

PARENTS HANDBOOK



*OCCASIONAL
CHILDCARE*



MELBOURNE
SPORTS
CENTRES

A very warm welcome to the MSAC Occasional Childcare

The MSAC Occasional Childcare is a registered childcare facility and is licensed to cater for up to 58 children, from the ages of 6 weeks to 7 years.

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

We are open from 9am to 1:30pm, Monday to Friday and 9am to 12pm Saturdays (Saturdays operate during school term only).

There are three session times available to book:

- Session one 9am - 10.30am (Monday to Saturday)
- Session two 10.30am - 12pm (Monday to Saturday)
- Session three 12pm – 1:30pm (Monday to Friday)

Bookings are essential and you may book for one or multiple sessions. (Due to our licencing, a maximum of 10 sessions per child can be booked per week and children under 18 months old can attend a maximum of two sessions in one day).

MSAC Childcare is closed on public holidays, over Christmas and New Year and during the Melbourne Grand Prix.

The MSAC Occasional Childcare Educators include:

Tatiana Aznal Qualified	Qualified / Coordinator
Chrystal Wright-Davies	Qualified / Coordinator
Jade Smith	Qualified
Jagjeet Bindra	Qualified
Lian Zhu	Qualified
Rowena Moyle	Qualified

We hope you and your child have an enjoyable experience. If you have any questions during your time at MSAC Childcare, 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 MSAC Occasional Childcare Centre

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 the MSAC Childcare educators.

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

You are required to bring a bag containing essentials your child needs such as snacks and a drink, change of clothes and if required, nappies and wipes, a comfort toy, dummies and bottles. If your child needs a sleep, please provide a pram. All prams can be stored in the office when not being used.

Please ensure you label ALL your child's belongings especially snack containers and drink bottles, bags and prams. We have labels available.

When playing outdoors parents are required to bring for their child, a hat in summer months and a coat in winter months. Without these items children will be required to remain indoors.

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. Please label them if possible.

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 labelled 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 at the front desk in the MSAC Childcare foyer. You must always alert an educator 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 MSAC Childcare. If any person, other than those nominated, arrive to collect your child, 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 educators are legally responsible for your child and they must be signed out by the authorised person before they can leave the centre.

In the event of an emergency, all children must remain in the care of MSAC Childcare. In the event of an evacuation, children must stay with educators and follow all evacuation procedures. Parents are not to return to MSAC Childcare room 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 in person at MSAC Childcare or by phone up to 14 days ahead, during opening hours. If there are no spaces available on the day and time you request, you can be placed onto the waiting list. An educator will contact you if a place becomes available by 12:30pm the day before your preferred booking.

Permanent bookings run in line with the school terms, 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. All terms and conditions are on the permanent booking form. There is a 10% discount for permanent bookings made prior to the start of the term.

CANCELLATION OF BOOKINGS FOR CASUAL BOOKINGS

If your child will not be attending MSAC Childcare after a booking has been made, you must cancel by 12pm the day before your booking, however we do not take cancellations over the weekend, public holidays or MSAC Childcare closure days. The cancellation must be made by 12pm the last day MSAC Childcare was open prior to the booking, for example if your booking is for a Monday, you will need to cancel by 12pm on the Friday before.

Cancellations not made within the timeframe will result in fees being charged for the sessions missed unless a medical certificate is provided.

CANCELLATION OF BOOKINGS FOR PERMANENT BOOKINGS

You must inform MSAC Childcare 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 us of your non-attendance on three occasions will result in a loss of your permanent booking for that term.

LATE COLLECTION OF CHILDREN

MSAC Childcare needs to adhere to educator/child ratios provided by the Department of Education and Early Childhood. We ask that you arrive 5 minutes prior to the end of your booked session to collect your child.

A late fee of \$5 per 5 minutes (or part thereof) you are late after the end of the session will apply.

DAILY ROUTINES

CHILDREN'S PROGRAM

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

How are the programs planned?

The implementation of a program in our MSAC 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 MSAC Childcare educators:

- 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, educators 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 educators working with children, including relief educators, casual educators and any students who may be placed in the service.

Procedures for behaviour guidance

For all children attending MSAC Childcare, educators 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, educators 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, educators 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, educators 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 peanuts, nuts or nut products into the centre in either your child's lunch or your own food, this includes products such as Nutella and peanut butter.

When bringing food into MSAC Childcare for your child, please ensure that all food and drinks are labelled.

Due to staffing and time restraints, we encourage all food provided to be easy for the children to feed themselves as we are unable to guarantee one on one feeding for children booked in for one session only.

The food area is supervised and children are encourage 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 MSAC Childcare. 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 MSAC Childcare. These products include items such as:

- Peanut butter/Nutella
- Nut Pastes
- Nuts of any variety
- Products pertaining peanuts or nuts
- Nut dips

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

Educators 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 MSAC Childcare as per the Health and Community Services "Periods of Exclusion" Guidelines.

It is your responsibility to notify MSAC Childcare if your child has contracted an infectious illness. If your child has an infectious illness that is not included in the guidelines, the MSAC Childcare 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 MSAC Childcare 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 an educator 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 an educator 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 educators will not administer the first dose of any medication in case the child has an allergic reaction to the medication.

MEDICAL CONDITIONS

If your child has a medical condition such as anaphylaxis, asthma, diabetes or an allergy, a medical action plan must be provided to the occasional Childcare upon enrolment or diagnosis of the medical condition. The plan must be completed by a medical practitioner and be less than 12 months old. There also needs to be a coloured photo of the child attached to the form.

Any medication which may be required is to be provided to the MSAC Childcare every time the child attends and must have the child's name on it. Failure to provide a current medical action plan and/or medication will result in the child not being able to attend until these are provided.

ACCIDENTS

If your child has an accident while attending our occasional Childcare and educators are concerned to his/her wellbeing you will be notified. All minor accidents are written in an Injury/Incidents form. Upon hearing about the incident and treatment, you are required to sign the form in acknowledgment. All educators 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 MSAC Childcare, educators have a clear set of procedures to follow. The educator directly responsible for the child and the MSAC Childcare Coordinator will decide on a course of action. An educator 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, educators 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. 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 and be updated every 6 months.

OTHER POLICIES/PROCEDURES

EMERGENCY EVACUATION PLAN

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

LOST PROPERTY

All lost property is kept at MSAC Childcare for the period of approximately one month. Please speak to educators 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 educator personnel are initially to be directed to the educator concerned or to the MSAC Childcare Coordinator. If after discussing the grievance and a resolution cannot be reached, the person making the complaint must inform the 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 educators have a legal and moral obligation to report suspected child abuse to Child Protection Victoria.

It is the MSAC Childcare educators responsibility to respect and support families using our MSAC Childcare. The procedures we have set in place are to ensure that:

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