

Childcare Facility

PARENT HANDBOOK

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Welcome

Welcome to Ascot Vale Leisure Centre Childcare Facility. We are registered with the Department of Education. All of our staff are qualified to work in the room. Please read this information carefully to assist you in settling your child into the centre's and to answer any questions you may have.

Child Safe Standards

As to Department of Education and Victoria Government we follow the 11 Standards that set out minimum requirements and outline the actions to keep children and young people safe. For further information please follow the link below.

[Child Safe Standards Information Sheet 30.01.23](#)

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 a 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.

Staff Employment

- The staffing requirements regarding the Childcare Facility are as follows:
- Hold or be actively working towards a recognised Children's Services qualification.
- Hold a current Working with Children Check.
- Hold a current First aid certificate in an education and care setting or equivalent.
- Have completed and have a current certificate in Child Safety, 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.

Operating Hours - Monday to Friday

Ascot Vale Leisure Centre: 9:00am – 1:00pm

Keilor East Leisure Centre: 9:00am – 11:40am

These are divided into these session times:

Session 1: 9:00am – 10:20a

Session 2: 10:20am – 11:40am

Session 3: 11:40am – 1:00pm (only at Ascot Vale Leisure Centre)

Sessions are a set time. We need you to come and leave with in these times, unless prior arrangements have been made.

The childcare facility is closed on Public Holidays and at least 4 weeks over the Christmas and New Year period.

Age of Children & Supervision

The Ascot Vale Leisure Centre Childcare Facility has an Occasional Care licence and is licensed for up to 35 children, per session, aged 8 weeks to 8 years old.

The Keilor East Leisure Centre Childcare Facility has a Limited Hours licence and is licenced up to 29 children, per session, aged 8 weeks to 8 yrs old.

PLEASE NOTE: based on our licence, no child can be cared for in our childcare for more than the following sessions per week:

- AVLC – 12 sessions
- KELC – 5 sessions.

The Centre will maintain high levels of supervision of children at all times. The Staff to Child ratios for our centre is:

- 1:4. 1 educator to 4 children 2 years old and Under
- 1:11. 1 educator for children 3 years old to 8 years old.

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 booking into a session at our childcare facility. Each new year you will be asked to review your enrolment for if there are no changes you will sign and date the form. If there are any changes will ask you to fill out a new enrolment form. The information on this form authorises Childcare Staff to act in the case of an emergency, who to contact if we are unable to reach you and gives the centre important information regarding medical issues, allergies or custody details.

- Please ensure the completed enrolment form contains:
- Two emergency contacts not living at your address
- Doctor's name, address and telephone number, Ambulance details & Medicare number
- Details of any medical information Allergies or Sensitivities, Action Plans/Medical Plans attached if applicable
- Custody issues / arrangements Please notify us of any changes to care arrangements, medical details or immunisation status.

Your child/children's safety is of our highest concern.

Action/Management Plan (Medication)

If you have provided us with an Action or Management Plan you must bring in the medication each time you visit us. This medication will need to be signed in and out each session. If you don't have the medication your Child/ren requires, they are not allowed to stay. You will not receive a credit for any sessions on this day. If you child doesn't need their medication, please get the Dr to updated the Action/management Plan, and let us know.

Bookings

Bookings are essential and can be made up to 7 days in advance. All bookings and payments are made via Active World. Multi Pass Packs can be Purchased in the Centre for Childcare. Please see reception if you are interested.

Regulations limit the number of children we can accommodate at any given time therefore it is essential that you arrive and depart according to the times that you have booked. Should you arrive late you will only be eligible to stay for the time in which you had originally booked, unless otherwise discussed with the childcare staff.

Cancellations

We require twelve (12) hours' notice (advised by 9pm the previous day) if your child is unable to attend.

Please send an email to Jackie: jbarclay@belgravialeisure.com.au

What to Bring

All Belongs must have the Child/ren's name/s on them

- Nutritious snack i.e. Fruit, sandwiches, yoghurt. No Nuts, No Eggs or No Popcorn.
- Drink, bottle of water
- Change of clothes (including socks)
- Pram/stroller for children, where required. Not for sleeping in, please read Safe Sleep and Rest Policy. No Bassinet style Prams allowed in the room.
- 2 x Spare nappies and wipes
- Bottles with pre heated water in them set up and ready to add the milk powder to, Milk powder or Breast Milk
- Comfort items e.g. dummy, soft toy, book 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. If the person collecting your child is different person than the person who drops them off. They MUST be registered as an "authorised person" on your Child/ren's enrolment form. When necessary, identification must be provided before your child/ren 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/ren's parents or legal guardian, the child/children WILL NOT be released from the centre's care under any circumstances. This information can be added when you drop of the child at the start of the session. Permission cannot be given over the phone, must be in writing on the enrolment form.

Upon Arrival

- Sign your child / children in, completing ALL details.
- Please leave snacks and drinks in your child's bag in your chosen locker, or in the refrigerator, making sure items are CLEARLY LABELLED.
- 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/ren from Childcare etc.

Please endeavour 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

- See staff for any relevant information relating to your child/ren's care for the day.
- Collect ALL your child/ren's belongings.
- Sign your child/ren 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 Window of the Staff office. 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 endeavour to ensure that your child/ren arrive with a clean dry nappy, and to have had breakfast.
- 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. We are not responsible for lost toys.
- You shall be contacted if your child/ren 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, unless you are picking them up. You are free to contact the childcare staff via reception staff.
- Parents/guardians shall always be contacted in the case of an emergency or if the child/ren are unwell or injured.
- Please take your time to talk to staff and make yourself aware of all policies and procedures relating to the Childcare Facility.

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, EGG and POPCORN 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 boiled eggs, egg sandwiches, frittata 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. Popcorn is a choking hazard.

Children’s snacks are to be in a clearly labelled container left in/near the Child/ren’s bag in the lockers (a refrigerator is available if required) and collected at the end of your child’s stay. We also have hot water available to assist in heating bottled milk.

Illness / Infectious Disease Procedure

To protect your child/ren, 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/ren is unwell or has a high temperature 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/ren’s symptoms. Your child/ren must be picked up.

Other attending patrons will also be notified of the illness when required, in order to take the necessary precautions. You may need a confirmation from a doctor upon your child/ren’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 new 'No Jab, No Play' legislation which is in place from 1 January 2016 then updated 29 October 2024. Before enrolling a child/ren, early childhood services will have to first obtain evidence that the child/ren is/are:

- 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:

- via your MyGov account
- 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.

Emergency Evacuation Procedures & Training

In the event of an emergency evacuation of the centre, children will be evacuated to one of the following assembly areas:

- Assembly area A. Main carpark
- Assembly area B. Victory Park

In the interest of yours and your children's safety, **parents are not to return to the childcare facility during this time.**

This is also the case when "training" emergency evacuation procedures take place. Your cooperation is greatly appreciated to ensure all staff are adequately trained in the case of a real emergency.

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 Coordinator at:

jbarclay@belgravialeisure.com.au

Thank you for taking the time to read our Parent Handbook. Please speak with the Childcare Coordinator if you require any further clarification.