



YARRA CENTRE

CHILDCARE FACILITY PARENT HANDBOOK





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Welcome

Welcome to the Yarra Centre Creche /Playroom. 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 Childcare and Occasional Care facilities to all patrons and general public. Our aim Yarra Centre Creche/Playroom is to provide high quality care for your children while you use our facility or need to run some errands/attend any appointments.

Types of Childcare available:

- **Childcare** – For children whose parents/guardians are present in the Centre.

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.

Operating Hours

Monday to Friday

Between 9.00am – 12.00pm

The childcare facility is closed on public holidays and over the Christmas and New Year period recommencing The first day following Australia Day.

Bookings and Payments

Bookings are essential and can be made up to 1 weeks in advance. Bookings can be made on any half hour between 9am and 12pm for a maximum of 3 hours. Payment is required at reception on the day of the booking prior to the session. Bookings can be made in person or by phoning Yarra Centre.

Age of Children & Supervision

Our Childcare Facility is licensed for up to 15 children aged 6 weeks to 12 years old.

Though children of primary school age are welcome to attend. Please notify reception staff at the time of booking that your child is of school age, as there is a maximum number of school age children allowed within the childcare facility at any given time.



PLEASE NOTE: based on our license, no child can be cared for in our childcare for more than 15 hours per week.

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 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.

What to Bring

- Nutritious snack (clearly labelled)
- Drink (clearly labelled)
- Change of clothes (including socks)
- 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 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 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 snacks/drinks on the bench 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 endeavor 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.

Daily Routine

A formal routine as seen in a day care facility is not adhered to due to the large number of children arriving and departing from the centre at any one time. In addition to this, 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 board near the sign in/out area. 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:

- Develop self-confidence and act independently.
- Learn to co-operate and interact positively with others.
- Use appropriate language as a means of communication.
- Use the program as an avenue to further develop their physical, social, emotional, creative and cognitive skills.



Other General Information

- Please endeavor 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 *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.

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.

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.

Children's snacks are to be in a *clearly labelled* container with a lid and be placed on the bench upon arrival, (a refrigerator is available if required) and collected at the end of your child's stay. We also have a microwave available to assist in heating milk and bottle warmer for breast milk.

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

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.

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, 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.

Behavior Management

A diverse range of children attend our facility every day, all of varied ages and at different stages of development. Behavior 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

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 team.



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 Senior 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 a member of our Childcare Team if you require any further clarification.