

# Children's Services Family Handbook



**Arthur Dickmann  
Children's Service**

104-106 Maude Street  
Shepparton Vic 3630  
7.00am – 6.15pm  
Phone: (03) 5821 3880

**Nancy Vibert Occasional  
Child Care Service**

18 Edward Street  
Shepparton Vic 3630  
7.30am – 5.30pm (LDC)  
8.30am – 4.30pm (OCC)  
Phone: (03) 5831 2449

**Frank R Pullar Children's  
Service**

168 Echuca Road  
Mooroopna Vic 3629  
7.00am – 6.15pm  
Phone: (03) 5825 3101

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## INTRODUCTION TO CHILDREN AND YOUTH SERVICES

Greater Shepparton City Council operates a number of Children's Services and provides a range of early childhood education, care and health programs to families with children 0-12 years old who reside, work, study or are visitors to the Greater Shepparton municipality.

Greater Shepparton Children and Youth Services are committed to an Integrated Service Model, which means:

- Families can access care and education programs from one location, and
- Programs are provided in a comprehensive manner.

*This model brings together the following children's programs:*

### **Long Day Care:**

Offers education and care from Monday to Friday during the Services operational hours.

### **Kindergarten:**

Provides a program for eligible four year olds either on a sessional basis or within the Long Day Care program.

### **Fun Groups:**

Available at most Kindergarten services for three to four year old children in the year prior to funded kindergarten.

### **Occasional Care:**

Can be booked on availability across all services. Nancy Vibert Occasional Care Service and Aqua Moves Occasional Care can provide occasional care from Monday to Friday. Care is also offered at a variety of other localities across the municipality

### **Maternal and Child Health:**

Aims to support parenting and promote healthy development and well-being of children through the provision of advice developmental assessment, education programs and referrals.

### **Early Years Rural Occasional Care:**

Available at Tallygaroopna and Katandra West.

### **Family Day Care (Home Based Care):**

Education and care is provided by an approved Educator for up to four preschool aged children in the Educator's own home. Care for school aged children is also provided.

## PHILOSOPHY

Greater Shepparton Children's Services are committed to providing early year's services which reflect the core values of leadership, integrity, respect, innovation and teamwork. This commitment supports the belief in the right of all children to experience the best start in life and Greater Shepparton Children's Services promotes this belief by providing warm, secure, safe education and care environments which foster quality learning and development opportunities for children in our community.

### STATEMENT OF PRINCIPLES

- We provide education and care settings underpinned by inclusive practices that build a solid foundation for children's lives, maximize their individual abilities and respect their unique family and cultural identities.
- We actively support a play – based learning approach which fosters children's sense of identity and wellbeing as well as supporting them in becoming confident learners and effective communicators, and in building strong links with the community
- We acknowledge families as the first and most significant influence in their child's life and learning, and work in partnership with them to support children's ongoing development.
- We respect and value the experience, skills and commitment of our team of professional early childhood educators.
- We support and resource educators to actively promote children's learning and development in line with our philosophy and core principles.
- We support an ongoing professional development culture which enhances the skill levels of educator's, fosters critical reflection and promotes best practice.
- We develop and maintain collaborative professional relationships which help to identify and respond to child and family needs.
- We regularly seek input and feedback from stakeholders to guide ongoing service improvement.

### Service Commitment Statements

#### Nancy Vibert Childcare Service

At Nancy Vibert Childcare and Occasional Care Centre we believe that the first steps into a child's education are the ones of trusting, secure attachments and a strong sense of being, becoming and belonging to a caring community environment. We will provide this by:

- Offering flexible hours with occasional care
- Being responsive and embracing all families' individual needs and home environments
- Exploring our community together and making links for children and their families
- Encourage children to be involved in activities and practices which help to develop their understanding of looking after our environment and promoting its sustainability.
- Promoting opportunities for children to explore, experiment and learn through open ended child led activities and experiences.

### **Arthur Dickmann Children's Service**

We believe in working collaboratively with families and the community to provide a warm, secure and respectful environment that reflects on our children's journey of discovery, extending on strengths and building strong foundations for lifelong learning.

### **Frank Pullar Children's Service**

It is our commitment to work towards the best interests of every child. We acknowledge the child to be successful competent, confident, creative, active, and an informed learner of the future.

Through partnerships between our educators, children, families and community, we endeavour to work within an environment that promotes respect for family and culture and supports children's sense of creativity, self-awareness, independence and imagination.

By valuing play our educators hope to broaden and build on children's thinking and learning, and support them to develop positive attitudes towards future learning. We do this by providing open-ended, child-focused programs that grow from the children's input and include activities and experiences supported by cycle of ongoing reflection and evaluation by educators.

## **SERVICE STANDARDS**

All child care services operated by the Council actively implement and adhere to the requirements National Education and Care Regulations and are committed to the implementation of quality improvement systems in accordance with the National Quality Framework.

### **Nancy Vibert Occasional Childcare Service Occasional Childcare Services**

Nancy Vibert Childcare Service offers care for children on a casual and permanent basis. Children are cared for by qualified and experienced early childhood educators who plan and implement fun, innovative and educational programs to delight, entertain and encourage all aspects of each child's development.

Occasional Care bookings can be made on a day-to-day, hour by hour basis or up to two weeks in advance. Regular bookings can be arranged, subject to availability. Long Day Care bookings are also available. Parents are to supply the child's nappies and lunch. Morning and afternoon tea are provided.

### **Arthur Dickmann Childcare Service**

This Service provides long day care and a state funded Kindergarten Program for children in the year prior to starting school. It is staffed by early childhood educators. Maternal and Child Health Service is also available.

The services operates with qualified and experienced early childhood educators who plan and implement programs of activities and experiences to meet the individual needs of each child. Lunch, morning and afternoon tea are provided

### **Frank R. Pullar Childcare Service**

This Service provides long day care and access to a state funded Kindergarten Program near the service for children in the year prior to starting school. A Walking Kinder Bus Program operates from this service to Echuca Rd Kindergarten. Maternal and Child Health Service is also available.

The services operates with qualified and experienced early childhood educators who plan and implement programs of activities and experiences to meet the individual needs of each child. Lunch, morning and afternoon tea are provided.



## SERVICE CLOSURES

All Council childcare services are closed:

- On all gazetted public (Fees are charged for Long Day care. Fees are not charged for occasional care)
- Between Christmas and New Year in line with Greater Shepparton City Council office closure times. (Parents/Guardians will receive notice of any additional closure dates over this period. Fees will not be charged)
- An annual training day is provided for all early childhood educators and services and family day care service are closed for this day. Parents/guardians will receive notice of the date of this closure and fees will not be charged



## FEES

Fees are set in order to balance affordability for families and the ongoing service sustainability. Fees for services are set within the limits of the Greater Shepparton City Council budget and funding authorities. Fees will be reviewed annually.

### Guidelines

All families will receive a copy of the Fees Policy upon enrolment and shall sign on their child/ren's enrolment forms their commitment to pay. Payment for childcare will be monthly in arrears for long day care places and are required to be paid within five (5) working days of issue of account. Payment for occasional care must be made on arrival on the day care is provided or can be paid in advance.

Parents/guardians are encouraged to inform the service leader of problems they are encountering with the payment of fees. The service leader will endeavor to establish a suitable arrangement for payment of fees.

Arthur Dickmann, Nancy Vibert and Frank Pullar Childcare Centre's accept Bpay, Centrelink Centre Pay, Cheque, Eftpos, Centrelink Basic Card and direct debit. Cash payments for these services will only be accepted at Council offices, 90 Welsford Street Shepparton.

### Fees during Absences

#### Casual Occasional Care Bookings (Nancy Vibert CCC only)

If a child is absent e.g. Illness, holiday's etc. parents/guardian must notify the service **by 8.00am the day the care is booked** or the fees for the booked hours will be charged. Cancellations can also be made between the hours of 7.30am – 5.30pm.

#### Permanent Occasional Care Bookings (Nancy Vibert CCC only)

If a child is absent e.g. Illness, holiday's etc. parents/guardian must notify the service **by 4.00pm the day prior** to the booked care or the fees for the booked hours will be charged. Cancellations can be made between the hours of 7.30am – 5.30pm. An allowance of 20 cancellations a year applies to all permanent occasional bookings. Anything over this amount will be charged as an absence. Any temporary change to hours for permanent bookings will be deemed a cancellation. New hours for that booking will be considered a new booking and families will go on the waiting list for that day.

#### Long Day Care

Full fees will be charged during absences including illness, holidays and gazette public holidays. **The only exceptions** are when the service is closed in the Christmas/New Year period and Council children services training day.

Parents/Guardians of children attending the funded kindergarten program in a Greater Shepparton City Council Child Care Service will pay fees according to their total utilisation of the services available. This policy applies to Arthur Dickmann Child Care Centre/Kindergarten, Frank R Pullar Child Care Centre and Echuca Road Kindergarten.

If a parent/guardian cannot make a payment, they are encouraged to meet with the service leader to discuss the option of a Payment Plan. All outstanding fees will be processed in accordance with the fees policy guidelines.



## ENROLMENT AND ATTENDANCE

### Access to the Service/ Enrolment Procedure

#### Long Day Care

When a vacancy becomes available, places are allocated to those on the waiting list in order of priority in accordance with the Commonwealth Government 'Priority of Access Guidelines'.

#### Occasional Care

There is no priority of access in occasional care.

On accepting a place in the service, a parent/guardian is requested to attend an interview with the Service Leader where possible, to discuss arrangements for their child's orientation and commencement.

Child care placements do not automatically carry over to the next year. Parents/guardians are required to re-enrol the child at the end of the year should they wish to use care the following year.

Forms are given out in October/November for parents/guardians to change or re-confirm their next year's child care requirements any alteration to a child's care will be based on available spaces and current waiting lists requirements.

It is vital that parents/guardians keep the service informed of any changes to enrolment details e.g. change of work, telephone, emergency contacts, custodial arrangement etc. Enrolment forms will be reviewed annually and changes should be made directly to the form throughout the year.

### Arrival and Departures

Children can only be collected from the centre by authorised persons. All arrivals and departures must be noted on the sign in/out sheets with the exact times. Sign in/out sheets are located in each room and these sheets are used as a record in emergencies of who is in the building.

On arrival we would really like to hear about the following:

- How was your child when they went home last time from care?
- How was their morning?
- Did they sleep well?
- Did they eat breakfast?
- Did something different occur since we saw you?
- Is there something you or your child would like to share with us?
- Who will be picking up your child?
- Do you have medication that you would like us to give to your child?



## What to Bring

All children should bring:

- A bag large enough for belongings
- A complete change of clothing including socks, underwear, etc. (seasonally appropriate). – Children under 2 or toilet training will require extra changes
- A wide brimmed sun hat
- A coat and hat in colder weather
- Comfort items/security blanket (if needed)
- A water bottle/sipper cup for children to access during the day (Clearly named)
- Disposable nappies, if required (1 nappy per hour). –Nancy Vibert Childcare
- Arthur Dickmann and Frank Pullar Long Day Care Services provide cloth nappies for all children. Parents may choose to supply their own disposable nappies if they wish.
  - Own named baby bottle, if required
- Please provide bottle with water and formula in a separate container
- If child is on cow's milk, service can provide cow's milk
- Nancy Vibert Occasional Care only – A packed nutritious lunch



All items should be named to prevent any loss or confusion. All children are provided with their own space in which to keep their belongings.

Parents must not leave unsafe items, including medication, in their child's bag.

## Appropriate Clothing

### Clothes

Children learn and develop through play. We encourage them to explore a wide range of materials and activities, including messy play. Please dress your child appropriately in clothes that allow them to enjoy messy play and won't restrict their movement.

### Shoes

For your child's safety, you are asked not to send your child in thongs, sandals or open toed shoes. Shoes need to be comfortable, well fitted and suitable for running, outdoor play and climbing.

### General Information

Cloth nappies will be covered by waterproof pants provided by service.

Toilet trained children (no matter what their age) will wear underpants at all times.



## HEALTH, SAFETY AND HYGIENE

The issue of health and safety is important when caring for young children. The Council's Children's Services aim to ensure that each service provides a safe and hygienic environment for all children and educators.

**How you can help us to provide a wonderful environment for your child:**

### Accident Procedure

After talking to your room staff about an accident your child may have had at the service, sign the accident form and let us know how your child was when you went home.

### Sick Children/ Infectious Diseases

As there are so many wonderful and active things to do at your child's centre, when they are unwell they are not able to fully and happily participate. If this happens we will contact their family and ask they be collected. For any infectious disease, the illness policy will be followed.

If a parent/guardian suspects that their child may have an infectious disease, the child should be taken to a medical practitioner to have the disease diagnosed. An infectious disease exclusion list is displayed in the centre outlining the length of time a child must remain away from the centre if one of these diseases is contracted. Please inform the centre immediately if any of these diseases is contracted by your child/children.

***See Greater Shepparton City Council Policy and Procedure and infectious diseases document available at the centre***



### Allergies/Chronic Illness

As part of the enrolment procedure, details of the child's overall health are recorded on the enrolment form. This includes any serious illnesses they may have had in the past, whether they have been hospitalised, have allergies, current medication, convulsions or any other medical condition.

Depending upon the medical condition/allergies, a separate form may need to be completed e.g. asthma action plan. Educators are made aware of information that relates directly to children in their care. All known food allergies are recorded on an allergy list with copies in the children's rooms and kitchen.

## Immunisations

It is highly recommended that all children have been immunised, however if the child is not Immunised, parents/guardians will be informed of any outbreak of any of the above diseases in the service and offered the option of withdrawing the child from the service for the period of the outbreak. Child Care fees will continue to be charged when a child is withdrawn during an outbreak.

For more information about immunisations please contact the Council's Environmental Health Department on (03) 5832 9700

## Administration of Medication

Parents please complete a medical authorisation form on arrival if medication is to be administered to your child. The following details are required:

- Type of medication
- Last administered
- Amount and time to be administered ('if required' or 'when needed' will not be accepted)

Non prescribed medications must have the child's name clearly written on them and the dosage clearly stated.

The service will not administer the first dose of any medication in case of a severe reaction of the child.

If a child has a medical condition such as asthma or epilepsy requiring prolonged or preventative medication by educators at the service, a registered medical practice certificate will be required, giving details of the condition and its medical control. If necessary, additional forms may need to be completed.



## Children Growing and Learning about Themselves

Whilst your child is at care we help them to learn about looking after themselves. Educators will role model and encourage your child to:

- Wash hands, using soap, before meals, after toileting and wiping noses
- Pack up their toys
- Dress themselves
- Feed themselves
- Play socially with others children
- Learn about their world



## Sunscreen and Hats

As part of our sun smart policy, children are required to wear broad-brimmed or legionnaire style **when the UV reaches 3 or above** in line with the Cancer Council's recommendations. (Hats can be purchased from the services)



Children are also required to wear suitable clothing to provide as much protection as possible. Therefore, singlet tops or strappy dresses, which do not cover shoulders and the back, are not recommended. Sunscreen is available at the service for those children and will be encouraged to apply their own sunscreen. Where possible, Educators will organise that play equipment be placed in/under shade and children will be encouraged to make use of shaded areas.

Educators act as role models by wearing an appropriate hat and using 30+ sunscreen.

"Sun smart" education will be incorporated into the program and activities where possible.

## Sudden Infant Death Syndrome (SIDS)

The service is aware of SIDS and practises precautionary methods, as advocated by the SIDS Foundation, to reduce the risk of cot death.

These measures are:

- Use cots that meet the current Australian Standard AS2172.
- Sleeping the baby on back.
- Putting baby's feet at the bottom of the cot.
- Using a firm mattress and no pillow.
- Remove comforters when child is asleep (no soft toys in cot)
- If wrapped children will have their arms free from 3 months

[www.sidsandkids.org/safesleeping](http://www.sidsandkids.org/safesleeping)



## Sleeping/Rest

Effective rest and sleep strategies are important factors in ensuring a child feels secure and safe in the child care environment. Sleep and rest is important for their health, growth and development

Sleep arrangements for individual children will be made with consultation between educators and parents/guardians.

Children who are not sleeping will be given activities to complete in quiet time allowing the sleeping children to rest without interruption

## Reporting of Child Abuse

The Council's Children's Services are committed to the health and wellbeing of all children using the services. A protocol for reporting child abuse has been developed in consultation with the Department of Human Services and DEECD. This is available at all services.

Contact numbers are:

- Child FIRST : 1300 854 944  
Child Protection
- Department Human Services  
Wangaratta  
Phone: 1800 650 227  
After hours: 131 278  
Children's Service Adviser
- DEECD  
Shepparton  
Phone: 5832 1500



## Emergency Procedure

We regularly practice emergency procedures with your child. This is a great way to teach them about fire safety and staying safe. We will let you know when we have had a practice so that you can talk about this with your child.

## Code Red Days



Please be aware that all Early Childhood Services may be impacted by a Code Red Day. Frank R Pullar Children's Centre will be affected by a declaration of Code Red catastrophic fire days. This means the centre will be closed. If this occurs, families will be notified as soon as possible. All warnings of potential and actual closure of facilities will be posted by the Department of Education and

Early Childhood Development (DEECD [www.education.vic.gov.au/bushfires](http://www.education.vic.gov.au/bushfires) by 10:30am daily during bushfire season. Fees will be charged as normal.



## CARE AND EDUCATION

### Birthdays



If parents would like to have their child celebrate their birthday with children and educators at the service, they are welcome to bring a cake but will need to discuss with the service the ingredients used in case of allergies. It is preferred individual cup cakes are provided.

Parents are asked to provide a list of ingredients used in the cake. Cream fillings are not allowed. If parents would like to be present at the time of the celebration, they will need to advise the educators in the room to ascertain at what time

the candles will be lit and the cake eaten. Educators endeavour to celebrate birthdays throughout the day's activities.

### Excursions

Excursions are seen to be an important extension of an early childhood program. Children may go out of the service to activities as well as events and activities being brought into the service. As part of the preparation for either an internal or external excursion or activity, an information and permission notice will be distributed to parents of children involved. Risk assessments are undertaken.

Parents who feel their hobby or profession could be of interest are more than welcome to speak to educators regarding involvement in the program. Parental involvement is welcomed and encouraged. Consider cooking, musical instruments and hobbies.



## Children's Learning

### WHAT IS THIS NEW LEARNING FRAMEWORK ABOUT?

The EYLF has been developed to ensure your child receives quality education programs in their early childhood setting.

The Framework's vision is for all children to experience

Play-based learning that is engaging and builds success for life.

It is a guide for early childhood educators who work with children from birth to five years. They will use the Framework in partnership with families, children's first and most influential educators, to develop learning programs responsive to children's ideas, interests, strengths and abilities, and recognise that children learn through their play.

The Early Years Learning Framework describes childhood as a time of belonging, being and becoming.

- Belonging is the basis for living a fulfilling life. Children feel they belong because of the relationships they have with their family, community, culture and place.
- Being is about living here and now. Childhood is a special time in life and children need time to just 'be' – time to play, try new things and have fun.
- Becoming is about the learning and development that young children experience. Children start to form their sense of identity from an early age, which shapes the type of adult they will become.

Reference: Belonging, Being & Becoming, The Early Years Learning Framework for Australia 'Information for Families' booklet.

### THE NATIONAL QUALITY FRAMEWORK

By following the National Quality Framework (NQF) for Early Childhood Education and Care, Educators help to ensure your child is given the best possible start in life by focusing on the 7 key areas of the NQF:

- 1: Educational program and practice.
- 2: Children's health and safety
- 3: Physical environment
- 4: Staffing arrangements
- 5: Relationships with children
- 6: Partnerships with families and communities
- 7: Leadership and service management



## Interactions and relationships with children

Guidance strategies will always encourage the individuality, confidence and self-esteem of the child and incorporate a holistic approach to encouraging positive interactions and relationships. Consistent clear guidelines, limits and rules will be developed in consultation with children and parents/ guardians where appropriate. These will be:

- Known and understood by early childhood educators
- Shared with parents
- Explained to children

Educators will recognise that for guidance to be effective, children need:

- A genuine sense of loving care
- A non-judgmental and secure atmosphere

- A positive sense of self
- A sense of trust in educators
- Empathic understanding
- An environment that provides opportunities for rest and rejuvenation

Educators will consult with parents/guardians regularly on guidance matters and will seek constructive solutions to any difference in values.

Educators' expectations of children will be developmentally appropriate and realistic for the situation

Where educators are having difficulties with a child a meeting shall be arranged between the educator and the parents/guardians where strategies shall be discussed with the parent and a guidance plan set out.

### Toys from Home



Items from home can be of comfort to the children and are encouraged to help settle children into the services. We also acknowledge children have a strong sense of belonging when they are able to bring items from home. Educators will care for the equipment but cannot accept responsibility for toys or play equipment that the child has brought into the service. Children may wish to bring along a tape, CD or book that can be shared by all of the children.

### Transition of Children between Rooms

Transition is based on the child readiness and this may vary greatly depending on the individual child. If a child is ready to move to another room, the educators will discuss with the families the best way to do this. The child's developmental progress and readiness is discussed and the child's parents.

In the time leading up to their room change the child is taken into the new room with familiar educators for orientation. If settled there, the child has opportunities to make some visits on their own.

Educators continue to discuss the outcomes of the orientation visits and will consult with parents before the transition takes place permanently. They complete a summary to assist the new room leader to plan for the child. Parents will also be invited to the new room to orientate.

Please note that the movement into the next room is subject to available spaces and there may be times when the child remains in their original room until a place is available.



## Parent/Guardian Participation

Parents/Guardians are welcome in the service and are encouraged to participate in formal and informal events throughout the year.

Parents/Guardians may wish to become involved through:

- Participating in the program e.g. coming in for a visit, helping out, sharing a skill you have (cooking, gardening, play a musical instrument)
- Completing Family Input Surveys, feedback and Family Voice sheets
- Attending information nights and social events
- Coming on excursions
- Bringing in recycling materials e.g. boxes, newspapers, containers etc.
- Fundraising – donating goods, helping to organise events, selling/buying raffle tickets
- Feedback on the service's happenings, program or policies and procedures



Children love to see their Parents/Guardians involved in their lives. Parents/Guardians can choose the level and extent of their involvement dependent upon work, family and other commitments. Parents can have information either verbal, written or email.

### Service Emails-

**Arthur Dickmann Children's Centre** – [arthur.dickmann@shepparton.vic.gov.au](mailto:arthur.dickmann@shepparton.vic.gov.au)

**Frank Pullar Children's Centre** – [frank.pullar@shepparton.vic.gov.au](mailto:frank.pullar@shepparton.vic.gov.au)

**Nancy Vibert Childcare Service** – [nancyvibert@shepparton.vic.gov.au](mailto:nancyvibert@shepparton.vic.gov.au)

## Photographs

Photographs are often taken at the service to highlight and complement the service program, to use in discussions with parents and children, and for display in the service. They are also a great source of enjoyment for educators, parents and children. Photos are only taken with the permission of parent/guardian. Permission is given by signing a clause that appears on the enrolment form.



## Students



From time to time students undertaking various tertiary studies in Early Childhood Education or from secondary education institutions on work experience placement will be working under supervision in the service. A notice at the service will be displayed to identify students. Students will always work with and under the supervision of the educators.



## Supervision

Children will be able to experiment and develop in a safe, secure environment within the following guidelines:

- Educators will actively supervise children at all times, including when they are in the toilet and bathroom areas.
- Play equipment will be kept in good working order and cleaned regularly.
- Educators will participate in children's activities to ensure active supervision
- Educators will position themselves throughout the room and yard to ensure maximum supervision of children's play areas.
- Supervision will be a regular item of discussion on educators meeting agendas.
- Accident book will be reviewed quarterly if there are any recurring themes and further procedures will be implemented



Active supervision includes sensitive, creative interaction by educators in the program who will extend activities and encourage children to develop their skills at their own pace.

## MEALS AND NUTRITION

### Meals

#### Long Day Care

The service cook provides a well-balanced menu made up of a variety of foods. These include breads and cereals, fresh fruit and vegetables, a selection of red meat, poultry and fish, eggs and dairy products. Fresh fruit and vegetables are served daily. Milk and water are offered throughout the day as needed. The service abides by Food Safety Regulations and implements a Food Safety Program. Morning and afternoon tea is provided.

#### Occasional Care



Children attending Nancy Vibert Child Care Service provide their own lunch. It is requested that parents provide lunches that are in line with the Australian Dietary Guidelines which can be accessed on the following web address [www.health.gov.au/nhmrc/publications](http://www.health.gov.au/nhmrc/publications). Cakes, chips, lollies and other 'sometimes' foods are requested to be left at home. Morning and afternoon tea is provided.

Weekly menus are displayed in each service. Dietary requirements are taken into consideration to ensure all needs are met.

Meal times provide an important social development activity for all the children. Children learn and practise a variety of skills when participating in a meal by themselves or with some or all of their peers. The educators make meal times a sociable and enjoyable

experience.

## Breakfast

Parents need to provide their own children's breakfast supplies. We ask that children who require breakfast arrive before 8.00am as after this time it can be difficult to organise breakfast due to the higher numbers of children.

## Food Allergies

Alternative food items are provided for children with allergies to foods contained in a particular meal or snack. We ask that any allergies or food preferences are discussed with the educators in the child's room and intolerances noted on the enrolment form.

If parents/guardians have any concerns regarding the meals provided, they are encouraged to discuss them with the service leader, program leader or cook.

## Breastfeeding and Bottle Feeding

### Breastfeeding

Our services support mothers who wish to provide breast milk to their children whilst in our care.

A parent can provide expressed breast milk or parents can request a copy of the Breast and Bottle Feeding Policy for more information.

Parents may also like to visit the Australian Breastfeeding Association website to view the Caregivers Guide to the Breastfed baby at,

<https://www.breastfeeding.asn.au/bf-info/breastfeeding-and-work/caregivers-guide-breastfed-baby>



When the parent returns to breastfeed their child, while their child is in care, a comfortable arm chair will be provided.

### Bottle Feeding

Our services support mothers who wish to bottle feed their children whilst in our care.

Parents are encouraged to provide sterilized bottles of cool water and staff will add formula to each bottle prior to the feed.

Bottles are to be clearly labelled with date and child's name. Formula is to be measured prior to attending care or clearly labelled the amount to be measured.

If parents/guardians wish for their child to hold their own bottle an approved request form will be signed by parent/guardian and educator.



## EDUCATORS

### Educator Structure

All services are staffed by a Service Leader, Educational Leader and a range of qualified and experienced educators. The services abide by the Education and Care Services National Regulations 2011.

### Relieving Educators

In the event of a permanent educator being unable to work their normal schedule due to illness, annual leave or the taking of their scheduled rostered days off, the service employs a relief early childhood educator from a pool of educators known to the Council.

Relief educators are required to undergo the same vigorous employment process as permanent staff including, interview, referee checking, and an orientation process and have current first aid qualifications, Criminal History Check, Working with Children Check, and anaphylaxis management training.



### Maternal and Child Health

A Maternal Child Health Service is available on a part time basis at the following Services:

- Arthur Dickmann Child Care Service
- Frank R. Pullar Children's Service

Bookings can be made by calling 5832 9312



## COMMUNICATION SYSTEMS

### Verbal Communication

To ensure the best possible interaction between parents and educators, parents are encouraged to:

- Talk to their child's educators each day.
- Check the noticeboard for information on their child's day.
- Read and write, when appropriate, in their child's or room communication book/board as relevant.
- Read newsletters/family voice
- Ask any questions about the services' operation, program, routine or their child's development.



Parents/guardians may wish to make an appointment to allow a suitable setting and time for discussion. They may like to share some information or questions or concerns about the program, their child's participation or development. Parents/guardians are encouraged to contact the service to arrange a suitable time for an appointment.

### Communication Boards and Books

In all rooms, educators keep daily records on a white board of each child's activities. These will include sleeping, eating and toileting/nappy change occurrences for the day.



Communication books are available for use by the families or educators. They can be initiated by either the families or the educators

Educators note relevant information for parents about their child's development and their day, and parents can respond or inform educators of relevant information from their end.

Reflection journals are used in some rooms which evaluate the daily program and are available for families to comment in.

### Newsletters/ Family Voice

The service regularly produces a newsletter to keep parents informed of issues relevant to service operation. Parents are welcome to contribute to the newsletter and can do so by contacting the Service Leader.

A copy can also be emailed if this suits the family's needs.

## GRIEVANCE PROCEDURE

The Greater Shepparton Children's Services will protect the rights of families and educators to have grievances raised and resolved by making a genuine effort to establish an atmosphere of trust and open communication between all parties, so grievances can be dealt with constructively. In the first instance we encourage you to discuss your concerns with your service Leader or you may contact Council's Children's and Youth Services on 03 58329 783 and speak with the Team Leader- Children's Services or the Manager- Children and Youth Services.

For matters concerning adherence to the Education and Care Services National Regulations 2011, parents may also contact the:

Department of Education and Early Childhood Development  
Phone: 1300307415  
Email: [licensed.childrens.services@edumail.vic.gov.au](mailto:licensed.childrens.services@edumail.vic.gov.au)

All complaints will be handled with the strictest confidence and every attempt will be made to satisfy a parent's concerns promptly and courteously, by reference to the appropriate source. For further information please refer to the 'Concerns and Grievance' policy located in the parent information area.

We hope that you and your child enjoy your time at our services and we thank you for allowing us to be part of your child's early years

