Hawthorn Community House

32 Henry St
Hawthorn 3122

OCCASIONAL CHILDCARE
39 William St
Hawthorn 3122

03 9819 2629
admin@hawthornch.com.au
occ@hawthornch.com.au
www.hawthornch.com.au

Parent Information Handbook
2010
ABOUT HAWTHORN COMMUNITY HOUSE OCCASIONAL CHILDCARE

Welcome to Hawthorn Community House (HCH) Occasional Childcare. Our philosophy is to create a safe and friendly environment in which children can learn, play, create and explore. We aim to promote and support each child’s needs, interests and abilities through appropriate developmental programs.

HCH Occasional Childcare service has been run by HCH since 1983. The centre has a Limited Hours Type 2 Service Licence from the Victorian Department of Education and Early Childhood Development and is compliant with the Children’s Services Regulations 2009. Accordingly, we cater for a maximum number of 14 children per session and our policy is to offer one place per week per child so that the centre can support more families.

We have a team of qualified and experienced childcare professionals who are dedicated to delivering a high standard of care. All staff members have a Police Check, Working with Children Check and a First Aid Certificate along with regular professional training and updates, including anaphylaxis management, in line with all legislative requirements.

WHAT IS THE OCCASIONAL CHILDCARE PROGRAM?

We plan and implement a fortnightly program to enhance your child’s social, physical and intellectual development. Our program consists of a variety of indoor and outdoor recreational and educational activities, details of which are displayed on the centre’s notice board. Our routine is flexible to accommodate the individual needs, abilities and cultural backgrounds of all children.

HOW DO I ENROL MY CHILD?

You can call the HCH office on 03 9819 2629 to place your child on the waiting list for Occasional Childcare, and are requested to confirm your child’s attendance once they have been offered a place. You will be asked to complete an enrolment form including a current immunisation record. Parents/guardians must also be aware that whilst we will make every effort to provide continuity of childcare throughout the year, places can only be offered on a term-by-term basis and children are required to be re-enrolled.

Any enquiries can be emailed to the HCH office on admin@hawthornch.com.au. As from term 2 you will also able to enrol your child on-line at www.hawthornch.com.au.

Children are allocated places based on time of entrance on the waiting list and preference is given to children who are 2 or 3 years old. However, priority is also given to residents of Hawthorn, mothers with more than one child under school age or expecting another child, sole parents, low income families, children who do not have a kinder place, families experiencing any form of crisis and parents enrolled in ACFE courses at HCH.

WHAT ARE THE SESSION TIMES AND TERM DATES?

<table>
<thead>
<tr>
<th>Morning Session (Ages 2-3)</th>
<th>Afternoon Session (Ages 3-4)</th>
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<tbody>
<tr>
<td>Monday 9.30 am – 12.30pm</td>
<td>Monday 1.30 – 4.00pm</td>
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<tr>
<td>Tuesday 9.30 am – 12.30pm</td>
<td>Tuesday 1.30 – 4.00pm</td>
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<tr>
<td>Wednesday 9.30 am – 12.30pm</td>
<td>Wednesday No afternoon session</td>
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<tr>
<td>Thursday 9.30 am – 12.30pm</td>
<td>Thursday 1.30 – 4.00pm</td>
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Term Dates For 2010

<table>
<thead>
<tr>
<th>Term</th>
<th>Dates</th>
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<tbody>
<tr>
<td>1</td>
<td>1 February – 26 March</td>
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<tr>
<td>2</td>
<td>12 April – 25 June</td>
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<tr>
<td>3</td>
<td>12 July – 17 September</td>
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<td>4</td>
<td>4 October – 17 December</td>
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Please Note: there are no childcare sessions on public holidays or during school holidays.
**WHAT ARE THE FEES?**

Once you have received a letter of offer please pay all fees two weeks before the end of the previous term to secure your child a place.

- Morning sessions are $29 per session ($290 per 10 week term).
- Afternoon sessions are $24 per session ($240 per 10 week term).

Concessions are available for low-income parents and those enrolled in ACFE funded courses at HCH or elsewhere.

Payment can be paid by cheque, credit card, or cash at HCH, 32 Henry Street Hawthorn. Cheques are payable to Hawthorn Community House Inc. As of January 2010, payments made by credit or debit card are subject to the bank credit card charge. No additional charges will be made for cheque, cash, or internet banking payments.

**HOW CAN I PREPARE MY CHILD FOR CHILDCARE?**

Some children attending childcare for the first time may find the initial experience stressful. Some things you can do to assist your child’s transition into childcare include arranging play dates with other children, talking to your child about what to expect, devising and rehearsing a good-bye ritual, reading to your child daily and encouraging independence by giving your child time by themself.

The centre will allocate the first two weeks of your child’s attendance to the orientation period. During this time we request that your child attends the session for only two hours and we have staggered the arrival time to facilitate a smooth transition. You are invited to stay for as long as it takes you and your child to feel relaxed and confident about separating. This time is also an opportunity for you to get to know our staff and build a partnership in the care and education of your child.

**WHAT DO I NEED TO CONSIDER WHEN DROPPING OFF AND PICKING UP MY CHILDM?**

The Children’s Services Regulations require parents/guardians to use the attendance book to sign their child in and out as they are dropped off and picked up, or to arrange for a staff member to do this if they are unable to. The regulations also stipulate that children can only be collected by their parent/guardian or a person specifically authorised to do so and parents must provide the centre with a written record of this.

We also ask you to consider the following requests to assist us in running the centre smoothly:

- Please use the rear door for arrival and departure and ensure that the gates are closed behind you.
- Please inform childcare staff of your child’s arrival and departure times.
- Please provide childcare staff with a contact number if you will not be at home during the session.
- Please provide details in the medication book if medication needs to be given to your child.
- Please say goodbye to your child before leaving so that they know you have left.
- Please notify childcare staff of alternative arrangements if you are unable to collect your child to avoid late pickups.
- Please give notice whenever possible if your child will be absent so that their place may be offered to another child for that particular session.

15 minute parking zones are available at William Street with a HCH permit.

**WHAT DO I NEED TO PACK EACH DAY?**

Please bring a labelled bag containing the following items to each childcare session:

- A change of clothing and nappies if required.
- A plastic bag for soiled clothes and nappies.
- A sunhat (summer) or a coat and warm hat (winter).
- A security object (blanket, teddy, dummy).
- A drink (please label drink bottle).
- A piece of fruit to share (morning session).*
- A labelled lunchbox with a healthy lunch (morning session).*
- A healthy snack (afternoon session).*

*No nuts or nut products please
WHAT IS THE ‘NO NUT POLICY’?
We have introduced a ‘Nut Intolerance Policy’ as many children have allergies to nuts and nut products. This policy requests that food containing nuts are neither brought to nor eaten at the Occasional Childcare service. It is vital that you adhere to this policy, as nut consumption can be life-threatening for some children. As such, please refrain from packing peanut butter, Nutella or any other nut spread, loose nuts, biscuits containing nuts, chocolate with nuts, dried fruit with nuts or food cooked with peanut or other nut oil.

WHAT IS THE ‘SUN SMART POLICY’?
We ensure that all children attending the Occasional Care centre are protected throughout the year from skin damage caused by the harmful ultraviolet rays of the sun. Our policy is that children and staff must wear a suitable hat and staff will enforce a ‘no hat, no outside play’ rule. Parents are also encouraged to apply sunscreen to their child prior to attending the centre.

WHAT HAPPENS IF MY CHILD IS ILL?
We request that sick children refrain from attending Occasional Childcare until they are fully recovered to prevent the spread of infection. Some childhood illnesses are subject to our exclusion policy and a list of these illnesses is available from the staff. If your child becomes ill while attending the centre you or the emergency contact will be notified as soon as possible and requested to collect your child. If you or your contacts are unable to be contacted, the centre co-ordinator has the right and authority to seek medical attention and you will then be responsible for all medical expenses.

In the event of an infectious disease occurring at the centre, the parents/guardians of each child will be notified as soon as practicable.

WHAT HAPPENS IF MY CHILD HAS AN ACCIDENT OR IS INJURED?
If an accident or injury occurs while your child is attending Occasional Childcare, a staff member will file an Accident/Injury Report. This will detail the incident and the action taken to address it. In the event of a serious incident, you or the emergency contact will be informed as soon as possible and asked to confirm the incident by signing the Accident/Injury Report when collecting your child. If the incident poses a threat to the health, safety or well-being of your child or other children attending the childcare, it will be necessary to remove your child from the centre as soon as possible in accordance with regulations. In the case of a serious incident, the Secretary will also be notified by telephone within 24 hours of the incident, followed by written notification as soon as practicable.

WHAT IS THE MEDICATION PROCEDURE?
Any prescribed, pharmaceutical or naturopathic medication will only be administered if written authorisation is given from the parent/guardian in the Medication Book. Medication must be in the original container with the current date, child’s full name and required dosage. Please be sure to leave any medication with staff when dropping off your child.

HOW CAN I GET INVOLVED IN THE CENTRE?
We encourage frequent contact between parents/guardians and HCH and are always looking for volunteers. For more information please contact our office.

WHAT DO I DO IF I WANT TO RAISE AN ISSUE OR COMPLAINT?
It is our aim to provide you with a professional, high quality service, but if you have any concerns about your child’s care, you can enter the centre at any time during operational hours and talk to the childcare staff. If you experience continued dissatisfaction with the service, ask for a written copy of the HCH complaints procedure and speak directly to the House Manager, Claire Shearman. She can be contacted by telephone on 03 9819 2629 or by email at manager@hawthornch.com.au. You also have the option of contacting the Chairperson, Mr. Barry Durham by telephone on 0408 105 658 or by email at peopled@netspace.net.au.

Alternatively, you can contact the Department of Education and Early Childhood Development directly and speak to the Children’s Services Advisor, Ms. Jodie Thornton who can be reached by telephone on 03 9265 2540 or by email at thornton.jodie.l@edumail.vic.gov.au. You can also call the Licenced Children’s Services help line on 1300 307 415.