102 Bowen Street

Camberwell 3124

Telephone: 9889 0791 (office)

[info@bowenstreet.org.au](mailto:info@bowenstreet.org.au)

Open:

Monday-Friday 9am – 4pm

During school Terms



 

**BOWEN STREET COMMUNITY CENTRE**

***SESSIONAL CHILDCARE***

**APPROVED CCS CENTRE**

**PARENT INFORMATION AND HANDBOOK**

**Child Safe Organisation**

Bowen Street Community Centre is a child safe organisation and is committed to promoting and protecting the interests and safety of children. We expect all groups and organisations who hire our rooms to comply with the requirements of the Commission for Children and Young People Act 2012 and have implemented/be implementing the Child Safe Standards if required to do so.

**VISION & ORGANISATION OBJECTIVE**

Our vision is to excel at providing a hub of integrated services and spaces so that local families, and the broader Boroondara community, can connect with each other and access support that:

* promotes community connectedness and

inclusion

* reduces social isolation
* fosters the learning of new skills, and
* embraces individual differences and promotes equity and diversity

**VALUES**

* **Welcoming:** we seek to nurture an environment that is respectful, friendly and caring. We are family-friendly, socially inclusive and accepting of everyone
* **Responsive:** we seek to adapt our services to meet the changing needs of the Boroondara community. We are also responsive to individual needs and circumstances in the way we deliver our services
* **Diligent:** we are professional, skilled and focussed — taking pride in what we do to maintain a fun, nurturing and inclusive environment for all stakeholders using our service. We are committed to meeting our regulatory responsibilities.

**Table of Contents**

[WELCOME 4](#_Toc152835076)

[THE EDUCATORS 4](#_Toc152835077)

[TRANSITION INTO THE CHILDCARE ENVIRONMENT 4](#_Toc152835078)

[THE CHILDCARE PROGRAM – 3 HOUR and 5 HOUR 4](#_Toc152835079)

[ENQUIRIES and BOOKINGS 5](#_Toc152835080)

[BOOKING POLICY 5](#_Toc152835081)

[SESSION FEES 5](#_Toc152835082)

[FEE POLICY AND BOND “ATTACHED” 5](#_Toc152835083)

[ORIENTATION AND SETTLING PROCESS 6](#_Toc152835084)

[CHILD CARE SUBSIDY 6](#_Toc152835085)

[ENROLMENT REQUIREMENTS 7](#_Toc152835086)

[PARENTS RESPONSIBILITIES ON ARRIVAL AND DEPARTURE 7](#_Toc152835087)

[SIGNING IN AND OUT PROCEDURE 8](#_Toc152835088)

[WHAT TO BRING 8](#_Toc152835089)

[5 HOUR REST PERIOD 8](#_Toc152835090)

[MEDICATION/ANAPHYLAXIS POLICY 8](#_Toc152835091)

[NUTRITIONAL POLICY 9](#_Toc152835092)

[NOTICES & COMMUNICATION 9](#_Toc152835093)

[ACCIDENTS AND INJURY 9](#_Toc152835094)

[ALLERGIES/ASTHMA 9](#_Toc152835095)

[ILLNESS 9](#_Toc152835096)

[POLICY & PROCEDURES MANUAL 9](#_Toc152835097)

[EXCURSIONS 10](#_Toc152835098)

[COMMENTS / CONCERNS 10](#_Toc152835099)

# WELCOME

Welcome to the Bowen Street Community Centre. Our philosophy and goals are to create an atmosphere of fun and enjoyment where children are

encouraged to explore, discover, create and develop their own highly individual personalities. Early Childhood Professionals (ECEs) provide an environmental program that focuses on the children’s developmental needs, individually and in the group setting. Staff use the Early Years Learning Frameworks as supporting documents for planning. The experiences offered are adult supported but child initiated to assist the children to achieve the following broad goals.

* Foster positive self-concept.
* Develop social skills and self discipline.
* Encourage children to think, reason, question and experiment.
* Encourage language development.
* Enhance physical development and skills, including developing independence in self help skills, e.g. eating and toileting, picking up personal belongings i.e. lunch boxes
* Encourage and demonstrate sound health, safety and nutritional practices.
* Encourage creative expression and appreciation for the arts.
* Respect cultural diversity and all family structures.

We trust that you will enjoy your time with us as we ensure a friendly, secure and nurturing environment in which your child can grow, learn and develop.

# THE EDUCATORS

The Childcare Staff consists of a team of qualified and experienced Childcare Educators who are dedicated to ensuring that a high standard of quality care is achieved. Qualified Educators coordinate and facilitate all sessions with the aid of experienced Childcare Assistants. As in accordance with the Children’s Services Regulations (2020), all Educators have current Working with Children check, First Aid Certificates, Anaphylaxis training and Child Protection training.

# TRANSITION INTO THE CHILDCARE ENVIRONMENT

Some children attending Childcare for the first time may find the initial experience somewhat stressful. Please remember that they are still quite young and this is a normal stage that passes. While some children settle into the Childcare environment quickly, others may take a little longer. We encourage parents to discuss their child’s routine needs and share any concerns they may have with the Educators so a smooth transition program can be organised.

# THE CHILDCARE PROGRAM – 3 HOUR and 5 HOUR

A stimulating and developmentally appropriate program is planned and implemented fortnightly for the children’s growth, development and enjoyment. The children will participate in both indoor and outdoor play. A wide variety of activities and experiences include art and craft, sensory and messy play, block and box construction, imaginary and dramatic play, science activities, cooking, music, song and dance, puppetry, storytelling and more. Details of the program are on display in the childcare room. The routine is flexible to accommodate the individual needs, interests, skills and abilities of all children.

ENQUIRIES and BOOKINGSare made through the Office.

We offer sessional care, on the basis of need, to as many families as possible, at the discretion of the Manager. Once a permanent session is booked on a particular day for the term, these sessions cannot be changed to another day as a once off. If demand exceeds places, BSCC preference policy will apply. A WAITING LIST is maintained for each session.

A waiting list for Term bookings will be kept for the calendar year and places offered as they become available. Preference will go to current Term bookings wanting to swap session and people using the casual places on a regular basis.

# BOOKING POLICY

All bookings must be made with a member of the administration via email or phone.

# SESSION FEES

**Permanent Term Bookings Fee: please visit our website for current fees.**

Fee 3 hours session

Fee 5 hours session

Bookings, full fees are due on acceptance of a place. Fees are issued prior to the start of the term. Session fees are not refundable for non-attendance due to illness or holiday etc. CCS approved families are eligible for 41 absences in a calendar year.

**Casual Booking Fee: please visit our website for current fees.**

Fee 3 hours session

Fee 5 hours session

For casual use of childcare, fees are to be paid prior to the care.

Casual bookings only to be booked one week in advance.

All fees can be paid by Cash, Credit Card or Direct Deposit –

Account Name: Bowen Street Community Centre, BSB: 033-039, Account Number: 304985

# FEE POLICY AND BOND “ATTACHED”

# ORIENTATION AND SETTLING PROCESS

Leaving your child can be a stressful time for both of you. Some children separate easily but for many it is difficult. Talking to your child about what is happening and showing them, you are happy is a great first step towards a settled separation.

* Before your child starts, we recommend that you come in for a short visit with your child.
* Once your child starts we suggest your child stays for a shorter session and then build up over the upcoming weeks. For example - for the first session your child may stay for morning tea. For the second session your child may stay for 2-2.5 hours.
* We suggest you develop a routine of one story or one activity then a cheery goodbye.
* Pick up in the afternoon from the room – once settled – we recommend that you come 10-15 minutes before the room closes so the educators can communicate about your child`s day and that you have time to gather their belongings. The 3 Hr room is closed from 12:15pm and the 5 hr room is closed from 2:30pm. We need to be fairly strict on these times as the educators need to clean and pack away for playgroups.
* Once your child is settled we will welcome your child at the front door to bring them through to the room.
* You are welcome to phone if you are concerned about your child and we will always contact you if your child does not settle.

# CHILD CARE SUBSIDY

Bowen Street Community Centre is an Approved Care provider and as such fees paid for child care can be reduced by claiming Child Care Subsidy.

To claim Child Care Subsidy, you must first register with Centrelink by completing and lodging the Claim for Child Care Subsidy. Please refer to tps://docs.deucation.gov.au/system/files/doc/ The Centre can only provide your fee reduction for child care once Centrelink has assessed your rate and all relevant details have been supplied to us. It is recommended that all families contact the Department of Human Services on 136150 prior to enrolment to determine their eligibility. For more information, go to www. humanservices.gov.au

Unsure if you`re eligible for the child care subsidy? Below are a few frequently asked questions and answers.

**Am I eligible for the child care subsidy?**

Families with a household income up to $342,453.00 may be eligible to claim a subsidy between 85-20% on childcare.

The activity test may require a minimum of 8 hours of activity per fortnight and covers a variety of activities including work, study and volunteering. Some of our childcare parents volunteer at the centre and on our Committee of Management.

**How do I receive payments for the child care subsidy?**

Subsidy payments can be paid from the centre at the end of each term. Speak to the office for more information.

# ENROLMENT REQUIREMENTS

Once a place has been allocated to your child it is requested that you confirm his/her attendance. All parents will be asked to complete an Enrolment Form. It remains your responsibility to inform staff of any changes to your child’s enrolment details, as all details must remain current.

You will be asked to complete an enrolment form prior to commencement each year with the following information:

* Name and address and a contact number in case of emergencies
* Name and address of another adult responsible for your child in case you cannot be contacted in an emergency
* Allergies or any health issues the carers should be aware of, especially food allergies
* Any additional needs your child may have
* Name of family doctor
* Authorization to administer prescription medication and to seek medical, hospital or ambulance care
* Languages known and languages spoken at home
* Parent Occupation details
* Details of any court orders in relation to your child
* Immunisation record for your child. Families are required to provide and immunisation status certificate from the Australian Childhood Immunisation Register. This certificate should outline that all immunisations are up to date.

How do I obtain an immunisation status certificate?

* From the Australian Childhood Immunisation Register,

Phone 1800 653 809 or email [acir@medicareaustralia.gov.au](mailto:acir@medicareaustralia.gov.au) go to [www.medicareaustralia.gov.au/online](http://www.medicareaustralia.gov.au/online) or visit your local Medicare Office.

* Please ensure you complete a separate enrolment form for each of your children in care.

# PARENTS RESPONSIBILITIES ON ARRIVAL AND DEPARTURE

To assist us in the smooth running of the service we would like your help with the following:

Parents are required to make sure that Educators are aware of your child’s arrival and departure.

ARRIVAL

* On arrival sign in children digitally through Xplor.
* Leave refreshments and bedding in designated areas.
* Parents are welcome to stay and settle child/children.
* Parents must immediately notify in writing of any change of their address and telephone number, emergency contacts or doctor.
* Use the communication sheet above the sign-in book to pass on information about your child’s needs.
* Always say goodbye to your child – never sneak away.

DEPARTURE

* On departure Sign out children digitally through Xplor
* If parents are unable to collect their child, the Educators must be notified of alternative arrangements within the session time to avoid late pickups.
* Anyone other than the parent/legal guardian must have parental/guardian permission to deliver/collect a child.
* Parents are encouraged to give notice, when possible, if their child will be absent so their place may be offered to another child for that session.

# SIGNING IN AND OUT PROCEDURE

Upon entering the BSCC, please sign your child in at the electronic signing in QR Code at entrance before entering the childcare room. At the end of each session, children must be again signed out by an authorized adult immediately prior to entering the room to pick up the child.

**How do I sign in and out using my smart phone?**

Download the latest version of the Xplor Home App. Once you have it set up you will be able to sign your child in and out of the centre and also receive notifications. You must be in the Centre to use your smart phone.

* No child will be released from the Centre to people unknown to the Educators. You must notify in writing (in the attendance register or by letter) of the name of the person who will be collecting your child.
* An initial warning will be given by Educators if a child is picked up late. A fine will be incurred for subsequent late pickups.

# WHAT TO BRING

* Vinyl mattresses are provided by the Centre for rest periods. All children who sleep must bring a sheet and blanket in a named pillowcase, which is additional to their main bag. For safety reasons we do not want bedding put in plastic bags.
* Parents must apply sunscreen before arrival; a sun hat needs a chin strap.
* Sufficient nappies and a plastic bag for soiled items.
* A complete change of clothes for children under 3.
* Food in a container, formula or drink, **all labeled**.

Indicate if a snack or meal.

* Any comfort toy, eg. dummy, blanket, etc.
* Pusher/pram for a baby.

Please ensure that all items, including your child’s bags are clearly named with a tag outside

# 5 HOUR REST PERIOD

Please understand that while we will encourage children to have a “quiet time” we do not want any child to experience anxiety during the period, so each child’s needs will be assessed accordingly. Relaxing music, books and “cosy corners” will be available for non-sleepers. For those who sleep the **front room is set aside as a quiet restful environment**, with blinds drawn and soft music.

Educators will always be with the children even if they are sleeping.

# MEDICATION/ANAPHYLAXIS POLICY

Any medication, prescribed, naturopathic or pharmacy lines will only be administered if written authorisation is given from the parent/guardian via the medication book. Prescribed medication will not be administered unless it is in the original container with the child’s name, current date and dosage. Any other medication will only be administered according to the

directions on the container and the child’s details. There is a set procedure that is to be followed when administering any form of

Medication to children whilst in Childcare. This will be explained to you as necessary. We do not administer Panadol if requested by Parent unless temperature is 38.5. Our Anaphylaxis Policy is available on request and on Childcare Notice Boards.

# NUTRITIONAL POLICY

As many children display allergies to nuts and nut products, we have

introduced a **“No Nut Policy”.** We ask that you respect this and **do not pack** peanut butter sandwiches, nuts or other nut products in your child’s lunch box. We also ban popcorn due to choking risk.

# NOTICES & COMMUNICATION

Newsletters, lost property etc. are placed in individual, named pockets hanging inside the Childcare rooms. Please check the pockets regularly.

# ACCIDENTS AND INJURY

If an accident/injury occurs while your child is attending a Childcare session, an Accident/Injury Report Form will be completed that details the incident and the action taken to address the injury and comfort the child. You will be informed upon collecting your child and asked to confirm the incident by signing the Accident/Injury Report Form. If the accident/injury is of a serious nature, you will be contacted immediately.

# ALLERGIES/ASTHMA

It is imperative that parents inform the Childcare Educators of any known allergies and, if attending childcare, the appropriate plan must be handed prior to the child coming in.

# ILLNESS

If your child becomes ill, you or your emergency person will be requested to collect your child.

If unable to contact parents or named emergency contacts, the person in charge has the right and authority to seek medical attention if necessary. **Parents will be responsible for all medical costs.**

It is your responsibility to report any infectious illness your child has or is in contact with. The outside notice board will indicate reported serious, unusual illnesses.

# POLICY & PROCEDURES MANUAL

BSCC is licensed by the Dept. of Human Services. You may refer to our Policy & Procedures Manual at any time.

# EXCURSIONS

Due to our limited hours service, Bowen Street Community Centre does not do excursions off site.

# COMMENTS / CONCERNS

Comments or concerns may be addressed in person or writing to:

* Centre Manager
* President of the Committee of Management
* Children’s Services Authorized Officer

Department of Education and Training Quality Assessment and Regulation Division (QARD)

Eastern Metropolitan Area

North Eastern Victorian Region

Level 4, 295 Springvale Rd. Glen Waverley 3150 Phone 1300 651 940

BSCC has developed and adopted a Privacy Policy. This Policy is available for distribution on request from the office.