

Glen Iris Childcare and Kindergarten

330-332 Warrigal Road, Glen Iris, VIC, 3146

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Information Book

Handbook Reviewed: June 2023

About the Centre

Glen Iris Childcare Centre & Kindergarten is a purpose built centre that opened its doors 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 TRIDENT PERSONNEL PTY LTD.

Operating Hours

Glen Iris Childcare Centre and Kindergarten is open from 7:00am to 6:30pm, Monday to Friday. The centre is open 52 weeks of the year, but is closed for Victoria Gazetted Public Holidays. Your normal fees are payable for all Public Holidays.

Fees

Daily - \$162.00

Weekly - \$780.00

Upon enrolment at the centre, your child's position is secured by paying one week's full fees in advance. This payment can be made by cash or card. All further payments must be made via Direct Debit.

Fees are due and payable at least one week in advance and may be made weekly, fortnightly or monthly. 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 free rate prior to us receiving notification of any CCS you may be entitled to. Once notification has been received your fees will be adjusted accordingly.

Late Collection Fee

Our centre closes promptly at 6:30pm. A late fee of \$1.00 per minute per child will be charged should you child not be collected from the centre by this time. This is to be paid in cash to the educators waiting for you to collect you child as their finish time is also 6:30pm.

Our Rooms

Babies room (6 weeks - 18months):

1 Diploma Qualified Room Leader

1 Assistant Educator (Certificate 3 or Diploma)

Toddler Room (18months - 3 year)

1 Diploma Qualified Room Leader

3 Assistant Educators (Certificate 3 or Diploma)

3 Year Old Kinder

1 Bachelor Qualified Teacher

1 Assistant Educator (Certificate 3 or Diploma)

4 Year Old Kinder

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

Partnership

At Glen Iris Childcare 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 ongoing work and commitment from both parties, and 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 Philosophy

Play Based Learning

At Glen Iris Childcare Centre and Kindergarten, we believe that play is a vital component in the development of all children which is why we follow a play based

learning program. The implementation of an indoor/outdoor program has given the children the freedom to decide where they wish to play regardless of weather. We value outdoor play and think of our indoor and outdoor environments as one whole space rather than separate areas. Through the provision of a wide range of materials, children have the opportunity to explore and extend on their learning and experiences. We believe in letting the children play without interruption from adults and encouraging them to take risks and make their own choices.

High Expectations for Children

We pride ourselves on having high expectations on what children can achieve. Every child at Glen Iris Childcare and Kindergarten is viewed as a capable and active contributor to their own learning. We allow children to make choices and inspire them to engage in risky play. Children are provided with many opportunities to demonstrate their independence and are encouraged to further extend on their skills throughout their day. We allow the children to regulate their own play while also encouraging them to respect their environment and others.

Inclusive Environment

At Glen Iris Childcare Centre and Kindergarten, we respect all cultures and believe in unity and diversity. The centre challenges stereotypes surrounding gender bias, culture, age and ability. We believe that the cultural blend of families in our community has a positive effect on our centre via the opportunity to explore these cultures through experiences and celebrations. Our team is committed to providing an environment that is inclusive for every child and family at the centre.

High Quality Relationships

The development of high quality relationships with children and families is of the utmost importance at our centre. We aim to provide a home-like environment that is warm, friendly and nurturing. Educators work closely with families to foster collaborative relationships that will assist children to achieve quality outcomes. We believe that a working partnership between families and educators is beneficial to the ongoing development of each child. Families are encouraged to be involved in all aspects of the centre's operations and are invited to participate in all events. We endeavour to act on concerns raised by

families quickly and efficiently. We try and keep the lines of communication open and honest.

Committed Educators

We are proud to provide warm, affectionate, dedicated and compassionate educators who are available to children and families when required. We feel that our team is one big, happy family who are devoted to continuously evolving in the early childhood field. All of our educators work collaboratively to improve practice and relationships through reflection and professional development. They are excited and open to change, show a thirst for knowledge, and are proactive in providing children with engaging play spaces. The relationships we foster with our families is of the highest priority.

Connected to the World

Our centre is committed to embedding sustainability within our daily practices. We encourage children to be environmentally responsible and engage them in many sustainable practices such as recycling and maintaining edible gardens. We provide play environments, both indoors and out, that allow children to explore a multitude of natural materials. We aspire to build many meaningful relationships within our local community and regularly utilize the use of SeeSaw as a more sustainable and effective way of staying connected with our families.

Enrolment Process

Once you have decided to book your child into our centre, we ask for you to pay the first week's fee upfront. This confirms and holds your spot in the centre and then covers your first weeks' worth of fees, so is not an extra fee. We then organise a couple of orientation sessions (usually only one hour long) before your child starts with us. These sessions are a great way for you and your child to feel comfortable in the environment and give a chance to get to know the educators who will be looking after your child. The first session we recommend you stay in the room for and the second session we recommend that you leave the child at the centre with us, this helps your child to understand that you are coming back to pick them up. The orientation sessions are a great opportunity for you to discuss any concerns you may have and to ask any questions you may have. There is no charge for this service.

Settling in to Childcare

Settling in to 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 caregivers. Each child's reaction to this and the length of time they take to settle into care can vary; depending 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 educators. 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 and distracted playing, it can be very distressing for a child to realize you have left without saying goodbye.

Holiday Rate

All families are entitled to two weeks Holiday Rate per financial year, only after you have been at the service for 6 months. The Holiday Rate is charged at 50% of your normal weekly fee. For example, if your child attends 2 days per week, then you will be entitled to 4 days per financial year at the Holiday Rate.

Written notification (email preferred) must be received two weeks in advance for the Holiday Rate to be applied.

Absences and Public Holidays

Please be aware that fees will continue to be payable for all absence days and public holidays throughout the year. We don't offer swapped days in lieu of absences. All children are entitled to 42 absence days per financial year before affecting your Child Care Subsidy eligibility. This includes the family's Holiday's. Should you exceed these absences, supporting documentation by way of a medical certificate will be required to ensure your CCS entitlements are paid for these days by Centrelink. If Centrelink stop paying your CCS entitlements, you will be required to pay full fees until the beginning of the new financial year.

Notice Periods

Two weeks' notice, in writing (email preferred), is required for any cancellations of days booked or when withdrawing your child's place at the centre. Fees will remain payable until the notice period has finished. Children who do not attend the centre on their last day, will be charged full fees as Centrelink does not pay CCS if children are absent on their last day.

Child Care Subsidy (CCS)

Child Care Subsidy (CCS) is a payment from the Australian Government that helps you with the cost of child care. Child Care Subsidy is paid directly to the centre and comes off your fees, so you are charged a lesser amount.

Who can get CCS?

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

- Meet Australian residency requirements
- Use a registered service
- Ensure your child complies with immunization requirements or has an exemption; and
- Be liable (or your partner must be liable) to pay for this child care
 - You must first set up a MyGov Account
 - Then Apply for subsidy

How much Child Care Subsidy can I receive?

The amount of Child Care Subsidy you may receive depends on;

- Your income
- The type of care you use (approved or registered - we are an approved provider)
- The amount of care you use
- Work activity level
- The number of children you have in care

What is the activity test?

The activity test looks at the number of hours you work, study, do unpaid work in the family business, volunteer work, and other case by case assessments. The amount of assistance will vary from family to family depending on the above.

Best to get in contact with Centrelink directly for more information.

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 textures and tastes. At Glen Iris Childcare and Kindergarten we provide breakfast (between 7am-8am), morning tea, a cooked hot lunch, afternoon tea and a late snack (after 5:30pm).

Our menus are on display on the front door and in each room. 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 meal time 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 modelling of healthy eating, how to eat and food preferences.

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. It is important to bring a drink bottle for your child each day, so they can be offered water easily throughout the day.

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 over 12 months of age.

Dietary Requirements

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

What to bring

Each child is required to bring in their own bag each day. This encourages the children's independence and ability to recognise their personal belongings. Please ensure all items brought into the centre are clearly labelled. All children should bring in;

- 2-3 full changes of clothes
- A drink bottle
- Hat or beanie
- Jacket
- Comfort items for rest time
- Bottles (Babies only)
- Nappy cream

Toys and Items from Home

We advise that children should keep their toys and any items from their home at home, comfort items are an exception to this. The centre provides lots of beautiful and educational experiences and equipment for your child to engage with throughout the day. The centre will not be liable for any lost or broken personal items brought in to the centre.

Children's Illness

Glen Iris Childcare and Kindergarten has an illness policy which requests that if your child is ill you should 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 in the centre. Please peruse the policy folder located in the foyer 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.

Immunisation

Please ensure you provide the centre with a copy of your child's immunisation records, this can easily be done through the Medicare app. Please ensure you provide us with update immunisation records. This is a government requirement.

Medication, Illness and Accident Forms

Each of our rooms have medication and illness and injury forms where all relevant information is recorded when required.

Medication

If your child requires medication throughout the day (e.g. antibiotics), then a medication form must be filled out each day by the parent/guardian on arrival. The medication must be handed directly to an educator and not left in your child's bag. Over the counter medicines cannot be administered throughout the day without a Doctor's note.

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 with a Incident form being filled out and needing to be sign upon collection of your child from the centre.

Thank you

Thank you for your enquiry about our lovely centre. We trust this handbook answers many of the questions that you may have and provides you with some relevant information about Glen Iris Childcare Centre 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,

Melissa Davie (Centre Director) and the team

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