



Parent Handbook




childrenfirst
growing potential



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*Welcome to Children First
and thank you for choosing
to enrol with us.*

*We have an open-door policy.
Families are welcome to
visit at any time.*

This parent handbook contains information you need to be familiar with and forms part of the terms and conditions of your child's enrolment.

Please visit childrenfirst.asn.au for the latest version of this handbook.

Children First acknowledges the traditional peoples and their continued connections to country and culture throughout Australia. We pay our respect to these diverse communities and to Elders both past and present.



About Children First

Children First is a community-based, not-for-profit organisation that provides early childhood services across the Blacktown local government area. Established in 1948, Children First began as a local mothers' group seeking early childhood services for their children.

Our services include Preschools, Long Day Care, Occasional Care, Vacation Care and Outside School Hours Care. Operating at six sites, these services educate and care for about 700 children every week.

At the time of writing, we are proud to say that of the 60-plus languages spoken in Blacktown, more than 50 are spoken by the families who access our centres and that more than 20 languages are represented among our staff members.

Children First is a service provided by Growing Potential Ltd. Growing Potential provides a range of services for children, families, and educational professionals throughout the Blacktown local government area and beyond.

For more information visit
growingpotential.org.au

Mission Vision Values

*Supporting and
growing the potential
of children, families
and communities.*

*Our vision is to be a valued leader
through the provision of quality
services with the capacity to respond
to family and individual needs.*



About our services

Approach to curriculum

The Children First curriculum highlights teaching practice and links to research, policy, procedures, and legislation. The teaching practice we endorse is supported by the Australian Government's Early Years Learning Framework (EYLF) for our 0-5 yr services and the My Time Our Place (MTOP) framework for our 5-12 yr services.

Our passionate educators deliver high quality educational practice and care programs that incorporate play-based learning and innovative curriculum to ensure that all children are active and capable learners.

We incorporate information to represent different cultures in the curriculum, so all children recognise themselves, develop a strong sense of identity and feel a sense of belonging while they are enrolled with us.

Our services

The Children First approach is unique and based on our long-standing commitment to the community. Each centre has specific initiatives to suit the children (and families) it serves. We are highly responsive to feedback from families and we provide opportunities for involvement in the care and education of our children.

We support Aboriginal communities and provide a holistic approach to education.

Our educators are recruited based on their cultural sensitivity, level of education and training, diverse backgrounds and individual qualities. We offer all educators training with sector-specific training organisations.

We value the skills, knowledge, and life experience our educators bring and encourage autonomous teaching.

**Our curriculum
illustrated through
5 teaching practices**



Preschool (3-5 yrs)

Balmoral Street Preschool & Occasional Care operates from 8.00am to 4.00pm for up to 41 weeks each year.

Alpha Street Preschool (classified as a long day care centre) operates from 8.00am to 4.00pm for 50 or more weeks each year.

Long Day Care Centres (0-5 yrs)

Our Long Day Care Centres cater for children aged 6 weeks to 5 years and operates from 7.00am to 6.30pm for 50 or more weeks each year.

Outside School Hours (OSH 5-12 yrs)

Our OSH environments provide care, recreation and leisure time for children aged 5 to 12 years old.

Before School Care operates from 7.00am to 9.00am during school terms.

After School Care operates from 3.00pm to 6.30pm during school terms.

Vacation Care operates from 7.00am to 6.30pm during school holidays and on pupil free days.

Children First has developed procedures and workplace instructions in accordance with regulations and legislation relating to:

- Inclusion of children with additional needs
- Child environments
- Interactions with children
- Parental involvement
- Toys and equipment

These policies support, guide and reinforce our foundation of quality education and care environments.

We have summarised some of our most important procedures in this handbook. You may access a complete copy of our procedures and workplace instructions at your child's centre.

Communication

Everybody has a preferred time and method when it comes to communication. We understand that mornings and afternoons can be a little rushed, and not the best time to discuss your child's progress.

That's why we offer many types of communication methods, including:

- Meetings
- Newsletters
- Phone calls
- Emails
- Letters
- Face-to-face
- Daily floorbooks
- Family weekend forms

Code of Conduct

The Code of Conduct establishes the standards for all employees of the company, whether in child-related or other roles.

Employees also abide by the ethical responsibilities outlined in Early Childhood Australia's Code of Ethics and Network of Community Activities' Code of Professional Conduct for staff where applicable to their roles.

Fees, rebates, and attendance

Payment methods

Payments can be made by cash, eftpos, direct debit or cheque.

Change for cash payments is not always available from Children First centres. We will credit your account if the amount paid is higher than the amount owed.

Either your cheque, savings or credit account can be selected when paying by eftpos. Please note the credit card option will include a merchant fee of 1.6% of the amount paid.

Direct debit payments require parents to sign an arrangement nominating their bank account details and the amount to be paid.

The first debit from your account under the arrangement will occur on the first Friday before your child's scheduled starting date and each Friday of booked attendance thereafter.

If any debit falls due on a non-business day, it will occur on the business day preceding the scheduled drawing date.

A new arrangement will need to be completed and signed each calendar year to reflect fee changes.

Statements, invoices and receipts are sent via email and/or placed in your parent pocket.

Child Care Subsidy

Child Care Subsidy (CCS) is a payment from the Australian Government that helps families with the cost of child care. The CCS is income tested and payments are made directly to the child care service.

Families should notify Centrelink of their intention to claim before applying online or in person. You must name the service your child attends on the application.

The Child Care Subsidy (CCS) covers some out-of-pocket child care expenses for approved child care centres. There is a maximum legislated rebate amount per year (per child).

Families must provide the centre with the relevant Customer Reference Number (CRN) for the child and date of birth for the claiming parent.

The Affordability Subsidy may apply for families attending a state-funded preschool. You will need to provide relevant documentation. For details please speak to the administration staff or Centre Manager.

If your child has not attended child care for 8 continuous weeks, Centrelink will cancel your enrolment details in their system.

For the most current information please visit humanservices.gov.au

Bonds

A bond is held by Children First as security for your child's placement and is credited to your account when enrolment ceases. The bond is based on 2 weeks full fees at your centre. The CCS is not taken into consideration.

In financial hardship or unique circumstances, a payment plan may be considered.

Late collection fee

If a child remains at the centre after closing time, fees will be charged. The late fee is \$15 for the first 15 minutes and \$1.00 per minute thereafter.

Where educators are unable to contact the family to pick up the child within half an hour, the police will take charge of the child as the centre is not licensed to care for children beyond this designated time.

Absences

Families must notify the centre if their child will be absent for any day or session you have booked. For CCS purposes, children are allocated 42 absences per financial year.

Families can keep track of how many absences their child has had on their statements, invoices and receipts. If your child exceeds the 42 absences, CCS will only be paid for the sessions your child attends and you will be charged the full fee for any booked session your child has missed.

Occasional Care

Notice must be given as soon as possible if a cancellation is required. Fees will be payable if notice is not given by 8.00am on the day of cancellation.

OSH – Vacation Care

Vacation Care fees, and excursion/incursion fees will only be charged for children who have been booked for this session.

Cancellations cannot occur on the day of the booking or for excursion days. Cancellations may occur up to 24 hours prior to a booking and the fee will not be charged for that day. Children who do not attend on a day they have been booked will be recorded as absent. Fees will still apply for this day.

Overdue fees

Children First is a not-for-profit organisation. As such, we are not able to meet our expenses unless fees are paid on time.

Children First requires all families to be up to date with their fees. Payments cannot fall more than 2 weeks into arrears; this is one of the conditions of enrolment at Children First and all families agree to the conditions when they sign the enrolment forms.

For families using occasional care services, the current week's fees must be paid in full before further bookings can be made.

Fees in arrears protocol

The following will apply to families who are more than two weeks in arrears with their fees:

- Request that the account be immediately paid in full. (Unless suitable arrangements have been made with the office).
- Ongoing fees may need to be direct debited from your account, for your child's position to remain current at the centre.
- Failure to abide by this procedure may result in the termination of your child's placement.

Public holidays and closed days

Children First centres are closed on public holidays and for two weeks over the Christmas and New Year period. Fees are not charged for these days.

Our state-funded preschools do not charge for the scheduled holiday periods.

Notice of withdrawal and change of days

Two weeks written notice is required if families intend to withdraw their child from the centre or reduce their days of attendance. Relevant forms are available from your centre.

Children are not able to attract CCS if they don't attend on their first or last day of care at the centre.

Getting started

Enrolment information

Prior to your child commencing at our service, you'll be required to complete all enrolment documentation and pay the bond and administration fee.

We must have copies of your child's birth certificate and immunisation status reports. We also required certified copies of any Court Orders relating to the child.

A note on Court Orders

Parents must notify us if there are any Court Orders in place affecting residency of their children. We will require a copy. Without a Court Order we cannot stop a parent collecting a child.

Please note: It is essential we always have your current details in case of an emergency. Notify the Centre Manager or the administration staff immediately if there's any change to the following enrolment information:

- Phone/mobile numbers
- Address
- Emergency contact information
- Any other contact details
- Health conditions
- Family changes

The first day

Parents and children generally feel both excited and nervous when attending child care for the first time. We encourage parents to stay as long as they like in the mornings and pop in or phone throughout the day.

Regular communication between your family and our centres will help support your child during this time. There may be tears and extra tight hugs when you say your goodbyes for the first few weeks, but rest assured, our educators and staff will provide the children (and sometimes the parents!) with cuddles and reassurance too.



What to pack

Nappies

Nappies (4-5 per day) should be supplied and labelled with your child's name.

A backpack

We work towards all children being able to recognise and open their own bag as it helps build their sense of independence. You can help by getting them involved in selecting their bag and taking ownership of it. Please ensure it is large enough to hold all their belongings and is clearly labelled.

Spare clothing

We sometimes get messy when we enjoy an activity or meal so always pack a spare set of clothes. These should be labelled (along with all other clothes, including socks and underwear) and can stay in your child's bag for as long as they aren't needed. If your child is toilet training it is best to pack a few (3-5) spare pairs of clothing, just in case of accidents. Please note, no sleeveless tops or dresses, see more on clothing on page 14.

Bottles

Pack empty bottles if your child drinks cow's milk or fill them with the measured amount of water for formula. We ask that formula portions are packed separately. For details on how best to prepare and store formula please speak to your Centre Manager.

Drink bottles

A labelled drink bottle, for water only, is required every day. Children can refill their drink bottle when necessary.

A note on breast milk

Our services support breastfeeding. Speak to your Centre Manager to find out more about our policies on storing and serving breast milk.

Sheets and blankets

Please supply a cot sheet, top sheet and blanket (in the cooler months) for resting/sleeping time.

Comfort toys

Comfort toys are more than welcome. Please label these treasured items.

Sun hat

A sun protective hat must be worn every day when playing outside for protection against the sun. Please make sure to include it in your child's bag every day regardless of the weather conditions. Broad-brimmed Children First hats are available at our Preschools and Long Day Care Centres.

OSH – Vacation Care

Children will need to bring morning tea, lunch and afternoon tea as food is not provided during Vacation Care. OSH centres have a fridge for cold food storage and microwave to heat food. Water is provided at the centre.

Children will need to bring a hat. Sunscreen is provided at the centre.

Electronics such as DS consoles and iPods are permitted however games must be age appropriate (PG rated) and children must not be able to access the internet on these devices. Staff take no responsibility for lost or damaged items/games.

What not to bring

We ask that children do not bring in toys or items of value from home. While many children would like to bring their own toys to the centre, sharing these with other children can be a difficult concept for a younger child to grasp, and can cause distress. It is also difficult for staff to monitor personal items and to ensure they will be sent home at night.

Of course, security items (for example, dummy, blanket) and comfort toys like a teddy are exceptions. These items need to be clearly labelled with your child's name.

Settling your child

While some children settle into care quickly, others take a little longer. We are sensitive to and aware of the anxiety that some children feel when starting at a new centre. That's why our orientation process encourages you both to visit the centre for short periods before enrolment commences. It will help make the transition as smooth as possible.

Saying goodbye

Ideally, your child will be settled at an activity before you leave, however some children find it hard to settle until their parents have gone. What works best is a set routine so we recommend establishing your own drop-off procedure during the orientation process if possible. Being well organised, arriving early and not having to rush usually results in a calm start to the day.

We find most children will want to have a look around to see who else is there and to look at what activities are available when they arrive each morning. Please don't leave without saying goodbye to your child, even if they seem occupied. Slipping away without a goodbye can lead to mistrust, not only in you but in the educators as well. We work to build trust in children so when an educator reassures them their parent will return later in the day, they feel secure. Rest assured we will ring you if your child does become distressed.

Arrival and departure

For safety and security reasons all children must be signed in on arrival, and signed out on departure. The times must be noted.

No child will be allowed to leave with a person not named on the enrolment form, unless prior arrangements are made with the Centre Manager or administrative staff.

Birthdays

It is very exciting for a child to be having a birthday. If you would like us to celebrate your child's birthday with a cake, we recommend you supply an ice cream cake or cupcakes which reduce the allergy risks associated with most other cakes. Families are required to discuss cake options with educators prior to the celebration.

Clothing

Choose loose (non-restrictive), serviceable, easy to wash clothes so children feel free to join in all the activities and get to develop independence. Clothing such as long dresses and overalls or anything with braces, belts and stiff buttons can prove a problem for children when they need to go to the toilet.

For effective sun safety, we require all shirts to have sleeves and tops to cover mid-drifts. Broad brimmed hats are essential. (See more under 'Sun safety').

Shoes should be suitable to run, climb, hop and jump in and be easy to take off and put back on. Lace up joggers or sandals are appropriate. Thongs are not suitable and we prefer they are not worn.

Family Walls

All rooms have a 'family wall' which features photographs of the children with their families. This is a strong and valuable tool which encourages children to connect and feel they and their family are a valued part of the service. If you would like to bring in a photo, or a couple of photos that represent your family, we would love to add it to our wall.

Rest and sleep

Rest and sleep routine varies according to individual needs. We aim to make rest time a relaxed, pleasant time for all children.

We provide beds for children and play soft music in the background. Your child may wish to bring a security or comfort item to have at rest time. Please feel free to discuss your child's rest or sleep needs with our educators. Quiet activities are available for those children who do not sleep.

Sun safety

Children and educators must wear hats and appropriate clothing when outside. Educators will encourage children, including by way of modelling behaviour, to avoid excessive exposure to the sun and to wear suitable sunscreen (at least SPF 30+), which is reapplied according to the manufacturers recommendations. We ask that children arrive with sunscreen already applied so they are able to participate in outdoor activities straight away.

Safety when you are arriving and leaving

- Never leave children unattended in cars while collecting children from the service.
- Car parks are dangerous places for children. Always hold children's hands when arriving and leaving the service.
- Never leave a door or gate open.
- Never leave your children unattended in a room.
- Children are not permitted in the kitchen and laundry areas.

Parent and family involvement

Reading

Children love to be read to. If you or other family members have the time, please contact our educators to participate in a reading day at the centre.

Your participation

We have an open door policy and actively seek and encourage family involvement. This can range from evaluating your child's program and providing feedback on our observations, to volunteering with us and sharing your skills and experiences with the children and/or the organisation.

Your skills, interests and talents

We welcome and encourage the involvement of all parents and wider family members at our services. There are many ways to be involved, including giving a talk or demonstration to the children, performing at an event or volunteering your specialist skills to the organisation. We understand that you are busy so any time you can contribute is appreciated.

Your occupation or hobby

You are the most important person in your child's world and everything you do is of interest to them and their friends.

Talking about your occupation or hobby to the children at the centre provides them with an educational resource we can discuss and explore in our program. We welcome all parents to the service to talk about their occupation or hobby

(for example, music, craft, cooking). It makes a valuable contribution to their learning.

Your home and cultural background

We encourage and embrace diversity and would greatly appreciate if you were able to share aspects of your culture and family life with our services to enrich the lives of all our families and children.

Recyclable and re-useable items

We are always on the lookout for recyclable items we can reuse while doing craft or other hands-on activities in the rooms. Empty food containers, ribbons, wrapping paper, paper towel tubes, colourful paper or anything interesting is appreciated.

Special events

Our service organises special events throughout the year. If you have any ideas about occasions to mark or dates to celebrate, just let us know.

Suggestions

Parents are welcome to visit or call the service at any time. If you have any suggestions or ideas on how best we can work together in the service, we would love to hear them.

Similarly, if you have any concerns, please see your child's educator or the Centre Manager. We have a Complaints and Comments Policy if you would like to formally raise an issue.

All policies are available for families to take home and review at any time.

Health

Meals

Children First promotes healthy eating habits. Our Long Day Care Centres serve nutritious, fresh food in line with the Australian Dietary Guidelines.

Our Preschools, Occasional Care and Vacation Care services promote nutritional lunchboxes for the children, who bring their own lunch and snacks.

Our OSH centres provide an appetising and nutritional breakfast and afternoon tea. Food is not provided during Vacation Care.

Families are encouraged to be involved in the menu planning.

Special dietary requirements

Please advise us if your child is following a special diet or has food allergies.

Health and medical exclusion

In the interest of all children, families, and employees, we request that your child does not attend the centre when they are suffering from an infectious disease or are generally unwell.

Centre Managers will inform parents of an outbreak of any infectious diseases. In turn, parents are asked to inform the centre if their child is suffering an infectious disease as soon as possible.

Each centre has a current list of infections and conditions requiring exclusion (sourced from the National Health and Medical Research Council). Any child excluded from a centre must remain absent for the recommended exclusion period. Families continue to pay fees during any absence due to illness or exclusion.

If your child has been vomiting or had diarrhoea, they must be excluded for 48 hours. Clearance certificates must be produced upon request and as per Children First procedures.

Allergies and medical conditions

Please advise us if your child has allergies or medical conditions. If your child is at risk, asthma, allergy and anaphylaxis action plans must be provided by your GP. We will work with you to develop plans to ensure your child's safety and wellbeing while they are with us.

Immunisation

In accordance with the Public Health Act 2010, families are required to provide an Australian Childhood Immunisation Register (ACIR) history statement that shows that each child enrolled at the centre is up to date for their age with their scheduled vaccinations. This information needs to be provided to the administration staff prior to your child's commencement.

Centre Managers will inform families of any outbreak of a vaccine preventable disease. Parents are asked to immediately inform the centre of a vaccine preventable disease which has been discovered in their family. It is important that we work together to minimise the risk of infection to other children and educators.

We are required to notify NSW Health upon identifying any case of a vaccine preventable disease at the centre. NSW Health may require you to exclude your child from the centre for a period of time if your child is not currently immunised. Fees are payable during these periods away from the centre.

Incident, injury and trauma procedures

In the event that your child needs urgent medical attention, parents or authorised persons will be notified as soon as possible. If the parents/guardian or emergency contact persons are unavailable, staff will accompany the child in the ambulance.

If a minor accident occurs and your child is given first aid at the centre, we will discuss this with you on your arrival. We are required to notify the Department of Education if your child requires medical attention for an injury, illness, incident or trauma that occurs at our centres.

A representative from the Department of Education may contact you to follow up the incident. We will notify you if this is to occur.

Medication procedures

If your child requires medication whilst at the centre, you need to present it on arrival. It must be in the original packaging, contain the instructions and be within current 'use by' date. Please ensure the medication is labelled with your child's name. We will not administer medication that is not labelled.

You must also complete the appropriate medication form and present it to an educator for verification and signing. When collecting a child from the centre, you, another parent or authorised person must sign the medication form in acknowledgement of the medication administration. It should also be noted that if your child is taking a course of antibiotics, they must be excluded for the first 24 hours.

Safety

Excursions, incursions and special events

Excursions and special events are an invaluable learning experience. To ensure the safety of all those involved, we plan and assess all activities for risk and safety.

We require your written consent for your child to attend excursions. This is done upon enrolment and in addition, you are informed prior to the excursion.

Emergency and evacuation procedures

All Children First centres prepare risk assessments for potential emergencies such as fire, flood or centre lockdown. Evacuation and lockdown procedures are displayed throughout the centres and are rehearsed at least once every three months.

Collection of your child

We are committed to ensuring your child's safety, therefore our staff will only let children leave with people who have been authorised to do so. This information is recorded on enrolment and can be amended at any time by providing prior written notice.

If we do not recognise the person who comes to collect your child, we will ask for current photo identification. Families must ensure that anyone coming to collect a child has this form of identification with them.

If children remain at the centre after closing time, we will attempt to make contact with the family and the emergency contacts on the enrolment form. If, after 30 minutes, we have been unable to make contact and/or arrange for the child to be collected, we will contact the nearest police station.

Child protection

Children First supports each child's right to live and learn in a safe and secure environment.

As mandatory reporters, employees are required to report and act in accordance with the procedures for recognising, responding to and reporting child abuse and neglect to the NSW Department of Family and Community Services.

Confidentiality of records

Information collected on your child and family remains confidential. Enrolment forms and accompanying documentation are kept in a secure, locked location. For more information refer to our Privacy Statement.

Workplace health and safety

Children First has a Workplace Health and Safety Policy which covers children, families, visitors, contractors, and employees at each centre. Please assist us by reporting any dangerous situations immediately. We also ask that you follow the instruction of the educators in an emergency situation.

Guiding children's behaviours

We encourage children towards positive and responsible behaviour, and give children the opportunity to self-regulate their behaviours during play to develop their confidence and self-esteem. We use a positive approach to behaviour management and guiding children's behaviours.

Publicity and promotions

Children First seeks your consent for employees, students, volunteers or media representatives to take appropriate photographs, videos, films or audio tapes of your child during operating hours for authorised publication, broadcast or research.

You can indicate your consent or otherwise in the section provided on your child's enrolment form. You may also allow us to take photographs of your child for internal purposes, for example, to document your child's development or display in the centre.



Community

Diversity and inclusion

Children First believe all children and families have a right to the same opportunities for participation, acceptance and belonging regardless of gender, age, socio-economic status, race, language, culture, beliefs, additional needs and family structure or lifestyle.

For inclusion to be successful it must be based on a family-centred approach, a partnership between the family and professionals that reflects and identifies the concerns and priorities of the family.

Families with children requiring additional needs should feel comfortable, accepted and included. When required, educators will work closely with specialist services and parents to coordinate optimum learning environments.

More information can be found in the Inclusion and Equity Procedure available at the centre for families to review or take home at any time.

The following services are accessible to all Children First families.



Growing Early Minds provides early intervention and disability support to children and young people (0-16 years). We have a skilled and compassionate team of allied health professionals dedicated to help support you and your family. Our team includes:

- **Speech-language pathologists** – supporting written, spoken, social communication and mealtime matters.
- **Occupational therapists** – developing the skills children need to participate in everyday life activities such as writing, drawing, running and catching.
- **Dietitians** – providing support and advice on improving eating habits and meeting nutritional and growth needs.
- **Psychologists** – supporting children in managing their emotions, adjustments to change, anxiety, trauma, grief, anger and other challenging behaviours.
- **Behaviour support practitioners** – supporting families and educators in managing behaviours that are of concern.

Growing Early Minds is a registered NDIS and Medicare provider. We're a mobile service providing supports in everyday environments such as at home, child care centres, schools, playgroups or you can visit our clinic.

For more information speak to your Centre Manager or contact Growing Early Minds direct on **02 9622 8500**.



familylinks

Familylinks aims to build the capacity of parents and carers to support children through a variety of activities and programs, within the Mt Druitt School Hubs.

This includes:

- Free supported playgroups for children 0-6yrs, designed to develop skills through fun, interactive play-based activities.
- Offering support, guidance, and training to parents e.g. pre-employment workshops, parenting programs, information sessions on topics such as nutrition, behaviour and speech and language development, etc.
- Assisting parents to recognise developmental concerns in children and provide access to specialist advice, referral and treatment options.

For more information speak to your Centre Manager or contact Familylinks direct on **02 9625 0422 or 0434 086 887.**



NgalluWal
We care

Ngallu Wal is an integrated Aboriginal Child and Family Centre providing support services to children and their families in Western Sydney's Doonside, Riverstone, Prospect and beyond.

All aspects of the service ensure that culture is front and centre in all activities in accordance with the wishes of the local Aboriginal community.

You'll find a comprehensive range of free weekly programs and events as part of our family support services.

This includes:

- Supported playgroups
- School readiness program
- Wolkara Elders group
- Youth drop-in centre
- Aboriginal homework centre
- Outreach health clinics
- Financial & legal assistance
- Centrelink outreach

For more information speak to your Centre Manager or contact Ngallu Wal direct on **1800 642 558.**



Privacy and confidentiality

Children First will ensure that client's choices and decisions, their privacy, and dignity are respected and protected at all times. Confidentiality of records and personal information is of the utmost importance. Only information which is essential for effective service delivery is kept.

Information that may be kept by the service includes:

- Contact information of client and significant family members.
- Financial information.
- Medical and behavioural information.
- Information on likes/dislikes, activities and daily routines.
- Any relevant legal information.

All staff and others who have permitted access to any information must sign a confidentiality agreement to ensure non-disclosure. Permission is required from individual clients before any information can be shared to anyone other than staff who have direct contact with the client.

All information that is stored by the service on each client is kept in a locked cabinet if in hard copy, or password protected if in electronic form.

Children First requires that personal matters relating to clients will not be discussed with or in front of visitors, other staff or clients and that any information provided first must have consent in place from the person – the only exceptions to this are if:

- Legislation requires information be released.
- A person or the service is subpoenaed to provide information to court proceedings; there is an overriding public interest.
- There is a medical emergency.
- The information is essential to protect the resident from imminent harm.

Children First ensures that all information and data, whether hard copy or electronic, is kept secure through password protection or secure physical storage.

All people we support have access to their own data on request.

Information in the Parent Handbook was current in November 2018. The handbook is updated from time to time. For the most recent version please contact your Centre Manager or visit childrenfirst.asn.au

Images of children and staff featured in the handbook are authentic photographs of our services that have been reproduced with permission.





How to contact us

Head Office

[p] 02 9831 5121

[e] info@childrenfirst.asn.au

[w] childrenfirst.asn.au

Alpha Street Preschool

[p] 02 9671 4042

[e] alpha@childrenfirst.asn.au

Balmoral Street Preschool & Occasional Care

[p] 02 9831 5066

[e] balmoral@childrenfirst.asn.au

Blacktown Road Children's Centre

[p] 02 9831 5333

[e] blacktownrd@childrenfirst.asn.au

Plumpton Long Day Care & Preschool

[p] 02 9625 9462

[e] plumptonldc@childrenfirst.asn.au

Hassall Grove Outside School Hours

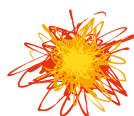
[p] 02 9628 8276

[e] hgosh@childrenfirst.asn.au

Shelley Outside School Hours

[p] 02 9621 2022

[e] sosh@childrenfirst.asn.au



childrenfirst

growing potential

Children First is a service of Growing Potential Ltd.

For all our services, please visit growingpotential.org.au

