

Glen Iris Childcare and Kindergarten

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

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Information Book

Handbook Reviewed: July 2025

About the Centre

Glen Iris Childcare Centre & Kindergarten is a purpose-built early learning facility that opened in 2015. We are licensed to care for up to 82 children per day, ranging in age from 6 weeks to 6 years. Privately owned and operated by Trident Personnel Pty Ltd, our centre is committed to providing a nurturing, safe, and stimulating environment where children can grow, learn, and thrive.

Operating Hours

Glen Iris Childcare Centre & Kindergarten is open from **7:00am to 6:30pm**, Monday to Friday. We operate **52 weeks of the year**, closing only on **Victorian Gazetted Public Holidays**. Please note that **normal fees apply** on all public holidays, regardless of attendance.

Fees

Daily - \$184.00

Weekly - \$891.00

To secure your child's place at Glen Iris Childcare Centre & Kindergarten, a **non-refundable payment of one week's full fees** is required in advance. This initial payment can be made via **credit/debit card or bank transfer**.

All ongoing payments must be made via **Direct Debit**, with fees payable **at least one week in advance**. Families may choose to pay **weekly, fortnightly, or monthly**.

If fees fall more than **two weeks in arrears**, the centre reserves the right to **cancel your child's enrolment**.

All payments are charged at the **full fee rate** until the centre receives confirmation of your **Child Care Subsidy (CCS)** from Centrelink. Once CCS entitlements are confirmed, your fees will be adjusted accordingly.

Late Collection Fee

Glen Iris Childcare Centre & Kindergarten **closes promptly at 6:30pm**. If your child is not collected by this time, a **late fee of \$2.00 per minute, per child** will apply.

This fee is payable **in cash directly to the educators** who remain on-site after hours, as their scheduled finish time is also 6:30pm.

We kindly ask all families to respect our closing time to avoid inconvenience to staff and additional charges

Our Rooms

At Glen Iris Childcare Centre & Kindergarten, we are committed to maintaining appropriate educator-to-child ratios and ensuring each room is led by qualified and experienced professionals. Our room structure is as follows:

Babies Room

(Up to 8 children aged 6 weeks – 18 months)

- 1 Diploma-Qualified Room Leader
- 1 Assistant Educator (Certificate III or Diploma)

Toddler Room

(Up to 16 children aged 18 months – 3 years)

- 1 Diploma-Qualified Room Leader
- 3 Assistant Educators (Certificate III or Diploma)

Our Rooms (continued)

3-Year-Old Kindergarten

(Up to 22 children aged 3 years)

- 1 Bachelor-Qualified Early Childhood Teacher
- 1 Assistant Educator (Certificate III or Diploma)

4-Year-Old Kindergarten

(Up to 22 children aged 4 years)

- 1 Bachelor-Qualified Early Childhood Teacher
- 1 Assistant Educator (Certificate III or Diploma)

Breaks & Support Staff

- A team of floating educators, qualified with either a **Diploma** or **Certificate III**, to assist across all rooms as needed.

Centre Management

- 1 Diploma-Qualified Centre Director

Kitchen

- 1 Food Safety Supervisor, responsible for preparing nutritious meals and maintaining food safety standards.

Partnership

At Glen Iris Childcare & Kindergarten, we deeply value the importance of **strong, respectful partnerships with families**. We recognise that genuine collaboration has a **positive impact on children's wellbeing, learning, and development**.

A true partnership involves **open communication**, mutual respect, and a shared commitment to the child's best interests. It is built on **ongoing dialogue**, where educators and families work together to share insights, set goals, and co-create meaningful learning experiences.

We support these partnerships by:

- Encouraging families to share **information, concerns, and aspirations** for their child
- Providing regular opportunities for **two-way communication**
- Welcoming families to be involved in **decision-making and educational planning**
- Respecting the unique knowledge and perspective each family brings

We believe communication is a **two-way process**—it involves both **talking and listening**, and it flourishes in an atmosphere of trust, empathy, and mutual understanding.

Together, we aim to create a collaborative environment where children feel supported, confident, and connected—both at home and in our care.

Our Philosophy

Play Based Learning

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 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 encourage 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 the centre 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

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, and aim to 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 & 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 utilise the use of Seesaw as a more sustainable and effective way of staying connected with our families.

Enrolment Process

Once you have made the decision to enrol your child at Glen Iris Childcare & Kindergarten, we ask that you pay **your child's first week of fees in advance**. This payment **confirms and secures your child's place** at the centre and will be applied to your first week of care. It is **not an additional or separate fee**.

Before your child officially starts, we arrange a series of **orientation sessions** to support a smooth and positive transition. These sessions are designed to help both you and your child become comfortable with the environment and get to know the educators in your child's room.

Typically, orientation includes:

- **Session 1:** We encourage you to **stay with your child** in the room to observe and begin building relationships with staff.
- **Session 2:** We recommend that you **leave your child in our care** for a short time (usually one hour). This helps your child begin to understand that you will return, which supports healthy separation and attachment.

Orientation is also a great opportunity to:

- Discuss any specific needs or concerns
- Share information about your child's routine, preferences, or personality
- Ask any questions you may have about the centre or your child's care

There is **no charge** for orientation sessions—they are part of our commitment to supporting children and families as they begin their journey with us.

Settling in to Childcare

Starting childcare—whether for the first time, transitioning to a new room, or beginning at a different service—can be an **emotional experience** for both children and families. It's completely normal for children to need time to adjust, particularly if they are not used to being apart from their primary caregivers.

Each child is unique, and their response to this change will vary depending on their **age, temperament, and past experiences**. Some children may settle quickly, while others may take a little more time to feel safe and secure in their new environment.

To support a smoother transition, here are a few **helpful tips** for families:

- **Spend time with your child** during their initial sessions to help them feel comfortable.
- **Start with shorter days** and gradually increase the time as your child becomes more confident.
- **Share comforting strategies** with educators—let us know what helps soothe or engage your child.
- **Communicate routines or challenging times**—let us know if your child finds certain parts of the day difficult so we can support them with consistency.
- **Be positive and reassuring** when saying goodbye. Let your child know when you'll be back, and always say goodbye confidently. While it may feel easier to leave unnoticed, this can lead to confusion and distress.

Remember, this process takes time, and we are here to support both you and your child through every step. Together, we can build a trusting relationship that helps your child feel **safe, happy, and secure** at Glen Iris Childcare & Kindergarten.

Holiday Rate

At Glen Iris Childcare & Kindergarten, we offer families a **Holiday Rate** to support flexibility and acknowledge time away from the centre.

- Families are entitled to **two weeks at 50% of their usual fees** per financial year.
- This entitlement becomes available **after six months of continuous enrolment** at the service.
- The **Holiday Rate is calculated at 50%** of your regular weekly fees.
Example: If your child attends 2 days per week, you are entitled to **4 days per financial year** at the Holiday Rate.

To access this rate:

- You must provide **written notice** (preferably via email)
- Notice must be received **at least two weeks in advance**

Please note that this rate is designed for planned absences such as family holidays and is not applicable to public holidays, sick days, or un-notified absences.

Absences and Public Holidays

Please note the following important information regarding absences and your CCS entitlements:

- **Fees remain payable** for all absences, including **public holidays**.
- We **do not offer make-up or swap days** in lieu of missed or absent days.
- Under the CCS guidelines, each child is entitled to **42 absence days per financial year**, without the need for supporting documentation. This includes all types of absences, such as holidays, illness, or personal days.

If your child exceeds the **42 allowable absence days**:

- You will need to provide **supporting documentation**, such as a **medical certificate**, to ensure CCS continues to be paid for these additional absences.
- If Centrelink **suspends or discontinues your CCS**, you will be responsible for paying **full fees** for all days your child is booked to attend, until the start of the new financial year or until your CCS is reinstated.

We encourage families to monitor their absence usage and keep us informed of any extended absences or changes in your child's attendance.

Notice Periods

We require **two weeks' written notice** (email preferred) for:

- Cancelling any booked days
- Withdrawing your child's enrolment from the centre

Fees will continue to be charged during the notice period, regardless of attendance.

Please be aware that if your child **does not attend on their final booked day**, full fees will be charged for that day. This is because Centrelink **does not pay Child Care Subsidy (CCS)** for absences on the child's last day of enrolment.

To ensure a smooth transition, please provide notice in advance and maintain communication with the centre.

Child Care Subsidy (CCS)

The **Child Care Subsidy (CCS)** is an Australian Government payment designed to help families with the cost of child care. The subsidy is paid **directly to the childcare centre**, which reduces the fees you pay out of pocket.

Who Can Get CCS?

To be eligible for the Child Care Subsidy, you must:

- Meet Australian residency requirements
- Use a **registered or approved** child care service (Glen Iris Childcare & Kindergarten is an approved provider)
- Ensure your child meets immunisation requirements or holds an exemption
- Be financially responsible for paying child care fees for your child

To apply for CCS:

1. Set up a **MyGov account** linked to Centrelink
2. Submit your **Child Care Subsidy application** through Centrelink

How Much CCS Can I Receive?

The amount of subsidy you receive depends on several factors, including:

- Your **family income**
- The **type of care** you use (approved or registered service)
- The **number of hours** of care used
- Your **work, study, or training activity level**
- The **number of children** in care

What is the Activity Test?

The Activity Test assesses the hours you spend on:

- Paid work
- Study or training
- Unpaid work in a family business
- Volunteering
- Other relevant activities (assessed case-by-case)

Your eligibility and the amount of subsidy vary based on these activities. For specific advice and to understand your entitlements, please contact **Centrelink directly** or visit the official Centrelink website.

Menus and Meal Times

We understand that **healthy meals, snacks, and hydration** are essential to every child's growth, development, and wellbeing. At Glen Iris Childcare & Kindergarten, we are committed to providing **nutritious, balanced meals** and fostering a positive attitude toward healthy eating.

Our Meal Program

Our menus are carefully planned to provide approximately **50% of each child's recommended daily nutrient intake**. We offer a variety of foods, incorporating different textures and flavours to support children's taste development and dietary needs.

Each day, we provide:

- **Breakfast** (7:00am – 8:00am)
- **Morning Tea**
- **Cooked Hot Lunch**
- **Afternoon Tea**

Menus and Meal Times (continued)

- **Late Snack** (after 5:30pm)

Menus are displayed on the front door and in each room for families to view. We welcome your feedback and suggestions to help us continually improve. Copies of the menu are available upon request.

Mealtime Environment

We believe mealtimes are more than just eating—they are important opportunities for learning and social development. Our educators:

- Sit with children during meals to provide company and support
- Actively role model healthy eating behaviours by eating alongside the children
- Encourage positive conversation about food, eating habits, and preferences
- Create a relaxed, happy atmosphere to make mealtimes enjoyable

By nurturing these experiences, we aim to help children develop a lifelong appreciation for healthy food and good eating habits.

Drinks

We provide **water and milk** throughout the day to keep children hydrated and healthy.

Please note that **juice and flavoured drinks are not available** at the centre and **should not be brought from home**.

To help your child stay well-hydrated, please ensure they bring a **drink bottle each day**. This allows us to offer water regularly and encourage healthy drinking habits.

Why Water?

Water is the best drink choice for children over one year of age. It:

- Helps transport nutrients around the body
- Maintains healthy blood volume
- Regulates body temperature
- Removes waste products

For children over 12 months, **tap water** is recommended as the safest and healthiest option.

Dietary Requirements

To ensure the health and safety of your child, please **document any dietary requirements, allergies, or food preferences** on your enrolment form or Child Profile sheet.

We also recommend that you **verbally inform our staff** about any allergies, intolerances, or foods you prefer your child not to eat. This helps us provide the best care and avoid any potential risks.

Open communication about your child's dietary needs is essential for their wellbeing while in our care.

What to bring

To help foster your child's independence and ensure their belongings don't get mixed up, **each child should bring their own bag** daily. Please make sure all items are **clearly labelled** with your child's name.

We recommend that your child's bag contains:

- **2 to 3 full changes of clothes** (including underwear and socks)
- **A drink bottle**
- **A hat or beanie** (seasonally appropriate)

What to bring (continued)

- A **jacket** or warm layer
- **Comfort items** for rest or sleep time (such as a blanket or favourite soft toy)
- **Bottles** for babies only, with pre-measured water and formula if your child is formula-fed
- **Nappy cream** (please note: **Bepanthen** is not permitted)

Labelled belongings help us keep your child's things organised and safe.

Toys and Items from Home

To ensure a positive and distraction-free learning environment, we **strongly advise families that children keep toys and personal items at home**. The only exception is **comfort items** that help your child feel secure during rest time.

Our centre provides a wide range of **engaging, educational toys and resources** designed to support your child's development throughout the day.

Please be aware that the centre **does not accept responsibility for any personal belongings** brought from home, including lost or broken items.

Children's Illness

At Glen Iris Childcare & Kindergarten, the health and wellbeing of all children and staff is a top priority. We have a **"Dealing with Infectious Diseases"** policy that requests families to **keep children at home if they are unwell**.

Due to our staffing and facility limitations, we are **unable to care for children who are sick** during the day.

To protect everyone's health, please refer to the **policy folder in the foyer** for detailed exclusion periods related to specific illnesses.

Our guiding principle is:

If your child is **not well enough to participate in play and daily routines as usual**, they should **remain at home**. If your child becomes unwell at the centre, you will be contacted to collect them as soon as possible.

Please ensure your child stays home until they are **fully recovered** and ready to join in safely.

Immunisation

To comply with government requirements, please provide the centre with a **copy of your child's immunisation records**. This can be easily done via the **Medicare app**.

It is important to also provide **updated immunisation records** whenever your child receives new vaccinations.

Medication, Illness & Accident Procedures

Each room at Glen Iris Childcare & Kindergarten maintains **medication, illness, and injury forms** to document any relevant information. These records are kept in your child's file on site and must be signed by a parent or guardian. Copies can be provided upon request.

Medication

- If your child requires medication during the day (e.g., antibiotics), a **medication form must be completed daily** by a parent/guardian upon arrival.

Immunisation (continued)

- Medication must be handed **directly to an educator** — please do **not** leave medicines in your child's bag.
- **Over-the-counter medicines will only be administered with a doctor's note.**

Illness

- If your child becomes unwell while at the centre, you will be notified immediately.
- The illness will be recorded on an **Illness Form**, which you will be asked to sign upon collecting your child.

Accident, Injury & Trauma

- In the event of an accident or injury, staff will administer appropriate first aid.
- You will be notified immediately if required.
- The incident will be documented on an **Incident Form**, which must be signed by a parent or guardian upon collection.
- The form will be kept on file, and a copy can be provided if requested.

Thank you

Thank you for your enquiry about our wonderful centre. We hope this handbook has answered many of your questions and provided useful information about Glen Iris Childcare Centre and Kindergarten.

If you need any further information or would like to enrol your child, please don't hesitate to contact us. We also encourage you to make an appointment with the Centre Director if you would like to visit the centre and discuss your specific needs in person.

If you require an interpreter, please let us know and we will happily arrange one for you.

Once again, thank you for your interest, and we look forward to welcoming you and your family soon.

Kind regards,

Melissa Davie (Centre Director) and the team

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