value the importance of our connection to the land. We acknowledge the land on which we learn and play, Dharug. 1.1, 1.2, 3.2, 5.2

(B5) We strive to provide a safe and welcoming environment for the children that fosters their development, well-being, agency, and independence, with guidance from families and the community. 2.1.1, 2.1.2, 2.2, 6.1, 6.1.1, 6.2.3

(B6) Educators will consider risk and ensure that the safety and health of all children are catered for. 2.1, 2.2.1, 2.2.3, 2.2.2, 2.1.2

(B7) Excursions and regular outings are an important part of our educational program. We strive to provide opportunities for the children to build connections with the local community and contribute to their sense of belonging and connection with the world around them. Committed to ensuring the safety, health and, wellbeing of children during excursions and regular outings by conducting risk assessments and ensuring authorisations are obtained from families. 2.2.1, 4.1, 6.2.1

(B8) -Demonstrate commitment to the safe delivery of children to, and collection from, our service. Implement detailed processes, procedures and practices in this regard and ensure that all educators and staff implement them 2.2, 2.2.1, 2.2.2, 7.1.2

(B9) Recognise that families, educators, other staff, and the community need to feel confident that any concerns or issues they may raise will be handled promptly and professionally. We will provide effective complaints management which meets our families'/carers' needs 4.2, 7.1, 7.1.2, 7.1.3

(B10) Aim to ensure that our enrolment and orientation processes meet the unique needs of each child and family. This will support them during their transition to the service, help to develop collaborative partnerships, and promote a sense of belonging to the service community 1.1.2, 6.1, 6.1.1, 6.2, 6.2.3



(C) Our Commitment to the Environment

(C1) Value the environment as a learning environment that provides numerous opportunities for children to explore, investigate, experiment, develop and test their ideas and theories 1.1.1, 1.1.2, 1.1.3, 1.2.1, 1.2.2, 3.2.1, 3.2.2

(C2) Provide a safe and clean atmosphere to support children 2.1, 2.2, 3.1, 3.1.1, 3.1.2

(C3) Promote care and respect for the environment through positive role modelling and interactions. 5.1.1, 5.2.1

(C4) Promote daily sustainable practices by embedding learning experiences within our program daily. 3.2.3

(C5) Children are provided with a safe environment that provides shade and other sun protection. 2.1.1, 2.2.1

(C6) Committed to providing an environment that promotes children's health, safety, and wellbeing, which includes ensuring the implementation of clear policies and procedures for the administration of first aid. Clear lines of action are identified to effectively manage an event involving a child becoming injured, ill, or involved in an incident 2.1, 2.1.2, 2.2, 2.2.2

(C6) Committed to providing an environment that promotes children's health, safety, and wellbeing, which includes ensuring the implementation of clear policies and procedures for the administration of first aid. Clear lines of action are identified to effectively manage an event involving a child becoming injured, ill, or involved in an incident 2.1, 2.1.2, 2.2, 2.2.2

(C7) Create a calm, aesthetically pleasing, authentic and, welcoming environment, that is representative of our community and suited to individual children's needs, interests and developmental stages. 1.1.2, 3.2.1, 3.2.2

(C8) Create an environment that is readily adjustable to align with children's current interests and ideas as well as provide them with open-ended materials and resources that promote play, creativity, and, problem-solving. 1.1.2, 1.1.3, 1.2.1, 3.1.1, 3.1.2, 3.2.2

