

**Bowen Street Community Centre** is located at:

102 Bowen Street, Camberwell 3124

Phone: 9889 0791 (office), 9889 0792, (kitchen, during childcare)

Fax: 9889 0057

Email: [info@bowenstreet.org.au](mailto:info@bowenstreet.org.au)

Website: [www.bowenstreet.org.au](http://www.bowenstreet.org.au)

### **Vision, mission statements and values**

Our vision is to excel in providing services for families with young children. We will proactively work alongside other organisations to ensure that the diverse and changing needs of our community are met.

Our mission is a commitment to provide a welcoming environment which encourages people to:

- develop friendships
- extend their support networks
- exchange their ideas
- engage in adult learning
- access occasional childcare and
- involve themselves more fully in community life and decision making

Values The shared values of BSCC that are integral to the way the centre is managed and operates day-to-day are:

1. We are welcoming, warm, caring and friendly and seek to create a fun, vital and stimulating environment;
2. We are receptive and understanding of the community needs and provide a responsive and quality service;
3. As a team of professional and committed staff we are efficient, skilled and focused;
4. We are family friendly, socially inclusive, and open and accepting of all.

Updated: Jan 2018

## **BOWEN STREET COMMUNITY CENTRE** **OCCASIONAL CHILDCARE**

### **PARENT INFORMATION AND HANDBOOK**



102 Bowen Street Camberwell 3124

9889 0791

Office

9889 0792

Childcare

(during childcare hours)

#### **Child Safe Organisation**

Bowen Street Community Centre is a child safe organisation and is committed to promoting and protecting the interests and safety of children. We expect all groups and organisations who hire our rooms to comply with the requirements of the Commission for Children and Young People Act 2012 and have implemented/be implementing the Child Safe Standards if required to do so.

## **WELCOME**

Welcome to the Bowen Street Community Centre. Our philosophy and goals are to create an atmosphere of fun and enjoyment where children are encouraged to explore, discover, create and develop their own highly individual personalities. Early Childhood Professionals (ECPs) provide an environmental program that focuses on the children's developmental needs, individually and in the group setting. Staff use the Early Years Learning Frameworks as supporting documents for planning. The experiences offered are adult supported but child initiated to assist the children to achieve the following broad goals.

- Foster positive self-concept.
- Develop social skills and self discipline.
- Encourage children to think, reason, question and experiment.
- Encourage language development.
- Enhance physical development and skills, including developing independence in self help skills, eg eating and toileting, picking up personal belongings i.e. lunch boxes
- Encourage and demonstrate sound health, safety and nutritional practices.
- Encourage creative expression and appreciation for the arts.
- Respect cultural diversity and all family structures.

We trust that you will enjoy your time with us as we ensure a friendly, secure and nurturing environment in which your child can grow, learn and develop.

**ENQUIRIES and BOOKINGS** are made through the Office.

We offer sessional care, on the basis of need, to as many families as possible, at the discretion of the Coordinator. Term Bookings can be rolled from one term to the next in the same calendar year. If demand exceeds places, BSCC preference policy will apply. In addition, fortnightly places may be offered. A WAITING LIST is maintained for each session.

A waiting list for Term bookings will be kept for the calendar year and places offered as they become available. Preference will go to current Term bookings wanting to swap session and people using the casual places on a regular basis. The waiting list will be reviewed every 6 months.

## **PARENTS RESPONSIBILITIES ON ARRIVAL AND DEPARTURE**

To assist us in the smooth running of the service we would like your help with the following:

1. As in accordance with the Children's Services Regulations (1998) it is essential that you complete the attendance book and sign your child in upon arrival and out upon their departure. Please leave staff with a contact number if you will not be home during the session.
2. Parents are required to make sure that staff are aware of your child's arrival and departure.
3. Always say goodbye to your child - never sneak away.
4. If parents are unable to collect their child, the staff must be notified of alternative arrangements within the session time to avoid late pickups.
5. Anyone other than the parent/legal guardian must have parental/guardian permission to deliver/collect a child.
6. Parents are encouraged to give notice, when possible, if their child will be absent so their place may be offered to another child for that session.

## **COMMENTS / CONCERNS**

Comments or concerns may be addressed in person or writing to:

- Centre Manager
  - President of the Committee of Management
  - Children's Services Advisor,  
Department of Education & Early Childhood Development  
Level 3, 295 Springvale Rd. Glen Waverley 3150 Phone 9265 2400
- BSCC has developed and adopted a Privacy Policy. This Policy is available for distribution on request.

### **ARRIVAL**

- Write arrival time & sign in the attendance book, add any information which may affect your child.
- Put a name-tag on your child.
- Leave refreshments and bedding in designated areas.
- Parents are welcome to stay and settle child/children.
- Parents must immediately notify in writing of any change of their address and telephone number, emergency contacts or doctor.
- Use the communication sheet above the sign-in book to pass on information about your child's needs.

### **SIGNING TIMES BOTH IN / OUT IS A LEGAL REQUIREMENT**

#### **PICK UP**

- Write departure time in the attendance book and note any staff comments.
- No child will be released from the Centre to people unknown to the staff. You must notify in writing (in the attendance register or by letter) of the name of the person who will be collecting your child.
- An initial warning will be given by staff if a child is picked up late. A fine will be incurred for subsequent late pickups.

#### **ENROLMENT**

Once a place has been allocated to your child it is requested that you confirm his/her attendance. All parents will be asked to complete an Enrolment Form. It remains your responsibility to inform staff of any changes to your child's enrolment details, as all details must remain current. In the event that any custody arrangements involve a Court Order, a copy must be given to the Office staff. All enrolment details are kept strictly confidential.

#### **MEDICATION/ANAPHYLAXIS POLICY**

Any medication, prescribed, naturopathic or pharmacy lines will only be administered if written authorisation is given from the parent/guardian via the medication book. Prescribed medication will not be administered unless it is in the original container with the child's name, current date and dosage. Any other medication will only be administered according to the directions on the container and the child's details. There is a set procedure that is to be followed when administering any form of

medication to children whilst in Childcare. This will be explained to you as necessary. We do not administer Panadol if requested by Parent unless temperature is 38.5. Our Anaphylaxis Policy is available on request and on Childcare Notice Boards.

#### **BOOKING POLICY**

All bookings must be made with a member of the office staff. Bookings left on the answering machine will not be considered.

#### **FEES**

For term bookings, full fees are due on acceptance of a place. For casual use of childcare, fees are to be paid prior to the care. All fees can be paid by cash, cheque or credit card. Families may be eligible for government fee relief. Childcare Rebate Receipts will be issued, if requested, at the end of term.

#### **CANCELLATION POLICY**

No refunds or credits will be given for childcare absences. Once a term offer is accepted, a cancellation fee, equal to at least two weeks' childcare, will apply if withdrawing permanently from a session.

#### **TRANSITION INTO THE CHILDCARE ENVIRONMENT**

Some children attending Childcare for the first time may find the initial experience somewhat stressful. Please remember that they are still quite young and this is a normal stage that passes. While some children settle into the Childcare environment quickly, others may take a little longer. We encourage parents to discuss their child's routine needs and share any concerns they may have with the staff so a smooth transition program can be organised.

#### **THE STAFF**

The Childcare Staff consists of a team of qualified and experienced Childcare professionals who are dedicated to ensuring that a high standard of quality care is achieved. Qualified ECPs coordinate and facilitate all sessions with the aid of experienced Childcare Assistants. As in accordance with the Children's Services Regulations (2006), all staff members have regular Police Checks, current First Aid Certificates and Anaphylaxis training and Child Protection training.

### THE CHILDCARE PROGRAM - 3 HOUR and 5 HOUR

A stimulating and developmentally appropriate program is planned and implemented fortnightly for the children's growth, development and enjoyment. The children will participate in both indoor and outdoor play. A wide variety of activities and experiences include art and craft, sensory and messy play, block and box construction, imaginary and dramatic play, science activities, cooking, music, song and dance, puppetry, storytelling and more. Details of the program are on display on the pinboard. The routine is flexible to accommodate the individual needs, interests, skills and abilities of all children.

### 5 HOUR REST PERIOD

Please understand that while we will encourage children to have a "quiet time" we do not want any child to experience anxiety during the period, so each child's needs will be assessed accordingly. Relaxing music, books and "cosy corners" will be available for non-sleepers. For those who sleep the **front room is set aside as a quiet restful environment**, with blinds drawn and soft music.

Staff will always be with the children even if they are sleeping.

### WHAT TO BRING

- Vinyl mattresses are provided by the Centre for rest periods. All children who sleep must bring a sheet and blanket in a named pillowcase, which is additional to their main bag. For safety reasons we do not want bedding put in plastic bags.
- **Parents must apply sunscreen before arrival; a sun hat needs a chin strap.**
- Sufficient nappies and a plastic bag for soiled items.
- A complete change of clothes for children under 3.
- Food in a container, formula or drink, **all labeled**. Indicate if a snack or meal.
- Any comfort toy, eg. dummy, blanket, etc.
- Pusher/pram for a baby.

Please ensure that all items, including your child's bags are clearly named with a tag outside.

### NUTRITIONAL POLICY

As many children display allergies to nuts and nut products, we have introduced a **"No Nut Policy"**. We ask that you respect this and **do not pack** peanut butter sandwiches, nuts or other nut products in your child's lunch box. We also ban popcorn due to choking risk.

### NOTICES & COMMUNICATION

Newsletters, lost property etc. are placed in individual, named pockets hanging inside the Childcare rooms. Please check the pockets regularly.

### ACCIDENTS AND INJURY

If an accident/injury occurs while your child is attending a Childcare session, an Accident/Injury Report Form will be completed that details the incident and the action taken to address the injury and comfort the child. You will be informed upon collecting your child and asked to confirm the incident by signing the Accident/Injury Report Form. If the accident/injury is of a serious nature, you will be contacted immediately.

### ALLERGIES

It is imperative that parents inform the Childcare Staff of any known allergies and, if attending on a casual basis to a session, highlight their child's name on the sign-in sheet upon arrival.

### ILLNESS

If your child becomes ill you or your emergency person will be requested to collect your child.

If unable to contact parents or named emergency contacts, the person in charge has the right and authority to seek medical attention if necessary. **Parents will be responsible for all medical costs.**

It is your responsibility to report any infectious illness your child has or is in contact with. The outside notice board will indicate reported serious, unusual illnesses.

BSCC is licensed by the Dept. of Human Services. You may refer to our Policy & Procedures Manual at any time.