

FAWKNER LEISURE CENTRE Occasional Care PARENT HANDBOOK



Fawkner Leisure Centre

79 – 83 Jukes Road

Fawkner Vic 3060

Ph: 03 9358 6600

E: fawknerleisure@activemoreland.com.au
activemoreland.com.au

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Welcome

Welcome to Fawkner Leisure Centre Occasional Care. Please read this information carefully to assist you in settling your child into the centre and to answer any questions you may have.

Philosophy



Fawkner Leisure Centre Occasional Care operates according to a philosophy of open management and aims to reflect the local community by encouraging participation and discussion about all issues relevant to the running of the centre.

The Fawkner Leisure Centre Occasional Care is a child-focused centre where:

- All children have the right to feel safe and secure in their environment, so that they will develop strong self-esteem and confidence, as well as a positive perception of the world around them.
- The value of play is important; children have opportunities for all types of play.
- All children are treated with respect and individuality in their development domains: social, emotional, language, physical, cognitive, creative & sensory.
- All families are made to feel welcome and valued.
- Our resources and activities are safe and developmentally age appropriate.



Operating Hours

Monday to Wednesday 9.15am - 12.15pm
Thursday & Friday 9.15am - 1.15pm



Our centre is closed on public holidays and over the Christmas and New Year period.

Age of Children & Supervision

Our centre is licensed to care for up to 35 children aged 2 months to pre-school age (limited places available for primary school children).

PLEASE NOTE: Due to licensing conditions, no child can be cared for in our centre for more than 15 hours per week.

The centre maintains high levels of supervision of children at all times. The staff: child ratios for our centre is as per Department of Education & Training, Children's Services Regulations.

Enrolment Procedures

CHILDREN CANNOT NOT BE ACCEPTED INTO CARE WITHOUT A FULLY COMPLETED ENROLMENT FORM.

An enrolment form **must** be completed prior to your child/children's first stay at our centre facility and at the beginning of each year. The information on this form authorises staff to act in the case of an emergency, and gives the centre important information regarding medical issues, allergies or custody details.

Please ensure the completed enrolment form contains:

- Two emergency contacts
- Doctor's name, address and telephone number
- Immunisation History Statement
- Detailed allergy and medical information

Please notify us of any changes to care arrangements, medical details or immunisation status. Your child/children's safety is of our highest concern.

Bookings

Bookings are essential and can be made in person at the Occasional Care or by phone during the hours of Leisure Centre operations on Ph. 9358-6600.

Minimum bookings: Parent In Centre – 1.5 hours & Parent Out Of Centre – 1 hour. Bookings are taken on a 'first in, first serve' basis. A waiting list is available for utilising cancelled places.

Unfortunately, we cannot accommodate casual drop ins.

Regulations limit the number of children we can accommodate at any given time therefore it is essential that you arrive and depart according to the times that you have booked. Should you arrive late you will only be eligible to stay for the time in which you had originally booked, unless otherwise discussed with the Occasional Care staff. Payment will be required for the original booked period.

Cancellations

We require a minimum 24 hours' notice of a cancelled booking. Cancellations can be made during the Leisure Centre operating hours on 9358-6600. **Failure to notify the Centre of a cancellation will result in you being charged the full cost of your days booking.** Cancellation outside of the 24-hour notice period due to illness will not attract a cancellation fee if a Medical Certificate is provided.

Departures

Children must be collected punctually at the end of scheduled booking time. We require two staff members on the premises at all times for additional time to care for your child, therefore a **Late Collection Fee of one hour's care cost will apply if you up to 10 minutes late, and one hour's care cost for every 10 minutes thereafter.**

Non Attendance

We would appreciate a phone call to advise us of non-attendance. We can then offer your child's place to another child on our waiting list. Please phone reception on 9358-6600.

Failure to notify the Centre of non-attendance will result in you being charged the full cost of your scheduled booking.

Late Attendance

We would appreciate a phone call to advise us of late attendance. Please phone reception on 9358-6600.

Your booking may be cancelled if you are more than 10 minutes late and have failed to notify the Centre. Your child's place may then be offered to another child on our waiting list.

Regulations limit the number of children we can accommodate at any given time therefore it is essential that you arrive and depart according to the times that you have booked. Should you arrive late you will only be eligible to stay for the time in which you had originally booked, unless otherwise discussed with staff.

What to Bring

- A piece of fruit/vegetable to share with the group
- Change of clothes (including socks)
- Hat/coat for outdoor play
- Spare nappies (please ensure your child arrives in a clean nappy)
- Bottles of milk (labelled & stored in refrigerator)
- Comfort items (e.g. dummy, favourite toy where required)
- Sunscreen (if unable to use sunscreen provided by the centre)
- Individual lunch box containing nutritious food (Thu, Fri only)



Sign In/Sign Out

It is necessary to sign your child/children in and out upon each visit. Children's Services Regulations state that you **MUST** complete **ALL** information requested for EACH child attending care for the day.

A person collecting your child other than yourself **MUST** be registered as an "authorised person" on your enrolment form and when necessary, identification must be provided before your child/children can be collected from the Occasional Care facility by such a person.

When the pick-up person is not registered formally in writing by the child/children's parents or legal guardian, the child/children **WILL NOT** be released from the centre's care under any circumstances.

Upon Arrival

1. Sign your child/children in, completing ALL details.
2. Place snacks/drinks on the bench or in the refrigerator, making sure items are **CLEARLY LABELLED**.
3. Where required, place **CLEARLY LABELLED** bags or other belongings in the lockers or on the hooks provided.
4. Inform staff of ANY specific requirements relating to the care of your child/children for the day. This may include feeding times, toileting needs, enrolment record updates, people other than yourself collecting your child/children from care etc.

Please endeavour to adhere to the time of your booking since the number of children in the room at any one time is governed by strict regulations and affects the quality of care staff is able to provide.



Bottle Feeding Register

- All bottles (for all types of milk) brought into the centre need to be appropriately sterilized, clearly labelled with the date of use and child's name. Bottles to be recorded in the Bottle Register, and parent **MUST** sign the register before leaving.

Upon Departure

1. See staff for any relevant information relating to your child/children's care for the day.
2. Collect ALL your child/children's belongings.
3. Sign your child/children out along with the time of collection.

PLEASE NOTE

It is important that you enter and exit the room with a staff member present, ensuring the gate is closed behind you. This is to ensure the safety of all children.



Daily Routine

A formal routine is not adhered to, due to the large number of children arriving and departing from the centre at any one time. In addition to this, a diverse range of children attend the facility, all of varying ages and at different stages of development. In order to best meet the needs of each individual child and their family, a *flexible* routine and approach is adopted. With this approach your child's own routine can be maintained, allowing for continuity within their day. Various aspects of the program shall vary from day to day according to the overall group needs, the constructiveness of play and the educational experiences and activities implemented.

Children’s Program

Educational programs are provided daily to meet the children’s individual and group needs according to their age and stage of development. Programs are planned on a monthly basis by qualified staff, as they interact with the children and observe their interests and needs in each developmental area. This program can be viewed on the central noticeboard, near lockers/hooks. The educational programs implemented assists in fostering independence, responsibility, co-operative behaviour, problem solving skills, active play and creativity. A range of activities and experiences are therefore provided each day, within each developmental area, to keep your children engaged in learning and developing skills.

The overall aims of the program are for the children to:

- Develop self-confidence and act independently.
- Learn to co-operate and interact positively with others.
- Use appropriate language as a means of communication.
- Use the program as an avenue to further develop their physical, social, emotional, creative and cognitive skills.



Other General Information

- Please endeavour to ensure that your child/children arrive in a clean, dry nappy/clothes.
- Should your child be in the process of toilet training, please inform staff of the toileting procedures you have adopted at home and provide several changes of clothing (including socks) in a clearly labelled bag.
- We recommend that children’s toys remain at home so as they do not get misplaced or broken.
- You shall be contacted if your child is unsettled and distressed and is not able to be comforted. We advise parents not to re-enter the centre after leaving as this can be unsettling for many children. You are free to

contact the centre staff via reception staff or by phone at any time to check on your child’s progress. Parents/guardians will always be contacted in the case of an emergency or if the child/children are unwell or injured.

- Please take your time to talk to staff and make yourself aware of all policies and procedures relating to the Fawkner Leisure Centre Occasional Care.

Sun Smart Policy

Children are required to wear a hat, appropriate clothing and sun block SPF 30+ when outdoors between 15th August to the end of April each year and whenever UV levels reach 3 and above. Please refer to the enrolment form giving permission for staff to re-apply sunscreen.



Nutrition & Snacks

Healthy eating habits are recommended. We discourage “junk” foods such as chips and other similar packaged snack foods, lollies, chocolate and soft drinks.

Please be aware that we are a **NUT FREE CENTRE** due to the high number of children attending with allergies. Therefore, we ask that nuts and nut products (including Nutella, Peanut Butter, muesli bars etc.) are NOT be brought into our centre.



Children’s lunches (Thu & Fri only) are to be in a *clearly labelled* container and be placed on the lunch trolley upon arrival, (a refrigerator is available if required) and collected at the end of your child’s stay.

Illness/Infectious Disease Procedure

To protect your child, other children and staff, please keep your child at home if they display any of the following symptoms:

- High temperature
- Diarrhoea or vomiting in the last 24 hours
- Conjunctivitis
- Rashes
- Severe cold or flu
- Contagious diseases



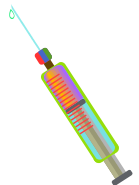
Please refer to the complete Exclusion Table displayed in the centre for more information.

Should staff discover your child is unwell during their stay, you or any other nominated emergency contact on the child's enrolment form will be notified immediately of the situation and the child's symptoms. Other attending patrons will also be notified of the illness when required, in order to take the necessary precautions. Confirmation from a doctor will be required upon your child's return to childcare to ensure they have completely recovered from their ailment.

Immunisation

By law*, to enrol your child in Occasional care you must provide the centre with an Immunisation History Statement stating they are:

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



Contact Australian Childhood Immunisation Register (ACIR)

- Ph: 1800 653 809,
- Email: acir@medicareaustralia.gov.au,
- Visit: www.medicareaustralia.gov.au/online
- Visit a Medicare office

* Under the Public Health & Wellbeing Act 2008, in effect from 1 January 2016



Behaviour Management

A diverse range of children attend our facility every day, all of varied ages and at different stages of development. Behaviour is managed in a positive and consistent age appropriate manner, specific to each individual child, by experienced and qualified staff. In this way, children learn as they grow, to behave in a happy, positive and appropriate manner when attending a social and group environment.



Emergency Evacuation Procedures & Training

In the event of an emergency evacuation of the centre, children will be evacuated to the designated assembly points. See Emergency Evacuation Diagram on central noticeboard. In the interest of your and your children's safety, **parents are not to return to the occasional care facility during this time.**

During emergency evacuation training, children and staff practice evacuating to the designated assembly points. Your cooperation is greatly appreciated, ensuring all staff are adequately trained in the case of a real emergency.

Feedback

By receiving your feedback, we can ensure we are meeting your needs. So please let us know what you think of our facility and the service provided by utilising our feedback/comments box located in the foyer near the front entrance. You are also welcome to discuss any concerns you may have with our Occasional Care Coordinator.

Staff Employment

The staffing requirements regarding the Occasional Care facility are as follows:

- Undergone a Victorian Police Check and hold a current Working with Children Check.
- All staff are required to undergo a Safeguarding Young Children course prior to appointment and must comply with the YMCA's Safeguarding Young Children and Young People Framework.
- Hold a current workplace Senior First Aid and CPR certificate or equivalent.
- Have completed and have a current certificate in Anaphylaxis Awareness.
- Have completed a facility orientation and induction program which includes health and safety obligations, emergency evacuation procedures and customer service expectations.
- Hold a recognised Children's Services qualification or equivalent experience working with children.

If you wish to view any of our policies in full please feel free to ask one of our staff members for our Occasional Care Manual.

Thank you for taking the time to read our Parent Handbook. Please speak with the Occasional Care Co-ordinator if you require any further clarification.

