

# Childcare Facility

**PARENT HANDBOOK**

## CONTENTS

Welcome.....	3
Philosophy .....	3
Age of Children & Supervision.....	3
Enrolment Procedures.....	3
Bookings .....	4
Cancellations & Transfers.....	4
What to Bring .....	4
Sign In/Sign Out .....	4
Upon Arrival.....	4
Upon Departure.....	5
Daily Routine .....	5
Children’s Program .....	5
Other General Information.....	5
Nutrition & Snacks.....	6
Illness/Infectious Disease Procedure .....	6
Immunisation.....	6
Behaviour Management.....	7
Emergency Evacuation Procedures & Training .....	7
Feedback.....	7
Newsletters.....	7
Staff Employment.....	7

## Welcome

Welcome to WaterMarc's Childcare Facility. Please read this information carefully to assist you in settling your child into the centre and to answer any questions you may have.

## Philosophy

The Childcare Facility is a child focused place where:

- All children have the right to feel safe and secure in their environment, ensuring this, children will develop a strong self-esteem and confidence, as well as a positive perception of the world around them.
- The value of play is important; children have opportunities for all types of play and physically challenging play.
- All children are treated with respect and individuality in their development domains: social, emotional, physical, cognitive, cultural and ethnic.
- All families are made to feel valued. By role modelling to children that we value and respect our families.
- Our resources and activities are safe and developmentally age appropriate.

## Operating Hours

Monday to Friday            9am – 12pm

The childcare facility is closed on public holidays and over the Christmas and New Year period.

## Age of Children & Supervision

Our Childcare Facility is licensed for up to 40 children aged 6 weeks to 11 years old.

Though children of primary school age are welcome to attend. Please notify reception staff at the time of booking that your child is of school age, as there is a maximum number of school age children allowed within the childcare facility at any given time.

**PLEASE NOTE: based on our licence, no child can be cared for in our childcare for more than 15 hours per week.**

The Centre will maintain high levels of supervision of children at all times. The staff:child ratios for our centre is:

- 1:5 for children under 3
- 1:15 for children 3 and over.

## Enrolment Procedures

**CHILDREN WILL NOT BE ACCEPTED INTO CHILDCARE WITHOUT A FULLY COMPLETED ENROLMENT FORM.**

An enrolment form **must** be completed prior to your child/children's first visit to our childcare facility and at the beginning of each year, for that year. The information on this form authorises child care staff to act in the case of an emergency, and gives the centre important information regarding medical issues, allergies or custody details.

Please ensure the completed enrolment form contains:

- Two emergency contacts not living at your address
- Doctor's name, address and telephone number & Medicare number
- Detailed allergy and medical information, action plans attached if applicable
- Custody issues/arrangements

Please notify us of any changes to care arrangements, medical details or immunisation status. Your child/children's safety is of our highest concern.

## Bookings

Bookings are essential and can be made up to 2 weeks in advance with **payment at the time of booking**, for childcare or occasional care. All bookings and payments are taken at reception.

Regulations limit the number of children we can accommodate at any given time therefore it is essential that you arrive and depart according to the times that you have booked. Should you arrive late you will only be eligible to stay for the time in which you had originally booked, unless otherwise discussed with the childcare staff.

If you have a child in our Aquatic Education program and require childcare for a sibling you are able to book 4 weeks in advance with payment at the time of booking.

A late fee applies of \$1 per minute for any late collections.

## Cancellations & Transfers

### Cancellations

There is no refund or returned credit for any cancelled bookings. If notification to the centre is made prior to 8.00am of the day booked, please refer to the Transfer option below.

### Transfers

Booking cancellations received by 8.00am of the day booked will be able to be transferred to an alternative day within the following 14 day period. Bookings can only be transferred once and they are forfeited if not used. Booking cancellations made after 8.00am of the day booked are forfeited.

## What to Bring

- Nutritious snack (clearly labelled)
- Drink (clearly labelled)
- Change of clothes (including socks)
- Pram/stroller for children, where required
- Spare nappies
- Bottles
- Comfort items e.g. dummy etc

## Sign In/Sign Out

It is necessary to sign your child/children in and out upon each visit. Children's Services Regulations state that you **MUST** complete ALL information requested for EACH child attending care for the day.

A person collecting your child other than yourself **MUST** be registered as an "authorised person" on your enrolment form and when necessary, identification must be provided before your child/children can be collected from the childcare facility by such a person. When the pick-up person is not registered formally in writing by the child/children's parents or legal guardian, the child/children **WILL NOT** be released from the centre's care under any circumstances.

## Upon Arrival

1. Sign your child/children in, completing ALL details.
2. Place snacks/drinks on the bench or in the refrigerator, making sure items are **CLEARLY LABELLED**.
3. Where required, place **CLEARLY LABELLED** bags in the space provided.
4. Inform staff of ANY specific requirements relating to the care of your child/children for the day. This may include feeding times, toileting needs, enrolment record updates, person's other than yourself collecting you child/children from care etc.

Please endeavour to adhere to the time of your booking since the number of children in the room at any one time is governed by strict regulations and affects the quality of care staff are able to provide.

## Upon Departure

1. See staff for any relevant information relating to your child/children's care for the day.
2. Collect ALL your child/children's belongings.
3. Sign your child/children out along with the time of collection.

### PLEASE NOTE

It is important that you enter and exit the childcare room with a staff member present at the door. You must ring the door bell to gain access to the childcare facility and wait for a staff member before you exit, as the door is always locked. This to ensure the safety of all children.

## Daily Routine

A formal routine as seen in a day care facility is not adhered to due to the large number of children arriving and departing from the centre at any one time. In addition to this, a diverse range of children attend the facility, all of varying ages and at different stages of development. In order to best meet the needs of each individual child and their family, a *flexible* routine and approach is adopted. With this approach your child's own routine can be maintained, allowing for continuity within their day. Various aspects of the program shall vary from day to day according to the overall group needs, the constructiveness of play and the educational experiences and activities implemented.

## Children's Program

Educational programs are provided daily to meet the children's individual and group needs according to their age and stage of development. Programs are planned on a weekly basis by qualified staff, as they interact with the children and observe their interests and needs in each developmental area. This program can be viewed on the display board near the sign in/out area. The educational programs implemented assists in fostering independence, responsibility, co-operative behaviour, problem solving skills, active play and creativity. A range of activities and experiences are therefore provided each day, within each developmental area, to keep your children content.

The overall aims of the program are for the children to:

- Develop self confidence and act independently.
- Learn to co-operate and interact positively with others.
- Use appropriate language as a means of communication.
- Use the program as an avenue to further develop their physical, social, emotional, creative and cognitive skills.

## Other General Information

- Please endeavour to ensure that your child/children arrive with a clean dry nappy.
- Should your child be in the process of toilet training, please inform staff of the toileting procedures you have adopted at home and provide a change of clothing (including socks).
- We advise that children's toys remain at home so as they do not get misplaced or broken.
- You *shall* be contacted if your child is unsettled and distressed and is not able to be comforted. We advise parents not to re-enter the childcare facility after leaving as this can be unsettling for many children. You are free to contact the childcare staff via reception staff or by phone at any time to check on your child's progress. Parents/guardians shall always be contacted in the case of an emergency or if the child/children are unwell or injured.
- Please take your time to talk to staff and make yourself aware of all policies and procedures relating to the Childcare Facility.

## Nutrition & Snacks

Healthy eating habits are recommended. We discourage “junk” foods such as chips and other similar packaged snack foods, lollies, chocolate and soft drinks.

Please be aware that we are a **NUT FREE CENTRE** due to the high number of children attending with allergies. Therefore, we ask that nuts and nut products (including Nutella, Peanut Butter, muesli bars etc) NOT be brought into our centre.



It would also be appreciated if you can refrain from including egg in their snacks. E.g boiled eggs, egg sandwiches, frittata etc.

As we have a mixed age group in our centre please be considerate (especially of the babies/toddlers) in the type of food you bring in. Popcorn is not recommended.

Children's snacks are to be in a *clearly labelled* container with a lid and be placed on the bench upon arrival, (a refrigerator is available if required) and collected at the end of your child's stay.

We also have a microwave available to assist in heating milk.

## Illness/Infectious Disease Procedure

To protect your child, other children and staff, please keep your child at home if they display any of the following symptoms:

- High temperature
- Diarrhoea or vomiting in the last 24 hours
- Conjunctivitis
- Rashes
- Severe runny nose, cold or flu
- Contagious diseases

Please refer to the complete Exclusion Table displayed in the centre for more information.

Should staff discover your child is unwell during their stay, you or any other nominated emergency contact on the child's enrolment form will be notified immediately of the situation and the child's symptoms. Other attending patrons will also be notified of the illness when required, in order to take the necessary precautions. Confirmation from a doctor will be required upon your child's return to childcare to ensure they have completely recovered from their ailment.

Under legislation, we are required to notify patrons when we have had an outbreak of infectious disease, please pay attention to signage on display on each visit.

## Immunisation

Under the new 'No Jab, No Play' legislation which is in place from 1 January 2016, before enrolling a child, early childhood services will have to first obtain evidence that the child is:

- fully immunised for their age **OR**
- on a vaccination catch-up program **OR**
- unable to be fully immunised for medical reasons.

'Conscientious objection' is not an exemption under the 'No Jab No Play' legislation.

Children at primary school attending our service are exempt, though we encourage you to have their immunisations up to date, as it helps to limit the spread of infection.

If you do not have a **copy** of your child's Immunisation History Statement, they can be requested at any time by contacting Medicare:

- phone 1800 653 809
- email [acir@medicareaustralia.gov.au](mailto:acir@medicareaustralia.gov.au)
- visit the [Medicare website](#)
- visit your local Medicare office.

## Behaviour Management

A diverse range of children attend our facility everyday, all of varied ages and at different stages of development. Behaviour is managed in a positive and consistent age appropriate manner, specific to each individual child, by experienced and qualified staff. In this way, children learn as they grow, to behave in a happy positive and appropriate manner when attending a social and group environment.

## Emergency Evacuation Procedures & Training

In the event of an emergency evacuation of the centre, children will be evacuated to the designated evacuation area (either Greensborough Walk or Stubbley Court).

In the interest of yours and your children's safety, **parents are not to return to the childcare facility during this time.**

This is also the case when "training" emergency evacuation procedures take place every 4 months. Your co-operation is greatly appreciated to ensure all staff are adequately trained in the case of a real emergency.

## Feedback

By receiving your feedback we can ensure we are meeting your needs. So please let us know what you think of our facility and the service provided by utilising our feedback system. You are also welcome to discuss any concerns you may have with our Childcare Co-ordinator.

## Newsletters

A newsletter is distributed to parents at the end of each school term via email. It is important you read the newsletter as this is how we communicate any important information you need to be aware of, any updates and what has been happening in childcare.

## Staff Employment

The staffing requirements regarding the Childcare Facility are as follows:

- Hold a recognised Children's Services qualification.
- Hold a current Working with Children Check.
- Hold a current workplace Senior First Aid and CPR certificate or equivalent.
- Have completed and have a current certificate in Anaphylaxis Awareness and Asthma Management.
- Have completed a facility orientation and induction program which includes health and safety obligations, emergency evacuation procedures and customer service expectations.

**If you wish to view any of our policies in full please feel free to ask one of our staff members for our Childcare Manual.**

**Thank you for taking the time to read our Parent Handbook. Please speak with the Childcare Co-ordinator if you require any further clarification.**