



MONBULK AQUATIC CENTRE CHILDCARE FACILITY

PARENT HANDBOOK

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Welcome

Welcome to the Monbulk Aquatic Centre Creche. 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 facilities to all patrons. Our aim at the Monbulk Aquatic Centre Creche is to provide high quality care for your children while you use our facility.

It is important for us to work together with you to get to know your child and what you expect from our service. When children first attend the centre, the needs of both parent/guardian and child will be discussed and respected.

Types of Childcare available:

- **Childcare** – For children whose parents/guardians are present in the centre and using the facility.

Our License and relevant information are displayed on the creche display board.

Philosophy

The Childcare Facility is a fun and safe, 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.
- Our program aims to foster and enhance developmental growth, such as co-operation, understanding, trust, respect, unity and consideration to name a few.
- 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.
- We provide challenging and interesting activities which are safe and developmentally appropriate for children of all abilities in our age range.

Operating Hours

Monday to Friday

Session 1: 8.55am – 10.55pm **Session 2: 11.00am – 12.25pm**

The childcare facility is closed on public holidays, over the Christmas and New Year period, Extreme fire danger and Code Red days.

Bookings and Payments

Bookings are essential and can be made on Sundays for the week ahead or by 8.30am the morning of the required booking. To make a booking you will need to hold a current creche credit pass. We currently have a 5 or 10 credit pass available. Bookings and credit pass purchases can be made in person or by phoning Monbulk Aquatic Centre on 9756 8000. Cancellations made before 8.15am the day of the required booking will be credited back to your credit pass.

Age of Children & Supervision

Our Childcare Facility is licensed for up to 10 children aged 6 weeks to 12 years old.

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 3 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 3 hours per day and 6 hours per week.

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

- 1:5 for children under 3
- 1:15 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.

Please allow 2 business days for your enrolment to be processed once all information has been received. You will receive an email notifying you that the process has been completed and are able to purchase a credit pass.

What to Bring

- A clearly labelled nutritious snack of fruit, vegetables or salads (No packaged/processed foods) or a nutritious baby food
- Water (clearly labelled)
- Change of clothes (including socks)
- Spare nappies, wipes & nappy bags as these are not provided by the centre
- Bottles
- Comfort items e.g. dummy etc
- Medication as listed on your medical action plan (if there is an action plan in place)
- Please do not bring toys/electronics from home as they will not be allowed into the creche.

Sign In/Sign Out

It is necessary to sign your child/children in and out at each visit. Children's Services Regulations state that you must complete all information (in full) requested for each child attending care for the day. If you are attending a class, please state the name of the class.

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.

If your child has been signed out prior to being collected we will assume that the child is with you. This is extremely important in relation to emergencies. Staff will go over this process with you.

Upon Arrival

1. If you arrive later than the time you have booked to drop off your child, please do not assume that your stay in creche can be extended.
2. Sign your child/children in, completing all details. (Please be respectful to staff and remain outside the creche until your session has commenced)
3. Place snacks/drinks on the bench, making sure items are CLEARLY LABELLED. Where required, place CLEARLY LABELLED bags in the space provided.
*Due to privacy, we are unable to go into any unnamed bags to retrieve items/snacks the child may need.
4. **Remove all** valuables, medication or items deemed unsafe to children from the bag or pram that will be stored in the creche.
5. 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.
6. In the case of a child with medical requirements, (e. Asthma, Anaphylaxis etc) medication will need to be handed to staff and signed in.

Upon Departure

1. We would ask that you are punctual with picking up your child as this impacts our limited numbers going into session 2 or packing up the creche in order to facilitate group fitness activities starting at 12.30pm. We really appreciate your cooperation in this regard.
2. See staff for any relevant information relating to your child/children's care for the morning.
3. Collect ALL your child/children's belongings, especially medications.
4. Sign your child/children out along with the time of collection child/children.

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.

Daily Routine

We have a diverse range of children who 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 our open program shall vary from day to day according to the overall group needs, the constructiveness of play and the educational experiences and activities implemented. Please talk to staff if you require more detail for our flexi routine. (snack times, story times etc)

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. The educational programs implemented assists in fostering independence, responsibility, co-operative behavior, 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) and a bag for soiled clothing.
- 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 and encouraged. We aim to sit together to enjoy our snacks of fruit, vegetables or salads as this promotes healthy routine of washing hands before eating, remaining seated during eating, food discussions etc. This can also lead to children's curiosity about other foods they may not normally eat. (so we are happy if you would like to include foods your child would not normally eat eg, tomatoes, grapes etc along with their favorites)

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. If a child with an allergy or anaphylaxis is attending on the same day your child is, there will be signage with information regarding the allergy – we would appreciate it if you could please advise us if you have any of the related allergy food in your child's snack box.

We are happy to give babies/toddlers food that is age appropriate. Please speak to staff if you have any question in relation to this.

Children's snacks are to be in a *clearly labelled* container with a lid and be placed on the bench upon arrival, and collected at the end of your child's stay. We also have a microwave available to assist in heating milk and hot water to warm breast milk.

It is important to note that we CANNOT give your child their snack if it is not labeled. This is both a hygiene and safety procedure to protect those who may be sensitive or have food allergies.

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:

- Elevated 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

We strive for a very high quality of care so that you may feel confident leaving your children with us and are able to focus on your reason for attending our facilities. It is with this in mind that we have adopted and apply the 'No Jab, No Play' law which was introduced of the legislation set out for early childhood services in 2016 to the Monbulk Aquatic Centre Creche facility. In keeping with this legislation, you will need to provide:

- a current Immunisation History Statement from the Australian Immunisation Register (AIR); AND the statement must show that the child is up to date with all vaccinations that are due for their age, or that they are able to receive.
- OR**
- on a vaccination catch-up program **OR**
 - unable to be fully immunised for medical reasons.

The Immunisation History Statement from the AIR lists the vaccines the child has received and, if applicable, which vaccines are due in the future and when. Medical exemption may also be listed, where applicable.

An Immunisation History Statement from the AIR is the only type of immunisation record accepted by early childhood and care services for the purposes of confirming enrolment and must be provided within the two months prior to the child starting at the service.

'Conscientious objection' is not an exemption under the 'No Jab No Play' legislation. (Department of Health and Human Services 2018a).

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. As we are a small centre with a maximum of 10 children, we are able to work closely with children and parents/caregivers to provide a positive outcome.

Emergency Evacuation Procedures & Training

In the event of an emergency evacuation of the centre, children will be evacuated to the safest assembly area:

Assembly Area A – outside the main entrance in the carpark

Assembly Area B – Baynes Park Reserve

In the interest of yours and your children's safety, **parents are not to return to the childcare facility during this time** as this will create a bottle neck at our exit points obstructing a fast and safe evacuation. Please follow the direction of the staff in the area of the facility where you are situated as we all undergo ongoing emergency evacuation training. You will be able to meet up with the Childcare team and your child/ren at the Assembly Area.

Feedback

We wish to provide a quality environment for you and your child and welcome the opportunity to discuss suggestions or issues. You are welcome to discuss or email (monbulkcreche@belgravialeisure.com.au) any concerns, complaints, suggestions, questions or positive situations you may have with our Childcare Co-ordinator.

Alternatively, you could utilise our feedback system. The feedback system enables us to ensure we are meeting your needs by keeping up to date and informed with your thoughts and input. By using the feedback system, you are able to remain anonymous if you prefer, however we will not be able to follow up in person.

Staff Employment

The staffing requirements regarding the Childcare Facility are as follows:

- Provide a National Police Check no older than 3 months on application
- Hold a recognised Children's Services qualification.
- Hold a current Working with Children Check.
- Hold a current HLTAID004 (Provide an emergency first aid response in an education and care setting) 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, YouMeUs inclusion training, and customer service expectations.
- Emergency evacuation procedures to be undertaken every 6 months and Workplace Health & Safety online training annually

Thank you for taking the time to read our Parent Handbook. Please speak to, or email (monbulkcreche@belgravialeisure.com.au) the Childcare Co-ordinator if you require any further clarification.