

YMCA JAMBOREE HEIGHTS

LIMITED HOURS CARE

HANDBOOK FOR PARENTS



The information in this Handbook is to acquaint parents with our organization. We have tried to include everything that may be of interest to you. If you have any further queries, the Centre Manager or staff would be pleased to assist you.

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Welcome

The Management and staff of YMCA Jamboree Heights welcome you and your child/ren to the Centre. This booklet has been put together to give you an overview of the YMCA Jamboree Heights Limited Hours Care program.

The YMCA provides Limited Hours Care for children aged 2 to 5 years of age. Our staff will ensure your child/ren are cared for in a welcoming, supportive and stimulating environment. Our staff will provide a range of culturally diverse activities to support their development.

YMCA Mission Statement

The YMCA's of Australia work together, from a base of Christian values, to provide opportunities for all people to grow in body, mind and spirit.

Our Values

The values of the YMCA of Brisbane are Caring, Integrity, Respect, Responsibility and Teamwork.

Our Commitment

The YMCA of Brisbane is committed to the activities in the provision of childcare:

- ❑ Quality assurance systems which take into account, participant requirements and satisfaction, high performance levels measured against set standards and a process of continuous improvement.
- ❑ Monitoring and review of the service to our children and families to ensure efficient, effective and responsive delivery and use of resources.
- ❑ Quality training for our staff and the wider community.

Child Protection

The YMCA regards its role in the protection of children in their care as of the utmost importance. The YMCA has a range of policies and procedures to keep children and young people safe. Details of these policies are available at www.brisbaneymca.org.au. Please take the time to read these policies to better understand our guiding principles and how you can report child safety concerns that you may have. Your feedback is always appreciated. The YMCA has a moral and legal duty to care for children associated with the service whilst not in the care of their parents/guardians or primary caregivers. Proactive strategies are implemented including the promotion of protective behaviours for children.

All staff hold a blue card to work with children and have been made aware of and trained in the Safeguarding Children and Young People Policy of the YMCA of Brisbane.

“We will always work towards a positive future for your child while attending YMCA Limited Hours Care”

Philosophy

The Philosophy of YMCA Children’s Services is based upon the YMCA Mission Statement with an emphasis on the Rights of the Child.

The whole person, consisting of a body, a mind and a spirit each of which is of equal importance.

All children have the right to be cared for in a physical environment which is clean, safe and welcoming, which demonstrates respect for the child, and provides opportunities for play, exploration and development of self-reliance. All children have the right to be supported in the development of their personality and creativity, and their intellectual, social and physical abilities, to their fullest potential. The protection of a child from physical or emotional harm of any kind is the obligation of each member of our community.

The dignity and intrinsic worth of all people regardless of age, gender, ethnicity, belief or other difference.

All children are of equal value in our community and will be treated accordingly. Children have the right to learn and grow in an environment of positive guidance and nurturing. In the provision of child care, the interests of the child are of paramount concern.

The diversity of people, communities and nations.

Care will be provided in a way that reflects the multicultural and multilingual nature of the community in which we live. Staff and carers will be provided with training which enhances and values the diversity of our children and our community.

Equality of opportunity and justice for all people.

Each child will be afforded equal opportunity to participate in all activities and experiences provided in the care environment regardless of the physical or intellectual limitations of the child but taking into account issues of safety of each child. Access to quality child care is the right of each child regardless of the financial circumstances, cultural background or geographical location of the family.

Healthy communities based on relationships between people which are characterised by love, understanding and mutual respect.

Parents have the primary responsibility for the upbringing, protection and development of their children and should be supported in that role. A child's parents and family are the most important influences in their life. In the provision of care for a child we recognise and respect the role of the parents, and support the parent and family by providing care in an atmosphere of mutual respect and support. Staff, parents and members of the wider community will have the opportunity to communicate their ideas, feelings and concerns in an atmosphere of respectful consultation.

Acceptance of personal responsibility.

Each child will be afforded opportunities and encouraged to gain a sense of self-worth, and a respect for the worth, dignity and rights of others. Each member of the YMCA Children's Services community accepts responsibility for provision of a safe, nurturing, non-judgemental, stimulating and educational environment for the care of children.

Philosophy... cont

Early Childhood Philosophy

At YMCA Limited Hours Care we believe that childhood is a precious time. Time where children should be respected as individuals and have the right to explore. We provide a warm, caring and stimulating environment. Diversity is embraced and supported in our early childhood setting.

At our centre we value play as the greatest learning tool available. Our early childhood program is tailored to extend children's abilities and interests. Staff will facilitate and provide experiences that aim to assist the development of the following 5 learning outcomes:

- Children have a strong sense of identity.
- Children are connected with and contribute to their world.
- Children have a strong sense of wellbeing.
- Children are confident and involved learners.
- Children are effective communicators.

The centre strongly believes relationships between children, staff and parents are very important and valued. Participation from parents is encouraged.

Evaluation and reflection is an important part of early childhood education. This incorporates the evaluation of children and their individual abilities and needs. Equally as important is the continued monitoring of the program as a whole.

Our Limited Hours Care program strives to provide continuous education and evaluation to ensure our service continues to provide the highest standards and qualities to all children entrusted in our care.

Objectives

We aim to achieve the following:

To provide a caring environment that is accepting of diversity, is complementary to a child's home and school life and creates a sense of freedom, trust and security.

- ❑ To respect the family by promoting parent participation in the planning, development and evaluation of the program.
- ❑ To foster the development of each child's self-esteem and pride in his or her cultural heritage.
- ❑ To encourage children to be active, enthusiastic and creative explorers of their environment.
- ❑ To encourage and support individual children to express themselves creatively.
- ❑ To support children to become independent, confident and inquisitive learners, considering the needs of the child as an individual and as a member of a group.
- ❑ To provide a service that is flexible and responsive to the changing needs of the children and their families.
- ❑ To foster a non-discriminatory, anti-biased environment that includes all children and families.
- ❑ To provide and support opportunities for the professional and personal development of the educators.

Age Groups for Children Using Our Service

Our service provides care for children between the ages of 2 and 5 years of age. The Service is operational during the Queensland school term.

Hours of Operation

YMCA Limited Hours Care - Monday – Friday 10:45 am- 2:45 pm

- ❑ Closed all Gazetted Public Holiday
- ❑ Operates within Queensland public school Term dates

Enrolment

Prior to commencement at the Service, the parent/guardian is required to thoroughly complete a YMCA enrolment form with accurate/up to date information. This information will be kept in a secure location at the service. Please check that you and/or your partner have completed all the sections and questions you need to answer, signed and dated where necessary. Enrolment forms must be handed to the Director and updated whenever there is a change to your personal details. It is crucial that we have the correct information, particularly contact numbers, in case of an emergency involving your child. Please record on the enrolment form and discuss with the Director any special requirements your child may have, for example; allergies, medical conditions, behavioural issues, emotional issues and parenting orders.

Bookings

Bookings must be made for permanent days for a whole term. There will be no refunds available as booking are only on a term basis. All bookings are to be made via reception after speaking with the Director.

At the end of every term each parent is required to re-enrol their child into the program, forms are available at reception. Child care staff will hand out re- enrolment reminder forms prior to the end of term.

Absences from the Service

The Service must be contacted if your child will not be attending care that day. Please ring reception on ph. 3376 4266.

Due to legislation, we operate on a strict child/educator ratio; therefore it may not be possible for your child to attend another session if they are absent.

Fees

Fees are determined on the number of weeks in each public school term.

A \$10.00 levy fee is payable once per child per term. NO accounts are given, as all student fees are computerised.

All remaining fees after deposits paid are to be finalised by the first or second session of the term.

Overdue Fees

All overdue accounts will incur a \$15.00 late fee. On the completion of term, unpaid fees will be automatically sent to our nominated debt collection agency, an additional fee of \$36.00 will be added to the outstanding account.

Family Assistance

This service does not receive family assistance (CCB), due to the hours of operation.

Sign In and Sign Out

Parents/Carers need to sign their children in and out of the centre each day at the time of arrival and departure. This procedure is a legal and safety requirement. Your co-operation in this matter is appreciated. Parents/Carers are requested to notify a staff member of their arrival and departure for safety reasons. Children will not be released to anyone not authorised by the parents/carers in writing. Persons unknown to staff will be asked for proof of identification.

Office for Early Childhood Education and Care

The National Quality Framework (NQF) operates under an applied law system, comprising the Education and Care Services National Law and the Education and Care Services National Regulations. The NQF applies to most long day care, family day care, outside school hours care and preschools/kindergartens in Australia.

The Office for Early Childhood Education and Care is responsible for administering National Quality Framework that relates to the licensing of children's services in Queensland.

The role of the Office for Early Childhood Education and Care includes:

- ❑ Licensing and assessing Children's services in QLD.
- ❑ Monitoring licensed children's services.
- ❑ Children's Services Advisors make both announced and unannounced visits to services regularly to ensure they are operating in accordance with the legislation.

- ❑ Providing advice and support for families, children’s services and the community relating to child care.
Investigating complaints or concerns lodged with the Office for Early Childhood Education and Care relating to the provision of a licensed children’s service.
- ❑ Providing professional advice on planning, design and establishment of new services.

The Office for Early Childhood Education and Care is staffed by professionals with early childhood qualifications. Contact details of the Office for Early Childhood Education and Care are: **Ph (07) 3898 0270** or Free Call outside Brisbane **Ph 1800 637 711**. To call outside Australia please call 617 3224 4225. Website www.communities.qld.gov.au.

Our Limited Hours Care Program is licensed under the National Quality Framework and undergoes assessment processes conducted by the Office of Early Childhood and Care to make sure it meets the new quality standards. The centre must comply with specific requirements including programmed age appropriate activities and experiences, child/educator ratios, and educator qualifications. Notices stating current information about groups and staffing are available and must be displayed at the centre” All staff must hold and maintain at all times a current blue card, first aid and CPR certificates.

For more information see: <http://acecqa.gov.au/national-quality-framework>.

Settling in/orientation procedure for children

All children need a chance to settle in; they all react to situations in different ways. Children may experience some anxiety about going to a new place for the first time and it is important that both parents and staff work together to build a special relationship needed for successful adjustment. If it is possible, it may help your child if you can visit the program together, prior to commencement of care.

Community Diversity

We adopt an attitude of respect for all families and staff regardless of background, physical capability or cultural diversity. This is encouraged by fostering high self-esteem and a positive self-concept in children by exploring similarities rather than differences.

The program will present positive experiences for the children which are based on gender equity. We aim to create an atmosphere where all children feel comfortable, secure and happy.

Parents from non-English speaking backgrounds are invited and encouraged to contribute knowledge of their own culture to enhance the overall program.

We will make every reasonable effort to overcome any barriers to provide access to care for children with additional needs.

We will engage the support of advisory agencies, visiting entertainers, members of the community and parents to support the program and enhance children's understanding of other cultures and people with additional needs.

We encourage any parents/guardians/approved persons to participate in the program by utilising their talents, ideas and suggestions that will enhance the interactions and activities of the children at the Service.

Staffing Structure / Management Structure

The YMCA of Brisbane is directed by a Volunteer Board and Executive Management Team. Our Limited Hours Care program has an Early Childhood Director and a Centre Manager. This structure is supported by the YMCA of Brisbane, which is accountable to the Volunteer Board and Executive Management Team.

Staffing

We recognise that the care of large groups of children for significant periods of time requires staff to have specialist knowledge and skills.

The YMCA employs staff to meet the legislative requirements.

Qualifications in child care and early childhood teaching are considered to be acceptable qualifications for our Service as well as other courses being developed for the age range of 0-12 years. Some transitional arrangements are made available for staff in the process of qualifying.

All staff are deemed to be fit and proper persons to provide a child care service. This evaluation is made through such things as working with children's checks, contacting referees, 100 point identification check, establishing the person's good character and assessing their capabilities to provide an adequate standard of care in our service.

The ratio is 1:11 for children aged 3-5 years and 1:5 for children aged 2-3 years with a maximum class number of 30 children.

Notices stating current information about groups and staffing are displayed at the centre.

Position	Qualification required
Director & Educational Leader	Minimum - Completed Diploma of Children's Services
Group Leader, Educational Leader	Minimum - Completed Diploma or working towards
Assistant	Minimum – Completed Certificate 3 in Children's Services

Program and Activities

Programs and activities are developed for each service relevant to age and abilities. They are written plans with sound preparation, organisation and co-ordination.

We encourage the parents/guardians and children to be involved in the planning of these programs to ensure that individual needs (e.g. age, cultural diversity, developmental stages and interests) are being met.

Evaluations of the daily activities and experiences are recorded and displayed each day through a variety of different measures including photos, written observations and verbal conversations with parents.

A range of equipment is provided to meet the developmental needs of each child.

The equipment and other materials will be suitable, safe and well maintained.

Our aim is to encompass activities and play which are expected to be part of the life of a child whilst in our service.

Parents and Guardians are invited to discuss all aspects of our program with the Director as a part of our ongoing commitment to offer for the best care possible. Please ask your Director or staff for more detailed information about your child's development, how we will provide opportunities to foster your child's development and our underpinning philosophy of learning that informs our programs.

The YMCA Limited Hours Care program provides activities and experiences for children aged between 2- 5yrs old. These experiences/activities are designed to provide and enhance the development of skills such as: Fine and gross motor, sensory perception, social and emotional wellbeing along with imagination and improvisation to name a few. Our activities may include but are not limited to: collage, play dough, painting, bike riding, sand play, water play, cutting, building, home corner, singing and dancing.

Jumping Joey's is a part of our program to promote active kids. Along with the educators the children will go to the gymnastics hall for the last 30 minutes of the session. Here they will participate in activities such as obstacle courses, jumping on the trampoline, climbing up ropes, balancing on low beams and playing group games on the soft floor. This 'excursion' requires parents to sign a permission form on the day the activity is being held.

Limited Hours Care goals are:

- ❑ To enhance social skills.
 - Sharing
 - Turn taking
- ❑ To enhance self-help skills;
 - ❑ Toileting
 - ❑ Putting shoes and socks on
 - ❑ Taking care of personal belongings
- ❑ To enhance cognitive skills through play;
 - ❑ Puzzles

- ❑ Blocks
- ❑ Games
- ❑ To promote language skills through a variety of mediums;
 - ❑ Books
 - ❑ Group time
 - ❑ Felt stories
 - ❑ Music
- ❑ To develop gross-motor and fine-motor skills.
- ❑ To encourage children to become involved in routine and follow direction.
- ❑ To promote manners and self-help skills at meal times
- ❑ To encourage respect for others and their belongings

Our Daily Routine

- 10:45 - Outdoor Play
- 11:45 - Pack up Time
- 12:00 - Group Time (Focussed intentional teaching/learning time, Music and Movement)
- 12:20 - Lunch
- 12:45 - End of 2 Hour Session
- 12:45 - Indoor Play
- 1:45 - Pack-up Time
- 2:00 - Group Time (Story Books and Show and Tell)
- 2:15 - Outdoor Play (Obstacle Course) or Jumping Joeys
- 2:45 - Home Time

Due to the nature of our program, our Sun Protection Policy and the ages of the children attending, our daily routine is flexible and may change on occasion.

Food and Nutrition

Food is provided by parents. In order for your child to have a balanced and nutritious diet, the following suggestions are made:

Lunch- sandwiches, rolls or salad etc (because of supervision commitments, food cannot be heated).

Our educators will always ensure that your child consumes any food with higher nutritional content first.

Please remember that we are a nut free service, so be mindful when packing your child's lunch.

Our educators will provide an eating environment that assists with the sharing of family and multicultural values. We will always aim to create an atmosphere which is calm and incorporates the teaching of appropriate social skills.

What to Bring Each Day

Each child is individual and unique; however the following provides a guideline as to what is required to be brought to the Service each day your child attends:

- Lunch in a container
- Water Bottle
- Hat - a wide brim hat that covers ears and back of neck;
- Change of clothes (clearly labelled);
- Shoes
- Comforter – if required to assist your child during the day
- Spare nappies and wipes – if your child is not toilet trained

All items are to be clearly labelled.

Emergency Procedures

To ensure the safety of the children emergency procedures will be practised on a regular basis and be consistent with other disaster plans used by the Service. Procedures are also in place in case of harassment and/or threat to the children by persons known and unknown to the service.

Sun and Heat Protection

Outside play is a valuable component of all YMCA programs. Although weather conditions determine if outdoor programs continue, parents should expect that if it is not raining the children will go outside and therefore require a hat and sunscreen daily. Where possible this play will take place in a shaded area, however the YMCA employs a Sun Protection policy.

Clothing

Parents are asked to send children to the Centre in clothes that are appropriate to the activity they will be participating in. Simple play clothes and running shoes allow children to participate without limitations or worries that their clothes will get damaged. Shorts, T-shirts, jeans and jumpers with closed in shoes are recommended. For sun safe reasons parents are asked not to send children in singlet tops. A spare set of clothes should also be sent in your children's bag daily.

Personal Items

All personal toys and devices including handheld games are not to be brought into the service unless previously discussed with the Director. The YMCA takes no responsibility for belongings which are lost or stolen during Limited Hours Care program.

Birthdays

Birthdays are an important part of a child's life. You may like to send cupcakes or ice blocks to the centre for your child's birthday so that we can celebrate together. Please be aware that some children have food allergies so cakes, etc. should not contain any nut or nut products.

Smoke Free Zone

Smoking is not allowed in the Services or its surrounding buildings, grounds or facilities.

Parent Communication

All centres recognise the importance of parent involvement within the program. We realise for many working parents time is limited and therefore we aim to provide a variety of opportunities for parent to participate according to their availability. Some of the ways in which you can become involved are by completing surveys, attending social functions (if applicable) or having input into weekly programs/fundraising activities.

Custody and Access – Court Orders

If a parent is experiencing problems associated with custody and access then please discuss this with the Director. A copy of a current Family Court Order is required and we will do our utmost to abide by this. If there is any likelihood of problems associated with the collection of your child, it is the parent's responsibility to advise the staff and to provide information about any change to court orders, during the year.

Behaviour Management / Code of Behaviour

In order for the children to feel safe, secure and know the limits on their behaviour, our educators will ensure the children experience a consistent approach to behaviour management. This involves developing the child's awareness of what is appropriate to do, what is not appropriate, what is safe, what angers or hurts others while developing the child's capacity for self-discipline.

❑ No child will be subject to punishment that humiliates, frightens or threatens them.

❑ A child may be excluded from the program for consistent, unacceptable behaviour which puts the health and safety of children and staff at risk.

❑ An incident report maybe completed and parents asked to sign on arrival.

A copy of the behaviour management policy is available at our service.

Confidentiality

The service protects the confidentiality and privacy of individuals by ensuring records about staff, individual children, families and management are kept in a secure place and are only accessed by or disclosed to those people who need the information to fulfil their responsibilities at the service or have a legal right to know.

All confidential conversations will be conducted in a quiet area away from children, parents and staff.

The service is required to keep records about staff, parents and children to fulfil their legal responsibilities. Personal forms and information will be stored in a locked cabinet/cupboard.

Illness, Accident and Infectious Disease

If a child becomes ill at the service the parents/carers will be contacted; if the parent is not able to be contacted, the emergency contact person will be notified. Every effort will be made to make the child comfortable until the parent/carer arrives. In the event of an accident/incident occurring, first aid will be provided. All of our educators within the service hold current first aid and CPR certificates.

If the parent or carer is not contacted at the time of the accident/incident, they will be informed when they arrive to collect their child. In the case of an emergency an ambulance will be called and the child will be accompanied by one of our educators until such time as a parent/guardian arrives. Remaining staff will ensure the required educator: child ratio is maintained at all times. Details about the accident will be written on the Accident/Incident Report which you will be asked to sign. In order to protect the health of both staff and children it is necessary to minimise the risk of cross-infection by infectious diseases. We will be guided by the health authorities as to any exclusion for specific infectious diseases. A list of infectious diseases is displayed at each service. Parents and the Department of Health will be notified of any reportable infectious diseases.

Medication

If a child requires medication whilst in care, parents/carers must complete our "Medication form", clearly stating the name of the medication, the dosage, and the time it was last given. If the form is not filled in correctly medication will not be administered, this form must be signed and dated. Medication must be in its original packaging. Any medicine including alternative/over the counter products must have the pharmacy issued sticker clearly visible, starting the child name, the date and the prescribed dosage. Medication will not be administered if it is not in its original packaging. Medication will not be administered if it has passed its expiry date. Staff will not administer medication at a higher dosage than is prescribed or more frequently than is prescribed on the packaging. All medication will be stored away from the children. Parents need to be aware that non-prescription medication such as

Panadol cannot be administered to children whilst in the care of the YMCA staff, unless accompanied by a medical authorisation from Doctor/Practitioner or Pharmacist label.

Policies and Procedures

The YMCA has policies and procedures for all areas of the National Quality Areas; these are reviewed regularly with feedback from children, families, staff and YMCA management. If you would like to read more about the YMCA of Brisbane's policies and procedures a complete manual is available from your Director.

Immunisation

Upon enrolment, parents/guardians are required to show the centre the child's immunisation records from their health record book. The Director will take a photocopy of the immunisation record as proof of immunisation. This information will be kept in the individual child's file. Parents are required to advise the Centre when they update their child's immunisations. Should an outbreak of a communicable disease occur in the centre, parents/guardians of non-immunised children and children with outdated immunisation records will be contacted immediately and will be instructed to remove their child from the centre, even if their child is well, until there is no risk of them contracting any illness. See over (page 12) for illness Guidelines for Exclusions.

Guidelines for Exclusions

Recommended periods of Exclusion from Child Care Centres for cases of contact with infectious diseases.

National Health and Medical Research Council – December 2005, updated in 2014.

Condition	Exclusion of Cases	Exclusion of Contacts
Amoebiasis (Entamoeba histolytica)	Exclude until has not been a loose bowel motion for 24 hours	Not excluded
Campylobacter	Exclude until has not been a loose bowel motion for 24 hours	Not excluded
Chickenpox	Exclude until all blisters have dried. This is usually at least 5 days after the rash first appeared in unimmunised children and less in immunised children	Any child with an immune deficiency (for example leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded

Conjunctivitis	Exclude until discharge from eyes has stopped unless a doctor has diagnosed a non-infectious conjunctivitis	Not excluded
Cryptosporidium infection	Exclude until has not been a loose bowel motion for 24 hours	Not excluded
Diarrhoea (No organism identified)	Exclude until has not been a loose bowel motion for 24 hours	Not excluded
Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later.	Exclude contacts that live in the same house until cleared by public health authority.
Giardiasis	Exclude until has not been a loose bowel motion for 24 hours	Not excluded
Hand, Foot and Mouth Disease	Exclude until all blisters have dried	Not excluded
Haemophilus Influenzae Type B (HIB)	Exclude until the person has received appropriate antibiotic treatment for at least 4 days.	Not excluded
Head Lice (pediculosis)	Exclusion is NOT necessary if effective treatment is commenced prior to the next day at child care.	Not excluded
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before seven days after the onset of jaundice or illness	Not excluded
Herpes simplex (cold sores, fever and blisters)	Exclusion is not necessary if the person is developmentally capable of maintaining hygiene practises to minimise the risk of transmission. If the person is unable to comply with these practices they should be excluded until the sores are dry. Sores should be covered by a dressing where possible.	Not excluded

Impetigo (school sores)	Exclude until appropriate antibiotic treatment has commenced. Any sores on exposed skin should be covered with a watertight dressing.	No excluded
Influenza and influenza-like illness	Exclude until well	Not excluded
Leprosy	Exclude until approval to return has been given by an appropriate health authority	Not excluded
Measles	Exclude for 4 days after the rash first appears	Immunised and immune contacts not excluded. Non- immunised contacts of a case are to be excluded from the child care until 14 days after the first day of appearance of rash in the last case. Unless immunised within 72 hours of their first contact during the infectious period with the first case. All immunocompromised children should be excluded until 14 days after the first day of appearance of rash in the last case.
Meningitis (bacterial)	Exclude until well and has received appropriate antibiotics	Not excluded

Meningitis (viral)	Exclude until well	Not excluded
Meningococcal Infection	Exclude until appropriate antibiotic treatment has been completed	Not excluded
Mumps	Exclude for nine days after onset of swelling	Not excluded
Poliomyelitis	Exclude for at least 14 days after onset of symptoms and until a certificate is provided by a medical practitioner recommending that the exclusion should cease	Not excluded
Ringworm, Scabies, Pediculosis (lice) Trachoma	Exclude until the day after effective treatment has commenced.	Not excluded
Rotavirus infection	Children are to be excluded from the centre until there has not been a loose bowel motion or vomiting for 24 hours	Not excluded
Rubella (German Measles)	Exclude until fully recovered or for at least 4 days after the rash appears	Not excluded
Salmonella Infection	Exclude until has not been a loose bowel motion for 24 hours	Not excluded
Shigella Infection	Exclude until has not been a loose bowel motion for 24 hours	Not excluded
	Exclude until the person has received antibiotic treatment for at least 24 hours and feels well.	Not excluded
Tuberculosis (TB)	Exclude until medical certificate is provided from appropriate health authority	Not excluded
Typhoid, paratyphoid	Exclude until medical certificate is provided from appropriate health authority	Not excluded unless considered necessary by public health authorities.
Whooping Cough	Exclude until five days after starting appropriate antibiotic Treatment or for 21 days from the onset of coughing.	Contacts that live in the same house as the case and have received less than three doses of pertussis vaccine are to be excluded from the centre until they have had 5 days of an appropriate course of antibiotics. If antibiotics have not been taken, these contacts must be excluded for 21 days after their last exposure to the case while the person was infectious.
Worms (intestinal)	Exclusion not necessary if treatment has occurred	Not excluded

Customer Feedback Procedure

The YMCA of Brisbane views customer feedback as an opportunity for improvement and deems to utilise these events as an opportunity to not only improve the service provided but to build stronger relationships and loyalty with individual customers who have taken the time to let us know how they are feeling.

All customer feedback received is kept on file for improvement and marketing purposes.

Complaints

Your Director will be happy to discuss any concerns, and answer any questions you may have concerning the program. If your feedback is a complaint please approach the Director. If there is a continuing issue, or it concerns the Director, call and speak with the Centre Manager (Ph. 3376 4266). If you still have a concern that you feel has not been addressed contact the YMCA of Brisbane. Contact details are located on the front page of this handbook. If you feel this process has not met your needs, complaints can be directed to the Office for Early Childhood Education and Care.

Verbal & Written Customer Complaints

All verbal feedback from customers should be responded to by the Director, or staff member directly receiving the feedback. The customer is encouraged to complete a Customer Feedback Form (which can be located at the entrance to the centre) and it will be forwarded to the Centre Manager.

These procedures ensure the highest quality of service is reached. We believe all Feedback received allows constant review of service levels, increased customer satisfaction and therefore, increased positive feedback within the community.

THANK YOU FOR CHOOSING YMCA LIMITED HOURS CARE