



**Narre Community  
Learning Centre**

*developing community through learning & support*

# FUNTIME

## Pre Kinder Program



## Family Handbook



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# **INTRODUCTION**

Narre Community Learning Centre Inc (NCLC) offers Children's Services, catering for the needs in the local community.

The information in this book will assist in providing relevant and necessary information. We want our program to be a positive experience for you and your family and we welcome any questions or queries you may have.

We can be contacted in the following ways:

Phone: 9704 7388

Email: [childrens.services@nclc.vic.edu.au](mailto:childrens.services@nclc.vic.edu.au)

## **OUR PROGRAM**

This program is for children who have turned 3 years of age prior to the 30<sup>th</sup> April of the year they attend the service.

Midyear (term 3) intake is available for children turning 3 years of age between 1<sup>st</sup> May and the start of Term 3. This program is also suitable for children of deferred age with activities being adjusted to each child's individual needs.

A variety of sessions are available to suit your family's needs.

Monday	9.30 pm – 2.30 pm
Tuesday	9.30 am – 12.30 pm
Wednesday	9.30 am – 2.30 pm
Thursday	9.30 am – 12.30 pm

## **OUR PHILOSOPHY**

NCLC encourages children's learning by assisting all children to do independently what they can with the assistance of peers and educators. Interactions between educators and the children will be supportive and positive. The children will be encouraged to express their feelings, ideas, needs and wants in an educational, positive and expressive environment.

We aim to:

- Offer a friendly, safe and welcoming environment for families
- Offer a learning environment that promotes strong, positive relationships between educators, children and families
- Educators will encourage children to make their own choices and assist with their creativity, investigation, experimentation and discovery whilst ensuring a familiar routine
- Respond to each child as an individual and recognize that each child's development is unique
- Provide access to families to involve themselves in the program by sharing experiences or talents
- Demonstrate through modelling, appropriate play and behavior
- Through observation of individuals, provide strength based programs to enhance each child's skills

## **REGULATIONS**

NCLC's Children's Services is an *Approved Limited Hours Type 2 Service* and is regulated by:

- The Children's Services Regulations 2009
- The Children's Services Act 1996
- The 'No Jab, No Play' Legislation 2016
- The Child Safe Standards

If you would like further information or would like to see a copy of any of these documents please see one of our Educators.

## **ATTENDING OUR PROGRAM**

### **ENROLMENT PROCEDURE**

Each child is required to have a completed enrolment pack prior to attending the program. A current Immunisation Certificate needs to be sighted by staff at enrolment to comply with the 'No Jab No Play' legislation 1<sup>st</sup> January 2016.

An enrolment pack will be provided to prospective families who are on our waiting list for the following year. Places are offered to the families in order of waitlist date.

### **PARENTAL/FAMILY INVOLVMENT**

We welcome parental involvement in our Centre and will always listen to your suggestions and feedback about the service we provide. If you have a concern or suggestion, there are several ways to share these including:

- Speaking with staff of the service
- Joining our Facebook community page
- Getting involved in family events and open days
- Email us on [childrens.service@nclc.vic.edu.au](mailto:childrens.service@nclc.vic.edu.au)

### **CENTRE POLICIES & PROCEDURES**

Families are reminded that a copy of our Centre's Policies and Procedures manual can be accessed in the front administration office upon request. Centre Policies will be brought to your attention during the enrolment process and there is always the opportunity to provide feedback or have input into policy development.

### **ORIENTATION/TRANSITION**

The introduction into a new program can be difficult for both children and parents. Children's welfare and happiness are always the priority for educators, especially when welcoming new children to the Centre and when assisting families to settle into the Centre environment. It is recognized that the needs of families vary

greatly. We attempt to do our best to work with and meet each family's individual requirements as part of the orientation process.

The following outlines some helpful hints for parents on settling their child into our Centre:

- Make sure you familiarise your child with the environment and the people in the environment (children and educators) by coming in for orientation days.
- The first few times of being left at our Centre your child may benefit from staying for a shorter amount of time, this will vary for each individual child.
- Interactions between educators and parents or educators and other children and can produce positive role models and be reassuring. This experience can help to establish trust in an unfamiliar setting.
- Try to talk to your child at home about our services. Mention the educators' names and the other children. Talk about the things your child will be able to do at our Centre that are fun and enjoyable.
- Talk to the educators about your child, their likes and dislikes, songs and activities they enjoy and so on. This helps the educators to get to know your child, and provide care that meets your child's needs.
- When leaving your child, it is best to make sure you say goodbye and then the room. Hesitating and not leaving after you have said goodbye can confuse children and make them unsettled and or upset. Reassure your child that everything is alright and you will return later prior to saying goodbye. This can help your child to settle.
- It sometimes help to establish a routine when leaving. For example, you give your child a quick cuddle or a quick story before handing them over to the educator, then leaving.
- At first, some children protest strongly to being in at the Centre, whilst others may take a day or two to realise that you are leaving them, and begin to protest after several days. Children soon learn that you do return and in the meantime, they are well cared for. Most children settle very well into our program. Our educators are there to assist in the settling in phase. If you have any concerns or questions or need reassurance that your child is ok, we urge you to call us.

## **PARENT GRIEVANCES**

If you are concerned about the care you and your child are receiving in our Centre, we need to hear from you. All complaints or grievances will be dealt with promptly and confidentially in a manner that:

- Values the opportunity to be heard
- Promotes conflict resolution
- Encourages the development of harmonious partnerships
- Ensures that conflicts and grievances are mediated fairly
- Is transparent and equitable

Where possible, complaints will be dealt with on the spot by your child's educator as this is usually the person with the closest relationship with your family. If the complaint is about an issue that the educator considers to be outside their control, or you do not feel comfortable sharing your complaint with the educator, please go directly to the General Manager of Training and Early Childhood Tina Bampton via phone or email [tina.bampton@ncl.vic.edu.au](mailto:tina.bampton@ncl.vic.edu.au) it may be necessary to make an appointment to discuss your complaint.

Where the General Manager is unable to resolve the complaint, or in cases where the complaint is about the General Manager, please bring your complaint to the CEO, Wayne Hewitt. [wayne.hewitt@ncl.vic.edu.au](mailto:wayne.hewitt@ncl.vic.edu.au)

If, after following the above process you feel dissatisfied with the outcome of your complaint and wish to take the complaint further please contact the Board of Management of our Centre.

## **CONFIDENTIALITY**

Confidentiality is of paramount importance in our Centre. All of the information provided to us by you, such as addresses, phone numbers, and custodial information is seen and recorded only by the administrative educators and the educators directly responsible for the care of your child.

Regulations state that our Centre must be provided with certain information on the enrolment form. The enrolment form must be filled in correctly and updated when required.

## **SAFETY**

We view our Centre as a haven for children and take every precaution to ensure the safety and well-being of all children entrusted to our care.

We ask that you contribute to a safe and secure environment by ensuring that children coming and going from the Centre are closely accompanied by an adult at all times, that doors are always closed safely behind you and that you do not let anyone through the glass security doors.

## **SIGNING IN/OUT**

It is a legal requirement that all children must be signed in upon arrival and departure. Parents and siblings that are staying during the session will also be required to add their names to the bottom of the sign in sheet in case of an emergency.

No person other than the nominated person will be allowed to collect your child unless there has been confirmation from the parent/guardian prior to collection and this person must be listed on the child's enrolment form. Staff will establish the verification of the person by photo identification before the child is released into their care.

## **MEALS AND SNACKS**

Children are required to bring a healthy lunch box and water bottle to each session. We are a NO NUT Centre. Children's lunch boxes must not contain any nuts or by-products of nuts.

A healthy lunch box could consist of the following items:  
sandwich, rice cakes, crackers and cheese, fruit /vegetables or yogurt (squeeze preferable).  
Lollies, chips and packaged snacks are not appropriate.

## **ILLNESS**

In the interest of the health and safety of all children and educators at the Centre, we request that ill children are given time to recover at home, preventing the spread of the illness.

We request that families comply with the attached Schedule 7 of the Public Health and Wellbeing Regulations for exclusion periods and report any illnesses to the Centre as soon as possible.

Children are not to attend the service for 24 hours from the time of their last loose bowel motion.

## **MEDICATIONS**

Educators will be able to administer medications to children who are recovering from illness. A medication form must be completed and signed by parents before any medications will be given. All prescribed medication must be prescribed for your child and not another family member, unless stated otherwise by a doctor's certificate. Medication must be in date and in its original packaging.

The medication must be handed to an educator to store in a locked container in a fridge. Please DO NOT leave medication in your child's bag.

Any child who has commenced an antibiotic course must not attend the Centre for 24 hours from commencement.

## **IMMUNISATION**

Under the 'NO Jab, No Play' legislation that came into effect on the 1<sup>st</sup> of January 2016, ALL children must be up to date with their vaccinations or have an approved exemption. An up-to-date copy of the child's immunization history statement will be required at the time of enrolment.

### **Evidence of Immunisation After Enrolment**

From 1<sup>st</sup> November 2018, parents of children attending early childhood services are required to provide the service with evidence that their child continues to be up to date with immunisations while attending.

An 'Immunisation History Statement' from the Australian Immunisation Register (accessible via Medicare) is the only acceptable form of evidence.

If there is a vaccine-preventable disease outbreak at the service, accurate and current evidence of immunization enables us to work with health authorities to quickly identify children at risk (for example, children too young to be fully immunized against a disease) and take whatever action is required to protect public health.

Parents / carers should provide us with up-to-date evidence of immunization as soon as is practical after their child receives a vaccination, or in response to a request from us.

Parents / carers only need to provide a new statement to the service if they think the one we have on file is out of date.

If you are having difficulty meeting this obligation, please discuss this with us as soon as possible.

## **ASTHMA**

The Centre's aim to provide a safe environment for children who have asthma. It is the Centre policy that an Asthma Record Plan be completed by parents/guardians in consultation with their doctor. It is also a requirement that the record plan be reviewed by your doctor annually or as circumstances change. This must be completed and returned before enrolment commences.

## **ANAPHYLAXIS**

The Centre's aim to provide a safe environment for children who have allergies. It is Centre policy that an Anaphylaxis Record Plan be completed by parents/guardians in consultation with their doctor and that the

parent provides a EpiPen or AniPen (in date) in case of a reaction. It is also a requirement that the record plan be reviewed by your doctor annually or as circumstances change.

## **ACCIDENTS**

In case of an accident or illness occurring at our Centre, an Educator will contact parents if necessary. As a matter of extreme importance, parents must ensure that all emergency contact numbers are up to date. An incident report will be completed outlining the accident/incident. Parents/guardians will also be required to sign the incident report.

## **EMERGENCY DRILL**

Throughout the year, the Centre will be holding emergency evacuations and lockdowns. These can occur at any time throughout any given day. These are carried out in a well-organised and orderly manner. Educators are trained in using the fire extinguishers that are in the Centre. An emergency evacuation plan is available in the room.

## **CLOTHING AND SHOES**

Children should dress in appropriate well-fitting and comfortable clothing allowing children to run, climb and play. Playtime can involve lots of mess; therefore it is important for children to wear clothing that they are able to get wet and dirty. We ask that you send a spare change of clothing in your child's bag.

During Terms 1 and 4, it is compulsory that your child wears a hat outdoors. A named, broad brimmed hat will need to be supplied during these terms. We encourage you to put sunscreen on your child prior to attending each session. During Terms 2 and 3, our program will still be running outdoors. Please supply a coat and winter hat during these terms.

Closed toe shoes are strongly recommended to protect feet and allow children to fully participate in all activities.

When choosing a bag to bring to our Centre, please keep in mind that it must fit their belongings, hat, lunch box and a change of clothes.

## **CELEBRATIONS**

We encourage your child to celebrate their birthday at our Centre and sing happy birthday to them with all the children. If you would like to extend the celebration you are welcome to bring a treat for the children that your child can hand out at the end of the session as the other children leave. Feel free to speak with the staff if you would like further clarification. If your child has dietary restrictions we ask that you supply some treats that can be given to them as an alternative.

If you have a cultural event you would like to share with us please let us know and we can arrange this with you.

## **WORKING WITH CHILDREN CHECK (WWCC)**

Our program requires assistance from parents to help out 'on duty' in our sessions. It is a requirement that all parents obtain a volunteer WWCC. This can be obtained as a volunteer for free and applications can be made

online at [www.workingwithchildren.vic.gov.au](http://www.workingwithchildren.vic.gov.au) .  
Please let us know if you require assistance with this process.

If you have a current WWCC please register it with the office or our Centre's educators.

## **FEES AND PAYMENTS**

### **REGISTRATION FEE**

This fee is for all clients enrolling in any of our Centre's programs. This is payable once per calendar year and must be paid at the time of enrolment. This covers Insurance whilst in the Centre.

### **BOOKING FEE**

This fee associated with our program is paid at the time of enrolment and is not refundable. This fee covers administration costs.

### **FEES**

Full day session from 9.30am to 2.30pm	\$38
Half day session from 9.30 to 12.30pm	\$24

Fees are payable per term. Payment is required at the beginning of each term and is payable at the administration office via cash, credit card or EFT bank transfer.

### **ABSENCE / HOLIDAYS**

No discount will be given for absences. To secure your child's place during extended holidays, the full term fee must be paid or the place cannot be held.

### **FEE ASSISTANCE**

In special circumstances individual payment plans may be negotiated between the family and the General Manager. Please make enquiries at the office if you would like this option.

## **CHILD SAFE STANDARDS**

Our Centre is committed to providing a Child Safe Environment. Please see our policies and procedures for all relevant child safe policies and procedures.