

Arthur Dickmann Children's Centre Family Handbook



104-106 Maude Street, Shepparton Vic 3630
7:30am - 6:00pm
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Reviewed: July 2021

Next Review Date: July 2022

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 in providing an inclusive and welcoming environment that values the child’s voice. We provide play based learning experiences which supports children to develop an understanding and respect for themselves, their community, the natural environment and sustainable practices. Our programs and practices have a strong focus on community, reconciliation, sustainability and Auslan.

Service Standard

Arthur Dickmann Children's Centre actively implements and adheres to the requirements of the National Education and Care Regulations and are 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. Maternal and Child Health Service is also available. Our qualified and experienced early childhood educators plan and implement programs of activities and experiences to meet 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 centre's, 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 "**Exceeding**" the National Quality Standards".



Applying for Child Care Subsidy:

Child Care Subsidy (CCS)

Arthur Dickmann 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 at Arthur Dickmann Children's Centre:

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:

- Names and contact details of the provider and the individual(s)
- Date that the arrangement starts
- 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
- 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. Arthur Dickmann Children's Centre will submit the enrolment to CCS 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.

Enrolment Enquiries & Process

Allow us to guide you through the enrolment process.

Our dedicated team will be pleased to assist you with all your enrolment related enquiries and help you to make an informed decision about your child's early education.

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 Arthur Dickmann Children's Centre, please fill out the form below.

This will allow us to determine availability based on your requirements and to put you in touch with the Centre Service Leader. Alternatively, call us on 03) 58 21 3880.

Completing this application does not guarantee your enrolment. The centre will be in contact to confirm availability. We recommend first doing a tour of the centre.

Waiting List Enquiry

1. To join the waitlist, please complete the online form located under "Children's Services" at www.greatershepparton.com.au
2. When a position becomes available in the correct age group of your child, you are contacted using the information provided on your waitlist application. Please get back to us promptly as we are unable to hold the position.
3. Once we have discussed your requirements for childcare, we encourage you to visit the centre to arrange some orientation and to collect an enrolment pack.
4. We also encourage families to call throughout the day as your child is settling in. Our educators will provide you with feedback and information.



Public Holidays & Operational Dates

Public Holidays

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



Operational Dates

- Service closure for annual Early Childhood Conference (date TBA)
- Centre Closure over the Christmas Period - dates to be advised (Fees are not charged for this period)

Arrival & Departures

Children may only be collected from the centre by authorised persons. All arrivals and departures must be noted on the electronic sign in/out Ipads located in the foyer. The Electronic sign in/out software is 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?
- Has something different occurred 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

Please bring along the following to day care:

- 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, hat & gumboots 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 your child is on cow's milk, we will provide cow's milk



Sunsmart

As part of our sun smart policy, children are required to wear a broad-brimmed hat **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. We provide sunscreen and re-apply throughout the day.

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 is also incorporated into our educational programs and activities.



Education & Care

Family Resources

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.

Useful Links

- ACECQA
- <http://www.acecqa.gov.au/>
- Families FAQ
- <https://www.startingblocks.gov.au/>

Excursions

We build relationships and engage with our local community through regular routine excursions. We collaborate with other organisations to enhance our children's learning and wellbeing.

We enjoy regular excursions out and about in our community and our two six-seater prams ensure this is possible for our younger children to take part in the rich education and learning experiences.



Our regular outings include visiting the local library for story time, concerts at Eastbank, Art Gallery, as well as attending other cultural community events.

Birthdays

We enjoy celebrating and acknowledging children's birthdays according to their culture and home life celebrations.

If you would like to bring along cupcakes to share at day care please ensure you have a list of ingredients or the recipe attached.

Families are welcome to join in the celebration to, just chat with your child's educator as to what time suits and when they plan to sing "Happy Birthday".

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
- Attending 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.

Arthur Dickmann Children's Centre – arthur.dickmann@shepparton.vic.gov.au

Nutrition

Our aim is to always provide our children with the best quality and freshest produce every day. We recognise meal times are an important time of the day, therefore our regular routines provide consistent and nutritious meals on time.

Our older children are encouraged to serve themselves, helping them to learn about portion size, sharing and positive eating habits.

Children use 'real' crockery and drinking glasses, where possible to create a friendly and homely environment. Our younger children's individual meal times are respected.

We provide the children with at least 50% of the recommended daily nutritional intake in accordance with Nutrition Australia. Our menu has been developed in consultation with a local dietitian and is registered with the HEAS food checker confirming the nutritional value of the foods provided.

- Our bread, fresh fruit and vegetables are sourced from a local supplier and where possible we serve seasonal produce as part of our daily menu.
- All of our baked and cooked foods are made at our centre and contain reduced or no salt.

- Children are given the choice of milk or water at every meal (rice and soy milk are also available).
- All of our foods are baked, grilled, steamed and are never deep fried.
- Our cook is trained in food handling and also holds a food supervisors certificate. We engage a consultant each year to audit our kitchen. Local council inspections are also conducted.
- Children with allergies or food intolerances are given an alternate meal catering for their individual needs.
- To keep every family informed about what their child is eating daily, a copy of the menu is on display next to the kitchen.
- Leftover food and waste is recycled through the use of Council's 'Kitchen Caddy' on each trolley as well as recycling of scraps for educators and families chooks and dog food.

Maternal & Child Health

We have a Maternal Child Health Nurse on site Monday, Tuesday, Wednesday and every second Friday. Appointments can be made by phoning - 58 32 9312

Sustainability Practices

We use the FlexiBuzz App to share room 'wrap up's' with 'Quicklinks' to our parent handbooks, policies and procedures rather than printing them to save paper.

We feel strongly about reducing our impact on the environment. Recycle bins are located throughout our centre.

Families are often asked to bring in recycled materials from home for use within our educational programs. We also source recyclable materials from local businesses, for use within our educational programs.

Projects

We are proud to be members of our Greater Shepparton City Council Sustainability Working Group. Since joining this group we have developed strong relationships and networks to support our recycling campaign of paper products and food waste whilst building a sustainable future for our children.

We are committed to improving the environmental, social and economic sustainability of our centre for the benefit of our community, our children, educators and families.

Our team meets monthly and works to contribute to the reduction of council's environmental footprint and demonstrate strong advocacy and civic leadership in sustainability in the community.

