



FAMILY HANDBOOK

4 Charlotte Street

Parap NT 0820

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Email: admin@parapfc.nt.edu.au

Operating Hours: 7:30am – 6:00pm

Welcome

Welcome to the Parap Family Centre (PFC). We are pleased that you are considering us to provide care for your child.

PFC is a community based, not-for-profit childcare centre catering for 42 children per day, aged between 6 months and 5 years. We are proud of our educational standard in the field of Early Childhood. The formative years of early childhood are a very important time for a child's growth and development. We believe, therefore, that it is vital for our educators to keep up to date with the latest literature and research in this area, and to ensure that their knowledge of child development, teaching strategies and the curriculum are not only of an excellent standard, but also reflect current trends in the field of Early Childhood Education.

We believe a child's experiences in care must be enjoyable, interesting and exciting. We aim to be an extension of the home environment where we value and respect each and every child and their family so that they feel safe, secure, and so that a sense of belonging and ownership towards our centre can be achieved. Each child is an important and individual part of our Centre's group, and each family is an important part of our Centre's community. We will work together to continue to offer the very best for your children in these important early years.

Our centre is run by a Management Committee which is comprised of parents elected from the PFC membership. The premises from which PFC operates is owned by the Darwin City Council. All families that have children at the Centre are required to be members of the Parap Family Centre Incorporated Association.

We look forward to working with your family so that the highest quality care can be provided for your child and you. This Handbook has been designed to assist you to gain some insight into our Centre and what makes PFC unique.

Philosophy Statement

Parap family centre acknowledge the Aboriginal and Torres Strait Islander people as the traditional owners of the land, past, present and emerging to be able to provide an environment that is safe, friendly and welcoming to all members of the community. We believe we create an environment where meaningful relationships are developed, and a strong sense of community is maintained.

We believe the children who come through Parap Family Centre develop secure relationships with the educators which supports children through their learning journey to 'play, learn and as they develop lifelong skills and qualities.

We view the children as active participants and decision makers; we believe they bring their own diverse knowledge and skills to their learning and that educators use a variety of Theorists which include Pikler, Jean Piaget and Lev Vygotsky to support the educator teaching practice.

We aim to develop environments that are aesthetically pleasing and are rich and provide opportunities for learning and exploring using the Early Years Learning Framework. Our educators encourage the children to respect the environment through our sustainability practices.

Our educators are highly valued and respected for their experience and knowledge in the Early Childhood Care and Education field and our centre has a very open and honest relationship with our stakeholders.

Overview of Our Service

Parap Family Centre is a highly regarded childcare service that has been in operation from its location in Charlotte Street, Parap since August 1979. We are open 51 weeks of the year, only closing for public holidays and for a week over the Christmas and New Year period. The centre is open from 7:30 am until 6 pm Monday to Friday, offering Full Time care. We close at 5pm on the first Tuesday of each month, to allow for Staff professional development opportunities and staff meetings

The Centre is licensed for 42 children and these places are divided into three age groups:

Tadpoles 6 months to 2 years

Geckos 2 to 3 years

Crocodiles 3 to 5 years

Our educators are highly qualified with either university or TAFE qualifications, and are committed to providing high quality care and education for the children in our community. All of our staff are also committed to adhering to the Childhood Education Australia Code of Ethics. In accordance with the *Care and Protection of Children Act* all PFC staff hold a current NT Ochre Card authorising them to work with children before they can be employed and participate at the Centre. PFC also employs staff with first aid, asthma and anaphylaxis management training in accordance with the *Education and Care Services National Law*. All staff are provided with the opportunity and encouraged to attend fire awareness training on an annual basis.

Governance Structure of our Centre

The organisational structure is led by the volunteer Management Committee responsible for the strategic development and long-term viability of the Centre and the Director who is responsible for the day-to-day management and operations at the Centre. They are supported by three teams, which provide care in the three rooms at the Centre. Each team has a dedicated Group Leader and carers to ensure the children receive continuity of care from one day to the next. The Centre also has an identified Educational Leader who leads the staff in the development of appropriate curriculums to enhance the experiences and development opportunities of each individual child and the groups.

Our service has the following management structure:

Approved Provider

Parap Family Centre Incorporated

Nominated contact:

Jade Johnston– Director

Nominated Supervisor

Jade Johnston– Director

Early Childhood Teacher/ Assistant Director

Anita Lin (ECT)

Responsible person's

Sylvia Sejidu

Beatriz De Almeida Santana

Sushma Aryal

Gurmeet Kaur

Membership of Our Association and the Management Committee

PFC is a legally incorporated association within the Northern Territory, and is bound by its Constitution, a copy of which is located in the entry foyer. A nominated parent from each family makes up the membership under the Constitution. Each member is entitled to one vote at a general meeting.

The Management Committee is elected annually at the Association's Annual General Meeting. The Management Committee meets monthly and is responsible for the strategic management of the Centre. The Management Committee is the Approved Provider of the service under the Education and Care Services National Law.

Parent participation is encouraged in both the Management Committee and various sub committees throughout the year. If you think you would like to be involved on a decision-making level this is where the opportunity lies. Throughout the year various sub committees may be formed for specific tasks requiring attention. Please advise the Director or contact a Management Committee member to express your interest.

Communication with Families

Communication is an important part of maintaining positive relationships within the centre. There are various ways in which we like to keep the lines of communication open. These include:

- **Family notice board** – Please take the time to stop and look at information displayed on notice boards throughout the centre, these will contain information such as illness in the centre, fundraising, social events, community events, programs etc.
- **Xplor posts**- Regular updates and changes within the centre are communicated through the xplor app and email.
- **Suggestions**- we encourage our families to voice their suggestions for the centre at any time, either verbally to our committee, nominated supervisor, team leaders or other staff, or via email, the day book in each room, or notice boards.
- **Meetings** – families are encouraged to discuss their child's progress with our educators, this can be carried out informally via daily "chats", or in a more formal format as a parent/teacher meeting. These are offered to families twice a year, although can be organised anytime upon request by the family/educator.

The Director is responsible for the administrative day-to-day running of the Centre and is the first point of contact for any administrative enquiries.

Team Leaders are available to share information and answer any questions about your child's development and interactions within the program.

Formal interviews/meetings can be arranged with the Director and/or Management Committee on request from families or staff.

Relationship with Parap Preschool

The PFC Management Team maintains a strong relationship with the Parap Preschool and our Centre provides a daily bus service which transports children to and from the Parap Preschool. Parap Preschool determines the session each child is scheduled to attend. Families of children who are of preschool age are responsible for enrolling their children at Parap Preschool if they wish for their child to attend.

PFC provides a collection service from Parap Preschool to PFC, when two or more children require the bus service on any day of the week, if there are not 2 or more children who require the bus service unfortunately the bus service is unable to run. All families who wish to utilise this service must sign and return an Authorisation Form to PFC before their child will be permitted to travel on the bus.

Whilst every effort is made to conduct the bus run each day there are some occasions where, due to the need to maintain staff-to-child ratios for other children at the Centre, the bus run cannot be accommodated. In such circumstances, PFC will contact the family at the earliest possible time to allow them to either make alternative travel arrangements for their child or determine to have their child remain at PFC for the day.

There may also be occasions where preschool children do not attend preschool and will not require the bus. PFC still will require 2 or more children for the bus to run. It is the family's responsibility to notify the centre if their child does not require the bus service. On any given day that the bus is scheduled to run if the number of children requiring the bus service less than 2 the bus service will not run. For example, a preschool child is sick or is on holidays the bus service will not run if the remaining number of children requiring the bus is below 2.

Our Enrolment Procedures

A child is not considered to be officially enrolled in the centre, unless all relevant documentation provided by PFC has been completed and returned to the Centre. Information that we are require to collect from you includes:

- Your child's full name, and any other names by which your child is known
- Your child's date of birth and identification documentation – e.g. birth certificate
- Medicare number by which the child is covered
- Up to date immunisation evidence, which can be obtained through the Australian immunisation register, which can be located at: <http://www.humanservices.gov.au/>. Immunisation records **must** be kept up to date.
- Your child's CRN
- Your family CRN
- Copies of any court orders/parenting plans affecting the child
- Information regarding emergency contacts/authorised nominees
- Copies of any medical management plans and/or risk minimisation plans
- Parent guardian details and dates of birth.

We believe that each child and family should feel a sense of belonging in our centre, therefore families are encouraged to attend the centre as often as necessary prior to enrolment, to meet our educators and become familiar with the Centre environment and routines. Educators will

discuss the settling in process with you, and what is best suited to your child, helping to make the transition process as smooth as possible.

Two weeks written notice must be given to cancel the care of your child at PFC or to change any booked days. Fees will continue to be charged until the required 2 weeks' notice is given in writing.

The Management of the Centre reserves the right to terminate care when, it considers that it would be in the interest of the Centre to do so. The Centre will give families reasonable notice of its intention to exercise this right and will refund any payments in credit.

Centre Fees

- Fees are set by the Parap Family Centre Management Committee and charged to all families whose children are booked to attend the Centre.
- Normal daily fees are payable for public holidays.
- Fees are payable on a child's booked day regardless of whether the child is sick or absent.
- A late fee of \$5 per minute is charged for children who have remained in the building from 6.00pm.
- Fees are reviewed annually in June and/or as required. A minimum of 4 weeks' notice is given for any fee increase.
- Membership fees are \$11 per financial year

Due dates and non-payment of fees

- Accounts must be kept a minimum of two (2) weeks in advance.
- Prior to families going on holidays, they should ensure payments can continue to be deducted from their nominated account to ensure accounts remain two (2) weeks in credit at all times.
- It is the family's responsibility to keep track of their payments and ensure payments are successful. Families should advise the Nominated Supervisor if, for any reason, their account cannot be kept up to date and a payment arrangement may be negotiated.
- In the event an account is not in credit (other than by prior arrangement) families will be notified verbally by the Nominated Supervisor that payment is required within one (1) week to bring the account up to date (two (2) weeks in advance). If payment is not made within one (1) week, written notification will follow.
- If an account is two (2) weeks in debit, the place/s will be forfeited without further notice. Accounts not paid within two (2) weeks of leaving the Centre, or more than two (2) weeks in debit, will be forwarded to either a debt collection agency or the small claims tribunal, for the amount owing, with the cost of recovery added to the account.
- When ceasing care, families are required to give two (2) weeks' notice. The account must be up to date, and if credit card details are held at the Centre, then the credit card will be debited for the amount owed.
- If there is a credit balance on the account at the end of the two weeks notice period and when care is ceased, the family will be provided with a refund cheque or Direct Deposit into their nominated bank account within two weeks of the date that care is ceased.

Payment Options

- Payment options available include direct debit from a credit card or personal account through Childcare Debit Success system. All new enrolling families are required to utilise the Childcare Debit Success system and provide their bank information at the time of enrolment
- Payments through Debit Success are processed by PFC weekly and accounts are kept a minimum of two (2) weeks in advance. Families have the option to choose a day for payments if a day is more suited to them.
- The two weeks in advance payment will be debited with the first lot of fees that are processed after enrolment less the deposit of a week's care that is payable upon acceptance of a place in the centre.

Child Care Subsidy

- One parent/guardian must apply through Centrelink for a Customer Reference Number (CRN) for themselves and will also receive a CRN for their child. These reference numbers must be given to the Centre to input into the Child Care Management System (CCMS) to enable the Centre to formalise the child's enrolment
- If the family is eligible to receive Child Care Subsidy (CCS), this may be used to reduce fees families pay to the Centre.
- It is the family's responsibility to ensure that they are tracking and aware of their entitlement to Child Care Subsidy.
- CCS will not be applied if the child does not attend on their last booked days at the centre

Absences

- Under the Child Care Management System (CCMS), each child is eligible to receive Child Care Subsidy (CCS), for an initial 42 days of absences per financial year, which can be used for any reason, without proof of circumstances (*this includes public holidays*).
- Once the initial 42 absences have been exhausted, CCS will not be paid for any absences, unless they fall within the additional absences category. Additional absences are:
 - An illness (with a medical certificate)
 - An outbreak of infectious disease, when the child is not immunised
 - Any other absences due to illness of the child, parent or sibling (with medical certificates)
 - A parent being on a rotating shift or rostered day off (with supporting documentation)
 - Temporary closure of the Centre, or pupil free day
 - Shared custody arrangements due to a court order or parenting order
 - Attendance at preschool
 - Exceptional circumstances

Additional absences

Families may be able to get additional absences once they have used their allowable absence days, in certain circumstances.

These circumstances are:

Additional absence reason	Evidence required
The child or a member of their immediate household is ill	A medical certificate, or Evidence of a positive COVID-19 test result from a government agency or pathology service
The child is attending preschool	Evidence is not required You must be reasonably satisfied the reason has been met
Alternative arrangements have been made for the child on a pupil-free day	Evidence is not required You must be reasonably satisfied the reason has been met
The child has not been immunised against an infectious disease and the absence occurs during an immunisation grace period	A medical certificate stating that exposure to the infectious disease would pose a health risk to the child
The child is spending time with a person other than their usual carer as required by a court order or parenting plan	A copy of the relevant court order or parenting plan
The child cannot attend because of a period of emergency, for up to 28 days after the period of emergency	Evidence is not required You must be reasonably satisfied the reason has been met
The child's carer chooses not to send the child due to a period of emergency, for up to 7 days after the period of emergency	Evidence is not required You must be reasonably satisfied the reason has been met

The initial 42 absence days must be exhausted before additional absences can be claimed.

Absences at the start or end of an enrolment

Generally, absences should occur between a child's first and last physical attendance at your service. There are some circumstances where families can get CCS if an absence occurs in the 7 days:

- before a child's first attendance at your service (inclusive of their first day), or
- after their last physical attendance at your service (inclusive of their last day).

These circumstances are:

- any of the additional absence reasons listed above
- the service has changed ownership
- the child's usual service is closed and the child attends a different service under the same provider
- a family tragedy has occurred
- the enrolment ceased incorrectly
- a child or a member of their immediate household must isolate or has COVID-19 (between 1 December 2021 and 30 June 2023)
- following a period of emergency.

Useful Contact Information:

Australian Government website: <http://australia.gov.au/topics/benefits-payments-and-services/family-payments-and-services/child-care>
<https://www.education.gov.au/child-care-package/child-care-subsidy/absences>

ACECQA - Australian Children's Education and Care Quality Authority is an independent statutory authority providing national leadership in promoting quality and continuous improvement in early childhood education and care and school age care in Australia:

<http://www.acecqa.gov.au/>

Child Care Access Hotline provides information to help you choose a childcare service that meets your needs. The hotline also provides information on possible childcare vacancies in local areas: 1800 670 305

Delivery and Collection of Children

- The centre opens at 7:30am, children cannot be received by educators before this time.
- Upon arrival at the centre, the person delivering the child is required to sign the child in using the iPad.
- Following sign in, the person delivering the child to the centre is required to accompany the child to put their belongings away and ensure that the child is received by an educator.
- Any information relevant to the child's day is to be relayed to the educator receiving the child (or written on the communication board), this may include any health or medical issues, if the child had a restless night, changes to authorised person collecting the child that day, changes to hours of attendance, etc.
- We will encourage family members to farewell the child and allow educators to assist if the children are having difficulty with separation, not to sneak out when the child is distracted.

Collection of children

- The centre closes at 6:00pm, all children must be collected from the centre before this time, please arrive at least 5 minutes before 6pm.
- Only the parents/guardian, or an authorised nominee named in the child's enrolment record can collect a child from the centre. The parent/guardian, or authorised nominee, may authorise another person to collect the child from the centre, if the authorisation has been made in writing.
- The parent/guardian is to inform educators if somebody other than themselves is going to collect their child.
- If an unauthorised person arrives to collect a child, educators will contact the child's parent/guardian to confirm the authority. If the parent/guardian cannot be contacted, an authorised nominee will be contacted to confirm the authority. If authority is withheld, the child will remain on the premises until an authorised person can be contacted to collect them.
- Where educators are unfamiliar with an authorised nominee, identification will be requested.
- If there is a court order forbidding a person from having contact with a child attending the centre, that person will not be given any information concerning the child. The parent/guardian must provide original documentation about the court order, which will be copied and placed in the child's file for further reference.
- The person who is forbidden from having contact with the child will NOT be permitted to take the child from the premises. Where there is conflict with such a person, police will be notified, and the child's guardian contacted.

- Educators will at no stage place their personal security at risk. If scenarios arise that compromise the welfare of the child in the collection process, the police will be contacted (eg, if the person collecting the child is under the obvious influence of alcohol/drugs, drink driving, not using child restraints, etc.).
- Before departing the centre with the child, the person collecting the child out using the iPad.
- Where a child is collected after 6:00pm, a late fee of \$5 per minute will be incurred by the parent/guardian.
- The centre closes at 5pm one Tuesday per month families are required to collect their child/ren by 5pm, late fees will be charged at \$5 per minute is charged for children who have remained in the building after 5.01pm on the meeting day.

Our Curriculum

Parap Family Centre aims to develop a curriculum and environment that will support the children attending our centre in their learning, understanding and appreciation of their world. Our programs reflect the principles, practices and learning outcomes of the Early Years Learning Framework, where children's interests and strengths are used to guide the program and promote further learning.

We believe that routines are important in helping children to develop a sense of security and belonging and giving them some control over their environment. We will actively encourage and assist all children to participate in the centre routines, and ensure that they reflect the children's cultural backgrounds, abilities, religious beliefs, and preferences.

Our Educational Leader works with all educators, and provides them with curriculum direction, to ensure that children are given opportunities to achieve the learning outcomes in the Early Years Learning Framework. The learning outcomes are:

1. Children have a strong sense of identity.
2. Children are connected with and contribute to their world.
3. Children have a strong sense of wellbeing.
4. Children are confident and involved learners.
5. Children are effective communicators.

Children's Learning

We believe that play provides opportunities for children to learn as they discover, create, improvise and imagine. When children play, they have opportunities to develop social groups, test out ideas, challenge others people's way of thinking and build new understandings (EYLF, 2009). We will provide an environment, and develop our programs, to promote play based learning.

- Our routines are developed to promote learning throughout the day, they are used as opportunities to implement intentional teaching practices (eg, conversations at meal times, interactions throughout nappy changes and toileting, counting steps to change tables, teaching children self-help, and supporting social development, etc). Some things that are included in our daily routines that promote learning include:
 - Photos and names displayed on children's lockers (literacy, self-identity, belonging).
 - Displaying family photos (self-identity, belonging).
 - Assisting educators to prepare for mealtimes (sense of ownership and belonging).

- Serving their own meals, using tongs, pouring drinks from jugs, etc (self-help, small muscle control, independence).
 - Washing their own dishes (self-help, physical skills, respect for physical environment).
 - Caring for their own belongings (e.g. Putting things away in their lockers/bags) (independence, social skills, school readiness).
 - Open shelving in the rooms (providing choice, more control over their own learning, and experiences).
 - Indoor/outdoor programs (providing choice, more control over their own learning, and experiences).
 - Recycling rubbish, composting, gardening (becoming socially responsible, learning environmental sustainability).
- We plan a wide variety of experiences for individual children, and for groups of children, that encourage them to express themselves creatively, while developing in all other areas, using a holistic approach.

Observing, documenting and assessing children's learning

- Observations of all children enrolled in our service are documented and kept for future reference and reflection, using the online xplor app.
- The online portfolios consist of a variety of observations, learning stories and photos.
- Children's learning is linked to the learning outcomes of the Early Years Learning Framework.
- Each child's development is assessed on a regular basis, based on observations and information gathered on individual children. Educators complete a Summary of Learning and Development for each child, which reflects the learning outcomes in the EYLF, every 6 months, and from this, develop long term planning for each child.

Our Policies and Procedures

PFC has an extensive range of policies and procedures that guide the operation of the Centre and ensure consistency in the care that is provided to the children and the way the Centre is governed and managed.

A copy of each PFC policy is contained in the Family Policy Manual, which is housed in the foyer. Alternatively, a copy of any or all policies can be emailed to members of the Association.

Policies are working documents and are always under review to ensure they remain consistent with legislative changes and best practice. PFC complies with the Education and Care Services National Law requirement to consult with families in relation to any changes to policies or procedures that affect the way in which families access our service. Policy changes (other than minor inconsequential updates and amendments) will be drafted and open for comment by families and staff for a period of two weeks before the Management Committee considers a final version. Once a new policy has been adopted families will be notified through the monthly newsletter.

Privacy and Confidentiality

Parap Family Centre aims to ensure that the personal information collected from individual stakeholders is accurate and secure and will only be used or disclosed to achieve the outcomes for which it was initially collected. Personal information will be managed openly and transparently, in a way that protects an individual's privacy and respects the rights under Australian Privacy laws.

We will maintain private and confidential files for all staff, children, families, students and volunteers, maintaining records according to the Australian Privacy Principles (APP).

Daily Requirements for Your Child

Each family is responsible for delivering their child to PFC (or in the case of Parap Preschool morning session enrolments to the Preschool) with the following belongings and items. All personal belongings should be clearly labelled with your child's full name.

PFC provides all meals, cow's milk and water. Children are requested not to bring their own food to the Centre as it can create problems with other children. **Nuts are prohibited from being brought to PFC.**

TADPOLES (6 months – 2 years)

- A bag containing all their daily requirements which is clearly labelled with their name
- Minimum 6 nappies
- 3 complete changes of clothes and a wet bag
- A hat
- Bottles with formula if required (Note: cow's milk can be provided during the day when required)
- A piece of fruit to share
- Sleep time comforters and sleepwear (if required) e.g. dummies, pyjamas, sleeping bag
- If your child has a special cup for drinking.

GECKOS (2 years – 3 years)

- A bag containing all their daily requirements which is clearly labelled with their name
- Minimum 5 nappies
- 2 - 3 complete changes of clothes and a wet bag
- A hat
- Shoes
- A piece of fruit to share
- Sleep time comforters and sleepwear (if required) e.g. dummies, pyjamas, sleeping bag
- Water bottle
- Minimum 6 pairs of undies/knickers and/or Training pants if toilet training.

CROCODILES (3 years – 5 years)

- A bag containing all their daily requirements which is clearly labelled with their name
- 2 - 3 complete changes of clothes and a wet bag
- A hat
- Shoes
- A piece of fruit to share.
- Water bottle

Caring for Property

All of your child's belongings must be clearly marked with their name to help prevent losing personal items. We request that toys be left at home (unless they are used for comfort and security), as toys being brought to the centre often create conflict between children, and get lost.

This also often takes our educators away from caring for your children, as they search for lost toys from home. **Educators will not be held responsible for loss or damage to home toys.**

Your Family's Participation

Family participation is essential for us to provide a quality service to your Child. As a parent or guardian, you are the greatest advocate for your child's needs, and during the enrolment process you will be asked to give us your ideas about your child's development, your expectations for your child and aspects of your family life you would like us to encourage or support. Staff will suggest practical ways to include these things within the program which will cater for your child's individual needs.

We understand that not everyone has adequate time to assist the Centre on a regular basis. We respect your decision to decide when and how much time you would like to give. We aim to create a variety of avenues to enable families to choose their level of involvement.

Participation in the daily program is most welcome. Parents and guardians are encouraged to spend as much time as they can at the Centre with their child to become familiar with the program and settle their child. We welcome suggestions from families to the program, the menu and other activities. At PFC we value diverse cultures and family talents and welcome your participation.

We have an open-door policy, so you are welcome to call in at any time, to join the activities, have lunch, read a book, or anything you think may interest the Children.

Assessment and Rating under the National Quality Framework is a busy time where the involvement of all families is sought and appreciated. If you would like to be more actively involved in this process more information is available from the Director. Parental input is very important in the ongoing development and review of PFC's Quality Improvement Plan, where feedback is required on all Quality Areas.

Regular newsletters keep families informed of upcoming events or requests for family participation. The newsletter is also used to advise you about upcoming social events. Social gatherings are a great way to be informally involved in your child's child care Centre at the same time as meeting the families of the children your child plays and learns with.

A Parent library is also available to you. Texts relating to child development, behaviour, family issues and other childhood issues are available to borrow. Please see the Director to arrange book borrowing.

If you have a grievance or complaint, which you feel is not being dealt with to your satisfaction, you can contact the Director or a Committee member who will receive your confidential grievance in writing.

Clothing

Children should be dressed in practical play clothes, and in the case of children toilet training, easy for them to remove if needed (e.g. no belts, overalls). Please ensure that your child is dressed in clothes that cover their shoulders, for sun safety, and that the clothes they are wearing allow for messy play (we do a lot of painting, and outdoor play, where clothes may easily become soiled).

Shoes should be sensible for playing and climbing, in the wet season it is recommended that children wear covered shoes to the centre.

Children's General Health

Your child's health is your responsibility. Your child **MUST** be kept at home if he/she displays any signs of:

- Elevated temperature
- Eye/body discharge (e.g. sore, boils, conjunctivitis)
- Distress in feeling unwell, unusually upset or fatigued
- Vomiting (the child cannot attend the Centre for at least 24 hours after the last time vomiting occurs)
- (the child cannot attend the Centre for at least 42 hours after the last time diarrhoea occurs)
- Any signs/symptoms of the diseases/conditions noted in the NHMRC Recommended Minimum Exclusion Periods

N.B. Children displaying any of the symptoms above will not be accepted by the Centre, or arrangements will be made for immediate collection from the Centre. This procedure is designed to protect all children, staff, families and other visitors to the Centre.

Immunisation

Proof of immunisation is essential for enrolment in the Centre and should be updated as the child goes through their immunisation schedule, if proof is not provided, your child will be deemed to be unimmunized, and therefore not permitted to attend the Centre.

See Appendix B for the National Immunisation Program Schedule

Code of Conduct for Families

Parap Family Centre aims to provide an environment that is welcoming and safe for children families and employees, and to ensure that we provide a service that is based on the highest standards of honesty, integrity, respect and fairness. We expect that all stakeholders, employees, families, contractors and other visitors to the centre will also conduct themselves appropriately and meet these high standards

It is expected that family members and visitors to the centre will:

- Be polite and respectful when dealing with staff, children and others families.
- Read and comply will all of Parap Family Centre policies and procedures.
- Be responsible for their own child's health, as well as protecting the health of others in the Centre, by keeping their child at away from the Centre when they are unwell.
- Ensure that they arrive on time to collect their children from the centre.
- Refrain from discussing any grievance issues with educators who do not work directly with their children, and other parents, and follow the Centre's grievance procedures.
- Be mindful and respectful of other cultures and religious backgrounds in the Centre.
- Refrain from using abusive or foul language.
- Not arrive at the centre affected by excessive use of drugs or alcohol.
- Not smoke tobacco or other substances while on the premises.
- Avoid physical contact with children other than their own, unless the safety of a child is compromised (this should be reported immediately to educators).

- Refrain from guiding children's behaviour, other than their own, this should be referred directly to educators.

Your Family's Responsibilities

1. To ensure all enrolment information is kept up to date, especially phone numbers, addresses, emergency contacts, medical and immunisation details.
2. To ensure the Staff caring for your child are aware of any concerns you may have or anything that may affect their day at childcare e.g. illness during the night, busy weekend etc.
3. Advise Staff each day if medication is to be administered and complete a Medication Permission Form located in your child's respective room.
4. To bring your child's daily requirements.
5. To advise the Director in regard to planned absences from care, and to advise the Director and/or Staff in the morning before 9 am if your child is not attending on that day.
6. To maintain your fees 2 weeks in advance.
7. To adhere to all Centre procedures and policies.
8. To adhere to health and hygiene procedures. Do not bring your Child to the Centre with a communicable disease or infection.
9. To be aware and adhere to emergency procedures. Cyclone procedures will be advised at the start of each cyclone season.

In Summary

Our aim is to ensure your family's involvement with us is pleasant and rewarding. We welcome any feedback and suggestions, which can help us to improve our service. We also like to hear what you think we are doing well so that we can support our staff in their provision of the best service and care for child as possible.

We welcome family participation on many levels of the Centre's operation, so please let us know if you have any special skills you would like to share.

We are looking forward to caring for your child, welcoming your whole family to our Centre and developing a warm and trusting relationship.

National Immunisation Program Schedule

Childhood vaccination

(also see vaccination for people with medical risk conditions)

Age	Diseases	Vaccine Brand	Notes
Birth	<ul style="list-style-type: none">Hepatitis B (usually offered in hospital)	HB-Vax® II Paediatric or Engerix B® Paediatric	Should be given to all infants as soon as practicable after birth. The greatest benefit is if given within 24 hours and must be given within 7 days.
2 months (can be given from 6 weeks of age)	<ul style="list-style-type: none">Diphtheria, tetanus, pertussis (whooping cough), hepatitis B, polio, <i>Haemophilus influenzae</i> type b (Hib)RotavirusPneumococcalMeningococcal B (Aboriginal and Torres Strait Islander children)	Infanrix® hexa or Vaxelis® Rotarix® Prevenar 13® Bexsero®	Rotavirus vaccine: First dose must be given by 14 weeks of age. Meningococcal B vaccine: Prophylactic paracetamol recommended.
4 months	<ul style="list-style-type: none">Diphtheria, tetanus, pertussis (whooping cough), hepatitis B, polio, <i>Haemophilus influenzae</i> type b (Hib)RotavirusPneumococcalMeningococcal B (Aboriginal and Torres Strait Islander children)	Infanrix® hexa or Vaxelis® Rotarix® Prevenar 13® Bexsero®	Rotavirus vaccine: The second dose must be given by 24 weeks of age. Meningococcal B vaccine: Prophylactic paracetamol recommended.
6 months	<ul style="list-style-type: none">Diphtheria, tetanus, pertussis (whooping cough), hepatitis B, polio, <i>Haemophilus influenzae</i> type b (Hib)Pneumococcal (Children with specified medical risk conditions)Pneumococcal (Aboriginal and Torres Strait Islander children in WA, NT, SA, Qld)Meningococcal B (Aboriginal and Torres Strait Islander children with specified medical risk conditions)	Infanrix® hexa or Vaxelis® Prevenar 13® Prevenar 13® Bexsero®	Pneumococcal vaccine: An additional (3rd) dose of 13vPCV is required for Aboriginal and Torres Strait Islander children in WA, NT, SA, Qld, and all children with specified medical risk conditions for pneumococcal disease. Refer to the Immunisation Handbook. Meningococcal B vaccine: Prophylactic paracetamol recommended.
6 months to <5 years (annually)	<ul style="list-style-type: none">Influenza	Age appropriate	Administer annually. In children aged 6 months to less than 9 years of age in the first year of administration, give 2 doses a minimum of 1 month apart. One dose annually in subsequent years. Information on age appropriate vaccines is available in the Immunisation Handbook or the annual ATAGI advice on seasonal influenza vaccines.
12 months	<ul style="list-style-type: none">Meningococcal ACWYMeasles, mumps, rubellaPneumococcalMeningococcal B (Aboriginal and Torres Strait Islander children)	Nimenrix® MM-R® II or Priorix® Prevenar 13® Bexsero®	Meningococcal B vaccine: Prophylactic paracetamol recommended.
18 months	<ul style="list-style-type: none"><i>Haemophilus influenzae</i> type b (Hib)Measles, mumps, rubella, varicella (chickenpox)Diphtheria, tetanus, pertussis (whooping cough)Hepatitis A (Aboriginal and Torres Strait Islander children in WA, NT, SA, Qld)	AchIB® Priorix-Tetra® or ProQuad® Infanrix® or TriPacel® Vaxia® Paediatric	Hepatitis A vaccine: First dose of the 2-dose hepatitis A vaccination schedule if not previously received a dose.
4 years	<ul style="list-style-type: none">Diphtheria, tetanus, pertussis (whooping cough), polioPneumococcal (Children with specified medical risk conditions)Pneumococcal (Aboriginal and Torres Strait Islander children in WA, NT, SA, Qld)Hepatitis A (Aboriginal and Torres Strait Islander children in WA, NT, SA, Qld)	Infanrix® IPV or Quadtracel® Pneumovax 23® Pneumovax 23® Vaxia® Paediatric	Pneumococcal vaccine: Administer first dose of 23vPPV at age 4 years, followed by second dose of 23vPPV at least 5 years later. Refer to the Immunisation Handbook for specified medical risk conditions . Hepatitis A vaccine: Not required if previously received 2 doses (first dose at age ≥12 months) at least 6 months apart.
≥ 5 years (annually)	<ul style="list-style-type: none">Influenza (Children with specified medical risk conditions)Influenza (Aboriginal and Torres Strait Islander children)	Age appropriate Age appropriate	Administer annually. In children aged 6 months to less than 9 years of age in the first year of administration, give 2 doses a minimum of 1 month apart. One dose annually in subsequent years. Information on age appropriate vaccines is available in the Immunisation Handbook or the annual ATAGI advice on seasonal influenza vaccines.

Community Services Contact Information

Child Abuse/Child Protection Hotline.....

1800 700 250

For any person who believes that a child is being, or has been abused or neglected – it is required by law that these concerns are reported

Child Abuse Prevention

1800 688 009

Offers information, referral and ongoing support to those affected by child abuse, concerned about the welfare of a child, or needing family or parenting support (Australia wide)

Child Protection Services.....

8922 7111

Providing child protection services for the Darwin and urban area, also available for other family crisis situations where children are seen to be in need of care or protection

Kids Help Line.....

1800 551 800

Free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25.

Mental Health Support....

1800 682 288

For emergency inquiries from anyone experiencing a mental health crisis or concerned about someone's well-being.

Dawn House Incorporated....

8945 1388

Offering a women's shelter, domestic violence counselling, and domestic violence community education

SIDS & Kids NT....

8948 5311

Provides 24 hr bereavement support by volunteers support services to families who have experienced the sudden and unexpected death of a child from conception up to 18 years.

Parent line.....

1300 301 300

Providing support, counselling and parent education, and referral, tailored to meet each callers' needs

Our Family, Our Kids.....

8944 2000

A home visiting program providing a range of services including support, counselling and child development information.

Multicultural Council of the NT.....

89459122

The peak body dedicated to advocacy and representing the interest, concerns and aspirations of Territorians from culturally and linguistically diverse (CALD) backgrounds

Family Relationship Centre.....

1800 650 276

89231400

Provides information and referral for families at any stage of their relationship. Also provides Family Dispute Resolution for separating or separated families, to help parents resolve conflict and develop workable arrangements for their children.