



prahran community learning centre inc.

# Prahran Community Learning Centre Inc.



**Occasional Child Care – Licence ID: 13980**

email: [admin@pclcentre.org.au](mailto:admin@pclcentre.org.au)

Phone: 03 9510 7052

# Section 1 PHILOSOPHY

## Prahran Community Learning Centre

Prahran Community Learning Centre aims to provide good quality child care for children aged between 6 months-5 years.

The programs are presented to cater for children's social, emotional, cognitive and physical developmental needs on a flexible basis and to give children and their families and recognising their needs.

The centre recognises that good quality child care is a valuable experience for children from a variety of backgrounds and that there are many reasons for parents to desire child care.

## Section 2 General Information

**Occasional care will operate:**

**DAYS: MONDAY TUESDAY FRIDAY**

**HOURS: 9.00am to 5.00pm**

**NOTE: Minimum 3 hours stay per day, Maximum 5 hours per day**

Bookings are to be made three (3) working days in advance of session.

The Occasional Care sessions run during the school term and will be closed on public holidays.

**Fees:**

	<b>3 hours</b>	<b>4 hours</b>	<b>5 hours</b>
Full Fee Paying	\$ 35.00	\$ 48.00	\$ 60.00
Concession*	\$ 28.00	\$ 38.00	\$ 48.00

\*To receive the concession rate, you must provide an up to date concession card.

Occasional care fees are payable at commencement of the booking.

Please arrive on time at the end of a session. Children are often tired and the centre staff need to clean after each session.

Occasional care parents/guardians please advise the Centre asap if you are not going to attend your booking. Cancellation fees maybe apply.

**Late Fees:**

A late fee of \$10.00 per 10 minutes or part thereof will be charged to parents who are late picking up their child.

**Enrolment forms:**

Any child attending the centre must have a complete enrolment form on file. This form will be provided to you prior to your child commencing at the centre. In accordance with Department of Education and Training regulations only persons whose names appear on the enrolment form may collect a child from the centre. Your emergency contact person should live locally. Other people nominated on the enrolment form to collect the child must present proof of identity when collecting the child.

Parents must provide the following supporting documentation with the enrolment form before the child commences at the Centre;

- an immunisation certificate that shows that their child is up to date with vaccinations for their age or is a vaccination catch-up schedule or has a medical condition preventing them from being fully vaccinated;
- concession card (if applicable);
- a detailed written Asthma Plan and Risk Minimisation Plan (if applicable). Refer to Occasional Childcare Asthma Policy and Procedure;
- a detailed written copy of the child's Anaphylaxis Medical Management Action Plan. Refer to Anaphylaxis Management Policy and Procedures;
- details of any court order/s (if applicable).

The Immunisation History Statement can be requested any time by contacting Medicare

- Phone 1800 653 809
- Email [acir@medicareaustralia.gov.au](mailto:acir@medicareaustralia.gov.au)
- Visit the Medicare website [www.medicareaustralia.gov.au/online](http://www.medicareaustralia.gov.au/online)
- Visit your local Medicare office
- Parent / Guardians can also obtain documentation from immunisation providers that meet the requirements for enrolment. This has to show;
- What vaccines the child has had
- What date the next vaccine is due, if applicable
- Any medical exemption.

**Collection of Children after hours:**

If unforeseen circumstances occur so that parents fail to pick up their child, the emergency contact persons listed on the enrolment form will be asked to come and pick up the child. Please ensure that your emergency contact person lives nearby.

**Custody and Access:**

If a parent is experiencing problems associated with custody and access, please discuss this with one of the coordinators. A copy of current court orders will be requested if there is a court order in place. It is a parent's responsibility to notify the centre of any changes to court orders.

**Change of Address:**

It is the parent's responsibility to notify the centre immediately if there is a change of home address and phone number. This also applies to changes in work address and phone numbers. It is most important that centre staff are able to contact you quickly should the need arise.

### **Signing In and Out:**

The centre has an attendance book which parents will be asked to fill in and sign, noting arrival and departure times. The signing in and out of children in childcare is a legal requirement of the Department of Education and Training.

Parents/Guardians must notify the Centre if someone other than the parent is to collect a child. This person must be listed on the enrolment form and proof of identity will be required.

Parents are expected to accompany their child into the room, and to let the staff know of their arrival. Parents should endeavour to drop their child off at the commencement of the session. When picking up your child at the end of the session, notify the person in charge of the room that you are leaving. Children will only be sent home with nominated people.

### **Clothing:**

We believe that young children learn through play, they will be encouraged to explore a wide range of materials and activities, including messy activities. It is important that you provide clothes for your children that allow them to feel comfortable move freely and can stand dirt!

Each child should bring a complete change of clothes (including underpants and socks, nappies etc) in a suitable bag.

We ask that jumpers, coats and hats be clearly named.

Shoes need to be comfortable, well-fitted and suitable for outdoor climbing and play.

**For your child's safety you are asked not to send your child in thongs or clogs.**

In cold weather a warm coat is necessary so that children can still go outside to play. Spending some time outdoors even in winter promotes good health through exercise and fresh air. Please ensure that no drawstring cords hang from your child's coat as these can be dangerous.

### **Smoking:**

Prahran Community Learning Centre is a smoke free environment both indoors and within 5 meters outdoors.

### **Photographs:**

No outside agency or individual will be permitted to photograph the children without parental consent. A consent form can be obtained from the PCLC office. Material selected for inclusion in the advertising and marketing material may be used to or reproduced for the purposes of publishing information materials. It may be used in Prahran Community Learning Centre Inc. marketing and communication initiatives, including exhibitions and trade shows displays, printed collateral, advertising campaigns, and website and e-marketing promotions.

### **Food restrictions:**

Prahran Community Learning Centre has an anaphylaxis policy. Please ensure that you **do not send any food in your child's lunch or snack that may contain traces of nuts**. This includes peanut butter, nuttella etc. Some children have severe allergies to nuts and therefore, Prahran Community Learning Centre has decided to remove the potential for accidental ingestion by excluding these products.

Please be aware that some muesli bars contain nuts.

A sign will be displayed in the children's service in the event that a child is enrolled who has anaphylaxis.

## Referrals:

On occasion, the staff may determine that a child or family needs some service which the centre cannot provide. In these cases, the room co-ordinator will discuss this with you and offer some recommendations.

## SUNSMART POLICY

### Sun Care:

1. Our Sunsmart policy has been developed to ensure that all children attending the Centre are protected from skin damage caused by the harmful UV rays of the sun. It is to be implemented throughout September to April, reflecting the principles suggested by sunsmart.com.au to find daily local sun protection times and communicate the UV level to children and families.
2. When UV levels are forecast to be 3 and above Prahran Community Learning Centre will require children and staff to wear sunscreen and legionnaires or broad brimmed hat (with a brim at least 5cm wide) which protects the face, neck and ears whenever they are outside.
3. On days the UV levels is set for 8 and above during sessions times children and educators will only play in shaded areas.
4. During times where the UV forecast is 10 or above Educators and children will remain inside, until the UV forecast reduces.
5. Clothing should cover their shoulders (no spaghetti straps or thin singlets)
6. Children who do not have a hat with them will be asked to play in an area protected from the sun.
7. Educators will ensure activities are set up in shaded areas.
8. Children will be encouraged to use available areas of shade for outdoor activities.
9. The centre will ensure there is sufficient shelter providing shade in the grounds.
10. Staff and parents will act as role models by –
  - Wearing appropriate hats and clothing outdoors
  - Using SPF 30+ sunscreen for protection
  - Seeking shade wherever possible
11. SPF 30+ broad spectrum, water resistant sunscreen will be provided for staff and children's use as necessary, sunscreen will be reapplied throughout the program following the manufactures recommendations.
12. Learning about the skin and ways to protect the skin from the sun will be incorporated into programmed activities
13. The Sunsmart policy will be reinforced in a positive way through parent newsletters, noticeboards and meetings.
14. Staff and parents will be provided with educational material on sun protection. During September through to the end of April please supply sun block cream (Sun Protection Factor 30+) on your child **before** coming to the centre when the UV is forecast above 3.

## **SECTION 3 CENTRE STAFFING**

The room is led by a fully qualified Diploma of Early Childhood Education and Care worker.

The centre aims to encourage the staff to display the following qualities:

- Quick thinking
- Warm caring attitude towards other
- Ability to work as a team member
- Will recognise the children's individual requirements and cater to these needs
- Will be understanding to the varying needs of each individual family

The centre aims to encourage parent/staff communication and to establish effective relationships so as to share information and responsibilities.

Staff should help parents understand the aims/goals of the Centre and the reasons behind them.

Staff will tell parents about their child's day to enable the parent to feel involved and informed.

Staff members are expected to model appropriate language and positive interaction with children and parents at all times.

Children will be treated with dignity and respect.

For continuity of care, staff will remain in the sessions placed.

Discussions about children will be held away from their hearing.

The staff will work as a team, sharing all duties.

All staff will maintain harmony in the Centre and treat children with fairness and will respect the individual's rights at all times.

All Staff will be required to attend regular meetings and in-service training.

## **SECTION 4 CENTRE ADMINISTRATION**

The Centre will adhere to the regulations set by the Department of Education & Training.

The Centre will endeavour to provide quality care and planned programs to meet the emotional, social and educational needs of the children.

The Centre aims to be aware of local community services and what they may offer to the centre.

The Centre will be aware of the individual family needs and local services available to families as required.

All information about the family will be kept confidential.

No responsibility will be taken if the children bring their own toys, but the staff will endeavour to provide care to any toys.

# SECTION 5 PRAHRAN COMMUNITY LEARNING CENTRE PROGRAMS

Each week, staff members have time set aside to plan and evaluate activities and experiences.

The activities that are provided are mostly open ended so that a child can use equipment and materials according to his/her developmental stage and creative ability.

There are no right or wrong ways to use a piece of equipment or activity (unless the equipment is being damaged or causing problems). All children's play and achievements are worthy of recognition as our aim is to foster confidence, self-expression and creativity

Children are provided with a wide range of developmentally appropriate experiences in language, literature, music and movement, art and craft, dramatic play, science, maths and sensory activities. Motor activities are set up to promote physical development and co-ordination. We aim to achieve this within a relaxed and secure environment.

The programs are flexible and are open to new ideas and change. They are displayed in the childcare rooms so parents are aware of what their children have been experiencing each day. Parents are encouraged to ask the centre staff about the program and the involvement of their child and to look at the child's work which may be displayed in the childcare room, or around the centre.

The program aims to provide attentive and loving care, plus developmental opportunities for children in the 0-5 age group. The children experience both specific activities designed for their age group, and intermingling and social interactions with children of various ages. It provides the children with the opportunity of making friendships which may carry onto school and right through childhood.

Activities offered will be non-sexist and will encourage independence in use and enable children to use imagination, creativity and freedom to express themselves.

Flexible programming will be offered, catering to the children's needs and interests and weather conditions.

Use of chairs provided at activities shall be optional, depending on the child's manner of using the materials provided. Squatting, standing, lying on the floor are all acceptable.

We aim to provide children with outdoor and messy play activities to all age groups with care and safety.

The program will incorporate a wide range of "home life" activities.

## SECTION 6 MEALS / NUTRITION

Children attending all sessions will need to bring a small packed lunch or snack in a named lunch box. **Please ensure that you supply a freezer pack at all times to comply with food safety regulations.** We encourage healthy nutritional lunches or snacks eg. Sandwiches, cheese sticks, fruit etc. The children may bring their own drinks (water or milk only) or we will provide fresh filtered water.

It is the parent's responsibility to notify staff of any **food allergies or dietary restrictions** which concerns your child.

**For the safety of children who are nut intolerant we ask that you do not bring products containing nuts (or likely to contain nuts) to the centre.**

Please ensure that you do not send any food in your child's lunch or snack that may contain traces of nuts. This includes peanut butter, Nutella etc. Some children have severe allergies to nuts and therefore Prahran Community Learning Centre has decided to remove the potential for accidental ingestion by asking parents to exclude these products. Please be aware that some muesli bars contain nuts.

Staff will encourage a sense of well-being and promote social skills.

Eating will be treated as another learning time/experience therefore children will not be forced to eat. Children will be given the choice of when to eat. This supports children's individual routines. A designated meal/snack table will be provided during sessions. Children will be able to choose when they wish to sit and eat. Staff will encourage all children to eat throughout the session.

## SECTION 7 COMMUNICATION WITH PARENTS

### **Parent involvement:**

Parents are encouraged to become involved in the centre. This is the best way of becoming familiar with the program and staff. Spending time with your child before you leave will help settle them and is appreciated and recommended. Parent involvement helps to build continuity between home and the centre.

Kindly advise any significant changes of events happening at home that may affect your child's day. Likewise, the staff will be telling you about your child's day at the centre.

### **Communication Book:**

There will be a communication book in the playroom which parents are encouraged to write in any suggestions or ideas relating to occasional child care.



### **Procedure for complaints:**

If you have concerns regarding the care of your child or centre policy, please follow these guidelines:

**Step 1** Complaints must be submitted in writing by way of a Complaint Form to the nominee (list of nominees displayed in the children's service).

**Step 2** If the complainant is unsatisfied with the outcome at Stage One, they may appeal the decision reached in Stage One in writing to the Principal Executive Officer within 14 days of receiving the written report of the outcome of Stage One.

**Step 3** If the complainant is unsatisfied with the outcome of their appeal, they may make a written request to PCLC that they wish the matter to be dealt with by the Department of Education & Training.

**Step 4** An authorised officer will always investigate any complaints the allege a child's health, safety or wellbeing has been compromised or there has been a contravention of the relevant legislation. Among other things, the authorised officer may telephone the service, inspect the service, question staff members, take written statements, conduct formal interviews, or seize evidence when investigating complaints.

For more information on Complaints and Appeals please see Occasional Childcare Complaints and Appeals policy and Procedure. You can obtain a copy from PCLC or visit <http://www.pclcentre.org.au/childrens-services/occasional-care/>.

## **SECTION 8 BEHAVIOUR GUIDANCE POLICY**

The centre aims to be an extension of the home, offering a warm and caring environment where total quality care is provided for the children within the centre.

Our aim is to provide an enriched environment that enables the children to develop socially, physically, emotionally and intellectually.

### **Purpose:**

Guiding children's behaviour is an important aspect of caring for or educating young children. Positive strategies need to be developed to assist children to learn appropriate ways of behaving.

### **Broad Guidelines:**

- No child will be subject to any form of corporal punishment or any discipline which is unreasonable in the circumstances. (*section 28 of the Children's Services Act*)
- Children will be treated with dignity and respect
- Acknowledgement of each child's needs, age and stage will be observed at all times and routines, timetables and behaviours will be directed accordingly.
- Children will be encouraged to express their feelings in a positive way.
- Guidance of children's behaviour will be positive, with encouragement and praise for acceptable behaviour.
- The centre aims to extend the children's awareness of and respect for their equipment, each other and the physical environment at the centre.

- Children will be given choices wherever possible. Independence appropriate to age will be encouraged.
- Physical, verbal and/or mental abuse is unacceptable and inappropriate. Steps will be taken if deemed necessary.

The implementation of effective behaviour guidance will include:

- Reinforcement of positive behaviour
- Not rewarding for inappropriate behaviour
- Plan programs that meet the developmental needs of the participating children.

Some strategies for ineffective behaviour guidance:

- Setting realistic limits on children's behaviour
- Being consistent
- Give clear instructions in a calm manner
- Redirect attention to another activity
- Use logical consequences

The centre staff will consult with parents/guardians where behaviour is of concern to develop strategies to handle the issue in a positive manner.

Strategies for responding to ongoing unacceptable behaviour must comply with Section 28 of the Children's Services Act. This is more serious as the behaviour may put the child, other children and/or staff at risk.

## SECTION 9 HEALTH & SAFETY

**HEALTH:** It is the responsibility of parents to notify us if a child is ill or has an infectious disease. The Health Department has stringent guidelines regarding the period of exclusion for infectious diseases. We will notify parents when there is an infectious disease at the centre, verbally or by placing a notice near the sign in sheet. It is also in the best interest of your child and other children at the centre for sick children to stay home. Some minor illnesses, which also require exclusion are: Fevers, Diarrhoea, Vomiting, Conjunctivitis, Impetigo, Head Lice, Cold Sores, Hand, foot and mouth disease. If your child appears to become unwell during the session you or your emergency contact person will be contacted requesting the child be collected ASAP.

Head Lice (Pediculosis): Exclusion is NOT necessary if effective treatment is commenced prior to the day at child care. Children must be treated again after 7 days. Other members of the family should be checked.

See link below for advice about treatment for your child.

[http://docs.health.vic.gov.au/docs/doc/088E58959DDC091ACA2579B800202AFA/\\$FILE/headlice pam.pdf](http://docs.health.vic.gov.au/docs/doc/088E58959DDC091ACA2579B800202AFA/$FILE/headlice pam.pdf)

Children with infectious illness will be excluded until the appropriate time as displayed by the Health Department Communicable Diseases chart. See link to chart below.

[http://docs.health.vic.gov.au/docs/doc/E61571BE8D0CB41BCA2578CC0026143B/\\$FILE/DH1310023\\_SchoolExclusion\\_A3poster\\_web.pdf](http://docs.health.vic.gov.au/docs/doc/E61571BE8D0CB41BCA2578CC0026143B/$FILE/DH1310023_SchoolExclusion_A3poster_web.pdf) (copy at attached)

Relevant PCLC Policies:

PCLCs Infectious Disease Control Policy and Procedures.

PCLCs Care Head Lice Policy and Procedures.

**Fire Drill:** PCLC will conduct a fire drill once per term. When performing the fire drill we are required to take your child/ren to the Gazebo outside Grattan Garden Community Centre. This is our official evacuation area. The roll will be called and all children will be escorted back into the children's playroom of the Community Learning Centre.

Staff will have previous knowledge of use of fire hydrants which are accessible throughout the centre.

Children will be supervised at all times both in and outdoors.

Safety rules will apply to children in and outdoors, eg. sit whilst eating, walking inside, etc. The children will be encouraged to treat all equipment with respect and to use equipment in a safe manner.

All childcare staff hold current level 2 First Aid Certificates and undertake CPR refresh every 12 months. Staff members have also been trained in the administration of the EpiPen. First Aid kits are accessible at all times.

## **SECTION 10 MEDICATION/ ACCIDENT/ ILLNESS**

### **Medication:**

Children will not be given medications unless parents/guardians have given written permission and the medication book filled out and signed.

Medication will be checked for expiry date, dosage and times given.

Medication will only be administered by qualified staff members. When given, staff will sign and have witnessed the medication book.

Medication includes over the counter, nappy creams and teething gel.

### **Accident/ Illness:**

Children should not attend the centre if they are unwell. This is unfair to the unwell child, the other children or members of staff.

Staff will document any accident/ illness by signing the accident book and having it witnessed by another staff member.

Parents will be informed of accidents and will be required to sign the accident book.

In case of urgent medical attention an ambulance will be called.

The children service is required to contact the Department of Education and Training within 24 hours if

- a child's health, safety or wellbeing has been compromised

### **Staff Illness:**

As you can expect staff occasionally contract illnesses. As with children, we encourage staff to remain at home until all signs of the illness have passed.

We do our best to replace staff, but on occasion Child Care may need to be cancelled. Parents will be notified.

**Important Contact Numbers:**

The Department of Education and Training  
Level 5, 165-169 Thomas Street  
Dandenong, Victoria 3175  
Telephone: (03) 8765 5787  
DX: 211583  
PO Box 5  
Dandenong, Victoria 3175  
Email: [smr.qar@edumail.vic.gov.au](mailto:smr.qar@edumail.vic.gov.au)

**Nominee in Charge**

Angela Stathopoulos  
Principal Executive Officer  
[angela@pclcentre.org.au](mailto:angela@pclcentre.org.au)  
03 9510 7052

**Primary Nominees**

Grace Luchow  
OCC Room Leader  
[grace@pclentre.org.au](mailto:grace@pclentre.org.au)  
03 9510 7052

**Approved Nominee**

Effie Tsanglis  
Education Manager  
[effie@pclcentre.org.au](mailto:effie@pclcentre.org.au)  
03 9510 7052

**Accepted Nominee**

Tina Tsanglis  
Administrative Officer  
[fofi0@bigpond.com](mailto:fofi0@bigpond.com)  
03 9510 7052

We hope that the information in this booklet helps parents to understand the operation of the centre. We welcome any enquiries you may have regarding the information and policies.

We are committed to providing high quality child care and a service where parents and staff can contribute to the development and well-being of children.

We hope that your association with the centre will be a valuable and enjoyable one.