



FAMILY INFORMATION BOOKLET 2023

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Introduction and Philosophy

Welcome to Balnarring Community Child Care. We hope this booklet provides you with the information you need to become familiar with our beautiful centre.

Balnarring Community Child Care is a licensed children's service. We have been running for over 30 years and provide childcare to families from Balnarring and across the Mornington Peninsula. We support families that need childcare for many different reasons including work or study, appointments, personal matters ect. We are focused on providing an inclusive and nurturing environment for young children.

Our programs are play based and offer a wide variety of indoor and outdoor activities, quality time and fun with other children. Our environment fosters individual development and a sense of belonging.

If you have any further questions, please don't hesitate to speak to us.

The BCCC Team x

Term Dates and Session Times

Balnarring Community Child Care is an Occasional Care Centre.

Please note that the centre is closed on public holidays and the school holidays in Dec/Jan. Limited sessions are available during school term holidays. Please speak to staff for more details.

Term Dates

Term One	30 th January – 6 th April
Term Two	24 th April – 23 rd June
Term Three	10 th July – 15 th Sept
Term Four	2 nd Oct – 20 th Dec

Session Times

Monday	8.30am – 1.30pm	5 hours
Tuesday	8.30am – 1.30pm	5 hours
Wednesday	8.30am – 1.30pm	5 hours
Thursday	8.30am – 1.30pm	5 hours
Friday	8.30am – 1.30pm	5 hours

Ratios

Our mixed group sessions for children aged 2 – 6 years are delivered by three to four staff and designed for up to 23 children. Places for children aged under three are limited. Children under two may be offered a place at the Director's discretion in consultation with families. Please speak to Director for more information.

*Children under two may commence a transition process where they come for shortened session two weeks prior to their second birthday

Staffing

We take great pride in the passionate and caring educators employed at Balnarring Community Child Care and their commitment to creating a warm and empathetic environment for children. We only employ educators that share our values and have a genuine care and love of working with children. Our place in the local community is well regarded thanks to the dedication of our educators and volunteers.

Our centre Director manages all programs with support from early childhood educators, volunteers and students. Each year our educators undertake refresher training in first aid, CPR, anaphylaxis and asthma management. For more information, please speak to the director or request a copy of our *Staffing Policy*.

Management Committee

We are a not-for-profit community run centre which means that all our families are part of our membership, and everyone's contribution is vital to keep us going. The centre must be supported by a volunteer parent Management Committee to be operational. Committee is elected every 12 months.

The role of the committee is to support the Director and ensure that we continue to meet the needs of our community, our governance requirements and that we remain financially viable. We operate under the legislative framework of the *Children Services Act 1996*, the *Children's Services Regulations 2020* and the *Associations Incorporated Reform Act 2012*.

The names and contact details of committee members can be found in the foyer entrance at the centre. We are always looking at new ways to improve our centre. Extra hands are always welcome so if you are looking to get more involved in your local community we would love to hear from you!

Please speak to one of our staff for more details about becoming a Committee Member.

Staff and Emergency Contacts

NAME	TELEPHONE	EMAIL
Betina Waddell, Director	0412 251 586	director@balnarringccc.com.au
Lisa Scoble, Admin Manager	0411 624 821	admin@balnarringccc.com.au
Luke Groves, President Mgt. Committee	0438 758 559	NA
Emergency Services	000	NA
Hastings Police Station	03 5970 7800	NA
Children Services Infoline, Dept. of Education & Training	1300 307 415	NA

Enrolment and Waitlist Policy

Balnarring Community Child Care is a not-for-profit, community run childcare centre. We are committed to being an inclusive service and we strive to meet the needs of our growing and diverse community. This policy outlines the criteria for enrolment and priority of access to our service.

We are committed to the principles of equity and transparency and endeavour to ensure that our enrolment and waitlist processes reflect these principles and the values of our organisation. Balnarring Community Child Care is committed to protecting the safety and rights of children and vulnerable families. Children at risk of serious abuse or neglect will be prioritised as will families experiencing significant hardship or that have urgent childcare needs due to extenuating circumstances.

1. Enrolment Criteria

- Children must be 2 years of age
- Children must be ready to attend childcare (to be assessed by Director/supervising staff)
- Children must be immunised (see immunisation requirements below)
- Enrolment, health, and medical documentation must be completed

2. Immunisation Requirements

Under Victorian Legislation, children must be immunised to attend childcare unless there is proof of a medical reason that prevents them from being immunised. At time of enrolment, families must provide a copy of the *Medicare Immunisation History Statement* as proof that a child's immunisations are up to date. Balnarring Community Child Care is required to request up-to-date Immunisation Statements from families twice a year.

3. Expressions of Interest

Families can register their interest at any time during the year by visiting our website and completing the online waitlist / expression of interest form. Families can access the form via this link: [Join our Waitlist](#). A staff member will contact the family to discuss their childcare needs, our centre philosophy/program, the child's suitability at this time and the waitlist process (depending on current session availability).

4. Waiting List

Families can join the waitlist by visiting our website and completing the online waitlist / expression of interest form. Families can access the form via this link: [Join our Waitlist](#).

If sessions are full, families will be contacted when there is a potential vacancy. As many families continue their enrolment with Balnarring Community Child Care each year there may not be many places offered to new families at the start of the year. However, family circumstances do change and places can become available. All new families are encouraged to enquire at any time as to their child's position.

Families of children at risk and families with urgent or extenuating circumstances should contact the centre directly to discuss their options as they may be entitled to a place sooner.

Waiting list Allocations

New positions will be offered to families based on the criteria below:

- *Siblings of existing families*
- *Siblings of past families*
- *In order of date (when children approaching/over the age of 2 first joined the waitlist)*

Being offered a place does not oblige a family to accept, they can stay on the waiting list for a future position if their circumstances have changed or they may remove their child from the waiting list entirely.

Please be aware, Balnarring Community Child Care is not able to keep vacancies open if a family declines an offer. The position will need to be offered to the next family on the waitlist if a family is not ready to take it.

5. Session Allocations

Children will be able to enrol in up to two permanent sessions per week (depending on availability). If additional vacancies become available (there are no existing families on the waitlist for an additional session and no other new families are on the waitlist for a permanent position), a third session may be offered to existing families on a casual basis. Priority Guidelines will apply (see below).

6. Priority Guidelines

Whilst allocations for vacancies will be based on the criteria above, priority and consideration will be given to:

- *children at risk of serious abuse or neglect*
- *children in Aboriginal and Torres Strait Islander families*
- *children in families which include a person with a disability*
- *families whose adjusted taxable income does not exceed the lower income threshold or who are in receipt of income support*
- *children in families from a non-English speaking background*
- *children in socially isolated families*
- *children of single parents*
- *Children of a sole parent who satisfies, or parents who both satisfy, the activity test through employment/study*
- *children in families that have urgent childcare needs due to extenuating circumstances*
- *Families residing in Balnarring and surrounding townships*

7. Children with a disability

Balnarring Community Child Care understands that all children have differing needs, abilities and interests. We are committed to delivering an inclusive childcare program for our community. Please talk to our centre Director about reasonable adjustments that can be made to enable your child to participate in our sessions.

8. Management committee volunteers and permanent educator's

As a community run, not-for-profit centre we are hugely reliant on our management committee and our educator's and staff to be operational. We are incredibly grateful for the effort, contribution, time and generosity shown by our team to maintain our beautiful centre. Where possible, management committee

volunteers and permanent educator's will be offered priority and/or flexibility with session preferences (for their child) to enable and support their continued engagement with Balnarring Community Child Care.

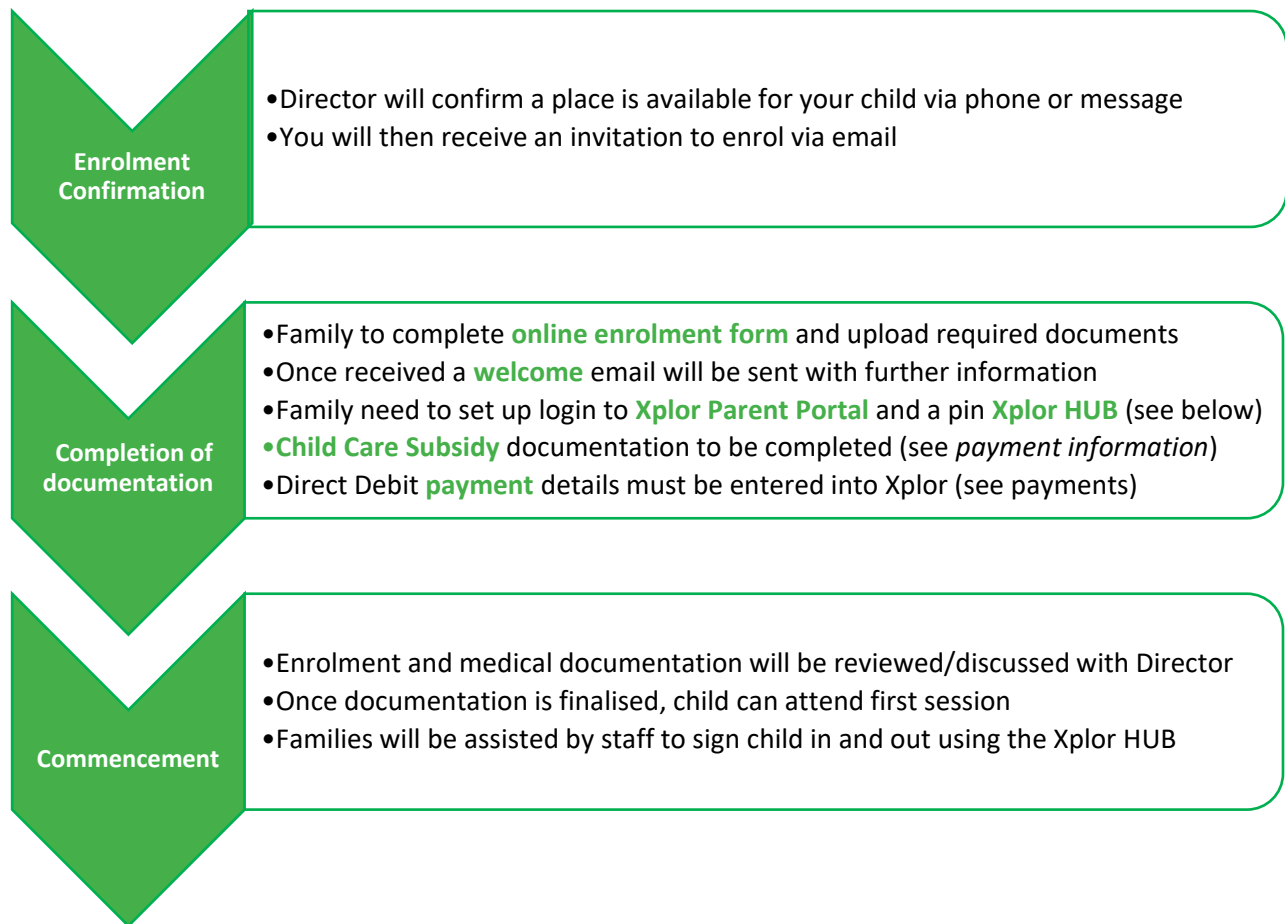
9. Length of Enrolment

Once a child is offered a permanent place at Balnarring Community Child Care it is the child's place until the family cancel the enrolment in writing. Two weeks' notice is required if families no longer require the permanent position (please refer to the *Fees Policy* for further details).

10. Bookings for casual places

Families may speak with the Director if they would like their child's name to be put on the waiting list for a casual place (whilst they wait for a permanent spot). Casual places are limited. Families will be contacted if a child is away / sick and offered a place for that session. These places are not on-going.

Enrolment Process



Information required to complete the online enrolment:

- Your child's birth certificate
- a copy of the *Medicare Immunisation History Statement* (proof immunisations are up to date)
- medical management plans (e.g. asthma, allergies, anaphylaxis)
- a copy of any court orders
- a Centrelink Customer Reference Number (CRN) for the primary carer and for your child*

*Customer Reference Number (CRN)

To qualify for the child care subsidy families must provide a Centrelink Customer Reference Number (CRN) for the nominated primary carer **and** for the child. These are different numbers. Where the form asks for the **Primary Carer CRN**, this will be the person who is registered for the child care subsidy with Centrelink. If you or your child does not have a CRN you need to attend your local Centrelink service centre to confirm your identity. You can also contact Centrelink on 136 150.

[Link to Centrelink information about customer-reference-number \(CRN\)](#)

Further information about the subsidy and payments is in the fee policy section below.

Instructions to set up *Xplor*

We use a software package called ***Xplor*** to manage enrolments and records at the centre. The *Xplor Parent Portal* manages enrolment and payment information and the *Xplor Hub* is used to sign children in and out of sessions. You will be sent further information on using these systems throughout the enrolment process and can access the how-to guides at the links below:

Xplor Parent Guides

[Welcome to Xplor - Let's get started](#)

[Webinar-Parent Experience](#)

[Logging in to the Parent Web Portal](#)

[Setting up the Xplor Mobile App](#)

[The Hub - Child sign in & sign out](#)

[Booking Management](#)

[Accept CWA Parent Approval](#)

Please speak to staff if you require further assistance with completion of the online enrolment.

Fee Policy

Balnarring Community Child Care is committed to providing a service that meets the needs of the community and demonstrates value for money. We operate under the legislative framework of the *Victorian Children Services Act 2006* and the *Victorian Children Services Regulations 2020* and have been registered for the *Child Care Subsidy* since January 2019.

The Director and Management Committee will review the fee schedule and payment information at least annually to ensure it is sensitive to the needs of families and that the service remains financially viable. Families will be notified as soon as possible to any fee changes and only in exceptional circumstances will fees be changed mid-way throughout a term.

Balnarring Community Child Care prides itself on being an inclusive service provider and will ensure that families experiencing hardship are offered flexibility and the option to request a payment plan.

Fee Schedule

Annual Enrolment Fee per family \$140

Session Fees

Full rate (permanent or casual): \$78

Settling in session rate (up to 2.5hrs): \$45

*Please note these are full fee costs - not the out of pocket expenses for eligible families after the child care subsidy

Direct Debit and E- Commerce Fees

FEE TYPE	METHOD	TOTAL FEE AMOUNT
DIRECT DEBIT FEES		
Bank Account	Per transaction	NIL
Credit/Debit Card Transaction Fee	Per transaction	
Visa/Mastercard*	Calculated on transaction value	2.35%
American Express	Calculated on transaction value	4.4%
Failed transaction	Per failed or returned transaction attempt	\$19.95

* Additional for international Visa/Mastercard

Payment of Fees

All families need to set up Direct Debit Payments to pay for child care via Xplor

- Out of pocket expenses will vary between families based on the level of child care subsidy received
- Permanent fees are to be paid in advance through our direct debit system via Xplor
- Fees are payable for every day that a permanent child is enrolled (including sick days)
- Families will not be charged for public holidays or periods when the centre is closed
- Families will not be charged for extended absences (longer than a week) with 2 weeks notice
- Families will be issued with a billing statement on a fortnightly basis via the Xplor Parent Portal
- A dishonour fee will apply for direct debit transactions if there are insufficient funds
- Payment for casual sessions are also to be made via direct debit system in Xplor

For step by step instructions on how to set up your child care payments please follow the link below:

<https://support.ourxplor.com/How-do-I-set-up-and-modify-payments>

Late Pick Up Fees

A late fee of \$10.00 per 10 minute block and part thereof will apply where children are not picked up prior to closing. A review of the child's enrolment may occur where families are consistently late.

Notified Absences

Families will not be charged for absences when 14 days' notice has been given via the Xplor parent portal. This includes family holidays, interstate/overseas travel, medical reasons and family emergencies. Balnarring Community Child Care can hold a child's permanent position for up to one Term (extenuating circumstances may be reviewed at the Director's discretion).

Termination of Enrolment

We require families to provide at least two weeks written notice to withdraw a child from the centre. Any outstanding fees must be finalised. Families that provide less than two weeks' notice will be invoiced for booked sessions for the following two-week period.

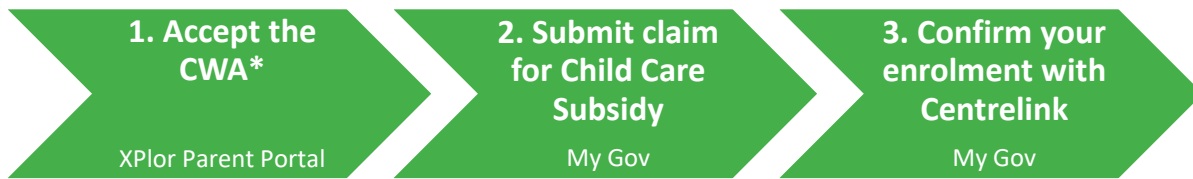
Financial Difficulties

Balnarring Community Child Care prides itself on being an inclusive provider of children's services. If financial difficulties arise families are encouraged to discuss payment options with the Director.

Child Care Subsidy

The Child Care Subsidy is the Australian Government childcare package to help families cover the cost of childcare. Most families will be eligible to receive some level of subsidy (between 20-85%). Read more about eligibility for the subsidy via this link: <https://www.humanservices.gov.au/child-care-subsidy>

Child Care Subsidy Claim Procedures



Step One: Accept your Complying Written Agreement (CWA)

The Complying Written Agreement (CWA) is an agreement between Balnarring Community Child Care and the parent/guardian to provide child care in exchange for fees.

For step by step instructions to accept your CWA in *Xplor* please follow the instructions at the link below:
<https://support.ourxplor.com/CCS-Parent-Steps-Xplor-and-MyGov>

Step Two: Submit the Claim for Child Care Subsidy using My Gov (Centrelink)*

You will need to submit a claim for child care subsidy with Centrelink to determine the level of subsidy you are entitled to receive. This includes providing information such as your estimated family income and completing the activity test (you and your partner's hours of activity including any work, training, study or volunteering). You can submit your claim for child care subsidy via Centrelink online in your My Gov account.

For step by step instructions on how to submit a claim for Child Care Subsidy on My Gov see below:
<https://www.humanservices.gov.au/individuals/online-help/centrelink/claim-child-care-subsidy>

*Please be aware that your enrolment may take a few days to be acknowledged by Centrelink once you have accepted the CWA in *Xplor*. You may also receive a letter from Centrelink in your My Gov inbox when they are ready for you to submit your child care subsidy claim (just keep checking your My Gov inbox).

Step Three: Confirming your child's enrolment for the child care subsidy with Centrelink

After you submit your claim you may still be required to confirm your child's enrolment with Centrelink. This may show as an outstanding task in your online Centrelink account in My Gov. For step by step instructions on how to confirm your child's enrolment for the child care subsidy see below:
<https://www.humanservices.gov.au/confirm-your-childs-enrolment-details-child-care-subsidy>

HAVING TROUBLE WITH YOUR CHILD CARE SUBSIDY CLAIM?

If you do not have a My Gov account or have not yet linked Centrelink online services to your My Gov account follow the instructions here: <https://www.humanservices.gov.au/individuals/online-help/mygov>

If you are having further difficulty with My Gov or your child care subsidy claim it might be faster to go into your nearest Centrelink office for help. Explain that you need help setting up a My Gov account and/or assistance 'submitting a child Care Subsidy claim'. The staff at Centrelink are generally very helpful.

Orientation and Settling in

We understand that leaving your child for the first time in a new environment can be overwhelming. We are very flexible with our orientation so please speak to the Director about what is going to work best for you and your child.

When most families come to have an initial look at the centre they have a play, meet the educators and get a feel for the way things work. Every child is different and the Director will chat to you about their readiness. If you decide to go ahead you may choose to come and stay for the start of the first few sessions or until you feel comfortable.

Sometimes children do get upset when parents/guardians leave, especially in the first few weeks, which can be hard. Most children settle a few minutes after your departure. Our educators will send you a message to let you know when they have settled and you are always welcome to call to check on how they are going. This is usually better than popping your head back in which can upset the apple cart all over again! Please rest assured that we will always call you if your child does not settle or we think the session has been long enough whilst they get to know us.

Arrivals and Departures

We are committed to ensuring the safe delivery and collection of all children being cared for at the centre. Please keep the safety of all children in mind as you enter and leave the premises and ensure that the gates close properly behind you.

Arrivals

Please let one of our educators know you have arrived and sign your child into the session using the Xplor HUB. This can be done using the mobile app on your phone or using the centre iPad in the foyer entrance. If there is anything our educators should be aware of regarding pick up, caring for your child that day or your child requiring medication, please speak to the Director or nominated supervisor.

You will find your child's name tag above a locker in our foyer at the entrance. Please hang their bag on the rack and put their drink bottle and lunch in a visible spot on the shelf for them to collect when they are thirsty and/or hungry.

If you have not already applied sunscreen (Sep-April) please do so before you leave and make sure they are wearing their hat. Say goodbye to your child before you leave so they know you have left.

Children who attend the centre but do not have a place for that session (e.g. siblings that attend with a parent to drop off or collect other siblings) are the responsibility of the parent or carer while they are in the centre and should be closely supervised.

Departures

Please try and arrive 10 minutes before the end of a session to ensure that you have enough time to pack up your child's belongings and receive any feedback from educators. You will need to sign your child out using the Xplor HUB mobile app on your phone or the centre laptop in the foyer entrance.

Children will only be released by educators into the care of a parent/guardian or carer nominated on the child's enrolment form. No child is to arrive or depart with persons other than an authorised adult (over 18 years of age). If you require someone else to collect your child you must notify the centre via phone or message as soon as possible. Please include the name of the person, their relationship to the child, their telephone number and address. Please ensure that the person collecting the child brings photo identification if they are not known to staff.

If you are running late to collect your child, you must contact the centre ASAP to let us know. Please be aware that you may also be required to cover costs/staff wages for that time.

Children not collected at the end of the session

If a child has not been collected half an hour after the end of a session, the Director will ring the parent/guardian, followed by the emergency numbers provided on the enrolment form. Two educators will remain with the child at the centre. If a child has still not been collected after one hour and educators have been unable to make contact with the parent/guardian or emergency contacts, the Department of Human Services, Child Protection Unit will be contacted.

What to Bring

Please bring the items below in a bag labelled clearly with your child's name, all individual items of clothing/belongings should also be clearly labelled:

- Morning tea and lunch, in two separate containers– healthy and generous (active sessions)
- Water bottle
- Complete change of clothes and a spare bag for dirty clothes
- Spare shoes/ boots
- Suitable supply of nappies
- Hat for summer and a warm /rain jacket for winter
- Any medicines the child is taking need to be handed to staff and out of reach of children (speak to Director or nominated supervisor and fill out forms)
- One security item/toy if they would like

Please check the weather and ensure children are wearing appropriate clothes and shoes that are comfortable to run around and play in (no thongs and no thin strapped tops).

Whilst a security item is can be brought if needed, we would prefer other toys stay at home to avoid safety risks and issues with sharing. Thank you for your understanding.

Absences, Illnesses and Infectious Diseases

Parents/Guardians are requested to notify the centre as soon as possible if a child will not be attending a session, irrespective of whether it is a permanent or casual booking. Please try to do this at least the day before or no later than 7.30am on the morning of absence. For casuals, if no notification is received the fee will still be charged and no further bookings will be taken in the event of outstanding fees. For permanents, if no notification is received three times in one term then your position may be cancelled. "Make-up" sessions and refunds are not available due to illness or holidays.

If your child is unwell we ask that you do not bring them to the centre until they are well. If they have had diarrhoea or vomiting in the last 48hrs please keep them at home. Please check the child care exclusion list to help prevent the spread of communicable diseases. Please use common sense when determining if your child is well enough for child care and if you are unsure, we ask that you err on side of caution and keep them home and/or go to the doctor.

In the event of an infectious disease or head lice occurring all parents/guardians will be notified as soon as possible.

If your child becomes unwell during a session you (or your emergency contacts) will be notified immediately and asked to collect your child. If we are not able to contact you and medical attention is necessary, this will be organised by Director or nominated supervisor and you will be required to settle any medical expenses.

In the case of an emergency, parents/guardians will be notified immediately after emergency services (000) has been called. We advise all families to be members of the ambulance service.

Asthma and Medical Conditions

All families of children that have been diagnosed with asthma or a medical condition are required to advise educators and submit a medical action plan signed by their treating doctor. The Director will review documentation and discuss risk minimisation strategies with families. For further information please speak to the Director or nominated supervisor and request a copy of the *Asthma Management Plan* and/or *Medical Condition Management Plan*.

Allergies and Anaphylaxis

Balnarring Community Child Care is committed to providing, as far as practicable, a safe and healthy environment in which children at increased risk of allergy and anaphylaxis can participate equally in all aspects of our program. As a service embedded within the community, we are unable to guarantee a completely allergen free environment to our families. We recognise the need to adopt procedures to reduce the risks associated with a child having an allergic or anaphylactic reaction and believe that the safety and wellbeing of children is a whole-of-community responsibility.

All families of children that have been diagnosed as allergic or at increased risk of anaphylaxis will be required to submit a medical action plan signed by a treating doctor and undertake a risk assessment and management/minimisation planning process with the Director. For further information please speak to the Director or nominated supervisor and request a copy of the *Anaphylaxis Policy* and *Individual Risk Minimisation Plan*.

Allergy Risk Minimisation Strategies

The following strategies have been implemented within the centre to reduce the likelihood of a child at risk of allergy and/or anaphylaxis being exposed to allergens. Please speak to staff for further information.

1	All families are required to follow centre policies and procedures as outlined in the <i>Family Information Booklet</i> and accompanying documentation.
2	No nuts or nut products should be brought to child care. If families are unsure after reading the label, the drink/food should be left at home.
3	Families are advised that if nuts or nut products have been eaten by children at home for breakfast, parents/guardians must ensure that hands and faces have been thoroughly washed before attending.
4	Drink bottles, lunch boxes, any food or treats provided by parents/guardians must always be clearly labelled with a child's name.
5	All children will be encouraged to wash hands before and after eating.
6	Food must be consumed in designated areas and all children will be supervised during snack and lunch times. Children should not 'wander around' whilst eating.
7	Educators to follow safe food and hygiene practices and ensure that tables and food areas are kept clean and sanitised before and after eating.
8	There should be no trading or sharing of food, food utensils and/or containers with any child.
9	Children at increased risk should only consume food and drink that has been specifically prepared for them or has been approved by the child's parent/guardian in accordance with their individual Risk Minimisation Plan.
10	Children at increased risk of anaphylaxis should be kept safe from known allergens whilst maintaining a social environment at all times.
11	All children are required to wear appropriate clothing and shoes outdoors.
12	Children with food and insect allergies and their peers will be encouraged to play in lower risk areas of playground.
13	Children with food and insect allergy will not be asked to help clean up after meals or encouraged to pick up litter.
14	Educator's will ensure activities are appropriate for all children at program and discuss any concerns with parent/guardian. Foods used in activities should be consistent with individual risk minimisation plans and will be discussed with the parent/guardian.
15	Some food, food containers, boxes and packaging in craft and cooking activities may be restricted depending on the allergens/triggers of the children attending the service at the time.
16	Supervision will be increased for children at risk of a severe allergic reaction during birthday celebrations and other special planned activities.
17	Parents/guardians should provide a safe treat box for children at increased risk of anaphylaxis for birthday celebrations.
18	Parents/Guardians are responsible for supervision of children during the Easter and Xmas party celebrations. Families may choose to bring separate food for children at increased risk of allergies/anaphylaxis.
19	Openings to bins will be kept covered to reduce the likelihood of attracting stinging insects.
20	When new plants are purchased for the centre consideration will be given to plants that are less likely to attract bees and wasps.

Program and Daily Routine

The program is available to view in the foyer at the entrance to the centre. Our qualified director writes weekly play-based programs that are developed in consultation with all educators and focus on children's interest areas and learning needs. Our programs provide rich learning for the multi age groups of children that attend our centre. They are written and implemented on a weekly basis and align with the Victorian Early Years Learning and Development Framework have adopted a free flow play program which means children can choose activities in any one of our three designated zones (indoor and outdoor weather dependent). The program is evaluated and updated by the Director and educators throughout the year. Please speak to the Director for more information.

Please note

- The program is flexible as it is based on children's needs each session. Observations and documentation of children learning and developed are a continuous part of our daily practice and inform our planned experiences for the children
- The educators set up the environment to encourage and promote a variety of opportunities for children to play and interact together
- Outside activities operate in accordance with the weather. These activities are designed to be moved indoors/undercover when necessary
- Children must not be inside or outside unless an educator is present
- Children are encouraged to tidy up or pack away activities on completion
- Over time, educators encourage children to develop confidence and independence with daily routines. For example: washing and drying own hands, unwrapping own lunch, identifying own bag and belongings.

Sun Protection

We aim to ensure that all children and educators get some healthy exposure to sunshine and the outdoors during our sessions but are well protected from the damage that can be caused by harmful sun rays. Our outdoor play area has been designed to provide a mix of both shaded and non-shaded play. Educators check UV levels and structure outdoor activities each day accordingly.

During the period from September to April and days where the UV levels are above 3, all children and educators are required to wear hats outside and sunscreen. Hats must protect the face, neck and ears and clothing should be loose fitting and cool, covering as much skin as possible. Children that refuse to wear a hat or are not dressed appropriately on days where UV levels are above 3 will be kept indoors or under cover outside.

You can help us be sun smart by ensuring your child is wearing sunscreen before they arrive (September-April), ensuring they are dressed appropriately for the day and helping your child to learn about what it means to be sun smart. Our educators will re-apply sunscreen as needed throughout the session. If your child has a sensitivity to sunscreen, please ensure you bring a suitable one for us to use.

Please request a copy of our *SunSmart Policy* for further information.

Meal Times

Our sessions can be very active and children are often hungrier than they may be at home. Please pack enough food for your child to enjoy both a morning snack and lunch and please bring a water bottle. We ask that food is nutritious and that you save 'treat' foods for home. Children will be encouraged to drink water throughout the session and when they stop for meal breaks. We have a supervised and designated meal area where children can come together to eat at any time during the session when they are hungry.

A sit down lunch time as a whole group around our communal eating table is usually had at around 12-12.30pm so please pack your child a separate lunch container

Restricted Foods

Please avoid bringing food to child care that can present a choking risk for smaller children. You can read more about choking prevention and risks at the Raising Children's Network website: <https://raisingchildren.net.au/safety/choking-prevention>

Please be aware that some of our children have life threatening food allergies. Please do not give your child any nuts or nut products to bring to child care. If you are unsure after reading a label, please leave it at home. If your child enjoys eating peanut butter or any other nut butter as part of their breakfast we ask that you thoroughly wash your child's hands and face before coming to child care.

Thank you for your understanding and cooperation. For more information please refer to our *Allergy Risk Minimisation Strategies* and ask for a copy of the *Anaphylaxis Management Policy and Food Safety Policy* from Director or nominated supervisor.

Birthdays

Birthdays are a special time and we are very happy to acknowledge individual birthdays for children. If you would like to bring some birthday food e.g. cupcakes or a fruit platter share please speak to the staff and ensure the food is clearly labelled with ingredients to avoid any issues with allergies (please also see *Restricted Foods* information above). Alternatively, feel free to speak to educators about other ways we can recognise your child's birthday e.g. a special game or activity.

Bathrooms, Nappy changes and Toilet Training

We have clean and welcoming bathrooms designed for children, including nappy change facilities. Children are encouraged to use the toilet at designated intervals throughout a session alongside our educators responding to individual needs. Nappy changes work the same. Please ensure you bring a generous supply of nappies. Children are shown how to wash hands after using the bathroom and encouraged to wash hands before they eat. If you are in the process of toilet training please talk to our educators so that we can support your efforts.

Please note: Parents/guardians/visitors are not permitted in children's bathroom facilities. If your child seeks/needs your assistance whilst you are at the centre please speak to an educator.

Behaviour Guidance

Balnarring Community Child Care is committed to developing warm and respectful relationships with children and creating a safe and friendly environment for them to learn and play. Our relationships are based on the principles of mutual respect, kindness and empathy. We are committed to helping children develop positive and healthy relationships with their environment and other people.

Our educators guide behaviour in a way that promotes children's rights and self-respect. Children will be redirected to other activities and given positive reminders about good behaviour. Where challenging behaviours exist, we will work together with families to support children's behaviour.

Please request a copy of our *Behaviour Guidance Policy* from our Director or nominated supervisor for further information.

Child Safety and Protection

All children who come to our centre have a right to feel and be safe. We have zero tolerance towards discrimination and child abuse and have clear policies and procedures in place to protect children and respond to any allegations or concerns. The Director and the President have been appointed as Child Safety Persons and should be contacted immediately if you have any child safety concerns. For further information please ask for a copy of our *Statement of Commitment to Child Safety* and *Code of Conduct*.

Photographs

Educators take photos of the children throughout the year, usually as a record of children's learning to make gifts for home or occasionally for advertising our service (never without your permission). Please speak to Director or nominated supervisor and let us know on your enrolment form if you would prefer us not to include your child. You can let us know if you are happy for photos to be used within the centre and for family gifts but not for advertising or public material.

Please note: Families are not permitted to take photographs at the centre without permission from the Director. Photos must not include any child without permission from the child's parent/guardian.

Accidents and Injuries

Whilst all care is taken to ensure children are safe from injury, accidents do happen. All of our educators undertake First Aid refresher training annually and will attend to minor incidents e.g. grazes, bruises and bumps. If an accident or injury occurs our educators will fill out an accident /injury report on Xplor and advise you in person when you pick up your child. The report will detail what happened and what action was taken by our educators. You will be contacted immediately in the event of a serious accident or emergency. In this event, parents/guardians will be required to sign the accident/injury report.

Emergency Procedures

Emergency evacuation drills are undertaken with the children and educators each term. In the event of an emergency, educators will implement the *Emergency Management Plan* which may include lock down inside the centre or evacuation to a safe area outside of the centre grounds (in the event of fire). Emergency services will be contacted immediately and all families will be contacted as soon as possible thereafter. Parents should make themselves familiar with the *Emergency Evacuation Procedure* on display at the entrance to the centre.

Balnarring Community Child Care is listed on the Department of Education's Bushfire Risk Register. **The centre will be closed on days declared as CODE RED (catastrophic) fire danger.** Please ensure you keep abreast of warnings during warmer months and keep your child at home from child care. Balnarring Community Child Care will not advise individual families on CODE RED days.

Privacy Policy

We recognise the importance of protecting the privacy and rights of our employees, volunteers, children and families. We only collect and keep personal information that is necessary to deliver our service and we only disclose that information to a third party with your permission or when required by law. If you have a privacy concern or would like further information, please request a copy of our *Privacy Policy* from our Director or nominated supervisor.

Feedback and Concerns

It is our aim to provide a safe, nurturing and high-quality service to our families. If at any time you have feedback or a concern about our service please do not hesitate to speak to any of our educators or contact the Director to chat informally, over the phone or in person. Contact details for the Director and President are available in the foyer entrance.

For further information you can request a copy of the *Complaints and Grievance Policy*.