



# FAMILY HOUSE

## CHILD CARE

WHERE CARE, PLAY  
& EDUCATION MEET

SUPPORTED BY MOUNT BARKER COMMUNITY CENTRE

## Family House Child Care Information handbook. 2020

Willow Close, Mount Barker, SA 5251  
08 83915059  
[childcare@mtbcc.org.au](mailto:childcare@mtbcc.org.au).

*Family House is supported by The Mount Barker Community Centre*

Mount Barker Community Centre  
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[admin@mtbcc.org.au](mailto:admin@mtbcc.org.au)

**Please note:**

It is your responsibility to read and fully understand the enclosed information, as you will be required to sign off on this understanding through the enrolment process.

Please feel free to ask our staff if you have any questions or require any clarification.

## **INTRODUCTION**

Welcome to Family House Child Care. This booklet aims to introduce you to one of the many services offered by the Mount Barker Community Centre. If you have any questions or require clarification, please do not hesitate to discuss further with our staff.

### **OUR STAFF:**

Rachael Hyland	Centre Director/Nominated Supervisor
Deb Jenner	Qualified Educator/Responsible person.
Bernadette Rick	Qualified Educator/Responsible person.
Karen Lochert	Qualified Educator/Responsible person.
Lily-Anne Williams	Cert 3 Educator (relief)
May Ho	Diploma in Children's Services Student/Volunteer.

We employ casual relief workers, we support volunteers, as well as provide work experience placement for students.

## **BACKGROUND**

Family House Child Care service is one of the many services provided by the Mount Barker Community Centre. The Occasional Care service was established in 1985 to help meet the childcare needs of parents who were at home with young children and who required an occasional break to:

- participate in Community Centre activities
- study
- play sport
- shop
- attend appointments
- take a break, etc.
- and, to provide children with the opportunity for social and developmental play.

The Mount Barker Community Centre is a not-for-profit Centre run by paid and unpaid staff and managed by a volunteer Board of Management,

elected from the community to oversee the aims, objectives and activities of the organization. Overall management and day-day functions of the facility and the services are the role of the Manager.

Family House Child Care is now licensed to care for up to 25 children- 3 months to 5 years of age, 5 days a week from 7:00am-6:00pm. Family House Child Care is licensed under the Education and Early childhood Service (Registration & Standards) Act 2011, Education and Care Service National Law and Education and Care service Law 2011. We rely on parent fees to be a viable childcare service. Fees are subsidized by the Government through Centrelink. We are non-for-profit, all our fees go back into the centre.

## **OUR PHILOSOPHIES**

### **Children**

We believe that:

- childhood is a time of critical development and lays a strong foundation for future life
- children do most of their learning through play and engaging with their environment where they make sense of themselves, others and the world around them
- children need positive support in the development of their skills and confidence with social interaction and relationships
- children should learn to respect and celebrate diversity through exposure to a wide variety of unbiased experiences and perspectives
- children can feel good about themselves through supportive and caring relationships with their peers, staff and other adults.

### **Families and Community**

We believe that children are part of a family that includes all adults who have significant relationships with that child. Families come from diverse backgrounds and cultures and the role of a family is dynamic and sometimes challenging. We strive to complement our families by working in partnership, providing a positive childcare environment that is welcoming, caring, stimulating and supportive with opportunities for sharing knowledge, information, resources and referrals to other support agencies. Our Child Care service is part of our larger community in which we participate by responding to changing and on-going needs and by working with other services and inviting them to share in our activities.

### **Staff**

We believe that:

- one of the most important indicators of a high-quality childcare service is the quality of interactions and relationships between children, families and staff

- staff need to value working as part of a team to provide high quality care and education
- an effective environment requires the respect for the strengths, skills and resources that each team member has to offer
- critical reflection and evaluation of our practices requires ongoing learning and responsiveness to changing perspectives and understandings, which are part of the dynamic field of early childcare and education

## **Environment**

We aim to create a self-directed, play based, learning environment with emphasis on setting up and appropriately arranging varied play spaces encompassing all developmental domains. In this environment children can perceive which activities are available, make their own choice of activities to explore based on their interest or emotional needs, and become deeply involved in their play and learning.

We believe that a child care environment needs to:

- positively support children's growth and development of identity, self-esteem, resilience and critical thinking in an unbiased manner
- convey a respect for individuality, identity, needs, knowledge, understanding, ideas, interests, inquiries, strengths, skills and enthusiasm of both adults and children
- provide an active learning process so children are instigators of their own learning
- support children to construct learning at their own pace by following their interests and constantly building on their understandings and strengths
- provide experiences that are appropriate for a wide range of ages, interests and abilities
- provide a safe, healthy environment where children can grow

## **HOURS OF OPERATION**

**Monday- Friday**

**7:00 am – 6:00 pm**

**(closed Public Holidays)**

**Currently due to COVID-19**

**8:30am-4:00pm**

**With 24 hours' notice we can open earlier or later.**

## **CLOSURES:**

***Catastrophic Fire Ban*** – on days where the Mount Lofty Ranges has a *catastrophic fire ban* rating, Family House Child Care will be closed without notification.

### ***Christmas closure***

Family House will be closed from Monday 23<sup>rd</sup> December 2019 until Monday 6<sup>th</sup> January 2020

Family House will be closed on all public holidays and weekends.

***Emergency Evacuation -Invacuation***– in the event of an emergency evacuation the children will be evacuated to the double gates, by the big shed. If required, we will move to the park adjoining the centre. If in the event we must invacuate, all children and staff will be moved to the Baby room. Please see the maps within the centre for evacuation and invacuation points.

## **BOOKING PROCEDURES:**

Family House Child Care uses an online app, call KidsXap. When you are ready to enroll, we will send a link via your email address. Once you have completed all the forms, it will be confirmed. A hard copy is printed for you to check all the information is correct. The hard copy is stored safely for the educators to have access to information.

Family House will use KidsXap to communicate e.g. newsletters, photos of your child and their development progress whilst at Family House. You can watch some tutorials on YouTube, just type in KidsXap

Families can access the centre anytime during opening hours. We offer permanent bookings, casual and occasional care.

Bookings can be made in advance or on the day by phoning, emailing or in person. Permanent bookings are organised during the orientation process. All bookings are subject to availability of spaces.

*\*extra time may be available if there are vacant or cancelled spaces. Please ask staff if you would like your name added to the waiting list for extra time.*

## **CANCELLATIONS:**

- For casual booking, cancellations need to be made not less than 24 hours before the booked session, to avoid a late cancellation fee of the full price of booked session. A message can be left on our message bank if calling out of hours, or via email [childcare@mtbcc.org.au](mailto:childcare@mtbcc.org.au)
- For permanent bookings, we require a 2 week's written notice of a change, this can be via email.
- We endeavor to offer a swap booking, if spaces are available.
- Families who receive the Child Care Subsidy, you are entitled to 40 absent days a year.
- If your child/ren will be absent for a long period of time, e.g. holidays, there is a holiday fee to keep your childcare spot.
- For more information regarding booking please see our fee policy and booking and cancellation policy.
- If you are withdrawing from Child Care permanently, the centre requires 2 weeks written notice.

## **PRIORITY OF ACCESS:**

When demand for our service is high, the following priority of access guidelines apply

- **Priority 1:** a child at risk of serious abuse or neglect
- **Priority 2:** a child of a single parent or parents who satisfy the work/training/study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999'
- **Priority 3:** any other child.

Decisions regarding priority of access are made at the discretion of the Family House Child Care Director in consultation with the Mount Barker Community Centre Manager.

Access to the premises is not available prior to 8:30 am

**Please respect that no mobile phones or cameras are to be used in or near the Child Care service without prior consent from the Manager**

## **CHILD CARE FEES**

### **Effective 1 July 2018**

Fees are \$11 per child per hour before subsidy (if applicable).

### **PAYMENT OF FEES:**

Child Care fees can be paid either via eftpos, Direct Debit, bank transfer or cash.

**Late Pick-up fee - \$5.00 per 5 minutes**

**Late cancellation fee = full price of booked session**

## WHAT TO BRING:

- A bag clearly labeled with the child's name
- At least one full change of clothes
- Fruit or vegetables for snack time – this could include cheese or dried fruit
- A packed lunch with healthy food choices, e.g. sandwich, yoghurt, cheese, dried fruit. Please advise staff if any food needs warming
- **No lollies, chocolates, chips, coconut or nuts please as we endeavor to provide a healthy food environment.**
- A protective hat for summer – broad brimmed or legionnaire style, **no caps** (please apply sunscreen before care)
- SunSmart clothing – no singlets or sleeveless tops
- Adequate warm clothing in winter
- A named drink container filled with water. No juice, cordial or soft drinks. Extra filtered water can be supplied.
- Any other named item/s that may comfort your child, e.g. dummy, security blanket, etc.
- Parents and carers of babies and toddlers need to provide nappies or pull ups.

***Please ensure that all personal items are clearly named***

## THE TRANSITION PROCESS

The transition process from home into childcare is often a difficult one for many children and parents/carers. Therefore, we encourage a gradual introduction to our service. Experience has shown that children who have been able to familiarise themselves through short visits to the service leading up to longer stays, seem to cope better with separation from their parent or carer. You are most welcome to visit free of charge with your child if you want and for as many times as you wish prior to enrolling for care. The Visitor's Book must be completed for EACH visit and, at each of these visits YOU are responsible for your child/ren.

We would also strongly advise that you say goodbye to your child and explain where you are going. Sneaking away may prevent an upset child for the moment. Once your child realises you have left, it may cause them stress and to become quite upset.

Your child may cry when parted from you for the first time, but s/he will quickly learn that s/he is in a safe and fun environment and that you will return later. If a child continues to cry and is obviously distressed and in need of the parent or carer, then the parent or carer will be contacted. Parents and carers are welcome to ring and enquire about their child/ren if concerned – if staff are busy with the children you should leave a message and we will call you back as soon as possible.



## DAILY ROUTINE

Our staff support the children's involvement and learning by working with groups and individuals as they interact within the play spaces and routines, extending their learning and interaction and take note of their needs, development, interests and accomplishments for later planning.

7:00am-9:00am	Welcoming the children and Families Free play inside/outside- Depending on weather
9:00am-10:00am	Group time. Healthy snack
10:00-11:30	Programed experiences.
11:30-12:30	Lunch time
12:30-1:30/2pm	Quiet time/rest time
1:30-2:30	Programmed experiences
2:30-3:30	Group time & Afternoon tea- Free play
3:30-4:30	Programmed experiences
4:30-6:00	Free play and pack up time

Special attention is also placed in the valuable learning opportunities and positive experiences that daily routines provide.

***PLEASE BRING FRUIT/VEGETABLES FOR YOUR CHILD TO EAT AT SNACK TIME.*** *At drop off time in the morning please put your child's lunchbox on the bench of the kitchen, wash the fruit/vegetables in the kitchen sink, label them with the masking tape and marker and place in the fruit basket (tape and pen provided).*

*Drink bottles are to be placed on the tray by the kitchen*

## **HEALTHY LUNCHBOX IDEAS FOR YOUR CHILDREN**

**Why not try these healthy food ideas in your children's lunchbox**



- ☺ **Bread** flat / rolls / pita / wraps / sandwiches  
Why not try – pikelets, rice cakes, rice crackers, fruit loaf, scones, plain rice, pasta
- ☺ **Vegetables** capsicum, tomatoes, lettuce, cucumber, corn kernels  
Why not try – grated carrot and cheese salad or shredded lettuce
- ☺ **Fruit** watermelon, apple, cherries, mandarin, orange, cut grapes, strawberries etc.
- ☺ **Cheese** slices, cubes, sticks, grated

- ☺ **Meat** sliced, cold sausage, small tin of tuna, eggs, **some** baked bean products (they can contain traces of nuts so please check the labels carefully)
- ☺ **Yoghurt** natural or fruit based
- ☺ **Drink** **water only please**



**DO NOT SEND the following foods in your child's lunchbox**

- ✗ Any **nut or nut-based product** as we aim to be an allergy free zone. **Please check labels on all food to ensure they do not say 'may contain traces of nuts'**
- ✗ **Snack foods** such as chips or chocolate bars. These are too high in fat, sugar and/or salt to be used as everyday food choices
- ✗ **Sticky fruit snacks** such as muesli bars, lollies, cordial, soft drink, sticky breakfast bars and other similar sweet/sticky foods. These are high in sugar and can contribute to tooth decay

**IMPORTANT POINTS TO REMEMBER**

- ✓ Children have small tummies and need to eat often, so healthy snacks are very important
- ✓ Encourage your child to eat a variety of foods as per the ideas listed above
- ✓ You may need to vary the amount of food in the lunchbox depending on your child's age and appetite
- ✓ Food containers must be microwave safe if needed to be heated
- ✓ Keep your child's lunchbox cool i.e. in the fridge or add a frozen drink of water or some yoghurt
- ✓ Your child needs three serves of calcium rich foods every day e.g. yoghurt, cheese, peas, broccoli
- ✓ Keep it simple
- ✓ Please try and wrap all foods in foil or greaseproof paper to support your child's independence. Cling wrap can be difficult to unwrap even for staff!
- ✓ Good nutrition is important for your child's growth and development. It encourages healthy skin, hair, gums and teeth, good muscle development, regular bowels, alertness and interest in activities
- ✓ Healthy eating can influence health in the long run

**Dangerous Food Health Warning**

- ! Raw carrot and/or celery sticks or pieces are not allowed in Child Care – grated or cooked carrot is fine
- ! Apple is not allowed for babies under two years of age unless cooked
- ! Popcorn and corn chips are not safe food for children under five years of age as they fracture easily and are easily inhaled

For further information visit the following web sites

[www.goforyourlife.vic.gov.au](http://www.goforyourlife.vic.gov.au)

[www.health.sa.gov.au](http://www.health.sa.gov.au)

[www.gofor2and5.com.au](http://www.gofor2and5.com.au)

**COLLECTION OF CHILDREN/COURT ORDERS**

When you first enroll, it is extremely important that there are at least 2 emergencies back up people to collect your child. We also ask that if any one different is collecting your child, to inform the centre. Please ensure they are carrying photo ID. We required photo ID and we will not let a child leave our centre with a person, who has no photo ID.

## **IMMUNISATION**

On enrolment the centre needs to sight your child's immunisation record. Family House will keep all families updated with any infectious diseases. We welcome children who are not immunised.

## **ACCIDENTS AND EMERGENCY**

If your child is involved in an accident/incident, the educators will follow first aid procedures, and an accident/incident form will be filled out for the parent to read and sign. Parents may request a copy of the accident/incident form. Should the accident be more serious, the parents will be called, first aid will be followed.

The centre has emergency procedures and policies and we practice emergency exits regularly.

## **MANDATED NOTIFICATION**

**All educators are mandated reporter.** The training is updated every 3 years. Being a mandated reporter gives us the duty of care to report any abuse or neglect that we may suspect. If at any time you have concerns, please discuss with the Centre Director, they will help guide you, in what you may need to do.

Our role is to protect children and support families, especially when families need help.

## **MEDICATION**

We are able administer medication; however, we have a strict policy and procedure. All medication needs to be in its original container, with a pharmaceutical sticker with the child name on it and with basic instructions written by a medical practitioner. Families need to fill out a medical form, that provides educators with relevant details.

For more ongoing medical issues e.g. Asthma, diabetes. We require a current Medical care plan, that is written by a medical practitioner, with the medication that is required. This medication needs to be in date.

Sunscreen will be readily available at Family House, if your child is sensitive, please provide your own labelled sunscreen.

Family House can apply nappy cream, we will use Sudocream, should you require a different one that is bought over the counter, please label and let the educators know. If your child requires any cream that is prescribed by a Dr. or a medical practitioner, a medical form will need to be filled out by the Dr or the medical practitioner.

## **SPECIAL DIETARY RESTRICTIONS**

Although we do not supply most meals, it is important we have a clear understanding of any special dietary needs. So, we can ensure that your child does not ingest any food that is not a part of their normal diet. From time to time the educators do cooking with the children, the more informed we are the better we can plan.

## **BEHAVIOUR MANAGEMENT.**

We encourage children to be individuals and show independence. We encourage positive behavior and use our words to discuss how we are feeling. The children are given a gentle warning to self-check their behavior. In extreme cases we will work with the families to find common ground and strategies to promote positive behavior.

## **CURRICULUM**

Family House Child Care will follow and use the Early Years Learning Frame as our curriculum. All children attending are observed and set a learning goal. These goals are regularly visited to ensure we are providing the best environment to promote learning for your child. We will use KidsXap to send regular updates on how they are achieving their learning goals. All children will have a hard copy individual portfolio, which is for families to keep when they have completed their time at Family house.

## **PARENT INVOLVEMENT**

We encourage parent involvement; this can be in lots of ways to be involved. Firstly, we invite any family members to be on the Mount Barker Community Centre Board of Management, as a parent representative. We are currently looking at setting up a parent advisory committee, for families to share ideas and help Family House move forward.

## **PARENT GRIEVANCE**

If a parent has a grievance with an educator.

**Step 1.** To speak to the Centre Director. If you wish to remain anonymous. please contact the Director via email or phone.

**Step 2.** If you are not happy with the outcome, or have a grievance with Centre Director, please contact the Community Centre Manager Sean Hames via email at [sean@mtbcc.org.au](mailto:sean@mtbcc.org.au)

The centre will follow the grievance procedure as set by the Mount Barker Community Centre. This is available in our policy folder.

**Step 3.** if you are still not happy with the outcome, please contact the Education Standards Board on 1800 882 413, or go to the website [esb.sa.gov.au](http://esb.sa.gov.au).

## **CENTRE COMMUNICATION**

Family House will use several different ways to communicate with families. Firstly, we will use KidsXap to send out Newsletter on a regular basis. We will communicate either through verbal conversation, notice boards, handouts or emails, from either the educators or the Director. We feel that open lines of communication lead to a successful time at childcare. Please take the time to read any communication as it may affect you and your child.

## **TOLIET TRAINING**

Toilet training is a tricky time for some and others it is a breeze. We are happy to support families and children, during this time. We suggest using pull up at the very start to help with the getting to the toilet and being able to self-help. Once they get more confident normal underwear is fine. Pack lots of spare clothes, especially socks and shoes. (plastic shoes e.g. crocs are great).

## **TOYS FROM HOME**

Although at Family House we love the connection from home to care, we would prefer toys to stay home. If your child has a special toy they would like to share, we will do a show and tell. For new children starting or little babies we encourage a comfort toy/blanket etc. Please discuss with your child's educator.

We take no responsibility for any toys that are brought from home.

## **POLICIES AND PROCEDURES**

The centre has several policies, we do understand that it is a lot to read and take in. Throughout this booklet there is lots of information, which are based on our policies and procedures. Some of our policies and procedures are linked, some are independent. We are happy to give out hard copies or email. Policies are regularly reviewed, and parental feedback is extremely important. When a policy is up for review, families will be notified.

Please see the list below of our current policy:

- Acceptance and Refusal of Authorisation.
- Administration of First Aid.
- Behaviour Management.
- Booking and Cancellations
- Child Safe Environment.
- Curriculum.
- Dealing with a Medical Condition
- Enrolment and Orientation.
- Excursions and Incursions.
- Health & Safety.
- Incident, Injury, Trauma and illness.

- Interactions with children.
- Nutrition- food, beverage and dietary requirements.
- Safe play.
- Security and collection of children.
- Sun care.
- Water play.
- Payment of fees.
- Dealing with infectious diseases.
- Emergency and evacuation
- Staffing- code of conduct/ determining a responsible person/ participating of volunteers and students.
- Interactions with children.
- Governance and management of service
- The acceptance and refusal of authorisation.
- Dealing with complaints

***We hope that you and your family enjoy your time and association with us!***