



Early Learning Childcare Services

Parent Information Handbook



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Early Learning Childcare Services

Manager:	Tracey Burt
Finance Officer:	Rachel Collins
Administration Officer:	Andrea Panaouris
Child Care Co-ordinator:	Naomi Goldman
Early Childhood Educators:	Anu KC Sharon Hye Sun Suchitha Velpula Kaye Doherty Marilu Pickard Masumi Yamamoto

Office Hours	Monday – Friday 8:30 am – 4:30 pm Closed during Public Holidays Closed Christmas & New Year Closure (approx 4 weeks)
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CSCH Early Learning Child Care is governed by the CSCH Committee of Management which is licensed to operate this service. The Committee of Management develops policy in consultation with the Manager and ensures compliance with the State Licence and State and Federal legislation. The Committee of Management delegates the management and operation of this Service to the Manager and the Child Care Co-ordinator respectively.

CSCH Early Learning Child Care operates a 25 place Child Care Centre.
Children can attend the Centre for a maximum of 7 hours a day.
Our Early Learning Child Care is Child Care Subsidy (CCS) approved.

PLAY ACTIVITIES PLANNED BY OUR EDUCATORS ALLOW CHILDREN TO NATURALLY DEVELOP AND HAVE THE OPPORTUNITY TO GUIDE THEIR OWN LEARNING

Early Learning Child Care

This program has been designed to cater for children aged 12 months to 5 years.

We aim to provide a happy, relaxed and stimulating environment for children to play and explore and are facilitated by educators and carers to encourage learning. Activities are coordinated for inside and outside play to further develop the children's skills and provide challenges to promote stimulation and progress. This program offers an opportunity for children from the same family to attend sessions together.

Our Early Learning Child Care sessions are led by a Bachelor Trained Early Learning Educator, along with assistants who hold a Diploma and/or Certificate III in Early Learning Childhood services. *Staff/child ratios are in accordance with Regulation 24 of the Children's Services Act 1996.*

We are very fortunate to retain regular volunteers to assist in our Early Learning Child Care. They all have obtained a Police Check and have a Working with Children Check and attend yearly First Aid Certificate updates.

Pre-School Program

Our 3–5-Year-Old Pre-School Program provides the children with the opportunity to learn through play and exploration in a safe, structured learning environment. This program provides a great introduction to and readiness for 4-year-old kindergarten and preparation for their first year at school.

The program covers all areas of development i.e. social interactions, fine and gross motor skills, language and literacy development, dramatic and social play along with creative and expressive art. The teachers will observe each child's development and plan experiences to encourage them to reach their full potential. We focus on continuing the development of self-confidence, co-operation, self-esteem, independence in group situations and respect for one another. The program will also introduce kindergarten concepts such as mat/group time and turn-taking. Children are encouraged to develop and improve their independence skills and will undertake school readiness activities.

In the Pre – School program, the children have different incursions either it being Sportsbuzz or Yoga, depending on which day/s the child attends.

Our 3–5-Year-Old Pre-School Programs are led by a Bachelor Trained Early Learning Educator, along with assistants who hold a Diploma and/or Certificate III in Early Learning Childhood services. *Staff/child ratios are in accordance with Regulation 24 of the Children's Services Act 1996.*

Additional Care

Additional Care is available for existing enrolled children **subject to availability**.

Care can be arranged as 'one off' sessions while parents attend appointments or need time for self-care.

Please refer to session times for specific age groups.

CHILDREN LEARN MORE QUICKLY DURING THEIR EARLY YEARS THAN AT ANY OTHER TIME IN THEIR LIFE. THEY NEED LOVE AND NURTURING TO DEVELOP A SENSE OF TRUST AND SECURITY THAT TURNS INTO CONFIDENCE AS THEY GROW.

**HELPING CHILDREN AND FAMILIES FEEL WELCOME AND SETTLE INTO THE CENTRE ENVIRONMENT IS ONE OF OUR TOP PRIORITIES
IT TAKES A VILLAGE TO RAISE A CHILD – THAT IS WHY IT IS SO IMPORTANT FOR US TO WORK TOGETHER RIGHT FROM THE START**

Enrolment

A completed enrolment form must be received for each child before they participate in the programs. Parents/Guardians are required to sign the Placement and Fee Agreement, Privacy Statement, Permission to Photograph Children and Policy and Procedure forms prior to commencement.

Settling

All children are different in the way they cope with new surroundings and new situations. Therefore, our approach to settling your child is individual to his/her needs. You know your child better than anyone else, so together we can formulate the best approach for your child.

Orientation

Each child and family will have the opportunity to meet their educators and carers prior to the first session. This interview will enable parents to pass on relevant information to us about their child. On the first day, children are encouraged to stay for one-two hours, second stage three – four hours and then, to stay a full day on the second week to ensure a smooth transition. However, if your child is unsettled and needs a longer orientation process, an individual plan can be arranged.

What to Bring

1. A bag clearly marked with child's name.
2. A change of clothes.
3. A labelled water bottle
4. A piece of fruit, and a drink and snack in a labelled lunchbox e.g. sandwich, healthy fruit and vegetable snacks. **PLEASE NOTE:** We are a **NUT FREE** House. Snacks for morning tea are not to include sweets or any nut products. This includes fruit bars that contain nuts, peanut butter, or Nutella.
5. Sleep wear, bed sheet and blanket if your child has an afternoon sleep
6. Please label everything!

Clothing

Please dress your child in play clothes that wash easily:

- Your child will be working with messy materials such as paint, glue, water and sand so clothing must be able to stand a little wear and tear
- Clothing must provide some protection and be comfortable for both indoor and outdoor experiences
- Children will be climbing, running, jumping, and swinging so they will need clothes that neither restrict their activity nor reduce their safety

Sun Protection

Please apply sunscreen to your child before he/she attends a session. This is to provide protection during outdoor play. It is compulsory for children to wear hats outside during Term 1 and Term 4. The Centre will provide sunscreen and head protection in the event that this is required.

OUR CENTRE HAS A NUMBER OF POLICIES AND PROCEDURES PERTAINING TO THE CARE OF YOUR CHILD TO ENSURE THEY ARE IN THE VERY BEST OF HANDS

Parent Access

Parents can enter the Child Care area at any time during the hours of operation. Entry should be made through the Community House Office. There is a door code for the child care room, which can be given to parents once the enrolment is confirmed.

Delivery and Collection Plan

Each child must be signed in and out of the centre every day they attend. This is a legal requirement and is in the interest of your child's safety. These records are used in case of emergencies and for the calculation of Child Care Subsidy (CCS).

If a child is away, ill or on holidays, the corresponding days must be logged using the Xplor App.

On arrival at the centre, you are asked to:

- Sign your child into the centre using the Xplor parent App or in the centre Xplor Hub
- Present your child to the Childcare Co-ordinator, team leader or educator in charge

When you collect your child, we ask you to:

- Come into the room and greet your child
- Collect your child's belongings
- With your child, say goodbye to the educator in charge
- Sign your child out of the centre using the Xplor parent App or the Xplor Hub.

To ensure the safety of all children, no child will be released into the care of any persons not registered as authorised by the parent/guardian in the Xplor web portal.

Emergency Evacuation

Emergency evacuations as well as lockdowns are regularly practiced, and the centre has individual plans for these procedures. Fire extinguishers are strategically located throughout the centre. As part of our fire safety measures, all children in attendance are noted from the electronic sign in device in the event of a drill or evacuation.

Health and Hygiene

Children and educators are actively encouraged to practice good personal hygiene to minimise the instances of illness. We also believe that if your child is unwell, the best place for them is to be at home where they can recover faster.

If your child presents at the centre with signs of illness, the Childcare Co-ordinator may advise that they are not well enough to participate in the day's activities. You will be asked to make alternative arrangements until they are well, or the exclusion period has ended (you may be asked to provide a medical clearance letter before your child can return). Although this can be inconvenient for parents, it is in the interests of all children and families at the centre to minimise risk of infection.

No Jab No Play regulations - The Centre will not process a new enrolment for a child whose immunisations are not up to date. Families must provide documentation that shows the child:

- is fully vaccinated for their age; or
- is on a recognised catch up schedule if their child has fallen behind with their vaccinations; or
- has a medical reason not to be vaccinated

Accidents and Incidents

Our educators take a proactive approach to safety and conduct thorough risk assessments of all play areas so that each child can feel safe and free to explore their environment.

A first aid qualified staff member is present at all times as well as nominated asthma and anaphylaxis supervisors, should an accident or sudden illness occur. Educators will immediately commence first aid and you will be contacted to collect your child. In emergency situations you will be advised of the plan of action regarding further medical treatment.

During an emergency, if you or your authorised nominee cannot be contacted, the child care co-ordinator will provide the ambulance officers with information regarding your child and a team member known to the child will accompany them to the hospital and stay until you arrive. Full documentation of the incident will be made available.

Centre Design

The childcare room is designed to maximise the children's comfort and stimulation, with the warmth and intimacy of a family home. The space incorporates a hall size indoor activity room, a bathroom and nappy change area, an outside play area with imitation grass and access to a Community Garden for gardening and growing activities.

Children's Bathrooms

The children's bathrooms are equipped with two child-sized toilets. Staff will provide assistance as required and the window will allow for constant supervision of children's toileting and handwashing.

Toilet Training

We will work in conjunction with the parents in the toileting process. Please speak with the co-ordinator to organise a proposed toileting plan for your child.

Birthdays

You are welcome to provide a birthday cake (nut free) that can be shared between the children or cupcakes for the class. The staff will discuss with parents of children with allergies the idea of having a reserve of treats from home that they can enjoy at birthday celebrations.

Physical Education

Opportunities are provided for the children to be physically active outdoors every day. Our playground equipment is rearranged according to the strengths and abilities of the children.

Parent Communication

Notice Board

A notice board is located above the sign in book in the children's centre with confirmation of the class routine and messages from the teachers.

Emails

Please ensure that we have your email address that is checked regularly as important information and updates will be sent via email.

Newsletters

A newsletter is distributed quarterly to parents via email regarding the curriculum, policy changes and upcoming events.

Xplor – Parent Hub will provide daily/regular updates on your child's daily activities

Multiculturalism

The centre recognises that we are culturally and linguistically diverse and we want to ensure all families experience a sense of belonging. To achieve this, we provide opportunities for all children to develop an understanding of different cultures and help foster in each child an awareness and acceptance of these cultures by integrating multiculturalism into our programs.

Gender equality

The centre offers a gender-inclusive program as both girls and boys have an equal capacity for learning and are given equal opportunities to develop to his/her full potential. Equipment and materials, learning experiences are therefore available for girls and boys without discrimination.

Confidentiality

We value your privacy and have a number of initiatives in place to ensure the protection of your data. For more information on our Confidentiality of Child Care Centre Records Policy, please request a copy from the Manager or office administration.

**CREATING COMMUNITY SO WE CAN GROW
OUR CHILDREN AND OUR FAMILIES ARE AT THE HEART OF OUR CHILD CARE SERVICE**



Early Learning Child Care Service Fees and Charges

Early Learning Child Care	\$65.00 per session per child (5-hour session)
And	
3–5-Year-Old Pre-School Program	\$85 per session per child (7-hour session)

CSCH Early Learning Child Care operates and abides by the Victorian State School Term Dates and will offer optional School Holiday Child Care Programs. The Community House is only closed for a four-week period over the Christmas/New Year Celebration period. Fees are invoiced in advance on a fortnightly basis. Invoicing includes sick days and family holidays but excludes periods of time when the service is closed.

Various payment arrangements can be arranged, these must be confirmed with the Manager and Finance Officer.

Membership Fee: Families are required to become Members of Caulfield South Community House. An annual calendar year membership fee of \$20 applies to members.

Administration/Enrolment Fee: \$50.00 per child. (One-off payment paid at enrolment)
Families who pay the enrolment fee will receive a CSCH outside play hat.

Incursion Fee: \$100.00 per child (per session). This is an annual fee which covers costs for all our incursions over the year. This fee will be charged for children attending Pre-School Program (SportzBuzz, Music, Yoga and Garden programs).

Cancellation: If a family decides to withdraw from the Early Learning Child Care or Pre-School - two weeks cancellation notice in writing is required. Any fees in credit after the notice period will be refunded back into a designated bank account.

Child Care Subsidy: To receive the Child Care Subsidy, families must firstly apply and qualify, and their level of subsidy will be determined by MyGov and takes into consideration – family income, activity level of parents and type of child care service. If a family is not eligible for the Child Care Subsidy, the Manager may offer a reduced fee.

Financial Hardship: If a family is experiencing financial difficulties, a suitable payment plan may be arranged, a Letter of Request must be received by the manager.