

Glen Iris Childcare Centre and Kindergarten



Parent Information Booklet

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Useful Telephone Numbers

Glen Iris CCC and Kindergarten

9889.8396

Emergency	000
Poisons Information	131 126
Child Protection Crisis Line	131 278
Child Protection Unit	1300 360391
Gas Leaks	132 771
Royal Children's Hospital	9345 5522
Royal Victorian Eye & Ear Hospital	9665 9666
Royal Women's Hospital	9344 2000
State Emergency Services	9696 6111
DEECD	9265 2400
(Department of Education and Early Childhood Development)	
Family Assistance Office	136 150

Partnership

At Glen Iris CC and Kindergarten we recognise the value of working in partnerships with families - and the positive effect this can have on children and families. A partnership involves sharing information and negotiating experiences for children. Partnerships between educators and families require open communication about and for the child. The child's wellbeing and healthy development is the goal of this partnership.

Partnerships don't just happen, they require on-going work and commitment from both parties, they work best when there is open, respectful communication and clear understanding of roles and responsibilities.

Our educators help to develop partnerships by providing opportunities for families to share information about their child and information about the service. Families are also offered opportunities to share their ideas, concerns and goals for their child. In this way, families are made welcome to contribute their expertise about their child and participate in

planning their child's education and care experiences.

Communication involves both talking and listening – for both the educator and the child's family.

Our Statement of Philosophy

Glen Iris Childcare and Kindergarten embraces a holistic approach to early childhood learning, where children's rights and best interests are paramount.

At the core of our approach to learning and care is the belief that all children ought to feel empowered, secure, nurtured and loved. We believe all children deserve choices, autonomy, consistency and access to education.

We create an environment where the whole centre community feel like they belong and are respected. An environment that is exciting, accepting, stimulating, encouraging, and reflective of different cultures, beliefs and needs.

Central to our curriculum is a working partnership between educators, families and the community. We ensure individuals values and ethics are supported and incorporated into the program.

Our teaching decisions and pedagogy are guided by these beliefs and the incorporation of the National Early Years Learning Framework.

Settling in to Child Care

Settling children into childcare can be an emotional experience for both children and families. Whether they are attending care for the first time, moving to a new room or section of the service or commencing care in a different service, children often experience some difficulties in settling, particularly when they find it hard to separate from their family or familiar care givers. Each child's reaction to this, and the length of time they take to settle into care, depends on the individual child, their age, and their past experiences.

Some helpful hints that may help your child (and you!)

- Try to spend some time with your child as they settle in

- Try to allow them to spend shorter days and gradually increase as the child settles
- Inform staff of what comforts your child and makes them happy
- Advise staff of routines, activities or times of the day that your child finds difficult or unsettling. Discuss how to manage these times
- Show your child that you feel secure leaving them and that you trust the staff. Confidently say ‘Goodbye’ and reassure them that you will be back to collect them later. While it may be tempting to leave while they are happily engaged in play, it can be very distressing for a child to realise you have left without saying goodbye.

Extract from Putting Children First, the Newsletter of the NCAC

Operating Hours

Glen Iris Childcare and Kindergarten is open from 7.00 am to 6.30 pm Monday to Friday. The centre is open 52 weeks of the year but is closed on Victorian Gazetted Public Holidays. Your normal fees are payable for all Public Holidays.

Fees

Daily -	\$120.00
Full Time -	\$575 .00

Upon enrolment at the centre, your child's position is secured by paying one weeks full fees by cash or credit card. All further payments must be made via the Ezidebit direct debit system.

Fees are due and payable one week in advance and may be made weekly or fortnightly. Should your child care fees fall into arrears in excess of 2 weeks, your child's place at the centre may be cancelled.

All payments are made at the full fee rate prior to us receiving notification of any benefits or rebates you may be entitled to through Centrelink. Once notification has been received we will adjust your fees accordingly.

Holiday Rate

All families are entitled to two weeks Holiday Rate per financial year, once you have been in

the service for 6 months. Holiday Rate is charged at 50% of your normal weekly fee. Eg. If your child attends 2 days weekly you will be entitled to 4 days at the half rate. An application for Holiday Rate must be completed a minimum of two weeks in advance for the half rate to apply.

Absences and Public Holidays

Please be aware that full fees will continue to be payable for all absence days and public holidays. Swap days in lieu are unavailable.

All children are entitled to 42 absence days per financial year before affecting your Child Care Benefit eligibility. This includes the families Annual leave. Should you exceed these absences, supporting documentation by way of a medical certificate will be required to ensure your CCB entitlements are paid for these days by the Family Assistance Office.

If you exceed your 42 days you will be required to pay full fees until the beginning of the new financial year

Late collection fees

Our centre closes promptly at 6.30pm. A late fee of \$2.00 per minute per child will be charged should your child not be collected from the centre by this time. (Our minimum late fee is \$15.00)

Notice Periods

Two weeks' notice is required in writing for any cancellations of days booked or when withdrawing your child's place in the centre. Upon termination notice, your remaining fees will be calculated and debited immediately. Children who do not attend the centre following termination notice will be charged full fees. No CCB or CCR is paid by the Family Assistance Office if children are absent during the termination period.

Child Care Benefit

Child Care Benefit (CCB) is a payment from the Australian Government that helps you with the cost of child care.

You can choose to receive Child Care Benefit as a lump sum payment or as reduced child care fees.

Who can get CCB?

To be eligible for Child Care Benefit for child care you (for example, as parent or guardian) must:

- meet Australian residency requirements;
- have the child care provided in approved or registered care in Australia;
- ensure your child complies with immunisation requirements or has an exemption; and
- be liable (or your partner must be liable) to pay for this child care.

How Much Child Care Benefit can I receive?

The amount of Child Care Benefit you may receive depends on:

- your income

- the type of care you use (approved or registered)
- the amount of care you use
- whether you pass the work, training, study test
- the number of children you have in care.

What is the work, training, study test?

The work, training, study test looks at whether you (and your partner, if you have one) used child care for a work-related commitment. A work-related commitment includes paid work, looking for work, study or training or voluntary work to improve your work skills.

All eligible families can receive up to 24 hours of Child Care Benefit for approved care without meeting the work, training, study test. For up to 50 hours you need to be working, training or studying for at least 15 hours per week (or 30 hours per fortnight) or have an exemption from this test.

Child Care Rebate

The rebate covers 50 per cent of your out-of-pocket expenses (up to a maximum amount of \$7500 per child per year), when you claim Child Care Benefit for approved child care. Out-of-pocket expenses are the total of your child care fees less the amount of any Child Care Benefit or of any Jobs, Education and Training Child Care Fee Assistance you receive. There are eligibility requirements for receiving the rebate.

To be eligible for Child Care Rebate, you need to be assessed as being eligible for Child Care Benefit for approved child care, even if you are assessed at a zero rate.

You do not need to lodge a claim for Child Care Rebate. You will automatically be assessed when you claim Child Care Benefit for approved child care. The rebate is then paid to you if you are eligible for Child Care Benefit for approved child care and you meet the Child Care Rebate 'work, training, study test' (or are exempt from it).

There are four ways to receive your Child Care Rebate:

- directly to your approved child care service, fortnightly (or in many circumstances weekly) or
- directly to your bank account, fortnightly (or in many circumstances weekly) or
- by quarterly payment to your bank account or
- by annual payment to your bank account (this payment option only available if you receive your Child Care Benefit for approved child care as a lump sum payment)

Note: The payment method you choose for Child Care Rebate will be applied for the entire financial year. A new payment method cannot be applied until the start of the next financial year unless exceptional circumstances apply.

In order to claim either the CCB or the CCR you must provide Glen Iris Chilcare and Kindergarten with your Customer and Child Reference Numbers. (CRN'S) upon enrolment.

How can I get more information?

To see if you are eligible for Child Care Benefit or the Child Care Rebate and, if so, how much

you can get visit the [Family Assistance Office](#) website or call 13 61 50.

Our Menus and Meal Times

All children in childcare require regular healthy meals, snacks and fluids. At Glen Iris Childcare and Kindergarten we believe it is vital that the children in our care eat nutritious meals and are educated about healthy eating.

Our menus aim to meet 50% of each child's recommended dietary intake of nutrients. A variety of foods are provided, including a range of texture and tastes.

At Glen Iris Childcare and Kindergarten we provide breakfast (between 7.30 and 8am), morning tea, a cooked hot lunch , afternoon tea and a late snack (after 5.30pm)

Our menus are on display outside our kitchen. Please take the time to read these and provide us with any comments or suggestions. Copies of our menu can be provided upon request.

We believe the mealtime atmosphere is important to the development of healthy eating practices. Children should be relaxed and happy when they are eating. Educators sit with children while they are eating, and are encouraged to eat a portion of the meal to promote discussion and role modeling of healthy eating, how to eat and food preferences.

Dental Care

Health experts recommend children brush their teeth twice per day. In the morning and after their final meal of the day. At Glen Iris Childcare and Kindergarten, we do not brush children's teeth after meals. We do, however, regularly educate the children in our care about dental hygiene and care. Experiences are programmed to promote dental care discussions, incursions with the local dentist are arranged, and healthy nutritious meals and snacks are provided and discussed.

Drinks

Water and milk are provided at Glen Iris Childcare and Kindergarten. Juice or flavoured drinks are not available and should not be brought from home.

Water is the best drink for children over one year. It helps transport nutrients, maintains blood volume, regulates temperature and removes waste products. Tap water is best for children.

Dietary Requirements

Please ensure you document any dietary requirements your child may have on your enrolment form. It is also a good idea to verbally notify staff if your child is allergic to any particular foods or if you do not want your child to eat certain foods.

Dropping Off & Picking Up

Children are to be brought into the building and delivered to an appropriate staff member in the child's room or in the family grouping room. Children are to be signed in each morning on the sign in sheets. The time of arrival must be recorded and written clearly. Expected pick up time and name of person picking up your child must also be recorded.

The person named to pick up your child must be registered on your enrolment form. Please note that unless the person is registered formally in writing by the child's parent/guardian, the child will not be released.

Children **MUST** be signed and timed **OUT** of the centre at the end of the day.

Custody and Access

Management must be provided with a copy of any court orders relating to your child. Please

notify us in writing of any changes to your custodial arrangements.

Safety & Door Code

You will be provided with a code for the key pad at the front door when your child commences care.

To ensure the safety of all children please do not give the door code to your family and friends, ask them to ring the doorbell should they come to collect your child. Please do not use your door code in front of people you don't know, ring the doorbell and a staff member can let you in. The staff member can then attend to the unknown person. Please do not stand in the doorway with the door open. Open and close the door only to let yourself and your own children in or out.

To exit the centre, press the release button on the wall and the door will open. Please DO NOT allow your child to press this button as it is for their safety that we have this process in place.

Our Rooms

Glen Iris Childcare and Kindergarten is licensed to provide education and care for up to 82 children per day.

Office-

Experienced and trained Diploma Qualified Educator

Babies Room -

6 weeks to 18months educators	12 places	3
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Toddler Room

18mths to 3 years educators	16 places	4
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Kinder 3 Room -

3 years to 4 years educators	27 places	2
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Kinder 4 Room-

4 years to 5 years
educator

27 places

2

Kitchen-

Chef- A qualified Food safety Supervisor

Our Babies and Toddler Room are led by Diploma Qualified Early Childhood Educators and are supported by Certificate Three Trained Assistants.

Kindergarten 3 & 4 Rooms are led by Qualified Early Childhood Teachers who provide quality educational and play based programs. They are also supported by Certificate Three Trained Assistants.

All educators at Glen Iris Childcare and Kindergarten hold current Working with Children Checks, Level 2 First Aid qualifications and are trained in the Management of Anaphylaxis and Asthma

What to bring

Each child is required to bring their own bag each day. This encourages the children's independence and ability to recognise their personal belongings.

Please ensure all items brought in to the centre and clearly labelled, as staff cannot take responsibility for these things if they are not labelled.

Babies – at least two changes of clothes, hat, coat (depending on season), labelled dummies, bottles (with formula already made) with caps and any other necessary comfort toys and nappy creams when required.

Toddlers – nappies (a minimum of 6 is required for the day), at least two changes of spare clothes, hat, coat (depending on weather), dummies, bottles or other comfort items if necessary. Children who are toilet training need several changes including – underwear, socks and shoes. Wet or soiled clothing will be rinsed and placed in a plastic bag in the child's bag to be taken home.

3-5 year olds – at least one change of clothes, hat, coat (depending on weather) and any necessary comfort items.

The centre will provide sunscreen and smocks. We strongly suggest that expensive and special clothes are avoided. Messy play experiences are incorporated into the program daily and our wonderful educators cannot always prevent the children from getting dirty.

Items and Toys from Home

Parents and Guardians are advised to leave their child's toys at home, however comfort items are more than welcome.

The centre has beautiful and educational experiences and equipment for your child to engage in play with.

The centre will not be liable for any lost or broken personal items brought in to the centre.

Parent Information and Involvement

Parent Information is provided in the following ways

1. Whiteboards
2. Newsletters
3. Daily journals in all rooms
4. General notices, surveys, feedback forms on display
5. Children's individual portfolios
6. Parent Information Sessions
7. Daily discussions with staff
8. Room communication books
9. Daily communication books in all rooms

Parent involvement in the centre is welcomed and encouraged. We appreciate any time or contribution you may be able to give. If you have a special talent or skill you would like to share with us, just let us know, but feel free to just drop in for some afternoon tea and a play if you wish.

Special friends and grandparents are always welcome!

Children's Illness

Glen Iris Childcare and Kindergarten has an Illness policy which requests that if your child is ill you keep them at home. We do not have the facilities or staffing levels required to care for unwell children.

We must also consider the health of the other children and staff at the centre. Please peruse the table in the hallway to determine exclusion periods for illness. It is our underlying rule that should your child not be well enough to engage in play and routine as per normal, they are too unwell to be at childcare and you will be contacted to collect them.

Please keep your child at home until they are completely well.

Part of our enrolment form requires you to authorise the person in charge of the centre to arrange for medical treatment of your child should this be required.

Immunisation

Please ensure you bring your Child Health Record book along to the centre on your child's first day. Staff must sight this information. Please ensure you regularly update us on your child's immunisation status. The centre will regularly remind you to do this.

Medication, Illness and Accident Forms

Each of our rooms have Medication, Illness and Accident/Injury/Trauma forms where all relevant information is recorded when required.

MEDICATION

This must be filled out each day by the parent/guardian on arrival when medication is required. The medication is to be handed directly to the staff member caring for your child.

The Medication book must also be signed on departure to acknowledge that the medication has been administered and when.

Prescription medication will only be given to the child for whom it is prescribed and according to the instructions on the bottle. Out of date medication will not be administered and returned to the parent to dispose of.

Fever reducing, symptomatic treatment, over the counter medications, eg; Demazin, Panadol, cough mixtures and eye drops must be clearly labelled by you and the dosage and expiry date must be visible. Medication must be in its original container.

Naturopathic, homeopathic or Chinese herbal medications must have an accompanying letter from a parent and the medication must be clearly labelled.

**PLEASE DO NOT LEAVE MEDICATION
IN YOUR CHILDS BAG**

ILLNESS

If your child becomes unwell during the day you will be notified immediately and appropriate action will be taken. The illness will be recorded on an Illness form which must be signed by a parent or guardian upon collection of your child.

ACCIDENT/INJURY/TRAUMA

Should your child have an accident or incident whilst in attendance at the centre, staff will provide any necessary first aid and you will be notified immediately if required. The accident will be documented on the Accident/Injury/Trauma Book and you will be required to sign this upon collection of your child from the centre.

Policies and Procedures

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- Whilst this handbook was designed to give you insight into our wonderful centre and provide you with our most frequently asked information, it is not our Policy manual.

Our Policy manual has been developed to formally document the Policies and Procedures of Glen Iris Childcare and Kindergarten. Our Policies and Procedures guide our everyday practices and ensure we are consistently delivering the highest quality education and care. Our Policies and Procedure are regularly reviewed. Families, staff and management are strongly encouraged to provide feedback and

input into our Policies and Procedures. Families and staff are to read and become familiar with this document and will be informed of any modifications made to the Policy and Procedures Manual.

Our Policies and Procedures manual is available in our foyer and, as with all our centre information, can be translated if required. Should you require an interpreter, please let our staff now.

It is essential that you read and become familiar with our Policy manual prior to signing your child's enrolment form and commencing care at Glen Iris Childcare and Kindergarten.

If you have any questions regarding our Policy manual or Procedures please do not hesitate to ask.

Thank you

Thank you for your enquiry about our lovely centre. We trust this handbook answers many of your questions and provides you with some relevant information about. Glen Iris Childcare and Kindergarten

Please do not hesitate to get in contact with us again should you require any further information or would like to enrol your child. You are encouraged to make an appointment with the Centre Director should you wish to visit the centre and discuss your needs further.

Should you require an interpreter, please let us know and this can be arranged.

Again, we thank you for your enquiry and we hope to see you soon.

Regards,

Sally Gedye
Centre Director

And the team at Glen Iris Childcare and
Kindergarten

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