



Community Childcare

Family Handbook

Hours of Operation

We operate throughout the Victorian School Holidays. We are closed for all Victorian Public Holidays, and we close for 2 weeks over the Christmas/New Year period.

We are here for you **Monday – Friday from 9:15am – 2:15pm**, licensed to provide a maximum of 15 hours of care individually per week; equivalent to 3 sessions per week.

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1. Welcome and Introduction

1.1 Introduction

Welcome to West Footscray Neighbourhood House Community Childcare. We aim to provide a nurturing and safe environment for your children to thrive, supporting each child in reaching their developmental milestones. Our Educators facilitate literacy and numeracy learning, social skills, gross motor & fine motor development, and *much more* through play-based intentional teaching experiences cultivated to each child's individual learning abilities and interests utilising the Early Years Learning Frameworks and National Quality Standards.

Our Community Childcare has a wonderful **multi-age room** which promotes connectivity across the age groups and offers various learning opportunities. We pride ourselves on the family-like environment, a true 'home away from home'. We take this privilege seriously and highly value our community connection.

The age ranges we cater to are from **12 months to 5 Years**. While our Childcare offers a structured daily routine, the Educators understand the individuality of each child, honouring the **Rights of The Child** and follow the **Child Safe Standards**, mindful of each child's individual routine and ensuring their needs are met throughout the day. Offering opportunities for rest, comfort, open-ended play, meals, and connection. We encourage our families to provide a run-down of your child's home routine so that we may ensure continuity of quality care between here and home. All Educators are trained in Child Protection & Mandatory Reporting.

West Footscray Neighbourhood House also provides these services to our local community:

- Single Mums Playgroup
- Play Buddies Playgroup
- Soul House Social Inclusion
- Maribyrnong Toy Library
- Room and Party Pack Hire

1.2 Acknowledgement of Traditional Owners

West Footscray Neighbourhood House Community Childcare recognises the Aboriginal and Torres Strait Islanders as the first custodians of which Australia was founded. We acknowledge the Traditional Owners of the land, the Wurundjeri Woi Wurrung and Bunurong peoples of the Kulin Nation and pay our respect to their elders' past, present and emerging.

1.3 Centre Contacts

West Footscray Neighbourhood House

1/539 Barkly Street, West Footscray

Reception #: 9687 3345

Childcare #: 9396 1466

Community Childcare Email Address:

enquiries@wfnh.com.au



Website: <https://wfnh.com.au>

1.4 Vision, Philosophy, Mission, and Values

Vision

Drawing on the vision and mission of the Neighbourhood House, we aspire for our Community Childcare to foster the same commitment to creating a safe and inclusive space for children to connect and engage with their communities.

Our Philosophy

1. Our Commitment to Children.

In relation to the children, we

- 1.1 Acknowledge the individuality of each Child, aiming to nurture the development of the *whole* Child and honour the Personal and Cultural Identity of *each* Child.
- 1.2 Implement a play-based approach, understanding that each child is gifted with an innate curiosity which supports their natural learning. Educators will endeavour to provide a safe, stimulating, and caring environment for children to support their own growth and development.
- 1.3 Offer play provocations and intentional teaching experiences to facilitate learning based on the child's abilities, skills, and interests in line with the Early Years Learning Framework & National Quality Standards.
- 1.4 Prioritise the Dignity & Rights of the child at all times, adhering to the Child Safe Standards throughout practice and ensuring we meet the needs of each child while in our care.

2. Our Commitment to Families & Carers.

In relation to the families & carers, we

- 2.1 Value the relationship we develop with Parents & Carers, working to create a welcoming and friendly environment.
- 2.2 Maintain open-communication and facilitate a trusting relationship where we work together to ensure continuity of quality care throughout the Child's experience between our Community Childcare and their home. *"It takes a village to raise a Child"*.
- 2.3 Understand that the Parents & Carers know the Child best, we will honour the wishes of each Parent and Carer for their Child so long as within the guidelines of the Dignity & Rights of the Child and within the Child Safe Standards.

3. Our Commitment to Community.

In relation to the community, we

- 3.1 Embrace our community's diversity, seeking to create an environment that conveys a sense of belonging and a provide a service that is inclusive, accessible, and affordable.
- 3.2 Honour the variety of abilities, skills, cultures, backgrounds, and insights of those within the West Footscray Community, we aim to provide pathways for Childcare and Community to connect – offering opportunities for the Community to collaborate within our Educational Program and provide suggestions / feedback wherein which we can extend on our practices and implement improvement.

4. Our Commitment to Educators.

In relation to the Educators, we

- 4.1 Acknowledge the individuality of our Educators and encouraging their own Personal Philosophy to be evident our Community Childcare alongside our Service Philosophy guidelines.
- 4.2 Appreciate the term *"you can't pour from an empty cup"* and work to support the mental and physical wellbeing of our Educators within the Service.

4.3 Support the personal and professional growth of our Educators. Maintaining open-communication and encouraging Critical Reflective practices, as well as offer occasional opportunity for professional development where possible.

Mission

To meet the needs of the families within our community by providing affordable and flexible childcare, community engagement and support services. To provide high quality education and care for children.

Values

- Community Collaborations.
- Connection and Accessibility for All.
- Nurturing Approach.
- Create a Sense of Belonging.
- Respectful Relationships.
- Quality Care and Support.
- Diversity and Inclusion.

2. Important Dates

2.1 Public Holidays

We are closed for all Public Holidays – please find these dates on this website at:
<https://business.vic.gov.au/business-information/public-holidays/victorian-public-holidays-2024>

2.2 Activities Calendar

West Footscray Neighbourhood House Community Childcare’s annual Activities Calendar can be found on the “Parent Info Wall” located at the front door of the Childcare.

3. National Quality Framework

The National Quality Framework introduced a new quality standard to improve education and care across all platforms. The National Law and National Regulations outline the legal obligations of approved providers, nominated supervisors, and Educators and explain the powers and functions of the state and territory regulatory authorities and ACECQA.

The National Quality Standard (NQS) sets a high national benchmark for Early Childhood Education and Care and Outside School Hours Care Services in Australia. The National Quality Framework (NQF) sets out the minimum qualification and Educator to child ratio requirements for our children’s Education and Care Services. The NQS includes 7 quality areas that are important outcomes for children, and these are:

Quality Area 1: Educational Program and Practice

Quality Area 2: Children’s Health and Safety

Quality Area 3: Physical Environment

Quality Area 4: Staffing Arrangements

Quality Area 5: Relationships with Children

Quality Area 6: Collaborative Partnerships with Families and Communities

Quality Area 7: Governance and Leadership

For more information on the National Quality Framework, please visit:

<https://www.acecqa.gov.au/national-quality-framework>

*We are not currently required by law to meet these standards as we are an *Occasional Care Service* but to meet best practice, we relate back to these during our programming and planning.

4. Early Years Learning Framework (EYLF)

The EYLF provides the framework to support the development of our daily program and learning outcomes around the needs and interests of the children for Childcare. The Early Years Learning Framework Learning Outcomes are as follows:

Outcome One: Children Have a Strong Sense of Identity

- Children feel safe, secure, and supported.
- Children develop their emerging autonomy, inter-dependence, resilience, and sense of agency.
- Children develop knowledgeable and confident self-identities.
- Children learn to interact in relation to others with care, empathy, and respect.

Outcome Two: Children are Connected to and Contribute to Their World

- Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation.
- Children respond to diversity with respect.
- Children become aware of fairness.
- Children become socially responsible and show respect for the environment.

Outcome Three: Children Have a Strong Sense of Wellbeing

- Children become strong in their social and emotional wellbeing.
- Children take increasing responsibility for their own health and physical wellbeing.

Outcome Four: Children are Confident and Involved Learners

- Children develop dispositions for learning such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination, and reflexivity.
- Children develop a range of skills and processes such as problem solving, inquiry, experimentation, hypothesising, researching, and investigating.
- Children transfer and adapt what they have learned from one context to another.
- Children resource their own learning through connecting with people, place, technologies, and natural and processed materials.

Outcome 5: Children are Effective Communicators

- Children interact verbally and non-verbally with others for a range of purposes.
- Children engage with a range of texts and gain meaning from these texts.
- Children express ideas and make meaning using a range of media.
- Children begin to understand how symbols and pattern systems work.
- Children use information and communication technologies to access information, investigate ideas and represent their thinking.

5. Enrolment

5.1 Enrolment Procedure

An online enrolment application must be completed and submitted in full before your child can attend Childcare. An emailed link to the enrolment will be emailed by the Children's Services Manager once your child/ren have been offered a place in our Community Childcare Room.

Children's enrolment applications need to be completed in full before they are allowed to attend care this includes their Immunisation History Statement, Birth Certificate, and disclosure of their Medical Information such as Asthma, Anaphylaxis, Dietary Requirements, Special Needs and so on.

Reminder: We only accept enrolments for children aged 12 months to 5 years.

5.2 Waitlist

At West Footscray Neighbourhood House Community Childcare, we use a waitlist if necessary and will communicate with families as spots open for your child/ren.

5.3 Orientation

An orientation process is designed to assist parents/carers and their child/ren with settling into their new environment that is Childcare. This allows children the opportunity to explore their new environment and form a relationship with their Educators and peers to cultivate a sense of security and comfort. This is recommended but non-compulsory and dependent on what the parents/carers would like to, Educators will offer their advice based on what is observed from the child's first visit in the room. We also encourage that children are picked up early on their first day to ease into their new routine.

6. Fees and Childcare Subsidy

6.1 Fees and Direct Debit

Our policy is designed to ensure parents/carers are made aware about the fee payment procedures and requirements for their child/ren attending our service. This includes the process to pay fees, the frequency of payment, the consequence of non-payment and the fees applicable upon late collection of their child outside of our sessional hours.

Fees:

Permanent Booking Per Day:	\$80.00
Casual Booking Per Day:	\$95.00
New Enrolments:	\$210.00 upfront payment upon enrolment per child
Bond:	\$150.00
Non-Refundable Booking Fee:	\$60.00
And the Re-Enrolment Fee:	\$20 Per year

The bond is put aside until your child ceases their enrolment at the centre, at which time it will be refunded or applied to any outstanding amounts on your statement during the two-week notice period. A re-enrolment process is initiated where families will have to re-enrol, an enrolment fee applies. Families may choose to adjust booking days during this process.

If fees are outstanding at 2 weeks, we will send out a warning requesting a payment, and if they are not paid within 4 weeks, we will pause the child's enrolment until the fees are paid in full or a payment plan is implemented.

Casual charges: Full fee will be charged for a casual day if we are not given 24hrs notice.

6.2 Child Care Subsidy

Childcare Subsidy enables most families to receive a discount on part of our daily fee. The subsidy is calculated on both the family's income and the number of hours spent working or studying.

For more information, please go to the Services Australia website:

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>

Or contact the Services Australia Centrelink Families on 13 61 50 for further details on how to register.

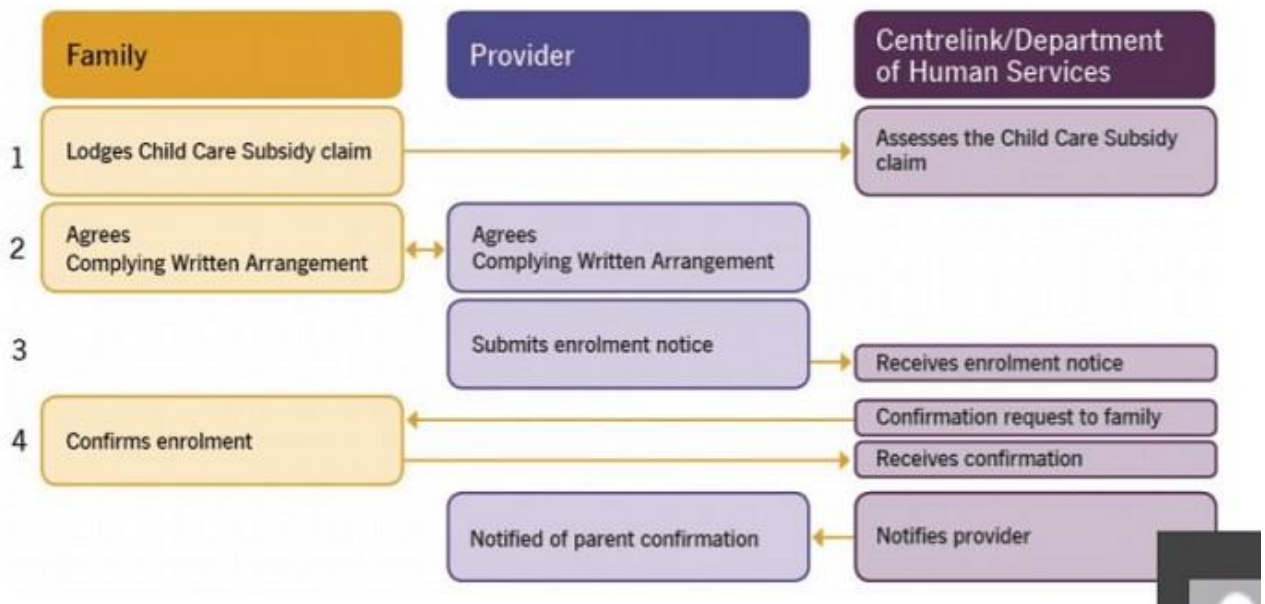
The only type of arrangement that can enable families to receive Child Care Subsidy or Additional Child Care Subsidy is called a 'Complying Written Arrangement'. A 'Complying Written Arrangement' is an agreement to provide care in return for fees.

There are four steps to enrol a child.

1. The individual makes a claim for Childcare Subsidy with Centrelink.
2. The provider and individual agree an arrangement for care of a child.
3. The provider submits an enrolment notice.
4. **The individual confirms the enrolment.**

The process is outlined in the diagram below, and each step (1-4) is described in more detail in the following sections. The first two steps do not occur in this order, but no subsidy can be paid until all four steps have been completed.

Figure 2: Summary of the four main steps to enrol a child with a child care provider when claiming the Child Care Subsidy from Centrelink



By complying with the written arrangement, you are accepting liability to pay all fees.

6.3 Permanent and Casual Bookings

At West Footscray Neighbourhood House Community Childcare, we offer both permanent and casual bookings. **Permanent bookings** allow you to know that your child has their set days of care ongoing until you have provided us two weeks written notice. **Casual bookings** allow you the flexibility of being pre-enrolled and using the service as needed – although this is dependent on the numbers of children already booked in on the day/week you require.

Enrolment procedures are the same for both options.

6.4 Cancellation of Care and Swapping Days

At West Footscray Neighbourhood House Community Childcare, we ask families to provide us with two weeks written notice when they are cancelling the need for care. Two weeks written notice is also required if you want to reduce or add on to the days you are permanently booked in for – if you do not give two weeks’ notice you will be charged your standard weekly fee for those two weeks regardless of attendance.

We do not offer the swapping of days unless there are extenuating circumstances and is a decision up to the Child Services Managers discretion. If your child cannot attend the day they are booked in for, for any reason, you are more than welcome to add on an extra day where there is availability. You will still be charged for the day your child cannot attend.

6.5 Annual Leave

At West Footscray Neighbourhood House Community Childcare, we offer 4 weeks per year at 50% discount for ‘Annual Leave’ with a requirement of **two weeks’ notice**. We have a mandatory shutdown period at the end of the year where **families are not charged**.

7. Child Health and Safety

7.1 Authorised and Emergency Contacts

In the event of a parent or carer not being available to collect a child who is sick, injured or who is left at the service after closing time the authorised emergency contacts listed on the enrolment will be contacted and requested to collect the child.

An authorised emergency contact person other than a parent or carer must be listed on the enrolment. A minimum of 2 authorised emergency contacts are required when enrolling your child. It is the parents/carers responsibility to keep us updated with authorised emergency contact details. An authorised emergency contact person will be required to show a form of photo identification and use their individual pin to pick up your child.

No child will be released into the care of a relative or family friend unless they are on the authorised [emergency contact list](#). The Children's Services Manager must be informed in writing (via email) if there are any last-minute pick-up arrangements with someone who is **not** on the authorised list. If written notice has not been provided, the Responsible Person on duty will call the parent / guardian to gain consent, **the child will not be released until we have gained consent to do so.**

7.2 First Aid

A fully equipped First Aid kit is always maintained at the Community Childcare. In the case of a minor accident the child will be given appropriate First Aid treatment by an Educator qualified in First Aid. All accidents are to be recorded on an Incident/Injury/Trauma/Illness form and this information may be used to assist in future planning of play spaces, equipment, programming, and the establishment of accident prevention strategies. Head, facial or any other serious injuries are reported immediately to parents/carers and carefully recorded. If there is an Incident/Injury/Trauma/Illness form for your child, you will be informed and are required to sign the form upon collection of your child to document acknowledgement. Families and carers may request a copy of this form at any time.

7.3 Health Related Exclusion

Please refer to the following Victorian State Government Department of Health Website for Health-Related Exclusions.

Visit: <https://www.health.vic.gov.au/infectious-diseases/exclusion-periods-role-of-primary-schools-and-childrens-services>

Please note that we cannot accept children who have had Panadol / Nurofen administered within 24 hours as it has potential to mask infectious illnesses that pose a risk to other children. Families are welcome to review our Policies and Procedures at any time to avoid confusion.

7.4 Medical Management Plans

As per our Medical Conditions Policy, we are unable to permit children to attend our services without their appropriate up to date Medical Management Plans or their individual medication requirements, **all medication listed on the plan must remain at the service.**

If your child has been diagnosed with a Medical Condition you will be required to provide a colour copy of a Medical Management Plan signed/stamped by your doctor. The correct coloured Medical Management Plans are available upon request – please return these to the Educators within the room so they can have them approved or directly to the Childcare Quality & Compliance Coordinator at ebrica@wfnh.com.au.

7.5 Nutrition and Food

West Footscray Neighbourhood House aims to promote healthy food habits and good nutrition, we will support children with food allergies, dietary requirements, or restrictions, specific cultural or religious practices and adhere to food safety practices.

We will endeavour to do this by following through with these dot points:

- The service has a “**No Nuts Policy**” and this may be revised in due course according to the National Allergy Strategy guidelines.
- Mealtimes will be treated as social occasions; Educators will sit with the children and interact with them to encourage good eating habits and an appreciation of a variety of foods. Children will be assisted as required whilst being encouraged to be independent and help themselves.
- Water will always be readily available.
- Mealtimes will be set to a regular schedule, but individual needs will be accommodated.
- Children will be encouraged to try new food but will **not** be forced to eat.
- The provision or denial of food will **never** be used as a form of punishment or reward.
- Parents/carers of children will be advised daily of the food intake of their child/ren.
- Parents/carers are requested to discuss any specific dietary requirements of their child with Educators.
- The importance of good healthy food will be discussed with children as part of their daily program.

7.6 Birthdays

Celebrating children’s birthdays give them a sense of belonging as they are recognised as valued members of their group. At West Footscray Neighbourhood House, we allow parents/carers to bring in a tub of vanilla ice cream, cones, and sprinkles so we can celebrate within the room. An alternative will be available for children who may be vegan or lactose intolerant. Please inform us 1 week prior to the Birthday so that we may prepare for the children with dietary requirements.

Remember we are a nut free centre.

7.7 SunSmart Policy

West Footscray Neighbourhood House Community Childcare aims to care for the health and wellbeing of children and Educators effectively and safely whilst they are outdoors to minimise the risks of UV exposure through sun protection strategies.

This policy has been developed to:

- Ensure all children and Educators have some UV exposure for Vitamin D.
- Ensure all children and Educators are well protected from too much UV exposure by using a combination of sun protection measure during the daily local sun protection times which are issued whenever UV levels are 3 and above.
- Ensure the outdoor environment is sun safe and provides shade for children and Educators.
- Encourage and support children to develop independent sun protection skills.
- Support duty of care and regulatory requirements.
- Support appropriate WHS strategies to minimise UV risk and associated harms for Educators.

For those who may have forgotten a sunhat + sunscreen; we do provide spare to ensure that no child misses outdoor activities. Should a child require use of personal sunscreen this must be recorded on a Medical Management Form and their sunscreen clearly labelled.

7.8 No Jab, No Play



Your child must meet immunisation requirements if you get childcare fee assistance (Childcare Subsidy) or Family Tax Benefit (FTB) Part A. The National Immunisation Program Schedule provides a list of the vaccines currently recommended, some exemptions apply, but vaccination objection is not a valid exemption.

To check whether your child is fully immunised, visit the Australian Immunisation Register (AIR).

8. Donations

8.1

On a term basis we ask that families donate if able to the following items:
Flour, oil, detergent, tissues, sponges, long life milk, bibs, wipes.

9. Community Childcare

9.1 Play Based Curriculum

Our program is play based and is instigated by the children and the group's interests. The program is designed to extend the children's level of development in all areas. This is achieved by taking individual and group observations. Program information will be available to you throughout the year on our online platform, [Kangaroo Time](#).

9.2 Ratio's

Our Early Childhood Educators are diverse in culture, knowledge, professionalism, and life experiences. Educators ensure that the dignity and the rights of the children and their families are respected and that the safety and security of children is always maintained.

Our permanent staff are Diploma Qualified, and relievers will hold a minimum Certificate III Qualification, we also ensure that all Educators and staff are fully vaccinated against COVID-19.

We follow the Children's Services Regulations 2020, and the ratio requirements are:

- For children from birth to under 36 months of age – 1:4
- For children aged 36 months of age to preschool age – 1:11

9.3 What to Bring

We require these items for your child for their time at our Community Childcare:

- Their own bag to hold their personal items.
- Labelled drink bottle with water.
- A legionnaire, broad brimmed or bucket style hat.
- Weather appropriate clothing such as a beanie, coat, gumboots, etc.
- A packet of wipes, enough nappies to last the day for your child and any nappy creams that your child requires. [Nappy cream must be clearly labelled and handed to an Educator directly.](#)
- Any comfort items your child requires for example: a dummy, soft toy, sleeping bag, blanket, etc.
- Changes of clothes that are weather appropriate including a spare pair of shoes.
- If your child is toilet training, please pack multiple spare outfits including underwear and shoes so we can change as needed.
- If your child requires medication whilst they are in care, ensure it is taken out of the bag and communicated to with the Educators in the room.
- A lunchbox with food for your child – please bring a piece of fruit your child can enjoy in the morning, lunch, and a snack. **We are a nut free centre.**

Please ensure everything you bring in is clearly labelled with your child's name.

9.4 Mealtimes, Routines and Programs

We endeavour to provide a home and family environment at the service where the children always feel comfortable and secure. Throughout the day, children will be experiencing several different activities that are part of the Educational and Developmental Programs operated by all our Educators.

Our Community Childcare allows flexibility for each child's individual routines alongside our mealtimes outlined below, be aware these are a **rough guide** of times:

10am the children are offered a serving of fruit.

11:00/11:30am the children are offered their lunch.

1pm the children are offered a snack during group time.

If children are sleeping during any of these times, they will be offered their food once they wake up.

9.5 Delivery and Collection of Children

For safety and security reasons **ALL children must be signed in on arrival and signed out on departure.** No child will be able to leave the Community Childcare with a person who is not stated on the enrolment form unless prior arrangements have been made with the Educators in the room.

Every child/ren's parents/carers and authorised contacts have a unique pin which is used to sign a child in and out, please do not share these pins with anyone for security purposes. With the Kangaroo Time App / Kiosk.

At West Footscray Neighbourhood House our license is from 9:15am – 2:15pm. We ask that you **drop off your child/ren between 9:15-9:30am** and that you utilise this time to set your child up for the day and pass on any information as required to the Educators within the room. We ask that you **pick your child up between 2:00-2:15pm** so that all children are accounted for within our licensed hours, **unless utilising Stay & Play.**

When dropping off/picking up your child we advise that children are closely supervised within the room and foyer, using the stairs and lift.

9.6 Late Pick Up of Children and Children Left at the Centre

Parents/carers are required to pick their child up no later than 2:15pm from our Community Childcare. If you are unable, for legitimate reasons, to pick up your child by this time you are required to telephone the service and inform the Child Services Manager so that they may inform the Educators of the room.

If your child is required to be collected by another person, other than a parent/carer or emergency contact, please ensure you have provided Educators and staff enough notice of who is coming to collect your child as they will not be released into the care of someone not nominated or advised to the staff. Instruct the person who is coming to collect your child to have a form of photo identification to cross reference the details you have provided us.

If your child is still at the service after 2:15pm please be aware that this means, we are in breach of our licence as we will be providing care to a child for more than the allocated 5-hour session. We ask families to please notify us if they are running late and will not arrive on time to collect their child.

If a parent/carer is late in picking up their child without prior notice, a verbal warning will be given, a written warning for the second time and then a late fee will be given for the third and ongoing times. If your child is still within our care at 2:30pm we will attempt to contact the parents/guardians and emergency contacts, leaving voicemails to let them know that if their child is still not collected by 3pm then it will result in the community Police or Child Protection Hotline being contacted by our Educators and/or Management – in line with regulations – for guidance and/or to take over care of your children until you can be reached.

*If your child is still here at 2:15pm without prior booking they will be automatically added to our Stay & Play roster, and you will be charged dependent on when you arrive to collect your child.

9.7 Stay and Play

At West Footscray Neighbourhood House, we offer Stay and Play, this allows parents to have an extra 2 hours of work time if required, Stay and Play runs from 2.15 - 4.15 Monday to Friday. Bookings are essential, we ask that a days' notice be given if your child is to stay for Stay and Play for staffing purposes.

The fees are charged per hour and invoiced weekly for the week prior. If fees are outstanding at 2 weeks, we will send out a warning requesting a payment, and if they are not paid within 4 weeks, we will pause the child's enrolment until the fees are paid in full. Please talk to management if you are experiencing difficulties in paying.

Stay and Play 2:15-3:15pm: \$25.00.

Stay and Play 3:15-4:15pm: \$25.00.

Stay and Play 2:15-4:15pm: \$50.00.

If you are late to pick your child up from the Stay and Play program (2:15-4:15pm) you will be charged \$10 for every 10 minutes that pass. Please understand that we are introducing this program to help with the need of longer care for our families, so we trust that parents/guardians will endeavour to collect their children before closing time.

If you plan on booking your child into the Stay and Play Program, please provide some extra nappies and if needed, wipes so that they are covered for the extra time they are with us. We also ask that you provide an extra snack or more food in your child's lunchboxes to ensure they have something to eat in the afternoon.

9.8 Absenteeism

Once a child is enrolled at the Community Childcare, payment of fees must be continued during the child's absence for illness, Public Holidays, and holidays. When a child is absent for any reason we must be notified prior to the day or the morning of your child's allocated day.



Please note, we do not offer replacement days when your child has been away due to illness or holiday. <http://www.servicesaustralia.gov.au/child-care-subsidy-if-your-child-absent-from-child-care?context=41186#howmany>

9.9 Authorised Emergency Contacts

You must include all emergency contact numbers, including your doctor's telephone number. Please remember, if both Parent/Carers are unforeseeably detained and cannot be contacted, we must be able to contact someone in respect of your child/ren. Without an authorised emergency contact person, an inability to contact you may result in decisions being made with which you do not agree or in extreme cases the community Police will be contacted – in line with regulations – to take over care of your children until you can be reached. **Therefore, this is a very important section of the form to completed in full.**

9.10 Parents/Carers Involvement

We highly encourage parent/carer involvement to ensure we maintain the quality of our service. Your contribution of ideas, experiences and skills are welcomed and valued. You may be able to share your skills and experiences in music, craft, cooking, storytelling, building etc. to enhance your child's program in care.

We also encourage families to provide feedback about the policies and procedures put into place, complete Parent Satisfaction Surveys, and assist at fundraising events set up by the Neighbourhood House.

Parents/Carers are welcome to visit or call the Community Childcare at any time, if you have any concerns, please speak with the **Children's Services Manager**, and have a look through our Grievance Policy and Procedures if you would like to formally raise any concerns. F

9.11 Communication

We believe the best way to work with you and your child is by building a partnership of care, to do this we want you to feel that you are provided with information about what is happening whilst your child is in our care. We understand that everybody has different communication styles and that pick up/drop off times can be a little rushed, so we have many types of communication we use for our families. These include:

- Face to face verbal interactions at drop off and pick up times.
- Notes left for Educators.
- Parent Satisfaction Surveys.
- Phone calls.
- Emailing.
- Messaging through the Kangaroo Time app.
- Policies will be regularly reviewed and kept up to date.

Please note, we encourage verbal communication, when possible, with the team and admin staff. When you need to change days, casual bookings, Annual Leave, and other queries we ask that you send an email to enquiries@wfnh.org.au so we can keep track of everything.

10. Grievance Procedures

If parents/carers are aggrieved by any aspect of the operation of the Children's Service or have a concern about the health or wellbeing of any child, the following is the procedure for lodging complaints or grievances:

- In the first instance, grievances should be given verbally so that action can be taken immediately, should it be necessary. The complainant must make themselves available to speak directly to the staff member concerned. Contact West Footscray Neighbourhood House Community Childcare on 9687 3345. If the grievance remains unresolved, the complainant should speak directly to the Manager, who will investigate further. Should more information be required, parents/carers may be asked to put the complaint in writing.
- If a satisfactory solution is not forthcoming the complaint will be directed to the Board of Governance. A meeting will be scheduled with the complainant, a member of the executive board and the C.E.O at a mutually agreed time.

Parents/carers have the right to call the Department of Education and Training (DET) Advisers on 1300 333 232 or via email swvr@edumail.vic.gov.au or write to the Department of Education and Early Childhood Development at the following Regional Offices.

Parents/carers can also access the Department of Education and Training (DET) website: <http://www.education.vic.gov.au/about/contact/Pages/compliance.aspx>

Dates of Amendment:

23/01/2023

01/06/2023

03/11/2023

30/01/2024

09/04/2024

23/7/2024

