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Camp Gan Izzy
Parents Handbook

Updated November 2020

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Welcome

Welcome to the Camp Gan Izzy Vacation Care and After School Care. This handbook will hopefully be an informative guide in understanding our philosophy, policies, and the special care we will provide for your child/ren.

Camp Gan Izzy is located at Chabad North Shore, 27 College Crescent, St Ives (a not for profit Jewish community centre). It was the first Jewish vacation care on the North Shore, established in 1990 and the only registered Jewish after school care on the North Shore.

We believe in open communication between parents, our educators and management. We encourage feedback at all times.

Philosophy

Chabad North Shore is one of close to 4000 Jewish Chabad institutions worldwide.

As a service of Chabad North Shore, Gan Izzy strives to implement the vision of the Lubavitcher Rebbe, Rabbi Menachem Mendel Schneerson, which is to become active contributors towards a world of peace, goodness and G-dliness one mitzvah (good deed) at a time. This is achieved through educational services and programs, where we aim to share the warmth, joy and soul of Judaism with others, using a non-judgmental approach in a safe and nurturing environment.

Gan Izzy is for local Jewish children regardless of their level of observance or level of commitment to the faith, aiming to treat each child and their family with equal respect.

Our Program is designed to engage children from year K till early teens in learning experiences that build/extend their awareness and pride of their Jewish heritage, culture, customs, Hebrew language and values. It is our aim that this awareness will give the children a strong sense of identity and self-esteem, motivating them to develop positive character traits, being respectful of others within society, and contributing positively towards their families, community and society at large. Our service promotes a holistic approach to family values, relationships and community belonging and inclusiveness, which is embedded in the program. We also aim to create collaborative partnerships with families and provide offerings that benefit both the children and their families.

We regularly reflect on our service taking into account our own experiences, feedback from others in the community, children, educators, families and colleagues. Educators are committed to Jewish values and practice and are dedicated to achieving quality outcomes for children.

We Believe:

- In teaching and role modelling Torah principles
- That Children are unique individuals, rich in potential and competencies, and have the right to be treated with respect at all times. We are sensitive to the different needs of each child.
- In a child-centred and partnership approach for teaching and learning where the needs, abilities and interests of individual children are facilitated through a developmentally appropriate programme. The programme also aims to build physical, social, emotional, cognitive, creative and language skills through physical activity, movement, drama, art, and exposure to early literacy. These experiences provide opportunities for children to be curious, experiment, discover, explore, persevere, create, investigate, practice theories, solve problems and express ideas. It also facilitates the “becoming” of young children as they grow, learn and start to gain an understanding on how to participate fully and actively in society.
- As carers in a vacation and afterschool care, that it is important to reflect on family feedback, curriculum, children’s interactions and their experiences. Regular discussions with other staff members, regarding feedback and the children’s experiences is used as a method to engage in this reflective practice.
- In encouraging each family to participate in the centre’s community and support and welcome their interests and involvement.
- In the inclusion of all children, regardless of gender, ability, family structure, level of Jewish observance. Through role-modeling and other learning experiences our dedicated professional educators encourage and facilitate positive self-esteem, self-confidence and positive social interactions. This facilitates children to build rewarding relationships and connections in a belonging and inclusive environment as well as teaching them to respect and appreciate the differences of others so that they learn to live co-operatively and respectfully in their diverse world.

Behaviour Guidelines

We aim to help children be happy, reasonable, co-operative participants in the program through positive and non-threatening behaviour guidance techniques. Staff actively encourage children to have a positive attitude towards one another and empathy for each other's feelings. Our expectations are always developmentally realistic. The staff encourages children to accept differences and appreciate the capabilities and limitations of others.

Some examples of guidance strategies for inappropriate behaviour include:

- Re-directions and diversion to other activities or a different position during group time.
- Positive role modelling by educator.
- Encouragement and positive feedback for appropriate behaviour.
- Children are taught to communicate their feelings verbally i.e. "I don't like it when you..." rather than being physical with each other.

We also work together with parents when we see a need to implement a management plan for a behavioural issue.

Where a child's behaviour continues to impact negatively on others and the centre's strategies do not appear to be improving that behaviour, parents will be advised and an action plan devised in consultation with the parents so that a consistent approach in both the centre and home environment exists.

If this is unsuccessful, the centre may need to engage in external support and the child may need to be assessed.

In an extreme case when the centre has exhausted all reasonable options available to direct a behavioural issue that makes him/her a danger to him/herself or to the other children, and has been unsuccessful at all attempts, the centre reserves the right to ask the parents to make alternative care arrangements.

Please note that if your child is involved in an incident, you will be informed both verbally and via an incident report however no names will be mentioned. If required staff will put together a management plan for repeat behaviours to help prevent the incident from reoccurring, however please understand that incidents may occur between children and many of these are not intentional.

Goals

The Environment

- Welcomes all children and families and has a friendly, trusting and supportive atmosphere.
- Provide a centre that benefits not only the children but their families as well.

We aim to provide a safe and secure environment implementing:

- Safety checks both indoors and outdoors are carried out daily.
- All cleaning chemicals are locked and stored away out of the children's reach.
- Governed by Australian Children's Education and Care Quality Authority (ACECQA)

The Program

We aim to:

- Meet the needs of all children as individuals and as part of a group.
- Promote learning through play based experiences.
- Teach and promote a love of Judaism - Jewish values, customs and traditions.
- Promote, reflect and regularly evaluate the centre's philosophy.

We ensure that the children:

- Are accepting of diversity and are inclusive.
- Are able to make their needs known and express their feelings.
- Are able to form trusting relationships with educator and peers.
- Are able to make choices within the program appropriate to their level of development.
- Are involved in daily routines, such as packing away and clearing tables.
- Have their behaviour guided by encouraging self-esteem, promoting a sense of belonging and by using a consistent approach within the centre.
- Are supported by educator to understand and accept differences in others.

The Families

- Are to be provided with opportunities and encouraged to become involved in the centre e.g. through social functions, information nights, participation and involvement in evaluation.

- Are able to maintain positive educator/family relations through our 'open door' policy and express their concerns, share information about their children and to inquire from the educator.
- Are encouraged to support educators by providing feedback about their children.
- Are valued as having unique background experiences and child rearing practices.
- Are to be provided with access to supportive resources to help parents in their important job of parenting.

The Staff

- Respect children as individuals and members of a group and assist them to learn and develop.
- Accept all families as having unique experiences and practices. At all times are non-judgmental, rather respectful of parents and supportive of their choices.
- Support each other in all their duties and respect each other's ideas and contributions.
- Respect the cultural, social and special needs of each child and family.

Staff

Educational Leader: Rebbetzin Fruma Schapiro

Fruma holds a Bachelor of Education. She has over 30 years of experience in education and has been involved in the management of early childhood education for over 25 years. Fruma directed Ganeinu Preschool for over 6 years and founded Gan Izzy Vacation Care and Afterschool Care. She is the mother of eight children and is passionate about providing children with the highest quality of education and care.

Nominated Supervisor: Rabbi Mendy Schapiro

Rabbi Mendy is a passionate educator who has 10 years of experience working with children in both a formal and informal capacity. He has led educational camps and initiatives throughout the world (on 3 separate continents) and is driven by a passion for the moral and ethical teachings of Judaism and has set himself a life goal to educate, inspire and empower the youth of today.

Educators

- All educators working at the centre whether employed on a part time, full time, casual or voluntary basis undergo a “Working with Children Police Check”.
- All educators follow centre policies and the National Quality Framework including the National Quality Standards and the My Time Our Place (MTO) in respect to the care of children, codes of conduct, ethics, programming and responsibilities when working in early childhood settings.
- Every primary staff member has undergone CPR and First Aid Training, including asthma and anaphylaxis.
- Nominated Supervisors and Responsible Persons have completed child protection training.

Operating Hours and Fees

VACATION CARE

We operate during all school holidays unless there is a conflict with major Jewish holidays.

Regular Day: 9:00 am – 4:00 pm (Fridays end 2:30/Winter, 3:30/Summer).
Drop-off from 8:30 am. Pick-up until 4:30 pm.

Long Day: 8:00 am – 5:00 pm (Fridays end 2:30/Winter, 3:30/Summer).

Fees:

Regular Day: \$80 per child, per day

Early drop off or late pickup (8am/5pm): \$5 per child, per slot.

All fees include all excursions.

Fees will be charged in the week prior to the commencement of camp.

There are no refunds for cancellations, but you can switch your days. Any changes / bookings within 2 business days of the requested day will incur a \$20 late fee.

Rebates

As our program is approved by the NSW Department of Education you can apply for CCS (Child Care Subsidy) for your child care.

To keep it very simple, here is a brief summary of how it works.

The Government subsidises working families on lower incomes. If your combined family income is below \$353,680 per annum, you are eligible. The government will pay a percentage of \$10.67 per hour (the hourly cap rate). The percentage is based on your family income. An additional 5% is held back until the end of the financial year when you file your tax return.

Payments are made directly to Camp Gan Izzy and you will be charged only the balance. Our computer system is linked to Centrelink, so we know what to charge.

Example:

- We charge \$80 for an eight-hour of vacation care, this equates to \$10.00 per hour.
- Let's assume that you receive a 50% subsidy, you will eligible for a subsidy of \$5.00 per hour.
- Since an additional 5% is deducted until the end of the financial year, you will only receive a subsidy of \$4.50 per hour. This equates to \$36.00 per day (eight-hours), and your payable balance will be \$44.00 per day.

	Full Price	\$ per hour	% subsidy	\$/hr subsidy	\$/hr subsidy (-5%)	Full subsidy	Gap payable
Regular Day	\$80	\$8.00	50%	\$5.00	\$4.50	\$36.00	\$44.00
Full Day	\$90	\$9.00	50%	\$4.50	\$4.275	\$42.75	\$47.25

ARTER SCHOOL CARE

We operate during school terms on Tuesday through Thursday between 3:00 pm and 6:30 pm (depending on the day).

Fees are based on the particular program your child is attending.

Payment

Payment Authorisation Forms must be completed in advance, and we will charge your fees on the 1st (and 5th upon request) Monday of the term.

Receipts will be issued by email (if you want a hard copy please see administration staff). Please discuss any financial problems regarding fees with the Nominated Supervisor and he will refer you to the relevant party.

Due to our program and licensing regulations requiring us to engage educator based on the number enrolled, we cannot refund fees for days your child is absent.

Statements are emailed out prior to the deduction of fees.

Arrival and Departure

Early Arrival or Late Pick-Up

If you arrive early – prior to your child's commencement time – you must stay with your child until such time. If you leave your child prior to this time, you will incur the long-day fee.

Orientation

We offer a half-hour orientation visit to families for children who are about to commence with our program. The orientation visit is an opportunity to spend a small period of time at the program to help parents and children become familiar with the environment and educator before your placement begins.

The coordinator will arrange a suitable time for your orientation visit once you have completed the enrolment process. Parents are obliged to remain in the building during the visit. Children are able to participate in experiences, get to know the staff and other children and become acquainted with their environment.

Please ensure you bring all paperwork back prior to your child starting. Your child cannot start without the paperwork completed and returned. You are also required to complete a management plan for any allergies/asthma before commencement at the program. All medications required in an emergency will need to be given to the program prior to the commencement of your child's position.

Drop-off and Pick-up

You are required to sign-in your child each day noting the arrival time and sign-out your child noting the departure time.

Please do not leave any other children unattended in the carpark. Please also ensure that any siblings present during drop-off or pick-up time are fully supervised at all times. Our educators are not responsible for the care of siblings.

Please try to bring your child on time.

Please ensure you wash your child's hands on arrival. When picking up your child at the end of the day notify the person in charge when you are leaving.

Except in the case of an emergency, children are only allowed to leave the program with a parent, guardian, or adult nominated for the collection of children on the Enrolment Form. The parent must notify educator if any other person is to collect the child and must fill out a release form. The person collecting the child will also be required to provide identification in the form of photo ID. If you are not picking up your child, please indicate this when dropping your child.

If you wish to give a new adult permission to collect your child, please email chanie@chabadhouse.org.au for a contact authorisation form.

Covid-19 Drop off & Pick up changes

With Covid-19, we would like to limit physical interaction between parents and staff, as well as parents and other parents. In addition, part of the drop-off protocol is to check all children's temperature and ensure they use hand sanitiser before entering the building. Therefore, we have set up the car park as a "drive-through" where you can drop your child/ren off with the staff member (who will be situated in the undercroft near the entrance). The staff member will take your child's temperature, give them hand sanitiser and sign them in. A similar system will be used for pickups. You should drive up to the staff member, who in turn will call your child and sign them out. We request that you remain in the car throughout the drop off and pickup process.

Policy for Non-Collection of Children

In the event that a parent is late and cannot be contacted, the following procedure will be implemented:

- After closing time, staff will attempt to contact parents.
- If parents cannot be contacted, staff will attempt to contact all of the emergency contacts nominated by parents.
- If contact has not been made by 1 hours after the closing time, the Department of Communities & Justice will be notified.

The above procedures were designed in the best interests of the child in mind. It is frightening for children and educator to remain on the premises for indeterminate time until someone arrives to collect the child.

Custody and Access

If a court order has been sought affecting a child in our care, please notify the Nominated Supervisor and provide a copy of the current order. Copies of any current custody, access or Apprehended Violence Orders (AVOs) are required for our file and we will do our utmost to abide by these.

If there is any likelihood of problems associated with collection of a child or if there are any changes to court orders, it is a parent's responsibility to notify the centre.

In situations when there is no Court Order and both parents legally have access, it is advisable to discuss with the Nominated Supervisor how the centre can meet the family's needs.

The Program

After School Cheder Classes

Rebbetzin Fruma Schapiro has been inspired to provide an after-school program for Jewish kids at public schools. This program enables your kids to get a weekly injection of Yiddishkeit during school term.

This is an exciting opportunity for our kids to reunite and spend some beautiful time together preparing for upcoming chaggim and learning some basic Hebrew.

Aleph Champ

Aleph Champ is a karate motivated Hebrew reading system that follows the age old Jewish tradition (Mesorah).

The **Aleph Champ Program** is on the cutting edge of Hebrew reading today. Modelled after the Karate/Martial Arts motivational system, it works by dividing different reading skills into levels defined by colour. Students understand that their teacher is a black Aleph champion and their goal is to reach that level.

- Clearly breaks down Hebrew reading into manageable goals and levels.
- Identifies students reading skills, and areas of difficulty for staff and parents.
- Allows for multiple levels of student within one classroom.
- Success alone is the motivation. Students are personally inspired to advance.

Karate is a traditional art that is divided into ten coloured levels. Moving up a level is a proof of hard work and determination and is therefore a source of pride.

Aleph Champ takes inspiration from Karate and divides Hebrew reading skills into 10 coloured levels. There are fun games and activities to help the students meet their goals. Moving up a level is Aleph Champ is a source of pride for students and this makes them self motivated to succeed. Self motivated students is a quality that is unique to the Aleph Champ Hebrew Reading program.

Bar/Bat Mitzvah

Our program is designed to prepare the boys/girls for a meaningful Bar/Bat Mitzvah experience, and more importantly for life as a Jewish man/women, through an extensive learning curriculum. Our course content is formulated to provide the boys/girls with a strong sense of Jewish identity, together with a positive feeling for and about Jewish values and practices.

In addition, it is our aim that the boys/girls should be able to demonstrate a basic intellectual and emotional understanding of fundamental Jewish philosophical and spiritual concepts.

The course includes preparing the boys for their 'presentation' in Shule, reading from the Torah, the Haftarah, based on each boys own abilities.

We will assist the boys/girls for the preparation of their D'var Torah in Shule.

Vacation Care

Children love our warm, nurturing Jewish environment that is packed with stimulating and fun activities including sports, swimming, arts and crafts, special workshops, and great excursions.

All programs are influenced by the MTOP Framework (My Time, Our Place – Framework for School Age Care in Australia)

Parent Involvement

Parent Feedback

Parent Feedback is extremely valuable to us and is a good measure of the quality of service. After each camp and at least once a year for afterschool, parents will be asked to complete a survey about how the program operates and distributes information to families.

Talking with your child about their day

Children find it difficult to respond to parents when they ask "How was your day?" or "What did you do today?" These questions are too broad for children to answer properly. Try specific questions like "Who did you play with today?" Or "Did you sing any songs today?" This will start the ball rolling and help your child tell you about their day.

Parent Obligations

What does my child need to bring?

- Packed Kosher Lunch (NO NUTS, NO MEAT)
- Healthy Snack for morning tea
- Water Bottle
- Sunscreen (autumn, spring and summer)
- Sun Hat (for outdoor play)
- Kippah/Cap (for Boys)
- Swimming Costume (on swimming days)
- Camp T-Shirt (Excursion Days)
- Medication and Action Plans (Asthma Inhalers, EpiPens etc.) if necessary.

Reciprocal Relationships

We work in partnership with families and encourage respectful warm cooperative and reciprocal relationships. This enables children to have a secure connection between their home environment and their time with us as well as modelling respectful reciprocal relationships.

We ask parents to assist us by:

- Ensuring your child's washes his hands on arrival
- Placing bags in designated area
- Returning paperwork that we require you to fill out.
- Participating if possible in our events

Clothing

Children should be dressed in clothing that is appropriate. It should be comfortable, weather appropriate and allow children the freedom to carry out the many activities and routines that are offered during the day as independently as possible.

Outdoor play is an important part of the program and it is essential that coats for cool weather and sun hats for all weather are provided.

Footwear should be safe and suitable for indoor and outdoor play (no thongs or crocks) and where possible, should be easily removable by educator or children.

All items should be labelled including clothes, water bottles, shoes etc. Staff members are responsible for the care of children and cannot be expected to leave them to search for lost clothing. There is a lost property box located in the front office. Any items/clothing that is not labelled will be placed in the lost and found box. Items/clothing that is not claimed within a month will become part of centre's spare clothes, or donated to charity.

Care in the Sun

Parents will need to apply sunscreen to their child before their arrival at the centre (during spring and summer months). A combination of sun protection measures are used for all outdoor activities from September to the end of April and whenever UV levels reach 3 and above. Measures include the centre providing a supply of 30 plus sunscreen for children which is applied 20 minutes prior to going outdoors during these periods and the children wearing appropriate clothing and hats as per our Sun Smart policy.

Parents are expected to apply sunscreen before dropping their child off in the morning. Parents should ensure their child is appropriately dressed for the sun. All shirts, tee-shirts and dresses must have sleeves that cover the whole shoulder. All children must have a hat that covers their ears, face and neck when playing outdoors (centre hat). We reduce the amount of time spent outdoors in extreme hot weather or when UV rays are more potent. Intake of extra liquids is also encouraged in hot weather.

If your child requires a different sunscreen due to skin irritation than that supplied by the centre please advise an educator member, and hand a labelled supply directly to one of our educator.

Please note a Sun Smart policy for the centre is available for your perusal.

Food

Meals and Snacks

Children are expected to come to Vacation Care having eaten breakfast already. We provide snacks for afternoon tea.

We have a NO MEAT POLICY and in addition to this our centre also has a NO NUT POLICY due to allergies including anaphylaxis within our program.

We like to make sure that meal times are enjoyable. Educators engage with the children whilst they eat, and use it as an educational opportunity to discuss nutrition and different kinds of foods.

Children are encouraged to recite a blessing before and after they eat.

Educators supervise children at all times, and do not allow children to share each other's snacks or lunches.

Toys from Home

Children are not allowed to bring their own toys or electronic devices to the service. War toys and Super hero toys are discouraged at all times. Toys and clothes promoting war and violence are believed to promote negative behaviour.

If personal toys are brought, the centre cannot be held responsible if they are lost or damaged.

Illness, Injury and Medication

The well-being of children and educator is our utmost priority. Teaching children about the need to wash hands, wipe noses, cover coughs are all strategies parents and teachers are responsible for in an effort to minimize cross infection.

Although we understand that an ill child may present difficulties to working parents, we ask that you consider the health of your child and others at the program. Please

refrain from sending your child if they are ill. It is centre policy that we ask you to keep your child at home if he/she has had a temperature of 37.5°C or over.

If your child comes to our program with a temperature of 37.5°C, we will monitor your child every half hour, and if their temperature rises and your child is unwell and not his/her usual self, we will contact you and your child must be collected from the program within the hour. We will ask you if you would like us to administer paracetamol to your child and will administer one dose of paracetamol only.

Please note that if your child is sent home they cannot return to our program for at least 24 hours since their last temperature of 37.5°C.

In the event of an accidental injury a parent will be contacted and medical treatment will be given or in an extreme case sought by an outside source. A record is kept of all such events and parents will be notified on their arrival. Our illness and injury policy is available to parents to peruse.

We reserve the right to ask you to take your child home if we feel they are not well enough to participate in group activities, and need one-on-one care due to their illness. This applies even if your child does not have a temperature and will always be discussed with the Director (Nominated Supervisor or Certified Supervisor) at the time.

Our practices are guided by “Staying Healthy in Childcare” and we follow their recommendations. (<https://nhmrc.gov.au/about-us/publications/staying-healthy-preventing-infectious-diseases-early-childhood-education-and-care-services>)

Keep your child at home if they have:

- **Temperature** of over 37.5°C.
- **Conjunctivitis** commonly referred to as ‘pink eye’. Keep at home while discharge is present.
- **Bronchitis** this may begin with a hoarseness, cough and slight elevation in temperature. The cough may be dry and painful but gradually becomes productive.
- **Rashes** that you cannot identify or that have not been diagnosed by a physician and treated appropriately. If your child has a rash and you have seen a doctor, please bring in a medical clearance to say it is not contagious.
- **Impetigo** of the skin. These present as red pimples that eventually become surrounded by a reddened area. When the blister breaks the surface is raw and weeping. The lesions occur mostly in moist areas of the body such as the creases of the neck, groin, under arm, face, hands or edge of nappy.

- **Diarrhoea** being loose yellowish or greenish bowel openings that look and smell different, may contain mucus and are much more frequent than usual. Keep at home until clear for at least 24 hrs.
- **Vomiting** irrespective of the type of vomiting. Keep at home until clear for at least 24 hrs.
- **Severe cold** with fever, sneezing and nose drainage. Keep at home until symptoms ease or clear.
- **Generally unwell:** If a child seems really sick without a known cause or obvious symptom. The child may simply look or act different. There may be an unusual paleness, irritability, unusual tiredness, lack of interest, ongoing crying or even a drop in normal temperature. Keep the child at home till recovered or diagnosed and treated.
- **Open Wounds/Sores** such as cold sores or boils. Keep at home till wounds cease weeping.
- **Head Lice (Pediculosis Capitis).** The child should only be readmitted once treatment has commenced and the infestation is no longer present and only dead eggs remain (usually 24 hours after treatment has commenced).
- **Contagious Diseases** such as the following will have various exclusion periods. Some of these are: Measles (Red or German), Chicken Pox, Mumps & Roseola.
- **Treatment with Antibiotics** If your child has been diagnosed with a contagious condition that requires a course of antibiotics the child should not attend until at least 24 hours after commencing medication.

Should your child develop a symptom of any condition as mentioned above you will be contacted and requested to take your child home. While waiting for a parent to arrive the child may be removed from other children at the centre. This will minimise the chance of cross contamination. They will always be accompanied by an educator.

We depend upon you, as parents to please consider other children in the centre as you would love your child to be considered. In addition, the care of your child is paramount to us, and we want to ensure consistent, healthy teachers for your child.

Immunisation

All children enrolled at our program should be immunised according to the State of NSW Immunization Schedule and our policy for exclusion must be adhered to as stated in the policy book. In the case of an infectious disease occurring please contact us as soon as possible to allow us to inform other parents. A Doctor's Clearance Certificate is required before your return to the centre. Exclusion periods are available through your child's Family Health and Planning Centre, the Health Department and the Staying Healthy in Childcare website.

During an outbreak of a vaccine preventable disease, children with incomplete immunization will be required to remain away from the centre for the entire incubation period of the disease.

www.immunise.health.gov.au is the Australian Government website for immunisation – please check this site for the most up-to-date information on vaccinations and immunisation schedules. Please email us to update your child's immunisation status throughout the year.

Medication

Children requiring medication while attending the centre must have a medication form completed and signed by a parent/guardian detailing dosage, administration times and method (if necessary).

The medication must be labelled with the child's name and dosage and be in the original packaging or bottle. Parents are to hand the medication directly to an educator member who will store it in an appropriate location. **NO MEDICATION IS TO BE LEFT IN A CHILDS BAG.**

Parents must ensure educators are given the medication form and that they are fully aware of the parent's instructions re: administration of the medication. Educator will administer as specified in the presence of another and sign the medication form.

Upon enrolment, parents are required to sign a permission slip to allow us to administer Panadol in cases of temperatures. We will only administer Panadol for temperatures of over 38 degrees, and with the parent's consent. The parent will be phoned to pick up their child and are encouraged to come as soon as possible.

Child Safety

Emergency Evacuation

Emergency evacuation plans and procedures are located in the office and in each classroom. Plans indicate evacuation routes, assembly areas, location of exits and firefighting equipment. An evacuation drill and lock down procedure is carried out at least quarterly. When evacuating off the property, we assemble at the bottom end of the property (College Cr) where staff can evacuate the children off the premises.

The safety of children and educator are of utmost importance. Regular practice will ensure smooth procedures and less panic. In the event of such an emergency as being unable to return to the property, parents will be asked to collect their children from outside the front of Chabad on College Crescent.

Our evacuation policy is available to parents for perusal.

Mandatory Reporting / Child Protection

Gan Izzy has a strong commitment to the health and well-being of all children. This is reflected in its Child Protection Policy and Procedures Policy. All parents are encouraged to read the policy. Copies of the Centre's Policies are available at reception.

We encourage practices that ensure the safety, welfare and well-being of children and educator while at the service. These include:

- Compliance with the Child/Adult Ratio's set out in the Children's Service Regulations.
- Ensuring educator, students or volunteers are never left alone with children or without ready access to or within visibility of other educator members.

Under the Child Protection Policy and Procedures, educator are mandatory reporters and are required to notify the Australian Children's Education & Care Services Quality Authority (ACECQA) about child protection issues that arise at their Centre or if they are in any doubt about the safety and well-being of the children in their care. The safety and well-being of children is a community issue and everyone is encouraged to contact Australian Children's Education & Care Services Quality Authority (ACECQA) if children are at risk.

Confidentiality

We respect the rights and privacy of families, children and other educator members at all times. We ask parents to respect other families right to privacy and not to pressure our staff into giving them information about children/educators/families or phone numbers.

Complaints

We realise that no one is perfect and we are no exception. Although we aim to be as professional as possible but at times unforeseen circumstances arise.

If you have any complaints about the centre, or the level of care your child is receiving, we want to know. We need to get both positive and negative feedback in order to learn and grow. Parents should be reassured that any complaint would never adversely affect the care provided to a child. We ask that complaints be directed to the educator member involved as a first step. Recommended steps will be suggested to overcome any problems or issues.

If the complaint is about a staff member, or you feel uncomfortable raising it with a staff member, please contact the Nominated Supervisor on 9488 9548 or via mobile 0414 560 770.

Alternatively you can document your feedback or complaint by email: wendy@chabadhouse.org.au.

It can be disruptive to children's programs and upsetting for educator and children if angry confrontations occur in an inappropriate public forum. If the recommended steps suggested by the educator do not satisfy you please speak to the director.

If you have tried all of the above, and the matter is still unresolved, and you are still unsatisfied with the way we have responded to your complaint, you can contact the Licensee or a member of management.

If you are still unsatisfied, you can contact the Australian Children's Education & Care Services Quality Authority (ACECQA).

Changes in Policies

All centre policies are available in the front office for parents to read. It is the centre's right to make changes to any of its policies, and indeed we continually update them. We follow the required 14 day notification period and you will be notified of any changes via email and/or on the parent communication board.

We give parents an opportunity to become involved in the existing, amended or new centre policies. Please give us your feedback via email.