



SOUTH KINGSVILLE
COMMUNITY CENTRE

SOUTH KINGSVILLE CHILDCARE PARENT HANDBOOK

A guide to welcome families



We hope that your contact with our centre is enjoyable.

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REGISTRATION

The Centre is registered as a Limited Hours Type 2 Service by The Department of Education and Early Childhood Development, and operates in accordance with Children’s Services Act 1996 and the Children’s Services Regulations 2009 with strict adherence to numbers of children, staff/child ratios and employment of qualified staff. (A copy of the regulations is placed on the notice board in the Childcare Room).

CHILD SAFETY STATEMENT OF COMMITMENT

South Kingsville Community Centre (SKCC) believes that all children have the right to a life that is free from harm. Our service aims to provide an environment that is free from any type of abuse and foster a child’s growth and development as per the individual requirements of each child. Educators at our service are aware of their obligations under the law in regard to the welfare of children and at all times uphold their obligation. In addition to this, our service aims to provide regular training to all educators (along with any volunteers, students etc.) on child protection issues to ensure that, in the event a child has suffered abuse, the service can act quickly in the best interests of the child.

SKCC is committed to the safety and wellbeing of all children and young people. This will be the primary focus of our care and decision-making. SKCC is committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect their lives. Particular attention will be paid to the cultural safety of Aboriginal children and children from culturally and/or linguistically diverse backgrounds, as well as the safety of children with a disability.

Every person involved in the SKCC has a responsibility to understand the important and specific role he/she plays individually and collectively to ensure that the wellbeing and safety of all children and young people is at the forefront of all they do and every decision they make.

*SKCC has **ZERO** tolerance for child abuse.*

BACKGROUND

SKCC is a not-for-profit organisation that offers childcare services to community members, SKCC class participants and SKCC volunteers. SKCC aims to provide a quality childcare program at an affordable cost. However, this service cannot be offered free of charge because the Committee of Management has a legal responsibility to ensure that this centre is financially viable and cost efficient. All parents/guardians are notified of childcare costs, invoicing, and payment procedures; including the option of developing a payment plan to cope with financial difficulties. SKCC expects prompt payment of all fees to ensure the childcare budget operates efficiently.

HOURS OF OPERATION

Morning session	Monday to Friday	9.00am -12.00pm
Afternoon session	Monday to Friday	1.00pm - 4.00pm

Doors open at the start of each session and are locked after approximately 15 minutes once the session commences. Doors will remain locked until the end of the session.

(If you arrive late, please ring the bell and a staff member will kindly let you in).

These sessions are only available during school terms. Should you wish to contact Childcare during the sessions, please telephone 9399 3000.

STAFF

Sandra Wilkinson	Team Leader / Centre Manager
Iris Wu	Early Childhood Educator
Rhonda Ibrahim	Early Childhood Educator
Holly Yacoub	Early Childhood Educator
Defeng Zheng	Early Childhood Educator
Vicky Bosnar	Early Childhood Educator

All staff have a current working with Children Check

All staff have current First Aid, CPR, Asthma and Anaphylaxis certificates updated as required.

ABSENCES FROM CHILDCARE

For families who go on holidays during this period, full fees are applicable during their absence from any sessions. Unfortunately, there are no refunds for absences due to illness. In extenuating circumstances where absences due to illness are for an extended period of time, we could negotiate some special arrangements where if we can fill the vacancy temporarily, the family is refunded the cost of these sessions. Please speak with the Centre Manager.

ACCESS

Childcare is available to all community members. The centre reserves the right to limit the number of sessions per family to ensure fairness to all. On some occasions, priority or more frequent access needs to be given to referrals from specialists and other agencies. This information, as well as any other relevant information affecting priority is presented to the Centre Manager for a decision.

ACCIDENTS

Educators will note minor accidents in the Accident Book including all relevant details. You will be notified and required to sign this at the end of the session. If a child becomes or remains distressed as the result of an accident, parents/guardian will be phoned and asked to take the child home, or to seek further medical advice. If it is considered necessary to seek immediate medical attention, the centre staff will call an ambulance and endeavour to contact the parents immediately. If contact with parents cannot be made, the emergency contact or nominated Doctor will be called. Parents/guardians are to meet all ambulance and medical costs and are encouraged to subscribe to an Ambulance Fund.

ADDITIONAL NEEDS

If your child has additional needs, please discuss this with the Childcare Team Leader before the start of childcare. If educators feel that your child may need additional help, it is policy to always discuss this with the parents to ensure appropriate strategies within the program.

ARRIVAL AND DEPARTURE

Attendance sheets are available at the entrance of childcare. Each day your child arrives to the centre you must write into this book advising who signed the child in and arrival time. Upon departure, you also need to update the record book advising who collected the child and time of departure. Children will only be placed in the care of people listed on the authorisation to collect, provided by you at the time of enrolment. If for some reason a person not on this list is expected to collect your child, then the centre **must** be informed at the latest, within two hours of collection.

For the safety of your child, please do not hold the door open, or allow older children to open the door. If you are unavoidably delayed, please ring the centre to notify staff or arrange to have your emergency contact pick up your child. A **late fee may apply** (\$50 per hour or part thereof), as staff needs to remain at the centre.

Notes: A doorbell is installed to provide added security for all. The door will be locked approximately 15 minutes after session begins and will be unlocked by staff at the end of the session.

Children cannot be left before session starting times as our staff members need to set up the room and they are not responsible for your child (or children) before these times.

ARTWORK

Please take the time to collect your child's artwork as much time and effort is spent on this by the children. The artwork is placed in a blue box by the sign in book. Artwork is recycled every term. The centre welcomes any recyclable materials to assist in the children's creativity. Bottles, lids, paper, milk cartons are wonderful aids to nurture children's imagination.

BIRTHDAYS

The staff encourages the celebration of children's birthdays. If you want your child's birthday to be celebrated, please discuss with educators. Cakes need to be nut free and an ingredient list provided. This is to ensure our children with allergies remain safe. Bubbles and stickers are another easy way to celebrate your child's birthday rather than sweets or chocolate.

CASUAL SESSIONS

Casual sessions are available for existing families. The cost is \$30.00 per child per session with payment required to the office **prior to** the commencement of the session. Please check with childcare staff to see if places are available in the first instance.

CHANGES TO SESSION

Due to extensive administration requirements an administration fee of \$25.00 applies. Changes include reduction in sessions, changing sessions from AM/PM or changing days.

CHILDCARE AND KINDERGARTEN

If your child attends South Kingsville Pre-School for 4-year old's, why not combine the two to make a whole long day of care. The kinder and childcare educators ensure a safe and positive transition for your child. Please speak to the educators for more information and to confirm availability.

CHILDREN AND FAMILIES

Here at SKCC we aim to provide a positive and safe environment for all children. There are some limitations on children's behaviour at the centre. Staff members and parents need to be familiar with these and remind the children of them regularly.

**** We do our climbing outside***

**** We walk inside, and we can run outside***

**** We use our quiet voices inside and we use our loud voice outside***

**** We sit down while eating and drinking***

**** We respect each other's rights***

**** We look after equipment and use it properly***

CHILDREN'S PROGRAM

The children's program is based on The Early Years Learning Framework. This framework has been developed to assist early childhood educators extend and enrich children's learning from birth to five years and through their transition to school. It is also designed to assist educators to provide young children with opportunities to maximise their potential and develop a foundation for future success in learning.

The framework forms the foundation for ensuring that children in all early childhood education and care settings experience quality teaching and learning. It has a specific emphasis on play-based learning and recognises the importance of communication and language including early literacy and numeracy and social and emotional development. The five 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

The program plan is based on the five learning outcomes and is displayed in the Childcare room. The plan is changed fortnightly and incorporates the children's interests and developmental needs. Please feel free to contribute any ideas about your child's interests to staff to incorporate in the planning of the program. We welcome your input.

PROGRAM TIMINGS

Morning Session	Afternoon Session	Details
9.00am Children arrive and Indoor Play	1.00 pm Children arrive and Indoor Play	Experiences are made available and children make their choice according to their interests.
10.00am – 11.00am Outdoor Play	2.00pm – 3.00pm Outdoor Play	Children are invited to explore the playground area as well as encouraged to continue with their indoor activities.
11.00am	3.00pm	Children are asked to return indoors and prepare for their morning tea in the way of washing hands, toileting.
11.15am Morning Tea	3.15pm Afternoon Tea	Children are invited to sit with one another and share morning or afternoon tea. With the educators' support, children are encouraged to develop their social skills whilst interacting with peers and their teachers. Self-help and independence skills are practised as children are encouraged to self-select their fruit, scrape their plates, and wash their hands once they have finished eating.
11.45am Group Time	3.45pm Group Time	The group comes together to engage in a group activity whether it be listening to a story, singing songs, dancing, or playing musical instruments.
12.00pm	4.00pm	Session comes to a close.

CLOTHING

Please ensure all your children's belongings are labelled including their hats and bags. A spare change of clothes, regardless of your child's age should be kept in their bag in case of accidents. In the summer we recommend loose clothing that covers their shoulders (particularly girls), and hats that have a wide brim to protect your child's face and neck against the sun's rays. Please ensure shoes are properly secured to your child's feet and avoid sending your child dressed in thongs or crocs as these shoes can make outdoor activity - such as climbing - difficult to do. In the wintertime please pack a coat and a warm hat such as a beanie as, at times, we can continue with outdoor play even in cold and windy weather.

CONCESSION CARDS

It is the parent's responsibility to ensure that the Centre has a copy of any concession cards. These MUST be presented with a completed enrolment form.

CONFIRMATION OF PLACEMENT

For a place to be confirmed, payment must be made in full at least 2 weeks prior to the start of term.

*Please note that places **CANNOT BE HELD** unless previous term fees have been paid in full.*

CULTURAL RELEVANCE

We aim to provide an environment and program that reflects, incorporates, and respects the diverse multicultural make-up of our community. This centre recognises that child-rearing values and practices may differ within individual households. The centre respects cultural diversity and inclusion by encouraging children to share and demonstrate in their cultural beliefs and values with their peers and educators.

ENROLMENT

Prior to your children attending any regular sessions at the centre you must fill out an enrolment form. This must also be checked and updated when necessary. All questions on the enrolment form must be filled out and signed by either the parent or guardian. You must inform us of any change of address or telephone number to ensure contact in the case of sickness or accident.

FEE INFORMATION

. All fees are subject to change, please check with office staff .The current fee schedule is below. A current Health Care Card is required for the concession rates to apply.

	Full Fee	Concession
Per Child	\$34.00	\$32.00
Family rate (2 or more children-per child)	\$32.00	\$30.00
Casual Fee	\$36.00	

Definitions used

Term	Action
Exclusion illness	Health Vic has produced a list of illnesses they regard as exclusion illnesses. This list, which included the periods of exclusions required for the given illness, is displayed in the Childcare Service or can be found at https://www2.health.vic.gov.au/public-health/infectious-diseases/school-exclusion/school-exclusion-table Any child with one of these illnesses must not attend the centre as per the guidelines.
Extended Period	An extended period is defined as more than three sessions
Session	The three-hour period that the childcare service is available. A session is either 9am to 12pm or 1pm to 4pm. Sessions are available Monday to Friday

Determining Fees

- The SKCC Board of Management determines fees, after having carefully considered any Government funding/grants available
- The Board of Management has discretion in considering any unusual requests
- While we will try to avoid any fee increases throughout the year, the Board of Management reserves the right to alter fees at any time

Payment of Fees

At SKCC office	Cash, credit card or EFTPOS
By electronic transfer	Details to pay invoices by electronic transfer are included on the invoice or are available from the SKCC office on telephone 9399 3000.
By telephone	Telephone 9399 3000 with credit card details

Please note that childcare educators are not responsible for dealing with money/fees under any circumstances.

Hardship in paying fees

SKCC relies on fee collection for running costs. The Management has discretion in considering any issues of hardship. Parents should notify the office if they are having difficulty paying fees as soon as possible prior to payment being due to organise a fee payment plan. Otherwise, the procedure for collection of unpaid fees will be followed and the child's place may be forfeited.

Variations to Fees Schedule

Variation	Fees payable
Families with more than one child in the same session	Discount offered. Refer to Fees Policy.
Concession Rates	Concession rates are available to families with current Health Care Cards that are applicable to the child. For entitlement, the current Health Care Card must be presented with the enrolment form.
Casual use	Regular session fees must be up to date prior to attendance. Casual attendance fees paid to office prior to attending the session. Receipt must be shown to childcare staff for attendance.
Withdrawal of a child from Childcare Service	All outstanding fees must be paid. Notification of two (2) weeks is required, or the equivalent fees will be charged. Notification is required in writing and the date of notification will commence from the date SKCC receive the notification, not from the date it is written.
Child fills a vacant position part way through term	Fees payable on pro-rata basis.
Family goes on holidays	Full rates are payable.
Families away for extended periods (more than three weeks). Maximum of one term	Full fees are payable. This must be organised prior to the period of absence otherwise places will be forfeited. Places can be held for maximum of one term. SKCC has the right to temporarily fill these places on a casual basis.
Families away for more than the maximum of one term	SKCC is unable to hold places for longer than the maximum period of one term. Under extenuating circumstances, the Team Leader will consider written application. One month's notice is required as a minimum.
Child unable to attend due to illness	Normal fees apply.
Child unable to attend due to an exclusion illness	Normal fees apply.
Extended absence due to ill health	Where a child is absent due to ill health for an extended period of time (more than 3 weeks continuously) we could negotiate some special arrangements. Providing we can fill the vacancy temporarily; the family could be refunded the cost of these sessions. This arrangement needs the approval of the Team Leader.
Hardship and other reasons for discounting fees or waiving certain payments	The Board of Management has the discretion in considering any issues of hardship. For confidentiality reasons, SKCC will not discuss individual circumstances with other parties.
Confirmation of allocated place	Payment must be made PRIOR to any place being confirmed for any child. This payment is not an extra charge and will be subtracted from the fees.
<i>Changes to session</i>	Due to extensive administration an administration fee of \$35.00 applies. Changes include reduction in sessions, changing sessions from AM / PM, changing days.

GRIEVANCES

Parents are encouraged to discuss any concerns they may have in regard to the program, children's development, behaviour, progress, care, safety, or any other aspect related to the centre's operation. In the first instance we encourage parents to speak with the relevant staff member.

If not satisfied you can see the Team Leader, Sandra Wilkinson.

If you feel that your issues have not been addressed to your satisfaction, you can write to the Board of Management or you can contact:

Dept. of Education and Training,
Level 900/1 McNab Avenue

Footscray Victoria 3012 Ph.: 03 8397 0246

<https://www.education.vic.gov.au/childhood/providers/regulation/Pages/complaints.aspx>

IMMUNISATION

Under the 'No Jab, No Play' legislation, before enrolling a child, early childhood services must 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. The Immunisation History Statement from the Australian Immunisation Register is the only accepted form of proof. (<https://www.humanservices.gov.au/individuals/enablers/immunisation-history-statements/40556>)

Note: As of 1 November 2018, an updated immunisation history statement must be provided to us twice per year. Go to the website at bit.ly/nhvicjab for further information. A reminder will be sent by the Centre to you.

ILLNESS

The well-being of your child is of the highest priority in the centre and children must be kept at home if they are unwell. If the child has a communicable disease (e.g. cold sores, thrush, conjunctivitis, gastro-enteritis) they will not be allowed to attend. An Infectious Diseases list as set out by the Health Department of Victoria is on display on the rear of the entrance door. This list outlines all necessary exclusions. Information can be found at <https://www2.health.vic.gov.au/public-health/infectious-diseases/school-exclusion/school-exclusion-table> . Parents will be asked to take their child home if they become unwell while attending the centre. Please be advised, the period of exclusion will be at the discretion of the team leader and educators, Doctor's certificate notwithstanding.

LIFE EVENTS

Please discuss with educators any occurrences in your child's life (family) that we should know about so that educators can better understand children's behaviour and meet their needs, e.g., the arrival of a new baby brother or sister.

MEDICATION

Educators **must** be notified if your child requires medication whilst attending childcare. A medication book is available at the centre. An educator must be informed, and the parent/guardian fills in the necessary details into this book. All medication must be clearly labelled with the child's name and the dosage required. Medication is not to be left in the child's bag but given to a staff member for safekeeping.

IMPORTANT

- Only medication prescribed by a doctor will be given.
- No medication will be given unless the **Medication Book** is filled in.
- Please DO NOT leave any medications in your child's bag.

IMPORTANT MEDICAL AND DIETARY INFORMATION

ANAPHYLAXIS

Please note if your child has anaphylaxis you are required to fill out an Anaphylaxis Plan with your doctor and return it to the centre where it will be placed on file and on our allergy board. An Anaphylaxis Health Care Plan must also be completed with the Centre Team Leader. There are no exceptions.

ASTHMA AND THE CHILD IN CARE

Please note - If your child has asthma you are required to fill out an Asthma Plan with your doctor and return it to the centre where it will be placed on file and on our allergy board. An Asthma Management Plan also needs to be completed with the team leader. There are no exceptions.

FOOD FOR YOUR CHILD

Parents/guardians are requested to bring fruit or vegetables only in to the centre with your child. This is due to other children with allergies who may be present and for dietary, cultural, or religious considerations. We encourage water only in clearly labelled water bottles as part of promoting healthy eating.

SUNSMART POLICY

Our Centre's sun protection policy has been developed to ensure that all children attending this centre are protected from potential skin damage caused by the sun's harmful ultraviolet (UV) radiation. This policy will be implemented from the start of September through to the end of April as recommended by Sunsmart Australia.

A copy of the Sunsmart Policy can be found on display by the Childcare entry door. Please let staff know if your child is allergic to our sun cream. If you do not wish for your child to wear sun cream a letter needs to be provided for our records. We ask parents to please apply sunscreen before each session.

ORIENTATION AND FAMILY INVOLVEMENT

At SKCC we have an open-door policy. New surroundings can create uncertainty for us all. Therefore, we welcome new parents and guardians to visit our centre prior to their child starting with us. This not only allows the child to start the process of becoming familiar with their new surroundings but also gives you the opportunity to understand the activities the children engage in over the 3 hours your child is in our care. Family involvement is very important to us at SKCC so, upon commencement, parents and guardians are welcome to stay or visit with their child at any time and take part in their child's learning. For example, engage in their child's play or read them a story.

PARENT/GUARDIAN RESPONSIBILITY

The quality of care and service standard that our centre provides is greatly enhanced through the involvement and responsibilities acknowledged by the parents/guardians. Your responsibilities are:

- ✓ Paying fees on time
- ✓ Signing children in and out of the centre
- ✓ Completing and signing medication records as required
- ✓ Immediately notifying the centre of any changes of address, phone numbers, emergency contact details or family custody orders etc.
- ✓ Regularly updating your child's Immunisation records
- ✓ Notifying the centre as soon as possible if your child will be absent
- ✓ Notifying the centre as soon as possible of any infectious diseases your child may have
- ✓ Communicating on a daily basis with the educators about your child
- ✓ Providing nappies and wipes
- ✓ Apply sunscreen and provide your child with a hat for Terms 1 and 4
- ✓ Notify by phone or in writing if someone other than authorised persons are to collect child
- ✓ Filling out an Anaphylaxis / Asthma Management Plan (if necessary) and advising childcare staff of any known allergies
- ✓ Abiding by the Centre's sun protection policy (Sunsmart).

POSITIVE GUIDANCE

This centre is committed to using a positive approach in guidance and discipline. We aim to foster a warm and nurturing environment encouraging children to respect one another and treat each other the way they want to be treated.

- Adults influence behavior through their actions and their comments.
- Guidance and discipline must always encourage the individuality and confidence of children and aim to develop their self-esteem.
- As positive role models, the staff will promote an environment amongst the children, which is caring, reflects empathy and co-operation.
- Guidance and discipline must always encourage the individuality and confidence of children and aim to develop their self-esteem.

If you require further information regarding approaches to specific types of behaviour, please ask staff for a copy of the Centre's Behaviour Management Policy. This policy is on display in the Childcare entry.

STUDENTS AND VOLUNTEERS

On some occasions, we may have a student or volunteer who is wanting childcare experience. Students are not left alone in charge of any groups of children. If you have any concerns regarding students or volunteers, please speak to a regular staff member.

TOILET TRAINING

Toilet training is an important stage in your child's life. To assist in easing your child into this stage, please inform the educators, as we are here to help and encourage. Appropriate easy to pull down and pull up clothing such as elastic waist bands are strongly recommended, as this will provide independence at the toilet for your child. In times of little accidents occurring, wet or dirty clothes will be put into a plastic bag and placed in your child's bag to be taken home as we do not have any laundry facilities.

WHAT YOU NEED TO BRING, A QUICK CHECKLIST

- Each child needs to bring a bag containing a change of clothes (in case of accidents).
- If your child is in nappies, please supply two extra nappies and wipes.
- All items are to be clearly labelled.
- All children must bring a hat for hot/summer days in Terms 1 and 4.
- Please apply sunscreen before the session for maximum protection. SKCC does supply sunscreen, but it is the parent's/guardian's responsibility to make sure that their child is properly protected upon arrival.
- Please let us know if your child has any allergies.
- All children should bring a coat and a hat for cold days in Terms 2 and 3.
- Each child is to bring a piece of fruit or vegetable (carrots, cucumber etc.) for sharing.
- Drink bottles must only be filled with water.

WITHDRAWAL FROM CHILDCARE

- All outstanding fees must be paid
- Notification of 2 weeks is required, or the equivalent fees will be charged.
- Notification is required in writing and the date of notification will commence from the date SKCC receives the notification, not from the date it is written

Childcare Terms and Holidays 2021

January	New Year's Day	Friday 1 January
	Australia Day holiday	Tuesday 26 January
	Term 1 begins	Monday 1 February
March	Labour Day	Monday 8 March
April	Term 1 ends	Thursday 1 April
	Good Friday	Friday 2 April
	Easter Monday	Monday 5 April
	Term 2 begins	Monday 19 April
	ANZAC Day	Sunday 25 April
June	Queen's Birthday	Monday 14 June
	Term 2 ends	Friday 25 June
July	Term 3 begins	Monday 12 July
September	Term 3 ends	Friday 17 September
October	Term 4 begins	Monday 4 October
November	Melbourne Cup Day	Tuesday 2 November
December	Term 4 ends	Friday 17 December