

# Nancy Vibert Children's Centre Family Handbook



18 Edward Street Shepparton  
Long day care: 7.30am- 5.30pm  
Occasional care: 8.30am – 4.30pm  
(03) 5832 9560  
[nancyvibert@shepparton.vic.gov.au](mailto:nancyvibert@shepparton.vic.gov.au)

## Centre Information

At Nancy Vibert we are licensed for 56 children. We have two day care rooms, an eight placed 0-2 aged room and a multi aged learning thirty space 2-5 aged room, and we run a Pre Kinder program and 4 year old kindergarten program in our kinder room. We offer long day care and occasional care. Our centre is smaller in size and we consider ourselves a small family.



## 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 City Council is committed to providing early year’s services which reflect its core values:

- Respect first, always
- Take ownership
- Courageously lead
- Continually innovate
- Start the celebration

This commitment supports the belief in the right of all children to experience the best start in life and Council promotes this belief by providing warm, safe, secure 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, maximise their individual abilities and respect their unique family and cultural identities.

- We acknowledge, respect and value Aboriginal and Torres Strait Islander culture.
- 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 their 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 educators, 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.
- We follow the Early Childhood Australia Code of Ethics in its entirety.

## Commitment statement

At Nancy Vibert Children's service we believe in respectful relationships. It is our commitment to create a warm, welcoming and inclusive environment where all educators, families from all cultural backgrounds and support networks feel inspired to work together for the best outcomes for all children. We believe in embracing the environment as a tool for teaching and learning. It is our commitment to engage the local community and a natural environment within the program where possible and to encourage a love of learning and curiosity, through play, for all children to reach their full potential.

## Service Standard

Nancy Vibert Children's centre actively implements and adheres to the requirements of the National Education and Care Regulations. We are committed to the implementation of quality improvement systems in accordance with the National Quality Framework.

## Governance

We are guided by the Education and Care Services National Regulations 2011 and Education and Services National Law Act 2010.

### **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".

## Long Day Care

Long day care is a permanent position of care on the days of the week you enrol your child/ren for. We provide breakfast, morning tea, lunch, afternoon tea and a late snack. We also provide nappies, sunscreen, and full cream milk if required.

## Occasional Care

Occasional care is a casual position of care on the days of the week you call and book your child in, there are three session times available: Morning 8.30 am – 12.30pm, Afternoon 12.30 – 4.30pm or Full day 8.30 – 4.30pm. This is not a guaranteed place and requires you to call in and book. Our bookings open a fortnight from the date you are requiring, you nominate the session you wish to use, and book. For occasional care we provide morning tea and afternoon tea. We also provide nappies, sunscreen, and full cream milk if required.

We **DO NOT** supply lunch for your child if they are attending occasional care, we do ask that you pack their lunch in a lunch box and please place it in the fridge, located in each room.

If the room is fully booked for the date and time you require you will be placed on a waitlist and we will ring you if a place becomes available.

If you want to cancel or alter your time you will need to notify the centre by 4.30pm the day before your booking, or the cost of your booking will still be charged.

## Enrolment Enquiries

At Nancy Vibert we pride ourselves on being welcoming, accommodating and culturally inclusive.

For enrolment enquiries we ask you contact the service via phone or email. We can then book a tour of the service, and you can meet our friendly staff and view our centre. We will ask you to apply via our online waitlist and then we will email you enrolment details and a copy of our Nancy Vibert Family Handbook and send you your Hubhello sign in details.

## Enrolment Process

To enrol at our service, we will need you to fill out ALL the online enrolment forms using Hubhello. We will email you your log in information. We will also ask that you fill out a Child Profile sheet before commencement. Please ensure you attach your child/rens AIR Immunisation statement and fill out the direct debit information.

## Orientation

We aim to make everyone at our service feel comfortable with the transition into Nancy Vibert. Whether that be your first time enrolling your child into an Early Childhood Education Service, or your second time. No matter what your experience we want to make you feel at ease and familiar with the process. We offer unlimited orientation in our service. This means you have the ability to come in with your child or children and stay for an hour, or two if needed. This can help your child/ren and you feel comfortable and familiar with the service, educators, procedures and have any questions you may have answered. Orientation times run in both the morning and afternoon. We ask that you please call the service and let us know the time and date you would like to organize this.

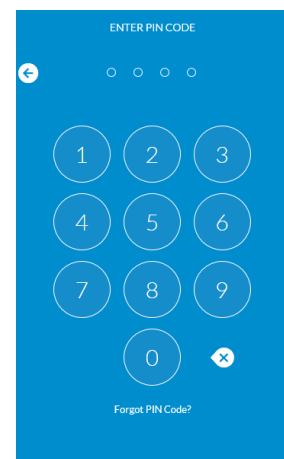
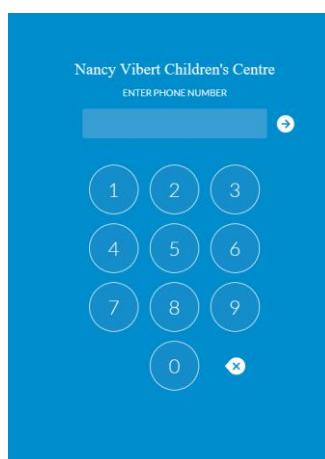
## Entering the Service Process

Each family has their own individual security code to access the services doors. This will be given to you by our service leader or 2IC. On your first day you will need to ring the doorbell.

## Sign in Process

There are two iPads in our front foyer. One iPad is for Occasional Care and one is for Long Day Care. We require you to sign your child/ren in when you arrive at the service, and sign them out when you pick them up.

Upon entering the building you will enter your mobile number into the iPad, you will then set up a 4 digit pin. Make sure you remember this pin as it will be used every time to sign your child in and out of our service. After entering your pin you will see a screen pop up with your child's name, you click sign in child, and hit save. You will do the same to sign your child out after care.



## Fees

Long Day Care: \$121.00

Occasional Care: \$12.50 an hour

CCS if you're eligible can be applied to your cost of care. This needs to be set up through contacting Centrelink. There is more information provided below in the Childcare Subsidy (CCS) heading.

## Long Day Care Payments and Occasional Care Payments

You can pay by eftpos at the Welsford street offices. You can BPAY after every invoice you receive via email. If not your payments will be taken out via direct debit on the last Wednesday of the month. We do not accept payments at the service.

## Childcare Subsidy (CCS)

Nancy Vibert Childrens 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](http://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 Nancy Vibert Childrens 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:

- 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. Nancy Vibert 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](http://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

## Items to bring

- A wide brimmed or legionnaire hat
- Drink bottle
- 2 changes of weather season appropriate clothing eg. Warm jacket in winter.
- Comforters (if required)

ALL items should be clearly labelled with child/rens name.

## Sun Smart Policy

As part of our sun smart policy, children are required to wear broad-brimmed or legionnaire style hats and wear suitable sun protective clothing when the UV reaches 3 or above in line with the Cancer Council's recommendations.

Singlet tops or dresses that do not cover shoulders and the back, are not recommended.

Sunscreen is available at the service for children to apply, and if the child can not apply themselves, a staff member will assist them.

### When UV is 3 or above be SunSmart



## Breastfeeding/ Bottles

If your baby is formula fed we ask you please bring the bottles pre measured with the correct amount of water in them, and the formula pre measured in the formula divided containers. If your baby is breastfed we are happy for you to come in and nurse, bring in pouches and a sterilized bottle, or just the bottle filled with milk and we can store in the fridge or freezer depending on situation.

We use a bottle warmer to heat our bottles. We ask that you bring all bottles clearly labelled with your child's name.



## Accident Procedure

Whenever your child has an accident or incident of any description, this will be recorded. Educators will be notify you about this incident within 24 hours of it occurring. Please sign the completed accident form to acknowledge you have been informed.

## Illness

As there are so many wonderful and active things to do at Nancy Vibert, when children 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 available in the policy manual 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. Parents are required to inform educators of any ongoing health problems or recent ill-ness, including hospitalisation.

Children who have experienced the following symptoms in the last 24 hours will be deemed unwell and must not attend until symptoms disappear and/or a doctor's clearance is provided:

- Vomiting
- Diarrhoea
- Temperature of 38 degrees or higher
- Hospitalisation

## Medication and Creams

If your child needs any medication or creams during their stay, we ask you to advise staff and they will assist you to record it on a medication or standing order form. Staff will assist you in filling out these forms and if you have any questions please don't hesitate to ask.

No medication is to be left in the child's bag, as this is a risk to all children.

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

## Asthma, Allergies and Anaphylaxis

If your child has been diagnosed with asthma, allergies or anaphylaxis we will need an action plan from the medical practitioner before your child can attend care. We will follow that plan and the medication which is required with the diagnosis will be required to be bought to the service every time the child attends. We will consult with you and create a risk minimisation plan. You will also be provided with a copy of our Medical Conditions policy.

## Public Holidays and Operational Dates

- 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

- Centre Closure over the Christmas Period - dates to be advised (Fees are not charged for this period)

## 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, individual cup cakes are preferred.

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, please 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.

## Family Participation

We encourage family participation at the service and pride ourselves on our strong relationships with our families at our service. We regularly have a family gathering, to have a catch up and build and strengthen our relationships with our families.

We are open to families coming in to the service and find it quite beneficial to our service as a whole.

The ways the Parents/Guardians may wish to become involved are:

- 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

## Excursions

We are very involved in the community and nature and feel being involved in the community is essential in Early Childhood Education, as it builds children's relationships, enhances their learning and their sense of being, belonging and becoming. We encourage ALL children at the service to attend excursions. We have a 6 seater pram for the younger children, and often enjoy taking them out for walks and adventures in our community. On commencement at our service you will be asked to fill out and sign off on a routine excursion form, if you are happy for your

children to attend excursions.

All excursions we participate in have been well thought out, and have had risk assessments conducted prior to attending. For excursions that are not routine we will have a different form for you to sign.

We also welcome parents to attend excursions throughout the year, so if you are interested, please let staff know.

## Communications

Communication with our families is very vital. We use email via Hubworks, and Skoolbag as a way to communicate with our families. We send service updates and important information through these platforms.

## Toys From Home

We recommend that you DO NOT bring toys in from home, unless this toy is a comforter. Toys can get lost, damaged and cause disagreements between the children.

## Students

Sometimes we will have students studying Early Childhood Education come into the service to do placement. These students will be fully supervised by staff at all times, and may ask permission to do observations on your child/ren for their study.

## 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>

## Code Red Days

Please be aware that all Early Childhood Services may be impacted by a Code Red Day. 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 (DET)

[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.

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.