

2022

CHILDCARE SERVICE
PARENT HANDBOOK



SOMERVILLE
RECREATION CENTRE



Contents

Welcome	2
Philosophy.....	2
Daily Routine.....	2
Children’s Program	2
Centre Capacity, Age of Children & Supervision	3
Supervision Ratio	3
Enrolment Procedures.....	3
Operating Hours	4
Program Fees.....	4
Bookings, Payments, Cancellations & Late Pick-Up.....	4
Your Childcare Experience.....	5
What to Bring.....	5
Upon Arrival	5
Upon Departure	5
Sign In/Sign Out.....	5
Other Considerations.....	6
General Information	7
Nutrition & Snacks	7
Illness/Infectious Disease Procedure	7
Immunisation	7
Behaviour Management	8
Emergency Evacuation Procedures & Training.....	8
Feedback	8
Our Staff.....	9

Welcome

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

As part of our commitment to customer service, we offer Occasional Childcare to all members, patrons and the general public. Our aim at Somerville Recreation Centre is to provide high quality care for your children while you use our facility, need to run some errands/attend any appointments or simply just to provide a quality educational fun program for your children.

Two types of Childcare available:

- **Program Childcare** – For children whose parent/guardian is onsite and participating in Somerville Recreation programs.
- **Occasional Care** – For children whose parents/guardians are utilising the Childcare and not participating in any of Somerville Recreation Centre's Programs.

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 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.

Daily Routine

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 to meet the children's individual and group needs according to their age and stage of development. Programs are planned 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 board near the sign in/out area.

Our educational program provided for the children cared for at this service is carefully planned and developed by qualified Early Childhood Educators, with the knowledge that children are natural learners and they learn at their own pace.

Through play, children develop social and cognitive skills, mature emotionally, and gain the self-confidence required to engage in new experiences and environments. Play-based learning is how children learn.

At Somerville Recreation Centre Childcare, we will take observations of your child while in our care to identify their interests, we will then develop an educational program which will stimulate your child's curiosity further and enhance their learning and knowledge. At the core of our program is the National 'Early Years Learning Framework' (EYLF), which defines the principles, practices and outcomes essential to every learning program and is designed to ensure all children, from birth to eight years of age, receive high quality learning experiences.

EARLY YEARS LEARNING AND DEVELOPMENT FRAMEWORK

The EYLF identifies the following five outcomes for young children from birth and extends these to include all Victorian children up to eight years:

1. Children have a strong sense of identity (**identity**)
2. Children are connected with and contribute to their world (**community**)
3. Children have a strong sense of wellbeing (**wellbeing**)
4. Children are confident and involved learners (**learning**)
5. Children are effective communicators (**communication**)

Centre Capacity, Age of Children & Supervision

Our Childcare Facility is licensed for up to 21 children aged from 6 weeks to 10 years old.

Children of primary school age are also welcome to attend, although limited spaces are available. Please notify reception staff at the time of booking that your child is of school age, as the number of school children cared for by the Childcare Centre must not exceed 30% of the total number of places that the childcare is licensed for.

Supervision Ratio

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

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

Enrolment Procedures

NOTE: 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 at the beginning of each year, for that year. The information on this form authorises Child Care 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.

Operating Hours

Tuesday, Thursday, Friday.
Between 9.00am – 2.00pm

The childcare facility is closed Monday, Wednesday, weekends, on public holidays and over the Christmas and New Year period.

Program Fees

2023 Financial Year Fees are as follows:

	PROGRAM CARE	OCCASIONAL CARE
Description	Parent is actively participating in health & wellbeing activities hosted at Somerville Recreation Centre	Parent is not participating in Somerville Recreation Centre programs or parent leaves Somerville Recreation Centre
1st child attending	\$9.30 per 90 minutes	\$22.00 per hour \$33.00 per 90 minutes \$66.00 per 3 hours \$110.00 per 5 hours
Late Pick Up Fees	\$22.50 per 15 minutes (or part thereof) applies if the Centre is required to stay open past its normal operating hours	

Bookings, Payments, Cancellations & Late Pick-Up

Bookings are essential and can be made up to 7 days in advance for Childcare and 6 days for Occasional Care for either one of our 90-minute, 3- or 5-hour programs that run:

<u>90 minutes:</u>	9.00am to 10.30am 10.30am to 12.00pm
<u>3 hours:</u>	9.00am to 12.00pm
<u>5 hours:</u>	9.00am to 2.00pm

Payment is required at Reception on the day of the booking prior to the session. Bookings can be made in person or by phoning Somerville Recreation Centre on (03) 5974 7800.

Cancellations: if a booked childcare session needs to be cancelled, Somerville Recreation Centre requires at least 24 hours notification, this allows someone on our waiting list to book in and also lets us staff the program accordingly. If less than 24 hours' notice is given when a session is cancelled, full payment will be required as soon as convenient and prior to attending the next session.

Late Pick Up: If you are going to be late picking up your child, contact us as soon as possible to arrange another authorised person to collect your child to pick up. A fee of **\$21.30 per 15 minutes** (or part thereof) will apply if the Centre is required to stay open outside its normal operating hours. These charges cover the cost of keeping staff on duty while the child remains at the Centre.

Your Childcare Experience

What to Bring

- Nut free nutritious snack (clearly labelled)
- Drink (clearly labelled)
- Change of clothes (including socks)
- Hat (clearly labelled)
- Nappies and wipes
- Bottles
- Comfort items such as dummy, soft toy, etc.

Upon Arrival

1. Sign your child/children in, completing ALL details.
2. Place snacks/drinks on the trolley or in the refrigerator, making sure items are **CLEARLY LABELLED**.
3. Where required, place CLEARLY LABELLED bags in the space provided.
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. The number of children in the room at any one time is governed by strict regulations and affects the quality of care that we 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 out your child/children, including the time of pick up.

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 day.

A person collecting your child other than yourself **MUST** be registered as an 'authorised person' on the 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 by the child/children's parents or legal guardian, the child/children **WILL NOT** be released from the Centre's care under any circumstances.

Other Considerations

- Please endeavour to 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 **will** 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 welcome to contact the childcare staff via reception staff or by phone at any time to check on your how your child is doing.
- Parents/guardians shall always be contacted in the case of an emergency or if the child/children are unwell or injured.



General Information

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 with allergies. Therefore, we ask that nuts and nut products (including Nutella, Peanut Butter, muesli bars etc.) are **NOT** be brought into our centre. Please also refrain from including egg in their snacks, for example 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. For example, **POPCORN** is one of the highest hazards for choking in children under 3 years of age, according to the Royal Children's Hospital. Staff may remove items in lunch boxes that may cause risk to themselves or other children.

Children's snacks in containers or a lunch box and water bottles are to be clearly labelled and placed on the trolley upon arrival (a refrigerator is available if required) and collected at the end of your child's stay.

Illness/Infectious Disease Procedure

To protect your child, other children and staff, children must remain 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

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 may be required upon your child's return to childcare to ensure they have completely recovered from their ailment.

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, 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.

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

- My Gov account - Medicare
- phone 1800 653 809
- 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 the following assembly area:

Assembly Area – outside the main entrance in the carpark or at the 'Fruit Growers Reserve' park behind the building.

In the interest of yours and your children's safety, **parents are not to return to the childcare facility during this time**. Please follow the direction of the staff in the area of the facility where you are situated. You will be able to meet up with the Childcare team and your child/ren at the Assembly Area.

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. You are also welcome to discuss any concerns you may have with our Childcare Co-ordinator.

Our Staff

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 and CPR certificate or equivalent.
- Have completed and 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.

NOTE: Prices, terms and conditions are correct at time of printing but may change due to external factors. Please confirm current details with our team.