



Kids on Mullum Child Care Centre

13-15 Mullum Mullum Road, Ringwood VIC 3134 – (03) 9870 7020

kidsonmullum@gmail.com

www.kidsonmullumchildcare.com.au



Parent Handbook

Privately owned by TRIDENT PERSONNEL Pty Ltd

Centre Director: Tracey Hayes



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Centre Philosophy

Play Based Learning Program

We believe that play is a vital component in the development of all children which is why we follow a play-based learning program that is reflective of the VEYLDF as well as the Aboriginal 8 Ways of Learning Pedagogy. 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. Each child's learning and development is assessed as part of an ongoing cycle of planning, documenting and evaluation.

High Expectations for Children

We pride ourselves on having high expectations on what children can achieve. Every child is viewed as a capable and active contributor to their own learning. Children are provided with many opportunities to demonstrate 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 & believe in diversity. We challenge 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.

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 team meetings, 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 and the local community 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 developing 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 online apps and social media as a more sustainable and effective way of staying connected.



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Partnerships with Families

At Kids on Mullum Child Care Centre, we recognise the value of working in partnership with families, and the positive effect this can have on children and families. A partnership involves sharing information and negotiating experiences for children.

Partnerships between educators and families don't just happen, they require on-going work and commitment from both parties, and they work best when there is open, respectful communication and clear understanding of roles and responsibilities. The child's wellbeing and healthy development is the goal of this partnership.

Our educators help to develop partnerships by providing opportunities for families to share information about their child and information about the service. Families are also offered opportunities to share their ideas, concerns, and goals for their child. In this way, families are made welcome to contribute their expertise about their child and participate in planning their child's education & care experiences.

Operating Hours

Kids on Mullum Child Care Centre is open from 7.00 am to 6.30 pm Monday to Friday. The centre is open 52 weeks of the year but is closed on Victorian Gazetted Public Holidays. Your normal fees are payable for all Public Holidays.

Fees

- Daily: **\$149.00**
- Full Time: **\$715.00**

Upon enrolment at the centre, your child's position is secured by paying one week's full fees by eftpos. All further payments must be made via the Debit Success direct debit system.

Fees are due and payable one week in advance and may be made weekly or fortnightly. Should your child care fees fall into arrears more than 2 weeks, your child's place at the centre may be cancelled.

All payments are made at the full fee rate prior to us receiving notification of any Child Care Subsidy you may be entitled to through Centrelink. Once notification has been received, we will adjust your fees accordingly.

Child Care Subsidy (CCS)

Child Care Subsidy (CCS) is a payment from the Australian Government that helps you with the cost of child care.

Who Can Get CCS?

To be eligible for Child Care Subsidy for child care you (for example, as parent or guardian) must:

- Meet Australian residency requirements;
- Have the child care provided in approved or registered care in Australia;
- Ensure your child complies with immunisation requirements or has an exemption; and
- Be liable (or your partner must be liable) to pay for this child care.



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How Much Child Care Subsidy Can I Receive?

The amount of Child Care Subsidy you may receive depends on:

- Your family income
- Activity level of parents
- The type of care you use, e.g., *Centre Based Care, In Home Care, Family Day Care or OSHC*

What is the Activity Test?

The number of hours of subsidised care families can access, will be determined by an activity test. The higher the level of activity, the more hours of subsidised care families can access, up to a maximum of 100 hours per fortnight.

Recognised Activities include:

- Paid work- including leave, such as maternity leave.
- Looking for work
- Volunteering
- Study and training
- Unpaid work in a family business
- Self-employment
- Other activities on a case-to-case basis

In order to claim CCS, you must provide Kids on Mullum Child Care Centre with you and your child's Customer Reference Numbers (CRN'S) upon enrolment and have a My Gov account to access CCS information and confirm enrolments.

To see if you are eligible for Child Care Subsidy and, if so, how much you are entitled to, you must complete your CCS assessment claim using your Centrelink online account through My Gov.

Holiday Rate

All families are entitled to two weeks Holiday Rate per financial year, once you have been at the service for 6 months.

Holiday Rate is charged at 50% of your normal weekly fee. If your child attends 2 days a week you will be entitled to 4 days at the holiday rate. We require two weeks written notice to apply for the Holiday Rate and can be sent via email or by completing a holiday request form located in the foyer.

Absences and Public Holidays

Please be aware that gap fees will continue to be payable for all absence days and public holidays. Swap days in lieu are unavailable.

All children are entitled to 42 absence days per financial year before affecting your CCS eligibility. This includes the families holiday rate leave and public holidays. Should you exceed these absences, supporting documentation by way of a medical certificate will be required to ensure your Child Care Subsidy entitlements are paid for these days by the Family Assistance Office.

If you exceed your 42 days you will be required to pay full fees until the beginning of the new financial year.



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Late Collection Fees

Our centre closes promptly at 6.30pm. A late fee of \$15.00 for the first 1-5 minutes. An additional \$2 per minute per child will be charged after the first 5 minutes. This payment is required in cash and goes directly to the late staff that have stayed back.

Notice Periods

Two weeks' notice is required in writing for any cancellations of booked days or when withdrawing your child's place at the centre. Upon termination notice, your remaining fees will be calculated and debited immediately.

Children who do not attend the centre following termination notice will be charged full fees. No CCS is paid by Centrelink, if children are absent during the termination period.

Waiting List

When the demand for childcare exceeds the number of places available, a waiting list is compiled. This waiting list is referred to when a place becomes available in order of date and enquiry, considering the age of the child and days available.

We do give priority to sibling children, existing permanent and part-time families wishing for changes in the days of care. Families who have used our service in the past will also have priority.

Casual Days

Families can request a casual day booking with management, for an extra day of care when required (not part of their ongoing booking). The acceptance of casual days is based on the room numbers and staff ratio requirements on that day. The earliest casual days can be booked in is 2 weeks in advance. The family can cancel any casual day with a minimum of 24 hours' notice without incurring a charge. Casual day fee's will be subject to the families' hours entitlements.

Our Menus and Meal Times

At Kids on Mullum Child Care Centre, we believe it is vital that the children in our care eat nutritious meals and are educated about healthy eating through our programming and planning. Our menus aim to meet 50% of each child's recommended dietary intake of nutrients. A variety of foods are provided, including a range of texture and tastes.

Breakfast is provided between 7.00am and 8.00am, morning tea from 9:00am, a cooked hot lunch, afternoon tea and a late snack (after 5.45pm). Our menus are on display in the foyer, as well as in the children's rooms. Please take the time to read these and provide us with any comments or suggestions. Copies of our menu can be provided upon request.

At Kids on Mullum, we offer progressive meal times that support children's choice with an atmosphere that is relaxed for children to develop healthy eating practices. Educators sit with children while they are eating and are encouraged to eat a portion of the meal to promote discussion and role modelling of healthy eating, how to eat and food preferences.



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We promote dental hygiene through offering apple slices after lunch to promote teeth cleaning for children over 2 years of age and children under two's are encouraged to swish and swallow some water after meals to wash away any food. We regularly educate the children in our care about dental hygiene and care.

Dietary Requirements

Please ensure you document any dietary requirements your child may have on your enrolment form. It is also a good idea to verbally notify educators during orientation, if your child is allergic to any particular foods or if you do not want your child to eat certain foods.

Dropping Off and Picking Up

Children are to be brought into the building and delivered to an appropriate staff member in the child's room or in the family grouping room. Children are to be signed in/ out each day at the kiosk electronically, if this is not complete it may affect your CCS entitlements.

Expected pick up time and name of person picking up your child is encouraged to be passed on to staff. The person named to pick up your child must be registered on your enrolment form.

Please note that unless the person is registered formally in writing by the child's parent/guardian, the child will not be released. Authorised contacts will also use their own phone number to sign a child/ren in/out of the centre.

Children MUST be signed and timed OUT of the centre at the end of the day.

Custody and Access

Management must be provided with a copy of any court orders relating to your child. Please notify us in writing of any changes to your custodial arrangements.

Safety and Door Code

You will be provided with a code for the key pad at the front door when your child commences care. To ensure the safety of all children please do not give the door code to your family and friends, ask them to ring the doorbell should they come to collect your child.

Please do not use your door code in front of people you don't know. Ring the doorbell and a staff member can let you in. The staff member can then attend to the unknown person.

Please do not stand in the doorway with the door open. Open and close the door only to let yourself and your own child/ren in or out.

To exit the centre, press the release button on the wall and the door will open. Please DO NOT allow your child to press this button as it is for their safety that we have this process in place.

Our Rooms

Kids on Mullum is licensed to provide education and care for up to 118 children per day.

Office	<p>Centre Director: Experienced and trained Advanced Diploma Qualified Educator & Qualified Food Safety Supervisor</p> <p>Assistant Director & Educational Leader: Diploma Qualified Educator</p>
Nursery Room (6 weeks to 12 months / walking)	12 places: 3 educators
Toddler 1 Room (12 months to 2 years)	20 places: 5 educators
Toddler 2 Room (2 years to 3 years)	20 places: 5 educators
Junior Kinder Room (3 years to 4 years)	33 places: 3 educators
Kinder 4 Room (4 years to 5 years)	33 places: 3 educators
Kitchen	Chef: Qualified Food Safety Supervisor

Our Nursery and Toddler Rooms are led by:

- Diploma Qualified Early Childhood Educators and supported by Certificate III Trained Assistants.

Our Junior Kinder Room is run by:

- A Qualified Early Childhood Teacher and supported by Diploma & Certificate III Trained Assistants.

Our Kindergarten Room is led by:

- A Qualified Early Childhood Teacher who provides quality educational and play based programs. They are also supported by Certificate III or Diploma Trained Assistants.

All educators at Kids on Mullum Child Care Centre hold current *Working with Children Checks*, *Provide First Aid in an Education and Care Service*, and are trained in the *Management of Anaphylaxis* and *Asthma*, *Food Safety* and *Child Protection*.



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Settling into Child Care

Settling children into child care can be an emotional experience for both children and families. Whether they are attending care for the first time, moving to a new room or commencing care in a different service. Children often experience some difficulties in settling, particularly when they find it hard to separate from their family or familiar care givers. Each child's reaction to this, and the length of time they take to settle into care, depends on the individual child, their age, and their past experiences.

Some helpful hints that may help your child (and you!):

- Try to spend some time with your child as they settle in.
- Try to allow them to spend shorter days and gradually increase as the child settles.
- Inform staff of what comforts your child and makes them happy.
- Advise staff of routines, activities, or times of the day that your child finds difficult or unsettling.
- Discuss how to manage these times.
- Show your child that you feel secure leaving them and that you trust the staff. Confidently say 'Goodbye' and reassure them that you will be back to collect them later.
- While it may be tempting to leave while they are happily engaged in play, it can be very distressing for a child to realise you have left without saying goodbye.

What to Bring

Each child is required to bring their own bag each day. This encourages the children's independence and ability to recognise their personal belongings. Please ensure all items brought in to the centre are clearly labelled, as staff cannot take responsibility for these things if they are not labelled. No thongs please as they can present a safety risk.

Babies	At least two changes of clothes, hat, coat (depending on season), labelled dummies, bottles (with formula already measured out) with caps and any other necessary comfort toys and nappy creams when required.
Toddlers	At least two changes of spare clothes, hat, coat (depending on weather), dummies, bottles, or other comfort items if necessary.
3-5 Year Olds	At least one change of clothes, hat, coat (depending on weather), drink bottle and any necessary comfort items.
Toilet Training	Children who are toilet training need several changes including, underwear, socks, and shoes. Wet or soiled clothing will be and placed in a plastic bag in the child's bag at the end of the day to be taken home. Remember to dress your child in comfortable practical clothes that they can manage. Jeans, belts, braces, and overalls are often hard to manage, especially at the toilet.

The centre provides nappies, sunscreen, and smocks. We strongly suggest that expensive and special clothes are avoided. Messy play experiences are incorporated into the program daily and our wonderful educators cannot always prevent the children from getting dirty.



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SunSmart Policy

Children are required to wear a hat whenever the UV is over 3. Staff check the UV rating daily before engaging in outdoor play. Remember to come dressed in clothing that can get dirty. Cotton clothes can provide protection from the sun, light to wear and are best in summer. Please be aware that singlets and shoes string straps are not sun smart attire, children need to wear clothing that covers their shoulders.

Lost Property

Any clothing objects found by the staff will be placed in the Lost Property basket in each of the rooms. Please ask staff if you are unable to find things.

Items and Toys from Home

Parents and Guardians are advised to leave their child's toys at home; however, comfort items are more than welcome. The centre has beautiful and educational experiences and equipment for your child to engage and play with.

The centre will not be liable for any lost or broken personal items brought in to the centre.

Parent Information and Involvement

Parent Information is provided in the following ways

- Daily discussions with staff
- Newsletters
- Weekly Reflections in all rooms
- General notices, surveys, feedback forms on display
- Children's individual portfolios
- Parent Information Sessions
- QIP in Action Display
- See Saw

Parent involvement in the centre is welcomed and encouraged. We appreciate any time or contribution you may be able to give. If you have a special talent or skill you would like to share with us, just let us know, but feel free to just drop in for some afternoon tea and a play if you wish.

Special friends and grandparents are always welcome!

Children's Illness

Kids on Mullum Child Care Centre has an Illness policy which requests that if your child is ill, you keep them at home. We do not have the facilities or staffing levels required to care for unwell children.

We must also consider the health of the other children and staff at the centre. Please peruse the exclusion table in the foyer to determine exclusion periods for illness.

It is our underlying rule that should your child not be well enough to engage in play and routine as per normal, they are too unwell to be at childcare and you will be contacted to collect them. Please keep your child at home until they are completely well.



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Part of our enrolment form requires you to authorise the person in charge of the centre to arrange for medical treatment of your child should this be required.

Immunisation

Please ensure you provide your child's Medicare Immunisation Record to the centre as part of your enrolment pack, this can be either via email or a hard copy. Please ensure you regularly update us on your child's immunisation status. The centre will require updated copies every 6mths to meet regulatory requirements.

Medication, Illness and Accident Forms

Each of our rooms have Medication, Illness and Accident/Injury/Trauma forms where all relevant information is recorded when required.

Medication	<p>This form must be filled out each day by the parent/guardian on arrival when medication is required. The medication is to be handed directly to the staff member caring for your child. Educators will record when they have administered the medication.</p> <p>Prescription medication will only be given to the child for whom it is prescribed and according to the instructions on the bottle. Out of date medication will not be administered and returned to the parent to dispose of.</p> <p>Fever reducing, symptomatic treatment, over the counter medications, e.g. <i>Panadol and eye drops</i>, must have a pharmacy label, dosage and expiry date must be visible. Medication must be in its original container.</p> <p>PLEASE DO NOT LEAVE MEDICATION IN YOUR CHILDS BAG.</p>
Illness	<p>If your child becomes unwell during the day you will be notified immediately and appropriate action will be taken. The illness will be recorded on an Illness form which must be signed by a parent or guardian upon collection of your child.</p>
Accident/Injury/Trauma	<p>Should your child have an accident or incident whilst in attendance at the centre, staff will provide any necessary first aid and you will be notified immediately if required. The accident will be documented on an Accident/Injury/Trauma form and you will be required to sign this upon collection of your child from the centre.</p>

Policies and Procedures

Whilst this booklet was designed to give you insight, into our wonderful centre and provide you with our most frequently asked information, it is not our Policy manual.

Our Policy manual has been developed to formally document the Policies and Procedures of Kids on Mullum Child Care Centre. Our Policies and Procedures guide our everyday practices and ensure we are consistently delivering the highest quality education and care.



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Our Policies and Procedures are regularly reviewed. Families, staff and management are strongly encouraged to provide feedback and input into our Policies and Procedures. Families and staff are to read and become familiar with this document and will be informed of any modifications made to the Policy and Procedures Manual.

Our Policies and Procedures manual is available in our foyer and on our website, as with all our centre information, can be translated if required. Should you require an interpreter, please let our staff know.

It is essential that you read and become familiar with our policy manual prior to signing your child's enrolment form and commencing care at Kids on Mullum Child Care Centre.

If you have any questions regarding our policy manual or procedures, please do not hesitate to ask.

Emergency Procedures

In the event of an emergency, all staff are aware of the emergency evacuation procedures. Parents will be contacted should the situation require. Our offsite location is the Mullum Mullum Reserve: 58-60 Mullum Mullum Road, Ringwood VIC 3134.

Thank You

Thank you for your enquiry about our lovely centre. We trust this booklet answers many of your questions and provides you with some relevant information about Kids on Mullum Child Care Centre.

Please do not hesitate to get in contact with us again should you require any further information or would like to enrol your child. You are encouraged to make an appointment with the Centre Director should you wish to visit the centre and discuss your needs further.

Should you require an interpreter, please let us know and this can be arranged.

Again, we thank you for your enquiry and we hope to see you soon.

Kind Regards,

Tracey Hayes
Centre Director

And the team at Kids on Mullum Child Care Centre.