



CHILDREN'S SERVICES INFORMATION HANDBOOK

11 Dunraven Drive, Yangebup

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Email: info@yangebupfamilycentre.org

Web: yangebupfamilycentre.org

Office Hours

Monday to Friday: 9am to 3pm

Welcome

Welcome to Yangebup Family Centre Inc. We trust your time with us will be a positive and happy experience for both you and your family. This booklet contains all the relevant information you may require regarding the children's services we offer.

Our centre is a not-for-profit community based service run by a Management Committee consisting of parents and interested community members. Meetings are held the fourth Tuesday of every month at 7pm and new members are very welcome.

Centre Philosophy

At the Yangebup Family Centre we believe that every child is an individual and should be cared for and educated in a positive, nurturing manner. We work to support families in their parenting and encourage them to be active participants in our service.

For the Parent

We promote parental confidence through the provision of quality care and play-based educational programs. We will develop a sense of trust and partnership between parents, children, educators and administrative staff through open communication, honesty and respect. The centre will promote and develop a consistency between the centre practices and home by offering support and information on child rearing practices.

For the Child

Each child will be provided with a safe and hygienic environment that is stimulating and challenging allowing them to explore and achieve. Our play-based educational programs assist each child to develop at their own rate enhancing their confidence, curiosity and imagination. Our programs encourage independence and strengthen each child's self-esteem allowing them to reach their full potential both emotionally and physically.

Our programs reflect Australia's multi-cultural society, enhancing the children's awareness and respect of cultural differences and similarities.

The children will be cared for and educated by qualified staff who are dedicated, knowledgeable and supportive of each child's individual needs.

For the Staff

Staff will work collaboratively, sharing their knowledge with one another and the community. They will be involved in decision making and respected for their individual qualities and experience. Staff will be committed to extending their skills and abilities through ongoing professional development. Communication between management, the committee and community members will be open and positive. Management will endeavour to ensure continuity amongst the staff by being supportive and acknowledging the staff's contribution to the service.

Community

The Centre will integrate into existing support networks and take an active interest in other community groups. It will encourage ongoing community awareness through incursions, visits etc.

Our Programs

Playgroup

Our playgroup sessions provide an opportunity for dads, mums, grandparents and carers, with their children aged under 5 years, to meet other local families in a relaxed and playful setting. Our facilitator provides activities and support for local families to learn about children's development through play, talk through an issue, and find out about other activities and services in the community.

Playclub

Developed as a 'stepping stone' from playgroup to kindergarten, our Playclub provides a fun-filled, educational environment for children 2 – 3 years of age. A parent/guardian is required to attend with the child and activities are provided by our educational facilitator.

Occasional Care

This program currently operates 3 days a week and is a child care service for children from 8 weeks to 6 years on an occasional basis. Children are provided care and education in a safe and nurturing environment allowing parents time to attend to other commitments.

We offer an educational program based on the Early Years Learning Framework in a multi-aged group setting. Qualified educators provide a stimulating environment with challenging activities based on the children's development and interests.

3 year old Kindy

Our kindy program familiarises young children with the routines of a formal program in a relaxed and nurturing environment. Through educational experiences based on the Early Years Learning Framework, children develop in all domains including physical, social, emotional and intellectual. The program assists children with their self-help skills, confidence and the transition into formal education. Children must be 3 years of age and fully toilet trained to attend our 3 year old Kindy.

Venue Hire

We offer excellent rates for the hire of the centre, with a 20% discount available to centre users. You have the option of 1 or 2 activity rooms and outdoor playground or the meeting room. All rooms have reverse cycle air-conditioning and facilities are provided for tea and coffee.

It's the perfect venue for children's parties, family celebrations, community group meetings and other community activities. To enquire about this please speak to one of our office staff.

Our Staff

All of our educators have either Bachelor of Education (Early Childhood), the Diploma or Certificate III in Children's Services. At all times we have at least one staff member on duty with a First Aid Certificate, Anaphylaxis Training and Emergency Asthma Training. Our staff regularly attend in-services and workshops to keep their knowledge and skills up to date. All staff, including casual relief staff, have a current Working with Children Check and National Police Clearance.

Enrolments

- Enquiries can be made at the centre office or by telephoning 9417 9995. If the program you require is full we can place you on a waiting list.
- An enrolment form **MUST** be completed on or before the first visit and updated annually or when details change
- A copy of your child's immunisation record and birth certificate must be attached to the enrolment form
- When completing the enrolment forms you must ensure all details are correct and that we have two emergency contacts other than the parents/guardians
- If your child is unable to attend a session of care, a phone call from you advising us of this is appreciated

Fee Policy

- The Yangebup Family Centre aims to provide a high quality service at an affordable price.
- The Yangebup Family Centre reserves the right to exclude a child from our programs if fees are not paid by the due date.
- We have a **NO REFUND POLICY**. Refunds are only issued in extenuation circumstances.

Occasional Care

- Our Occasional Care service is approved by the Family Assistance Office allowing us to offer the Child Care Benefit (CCB) and Child Care Rebate (CCR) for this service. To claim the CCB or CCR you are required to register with Centrelink at www.familyassist.gov.au or by telephoning 13 61 50.
- Fees for Occasional Care are to be paid at the beginning of each session by cash or cheque.

Kindy, Playclub, Playgroup

- Fees for Kindy, Playclub and Playgroup are to be paid by the term in full.
- A non-refundable 50% deposit is required to confirm the place prior to commencement.
- The balance of term fees must be paid in full by week 2 of each term.
- If the office is closed, fees can be left in our locked box on the office door. Please place fees in the envelope provided and complete all details on the envelope. Any change will be credited to your account.
- Fees are to be paid at the centre by cash or cheque or by electronic transfer as detailed below:

BSB: 016 454

Acc No.: 2559 65605

Reference: Child's surname & initial, name of group

Please forward a receipt to the office, or email confirming payment to

info@yangebupfamilycentre.org



Leaving and collecting your Child

Children must be left in the care of a staff member. A parent or guardian must sign the child in on arrival and out on departure. These records need to be accurate as they are checked by the Licensing Board and used in the case of an emergency to ensure all children have been evacuated.

A late fee of \$1.00 per minute will be charged if you do not collect your child on time. This fee must be paid prior to your child attending the centre again.

Custody of a Child

Staff will not allow a child to be collected from the centre by a person unless they are listed on the enrolment form. Please advise staff in writing if someone different is collecting your child. If staff aren't familiar with the person, they will ask to see their driver's licence as proof of identification. If staff have not received a message, or are in doubt, they will not release your child.

If there are court orders regarding custody a copy must be provided to the centre for the orders to be enforced. If a situation arises where a non-custodial parent/guardian attempts to collect a child the Supervising Officer or Manager will contact the custodial parent and inform them as well as the police.

Child's Daily Requirements

Your child should bring the following items every day. Please ensure all your child's belongings are clearly labelled.

- A Bag to keep your child's belongings in
- Sun safe hat for outdoor play
- Sunscreen applied before care
- 2 spare changes of clothing
- Water bottle
- Morning Tea/Lunch/Afternoon tea in a lunch box (depending on program)
- Extra underwear if your child is toilet training (Occ Care)
- 5 Nappies (Occ Care - if required)
- Bottles of milk or formula (Occ Care - if required)
- Comforter (Occ Care - if required)



Clothing

Please ensure children are dressed in comfortable, practical clothing. Aprons are provided for messy activities but this cannot ensure children don't get paint, glue or clay on their clothes.

Clothing should also protect the children from UV rays so we encourage t-shirts rather than singlet tops.

Sun Policy

Please provide a hat for your child to wear all year round. Hats must provide adequate protection to the face and neck such as a legionnaires hat or wide brimmed hat.

It is your responsibility to ensure your child has sunscreen applied before attending the centre. Staff will re-apply it as necessary during the day.

If you require further information, our Sun Policy is available for you to read in our Policy File.

Allergies

The centre must be informed of any existing or suspected allergies. An Emergency Action Plan must be completed by a General Practitioner or Allergy specialist and provided to the centre before attending one of our programs. Any medication required for administration in the case of an allergic reaction must be handed to a staff member at the beginning of each session. Under no circumstances is medication to be left in a child's bag.

As a precaution, our centre is allergy aware and we ask that **NO NUT PRODUCTS** be packed in the children's lunch boxes or bought into the centre. This means no peanut paste, nutella, muesli bars containing nuts etc. If you have a query about this, please speak with staff.

Birthdays

We love to celebrate your child's special day. If you would like to send in a cake or special treat, please do so. Individual items are great such as cupcakes, donuts etc and a list of the ingredients is required to assist staff with ensuring no child with an allergy is given the wrong food. Please remember the treats must be **NUT FREE**.

Nutrition Policy

Meal and snack times will provide a positive learning experience for children who will be encouraged to develop healthy eating habits. We ask that you pack healthy food for your child to enjoy whilst at our centre. A piece of fruit, vegetable sticks, cheese and sandwiches make an ideal lunch box for the day along with a drink bottle with fresh water. Please pack your child's lunch in a safe and hygienic matter – using ice blocks to keep the food fresh is perfect. All lunch boxes and drink bottles need to be clearly labelled with your child's name.

Babies' bottles need to be prepared at home and stored in our kitchen fridge. Ensure your child's bottle is clearly labelled to avoid mix ups.

For further information on our Nutrition Policy please refer to our Policy Folder.



Illness and Medication

Any medication to be given to the children must be handed to staff at the commencement of the program. Medication must be in the original bottle or packet with the guidelines for administration clearly visible. A Medication Form must be completed by the parent / guardian and staff will administer the medication according to the authorisation form. Do not leave any medication in your child's bag.

If your child becomes ill or injured during a session, we will contact you, or an authorised contact, to come and collect your child.

In the case of an emergency, the Supervising Officer has the authority to call an ambulance and the cost will be the responsibility of the parent / guardian.

We pride ourselves on keeping high standards of hygiene and our staff will educate the children on personal hygiene such as covering our mouth when we sneeze, catching our coughs and washing our hands.

Children's Health

Please DO NOT send your child to the Yangebup Family Centre if he/she is unwell. Many illnesses are highly contagious and easily spread amongst children under 6 years of age.

We follow the Exclusion Guidelines set out for Children's Services by the W.A. Health Department as below:

<i>Condition</i>	<i>Exclusion Period</i>
Chicken Pox	Until all spots have disappeared or dry scabs have formed
Conjunctivitis	Until discharge from eye has ceased
Diarrhoea / Vomiting	Until 24 hours after diarrhoea / vomiting has ceased
Measles	Until rash has disappeared
Mumps	Until lumps has gone down
Ring worm / Scabies	Until sores have disappeared
Streptococcal	Exclude for 24 hours after treatment has commenced
Whooping Cough	Exclude for 5 days after treatment has commenced
Cold / Flu	Until discharge is clear and not green
Cold Sores	Until sore has completely dried
Hand Foot and Mouth	Until blisters are dry and no fluid
Head Lice	Exclude until all lice and eggs have been eradicated and hair treated thoroughly.
School Sores	Until treatment has commenced, all sores must be covered
Temperature / Fever	Remain at home until temperature has gone below 37.5 degrees

Yangebup Family Centre reserves the right to exclude a child from care if they are showing signs or symptoms of illness and request a Doctor's Certificate to confirm your child is free from illness.

Children who have had vomiting or diarrhoea must be kept away from the centre for a full 24 hour period after their last motion.

A child with a temperature of 37.5 degrees or above must also be excluded.

It is your responsibility to ensure the Emergency Contact details are up to date for your child in the case of your child becoming unwell whilst in our care.

Routines and Rest times

Each program has a flexible routine allowing the children to become familiar with the program.

Some programs include a sleep or rest time. We have cots for babies and mattresses for the older children. All linen is supplied by the centre and children are slept in accordance to the SIDS and KIDS safe sleeping recommendations.

No child will be forced to sleep and educators will work to ensure babies/children can sleep when they need to.

Photographs

Photographs form an integral part of our program development. If you do not want photos of your child taken please advise their educator.

Parent Grievance Procedures

In order to offer the best possible care for your child and to keep communication lines open, please do not hesitate to speak with your child's educator if you have any grievances. If no satisfaction has been reached, then please speak with the Children's Services Co-ordinator or Centre Manager.

The Yangebup Family Centre is governed by regulations from the Department of Local Government and Communities, Education and Care Regulatory Unit. Information about the regulations can be obtained as below:

Department for Local Government and Communities, Education and Care Regulatory Unit

Website: www.communities.wa.gov.au

Email: ecru@communities.wa.gov.au

Telephone: 6210 3333

Centre Policies

The operating of the centre is guided by policies which are developed by staff and the Management Committee. These are available for all families to read. The policy folder is kept in the office and available on request. Policies are reviewed and updated regularly.