

Wheeler's Hill Child Care Centre



Information Booklet

Director: Andrea Nicou

Ph: 9561 7789

Useful Telephone Numbers

Wheelers Hill CCC	9561 7789
Emergency	000
Poisons Information	131 126
Child Protection Crisis Line	131 278
Child Protection Unit	1300 360391
Gas Leaks	132 771
Royal Children's Hospital	9345 5522
Royal Victorian Eye & Ear Hospital	9665 9666
Royal Women's Hospital	9344 2000
State Emergency Services	9696 6111
DEECD (Department of Education and Early Childhood Development)	1300 651 940
Family Assistance Office	136 150

Partnership

At Wheelers Hill Child Care Centre, we recognise the value of working in partnerships 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 require open communication about and for the child. The child's wellbeing and healthy development is the goal of this partnership.

Partnerships don't just happen: they require on-going work and commitment from both parties; they work best when there is open, respectful communication and clear understanding of roles and responsibilities.

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 and care experiences.

Communication involves both talking and listening – for both the educator and the child's family.

Our Statement of Philosophy

Wheelers Hill Child Care Centre embraces a holistic approach to early childhood learning, where children's rights and best interests are paramount.

At the core of our approach to learning and care is the belief that all children ought to feel empowered, secure, nurtured and loved. We believe all children deserve choices, autonomy, consistency and access to education.

We create an environment where the whole centre community feel like they belong and are respected. An environment that is exciting, accepting, stimulating, encouraging, and reflective of different cultures, beliefs and needs.

Central to our curriculum is a working partnership between educators, families and the community. We ensure individuals values and ethics are supported and incorporated into the program.

Our teaching decisions and pedagogy are guided by these beliefs and the incorporation of the National Early Years Learning Framework.

Settling in to Child Care

Settling children into childcare 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 section of the service 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 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

Extract from Putting Children First, the Newsletter of the NCAC

Operating Hours

Wheeler's Hill 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 Public Holidays. Your normal fees are payable for all Public Holidays.

Fees

Daily -	\$176.00
Full Time -	\$850.00

Upon enrolment at the centre, one week's full fees are payable by cash or credit card to secure your child's position. These fees are non-refundable if orientation has commenced. All further payments must be made via the Credit 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 in excess of 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 benefits or rebates you may be entitled to. Once notification has been received, we will adjust your fees accordingly.

Holiday Rate

All families are entitled to two weeks Holiday Rate per financial year. The amount of days your child attends will effect on how many days your child is entitled to i.e. 2 days a week = 4 days per financial year; Holiday Rate is charged at 50% of your normal weekly fee. An application for Holiday Rate must be completed a minimum of two

week in advance for the half rate to apply.

Absences and Public Holidays

Please be aware that full 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 Child Care Benefit eligibility. Should you exceed these absences, supporting documentation by way of a medical certificate will be required to ensure your CCB entitlements are paid for these days by the Family Assistance Office.

Late collection fees

Our centre closes promptly at 6.30pm. A late fee of \$2.00 per minute per child will be charged should your child not be collected from the centre by this time. (Our minimum late fee is \$15.00)

Notice Periods

Two weeks' notice is required in writing for any cancellations of days booked or when withdrawing your child's place in 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 the Family Assistance Office if children are absent during the termination period.

Child Care Subsidy

The Child Care Subsidy will be paid directly to services.

Three things will determine a family's level of Child Care Subsidy:

- A family's annual adjusted taxable income will determine the percentage of subsidy they are eligible for
- An activity test will determine how many hours of subsidised care families can access, up to a maximum of 100 per fortnight, and
- The type of child care service will determine the hourly rate cap.

Using MyGov

- Step 1. Sign in to your MyGov account. If you don't have one, you will need to create a MyGov account.
- Step 2. Link MyGov to Centrelink. You can do this under Services.
- Step 3. Select Centrelink and complete the Child Care Subsidy Assessment.

How can I get more information?

To see if you are eligible for the new Child Care Package and, if so, how much you can get visit the [Family Assistance Office](#) website or call 13 61 50.



Dr Robert Chan

Dr. Robert Chan will visit the centre every fortnight on a Wednesday to see children and staff as required.

This service is bulk billed and provides piece of mind if you are concerned, on any level, with your child's health. Your Medicare number that is detailed in your child's enrolment form is used for the claim. A staff member will accompany your child at the consultation in the centre office.

Dr. Chan will provide you with a letter detailing his findings and write a prescription when required. If necessary, Dr. Chan will phone to discuss any concerns further.

Immunisations are also available. Parents are required to provide the child's health record book for completion. A form also needs to be completed, detailing which immunisation is required.

The doctor's form is situated on the shelf, outside the office window. Please complete with as much detail as possible & if necessary, consult with a staff member so we can pass information on to Dr. Chan. If your child does not attend on the day Dr. Chan is here, you are welcome to complete the form and leave a phone number for us to contact you with when Dr. Chan arrives.

Please feel free to take advantage of this service as Dr. Chan comes highly recommended and can provide great peace of mind for working families.

If you have any questions, please do not hesitate to contact us. Thank you.



Our Menus and Meal Times

All children in childcare require regular healthy meals, snacks and fluids. At Wheelers Hill Child Care Centre, we believe it is vital that the children in our care eat nutritious meals and are educated about healthy eating.

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 textures and tastes.

At Wheelers Hill Child Care Centre, we provide breakfast (between 7am and 8am), morning tea, a cooked lunch, afternoon tea and a late snack (after 5.45pm)

Our menus are on display outside our kitchen along with feedback forms. Please take the time to read these and provide us with any comments or suggestions. Copies of our menu can be provided upon request.

We believe the mealtime atmosphere is important to the development of healthy eating practices. Children should be relaxed and happy when they are eating. Educators sit with children while they are eating, and are encouraged to eat a portion of the meal to promote discussion and role modeling of healthy eating, how to eat and food preferences.

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 staff if your child is allergic to any particular foods or if you do not want your child to eat certain foods.

Although the premises is preparing meals that do not include the allergen as an ingredient, the premises cannot guarantee that there

are no traces of the allergen in food served as the meals are prepared in a kitchen where menu items containing known allergies are prepared.

Dental Care

Health experts recommend children brush their teeth twice per day. In the morning and following their final meal of the day. At Wheelers Hill Child Care Centre, we do not brush children's teeth after meals. We do, however, regularly educate the children in our care about dental hygiene and care. Experiences are programmed to promote dental care discussions, incursions with the tooth fairy are arranged, and healthy nutritious meals and snacks are provided and discussed.

Drinks

Water and milk are provided at Wheelers Hill Child Care Centre. Juice or flavoured drinks are not available and should not be brought from home.

Water is the best drink for children over one year. It helps transport nutrients, maintains blood volume, regulates temperature and removes waste products. Tap water is best for children.

Dropping Off & 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 each morning on the iPads. Expected pick up time and name of person picking up your child must also be recorded.

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.

Children MUST be signed 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 & 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 children in or out.

Our Rooms

Wheelers Hill Child Care Centre is licensed to provide education and care for up to 101 children per day.

Babies Room -

6 weeks to 1year	12 places	3 educators
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Toddler 1 Room -

1 year to 2 years	16 places	4 educators
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Toddler 2 Room -

2 years to 3 years 20 places 5 educators

Kindergarten 3 -

3 years to 4years 22 places 2 educators

Kindergarten 4 -

4years to 5years 33 places 3 educators

Our Babies and Toddler Room are led by Diploma Qualified Early Childhood Educators and are supported by Certificate Three or Diploma Trained Assistants.

Kindergarten 3&4 Rooms are led by Qualified Early Childhood Teachers who provide quality educational and play based programs. They are also supported by Diploma Qualified Early Childhood Educators and Certificate Three Trained Assistants.

All educators at Wheelers Hill Child Care Centre hold current Working With Children Checks, Level 2 First Aid qualifications and are trained in the Management of Anaphylaxis.

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 and clearly labelled, as staff cannot take responsibility for these.

Babies – at least two changes of clothes, hat, coat (depending on season), labelled dummies, bottles (with formula already made) 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. Children who are toilet training need several changes including – underwear, socks and shoes. Wet or soiled clothing will be rinsed and placed in a plastic bag in the child’s bag to be taken home.

3-5-year old’s – at least one change of clothes, hat, coat (depending on weather) and any necessary comfort items.

The centre will provide 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.

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 in 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

1. Whiteboards
2. Newsletters
3. Online See-saw app
4. General notices, surveys, feedback forms on display
5. Children’s individual portfolios
6. Parent Information Sessions
7. Daily discussions with staff
8. Room communication books
9. Daily communication books in the Babies room

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

Wheeler's Hill 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 table in the hallway 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.

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 bring your Immunisation Statement along from MyGov to the centre on your child's first day. Staff must sight this information. Please ensure you regularly update us on your child's immunisation status. The centre will regularly remind you to do this.

Medication, Illness and Accident Forms

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

MEDICATION

This 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.

The Medication book must also be signed on departure to acknowledge that the medication has been administered and when. Prescription medication will only be given to the child for whom it is prescribed and according to the instructions. Out of date medication will not be administered.

Fever reducing, symptomatic treatment, over the counter medications, E.g.; Dimetapp, Panadol, cough mixtures and eye drops must be clearly labelled by you and the dosage and expiry date must be visible. Medication must be in its original container.

Naturopathic, homeopathic or Chinese herbal medications must have an accompanying letter from a parent and the medication must be clearly labelled.

PLEASE DO NOT LEAVE MEDICATION IN YOUR CHILDS BAG

ILLNESS

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.

ACCIDENT/INJURY/TRAUMA

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 the Accident/Injury/Trauma Book and you will be required to sign this upon collection of your child from the centre.

Policies and Procedures

Whilst this handbook 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 Wheelers Hill Child Care Centre. Our Policies and Procedures guide our everyday practices and ensure we are consistently delivering the highest quality education and care. Our Policies and Procedure 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, on our website and, as with all our centre information, can be translated if required. Should you require an interpreter, please let our staff now.

It is essential that your read and become familiar with our Policy manual prior to signing your child's enrolment form and commencing care at Wheelers Hill Child Care Centre.

If you have any questions regarding our Policy manual or Procedures please do not hesitate to ask.

Thank you

Thank you for your enquiry about our lovely centre. We trust this handbook answers many of your questions and provides you with some relevant information about Wheelers Hill 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.

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W: www.wheelershillchildcare.com.au

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