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Welcome to Knox Leisureworks Child Care

Please read this information carefully to assist you in settling your child into the centre and to answer any questions you may have. As part of our commitment to customer service, we offer Childcare and Occasional Care facilities to all patrons and general public. Our aim at Knox Leisureworks Child Care is to provide high quality care for your children while you use our facility or need to run some errands/attend any appointments. Types of Childcare available are

- **Childcare** – For children whose parents/guardians are present in the centre.
- **Occasional Care** – For children whose parents/guardians are not present in the centre Occasional Care. Any occasional care must be recorded on the daily attendance sheet in the location section as **OC** & contact mobile number of the parent is recorded in the phone number section on the daily attendance sheet.

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

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 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 9:00am to 12:00pm, we provide two sessions daily, First Session 9:00am to 10:30pm, Second Session 10:30am to 12:00pm. The childcare facility is closed on public holidays and 3 weeks over the Christmas and New Year period.

Bookings and Payments

Childcare & Occasional Care session bookings & payment are be made via our Active World App. The app will take you to payment once you have booked the session. The sessions fill up fast and bookings are essential. Bookings can be made up to 1 week in advance. The bookings for the following week open each day at the time of the session on the Active World App- Session Bookings. For example: 9:00am each Monday bookings for the following Monday are open for the 1st Session 9am-10:30am & at 10:30am Monday bookings are open for the following Monday 2nd Session 10:30am-12:00pm.

If you are not able to attend the booked session please ensure that you cancel the booking on Active World or call customer service to have the booking cancelled. No refund or make up sessions are provided and failure to cancel within 30 minutes of the session incurs a \$5 Fee. Pricing \$11 Per Child Per Session

Age of Children & Supervision

Our Childcare Facility is licensed for up to 30 children aged 6 weeks to 6 years old.

Children of primary school can access care if they are 6 years of age or younger, we are not able to cater for children over 6 years of age due a maximum number of school age children allowed within the childcare facility at any given time. The Centre will maintain high levels of supervision of children at all times. The staff- child ratios for our Centre are as follows:

1 x Staff member to 4 children under 3 years of age & 1 x Staff member to 11 children over 3 years of age. The ratio follows Children's Services Regulations regarding Staff/Child Ratios.

Enrolment Procedures

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

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, alongside a \$20 enrolment fee (applicable just once per student, per Calendar year). The information on this form authorises childcare staff to act in the case of an emergency, and gives the centre important information regarding medical issues, allergies or custody details. Please notify us of any changes to care arrangements, medical details or updated immunisation status. Your child/children's safety is of our highest concern.

What to Bring-please see Nutrition & Snacks section for more information.

- Nutritious/ Healthy Snacks that are contained in a clearly labelled container or lunch box/bag. No Lollies, No Chocolate or other high sugar foods please.
- Drink bottle- Water only that is clearly labelled.
- Change of clothes (including socks)
- Hat (clearly labelled)
- Spare nappies disposable or cloth & wipes.
- Bottles- must be pre-made & clearly labelled & stored in insulated container.
- Comfort items e.g., dummy, blanket, toy 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. This includes EACH CHILDS FIRST NAME & SURNAME. Children are to be individually recorded ONE child per line, if you have not signed in/out you will have to co-sign next to staff's signature. A person collecting your child other than yourself **MUST** be registered as an "authorised person" on the 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

- Sign your child/children in the daily attendance sheet, completing ALL details.
- Place snacks/drink bottles/baby bottles on the snack trolley. Please make sure items are securely keep in a **CLEARLY LABELLED** lunch box or insulated bag. Please ensure that your child is not eating when entering the room due to food allergies.
- Children's bags are to be hung up next to their name tag in the foyer.
- 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 your child/children from care etc.

Please ensure that your child comes into care in a clean nappy & 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. If you arrive early, please wait outside the childcare room until the time of your booking. For safety reasons no children are to be in the room without staff members present.

Upon Departure

- Sign your child/children out along with the time of collection for each child.
- See staff for any relevant information relating to your child/children's care for the day.
- Collect ALL your child/children's belongings. (Snack containers/drink bottles & bag)

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 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. Our flexible daily routine is displayed in the sign in/out area.

Children's Program

The educational program is developed to meet the children's individual and group needs according to their age and stage of development. The educational early learning program is planned on a monthly basis by the early childhood coordinator in conjunction with the qualified assistant 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. Please feel free to contact the childcare staff via reception staff at any time to check on your child's progress or arrangements can be made with the educators to communicate how your child is going on arrival, such as a visual cue via the window where you can't be seen by your child/ children. Or asking educators to inform you if they are distressed, we understand separating from your children is not only hard on them, but it can be hard for you too.
- Parents/guardians shall always be contacted in the case of an emergency or if the child/children are unwell or injured.

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. Fresh or dried fruit, yogurt, vegetable sticks, wholemeal sandwiches/wraps & water are a great healthy snack choice.

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.

Children's snacks & drink bottles are to be in a clearly labelled and stored in a container/ lunch box or insulated bag and to be placed on the snack trolley 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 bottles, please inform educating staff if your child is having formula or breastmilk as breastmilk will be warmed in a jug of hot/warm water.

Illness/Infectious Disease Procedure

To protect your child, other children and educating staff children that display any of the following symptoms are excluded from care. For the full list of Infections/ Illnesses and the exclusion periods please see the exclusions poster attached to this handbook or speak to the child care coordinator.

- High temperature- over 37 degrees
- Diarrhea and or vomiting in the last 24 hours: Children will be excluded from care until it has been 24 hours since they have had any diarrhea and or vomiting.
- Conjunctivitis
- Rashes
- Severe runny nose, cold or flu
- Contagious diseases

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 may 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 the door to childcare & in the sign in/out area parent handouts about the illness/disease will be made available to help ensure that all parents are informed of any signs/symptoms that may occur if their child becomes unwell.

Immunisation

Under the **'No Jab, No Play'** legislation, before enrolling a child in an early childhood service the parent/guardian will have to provide evidence the child's current immunisation status. We can only accept the **Medicare Immunisation History Statement; Children's Maternal child health immunisation record is not accepted.**

- 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 or visit the [Medicare website](#).
- If you have a My Gov account, you can access Medicare via My Gov

Behaviour Management

A diverse range of children attend our facility every day, all 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 educators. 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 following assembly area:

Assembly Area – outside the main entrance in the carpark

In the interest of yours and your children's safety, **parents are not to return to the childcare facility during this time**. Please follow the direction of the staff in the area of the facility where you are situated. You will be able to meet up with the Childcare team and your child/ren at the Assembly Area.

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: Tammy Hendry in person or via email: thendry@belgravialeisure.com.au and or Centre Manager: Danny Fotinatos email: dfotinatos@belgravialeisure.com.au

Complaints relating to this childcare facility can be directed to the Centre Manager / Child Care Co-ordinator & or Department of Education & Training (DET) Quality Assessment & Regulation Division (QARD) Level 4,295 Springvale Road, Glen Waverly VIC 3105 Phone: 1300651940 Email: emr.qar@education.vic.gov.au

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.

Child Care Policy & Procedures

The centres child safety policy framework visit www.belgraviagroup.com.au/childsafepolicy
The Child Care Policy and Procedures manual is available in the Child Care Room for parents' information.

Thank you for taking the time to read our Parent Handbook. Please speak with the Childcare Co-ordinator -Tammy Hendry if you require any further clarification. Email – thendry@belgravialeisure.com.au