

Frank R. Pullar Children's Centre Family Handbook



168 Echuca Road
Mooroopna Vic 3629
7.30am – 6.00pm
Phone: (03) 5832 5190
frank.pullar@shepparton.vic.gov.au

Our Vision

“Better outcomes for all children, young people and their families in our community. We provide leadership, advocacy and support for all children, young people and their families in our community.”

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.

Commitment Statement

We believe each child is a unique individual and it is our commitment to provide a holistic, play based curriculum where the children’s interests, culture and abilities are the foundations for developing each child’s self-confidence to succeed.

We, as Educators are dedicated professionals who value the natural learning environments as the third teacher. Our commitment is to consistently expand our knowledge and reflect on our practices to achieve better outcomes for children, families and the wider community.

We will provide an inclusive environment where families and community feel welcome to our service. Educators recognise that families are the child’s first and most influential teachers. We will endeavour to build partnerships based on mutual respect and trust.

Service Standard

Frank R. Pullar Children's Centre actively implements and adheres to the requirements National Education and Care Regulations and is committed to the implementation of quality improvement systems in accordance with the National Quality Framework.

We provide Long Day Care and a state funded Kindergarten Program for children in the year prior to starting school as well as a 3 year old Pre-Kindergarten. A Walking Kinder Bus Program operates between us and Echuca Road Kindergarten. Maternal and Child Health Service is also available. The services operates with qualified and experienced early childhood educators who plan and implement a play based curriculum which to meets the individual needs of each child. Lunch, morning and afternoon tea are provided.

Governance

Governance and management of our service, confidentiality of records policy and procedures: We are guided by the Education and Care Services National Regulations 2011 and Education and Services National Law Act 2010.

Governance Arrangements

Ministerial Council for Education, Early Childhood Development and Youth Affairs (MCEECDYA)

- Oversees implementation of the National Quality Framework (NQF)
- Makes the Education and Care National Regulations
- Appoints members of AECQA Board

Australian Children's Education and Care Quality Authority (ACECQA)

- Guides the implementation of the NQF
- Publishes guides and resources for the sector, parents and the community
- Establishes, publishes and maintains national registers including approved providers, approved education and care services and their ratings and certified supervisors
- Promotes the consistent application of the National Law across all state and territories
- Provides national oversight of the NQF and ensures consistency

State / Territory based Regulatory Authority

Approved providers, services and certified supervisors will primarily interact with the Regulatory Authority in your state.

The State Regulatory Authority will:

- Administer the NQF
- Issue approvals and supervisor certificates
- Assess services against the National Quality Standard
- Monitor and enforce the National Law
- Review and investigate complaints

Rating and Assessment

All centres, Australia wide, are assessed by their state/territory regulatory authority to ensure that they are meeting the National Quality Standards. Our Centre has currently achieved the standard of "Meeting" the National Quality Standards".

Enrolment Process

Whether your mind is firmly made up, or if you are only just beginning your child care journey, we will provide you with the necessary information and support to ensure that any decision you make is the right one.

To submit an enquiry for Frank R. Pullar Children's Centre, please complete a Waiting List Enquiry which is available from us or via the Greater Shepparton City Council's Website. Alternatively you can contact us on (03)5825 3101.

Completing this application does not guarantee your enrolment. The centre will be in contact to confirm availability and to book a centre tour.

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.

Child Care Subsidy (CCS)

Frank R. Pullar Children's Centre is registered as a provider of "Approved Care" under the Child Care Subsidy System ("CCSS"). Under CCSS the Federal Government provides us with each family's approval details directly, which is why each family must be registered with the Centrelink.

Further information and the eligibility details can be found on the Centrelink website.

Registering with the Centrelink can be done as follows:

In person: at Medicare Offices or Centrelink Offices

Internet: www.humanservices.gov.au/individuals/centrelink

Phone: 13 6150 (8am to 8pm Monday to Friday)

With the CCS there are four steps to enrolling your child into Frank R. Pullar Children:

Step 1: The Individual makes a claim for Child Care Subsidy with Centrelink.

Families can create or access their Centrelink online account and lodge a claim for Child Care Subsidy through myGov. Information for families about Child Care Subsidy and Additional Child Care Subsidy is available on the Department of Human Services Website. Families can call Centrelink about Child Care Subsidy and other family payments on 136 150, from Monday to Friday, 8am-8pm, including for staff assistance in completing the claim form.

Step 2: The provider and individual agree an arrangement for care of a child

The family will sign a Complying Written Agreement outlining:

- the names and contact details of the provider and the individual(s)
- the date that the arrangement starts
- the name and date of birth of the child (or children)
- if care will be provided on a routine basis, and if so:
 - details about the days on which sessions of care will usually be provided, and
 - the usual start and end times for these sessions of care
- whether care may be provided on a casual or flexible basis (in addition to, or instead of, a routine basis)
- details of fees to be charged under the arrangement (this can be by reference to a fee schedule or information available on the provider's website maintained by the provider), that the parties understand may vary from time to time

Step 3: The provider submits an enrolment notice. Frank R. Pullar Children's Centre will submit the enrolment to CCSS via Hubworks.

Step 4: The individual confirms the enrolment. After the provider submits an enrolment notice for a child, the individual will be notified and asked to review and check the main enrolment notice

details. This will occur through their Centrelink online account (or Express Plus mobile app), accessed via myGov (www.my.gov.au). Where an individual cannot access myGov, they can confirm their enrolment over the phone with Centrelink, or by visiting a Centrelink office.

The individual must do one of the following:

- confirm the enrolment- if they agree that the details are correct, or
- dispute details of the enrolment - if there are details they do not believe reflect the arrangement that they have agreed, or
- reject the enrolment - if the child is not enrolled at the service

Once the enrolment is confirmed, entitlements will be calculated care can begin.

Fees

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. A Tax Invoice will be sent via email weekly to keep families informed of the care being used and charged for each week.

Monthly Statements will then be sent via email on the 15th of each month with the current balance of your account. If the account balance is not paid it will be debited from your nominated bank account on the last Wednesday of every month. If your direct debit declines and a makeup payment is not received your child's care will be ceased. Payment options are outlined in the bottom of the Tax Invoice and Statements. Fees can pay weekly, fortnightly or monthly.

Family Leave

Families are eligible to apply for family leave within the following guidelines:

- Two (2) weeks' notice must be given prior to commencing leave
- One (1) week family leave charged at 50% full daily fee (pro-rata)
- Leave can only be taken in one block (Monday to Friday pro- rata) and must be applied for using the Family Leave Form.
- Care will not be available during the week of reduced fees

Public Holidays & Operational Dates

- New Year's Day (Fees **will not** be charged for this day)
- Australia Day (Fees **will** be charged for this day)
- Labour Day (Fees **will** be charged for this day)
- Good Friday (Fees **will** be charged for this day)
- Easter Monday (Fees **will** be charged for this day)
- Queens Birthday (Fees **will** be charged for this day)
- Grand Final Holiday (Fees **will** be charged for this day)
- Melbourne Cup Day (Fees **will** be charged for this day)
- Christmas Day (Fees **will not** be charged for this day)
- Boxing Day (Fees **will not** be charged for this day)

Operational Dates

- An annual training day is provided for our early childhood educators. Our centre will be closed for this day which is normally around May/June each year. Advanced notice is given of the date of closure and fees are not charged for this day.
- Centre Closure over the Christmas Period - dates to be advised (Fees are not charged for this period)

Arrivals 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
- Two complete change of clothing including socks, underwear, etc. (seasonally appropriate). – Children under 2 or toilet training will require extra changes of clothes
- 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)
 - 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

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.



Illness

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 *Dealing with Infectious Diseases* policy will be followed.

If you suspect your 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.



Immunisations

To enrol your child in the service parents/carers must provide an Immunisation Status Certificate to the service to be kept with the child's enrolment record.

Part of the role of the services is to request and review documentation to determine if a child:

- is fully vaccinated for their age, or;
- is on a recognised catch-up schedule if their child has fallen behind with their vaccinations; or
- has a medical reason not to be vaccinated.

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

Sun Protection



As part of our sun protection 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.

Children are also required to wear suitable clothing to provide as much protection as possible.

Where possible, Educators will organise that play equipment be placed in/under shade and children will be encouraged to make use of shaded areas when the UV level reaches 3 and above.

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.

Red Nose

The service is aware of SIDS and practises precautionary methods, as advocated by the Red Nose, 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



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.

For more information please go to:

<https://rednose.com.au/section/safe-sleeping>

Reporting Child Abuse

We 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 Health and Human Services and Department of Education and Training (DET). This is available at all services.

Contact numbers are:




DHHS Child Protection – East Division -1300 360 391

Child FIRST – www.dhs.vic.gov.au

Quality Assessment and Regulatory Division – Hume – (03) 8392 9500

Frank R. Pullar Children’s Centre is committed to the safety and wellbeing of all children and young people. The Child Safe Standards are compulsory minimum standards for all Victorian early childhood services and schools, to ensure they are well prepared to protect children from abuse and neglect.

FOUR CRITICAL ACTIONS FOR EARLY CHILDHOOD SERVICES
Responding to Incidents, Disclosures and Suspicions of Child Abuse

PROTECT   

1 RESPONDING TO AN EMERGENCY
 If there is no risk of immediate harm, go to Action 2.
 If a child is at immediate risk of harm you must ensure their safety by:
 • separating alleged perpetrator and children involved
 • calling 000 for urgent medical attention
 • calling police immediately to report to immediate health/safety concerns
 • identifying a contact person at the service to follow up with police
 Where necessary you may also need to maintain the integrity of the potential crime scene and preserve evidence.
 In Victoria there are a range of legal obligations which set out the actions you must take if you suspect a child is in, or at risk of being in, danger. Some of these obligations apply differently across the range of licensed, approved and other early child services and can vary depending on your location in the state. For further information on how these obligations apply refer to the Quality and Reporting to All Forms of Abuse in Early Childhood Services.

2 REPORTING TO AUTHORITIES
 As soon as immediate health and safety concerns are addressed you must report all incidents, suspicions and disclosures of child abuse as soon as possible. Failure to report physical and sexual child abuse may amount to a criminal offence.
 Q: Where does the source of suspected abuse come from?
WITHIN THE SERVICE
VICTORIA POLICE
 You must report all instances of child abuse which result in a child member, contractor or volunteer or staff to Victoria Police.
REPORT TO MANAGEMENT
 You must report to your approved provider or licensee.
NOTIFY THE REGULATOR
 Licensed or approved early childhood services must also report to their Quality Assessment and Regulatory Division.
 Notifications may be made at www.qasr.vic.gov.au, by contacting 1300 307 415.
 * Sexual offending involving children 16 years and over.
 * Licensed services operate under the Children's Services Act 1996 and approved services operate under Education and Care Services National Law Act 2010.

WITHIN THE FAMILY OR COMMUNITY
DHHS CHILD PROTECTION
 You must report to DHHS Child Protection if a child is considered to be:
 • in need of protection from child abuse
 • at risk of being harmed or has been harmed and the harm report on the child's safety, health, and wellbeing is likely to be advanced and cared for by a service.
REPORT TO MANAGEMENT
 Approved and licensed early childhood services must notify the Quality Assessment and Regulatory Division of any serious incidents, circumstances, or complaints which raise concerns about the safety, health, and wellbeing of a child being advanced and cared for by a service.
VICTORIA POLICE
 You must also report all instances of suspected sexual abuse (including grooming) to Victoria Police.
 Notifications may be made at www.dhs.vic.gov.au, by contacting 1300 307 415.
 If you believe that a child is not subject to abuse, but you still hold significant concerns for their wellbeing you must still act. This may include making a referral or seeking advice from Child FIRST. In circumstances where the family are open to receiving support, or to DHHS Child Protection or Victoria Police.

3 CONTACTING PARENTS/CARERS
 You must consult with DHHS Child Protection or Victoria Police to determine what information can be shared with parents/careers. Their role is to:
 • not to contact parents/careers (e.g. on telephone) unless the parents are alleged to have engaged in the abuse, or the child is in a serious injury and does not wish to see their parent/career to be contacted.
 • to contact the parent/career and provide agreed information as soon as possible for licensed and approved services. If a notification that a parent/career has not been notified within 24 hours of the incident being reported at the service.
CONTACT
DHHS CHILD PROTECTION
 ASEA
 East Division 1300 664 977
 South Division 1300 655 795
 East Division 040 806 395
 West Division (Evelyn) 1800 075 699
 West Division (Melina) 1800 064 877
24/7 HELPLINE
 After hours, weekends, public holidays 13 2774
CHILD FIRST
www.dhs.vic.gov.au
VICTORIA POLICE
 000 or your local police station

4 PROVIDING ONGOING SUPPORT
 Your service should take responsible steps to make a child feel safe and supported when they are attending the service.
 Your service should also consider providing support for children impacted by abuse (e.g. talking to wellbeing professionals, MCH nurse about how the MCH Service Practice Guidelines to determine appropriate support).
 You must follow the Four Critical Actions every time you become aware of a further instance or risk of abuse. This includes reporting new information to authorities.

QUALITY ASSESSMENT AND REGULATION DIVISION
NORTH WESTERN
 London Mallee (08) 8440 888
 Northern Metropolitan (08) 9387 072
SOUTH EASTERN
 Gippsland Area (03) 527 0400
 Southern Metropolitan (03) 9785 8787
SOUTH WESTERN
 Eastern Metropolitan (08) 851 840
 Hume (03) 8392 9500
SOUTH WESTERN
 Bawean South West (03) 8225 3001
 Western Metropolitan (08) 9387 0484
 Geelong Area (03) 5337 6444

It is strongly recommended that ALL early childhood service staff follow these Four Critical Actions as soon as they witness an incident, or have a reasonable belief that a child is, or is at risk of being, abused. This means acting even when you're not sure and there are not directly witnessed disclosures. If a child or person tells you about the abuse, it is absolutely critical as a deliberately low threshold. This enables authorities to investigate and take action.

Following these actions will support you to:
 • best protect children in your care
 • meet your legal obligations and Duty of Care.
 • It is also strongly recommended that you use the Reporting to All Forms of Abuse in Early Childhood Services template to keep clear and comprehensive records. All services are urged to use the form, but must still utilize their existing information management systems.

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 Training (DET) www.education.vic.gov.au/bushfires by 10:30am daily during bushfire season. Fees will be charged as normal.



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.



Room Transitions

Transition is based on the child readiness and this may vary greatly depending on the individual child. When a child is ready to move to another room, the educators will discuss with the families the best way to do this.

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. 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.

Family Participation

Families 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.

Frank R. Pullar Children's Centre – frank.pullar@shepparton.vic.gov.au

Family Resources

Download the Early Years Learning Framework Families Guide at www.education.gov.au/early-years-learning-framework

The framework has a strong emphasis on play-based learning and aims to achieve five overall Learning Outcomes:

- Children have a strong sense of identity.
- Children are connected with and contribute to their world.
- Children have a strong sense of wellbeing.
- Children are confident and involved learners.
- Children are effective communicators.

You can find more information about the NQF at <http://acecqa.gov.au>

Useful Links

- ACECQA
<http://www.acecqa.gov.au/>
- Families FAQ
<http://www.acecqa.gov.au/families/families-faqs>
- Fact Sheets
<http://www.acecqa.gov.au/families/useful-links-to-families>

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.

Nutrition

All of our meals are prepared on site from fresh produce. We use Feed Australia to plan balanced and nutritious meals.

The weekly menu is displayed outside of the Kitchen and we are open for feedback and suggestions.

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.

Maternal & Child Health

A Maternal Child Health Service is at Frank R. Pullar Children's Service on Wednesday and Friday. Appointments can be made by calling Maternal Child Health Service Administration on 5832 9312.

We hope that you and your child enjoy your time at Frank R. Pullar Children's Centre and we thank you for allowing us to be part of your child's early years