

MSAC CRÈCHE

PARENTS HANDBOOK



A very warm welcome to the MSAC Crèche

The MSAC crèche is a registered childcare facility and is licensed to cater for up to 58 children, from the ages of 6 weeks to 5 years.

The crèche operates within the Department of Education and Early Childhood guidelines and adheres to the required staff to child ratio of 1:5 for under three year olds, and 1:15 for over three year olds.

The crèche is open from 9am to 1.30pm, Monday to Friday and 9am to 12pm Saturdays. Saturdays only operate during the school term and closed over the school holidays.

There are three session times available to book:

- Session one 9:00am - 10.30am
- Session two 10.30am – 12.00pm
- Session three* 12.00pm – 1.30pm *not available Saturdays

Bookings are essential and you may book for one or all sessions. The crèche is closed on public holidays, over Christmas and throughout the New Year.

The MSAC Crèche staff include:

Tatiana Aznal	Qualified Mothercraft Nurse / Crèche Coordinator
Chrystal Wright-Davies	Qualified / Crèche Coordinator
Jade Smith	Qualified
Jagjeet Bindra	Qualified
Lian Zhu	Qualified
Rowena Mayle	Qualified

We hope you and your child have an enjoyable experience. If you have any questions during your time at the crèche, please feel free to contact us and we will be happy to assist you.

Our contact details are:

- Phone: 03 9926 1533
- Email: creche@ssct.com.au

ATTENDING THE CRECHE

ENROLMENT INFORMATION

It is important that we have as much information as possible about your child. You will be given an enrolment form to complete and hand back to crèche staff.

It is the responsibility of parents to inform us of any changes to address, telephone number, workplace, emergency contacts and medical details. This is a requirement of the Department of Education and Early Childhood Services and allows us to care for your child in the best possible way.

WHAT TO BRING

Please ensure you label ALL your child's belongings. When playing outdoors parents are required to bring a hat in summer months and a coat in winter months. Without these items children will be required to remain indoors.

You are also required to bring a bag containing a change of clothes, nappies and wipes if required, a comfort toy if needed, dummies, bottles, and a snack and drink.

TOYS FROM HOME

Children often feel a need to bring toys from home. We understand this need however a child can become devastated if their toys are broken or lost. We therefore ask that special or valuable toys be left at home. Comfort toys/rugs etc are welcome as we recognise that infants like to have something that looks/smells and feels familiar to them.

SUN / OUTDOOR POLICY

Our sun policy 'No hat, no outside play' is effective during the months of September through to April. Please provide a hat, ensure it is labeled and place sunscreen on your children before leaving home.

SIGNING IN AND OUT

It is a requirement of both the Federal and State Government that you sign your children in and out for each session. The sign in/sign out sheet is located on the front desk in the crèche foyer. You must always alert staff to the fact you are taking your child home.

AUTHORITY TO COLLECT CHILDREN

Only people you have nominated on your enrolment form are authorised to collect your child from the crèche. If any person, other than those nominated, arrive to collect your child from crèche, we require permission from you and photographic ID from that person.

The sign in/sign out sheet is a legal document. Once your child is signed into the session, our centre and crèche staff are legally responsible for your child and they must be signed out by parent before they can leave the centre.

In the event of an emergency, all children must remain in the care of the crèche. In the event of an evacuation, children must stay with crèche staff and follow all evacuation procedures. Parents are not to return to the crèche and must evacuate the premises with the area that they are in at the time of evacuation. Once outside at the evacuation meeting point, parents may join children and may leave with their child once they have signed their child out.

BOOKINGS

Bookings can be made on a casual or a permanent basis.

Casual bookings can be made whilst in the crèche or by phone. Phone bookings for up to 13 days ahead can be made directly with the crèche between the hours of 8.30am and 12.30pm. Alternatively, you may call after hours and leave a message or request a booking via email. If there are no spaces available on the day and time you request, you can be placed onto the waiting list. Staff will endeavour to contact you when a place becomes available.

Permanent bookings run in line with the school term, with the option of continuing throughout the school holidays. There is an application process to obtain a permanent booking and the sessions are divided between the applications in accordance with our priority policy. Members are given first priority to book permanent sessions however anyone can apply.

Once you receive a permanent booking, you will be required to pay for the whole term up front at the beginning of the term.

CANCELLATION OF BOOKINGS FOR CASUAL BOOKINGS

If your child will not be attending the crèche after a booking has been made, 24 hours notification is necessary. Failure to do so will result in fees being charged for the session missed.

If you do not attend a session you have booked, you will not be reimbursed unless a medical certificate is provided.

CANCELLATION OF BOOKINGS FOR PERMANENT BOOKINGS

You must inform the crèche if you are not going to attend any of your sessions so that we can offer them to those on the waiting list. Failure to inform the crèche of your non-attendance on three occasions will result in a loss of your permanent booking for that term.

LATE COLLECTION OF CHILDREN

Parents attending the first session of the day must ensure they are back at 10.25am to sign out by 10.30am. Parents attending the second session, or both sessions, must arrive back at 11.55am to sign out by 12pm. If you are late you will be charged a \$5 late fee. The crèche needs to adhere to staff/child ratios provided by the Department of Education and Early Childhood and is only staffed until 12pm.

DAILY ROUTINES

CHILDREN'S PROGRAM

In line with our philosophy, crèche staff develop a planned program of play experiences that encourages a child's social, emotional, intellectual and physical growth. Our program is displayed in the crèche reception and we encourage you to peruse the program, ask questions and contribute suggestions.

How are the programs planned?

The implementation of a program in an occasional care setting is largely based on a child's individual needs, interests, age and stage of development. Our program is planned on a weekly or fortnightly basis.

Program developmental areas

There are six key developmental areas we plan for and encourage growth in when planning our programs. These are:

Gross Motor - Large motor skills using our legs/arms/bodies i.e. running and jumping

Fine Motor - Small motor skills utilising fingers

Language - Encouraging babbling, talking

Cognitive - Encouraging thought processes i.e. how we complete a puzzle

Perceptual - How children perceive the world around them

Social and Emotional - Feelings, social skills that will help the children to be able to function in society.

Our plan each week will cover each of these areas in one activity or more:

- We have the pirate's cave which enhances gross motor skills and perceptual skills
- We have the book corner which enhances language skills
- Lego and drawing encourages and enhances cognitive and fine motor skills

OUTDOOR PLAY

Our daily routine involves outdoor play, in summer and winter months. If the weather is extreme we have the Pirate's Cave as an active alternative. We encourage parents to bring hats and sunscreen in summer and coats in winter.

BEHAVIOUR AND GUIDANCE

Our crèche staff:

- Will provide children with a safe secure environment that recognises cultural differences and provides positive interactions with adults and other children encouraging them to develop into competent individuals.
- Are committed to ensuring that children have a consistent, positive behavioural guidance, differentiating the behaviour from the child and dealing with dangerous and difficult behaviours.
- Place a strong emphasis on encouraging and reinforcing appropriate behaviour in children working with, and supporting, parents and guardians on matters of concern.
- Recognise developmental influences on children of different ages and will not make children feel bad about themselves.

For children to understand limits of behaviour and to feel secure, crèche staff will use consistent disciplinary action that will enhance self-esteem and encourage self-control, and that is appropriate to the developmental stages of a child. This applies to all staff working with children, including relief staff, casual staff and any students who may be placed in the service.

Procedures for behaviour guidance

For all children attending the crèche, crèche staff will:

- Have appropriate developmental expectations, which take into account; health, family circumstances, and other cultures.
- Avoid humiliating, embarrassing or frightening the child and focus on the behaviour not the child.
- Provide the child with positive experiences and encouragement so that they develop their self-esteem.

In setting limits for children, crèche staff will:

- Ensure that the limits can be met.
- Be consistent in setting the same limits.
- Guide the child through actions and words, using simple language and getting down to the child's level.

When encouraging appropriate behaviours, crèche staff will:

- Take a positive approach and use 'do' rather than 'don't'. Redirect a child to a new activity as necessary.
- Implement a time out procedure if re-direction fails and the behaviour is affecting other children, for example, the child may require time at an individual activity rather than a group activity.
- Avoid giving children attention only when they are behaving inappropriately.

In setting up the environment, staff will:

- Allow children to make choices, accept their decisions and provide encouragement to resolve conflicts, stepping in when required.
- Provide adequate equipment and a safe environment

HEALTH ISSUES

FOOD AREA

We request that you do not bring any nuts or nut products into the centre in either your child's lunch or your own food, for example, this includes products such as Nutella or other spreads such as peanut butter.

When bringing food into the crèche for your child, please ensure that all food and drink is labelled.

The food area is supervised and children are encouraged to finish their own food before leaving the table. We do not encourage sharing food for safety and hygiene reasons.

We are empowering all parents to take responsibility for the types of foods that are sent into the crèche. Please take into consideration all children, not just your own.

FOOD / NUT POLICY

MSAC has a policy on nut products that bans any nut products in the crèche. These products include such items as:

- Peanut butter
- Nut Pastes
- Nuts of any variety
- Products pertaining peanuts
- Nut dips and biscuits
- Nutella

BIRTHDAYS

We enjoy celebrating your child's birthday. You may wish to send along a birthday cake to be shared amongst all the children. Please keep in mind our food policies when considering bringing a cake.

HYGIENE

Staff encourage children to learn good personal and general hygiene procedures that assist in reducing the spread of infection. Children are encouraged to wash their hands before and after eating, toileting and art craft activities.

INFECTIOUS ILLNESS

If your child has an infectious illness such as Conjunctivitis, Chicken pox, Measles, Ringworm, Impetigo (school sores), Whooping cough, Mumps or Head lice, he/she must be excluded from the crèche as per the Health and Community Services "Periods of Exclusion" Guidelines.

It is your responsibility to notify the crèche if your child has contracted an infectious illness.

If your child has an infectious illness that is not included in the guidelines, the Creche Coordinator may require you to have your child seen by a doctor for clearance stating that your child is no longer infectious.

MEDICATION

If your child requires any medication whilst attending the crèche we have policies and procedures which you need to be aware of. In addition to recording daily medication requirements, it is your responsibility to verbally inform staff that your child requires medication to be administered during the session. Our policy clearly outlines the procedure for both parents and staff. It is important that you read and understand this:

Parent's responsibilities

- On arrival, parents should hand any medication to staff and explain what the medication is, the dose to be given and the time the medication is to be administered.
- It is the parent's responsibility to fill in the medication book.
- If medication is written in 'as required' then parents will need to include a descriptive reason as to the circumstances under which the medication should be administered.
- The crèche staff will not administer the first dose of any medication in case the child has an allergic reaction to the medication.

ACCIDENTS

If your child has an accident while attending the crèche and staff are concerned to his/her wellbeing you will be notified. All minor accidents are written in the minor incidents booklet. Upon hearing about the incident and treatment, you are required to sign the entry in acknowledgment. All staff are qualified in first aid training and hold a current First Aid Certificate.

EMERGENCIES

If your child is seriously injured or becomes ill while attending the crèche, staff have a clear set of procedures to follow. The staff member directly responsible for the child and the Creche Coordinator will decide on a course of action. A staff member will attend to the child whilst the parent is being contacted. If the parent is not contactable, emergency contacts will be notified.

CHILDREN WHO BECOME ILL DURING THE SESSION

If your child becomes ill during the session, staff will notify you immediately. This highlights the importance of providing precise contact details when signing your child in for the session and having up-to-date information on your child's enrolment form.

IMMUNISATION

Upon enrolment you will be asked to inform us of your child's immunisation status. It is important that you keep these records up-to-date to enable us to protect your child against diseases she/he may not have been immunised against. We adhere to the 'No Jab, No Play' legislation passed by the Victorian Parliament as of 1st January 2016. You are required to attach a copy of your child's Immunisation History Statement from the Australian Childhood Immunisation Register (ACIR) to the enrolment form. It must state that your child is up to date with their immunisations.

OTHER POLICIES/PROCEDURES

EMERGENCY EVACUATION PLAN

The crèche has a comprehensive emergency evacuation procedure. Staff are trained in dealing with all emergency situations e.g. fire, siege, hazardous chemicals etc. Evacuation procedures are displayed in the foyers. The Creche Coordinator is a trained Fire Warden.

LOST PROPERTY

All lost property is placed in a locker for the period of approximately one month. Please speak to crèche staff if you need to look at the lost property.

PIRATES CAVE POLICY

- All children must be accompanied by a supervising adult at all times
- Remove jackets, hats and jewellery before entering the play area
- No sharp objects should be taken into the play area
- No food or drinks should be taken into the play area
- No personal toys should be taken in case they break or get lost
- Children should use the toilet before entering the Pirates Cave
- Children who are feeling unwell should not enter the play area
- Children must take off shoes to play
- Children must be under the legal height requirement to enter the Pirates Cave.

GRIEVANCE PROCEDURE

Open communication and discussion within a basic set of guidelines will provide a systematic approach to resolving concerns, grievances and issues raised by parents and staff.

Grievances in relation to the delivery of the service or staff personnel are initially to be directed to the staff member concerned or to the Creche Coordinator. If, after discussing the grievance a resolution cannot be reached, the person making the complaint must inform the Creche Coordinator of their decision to take the matter further. The parties will meet again in a further effort to resolve the grievance.

Parents are advised they may also contact the Department of Education and Early Childhood should they feel their grievances have not been adequately addressed or resolved.

MANDATORY REPORTING

As per Section 64 (1A) of the Children's and Young Persons Act, trained Early Childhood crèche staff have a legal and moral obligation to report suspected child abuse to Child Protection Victoria.

It is the Creche Coordinators responsibility to respect and support families using the Creche. The following procedures are set in place to ensure that:

1. The rights of the child are upheld.
2. The rights of the parents are upheld.
3. Staff concerns are addressed in a planned and objective manner.
4. The law is adhered to.

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