



Mitcham
Community House

Childcare Handbook



Licence ID: SE-00015741

CCS Service ID: 190 024 795A

Phone 9873 4587

Address 19 Brunswick Road, Mitcham 3132
Email info@mitchamcommunityhouse.org
Website www.mitchamcommunityhouse.org

ABOUT MITCHAM COMMUNITY HOUSE

Mitcham Community House is a not-for-profit, community managed organisation. We offer a wide range of classes, social groups, room hire, playgroups, childcare and support groups. A detailed program is available on our website.

Our Childcare Service provides quality care for children aged from one to six years. We offer a play-based learning environment where children have the opportunity for self-direction and exploration whilst having fun.

Our service values and celebrates all families by building a respectful partnership with families. We provide an inclusive and equitable environment for children to develop their sense of belonging and enhance their learning and wellbeing.

Mitcham Community House Childcare is registered with the Department of Education and Training. The Children's Services Regulations 2009 state that a Diploma qualified childcare worker must be employed per 11 children and where there are mixed age groups (under and over 3s) there must be one qualified childcare worker for every 4 children.

Children are cared for in the one room.

A child can be cared for 5 hours per day (available on Wednesdays or Fridays with 3 hours on Thursdays) over 48 weeks per year.

We are a child safe organisation and parents/guardians must adhere to the Code of Conduct to which all staff and volunteers are bound. Any form of child abuse or neglect will not be tolerated and will be reported to the appropriate authorities. Our Child Safety & Wellbeing Policy and Code of Conduct Policy can be found on our website.

CHILDCARE GOALS

The Program offers

affordable quality childcare that is accessible to all children and families,

in a

safe and caring environment that promotes positive attitudes

with

friendly, experienced and qualified staff

who are

respectful of the opinions and concerns of parents and sensitive to the needs of their children

providing

a wide variety of activities that are fun and enjoyable for all children

and promoting

friendships across ages and cultures.

CHILDCARE SESSIONS

Day	Session	Times
Wednesday	5 hours	9:00am to 2:00 pm
Thursday	3 hours	9:00am to 12:00 pm
Friday	5 hours	9:00am to 2:00 pm

CHILDCARE FEES

These fees are current as at 1st January each year. If there is any change to the fees, families will be given a minimum of four weeks' notice. We are an approved childcare service with the Australian Government Department of Education for the Child Care Subsidy (CCS)

Duration	For each child
3 hours	\$45
5 hours	\$75

Committee of Management has introduced an **Annual Fee of \$10 per family** payable at the time of enrolment.

CHILDCARE SUBSIDY

The Child Care Subsidy (CCS) is a single, means-tested subsidy from the Australian Government paid directly to providers to be passed on to families as a fee reduction. Basic requirements must be satisfied to be eligible to receive the Child Care Subsidy.

Visit <https://www.education.gov.au/child-care-package/child-care-subsidy/family-eligibility-and-entitlement>

for eligibility requirements or visit our website.

Families are responsible for providing their child's and the registered parent's Customer Reference Number (CRN) and dates of birth. The Child Care Subsidy cannot be applied to accounts until a successful enrolment is made with Department of Human Services. If you are not registered, you will not receive any subsidy.

ADMISSION & ENROLMENT PROCEDURES

Visit us

Before leaving your child for the first time, please contact the Childcare Coordinator to organise an orientation visit to discuss your child's needs, including any medical conditions, allergies or behavioural issues.

Childcare Enrolment Form

Department of Education and Training requires that all parents complete the **Childcare Enrolment Form** before leaving their child for the first time. As part of this form you are required to nominate who may collect your child and complete your child's health record, medical information, immunisation record, consent to emergency medical treatment, code of conduct/child safety and photo permission.

The Enrolment Form must be completed online at:


https://prodadmin.myxplor.com/enrollment_v2/centre/PtLuGPXiBH71CmC24356W94231dkNA

Medical Management plans

Asthma, Anaphylaxis management & other medical management plans must be attached to the Enrolment Form and a time should be made to discuss these plans with the Childcare Coordinator. In the case of a child at risk of anaphylaxis, a risk management plan must be completed by the childcare service in consultation with you.

No Jab No Play

It is now legislated that the childcare service has to assess whether the child's vaccine status complies with requirements. The child cannot attend the service until acceptable documentation is provided.



From 1 November 2018, parents of children attending early childhood services are required to provide the service with evidence that their child continues to be up to date with immunisations while attending.

An Immunisation History Statement from the Australian Immunisation Register is the only acceptable form of evidence. Parents/carers should provide us with up-to-date evidence of immunisation as soon as is practical after their child receives a vaccination, or in response to a request from us. If you are experiencing difficulty meeting this obligation, please discuss this with the Childcare Coordinator as soon as possible.

Unwell Children

Please do not bring your child to childcare if she/he is not well. If you discover that your child has an infectious disease please let the Childcare Coordinator know and ask whether or not your child has to be excluded from childcare in accordance with the guidelines set out in Schedule 6 of the Health (Infectious Diseases) Regulations 2001.

A copy of this schedule is displayed on the wall outside the entrance to the childcare room. If your child has to be excluded, you will need a doctor's certificate to say that it is okay for your child to resume care.

Sign in & Sign out

Children can be signed in and out electronically using the Xplor app on a phone. Guest accounts can be created for additional parent/grandparent/guardians through Xplor. Children may only be collected by those adults aged over 18 named on the Childcare Enrolment Form.

Payment of Fees

Fees must be paid in advance for 2 weeks through the Xplor enrolment system.



Credit/Refund for Absence

There are no refunds or credits for missed sessions.

Failure to Pay

All childcare payments are made through Xplor. If there are not enough funds in your nominated account a dishonour fee will be charged by Xplor.

Late to Pick Up a Child Penalty

Parents/guardians are asked to contact the Childcare Service if they are not going to be able to pick up their child by the agreed time and to notify staff as to what alternative arrangements have been made for the collection of their child.

A late to collect fee equivalent to one hour's fee per child will be charged for every 15 minutes the parent/guardian is late in collecting the child.

A review of the child's enrolment will occur where families are consistently late.

Holding a Place

If a family goes on a holiday, they must either pay to hold their child's place or forfeit their place.

Termination of Enrolment

Parents are asked to let the Childcare staff know, in writing, if they wish to terminate their enrolment. Two weeks notice is required.

Change of Fees

Families will be given a minimum of four weeks' notice of any changes to fees.



Policies

There are a number of policies relating to childcare. Copies of these policies are available from the office or on our website. A list of available policies is displayed on the wall outside the childcare entrance.

Complaints

There are procedures for making complaints and these are outlined in the information that is displayed on the wall outside the entrance to the childcare room.

Privacy

The confidentiality of the information that you give us is protected by legislation. Our Privacy Policy can be viewed on our website.



STAFFING

Mitcham Community House Childcare employs two diploma qualified workers for each session and there may also be a volunteer on duty for each session.

Volunteers are recruited to provide an extra pair of hands and are mostly sourced from training organisations offering childcare training. They may be included in the child: staff ratio, in addition to the paid staff. All volunteers have undergone a Working with Children Check and a National Police Record Check.

Our Childcare Educators are:

Jody is our qualified Childcare Coordinator with an Advanced Diploma in Children's Services– Wednesday to Friday

Angel with a Diploma of Early Childhood Education and Care– Fridays

All Childcare Educators have a First Aid Level 2 Certificate, Certificate for Emergency Asthma and Anaphylaxis Management, National Police Record Check and Working with Children Check.

Any emergency childcare worker who is employed will have the required minimum qualifications.

AFTER ENROLMENT

What does my child do at Childcare?

Our children's programs are designed as learning experiences to foster children's development. Activities, involving indoor and outdoor play, include language and literature, music and movement, art and craft, dramatic play, science and math's experiences.

A detailed program is on display inside the childcare room. You are welcome to discuss your child's progress at any time with the Childcare Coordinator.

What should I bring for my child?

A sunhat between September and April in line with our Sun Smart policy and a warm jacket from May to August.


Broad spectrum, water resistant sunscreen with a SPF 30+ should be applied to the child before being dropped off at childcare from 1st September to 30th April.

Clothing - A complete change of clothing that has been named.

- Nappies will be changed as long as they have been provided for the child. All nappies that have been changed will be sent home.
- Your child may be working with messy materials such as paint, glue, water and sand so their clothes must be able to stand a little wear and tear. Durable clothing that will not get caught in climbing equipment or torn in the sandpit.
- Shoes should cover toes and have heel support– so no crocs, thongs or backless sandals.

A water bottle and a healthy snack/lunch in a container that are clearly labelled for your child- see "Suggested Snacks"

Allergies – Please let the staff know if your child has any allergies. Risk management plans and allergy plans **must** be completed before your first session.



Medication will be administered to your child as long as it is in its original container and clearly labelled as being prescribed for your child (where prescribed by a registered medical practitioner) and with clear instructions (including dosage and storage) and expiry/use by date. You must sign a form before leaving any medication for your child.

Suggested snacks

Mitcham Community House Childcare encourages “healthy snacks” and suggests the following:

Easy to eat fresh fruit– berries, grapes, cherry tomatoes, mandarins

Tubs of fruit in natural juice

Low fat crackers with cheese and/or dried fruit

Cheese and vegetable sticks or natural popcorn

Fruit bun, raisin bread, pikelets or scones

Healthy dips served with crackers and/or vegetable sticks

Nibble mixes using low sugar cereals (such as Mini wheats, rice puffs or

Weeties) mixed with dried fruit

Yoghurt or low fat dairy dessert

You will be notified if other snacks are not to be brought because of a child's allergies.

Sleep and Rest

A mattress and bedlinen are available. If used by your child, the bedlinen will be sent home for you to wash and return to the childcare service.

Sorry, prams and strollers **are not** allowed. We do not have a cot available. Please refer to the **Rest and Sleep Policy**.



FIRST DAY CHECKLIST

There are some important things you need to make sure you have completed for the first day. Please use this checklist to make sure that nothing is missed.

The paperwork:

- Completed online Enrolment Form with all relevant attachments
- Read and agree to abide by the Code of Conduct

For your child:

- Named bag
- Change of clothes-including shoes
- Nappies and bag for soiled nappies
- Sunsmart hat from 1st September to 30th April
- Shoes that cover toes and have heel support
- Drink bottle filled with water or milk/formula (if required)
- Snack– refer to the list of suggested snacks
- Lunch – if required

ACKNOWLEDGEMENTS

In the spirit of respect, Mitcham community House acknowledges the Aboriginal peoples of Australia as the traditional custodians of the land on which we reside, work and travel.