

# *Brunswick Neighbourhood House*

Garden Street Occasional Childcare  
& Child-Minding Service

## **Childcare Guidelines 2022 for Parents**

a Child Safe Service

Contact: 18 Garden St Brunswick 3056  
Phone 9387 9901  
Email: [childcare@bnhc.vic.edu.au](mailto:childcare@bnhc.vic.edu.au)

Website: [www.bnhc.vic.edu.au](http://www.bnhc.vic.edu.au)

If you are placing your child/children in childcare, please make sure you have read these guidelines

## **SERVICE AND LICENCE INFORMATION**

Welcome to Brunswick Neighbourhood House Occasional Childcare & Child-Minding Service. Our services are child safe services offering quality short hours of care ideal for new parents, those working from home or with flexible working hours.

The Brunswick Neighbourhood House Occasional Childcare (BNH OCC) is a licenced Occasional Care under the Children's Services Act 1996 and the Children's Services Regulations 2020.

Our Child-Minding Service is a non-registered care service available only Wednesday and Thursday from 2.30-4pm.

We can accept a maximum of 18 children at any one time. Children must be at least 3 months old. We can accept up to 3 school age children in the total allowable places.

Children can only be enrolled for a maximum of 15 hours per week in the Occasional Childcare Service. The Child-Minding Service is outside the 15 hours per week limitation. The childcare service may at times vary the session times, within the conditions of our licence.

From 2<sup>nd</sup> July 2018, we are an approved childcare service for administering the Child Care Subsidy and Additional Child Care Subsidy (CCS/ACCS) on behalf of eligible families. These families will only be required to pay the gap between the childcare fees and the subsidy.

To be eligible for the subsidy, families will need to be registered with Centrelink. More detailed information is available at -

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

## **ABOUT THE SERVICE**

We offer an Occasional Childcare Service from 9.30am to 2.30pm Monday to Friday and a Child-Minding Service from 2.30pm to 4.00pm only on Wednesday and Thursday.

We take permanent and casual bookings for both services. A waiting list is held for parents who would like to enrol but no places are available at the time of enquiring.

All children must be collected on time at the end of the session – a late pick up fee will apply.



## SESSION TIMES DURING SCHOOL TERMS

### Session Times

Days	Sessions	
Monday	9.30am – 1.30pm 9.30am – 2.30pm	
Tuesday	9.30am – 1.30pm 9.30am – 2.30pm	
Wednesday	9.30am – 1.30pm 9.30am – 2.30pm	2.30pm – 4.00pm*
Thursday	9.30am – 1.30pm 9.30am – 2.30pm	2.30pm – 4.00pm*
Friday	9.30am – 1.30pm 9.30am – 2.30pm	

\* Child Minding session (non subsidised)

### Term Dates

Term 1: 10/01/2022 – 14/04/2022 (14 weeks)
Term 2: 26/04/2022 – 01/07/2022 (10 weeks)
Term 3: 11/07/2022 – 21/09/2022 (11 weeks)
Term 4: 03/10/2022 – 16/12/2022 (11 weeks)

Please note: Terms 1-3 include the first week of school holidays.

## ABOUT THE DAILY ROUTINE

The following is a general daily routine based on the longest session of care (includes childminding session); however, we always ensure cues are taken from children as to their needs, preferences, and their own choices as to when parts of our day or play periods occur.

Time	Activities
<b>CHILDCARE SERVICE (Monday – Friday)</b>	
09.30	<b>Centre opens</b> – Families and children are greeted as they arrive.  Temperature check for both parents and children. Staff communicate with parents about important information and messages are passed on.
09.30-10.30	<b>Indoor Activity</b> – combined activities to calm children and at same time improve social skills and promote playtime e.g. playdough
10.30-11.00	<b>Morning Tea</b> – we all wash hands and sit around the table. Staff hand out snacks to each child and the children help themselves to their food. This enhances their fine muscle control.
11.00-12.00	<b>Outdoor &amp; Indoor Free Play or Gardening Activity</b> – depending on the weather. This activity allows children to interact with one another.
12.00-12.30	<b>Rhyme and Story Time</b> – educational detailed stories are read to the children. Children are encouraged to participate, recall the events in the story and ask questions.
12.30-1.00	<b>Lunch Time</b> – Children are transitioned to wash their hands in readiness for lunch.
1.00-2.00	<b>Art &amp; Craft</b> – A range of art & craft activities are set up. Children may take home their made crafts at the end of the session.
2.00-2.30	<b>Rhyme and Story Time</b> – educational detailed stories are read to the children. Children are encouraged to participate, recall the events in the story and ask questions.
<b>CHILD MINDING SERVICE on Wednesday &amp; Thursday only</b>	
2.30-3.00	<b>Afternoon Tea</b> – After washing their hands, children are seated at the table to have their home brought snacks.
3.00-4.00	<b>Outdoor &amp; Indoor Free Play or Gardening Activity</b> – depending on the weather. This activity allows children to interact with one another.  Children also learn to pack away their outdoor/indoor equipment and progressively move indoors for transition to home.

## **ENROLMENT AND BOOKING PROCEDURES**

### **Enrolment Form & Enrolment Agreement**

The enrolment form contains a great deal of essential information. It is important to us and to the welfare of your child that all sections of the form are completed.

*Under current legislation we cannot accept children into care without a fully completed enrolment form.*

Please make sure you fill out an Enrolment Form, which contains the Enrolment Agreement, for each child in care. Please ensure that names, surnames and full addresses are included in all applicable sections. It is important we keep your details updated.

Parents are required to inform the office if you change address, phone number, doctor details, immunisation record or any other circumstances.

An Enrolment Form and Enrolment Agreement are required once at the beginning of childcare registration unless circumstances have changed.

The Enrolment Agreement is a formal arrangement between the parent and BNH OCC. A new Enrolment Agreement will be required at the beginning of each year, when a family has changed permanent booking days or times, or when they wish to reassume a cancelled enrolment.

### **Enrolment Process**

There are five easy steps to enrol your child/children into BNH OCC service and claim the Child Care Subsidy

1. Parents lodge a claim for Child Care Subsidy with Centrelink and receive CRNs both for the primary parent and the child. It is recommended the claim is lodged before enrolling your child.
2. Parents complete and sign an Enrolment Form and Enrolment Agreement provided by BNH OCC. These documents can be accessed online or you may obtain a hard copy at the office.
3. Parents complete, sign and submit a BNH Membership Form and provide the following documents:
  - a. Child's most current immunisation record
  - b. Child's birth certificate
  - c. Parents COVID-19 full vaccination certificate
4. BNH OCC will setup an account in childcare management system and create the booking
5. Before the first day of care
  - a. BNH OCC submits an Enrolment Notice based on the agreed arrangement to Centrelink via Xplor.
  - b. Primary carer signs the online CWA agreement via Xplor Home App and confirms the enrolment via MyGov.

In cases where parents disagree with the details of an enrolment submitted by BNH OCC to Centrelink, both parties should discuss to resolve the matter. BNH OCC may not commence the care for the child until it is resolved.

## **Bookings**

Once BNH OCC has received a completed enrolment form and any related documents, permanent/casual and/or additional bookings may be made by phone or in person.

Parents require to pay total amount of fees and levies for their first week of booking/s prior to the first day of care.

### ***Permanent Booking***

is a regular booking. Families who are bound into permanent contract will be automatically booked by the system on the same day/session each week. Families under this contract are able to request additional casual bookings. These bookings can be made in advance or by phone on the required day depending on the availability of places.

### ***Casual booking***

is a one-off occasional booking made by families who are bound into casual contract. Casual bookings can be made up to two weeks in advance.

### ***Immunisation***

Under 'No Jab, No Play' legislation, as from 1<sup>st</sup> January 2016, all parents/guardians seeking to enrol their child at an early childhood service in Victoria are required to provide evidence that the child is:

- Fully immunised for their age OR
- On a vaccination catch-up program OR
- Unable to be fully immunised for medical reasons

'Conscientious objection' is not an exemption under this legislation.

We can only accept Immunisation History Statements from the Australian Immunisation Register (AIR). Documents produced by GPs or other immunisation providers are no longer acceptable as proof of immunisation.

You need to provide updated Immunisation History Statements to the centre when your child receives scheduled immunisations (not only on enrolment) in order to ensure we can verify and record that your child's immunisation is up-to-date for their age.

Families who do not hold a Medicare Card MUST call the AIR on phone 1800 653 809 to request an Immunisation History Statement. A Translating and Interpreting Service is available by calling 131 450, Mon-Fri from 8.30-4.45pm.

## **LEAVING AND PICKING UP YOUR CHILDREN**

On arrival make sure you introduce yourself and your child/children to the educators and sign in using our Kiosk iPad for childcare and child-minding service.

Children MUST be signed out after each session. If another person is collecting your child, please make sure their details – name, address and phone numbers are listed on your child's enrolment

form. Children will not be released to adults whose name and details are not on the enrolment form, or whose details have not been provided.

If you take your child/children out of the session for any reason, please make sure the admin and/or educators know.

Make sure you know the times of your childcare sessions as we are unable to look after your child/children before/after each session.

Please let the office know if your child/children are not attending a session, or if they will be away for a longer period due to sickness, holidays etc. This record of attendance and/or absence days is then reported to Centrelink for CCS/ACCS Payment. As attendance records are legal documents; please make sure the information you provide on the records is true and correct.

## **GENERAL ACCESS**

A child's parent/guardian may enter the childcare room at any time of operation to discuss matters concerning their child. However, the needs and routines of other children in the session must be considered. Please make sure you maintain hand hygiene before entering childcare room.

## **ABSENCES & NON-ATTENDANCE**

Under Child Care Subsidy regulations, fees will still apply if a child is absent from the centre due to illness or holidays. Due to the requirement to maintain educator to child ratios, and the restriction of licensed childcare places, BNH OCC is NOT permitted to –

- swap days of care
- arrange make up days, or
- provide refunds for missed childcare or child minding sessions

CCS will only be payable for up to 42 allowable absence days for a child in a financial year. A reason does not need to be provided for a child's initial 42 days of absence.

Once 42 absence days have occurred in a financial year, CCS can only be paid for any additional absences where they are taken for a reason set out in Family Assistance Law. Reasons for the additional absences can be found in the Department of Education website or contact Centrelink for more information.

Your child's enrolment will end if your child either:

- stops attending the child care service and we have been given 4 weeks' written notice (please refer to page 8 of this Guidelines)
- has not attended child care for 14 weeks in a row



## FEES AND CHARGES

### Table of Fees & Charges

*Effective from 10<sup>th</sup> January 2022*

Type of Fees	4H	5H
Permanent *	\$54.00/session	\$62.50/session
Casual *	\$66.00/session	\$82.50/session
<i>Other Fees not funded by CCS/ACCS</i>		
Child Minding Fees – available on Wed & Thu 2.30-4.00pm	\$16.50/session	
Late Pick Up Fee	\$10.00 per 15-minute increments	
Admin Fee (non-refundable, for casual booking)	\$10.00/year per family	
Equipment Levy Fee (non-refundable, incl. \$10 admin fee, for permanent booking only)	\$60.00/year per family	
BNH Membership Fee (a one-off fee for new enrolments only)	\$1/family	

*\*Fees before Child Care Subsidy (applies for eligible families only). Those who are not eligible for subsidy will need to pay full fees*

**Childcare will not be available to those who have any outstanding fees.**

#### **Additional Booking Fee**

The fee for additional sessions is the same as the term fee *only if you have an existing permanent booking for another session*. This policy also applies for bookings during school holidays.

#### **Casual Booking Fee**

Casual session fees are to be paid in advance at the time of booking. This does not apply to parents who have a permanent booking. Fees are not refundable.

#### **Equipment Levy Fee**

An annual non-refundable \$60 equipment levy per family applies for permanent bookings and includes \$10 annual admin fee. This payment will help us to ensure that your child has access to adequate equipment and yearly upgrades. This is to be paid on lodgement of enrolment form.

#### **Admin Fee**

An annual non-refundable fee of \$10 per child (on casual bookings) to be paid on lodgement of enrolment form prior to the first booking.

#### **BNH Membership Fee**

A one-off non-refundable fee of \$1 per family to be paid on lodgement of enrolment form prior to the first booking.



## CANCELLATION, WITHDRAWAL & REFUND POLICY

### *For Permanent Bookings*

Four (4) weeks written notice (e.g. email) is required for parents wishing to withdraw their child from the BNH OCC or reduce days of attendance or change session times.

- Fees remain payable if the child does not attend the centre during the notice period unless the vacancy is filled.
- Fees will be charged up to the end of the four weeks from the date on which notice was received in writing (e.g. email to office), whether or not the child has attended the Centre during those 4 weeks.
- CCS will not be paid if the child's last day is an absence day. Hence, the full fees will be applicable.

### *For Casual Bookings*

Casual bookings are noncancellable.

Casual bookings are paid in full at the time of booking and are not refundable. Parents are required to contact Garden Street office if for any reason the child/children cannot attend the booked session of care. This will be recorded as an allowable absence for the purpose of Centrelink reporting.

## LATE PICK UPS & OTHER PENALTIES

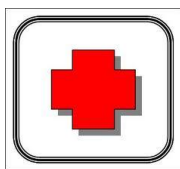
If you are more than 5 minutes late to pick up your child, you will incur a \$10.00 penalty fee for each 15 minutes, or part of 15 minutes that you are late. A review of the child's enrolment will occur where families are consistently late.



## WHAT TO BRING

1. Please bring a change of clothes, nappies, baby wipes, etc. Sunscreen and a hat are required during terms 1, 2 and 4. A change of clothes is important to allow for wet activities, crafts and sensory play.
2. Please bring your child/children food.
  - bring suitable snacks i.e. fruit, sultanas, crackers and a water bottle, and a healthy lunch i.e. sandwiches, pasta, crackers with cheese, fruit, vegetable sticks.

3. **NO EGGS, NUTS, PEANUT BUTTER, CHOCOLATE, OR FOOD CONTAINING EGGS OR NUTS OF ANY KIND** will be allowed in the room.
4. Please do not bring sweet biscuits, lollies, sweets, fizzy drinks or treats.
5. All personal items must be labelled with your child's name, including clothes and food and drink containers.
6. *For BNH students only:* If you are breastfeeding and attending a class on the premises, please tell the educators so they can get you from your class when necessary. If you are leaving Brunswick Neighbourhood House, leave some expressed breast milk for your baby. If this is not possible, please leave some cooled boiled water.
7. We are unable to allow birthday cakes to be brought in as there are children in the centre with food allergies/intolerances. We are happy to celebrate the child's birthday with songs and fruits. Just advise the carer on the day and feel free to bring a platter of fruit to celebrate.



## HEALTH AND MEDICATION

### *Medical Conditions*

Please notify us if your child has any allergy or other medical condition relevant to the children's service.

### *Asthma & Anaphylaxis*

If your child has been diagnosed as being at risk of anaphylaxis and/or asthma, the current anaphylaxis and/or asthma medical management plan signed by a registered medical practitioner must be provided, along with appropriate medication.

If your child has been prescribed an adrenaline auto-injection device, please ensure the device has not expired and you bring the device (with the child's name on it) to every childcare session. **Children will not be permitted to attend the service without the device.**

Please note that Brunswick Neighbourhood House follows the Education and Care Services National Regulations 2011 (National Regulations) and complies with the Children's Services Regulations 2020 (Victorian Regulations) regarding first aid, anaphylaxis and asthma management.

### *Sickness*

Please do not put your child/children in care if they are sick or feel unwell. This will be an unhappy time for her/him as well as unfair for the other children in care.

For the protection of your child and other children in the service, if your child shows signs of illness, the co-ordinator of the service may exclude your child from the session.

Children known to have an infectious disease will be excluded from Brunswick Neighbourhood House Childcare in line with Schedule 7, Public Health and Wellbeing Regulations 2009, (displayed at the Children's Centre).

If it becomes apparent that a child is suffering from an infectious disease the parent/guardian will be notified immediately and requested to pick up the child from the centre.

**WE NEED A DOCTOR'S CERTIFICATE FOR ALL LISTED INFECTIOUS DISEASES BEFORE THE CHILD IS RE-ADMITTED TO THE CENTRE.**

### ***Emergencies***

If your child gets sick during care or incurs an injury during care, we will try to contact you. If urgent we will call an ambulance.

### ***Medication***

Medicines will only be administered if a parent or guardian gives written permission. All medicines must be clearly labelled with the child's name and instructions. Please write clear instructions in the medication book and sign it.

### ***Accidents***

All accidents, injuries and illnesses are recorded in the Injuries and Illness book. Persons collecting the child will be informed by childcare staff and asked to read and sign the accident book.

### ***Serious incidents***

Any serious incidents will be reported to the Department of Education, Skills and Employment (DESE).

## **CHILDCARE PROGRAM**

Our program offers a wide range of activities that cater to the developmental needs, interests and experiences of children and is guided by the Victorian Early Years Learning and Development Framework. Please ask at the office for more information on the Framework or consult the Department of Education and Training website at <http://www.education.vic.gov.au>

## **BEHAVIOUR MANAGEMENT**

Brunswick Neighbourhood House supports the principle that all children need a safe and secure environment and positive interaction with adults and other children to develop into competent individuals.

If a child's behaviour is inappropriate the child will be:

- a) removed from the area of conflict
- b) engaged in or redirected to another activity
- c) the child will have their inappropriate behaviour explained to them by the educators

If a child persists in inappropriate behaviour the educators will discuss the matter with the parent/guardian.

No form of bullying is acceptable and every effort will be made to prevent any incident, and to protect and support the child.

A child will never suffer from any physical punishment or restraint whilst in care at Brunswick Neighbourhood House.

## HINTS TO HELP YOUR CHILD SETTLE INTO CHILDCARE



- ❖ Spend some time in the childcare room with your child. One parent can come together and stay for a while so your child can get used to the room. We allow parent to spend maximum of 15 minutes to help the transition.
  - ❖ Talk to your child about what is going to happen: that you will leave and come back later.
  - ❖ Talk to the educator or write down about any special likes/dislikes your child has in the Enrolment Form.
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- ❖ Say goodbye when you leave so that your child doesn't get frightened later when she/he sees you are not there. Also children can start to lose trust in you if you disappear without telling them. This can be hard but it is important.
  - ❖ Try not to come in and out of the children's room as this can upset your child/children. If the child continues to be unsettled the educators or the co-ordinator will talk to you about other ways to help.
  - ❖ If your child has not been in childcare before, consider leaving your child for a shorter stay for the first couple of sessions to help settle in smoothly.
  - ❖ Tell the educators if there have been any significant changes at home.
  - ❖ Try to be calm yourself (your child can tell if you are worried or upset).

## STAFFING

Brunswick Neighbourhood House Childcare will act in accordance with the Children's Services Regulations 2020 regarding staff ratios, Police and Working with Children checks for staff.

Brunswick Neighbourhood House is an Occasional Childcare Service.

Each child is cared for or educated for not more than five hours a day and not more than a total of 15 hours a week. These services must meet a child/staff ratio (Part 4 Subdivision 2 and regulation 90) as follows:

- For children from birth to under 36 months of age - one qualified staff member for every 4 children
- For children aged 36 months of age or over (not including children over preschool age) - one qualified staff member for every 11 children

- For children over preschool age - one qualified staff member for every 15 children

All staff members on duty have current approved qualification in

- Anaphylaxis Management Training
- Emergency Asthma Management Training
- First Aid and CPR Qualification

as set out in the Children's Services Regulations 2020.

Brunswick Neighbourhood House Childcare is committed to meeting the regulations and staff qualifications required in the Children's Services Regulation and to maintaining a professional level of care.

## **COMPLAINTS**

Complaints should be addressed to the CEO, Nelly Cabala.

Brunswick Neighbourhood House must notify the Department of Education and Training when a complaint is received about:

- An alleged contravention of the Children's Services Act or Regulations.
- The child's health, wellbeing or safety being compromised.

### **Brunswick Neighbourhood House Occasional Childcare Office**

Mia Paramashinta  
18 Garden St Brunswick 3056  
Phone 9387 9901  
Email: [childcare@bnhc.vic.edu.au](mailto:childcare@bnhc.vic.edu.au)

### **Brunswick Neighbourhood House CEO**

Nelly Cabala  
43A De Carle St Brunswick 3056  
Phone 9386 9418  
Email: [nelly@bnhc.vic.edu.au](mailto:nelly@bnhc.vic.edu.au)

For serious complaints, you may wish to contact:

### **Department of Education and Training**

Quality Assessment and Regulation - Northern Western Victoria Region  
Coburg Office - Area: Hume/Moreland  
1 300 338 691  
Fax 03 9488 9400  
[nwvr@edumail.vic.gov.au](mailto:nwvr@edumail.vic.gov.au)  
Monday-Friday 8.30am – 5.00pm  
Postal Address: Locked Bag 2001, Coburg, VIC 3058  
Location: Level 2, 189 Urquhart Street, Coburg, VIC 3058