



PARENT INFORMATION 2020



Centre Philosophy

KinderPlay Early Learning Centre is an inspiring long day care service focused on the holistic learning and development of children.

We acknowledge that we work and play on the land of Wurundjeri people who have been custodians of this area for thousands of years. We pay our respects to their Elders, families and descendants and extend that our respect to all indigenous Australians.

KinderPlay Early Learning Centre is a culturally diverse community of educators, families and children playing and learning together in an environment that promotes a desire for learning through meaningful experiences that enhance and support trusting, mutually respectful partnerships.

Centre Goal

1. To provide a high-quality education program for children 18 month to 6 years of age.
2. To work towards becoming an accredited centre.
3. Establishing respectful working relationships and partnerships with the families and community members.



Operational Matters

Hours of operation

Monday to Friday 8.30am – 6.00pm

Saturday 9.00am – 1.00pm

Closed on Public Holidays

The Centre is closed on Public Holidays and for two weeks over the Christmas break. No fees are charged for Public Holidays or during the Christmas closure.

The service has a minimum of two educators, in compliance with mandatory ratios, with additional floating and casual staff covering breaks, leave and programming time. We also incorporate family groupings to allow all age groups and siblings to be together.

Staff

Our staff are all fully and highly qualified and have a wealth of experience in the industry. We are all very passionate about the children's education, health and wellbeing, and work very hard to build and maintain a positive and trusting relationship with the children and their families.

All of our early childhood trained educators hold certificates in first aid and are also trained in asthma and anaphylaxis management. They have been trained in child protection.

Our educators come from a range of backgrounds and bring with them a wealth of contemporary knowledge and industry experience. Most of our educator can speak language other than English.

The Centre also provides training and work experience for students from University, TAFE and training agencies.

Policies and procedures

The Centre has a comprehensive set of policies and procedures governing its operations, as required by the legislation relevant to childcare providers.

This information booklet includes summaries of the information contained in some of the key policies. The Policy Folder is available at all times in the Centre Office. If you would like a copy of an individual policy, please ask at the office.

We will consult with families when we propose amending and updating a policy.



Enrolment and Fees Information

Before Enrolling

We want your experience to be relaxed and happy, more importantly, we want you to be in a childcare centre that is right for you and your child. That's why we offer tours to ensure KinderPlay is right for your child.

After Enrolling

Before your child's first day, we welcome you to orientate your child to the centre. The orientation session allows your child to settle in with a gradual transition:

- Helps them become familiar with the surroundings and staff
- Give you the opportunity to observe your child in the setting
- Allows for further questions and answers

Our orientation session is at no charge, but we do need returned enrolment documents. Parents must stay on the premises during the visit.

Enrolments will be accepted providing:

- The maximum daily attendance does not exceed the approved number of places of the service.
- Child-educator ratios are maintained across the service in each room.
- A vacancy is available. (Please see Priority of Access Guidelines below.)

Priority of Access Guidelines

Children who are enrolled at the centre or whose families are seeking a place at the centre will be given priority of access in accordance with the guidelines that have been established by the Department of Family and Community Services and Indigenous Affairs.

Below is the priority of access levels which the centre must follow when filling vacancies.

1. A child at risk of serious abuse of neglect.
2. A child of a single parent/guardian who satisfies, or of parents/guardians who both satisfy the work/training/study test under A New Tax System (Family Assistance) (Administration) Act 1999
3. Any other child.

Immunisation Status

To finalise enrolment for your child in KinderPlay Early Learning Centre you must provide the service with an immunisation status certificate from the Australian Immunisation Register. It must show that your child is:

- up to date with vaccinations for their age OR
- on a vaccine catch-up schedule OR
- has a medical condition preventing them from being fully vaccinated

If you are having trouble with the immunisation requirements, let the service know and they may be able to assist you.

No Jab No Play

'No Jab, No Play' is the name of legislation that requires all children to be fully vaccinated unless they have a medical exemption to be enrolled in childcare or kindergarten in Victoria. The law applies to early childhood education and care services in Victoria providing:

- long day care
- kindergarten (including 3 and 4-year-old kindergarten)
- occasional care
- family day care

Under the No Jab, No Play legislation, **early childhood services must obtain a record of immunisation before enrolling a child.** In some circumstances, families can enrol under a **16-week grace period** and services will support families to immunise their children during this period. **The law took effect on 01 January 2016. No Jab, No Play Policy.**

General Information on commencement

- KinderPlay Early Learning Centre accept Children between 18mth to 6 years old
- A non-refundable registration fee per child per calendar year and a security bond is due and payable upon enrolment or at the child's first visit to the centre
- Fees are due and payable upon arrival for each visit or paid in advance at the first day for multiple visits across each week.
- Fees are payable for all booked days, including absent days, i.e. sick days, and family holidays
- **Parents/guardians with outstanding accounts, over one week, risk future bookings being cancelled and/or future bookings not being accepted.**
- Late collection fees will be charged to parents/guardians who collect their child after the booked time or after the centre closes at 6pm.

Cancellation of booking for casual care

- Cancellations of bookings will be charged at a rate of half the booked fee the day before booking.
- Cancellations of bookings made on the day of the booking are charged at full fees.

Fee Statements/receipts

- Statements are issued to all parents/guardians' fortnightly in line with the Department of Social Services requirements. These statements are emailed to families that have attended the centre in the past four weeks. Additional statements are available on request.
- Statements display attendance days, absences, fees charged, previous payments made and absent counts for the current financial year. Child Care Subsidy details will be displayed and an estimate/calculation for any current fee reductions. Child Care Rebate calculations will also be displayed if parents have chosen CCS to be paid to the centre.

Non-Payment of fees:

- **Parents/guardians with outstanding accounts, over one week, risk future bookings being cancelled and/or future bookings not being accepted.**
- Parents/guardians experiencing difficulties with fee payment are to contact the Centre Director as a matter of urgency, before fees are in arrears.
- For exceptional or extenuating financial circumstances, parents/guardians may be provided with a payment plan to provide payment of fees outstanding and allow the child to remain attending the service – fees for any future visits will need to be paid on arrival at the centre. If the payments required under the payment plan are not received, future booking will be cancelled and the child will no longer be able to attend the service.
- Educators will be notified that the child is no longer able to attend the service.

Debt collection:

- When future bookings have been cancelled and will no longer be accepted, if the account remains due after a reasonable time “Debtors will be referred to the Debt Collector contracted by KinderPlay ELC to ensure fees are paid for all services operated by KinderPlay ELC.”

Late Collection of Children

- A late collection fee will apply to any parent/guardian that has not collected their child before the designated closing time for the centre. **A late fee \$20 per 10-minute block will be charged (e.g. if you are 5 minutes late you will be charged for a 10-minute block. If you are 15-minutes late you will be charged for 2 x 10-minute blocks and so on).**
- Continual late collection of children may result in cancellation of care for the child.

Payment methods

- **DebitSuccess** Parents/guardians can complete a DebitSuccess Authorisation form whereby providing credit card details or bank account information, transactions will be automatically processed on the due dates each fortnight by the DebitSuccess company. Successful payments will be automatically credited to accounts through the Qikkids child care software program
- **EFTPOS** - Payments can be made by credit card or EFTPOS in person at the centre. Credit card payments can also be made over the telephone by calling KinderPlay ELC Forest Hills Centre



Fee Assistance

The Child Care Subsidy (CCS) is the government program that from 1 July 2018 helps parents and families with out-of-pocket child care costs. It offers fee assistance that can make a difference to you and ensures that quality child care is accessible to all families.

This subsidy is income and activity tested and is paid directly to your child care centre to reduce the fees you pay.

Basic Eligibility for Child Care Subsidy (CCS)

- Care for a child 13 years or younger and not attending a secondary school
- Use an approved child care centre
- Be responsible for paying the child care fees
- Ensure your child meets immunisation requirements or has an exemption
- Meet Australian Residency requirements

The Child Care Subsidy

The amount of Child Care Subsidy you and your family can receive depends on your individual circumstances. All of the following are considered by Centrelink in determining the amount of Child Care Subsidy your family may receive:

1. Your Family Income

Your Child Care Subsidy percentage will be dependent upon the amount of your Family Income.

2. Your Family Level of Activity

The number of hours of subsidised child care your family is entitled to each fortnight is determined by an activity test.

The higher the levels of activity the more hours of subsidised care your family will be able to access, up to a maximum of 100 hours per fortnight.

Recognised Activities include:

- Paid work including being self-employed or on paid or unpaid leave such as parental or maternity leave
- Actively studying or training
- Unpaid work in a family business or internship
- Actively looking for work
- Volunteering
- Other activities on a case by case basis
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3. Type of Child Care Service

Your Child Care Subsidy percentage will apply to the lowest of either the hourly fee you're charged by your child care service or the hourly rate cap.

There is a different hourly rate cap depending on the type of approved child care you use. The hourly rate cap for centre based Long Day Care and Occasional Day Care is \$11.77.

Child Care Subsidy Estimator

Because each family situation differs, it's best to calculate your potential child care benefits for planning purposes. To calculate an estimate of the Child Care Rebate and Child Care Subsidy for your family, visit [Centrelink's Child Care Estimator](#). The website walks you through the calculation, giving you a good prediction of what it would look like for your family.

Further information

To learn more about the Child Care Subsidy, visit <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>



Arrival and Departure

Arrival

When you arrive at the Centre it is very important to sign your child in using the sign-in sheet located in your child's room. You will be required to write down the time of arrival, sign the sheet, and note a collection time and the full name of who is collecting your child (this person must be on your contact list and have identification with them).

This information is necessary for the security of the Centre and children, and in case of emergencies. If you are unsure who will collect your child on a particular day – please write 'CONTACTS'. This will allow any of your nominated collection people to collect (see Arrival and Departure Policy for more information).

Place your child's bag in their provided locker and always be sure to give your child to a staff member before leaving and saying 'Goodbye'.

In the summer months we ask that all families apply sunscreen to their child in the morning – this is provided by the Centre if you haven't done it at home.

Safety Awareness

Families are asked to ensure that all gates are properly closed behind you when entering and leaving the premises. Please do not let any children other than your own out of the gates. Educators will supervise the exiting children from the service. This is for the safety of all children.

It is imperative that children do not know the code to safety gate at both sites. Children are not permitted to key in code at the gate. We understand that some children find this fun, however the coded gate is in place for all children's safety & we simply cannot have children knowing the code or how to operate the keypad.

CHILDREN MUST NOT USE THE SAFETY KEYPAD

Storage

Each child will be allocated a hook, which could be shared with other children during the week. Please place bags in this hook. All baby bottles will be placed in the bottle preparation room.

Take your child's sheets out of their bags and place them at the front of their bag.

There is a chart located above the hooks with your child's name so that staff, parents and children can all locate each child's belongings. Soiled clothing will be placed in a plastic bag and hung in the nappy room.

Departure

When picking up your child please ensure that you sign them out and write down the time of collection. There will be staff on hand to speak with you about your child's day and answer any questions you may have. We encourage you never take your child home without telling a staff member.



Other things you should know

Please make sure your child's clothing is labelled clearly with their name. Please do not send your children in their 'good' clothes. The children are invited to participate in many play activities, and some are very messy. This often leads to clothes becoming soiled, so it would be practical to dress your child in old or play clothes so they can join in all the fun without hesitation. See the Clothing and Footwear Policy for more information

WHAT TO BRING TO CHILDCARE?

- A labelled back pack
- A labelled water bottles
- **Finger Food which requires no preparation by staff (No Nuts Products)**
- A labelled change of clothes
- A sun hat for summer
- At least 2 undies or nappies with a plastic bag
- Already made up bottle for your child
- Your child's comfort item(s) from home such as a dummy or favourite blanket

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be practical to dress your child in old or play clothes so they can join in all the fun without hesitation.

Please always dress your child with comfortable closed shoes. No sandals or thongs, as these are unsafe, and children can trip over when wearing them.

Excursions

Parents will be asked to give their written permission for their child to attend individual excursions as they occur.

The Centre also has many visiting performers. Parents will also be required to sign permission slips for their child to see these performers prior to an event occurring. If additional costs are involved, these will be billed to each family.

Parent Involvement

Parents are welcome to the Centre at all times. Educators are available to talk to you during pick-up or drop off. If you require additional time, please feel free to make an appointment. Appointments can be utilised to discuss your child's development, home life, interests or needs. If you would like to spend a whole morning with us just let us know when. We also like parents to come and share talents such as bathing a baby, reading a story, cooking something special, playing music, dancing ... anything!

Lost Property

Lost property is kept at the Centre for **one calendar month**. After this time, any unclaimed items are kept by the Centre for use as spare clothing or donated to local charities. Please ensure you label all of your child's clothing, and that you check through the lost property on a weekly basis to collect any items that may have gone astray.

Policies

The Centre has an extensive set of policies that explain the Centre's operations. The policy folder is available at all times on the fee desk just near the office window. If you would like a copy of a specific policy, please let us know. Our policies are regularly reviewed and you will be informed if and when amendments are proposed.

Noticeboard

In the Centre foyer our noticeboard is constantly updated with information regarding our rooms, the office, the staff movements and daily activities

Meals

The Centre provides healthy refreshments for children. However, parent can also bring cooked meals for their child.



Please do not send cakes, sweet biscuits, lollies, chocolate or nuts. Water and milk are the only drinks allowed; please do not give your child any juice or sweet drinks.

Please ensure that any food allergies are noted on your enrolment form and a separate Allergy Form. We always encourage healthy eating.

Grievances and complaints

KinderPlay ELC values the professionalism of all educators employed at the Centre and aims to promote a working environment that demonstrates appreciation and mutual respect. The partnership between families and educators is crucial for the provision of high-quality education and care for children. Partnerships require frequent communication and collaboration on a range of issues.

If you wish to discuss any concerns, please speak first with your child's educators. If the issue is not resolved to your satisfaction, progress your concerns with the Centre Director or Nominated Supervisor. You can walk in, call the centre or email the Centre Director or Nominated Supervisor.

Contact Detail:

KinderPlay Early Learning Centre Pty Ltd
303 Springvale Road, Forest Hill VIC 3131
Tel : 03 9894 0901
Email: kinderplayelc@gmail.com



Health and Wellbeing Policies

KinderPlay ELC strives to ensure that your child is happy, healthy and safe through the provision of environments, experiences and practices that support children and their families. To support our commitment to the health and safety of all children and educators, we ask that you follow our Centre policies and procedures. Set out below are summaries of some of our key health and safety policies.

Medication Policy

Any medication, including creams, must be fully labelled showing recent dates, name of child and dosage prescribed. A medication form must be filled in and the medication handed to a staff member.

Medical Condition

If your child has a medical condition:

- Parents must inform management and staff if their child has any allergies or medical conditions
- Parents must provide the centre with a medical management plan, usually prepared by a doctor

- A risk minimisation plan is prepared by the team leader in conjunction with the parents to take any precautions that may be needed
- Staff will adjust all aspects of the program to accommodate the child's needs
- Staff will monitor the child's wellbeing at all times
- Staff will follow the medical management plan as well as the risk management plan at all times
- Open communication between staff and parents is encouraged to review any changes in the child's situation

Medication

If your child needs to take medication while attending child care:

- Parents must inform the staff about the medication
- All medications should be kept in the appropriate container and out of reach of children (please do not keep any medication/creams in your child's bag)
- Staff will guide parents with filling out a medication permission form
- No paracetamol will be given to the children without a letter from your doctor
- The amount of medication given to the child should always be the same as the dosage on the bottle
- The medication has to have your child's name on it

Please DO NOT leave medication in bags. Children will be excluded from the Centre until they have had a 24-hour dose of any antibiotic (see Medication Policy for more information).

Children on long term medication, such as Ventolin or Ritalin, will require a letter from their doctor every **12 months** to verify that this medication is still necessary.

Parents of children who suffer from asthma will be required to complete an Asthma Management Plan in consultation with their doctor every **12 months** (see Asthma Policy for more information).

Emergency Procedures

Our Centre has detailed policies and procedures regarding emergencies and evacuation, which are required by legislation. We are also equipped with firefighting devices and smoke alarms. Children participate in regular fire drills. See Fire Evacuation Procedure and Severe Storms and Natural Disasters Policy.

Child Protection Policy

The educators at the service are regularly trained in Child Protection policies and procedures. Please remember that, along with many other people in the community, our staff are mandatory reporters with respect to child protection matters.

Sun Protection Policy

The centre provides sunscreen (with insect repellent) for all children and families to utilise whilst at the Centre.

Children and staff are required to wear broad brimmed, bucket or legionnaire style hats that cover their head and neck from the sun's harmful rays. A baseball cap is not suitable. We also require staff and children wear clothing with sleeves to avoid additional sun exposure – singlet or shirts with straps are not suitable.

Rest Policy

Children aged between 2 and 3 years are encouraged to rest on a mattress after lunch. Pre-school children have a rest period where some children will sleep. Educators work with families to determine the child's individual sleep requirements and will accommodate these needs daily. At times children may be encouraged to have a rest if they show signs of being tired. Quiet activities are arranged after rest time. A note stating your child's eating/sleeping habits each day is recorded on the Notice Board or in similar forms of recording.

Sick Children

To maintain hygiene standards and control cross infection, the Centre cannot provide care for children who are ill. You will be telephoned if your child has a temperature or appears unwell, so please ensure a telephone number is left if you are not at your usual contact numbers. Children with contagious illnesses may require a Doctor's Certificate to be re-admitted to the Centre e.g. Conjunctivitis.

Exclusion times are shown on our Health Policy. Please refer to these whenever your child is away sick. The Centre Director will inform you if a medical certificate is required before your child can return (see Exclusion Policy).

The Centre follows the recommendations outlined in Staying Healthy - Preventing Infectious Diseases in Early Childhood Education and Care Services (5th Edition).

Common illnesses	Exclusion periods
Diarrhoea	Exclude until 24 hours after the last loose bowel motion.
Hand, foot and mouth disease	Exclude until all blisters have dried.
Head lice	Exclude until child is treated and all lice removed.
Influenza and influenza-like illnesses	Exclude until child is well.
Chicken pox	Exclude until all blisters have dried.
Vomiting	Exclude until 24 hours after the vomiting has ceased.
Fever (38°C or above)	Exclude until fever has ceased for at least 24 hrs.