

# Glen Iris Childcare and Kindergarten

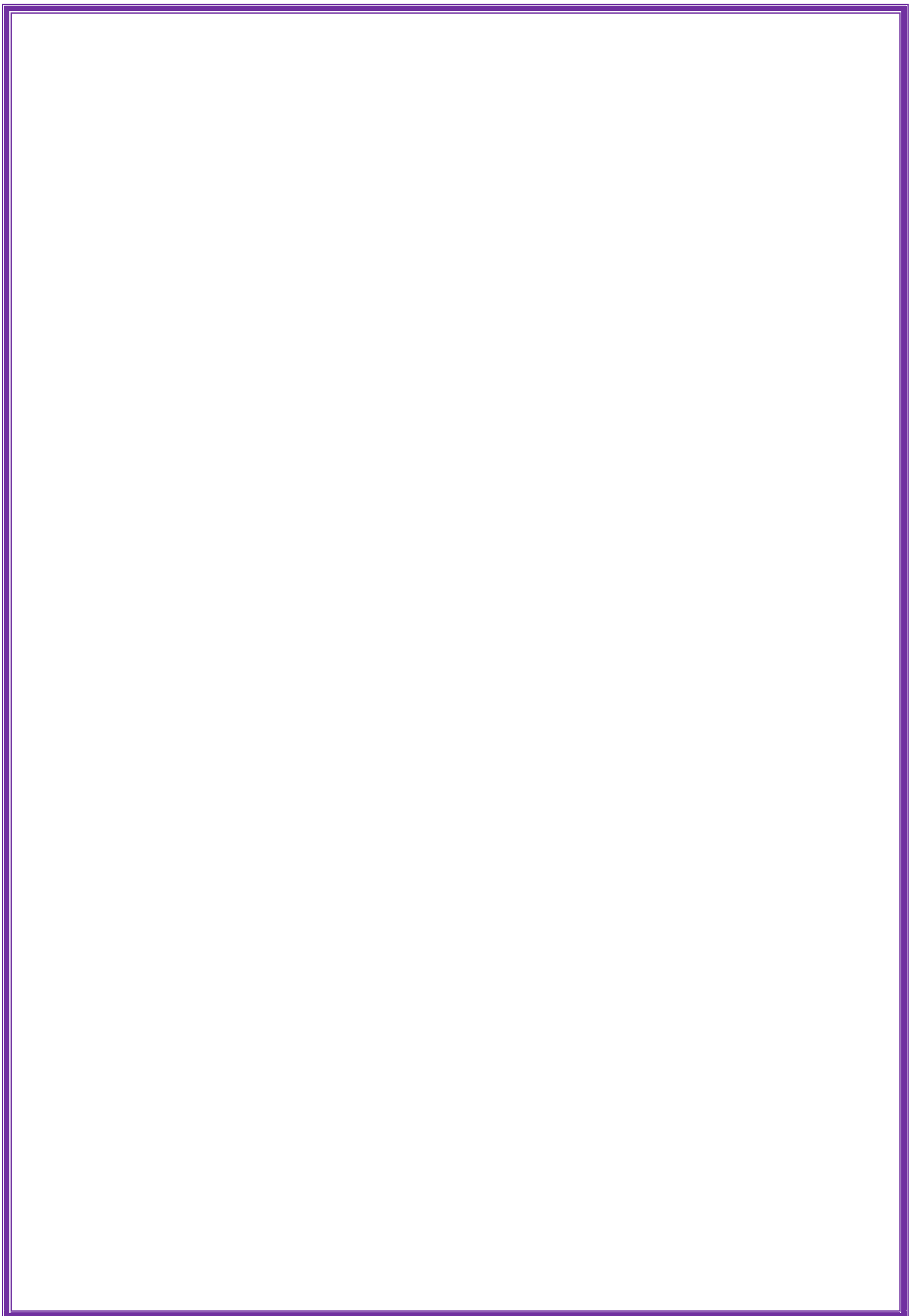
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## Parent Handbook

Handbook Reviewed: December 2024



Welcome to our centre. Glen Iris Childcare and Kindergarten is a purpose built centre, which opened its doors up in 2015. We are licensed to care for 82 children per day, comprising of children aged from 6 weeks to 6 years. We are a privately owned centre under the TRIDENT PERSONNEL Pty Ltd.

The following policies and procedures have been developed to enhance the wellbeing of all children in our care and to assist families to feel secure in the knowledge their children are receiving the best quality childcare.

### **HOURS OF OPERATION AND DAILY ROUTINE**

The centre is open Monday to Friday from 7am to 6:30pm. ***We ask families to arrive by 6.20pm to collect their child, as we are only licensed until 6.30pm and this allows our Educators to leave on time.*** **The centre is closed on recognized Victorian Public Holidays.**

### **MEALS**

We have a four-week rotational menu that is full of yummy and nutritional meals for the children. The menu is displayed in all rooms, as well as on the front door for families to see.

A Brief run-down of meal times;

7-8am – Breakfast (cereals and milk)

9am – Fruits and Milk

11-11:45am – Lunch (Lunch is served in babies room at 11am, Toddlers at 11.15am, K3 at 11.30am and K4 at 11.45am)

2:45pm – Afternoon Tea

5:45pm – Late Snack

### **STAFFING**

#### **Babies room (Up to 8 Babies aged from 6 weeks – 18 months);**

1 Diploma Qualified Room Leader

1 Assistant Educator (Certificate 3 or Diploma)

#### **Toddler Room (Up to 16 Toddlers aged from 18 months – 3 years)**

1 Diploma Qualified Room Leader

3 Assistant Educators (Certificate 3 or Diploma)

#### **3 Year Old Kinder (Up to 22 3 year olds)**

1 Bachelor Qualified Teacher

1 Assistant Educator (Certificate 3 or Diploma)

#### **4 Year Old Kinder (Up to 22 4 year olds)**

1 Bachelor Qualified Teacher

1 Assistant Educator (Certificate 3 or Diploma)

#### **Breaks/Floating Staff:**

A mix of Diploma Qualified and Certificate 3 Qualified Educators

#### **Office/Director:**

1 Diploma Qualified Educator

#### **Kitchen:**

1 Food Safety Supervisor

We don't use Agency staff to cover when educators are away, we have a list of Casual/Reliever educators to call upon so that the children have consistency throughout their time here. All Educators hold a current First Aid, CPR, Anaphylaxis and Asthma training, as well as Food Allergy, Food Safety and Child Protection yearly trainings. From time to time the centre hosts students for their placements in their studies. The Director and all Educators give all students guidance and supervision. The Centre's Educators remain responsible for the children and students are never left unsupervised with the children.

### **ARRIVAL AND DEPARTURE**

Children must always enter the centre with an adult. An Educator must be aware of your arrival, usually acknowledged with a greeting. You are required to "sign in" each arrival on both the iPad (in the foyer) and on the folders (located in the rooms with the children). It is important to do both the electronic and paper "sign in/out" as they are both equally important. The electronic sign in is for Centrelink purposes and the paper is for us – in case there is an emergency, we appreciate you taking the time to do both. When collecting your child, please ensure Educators are aware and be sure to "sign out" again on both the iPad and paper.

\*No child will be allowed to leave the centre with any person other than the custodial parent/guardian unless this has been pre-arranged and/or details are listed on the child's enrolment form. **Custodial arrangements and nominated persons must be listed correctly and updated as necessary in case of emergency.**

Please ensure your child is collected at the time you indicate on the paper sign-in. If you are late, the Educators will be concerned and your child may become anxious. If you are running late, please call us. If the Educators do not hear from you within an hour of your estimated departure time, they will telephone you and if contact cannot be made your emergency contacts will be asked to come and collect your child. If a child has not been collected one hour after closing time and we have not heard from you and cannot contact another person nominated on the enrolment form, as per regulations, we must contact Children's Protective Services.

### **CONDITIONS OF ENROLMENT**

A "pre-payment of fees" is taken to secure your child's place at the centre. This payment then covers your child's first week of care, so is used towards your fees rather than held and returned like a bond. Upon enrolment at the centre you will be given an "enrolment pack" to fill out. It is very important that all paperwork be filled out and returned, prior to your child starting at the centre. At the bare minimum, the enrolment form and direct debit forms must be completed for the first day, otherwise the child will not be able to stay in care with us. The enrolment form contains important information relating to how to contact parents if need be, as well as emergency contact phone numbers and details of the child's health history and immunisation status. Families need to inform the centre of any changes of details as soon as possible. This is a regulation that the centre does need to follow.

### **FEE POLICY**

The current centre fees are as follows;

1. Full days care \$177.00
2. Full week's care \$856.00

Fees must be paid by direct debit from a bank account or credit card (a Debit Success authorization form is included in the enrolment pack and needs to be completed prior to your child starting at the centre). Fees are always kept a week ahead, as in accordance with our "Payment of Fees" policy.

### **FEE POLICY continued...**

Fees can be paid on a weekly, fortnightly or monthly basis. Fees are paid for public holidays and any days of absence (including days children are away due to illness). After you have been at the centre for 6 months, you have access to "Holiday Half Rates", this is offered as 2 weeks of the child's booked days at the holiday half rate per financial year (for example, if your child is booked in for 3 days per week, then they have access to 6 days per financial year at the "holiday half rate"). We require TWO FULL WEEK'S notice when applying for holiday leave, this needs to be done in writing so via email is best.

***A minimum of 2 weeks' notice is required for cancellation or changes to enrolment. Fees will continue to be payable until such notice is given. Parents need to be aware that if your child does not attend during this period then we are unable to claim CCS, therefore FULL FEES will be payable during this time. Deposits will not be refundable if a cancellation occurs inside the 2 week notice period.***

If any account defaults, a reminder and a request to pay will be issued via email. If no payment is forthcoming after two weeks, no further childcare can be offered until payment of arrears is made and fees are brought in to line with centre policy.

### **LATE FEE**

If your child is not collected by 6:30pm, a late fee will be charged (on the spot) consisting of;

- \$1.00 per minute per child

After 6:30pm we are no longer licensed to look after your children. Two staff must remain at the centre while your child is there. Therefore overtime wages incur as the educators also finish at 6:30pm. You must ring the centre if you are going to be late collecting your child, or arrange for someone else to collect your child. If this person has not been to the centre before, then photo ID will be required and they must be listed as an emergency contact on the child's enrolment form.

### **CHILD CARE SUBSIDY (CCS)**

All families are eligible to be assessed for child care subsidy (CCS). Contact your local Centrelink office, or apply online. If you don't have one already, you will need to set up a MyGov account before you begin the application process. Once completed, Centrelink will assess your income. You can begin childcare whilst this application is being processed, however, you will need to pay full fees until the CCS comes through, at this time the CCS will be backdated from your child's enrolment date. Families who receive CCS, do need to keep their child's immunisation status up-to-date or their child will be ineligible for CCS until this is done. We do not receive any information from Centrelink about your entitlements, all information will be sent directly to you.

### **PRIORITY OF ACCESS**

Within Centrelink guidelines we have to take children of working parents, children at risk and children's of parents who are studying over those who are just requiring respite care (non-working parents). If you are using the centre as respite care you may be asked to swap to alternative days, if available, so children from the above list can attend. In extreme circumstances, your position may be cancelled.

### **WAITING LIST**

When the demand for childcare exceeds the number of places available, a waiting list is compiled. The waiting list is referred to when a place becomes available in order of date and enquiry, taking into account the age of the child and days available.

### **WAITING LIST continued**

We do give priority to siblings of children who already attend at the centre, and existing families wishing to change their days of care. Families who have used our centre in the past will also have priority.

### **ASSESSMENT AND RATING**

Glen Iris Childcare Centre and Kindergarten is registered with ACECQA for Assessment and Rating purposes. We last had our Assessment and Rating review in February 2021 and we were assessed as “Meeting” the National Quality Standard in each of the Quality Areas. Assessment and Rating reviews are conducted every three years.

### **ORIENTATION**

Before your child has their first day with us at the centre, we offer 2 x 1 hour orientations. The first session we recommend that you stay in the room with the child to familiarise yourself and your child with the room and the Educators. Whereas, the second session we recommend that you leave the child in our care for the hour, this gets your child used to the fact that you are leaving them but are coming back. We strongly encourage that you take advantage of the orientation sessions, as it does help with the process of your child settling in. During these sessions, the educators in the room get to know you and the child and explain the routines of the day.

### **SETTLING IN AT DROP OFF**

When the time comes to leave your child for the day, your child may become distressed or upset, it is important that you remain cheerful and positive and not linger around unnecessarily when saying “good-bye”. This does help us allow the time to give comfort to your child to settle them in and also tells your child that you trust the educators and the centre to leave them here. It is also good to reassure the child that you will return soon. You can ring the centre at any time throughout the day to check on your child. If your child becomes too distressed or unwell, the educators or Director will call you. In conjunction with the enrolment form, a “Child Profile” is given in the enrolment pack for you to fill in, with helpful information for the educators to help care for your child. The more we know about your child’s likes/dislikes, habits and routines, the easier it is for us to settle your child into care.

### **WHAT TO BRING TO THE CENTRE**

Each child should bring to the centre;

- 2-3 changes of clothes, in a named bag, with each item clearly labelled. Any soiled clothing will be sent home in a plastic bag
- Hat- a named wide brimmed or legionnaires style hat as in accordance with our Sunsmart policy. These can be left at the centre as we make hat lockers for each child.
- Beanie/Jacket – for the colder month’s best to always bring a jacket and beanie. We try to take the children outside as much as we can and we do want to keep them rugged up if the weather is cold.
- Comforters – a dummy, soft toy, blanket etc. for your child to settle/sleep with
- Drink Bottle – all children should attend the centre with a drink bottle that is clearly labelled. Water should be the only thing in these drink bottles.
- Bottles – if your baby has formula please bring the milk bottles with the water pre-measured out and the formula in individual containers also pre-measured. If your child

requires a bottle of cow's milk, please provide the empty bottle for us to fill. Alternatively they can be offered milk in a sippy cup.

### **NAPPIES**

Nappies are supplied by the centre. If you prefer to use your own or to use cloth nappies, please ensure to supply the centre with enough nappies to use throughout the day (about 5-6 daily). You may provide a bag if that is easier for you. Please make sure you check your supply regularly. The Educators will also remind you when your supply is getting low.

### **CLOTHING**

It is a good idea to dress your child in comfortable, practical clothes that they can manage. Jeans, belts, braces and overalls are often too hard for children to pull up and down themselves, especially when toilet training. In terms of footwear we ask the children do not wear thongs or crocs as they can be dangerous for when the children are climbing and playing outside. Please remember that children engage in messy play here, therefore it is best to not bring your child in good or special clothing. **It is very important to label your child's clothing, label everything.** Children do sometimes take their clothing off and the educators cannot be expected to remember what each child has worn to the centre every day. As best we try to put each child's items in their own bag/locker, sometimes things do get lost, having the items labelled ensures a higher chance of items being returned.

### **TOYS**

We provide plenty of toys, games, dress-ups, art/crafts, etc. at all times during the day for the children to play with. So we do ask that children keep their toys at home. A favourite toy like a teddy as a comfort item is more than acceptable.

Bringing something special for "Show and Tell" is acceptable on your child's allocated day. We need children to refrain from bringing their toys to the centre, especially guns, action figures and toys of that nature, as we are trying to be a "War toy free" centre. All of these toys can encourage aggressive behaviour. Favorite or expensive toys are best kept at home to prevent them being lost, broken or borrowed by other children.

**Glen Iris Childcare Centre and Kindergarten will take no responsibility for toys brought from home that are damaged, lost or stolen.**

### **INTERACTIONS WITH CHILDREN**

Choice is the preferred method for behaviour management in the centre. If a child is displaying challenging behaviour, they are offered two alternatives (both positive) from which to choose. Where younger children are involved **diversion and distraction** plays a major role in behaviour management. Children are also given the opportunity to solve their problems by dealing with the problem themselves, until such time as staff considers it necessary to intervene. All staff practice these behaviour procedures to maintain consistency in our adult/child interaction.

### **NEWSLETTER**

Periodic newsletters are emailed to all families, these are sent in March, June, September and December. Newsletters allow us to pass on any important information to you regarding the centre's activities.

## **SUNSMART POLICY**

### **SUMMER**

Comfortable clothing is to be worn, remember to come dressed in clothing that can get dirty. Cotton clothes that can provide protection from the sun but still be cool is best in summer. Children's shoulders need to be covered and hats and sunscreen must be worn when going outside during our Sunsmart period (September – April). Hats should be wide-brimmed, bucket style or legionnaire's style to ensure maximum sun protection.

### **WINTER**

Warm comfortable clothing should be worn. Remember to bring a coat with a hood and beanie for cold days. This enables us to keep the children warm, whilst still allowing them the opportunity to play outside.

*In any weather children should bring a couple of complete changes of clothes that have been labelled with their name on it.*

## **POLICIES AND PROCEDURES**

Our policies and procedures manual is available for you to peruse in the foyer of the centre, as well as in each of the rooms. This handbook outlines the most common questions asked of us. If you would like a copy of our policies, please just ask and they can be emailed to you.

**Educational Goal: *To encourage young people to do new things, to be creative, inventive and discover.***

Learning through play is the best way for children to be interactive participants in their learning.

<b>Water Play</b>	Sensory experience, relaxation, enjoyment. Teaches basic scientific knowledge. Part of our sensory/messy play experiences.
<b>Clay/Play Dough</b>	Develops manipulative skills and fine motor skills. A creative activity which encourages thought and social skills. Part of our sensory play experiences. Play dough is made on site, which also makes it a cooking experience for the children.
<b>Blocks</b>	Develops building skills, hand-eye co-ordination, basic mathematical concepts (more/less than, longer/shorter, etc.) Encourages co-operative play.
<b>Painting/Art/Craft</b>	Experimentation with colours and different mediums. Allows creativity, expression of ideas and feelings to come. Part of our sensory/messy play experiences.
<b>Manipulative Equipment</b>	E.g. scissors, mobilo, Lego etc. Develops fine motor skills, manipulative skills, concentration and social skills.
<b>Puzzles</b>	Develops awareness of shape, colour, size, numbers, matching, memory and satisfaction through achievement.
<b>Sand Play</b>	Provides sensory experience, opportunities for imaginative play, develops muscular co-ordination.
<b>Dramatic Play</b>	Provides opportunity for imaginative play, develops emotional outlet, promotes language skills.
<b>Outdoor Play</b>	Climbing, running, cycling, balancing. Develops Gross-motor skills, co-ordination, sense of balance, awareness of body and confidence.
<b>Group Time</b>	Singing, discussion, stories, etc. Develops concentration, language, verbal and non-verbal skills.



### **3 YEAR OLD AND 4 YEAR OLD KINDER**

Glen Iris Childcare and Kindergarten offers both 3 year old and 4 year old funded Kindergarten, all with the added convenience of long day care hours. Both of our Kindergarten programs are run by qualified Kindergarten Teachers. Our 3 year old program focuses on the children learning about numbers, colours, alphabet, letter recognition, choices throughout the day. Our 4 year old Kindergarten program focuses on school readiness. If you would like more information about our 3 or 4 year old Kindergarten program, please just ask the Director or our Kindergarten Teachers, Jezza and Meadow.

**Free Kinder:** From 2023, if your child will be enrolled to attend our three- and Four-Year-Old Kindergarten programs, we will be claiming kindergarten funding for your child to support the costs of the kindergarten program.

As of 2023 the Government has introduced, 5-15 hours a week of free kinder for 3-year olds. Glen Iris Childcare and Kindergarten is able to offer both 3- and 4-year old's 15 hours per week, per child, receiving the full \$2,050 per year, paid into the family account on a fortnightly basis. **(During school terms only and only for families not attending another Kindergarten).**

### **HEALTH AND SAFETY GUIDELINES**

We follow strict guidelines with regards to illnesses in children, to prevent further spread as best we can. The following outlines the guidelines followed;

1. If a child becomes ill at the centre, the Director or Person in Charge will contact the parents as soon as possible.
2. When a child has an infection or contagious illness, they should be excluded from the centre for the required period of absence as set out in the *School Exclusion Table* referenced below.
3. Children with cold sores, croup, conjunctivitis, school sores and head lice will be excluded until they are treated, as per our policy.
4. The centre must be notified if your child is to be absent, especially if this is due to an infectious disease.
5. Parents of a child who has chronic illness e.g. Asthma or epilepsy, which requires prolonged or preventative medication should provide the centre with Doctor's letter/action plan at the time of enrolment, outlining details of treatment and keeping staff up-to-date with new techniques and requirements
6. The equipment used by the children is constantly checked by staff and management of the centre to ensure that it is not broken or damaged in any way. Broken items are either disposed of or are removed for repair.
7. The safety of the children in our care is of utmost importance therefore we have *Interaction with Children* policies, *Hygiene* policies and *Food Handling* Guidelines that are adhered to and set by the Department of Education and ACECQA.

## **EXCLUSION TABLE – SCHEDULE 7**

**Minimum period of exclusion from primary schools, education and care services premises and children's services centres for infectious diseases cases and contacts.**

Column 1 Number	Column 2 Conditions	Column 3 Exclusion of Cases	Column 4 Exclusion of Contacts
1	Chicken Pox	Exclude until all blisters have dried. This is usually at least 5 days after the rash appears	Any child with an immune deficiency (for example, leukaemia) or receiving

		in unimmunised children, but may be less in previously immunised children	chemotherapy should be excluded for their own protection. Otherwise not excluded.
2	Conjunctivitis	Exclude until discharge from eyes has ceased.	Not excluded
3	Cytomegalovirus (CMV) Infection	Exclusion is not necessary	Not excluded
4	Diarrhoeal Illness <sup>i</sup>	Exclude until there has not been vomiting or a loose bowel motion for 24 hours	Not excluded
5	Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later	Exclude family/household contacts until cleared to return by the Chief Health Officer
6	Glandular Fever (Epstein-Barr Virus infection)	Exclusion is not necessary	Not excluded
7	Hand, Foot and Mouth Disease	Exclude until all blisters have dried	Not excluded
8	<i>Haemophilus Influenzae</i> type b (Hib)	Exclude until 48 hours after initiation of effective therapy	Not excluded
9	Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.	Not excluded
10	Hepatitis B	Exclusion is not necessary	Not excluded
11	Hepatitis C	Exclusion is not necessary	Not excluded
12	Herpes (cold sores)	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible	Not excluded

13	Human Immuno-Deficiency Virus Infection (HIV)	Exclusion is not necessary	Not excluded
14	Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing	Not excluded
15	Influenza & Influenza-Like Illnesses	Exclude until well	Not excluded unless considered necessary by the Chief Health Officer
16	Leprosy	Exclude until approval to return has been given by the Chief Health Officer	Not excluded
17	Measles	Exclude for at least 4 days after onset of rash	Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of exposure with any infectious case, or received Normal Human Immunoglobulin (NHIG) within 144 hours of exposure to the infectious case, they may return to the facility.
18	Meningitis (bacterial – other than meningococcal meningitis)	Exclude until well	Not excluded
19	Meningococcal Infection	Exclude until adequate carrier eradication therapy has been completed	Not excluded if receiving carrier eradication therapy
20	Molluscum Contagiosum	Exclusion is not necessary	Not excluded
21	Mumps	Exclude for 5 days or until swelling goes down (whichever is sooner)	Not excluded
22	Pertussis (whooping cough)	Exclude the child for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment	Contacts aged less than 7 years in the same room as the case who have not received three effective doses of pertussis vaccine should be excluded

			for 14 days after the last exposure to the infectious case, or until they have taken 5 days of a course of effective antibiotic treatment
23	Poliovirus Infection	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery	Not excluded
24	Ringworm, Scabies, Pediculosis (head lice)	Exclude until the day after appropriate treatment has commenced	Not excluded
25	Rubella (German measles)	Exclude until fully recovered or for at least four days after the onset of rash	Not excluded
26	Severe Acute Respiratory Syndrome (SARS)	Exclude until medical certificate of recovery is produced	Not excluded unless considered necessary by the Chief Health Officer
27	Shiga Toxin or Verotoxin producing <i>Escherichia coli</i> (STEC or VTEC)	Exclude if required by the Chief Health Officer and only for the period specified by the Chief Health Officer	Not excluded
28	Streptococcal Infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well	Not excluded
29	Tuberculosis (excluding latent tuberculosis) <sup>ii</sup>	Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious	Not excluded
30	Typhoid Fever (including paratyphoid fever)	Exclude until approval to return has been given by the Chief Health Officer	Not excluded unless considered necessary by the Chief Health Officer

<sup>i</sup> Diarrhoeal illness includes instances where certain pathogens are identified including Amebiasis (*Entamoeba histolytica*), *Campylobacter* spp., *Shigella* spp., and intestinal worms, but is not limited to infection with these pathogens.

<sup>ii</sup> This means that exclusion of cases and contacts is not necessary for latent tuberculosis.

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## **ACCIDENTS AND ILLNESS**

In the event of your child becoming ill, we will offer them a quiet area to rest. They will be comforted until such time that a parent arrives to collect the child. Paracetamol should not be given to a child so they can remain at the centre. If a child has paracetamol or ibuprofen, they need to stay at home and rest.

In the event of an accident, your child will be comforted and given appropriate First Aid. Immediate medical attention will be sought, if the educators considers it necessary. For serious injury or any injury above the neck, we will try to contact you immediately to let you know what has happened and will closer monitor the situation. In the event that an ambulance needs to be called, we will contact you and either let you know which hospital we are going to so you can meet us there, or ask you to come if you are close by. If your child has a minor accident throughout the day, you will be notified upon collection of your child and will be asked to sign an accident/illness form.

Please note: Children who are ill must remain at home.

***When a child is sick they need to be able to rest quietly at home.*** The care we provide is for children who are well and able to cope with a busy day. We are not able to cater for sick children. We have to be diligent as to not spread illness throughout the centre to other children, educators and our families. We appreciate your understanding about this.

## **MEDICATION AND TREATMENT**

Medication can only be administered if the educators have received appropriate details and written authority. A "Medication Consent Form" is located with each room's sign-in book, please ask one of the Educators and they will help you fill it out. Over the counter medication is not permitted in the centre, this includes cough medicine and paracetamol. All medication must be handed to a staff member. **No medication is to be left in a child's bag.** Please also remember that a separate line for each time the medication must be given is required to be filled in. Any medication administered in the centre will be witnessed by another educator to verify that we are indeed giving the correct medication to the correct child and that the correct dose is being given. **NO child should arrive at the centre with having paracetamol or nurofen in their system in the 6 hours before arrival,** unless accompanied by a Doctor's note stating why the medication was given and for how long the medication needs to be given to the child. These sort of medications act as a "mask" for children's symptoms when they should be resting at home.

These requirements are all regulations as set out by the Department of Education and Early Childhood Development and ACECQA.

## **IMMUNISATION POLICY**

All families who receive Child Care Subsidy (CCS) need to provide proof to Centrelink that the child is fully immunized or has an exemption. From 2016, the Australian Government introduced a "No Jab, No Play" legislation that requires all children to be up-to-date on their immunisation schedule to receive care. At Glen Iris Childcare and Kindergarten, we do require an up-to-date copy of your child's immunisation status to have on file.

## **PRIVACY POLICY**

Glen Iris Childcare and Kindergarten uses the enrolment for to collect information for the purposes of programming and regulations. The information may be shared with funding agencies for operational purposes only. The information provided will not be disclosed to any other party except required by law.

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### **QUERIES AND COMPLAINTS**

Any ideas or suggestions are most welcome to assist in the operation of our childcare centre and can be given to the educators or Director. Alternatively, if you have a complaint or concern, please, if you can, speak with the Director or educator concerned to resolve the matter. Alternatively, you can put the complaint/concern in writing and send via email or post to us.

All correspondence will be treated in a confidential manner.

If you feel the matter has not or cannot be resolved you may contact;

Children's Services Authorized Officer

C:- Office of Children's Services

Department of Education and Early Childhood Development

Level 2, 295 Springvale Road

Glen Waverley VIC 3150

### **EMERGENCY PROCEDURE**

In the event of an emergency situation, all educators are aware of the emergency evacuation procedures. Parents will be contacted should the situation require it.

### **THANK YOU**

We hope you enjoy your time with us at Glen Iris Childcare and Kindergarten. Any questions or feedback, please just ask as we are always happy to help. We can't wait to get to know you and your family.