



Bondi Beach Cottage

**Parent / Caregiver  
Occasional Childcare Centre  
Information Handbook**

**Bondi Beach Cottage Incorporated (BBC Inc.)  
Occasional Childcare Centre (OCC)**

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**OCC Email** : [childcare@bondibeachcottage.org.au](mailto:childcare@bondibeachcottage.org.au)

**Facebook Link** : <https://www.facebook.com/Bondi-Beach-Cottage-Occasional-Childcare-265117233541149>

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**Welcome to**  
**BONDI BEACH COTTAGE INCORPORATED (BBC INC.)**  
**Occasional Childcare Centre (OCC)**

Bondi Beach Cottage Incorporated is a not-for-profit organisation that has been serving the local community since 1979. BBC Inc. is managed by a volunteer Board and is a not-for-profit corporation that comes under the NSW Government Department of Fair Trading and the Australian Charities and Not for Profits Commission.

BBC Inc. provides an integral service to a diverse community, consisting of a Women's Counselling & Support and Occasional Childcare Service for people living in the Bondi, Waverley, Woollahra and surrounding areas.

The OCC coordinator manages the Occasional Child Care Centre, in consultation with the BBC Inc. Board.

**BONDI BEACH COTTAGE INC. VISION & MISSION STATEMENT**

Bondi Beach Cottage Inc. is committed to improving the social and personal welfare of individuals and families in our community. There are two parts to our service:

Women's Counselling & Support (WCS) offers casework, counselling, art therapy and group work, particularly to women who are victims of Domestic Violence.

Occasional Child Care (OCC) offers professional childcare for 0 - 5 year olds from families in the community.

**Mission:**

That individuals and families within our community feel empowered to make positive changes in their lives through the support we provide. We will work towards this by:

- Providing a safe and welcoming environment for adults and their children;
- Valuing diversity and recognising that individuals and families are the experts in their lives and the lives of their children;
- Holistically addressing the needs of individuals, families, and their children;
- Supporting clients to become self-determining and to experience themselves as a valuable and integral part of a safe, healthy community.

**Core Values:**

The decisions BBC Inc. employees, students, volunteers and Board members make and our actions and behaviours are shaped by our core values. We commit ourselves wholeheartedly to our work at Bondi Beach Cottage Inc. We believe in our vision and mission.

As a BBC Inc. team, we have agreed on the following, which form the foundation of our work.

### **Accountability and integrity:**

We are responsible for our actions and the outcomes of the decisions we make. We act ethically and honestly at all times. We are consistent in our actions so that individuals, families, service providers and the community can feel comfortable in dealing with us at all times.

### **Continuous improvement:**

We deliver services of the highest quality possible, we learn from our mistakes and always aim to improve on what we do.

### **Collaboration:**

We value each individual for his or her uniqueness and difference. We cooperate to provide the best services we can, both within Bondi Beach Cottage Inc., with other organisations and the community. The BBC Inc. Board, employees, students and volunteers support each other in our work.

**BBC Inc.** receives financial support from:

- The Department of Education and Communities;
- The Department of Family and Community Services;
- Waverley Council;
- Fees for care sessions provided;
- Project based grants as applied for
- Donations

## BONDI BEACH COTTAGE INCORPORATED WOMEN'S COUNSELLING & SUPPORT (WCS)

The Women's Counselling & Support provides counselling and case management and runs a variety of support groups for:

- Pre and post-natal depression;
- Grief and loss;
- Domestic and family violence;
- Trauma
- Anxiety;
- Relationship;
- Parenting;
- Educational and support groups.

**You are welcome to contact us if you are in need of support and assistance on (02) 9365 1607.**

## BONDI BEACH COTTAGE INCORPORATED OCCASIONAL CHILDCARE CENTRE (OCC)

### **OCC Philosophy:**

OCC strives to facilitate children's learning through creative self-directed play, fun, respectful and a developmental-focused, safe environment.

- We value children's individuality, creativity and respect their right to develop a strong independent identity
- We view children holistically and value all aspects of their being
- We want children to understand that they are a part of a diverse, multicultural global community and that their actions influence the quality of that community.
- We believe play is integral to children's learning and essential to quality of life in childhood. Exploration and play are a child's primary way of understanding the world. Children are agents of their own learning, actively building knowledge, skills, dispositions, and feelings.
- We believe in the children's competence: we have basic trust in the infant to be an initiator, to be an explorer eager to learn what he is ready for.
- We highly prioritise creating close, trusting and supportive relationships with children, families and the community.

- As educators, we reflect current understanding of child development and believe in learning alongside the children and build on our knowledge through continuing professional development.
- We value the interaction between the individual and environment, seeing it as the basis for more complex learning and growth, and are proud to encourage this with all the children together with no age category
- We schedule and structure the space to allow children to pace themselves and select activities based on their individual needs. Knowledge is not given to children; they learn through playful and meaningful interactions with materials and people. This means that each child processes experiences uniquely. Teachers adapt and plan curriculum in response to this dynamic character of learning for young children.
- We respect diversity and value each child's individual background, skills and contribution to our centre's activity.
- We acknowledge and pay respects to the traditional owners of the land we work on, traditionally the home of the Gadigal people of the Eora Nation. We also pay our respects to their elders past and present.
- We acknowledge the contribution of Aboriginal Australians, Torres Strait Islander peoples and non-Aboriginal Australians to the education and care of all children in this country in which we live and share.

### **Objectives:**

OCC strives to address the support and needs of individuals and families in Waverley and surrounding local government areas by:

- Providing affordable quality childcare, which meets the individual needs of each child, prioritising the needs of low income or disadvantaged families;
- Providing a safe, and welcoming environment for adults and their young children;
- Valuing diversity and recognising individuals as the experts on their own lives and the lives of their young children;
- Addressing the needs of individuals and their young children holistically;
- Developing local management of the Association by those who use its service;
- Doing all such lawful things as are incidental or conducive to the achievement of any or all of the above objects.

### **Hours of Operation:**

- Monday to Friday 8:30am - 5.30pm

**We are closed for all public holidays and over the Christmas / New Year period.**

**OCC is licensed for up to 20 children aged from 6 weeks to 5 years.**

## STARTING AT BBC INC. OCCASIONAL CHILDCARE CENTRE

Before your family begins using the Occasional Childcare Centre, please complete the online enrolment form and upload the required documentation (the link can be found in your offer email).

Once you submit this documentation, the Office will process your information and approve your enrolment. Now you are ready to book!

### **Booking a Place for Your Child:**

Once enrolled at the centre, bookings for OCC can be made online through your Smart Central profile using a link that will be sent to you via welcome email.

Alternatively, you can email [childcare@bondibeachcottage.org.au](mailto:childcare@bondibeachcottage.org.au) or call 02 9365 1607.

If there is not a place available, for your child we will put you on our waiting list and, if a place becomes available, the OCC Coordinator or Admin Officer will contact you via email.

### **Priority of Access:**

While all children are welcome at Bondi Beach Cottage, priority of access is given to children in this order following the Department of Education Guidelines:

- **Priority 1:** a child at risk of serious abuse or neglect, and/or whose parent is accessing the WCS counselling and/or groups
- **Priority 2:** a child of a single parent or parents who satisfy the work/training/study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999'
- **Priority 3:** any other child.

Within these main categories, priority should also be given to the following children:

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

**The service may require a Priority 3 child to vacate a place to make room for a child in a higher priority group.** We will only do so with **at least 14 days notice** of the need for the child to vacate.

## FEE STRUCTURE

### What costs are involved?

There is an initial **non-refundable** Administration Fee of \$50.00 paid via direct debit when you submit the online Enrolment Form.

### Occasional Child Care Fees Structure (from 5 June 2023):

<b>Full Day</b> <i>8.30am – 5.30pm</i>	<i>\$138</i>
<b>Half Day Morning (4 hours)</b> <i>8.30am – 12.30pm</i>	<i>\$85</i>
<b>Half Day Afternoon (5 hours)</b> <i>12.30pm – 5.30pm</i>	<i>\$93</i>

### OCC Fee Collection Policy and Procedure:

To enable BBC Inc. to provide a financially viable childcare service, the BBC Inc. Board has developed a fee collection policy and procedure to ensure that:

1. Parents/caregivers understand their responsibilities in paying childcare fees;
2. All childcare fees are collected on a regular basis (Wednesday following attendance);
3. All non-payment of fees are managed in a timely and effective manner;
4. The risk of accumulating debt is reduced.

### Below are the fee collection guidelines:

#### **Permanent Positions**

- Payment of fees is made through the Childcare Ezy Pay Direct Debit system linked to your Smart Central profile. Fees are processed and debited from your nominated account the week following the session used (usually on Wednesday unless notified otherwise).
- Families wishing to cancel their child's permanent position at the service are required to provide two (2) weeks' notice or be liable to pay the equivalent of two (2) weeks' childcare fees to the service. Availability of days on return are not guaranteed. Cancellation happens through email.



- All fees are payable for family holidays and sick days if those days fall on a day the child is booked into the service.
- **CCS (Child Care Subsidy) Available.** Parents pay the gap after CCS entitlement is deducted.
- Concession rates are available on presentation of an Australian Centrelink Health Card (if you choose NOT to claim the CCS).

Full Day: \$138

Half Day: Morning 4hrs - \$85; Afternoon 5hrs - \$93

### **Occasional Positions**

- Fees are to be paid via the ChildCare Ezy Pay direct debit system linked to your Smart Central profile. Fees are processed and debited from your nominated account the week following the session used (Usually on a Wednesday, unless notified otherwise)
- A full 48 hours' notice within office business hours (9am-5pm) is required to cancel a care session. If this notice is not given, the full fee for the session booked will be charged. Fees also apply if the child is absent due to sickness and 48 hours' notice is not given, or if an initial booking is changed without the 48 hours' notice. Cancellation happens through email.
- Each family is expected to make bookings in advance for the care sessions required.
- Individual booking request needs to be sent for each day of care required.
- Booking can be made up to 3 months in advance. Booking request for more than 3 months will be automatically rejected.
- **CCS (Child Care Subsidy) Available,** parents pay the gap after CCS entitlement is deducted.
- Concession rates are available on presentation of an Australian Centrelink Health Card (if you choose NOT to claim the CCS).

Full Day: \$138

Half Day: Morning 4hrs - \$85; Afternoon 5hrs - \$93

### **Late Collection Fees**

- The OCC service operates Monday to Friday between 8:30am and 5:30pm. A full day care session is 8:30am to 5:30pm. A half-day morning care session is 8:30am to 12:30pm or a half day afternoon session is 12:30pm to 5:30pm. The hours and days of operation are displayed prominently within the service.
- Should children be present after closing time across each of the care session categories enrolled for, a late fee of \$20 after the first 10 minutes followed by \$1 per minute after will apply.

- In circumstances which are beyond control of families, for example weather and traffic accidents, resulting in late arrival to collect their child, the OCC Coordinator will have discretion in regards to charging the late collection fee.
- Families who are continually late collecting their children without a valid reason may jeopardise their child's place at the service. The OCC Coordinator will meet with the family to discuss this.

### **Non-payment of Fees**

- When a payment fails on the scheduled payment day, a flat fee of \$9.90 is deducted from the nominated payment method directly by the merchant. This is non-refundable.
- When a family owes outstanding fees to the Service, the child's place may be suspended until all outstanding fees are paid or until both parties agree to a payment plan.
- Families who do not pay outstanding fees will no longer be able to use the service and any permanent booking will be given to the next child on the waiting list.
- All outstanding occasional child care session fees must be paid prior to further use of the service.
- Once a child's fees become outstanding by two weeks, the service will inform the parent/caregiver both verbally and in writing.
- Families who are experiencing difficulties paying their fees should see the OCC Coordinator prior to this so a Plan of Action can be made to ensure their child's care is not suspended.
- If payment is not received, families will be invited to attend a meeting with the OCC Coordinator to discuss a payment plan on the last financial occasion of service. If no arrangements have been made, the service will request immediate payment in advance.
- The OCC Coordinator will follow any instructions from Centrelink in regards to eligibility of hours/income percentages. It is the parent/caregiver's responsibility to have their income re-assessed as necessary.
- Outstanding fees mean a child will be refused OCC care until payment or an acceptable plan is organised with the OCC Coordinator. The service will continue to follow up with the outstanding payment. Any child suspended due to non-payment of fees, will be referred to the BBC Operations Manager for further action.
- Failure to pay fees may result in a retrieval agency being contacted on BBC's behalf. The family will be responsible for all fees associated with recovering the debt. The child's place will be automatically terminated until such time as the debt has been paid.

## DAILY REQUIREMENTS

### **Arrival:**

- Please leave prams and pushchairs in the designated back garden area as the side way-entrance to the OCC is a fire escape and should be kept clear at all times
- Please sign your child in on arrival (and out on departure) in the Sign in/out digital kiosk (IPAD)
- If your child is over 12months, please apply sunscreen to exposed areas of your child's body, including face, legs and arms.
- Place your child's bag in one of the lockers. All lockers are numbered.
- Write your child's name on the whiteboard alongside the number on the locker you put the bag in
- Write any information about your child and their routine for the day on the communication diary.
- Place all 'Labelled' food and drinks in the baskets marked as Morning tea, lunch, afternoon tea, late snack, and drinks.
- If your child needs medication, complete an 'Authority to Administer Medication Form' and give the medication to the Coordinator.
- Try to spend a few minutes settling your child at an activity before leaving. Say 'Goodbye' to your child before leaving. Staff members are always there to assist you during the separation process.
- You are welcome to ring us at any time during the day to check how your child is coping with his/her day
- Please make sure your child wears old clothes as painting and messy activities are on offer daily. We do our best to protect their clothing but this is not a guarantee

### **Departure:**

Only those people nominated by you will be permitted to collect your child. If a person arrives to collect your child that is unknown to staff, a Passport or Driver's License will need to be cited before staff will allow the child to leave in that person's care. A photocopy of the documents may be taken.

If you think you may be late picking up your child, you need to contact us as soon as possible to let us know. Staff will check there is a space available so your child can stay past the booked time.

### **Emergency Contacts:**

In case of an Emergency parents must provide Contact Names and Details on the Enrolment Form.

### **Uncollected Children:**

If a child has not been collected after 5:30pm, staff will try to contact the parents by phone. If unsuccessful, the Emergency Contacts will be phoned.

If this process is unsuccessful, two staff will remain at the Centre until 6.00pm, and then contact Department of Communities & Justice (DCJ). Officers from DCJ may authorise the staff

to take the child to the local Police Station or a place of safety. A notice to parents will then be placed on the door letting the parents know the details of the child's location.

### **Packing your Child's Bag:**

- All food and drink required for the length of the child's stay (drink bottle / morning tea / lunch / afternoon tea / late snack). Please make sure food doesn't contain nuts. **We are NUT FREE.** We can re-heat food or milk if needed.
- Any bottles (milk or formula) if required.
- Nappies (if required). 2-3 for short stay, 4-5 if staying for the whole day. We support families using re-usable nappies
- Sun-protective clothing for children under 12 months of age, as sunscreen cannot be applied to babies.
- Several sets of spare clothing.
- Comforter e.g. dummy, special blanket or teddy.
- Hat – all year round, wide brim.

**Please ensure that all of your child's items are clearly labeled with your child's Full Name.**

We promote and encourage the children to be independent and therefore they have access to their lockers and possessions. This can result in items going missing or being misplaced. Bondi Beach Cottage cannot be held responsible for any lost items, although we will try our best to recover any lost property. It is also advised not to bring toys from home for the same reasons (with the exception of comforters, etc.).

**Please note there is a lost property basket located on top of the lockers.** Anything we find that has been left or is unlabelled will be placed in there.

## A DAY AT THE COTTAGE

### Your Child's Day in Child Care

#### **Our activities are informed by the Early Years Learning Framework:**

The Early Years Learning Framework is focused on 'Belonging, Being and Becoming'.

**Belonging:** Is the basis for living a fulfilling life. Children feel they *belong* because of the relationships they have with their family, community, culture and place.

**Being:** Is about living here and now; Childhood is a special time in life and children need time to just 'be'—time to play, try new things and have fun.

**Becoming:** Is about the learning and development that young children experience; Children start to form their sense of identity from an early age, which shapes the type of adult they will become.

**Indoor Play:** Activities include home corner, blocks, construction equipment, manipulative toys, puzzles, books, dough/clay, dramatic play, painting, craft, drawing, pasting, threading, and sensory play, cognitive and pre-mathematical games.

**Outdoor Play:** Equipment is set up for climbing, balancing, jumping, sand and water play as well as dramatic play and craft activities. Equipment from the indoor environment is often brought outdoors as well.

**We keep record of the program via the "KindyHub" app.** Permanent families and regular casual families will receive a welcome email to create an account

## DAILY ROUTINE

### 8.30am Opening / Welcome of Children-Families

As parents and children arrive, parents sign their children in, help the children store their belongings and then take them to join their friends. Children of all ages sometimes play together for a short period until more friends of their own age arrive.

### 9:15am Group Time

Group Time adds to children's sense of belonging. It also gives them the opportunity to share their own ideas and listen to those of others. Older children are encouraged to share news, and this develops their confidence to speak in front of a group.

Educators also take the opportunity to intentionally teach children about topics such as Sun Smart, nutrition and sustainability. They also read stories and introduce favorite songs.

Children all wash their hand and get ready for morning tea.

### 9:30am Morning Tea

Morning tea is served to children indoor/outdoor depending on the weather- an enjoyable way for them to start their day together.

### 9:40 am Toileting and Nappy Change

Educators remind children to use the toilet at this time, and check the little ones' nappies.

### 10.00am Learning Through Play

During this time, children learn through play both indoors and outdoors. The resources, books and activities have been carefully selected and arranged to support their learning.

Children can be seen: running and climbing; building and constructing; cooking; reading; engaging in creative play and dramatic arts; gardening; caring for live creatures; completing puzzles; playing in the sand-pit; taking part in music and movement; exploring science; using technology; and, finally, relaxing.

Educators value child-initiated play and also engage in co-constructed play with the children. Further, they look for opportunities to intentionally teach children as they play. They also plan specific activities for individual children and the group.

### 11:15am Group Time

Educators take the opportunity to intentionally teach children about topics such as Sun Smart, nutrition and sustainability. They also read stories and introduce favorite songs.

Children all wash their hand and get ready for lunch.

### 11:30am Lunch

Lunch is served to children indoor/outdoor depending on the weather.

#### 11.45am/12:00pm Toileting and Nappy Change

Educators remind children to use the toilet at this time, and change nappies. Children get ready to sleep.

#### 12.00pm Sleep/Quiet Time

After lunch, older children are given the opportunity to sleep or engage in quiet activities such as reading and puzzles.

Infants and toddlers sleep according to the routine provided by the parents.

#### 2.00pm Toileting and Nappy Change

Educators remind children to use the toilet at this time, and change nappies. Children all wash their hands and get ready for afternoon tea.

#### 2:45pm Afternoon Tea

Afternoon tea is served to children indoors / outdoors depending on the weather.

#### 3.00pm Learning Through Play

#### 4.00pm Toileting and Nappy Change

Educators remind children to use the toilet at this time, and change nappies.

#### 4.45pm Late Snack

Children all wash their hand and get ready for late snack

Late snack is served to children indoors / outdoors depending on the weather.

#### 5.30pm Closing

Throughout the afternoon, parents arrive to collect their children. Parents can read the specific details about their children's care routines, and the daily diary describing the highlight of the day.

**The Centre routine is flexible to respect and adapt to the children's needs.**

## POLICIES SUMMARY

*(All policies and procedures available in Kindyhub)*

### **Sun Protection:**

It is the Centre's aim to promote positive attitudes and behaviours toward sun protection. Parents are asked to apply sunscreen on exposed areas of their child's body including face, arms and legs on arrival at the Centre. Staff will apply a 50+ broad-spectrum sunscreen to children over 12 months of age on a regular basis throughout the day. Children under 12 months should be sent in adequate clothing as sun protection.

Children and staff should wear hats during outdoor play times in both summer and winter. Children will be encouraged to play indoors or in the shade between the hours of 11.00am and 3.00pm, especially on hot summer days.

### **Positive Behaviour Guidance:**

Staff use a positive strength based approach in guiding children's behaviour. Consistent boundaries, limits and guidelines are used with children so they learn what are acceptable and unacceptable behavior towards each other and staff.

### **Toilet Training:**

When the time is right, please discuss toilet training with the Coordinator so that staff can work in conjunction with the established routines at home. Children will show an interest in toilet training at different ages so it is important to gauge each child's readiness and support them with lots of praise and encouragement that will foster the child's self-esteem and feelings of success. During the toilet training period, staff encourage children to go to the toilet frequently. We ask that you supply many changes of clothes and nappies during this time.

For health and hygiene, reasons if a child has two toileting accidents within an hour a nappy will be used.

### **Sickness:**

As a General Rule: If your child shows symptoms of illness at home, you **must not** bring them to the Centre. If they have had a fever, vomiting or diarrhea in the past 24 hours, they must be kept home. There is a **24 hour exclusion period** if your child is sick, whether at home or at the centre. We follow the "staying healthy 5th edition" for recommended exclusion period.

### **Parents will be contacted to collect their child:**

- When illness is infectious,
- When a child has an abnormal rash without a doctors certificate having been provided;
- When staff judge a child is too ill to be in care and require one on one care; or,
- Where it is detrimental to the child's well-being for them to be at the Centre.



If the parents cannot be contacted, those people listed as Emergency Contacts will be called. **The Centre does not have proper facilities to care for sick children. If a child becomes ill or an accident occurs while the child is at the Centre, staff will follow policies and procedure, and contact you to request that you collect your child.**

**Unwell children policies and procedure are available at the centre and upon request.**

### **Immunisation:**

It is a legal requirement to maintain records of your child's immunisation status. Your child's Immunisation History Statement needs to be uploaded upon enrolment. The NSW Immunisation Schedule sets out the age-appropriate vaccines for children and the AIR Immunisation History Statement will indicate if the child is up to date with their vaccinations. The NSW Parliament has passed a Bill to amend the Public Health Act to strengthen vaccination enrolment requirements in child care (also known as early childhood education and care). From 1 January 2018: children who are unvaccinated due to their parent's conscientious objection will no longer be able to be enrolled in child care.

The only unimmunised children who can be enrolled in child care after 1 January 2018 are those who are on a recognised catch-up schedule (provided that the appropriate documentation has been provided), or those who are unimmunised due to medical reasons as described at section 2.1.4 of the Australian Immunisation Handbook 10th Ed, (provided that the appropriate documentation has been provided), or children who are too young to be immunised (under two months of age). Proof of immunisation will be required once the child has reached their first immunisation milestone.

Please be aware that a child who has not been immunised will be excluded from the Centre when a particular vaccine-preventable disease is present or suspected at the Centre. Fees will still apply in this case.

### **Administering Medication:**

If your child has a chronic illness or condition, we need a signed 'Authority to Administer Medication Form' and a Medical Management Plan that has been discussed and approved by your medical practitioner.

Any medication supplied for your child should be noted in a letter from your medical practitioner, be in its original container, be clearly labelled with the child's name, required dosage and the date of issue/expiry of the medication. Medication that is not in its original container, with its original label, or, out of date will not be used.

Parents are required to fill out an Authority to Administer Medication Form. If medication needs to be given for several days e.g. antibiotics, a 'Record of Medication Form' will need to be filled out each day. Administering medication is a team process with two staff being present to give medication. Once medication has been administered staff will fill in an appropriate section of form letting you know what time etc. it was given. Parents are asked to sign the 'Record of Medication Form' at the end of the day which records the staff administration of your child's medication.

### **Asthma:**

Parents with a child with Asthma are required to work out an Asthma Management Plan with their medical practitioner and give a copy to the OCC coordinator. The Management Plan should include:

- The use of inhalants as a preventative measure for asthma attacks
- The situation that requires medication
- The name of the medication and the dosage
- The telephone number of the child's medical practitioner
- Parents will be contacted prior to the administration of emergency medication

### **Management of High Fevers:**

If a child develops a high fever when in care, the staff will take the child's temperature under the armpit and record it. If your child's temperature is 38 degrees or higher, parents will be asked to come to the Centre to pick up their child so they can rest at home. If parents cannot be contacted and the fever persists, staff will make contact with the nominated Emergency Contacts. Staff will cool the child down with a wet cloth, and offer fluids until the child is collected.

### **Allergies:**

If a child has a known allergy, a medical management plan form needs to be filled out, and an action plan can be put into place if necessary.

### **Accidents:**

While staff supervises the children carefully, accident can happen. When an accident occurs, staff will:

- Assess the injury.
- Apply the appropriate first aid.
- Following an accident, staff check on the child to ensure they are well enough to resume their play activities.
- With the majority of bumps, falls and scratches, parents will not be contacted unless they have an injury to the head. All accidents will be reported on collection of the child.
- If the accident is considered serious or the child needs to be taken to hospital, the parent will be notified immediately. If the parents cannot be contacted the service will try to call the emergency contact person.
- Depending on the nature of the accident, it may be necessary to call an ambulance and a staff member will accompany the child to hospital.
- All accidents are recorded on an 'injury, illness, trauma form', and the parent will be asked to sign the report and be given a copy when collecting the child.
- OCC has a 'back to base' Security System that enables staff to contact Police, Ambulance and Fire Services within three (3) minutes of an emergency.
- OCC also have a membership with the NSW Ambulance Service should assistance be required.

### **Additional Needs:**

Bondi Beach Cottage is able to support you and your family if you have a child with additional needs. The intimate size of the Childcare Centre means there is only room for one placement of a child with additional needs (and their worker) at any given time. If you have any concerns about your child's development please discuss them with staff. If staff observe that your child's developmental growth is different from the developmental expectations for their age, they will discuss this with you. If together you agree further diagnostic assessment is required for your child, specialised medical professionals are available in the wider community to help you. OCC Coordinator can assist in linking you with appropriate contacts and resources.

### **Notification of Child Abuse:**

BBC staff members are legally obliged to report any suspected incidents of child abuse or neglect to Community Services. From time to time children disclose information about activities or occurrences that are considered to put them 'at risk of significant harm'. Following the reporting of this kind of information, Community Services may undertake an investigation. Such matters remain confidential.

Please request a copy of the Occasional Childcare Child Protection Policy should you require further information.

### **Students on Placement:**

Throughout the year we may have students from the University or TAFE Colleges on site for training and practical experience. Students are fully supervised and required to undergo a 'working with children' check.

## COMPLAINTS

### **Aim:**

BBC Inc. Board aims to provide the best OCC to parents/caregivers and is committed to addressing and resolving enquiries and complaints, improving customer service delivery and increasing community satisfaction. If you have a complaint please do not hesitate to contact the OCC coordinator who will discuss with the BBC Inc. Women's Counselling & Support Coordinator before submitting complaints to the BBC Inc. Board as part of the BBC Inc. complaints policy and procedure. It is important that all parents/caregivers and users of the services know how to have their grievances/questions and complaints dealt with. It is equally important that parties discuss issues with respect and courtesy, working together towards a positive understanding of the problem/issues raised.

### **Implementation:**

- BBC Inc. staff are the first contact for many parents/caregivers and listen to the parents/caregivers concerns. Most issues and concerns are resolved at this level by talking about them and discussing a resolution
- Where issues remain outstanding, the staff are to inform parents/caregivers that they will report the matter to the OCC coordinator.
- Parents/caregivers can also approach the OCC Coordinator directly to discuss and clarify any issues and concerns
- The OCC Coordinator should ensure that all parties have a mutual understanding of the problem/issue and identify what outcome is required
- It may be necessary to use the Telephone Interpreting Service or an Interpreter to facilitate dialogue and understanding
- The OCC Coordinator will discuss Occasional Child Care procedures, policies, decision making, and operational management processes that impact on issues at hand.
- Further information may be required by the OCC Coordinator, so the parent/caregiver is reassured about follow up and given a time frame for the issues/concerns to be addressed
- The OCC Coordinator should devise a Plan of Action
- The Plan of Action should include agreed outcomes for all parties
- The Plan of Action should be discussed with all parties
- The OCC Coordinator should ensure there is follow up with the parents/caregivers within the agreed time frame
- If the situation is likely to be ongoing the OCC Coordinator will regularly check the progress

- Unresolved complaints can be dealt with by contacting the Community Services Advisor, and or engage a mediator to commence discussions and resolution.

**NSW Department of Education & Community**

Locked Bag 5107, Parramatta

Sydney 2124

Phone 1800 619 113

**The NSW Ombudsman, Community Services Division provides a free confidential service in the resolution of complaints.** The Division can be contacted at:

NSW Ombudsman

Community Services Division

Level 24, 580 George St

Sydney 2000 (02) 9286 1000 Phone 1800 451 524 (Toll Free)

## ACKNOWLEDGEMENT SIGNATURE

### Late Collection of Children

A late Collection Fee of **\$20.00** for the first 10 minutes and **\$1.00 per minute thereafter**.

Please plan to arrive to collect your child at least 10 minutes before the Centre closes.  
Parents/caregivers who continually collect their children after closing time may jeopardise their child's ongoing placement.

**We close at 5.30pm Monday to Friday**

### Permanent Children only

A full two weeks notice must be given to cancel a permanent childcare position

### Occasional Children only

A full 48 hours' notice within office business hours (9am-5pm) is required to cancel a childcare session.

Please sign to confirm you have read, understood and agree to all of the terms and conditions of childcare at Bondi Beach Cottage in this Parent handbook.

\_\_\_\_\_  
Parent/carers signature

\_\_\_\_\_  
Parent/carers name

\_\_\_\_\_  
Date