

Thomastown Recreation & Aquatic Centre



City of
Whittlesea

Childcare Parent Handbook

Version 1

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Welcome

Welcome to Thomastown Recreation & Aquatic Centre Childcare Facility. Please read this information carefully to assist you in settling your child into the centre and to answer any questions you may have.

Philosophy

The Childcare facility is a child focused place where:

- All children have the right to feel safe and secure in their environment, ensuring this, children will develop a strong self-esteem and confidence, as well as a positive perception of the world around them.
- The value of play is important; children have opportunities for all types of play and physically challenging play.
- All children are treated with respect and individuality in their development domains: social, emotional, physical, cognitive, cultural and ethnic.
- All families are made to feel valued. By role modelling to children that we value and respect our families.
- Our resources and activities are safe and developmentally age appropriate.

Operating hours

Monday to Friday **Session 1** 9:00am – 10:15am **Session 2** 10:15am – 11:30am

The childcare facility is closed on public holidays and over the Christmas and New Year period (specific dates will be advised in early December).

Age of children & supervision

Our Childcare Facility is licensed for children aged 6 weeks to 8 years old. A maximum of 4 primary school aged children can attend at anyone time.

The Centre will maintain high levels of supervision of children at all times. The staff:child ratios for our centre is:

- 1:4 for children under 3
- 1:11 for children 3 and over.

Enrolment procedures

CHILDREN WILL NOT BE ACCEPTED INTO CHILDCARE WITHOUT A FULLY COMPLETED ENROLMENT FORM.

An enrolment form **must** be completed prior to your child/children's first visit to our childcare facility and every 12 months thereafter, to ensure all information is current. The information on this form authorises childcare staff to act in the case of an emergency, and gives the centre important information regarding medical issues, allergies or custody details.

Please notify us of any changes to care arrangements, medical details or immunisation status. Your child/children's safety is of our highest concern.

Bookings & fees

Bookings are essential and can be made up to 7 days in advance. All bookings and payments are taken via the Active World app or via reception. Payment is required at the time of making the booking.

Please refer to our website for the current fees <https://trac.com.au/>

Regulations limit the number of children we can accommodate at any given time therefore it is essential that you arrive and depart according to the times that you have booked. Should you arrive late you will only be eligible to stay for the remaining time in which you had originally booked, unless otherwise discussed with the childcare staff.

If you book a session and are then unable to attend, you can use the “notify absence” feature in the Active World app to book a make-up session within 1 week, if the notice is given at least 2 hours before the session. Your payment is forfeited if not notified within this timeframe or if you book a make-up session and can then no longer attend the make-up.

What to bring

- Nutritious snack (clearly labelled)
- Drink (clearly labelled)
- Change of clothes (including socks)
- Blanket/sheet for use in the cot for any nap time
- Spare nappies
- Bottles
- Comfort items e.g., dummy etc.

Sign in/sign out

It is necessary to sign your child/children in and out upon each visit. Children’s Services Regulations state that you must complete all information requested for each child attending care for the session.

A person collecting your child other than yourself MUST be registered as an “authorised person” on your enrolment form and when necessary, identification must be provided before your child/children can be collected from the childcare facility by such a person. When the pick-up person is not registered formally in writing by the child/children’s parents or legal guardian, the child/children WILL NOT be released from the Centre’s care under any circumstances.

Upon arrival

1. Sign your child/children in, completing ALL details.
2. Place child's clearly labelled belongings in the cubby
3. Place clearly labelled snacks/drinks in the kitchen or in the refrigerator
4. Inform staff of ANY specific requirements relating to the care of your child/children for the day. This may include feeding times, toileting needs, enrolment record updates, person’s other than yourself collecting your child/children from care etc.

Please endeavour to adhere to the time of your booking since the number of children in the room at any one time is governed by strict regulations and affects the quality of care staff are able to provide.

Upon departure

1. See staff for any relevant information relating to your child/children's care for the day.
2. Collect ALL your child/children's belongings.
3. Sign your child/children out along with the time of collection.

It is important that you enter and exit the childcare room with a staff member present at the door. You must wait for the educators to open the door to align with session times, if you are back early, please just ring the doorbell. The gate must be closed at all times when entering and exiting the childcare room.

Daily routine

A formal routine as seen in a day care facility is not adhered to as a diverse range of children attend the facility, all of varying ages and at different stages of development. In order to best meet the needs of each individual child and their family, a *flexible* routine and approach is adopted. With this approach your child's own routine can be maintained, allowing for continuity within their day. Various aspects of the program shall vary from day to day according to the overall group needs, the constructiveness of play and the educational experiences and activities implemented.

Children's program

Educational programs are provided daily to meet the children's individual and group needs according to their age and stage of development. Programs are planned on a weekly basis by qualified staff, as they interact with the children and observe their interests and needs in each developmental area. This program can be viewed on the display in the childcare. The educational programs implemented assists in fostering independence, responsibility, co-operative behaviour, problem solving skills, active play and creativity. A range of activities and experiences are therefore provided each day, within each developmental area, to keep your children content.

The overall aims of the program are for the children to meet the 5 learning outcomes:

- Outcome 1: children have a strong sense of identity
- Outcome 2: children are connected with and contribute to their world
- Outcome 3: children have a strong sense of wellbeing
- Outcome 4: children are confident and involved learners
- Outcome 5: children are effective communicators

Other general information

- Ensure that your child/children arrive with a clean dry nappy.
- Should your child be in the process of toilet training, please inform staff of the toileting procedures you have adopted at home and provide a change of clothing (including socks).
- We advise that children's toys remain at home so as they do not get misplaced or broken.
- You *shall* be contacted if your child is unsettled and distressed and is not able to be comforted. We advise parents not to re-enter the childcare facility after leaving as this can be unsettling for many children. You are free to contact the childcare staff via reception staff or by phone at any time to check on your child's progress.
- Parents/guardians shall always be contacted in the case of an emergency or if the child/children are unwell or injured.
- Please take your time to talk to staff and make yourself aware of all policies and procedures relating to the Childcare Facility.

Nutrition & snacks

- Healthy eating habits are recommended. We discourage “junk” foods such as chips and other similar packaged snack foods, lollies, chocolate and soft drinks.
- Please be aware that we are a **NUT FREE CENTRE** due to the high number of children attending with allergies. Therefore, we ask that nuts and nut products (including Nutella, Peanut Butter, muesli bars etc.) NOT be brought into our centre.
- It would also be appreciated if you can refrain from including egg in their snacks. E.g., boiled eggs, egg sandwiches, frittata etc.
- As we have a mixed age group in our centre, please be considerate (especially of the babies/toddlers) in the type of food you bring in. Popcorn is not recommended.
- Children’s snacks are to be in a *clearly labelled* container with a lid (refrigerators are available to store food).
- We also have a microwave available to assist.

Illness/infectious disease procedure

To protect your child, other children and staff, please keep your child at home if they display any of the following symptoms:

- High temperature
- Diarrhea or vomiting in the last 24 hours
- Conjunctivitis
- Rashes
- Severe runny nose, cold or flu
- Contagious diseases

Please refer to the complete Exclusion Table displayed in the centre for more information.

Should staff discover your child is unwell during their stay, you or any other nominated emergency contact on the child’s enrolment form will be notified immediately of the situation and the child’s symptoms. Other attending patrons will also be notified of the illness when required, in order to take the necessary precautions. Confirmation from a doctor will be required upon your child’s return to childcare to ensure they have completely recovered from their ailment.

Under legislation, we are required to notify patrons when we have had an outbreak of infectious disease, please pay attention to signage on display on each visit.

Immunisation

Under the 'No Jab, No Play' legislation which is in place from 1 January 2016, before enrolling a child, early childhood services will have to first obtain evidence that the child is:

- fully immunised for their age **OR**
- on a vaccination catch-up program **OR**
- unable to be fully immunised for medical reasons.

'Conscientious objection' is not an exemption under the 'No Jab No Play' legislation.

Children at primary school attending our service are exempt, though we encourage you to have their immunisations up to date, as it helps to limit the spread of infection.

If you do not have a **copy** of your child's Immunisation History Statement, they can be requested at any time by contacting Medicare:

- phone 1800 653 809
- email acir@medicareaustralia.gov.au
- visit the [Medicare website](#)
- visit your local Medicare office.

Behaviour management

A diverse range of children attend our facility every day, all of varied ages and at different stages of development. Behaviour is managed in a positive and consistent age-appropriate manner, specific to each individual child, by experienced and qualified staff. In this way, children learn as they grow, to behave in a happy positive and appropriate manner when attending a social and group environment.

Emergency evacuation procedures & training

In the event of an emergency evacuation of the centre, children will be evacuated to one of the following assembly areas:

Assembly area A. To the front carpark

Assembly area B. To the rear carpark (football oval)

In the interest of yours and your children's safety, **parents are not to return to the childcare facility during this time**. The childcare team will meet you at the evacuation point.

This is also the case when "training" emergency evacuation procedures take place. Your co-operation is greatly appreciated to ensure all staff are adequately trained in the case of a real emergency.

Feedback

By receiving your feedback, we can ensure we are meeting your needs. So please let us know what you think of our facility and the service provided by utilising our feedback system "Through your eyes". The QR codes are around the facility and can be done via scanning the code through your phone camera. You are also welcome to discuss any concerns you may have with our Childcare Co-Ordinator.

Staff employment

The staffing requirements regarding the Childcare Facility are as follows:

- Hold a recognised Children's Services qualification.
- Hold a current Working with Children Check.
- Hold a current workplace First Aid 004 and CPR certificate or equivalent.
- Have a current certificate in Anaphylaxis Awareness and Asthma Management.
- Have completed a facility orientation and induction program which includes health and safety obligations, emergency evacuation procedures and customer service expectations.

Thank you for taking the time to read our Parent Handbook. Please speak with the Childcare Co-Ordinator if you require any further clarification.