



**Yarrunga**  
Community  
Centre

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# CHILD CARE MANUAL 2009



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# INTRODUCTION

## **1. MISSION STATEMENT**

The Yarrunga Community Centre is a place where all people can come together to learn, share and grow in a safe, friendly and nurturing environment.

We offer a wide variety of courses and activities, including computer skills, various arts and crafts, aerobics, parenting skills, self-help groups and rooms for hire.

The centre seeks to provide a service to the local community based on current needs; therefore its aims will focus accordingly.

## **2. OUR CHILD CARE CENTRE**

The Childcare Centre's primary objective is to offer care for the children, aged between 0-6, of participants attending courses within the Community Centre. The Centre also recognises that parents and guardians need time out, so limited Occasional Care is also offered.

The Centre is registered with the Department of Human Services as a Restricted Children's' Service Centre class 2, therefore no child may be cared for by the service for more than 5 hours per day or 15 hours per week. The centre is registered to care for a maximum of 21 children.

## **3. PHILOSOPHY AND GOALS**

The Childcare Centre will at all times aim to create an environment for all that:

- Is immediately welcoming through warm, positive interaction between staff, children, parents and visitors;
- Fosters a genuine sense of caring, security and well-being;
- Encourages each child to develop to his or her fullest potential;
- Ensures the individual's physical necessities of health, safety, nutrition and quality care are protected through adherence to mandatory regulations and common sense;
- Identifies needs of parents and children and supports and strengthens the family unity through responsive communication and programs.



## CENTRE STAFFING

In accordance with Children's Services Regulations we employ staff who are trained to work with young children.

We currently have two permanent Childcare workers, our Children's Services Co-ordinator is qualified Level 5 who has an Advanced Diploma in Children's Services. Carolyn Webb is our Children's Services Co-ordinator. Rosemarie Weir has a Diploma in Children's Services.

We also employ another assistant in accordance with Children's Services Regulations, when our numbers rise above 5 children under 3 years old in any session. Amanda Zammit, Assistant Childcare and runs our Leader Run Playgroup.

Two members of our staff hold current Workplace First Aid Level 2 qualifications. The Centre aims to encourage all staff to display the following qualities:

- Warm, caring attitude toward others
- Quick thinking
- Flexibility
- Ability to work as a team member
- Will recognise and meet children's individual needs
- Will be understanding of the varying needs of each family.

The centre encourages parent/staff communication and to establish effective relationships in order to share information and responsibilities.

Staff should tell parents about their child's day to enable the parent to feel involved and informed.

Staff will model appropriate language and positive interaction with children and parents at all times.

Children will be treated with dignity and respect.

Discussions about children will be held away from their hearing.

Staff will share all duties and work as a team.

All staff members are encouraged to attend professional development training to enhance their skills.

# ENROLMENTS AND HOURS OF CARE

## **1. DAYS/HOURS OF CARE**

The Childcare Centre operates during the school term, for some classes and activities as specified in the course information booklet. Occasional Care is offered during all Childcare Centre operating hours, with priority going to those attending Community Centre courses. The current hours of operation are as follows:

Tuesday	9:00 am - 2:00 pm
Wednesday	9:00 am - 2:00 pm
Thursday	9:00 am - 2:00 pm

## **2. FEES**

Occasional Care fees – booking and payment should be made in advance for an entire term. Where childcare is required to enable a parent to attend a course or activity at Yarrunga, booking and full payment should be made when enrolling in the class. Any remaining unfilled places will be offered on a casual basis week to week according to our waiting list.

Occasional Care	\$33.00 per session (regular) \$23.00 for each additional child per session (regular) \$36.00 per session (casual) \$25.00 for each additional child per session (casual)
Class Attendees	\$6.60 for first hour \$3.00 per extra hour, or part thereof \$25.00 maximum for a family per session

Please note that Yarrunga Community Centre is recognized as a “*registered childcare centre*” with the Family Assistance Office. Eligible families may claim payment of Child Care Benefit for the hours that their child/children are being looked after in our Child Care Centre. In order to claim Child Care Benefit, please provide your Yarrunga receipt to the Family Assistance Office along with a completed “*Claim for Child Care Benefit for registered Childcare form*”. This form is available from a Family Assistance Office or can be downloaded from their website on the following page:

<http://www.centrelink.gov.au/internet/internet.nsf/forms/fa018.htm>

You have up to 12 months to submit your claim for child care benefit from the date of care. If you have any queries about the claim process or your eligibility for benefits please contact the Family Assistance Office on 13 61 50.

### **3. BOOKINGS AND ENROLMENT**

Bookings are processed through the Yarrunga Community Centre Office on 9722 8942. Please remember to book and pay for your childcare when you enrol in a class to ensure you do not miss out on a place.

In order to secure a place for Occasional Care the centre requires payment for a term in advance. A booking will not be taken without payment. Occasional Care places may be booked at any time, subject to availability. We advise booking as early as possible to avoid disappointment as we usually have a waiting list.

Before the first time that a child comes to the child care centre, parents **MUST** complete and submit a childcare registration form. As well as details regarding the child and parents/guardians, information required includes:

- Doctor's name, address and phone number
- Emergency contact persons, with name, address and phone number
- Details of any medication or medical condition the staff should be aware of
- Custody or access arrangements.
- Immunisation details.

A child cannot be accepted into crèche without a completed enrolment form on file.

Parents must notify the centre and update their information as changes occur.

On initial enrolment parents are advised to allow enough time to meet the staff who will be caring for their child. They can also familiarise themselves with arrival and departure procedures.

### **4. CANCELLATIONS**

In order to ensure that the centre is staffed according to regulations and that your place may be offered to someone on a waiting list, 24 hours notice of inability to attend is preferred. No refunds will be given.





## 5. ARRIVAL AND DEPARTURE PROCEDURES

Upon arrival at the centre at **each visit**, parents must complete their details in the attendance book. This includes the child's name, the actual time the child has arrived, who will collect the child and your signature or initials.

A Medication Authorisation Form will need to be completed if necessary.

When collecting child/children, the attendance book must be completed with details such as the actual time the child leaves the Centre. If someone else is to collect a child, it is preferred that staff are notified. **The person collecting the child must be included on the enrolment form.**

### LATE FEES

#### Occasional Childcare Sessions:

Children must be collected by 2:00pm at the conclusion of the childcare session. When collecting their child, parents must:

- Write the actual time the child leaves the Centre (according to the clock in the crèche)
- Sign their name (initials are sufficient)

The following late fees are applicable for children not collected on time according to the crèche clock:

2:00 – 2:05pm	no fee charged
2:06 – 2:10pm	\$5
2:11 – 2:15pm	\$10
2:16 – 2:20pm	\$15
2:21 – 2:25pm	\$20
2:26 – 2:30pm	\$25 and so on...

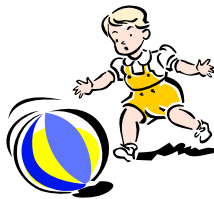
#### Childcare for Class Attendees:

Children must be collected immediately after the parent's class finishes. If parents wish to keep the child in childcare for longer, then they must pre-book additional time and pay for it at the occasional childcare rate (prorata). When collecting their child, parents must:

- Write the actual time the child leaves the Centre (according to the clock in the crèche)
- Sign their name (initials are sufficient)

The following late fees are applicable for children not collected on time according to the crèche clock:

Up to 5 minutes	no fee charged
Up to 10 minutes	\$5
Up to 15 minutes	\$10
Up to 20 minutes	\$15
Up to 25 minutes	\$20 and so on.



## PREPARING FOR CARE

### 1. SUNSMART POLICY

We have a ‘Sunsmart’ policy to ensure that all children are protected from skin damage as much as possible. We try to foster a positive attitude toward skin protection. The staff will act as role models by wearing appropriate hats and clothing, using sunscreen and seeking shade wherever possible.

***In terms 1 and 4 it is compulsory for the children to wear sunscreen. It is expected that parents apply the sunscreen prior to arrival at the Centre, as the staff will not do this.***

Even in shade, or on cooler days, UV can reach you after being reflected off surrounding surfaces, such as sand, concrete and walls. The UV levels have nothing to do with temperature. *It is preferred that children wear sunscreen throughout the year.*

***It is compulsory for children to wear hats during outdoor play in terms 1 and 4. This is to be supplied by the parents,*** and should be clearly labelled with the child’s name. It is preferred that this be of a broad rimmed or legionnaire design, whereby protecting the face, neck and ears. Children not wearing hats will be discouraged from outdoor play.



## **2. WHAT TO BRING**

**A clearly named bag.** Please label all clothing and accessories. Please note that staff will not be responsible for lost personal items.

**Clothing.** Your child should be dressed in practical and comfortable clothing. We suggest that 'play clothes' be worn rather than 'Sunday best'. A complete change of clothing should be supplied, particularly if the child is being toilet trained. Children's clothes that become soiled will be sent home in a plastic bag.

**Nappies.** Parents must provide enough nappies for their child's visit. Cloth or disposable are acceptable. It is preferred that wipes or cotton balls are provided also.

**Bedding** Children will have a short rest time from 1.00pm to 1.30pm, please provide a small sheet and a bed bag/pillow case for each session.

**Snacks and drinks.** Parents are to provide a healthy snack for morning or afternoon tea. We recommend the following:

- Sandwiches;
- A piece of fruit or dried fruit; ;
- Cheese, rice cakes or savoury biscuits;
- A drink in a leak-proof container (preferably water)

CENTRE IS A NUT FREE ZONE; THIS INCLUDES NUTELLA AND, PEANUT BUTTER.

Clearly label lunch and drink containers and leave in the child's bag. If your child has a special diet or allergy, please remember to tell the staff and include the information on your enrolment form.

**Toys.** Comfort toys are welcomed at all times. Please insure that these are named. Please leave all other toys at home. We encourage war free toys and play!

## **3. LOST PROPERTY**

Unnamed items found during each session will be placed in the lost property box. If property is not claimed it will be disposed of at the end of each term. The centre does not have the facilities to keep them longer.

#### **4. SETTLING IN**

All children need a chance to settle in. They all react to situations in different ways.

For children who have never been left before, or are likely to be distressed, it is advisable to allow sufficient time after drop-off to remain until the child is more relaxed. If your child appears to be upset on your departure carers will intervene and direct your child to an activity. Children nearly always have settled before you reach the front door!

Feel free to ring the Centre to check on your child. The staff will ring parents/contacts to have the child collected if they do not settle within a reasonable amount of time.

It is important for parents and staff to minimize concern about separation between the parent and child. Parents should be relaxed and show confidence and the child will feel more at ease. Staff will help parents to decide when it is time to say “goodbye”.

It is centre policy that the parents say “goodbye” to their child. It can become very distressing to a child if they do not understand where the parent is, or if they do not realise they have been left.



## GENERAL PROGRAM FOR CHILDREN

An important factor to consider in this age group is maintaining a routine that still allows flexibility and spontaneity. Our aim is to provide lots of fun and laughter in a cosy, safe environment.

Nappies are changed as necessary, depending on children settling. If a child has been unsettled and becomes settled by involving themselves in an activity, they will be left at the activity a while longer for a chance to become secure before being approached for a nappy change.

Children are encouraged to help pack up throughout the session.

## **1. PLAY EXPERIENCES**

The following is a list of some of the many experiences that are included in the program offered to all children attending the centre.

Through these activities we endeavour to provide a stimulating environment that will enable your children to reach their full potential physically, emotionally and socially. The children are treated as individuals, and we seek to meet their needs at all times.

- **Music.** Singing and musical instruments are used as a group activity.
- **Story telling.** Often in small groups, and we also have a group story time.
- **Outdoors.** Sandpit, balls, bicycles and cubby house. Space for running, skipping, etc.
- **Imaginative play.** Home corner, cubby house, shop, dolls, railway, etc.
- **Drawing and painting.** Crayon, pencils and texta on paper, boxes or cardboard. Painting with brushes, sponges and fingers! The children also enjoy drawing with chalk, or painting with water, on the outdoor paving.
- **Building.** Construction sets, wooden blocks.
- **Manipulative.** Hammering, cutting, puzzles, threading, etc., all promote good hand-eye co-ordination.
- **Sensory.** Waterplay, playdough, bathing dolls, funnels, cornflour slime, etc.



# **BEHAVIOUR GUIDANCE POLICY**

## **1. POSITIVE BEHAVIOUR GUIDELINES**

At Yarrunga, children are encouraged, through positive interaction with adults and other children, to gain social skills that will allow them to develop into confident and competent individuals.

We believe this is achieved by ensuring that children experience consistent and positive approaches to behaviour guidance, in an environment that encourages and reinforces acceptable behaviours, appropriate to the child's developmental capacities, needs and cultural background.

Staff will use consistent strategies that set the limits of realistic behaviour, according to the individual child's age and mental, physical and emotional development, to enhance self-esteem and encourage self control.

These strategies will include:

- Encouraging children to express their feelings in an appropriate manner;
- Providing encouragement and attention for appropriate behaviour;
- Developing simple achievable rules for all children, such as-
  - Be gentle with toys and each other
  - Share and take turns
  - Respect each other's differences and personal space
  - No running inside;
- Making reasonable requests that are set using clear simple language;
- Focusing on the behaviour not the child themselves e.g.: using "I" messages and non blaming language;
- Providing children with choices in a stimulating, yet safe and supervised environment.

## **2. MANAGING CONFLICT BEHAVIOURS**

When a conflict situation arises, the aim is to resolve the conflict in a way that is positive and appropriate to the age of the child and the particular situation.

Staff will provide the following strategies to assist in resolving conflict or difficult situations:

- Suggest alternatives to the inappropriate behaviour;
- Explain clearly why a particular behaviour is unacceptable including the consequences, using assertive communication. For example "When you (inappropriate behaviours) I feel (emotional response) and I would prefer it if (positive statement about alternative behaviour)";
- Encourage the child to talk about their feelings;
- Redirect the child to another activity;
- Praise the child when appropriate behaviours are displayed;
- Ensure the environment and program activities allow for choices in terms of numbers of toys/equipment and a balance of active/quiet activities for both indoor and outdoor spaces.

### **3. WHEN CONFLICT BEHAVIOURS CONTINUE**

If a child continues to repeat inappropriate behaviour (such as biting, hitting, kicking etc.), and is distressing other children and is not responding to any of the behaviour management techniques listed above, the Child Care staff will implement the following steps.

- Discuss the behaviour with the parents, drawing attention to the notes made in the Observations Chart, and establish a course of intervention strategies or actions that will help with the child's inappropriate behaviour;
- Brief the Primary Nominee of above situation and decide a course of action;
- Following approval from parents, seek guidance from appropriate professionals;
- If above steps are unsuccessful, inform the Primary Nominee of the above who will then meet with parents and establish a course of action;
- If other children are at risk because of ongoing inappropriate behaviours, then other options may be discussed. This could include varying access to the service.



## **HEALTH POLICIES**

The health and safety of all children is of major concern. Since the Centre does not have the facilities to cater for the care of sick children, parents must not send children who are ill. More importantly, staff/child ratios prevent the staff from providing the degree of individual care and comfort that an ill child deserves, and such individual attention jeopardizes the safety and well being of other children.

Staff will ask parents to take their child home if it is felt that they need to see a doctor, have an illness that may be contagious, or if the child requires prolonged individual staff attention. If a child becomes ill during their time at the Centre, staff will contact the Parent/Guardian to collect the child.

Where possible emergency contacts should be within reasonable distance and available to help when required.

### **Anaphylaxis Management**

**Parents/guardians of a child at risk of anaphylaxis shall:**

- inform staff, either on enrolment or on diagnosis, of their child's allergies.
- provide staff with an anaphylaxis action plan and written consent to use the EpiPen in line with this action plan.
- provide staff with a complete EpiPen kit.
- regularly check the EpiPen expiry date.
- comply with the service's policy that no child who has been prescribed an EpiPen is permitted to attend the service or its programs without that EpiPen
- notify the staff of any changes to their child's allergy status and provide a new anaphylaxis action plan in accordance with these changes.

## **1. SICK CHILDREN**

### **CHILDREN ARE NOT TO BE SENT TO THE CENTRE IF THEY HAVE:**

#### **FEVER**

A child with a fever of more than 38oC must be kept at home (or will be sent home). It is advised that the child stay home fever free for at least 24 hours.

#### **DIARRHOEA**

A child who has watery stools should not return to the Centre until they have been free of diarrhoea for at least 24 hours. If your child has an allergy or condition that causes diarrhoea, please inform staff of this when you enrol your child. The exclusion table makes no exceptions and such a child may not be accepted at the Centre without a medical certificate.

#### **VOMITING**

A child who is vomiting should be kept at home until the vomiting has stopped. Micro-organisms that cause vomiting and diarrhoea are highly contagious and will spread through the Centre very rapidly.

#### **NASAL DISCHARGE**

Where a child has excessive or colored discharge, but *shows no other signs of illness*, acceptance of the child at the Centre will be at the discretion of the Co-ordinator.

#### **HEADLICE**

A child with ringworm, scabies or head lice will be readmitted to the Centre the day after appropriate treatment has commenced.

## **2. HEALTH RELATED PROBLEMS**

It is essential that parents inform the staff of any health related problems. A child's life could depend on staff having full and correct information. Allergies or chronic conditions that your child has should be discussed with staff, so that they are familiar with how they should attend to your child if necessary. All health related information should be written on the child's enrolment form.

## **3. INFECTIOUS DISEASES**

If your child is diagnosed as having an infectious disease, it is the parents'/guardians' responsibility to notify the Co-ordinator immediately. In some cases it may be necessary to recommend that medical advice be sought immediately. This may be particularly important if there is a possibility of a staff member or parent being pregnant, as the consequences can be severe.

Parents will be notified of any cases of significant infectious disease or conditions in the Centre via a sign on the notice board. If you are seeking extra details of any disease please speak to the Co-ordinator.

Details of exclusions are set in accordance with the requirements of the Department of Human Services.

## **4. MEDICATIONS**

Strict policies have been developed at this Centre to protect children from incorrect administering of medicine. Children may only receive medications at the Centre if:

- The parent or guardian has given written permission: filled out the medication book in the child care room, advising under what circumstances the medicine is to be administered;
- Medications have been kept in their original container, bearing the original label;
- The child's name is clearly visible on the medicine bottle;
- Medication is handed to the staff member in charge of the room.  
**UNDER NO CIRCUMSTANCE IS MEDICINE TO BE LEFT IN THE CHILD'S BAG;**
- Medicine must only be given when another staff member is present to witness the dosage. Both staff members must immediately complete the medicine book.

## **5. ACCIDENTS, INJURIES AND INCIDENTS**

Strict guidelines have been developed to deal with incidents occurring at the Centre.

- In the event of an accident, injury, incident or illness, your child will be comforted and given appropriate first aid;
- If staff consider it necessary, immediate medical attention will be sought;
- Staff will attempt to contact the parent/guardian immediately;
- In the case of a serious accident or illness when a parent cannot be contacted, the nominated emergency person will be contacted. **Please ensure that these numbers are up-to-date;**
- All accidents, injuries and illnesses are recorded in the Centre's Accident Book. Parents must sign this book after speaking to staff to acknowledge being informed of the incident.

## **6. IMMUNISATION POLICY**

In accordance with recommendations from the Department of Human Services, non-immunised children are to be excluded from the Centre when a disease that they are not immunised against is present.

The period of exclusion is dependent on the particular disease present. It is therefore essential that all immunisation records are kept up-to-date, so staff are aware of each child's current immunisation status.

## **C O N C E R N S   O R   C O M P L A I N T S**

Should parents/guardians have a concern or query, they should not hesitate to mention it to staff. If it is of a nature that requires some time for discussion, parents should make an appointment with the staff directly responsible for their child's care, or with the Centre Co-Coordinator.

Should this first course of action not prove satisfactory, parents may contact the Department of Health Services 883 Whitehorse Road, Box Hill on 9842 6000.