



# Kids On Gallaghers

## Childcare centre

## Family Handbook

### About Kids on Gallaghers

Kids on Gallaghers is registered to care and educate up to 69 children daily.

Kids on Gallaghers care for children aged 6 weeks to 6 years. The centre is privately owned and is appointed by Trident Personnel Pty Ltd. Kids on Gallaghers is managed by a centre director.

The centre has developed policies and procedures to enhance the wellbeing of all children within our care, and to assist families to feel secure that their children are receiving the highest quality early childhood education.

### Our philosophy

#### **High Quality Relationships**

At Kids on Gallaghers, we aim to provide children and families with an atmosphere that is warm, welcoming, nurturing, enjoyable and home like. We offer a safe and secure environment where children are valued and encouraged to develop to their full potential. We continue to research through specialist support and shared knowledge within our team, to provide the children with an inclusive and supportive learning environment.

Our educators are seen as role models, who support each individual child to engage in the best possible learning, through nurturing and enhancing their sense of wellbeing and belonging. We believe all children deserve to be treated equally without bias, and their culture and diversity be embraced and acknowledged.

#### **Nurturing Growth through learning and Independence**

The education and care of the children at Kids On Gallaghers is guided by the Education and Care Services National Law Act and the Being, Becoming, Belonging: The Early Years Learning Framework.

When educating children at Kids on Gallaghers we believe that it is vital to provide them with opportunities to learn through play. The children are offered a variety of experiences in both indoor & outdoor environments with outdoor play being offered during all types of weather. We encourage the children to consider the environment, take risks in their play and make their own choices.

Staff support all children to become independent, develop friendships, and help them to make their own choices and treat one another with equality. Through our program, we offer many opportunities that allow children to engage in different experiences and to pursue their own interests. We believe every child is unique and we encourage them to thrive in their interests/skills in life.

To achieve this, we empower children by using their thoughts and ideas to develop the program. We realise that children develop at their own pace so early education is fundamental for future learning! We introduce children to different family types, cultural experiences and alternate ways of doing things, this helps them learn to accept challenges.



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### Family Inclusive Environment

Families are very important to us and we like to promote open communication, respecting everyone's rights, beliefs, cultures and opinions. We also like to involve our families with encouraging feedback and participation. This will empower educators and children with their development and delivery of our educational programs. We are committed to constructive communication with families which includes discussions, emails, child portfolios, daily reflections and newsletters. We believe a healthy nutritional menu which caters for all individual needs, including dietary and cultural requirements, is essential for healthy growing minds and bodies.

### Our team

The team at Kids on Gallaghers come from a wide range of cultural backgrounds with varied educations and experiences. We aim to work together cohesively to share our ideas, passions and skills. We further our education and skills through additional studies, staff meetings and Professional Development sessions

### Hours of operation:

The centre is open Monday to Friday from 7:00am to 6:30pm. We operate for 52 weeks of the year and remain open on school holidays and over the Christmas period. We ask that families arrive by 6:20pm to collect their child, so the centre can close at 6:30pm sharp.

**PLEASE NOTE: The centre is closed on recognised Victorian Gazetted Public Holidays.**

### What you will see at Kids on Gallaghers:

**At kids on Gallaghers, we love to explore, learn, be creative, all while having Fun!!!**

**We love to celebrate different cultures, food traditions, and traditional clothing, dances, and celebrations.**

**Food is a big part of our environment. From growing our own crop of fruit and veggies, to baking, cooking and participating in our own master chef classes.**

**Other areas we focus on are:**

**-Indoor and Outdoor play:** Our indoor/outdoor program operates all year round regardless of the weather. Families are encouraged to provide appropriate clothing for children to always play outdoors and experience all types of weather. Children will also participate in our outdoor garden patch, watering the plants, looking after our fruit and veggies, and collecting the crop ready to cook.



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**-Messy Play:** We provide the children with many different opportunities to get messy! This means they will explore paint, water, dirt, slime, sand, mud etc. Children will not be discouraged from engaging in messy play at any time.

**-Barefoot Play:** we believe that children need opportunities to explore indoor and outdoor environments without shoes- e.g. sometimes, sandpit play without shoes is welcomed.

**-Risk Taking:** Children need and want to take risks in order to explore their limits. Children are encouraged to try and challenge themselves, to extend on their development. Any injury is distressing for children and those who care for them, but the experience of minor injuries is a universal part of childhood and has a positive role in child development.

**-An Anti-Biased Approach:** We encourage children to engage in any activity or with any child or educator at the centre regardless of their gender, race, culture, abilities, family background, appearance, or behaviour.

**-High Expectations for Every Child:** We believe, giving children the opportunity to push past their boundaries and challenge themselves encourages children to be able to construct their own understandings and initiate, contribute to and lead their own learning as well as intentional learning. From infancy, children are capable of making choices and decisions.

**-Exploration of Nature:** It is not enough for children to look at trees and plants in children's services. They must be able to actively explore, engage with, and experience different types of natural spaces. This is why we encourage children to touch and interact with the natural environment in their everyday play.



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**-Choice and Independence:** Allowing children to make choices for themselves is an important yet relatively easy step towards encouraging independence. When we make materials and resources easily accessible, without the need for adult assistance, we promote children's ability to resource their own learning independently and successfully.

**-Self-regulation:** Children experience ups and downs when they are trying to manage their feelings and behaviours. Finding ways to balance this is called self-regulation. We believe in encouraging and supporting children to resolve problems and frustrations, where appropriate.

**-Commitment to Health and Wellbeing:** The health and wellbeing of all children, educators and families is of the utmost importance. Policies and procedures have been implemented to develop positive health and nutrition habits, minimise illness and the spread of infection and strengthen the mental health of each child and person at Kids On Gallaghers.

### What you won't see at Kids on Gallaghers:

Children will never be discouraged from:

- playing outside in cold, wet or hot weather
- taking calculated risks
- engaging in all experiences regardless that are usually regarded as only "for boys" or "for girls"
- attempting tasks that may be considered "outside of their abilities"
- taking off their shoes when exploring indoor and outdoor environments



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### Assessment and rating:

Kids On Gallaghers is registered with Australian Children's Education and Care Quality Authority (ACECQA). We are officially 'Meeting the National Quality Standard'. Please refer to the quality profile certificate in our centre foyer.

### Policies and procedures:

An extensive policy manual is available for you to peruse in the foyer at any time. This can also be viewed via Educa. This manual outlines the most common questions asked of us. Please feel free to ask about any further policies or procedures as we are only too happy to outline them for you or give you a copy of our policy booklet. The centre welcomes feedback on any policy or procedure in written or verbal form.

### Centre Menu:

At kids on Gallaghers, we provide all meals from breakfast, morning tea, lunch, afternoon tea and late snack, which takes into account the nutritional needs, likes and cultures of our young children. Our meals are prepared fresh daily, here at the centre. Children with cultural requirements, allergies, sensitivities, and food preferences are appropriately catered for. For morning tea, the children will have the choice of milk or water. The meals are freshly cooked using premium quality ingredients. Our menu is rotated over a four-week period which include, Vegetarian, gluten-free, dairy-free, tomato-free and sandwich option are available.

**PLEASE NOTE: We DO NOT use any nuts in our meals. Please refrain from bringing any meals into the centre. We are a NUT FREE CENTRE!**

### Master Chef classes:

At Kids on Gallaghers, we like to involve the children with our day-to-day routines. We love teaching the children about nutrition, how to cook/bake, and how different foods have different tastes.

We have planned and created a cooking class that involves all children from babies to kinder.

In these classes the children will participate in cooking/baking. The meals will be used throughout the day for the children to taste the meals. Sometimes they will be shared with their families at home.





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### Educators at Kids on Gallaghers:

At Kids on Gallaghers, we pride ourselves on providing educators who are dedicated, experienced and highly qualified. Our educators are warm, affectionate, compassionate, and always available for children and families. Whether you have queries or concerns about your child's experience in care, their development, or things happening at home, our educators are more than willing to share their time, knowledge, and support.

The relationships we foster with our families and the local community are of the highest priority. Family participation is always welcomed and encouraged across all aspects of our program. Our educators value ideas and contributions from families, and part of our aim is to make your family feel that this is a home away from home.

All educators on the premises have recognised early childhood certificates, diplomas and/or degrees. Many educators are currently furthering their education by studying tertiary courses or university degrees. All educators have completed first aid, CPR, anaphylaxis, and asthma management training. They have been trained in child protection and food safety practices and all educators have current working with children checks.

We have developed some key roles for educators showing interest and skills in certain areas and developed teams for these educators to create and put their skills into practice for the children, families and extend on educators' knowledge and skills.

#### Our teams include:

Health and safety  
Inclusion support  
The Green Team

### Room Schedule:

The rooms at Kids On Gallaghers are split up between 4 age groups:

**\*Note: At kids on Gallaghers, we assess the individual develop of all children.**

**If a child is ready developmentally, and needs that little bit more of a challenge, we will begin their transitions to the next room from 1-6 months prior to the age level shown.**

<b>Babies Room</b>	6 weeks – 2 years	8 children daily	1 Qualified Educator and 1 Assistant
<b>Toddler Room</b>	2 years – 3 years	12 children daily	1 Qualified Educator and 2 Assistants
<b>Junior Kinder Room</b>	2 ½ years up to 3 ½ years	Will Vary on different days (approx. 24)	1 Qualified Educator and up to 4 Assistants
<b>Kinder Room</b>	3 ½ years up to 5 years	Will Vary on different days (approx.. 33)	1 Qualified Educator and up to 2 Assistants



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### Room Communication:

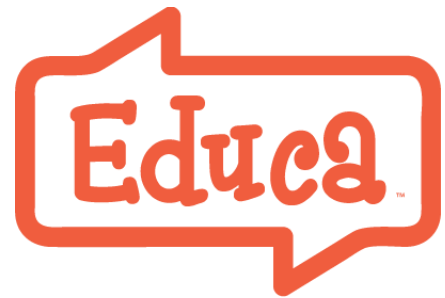
Each room has their own email address so families can communicate with educators directly:

Baby Room: [baby.gallaghers@gmail.com](mailto:baby.gallaghers@gmail.com)

Toddler Room: [toddler.gallaghers@gmail.com](mailto:toddler.gallaghers@gmail.com)

Junior Kinder: [juniorkinder.gallaghers@gmail.com](mailto:juniorkinder.gallaghers@gmail.com)

Kinder Room: [kinder.gallaghers@gmail.com](mailto:kinder.gallaghers@gmail.com)



### Educa:

Families can communicate with educators directly through Educa.

Educators will be posting, daily reflections, observations, events, and other information/photos the children participate in at the centre.

Families are encouraged to post videos and pictures of events they participate in over weekends, or any special events they would like to share with the centre.

### Conditions of enrolment:

A deposit of the first week's fee must be paid to secure your child's place in the centre. The enrolment pack will be emailed out to families once the deposit is made.

Families can fill out all enrolment forms online including the use of the digital signature, to make enrolment a smooth and easy transition.

The enrolment pack contains information relating to where families can be contacted, emergency phone numbers etc. Families need to inform the centre of any changes to the details on this form, to keep it regularly updated. This is a regulation.

### Fee policy:

The fee structure is based on the following rates:

If your child is attending the centre fulltime, a discount for the 5<sup>th</sup> day is applied.

**Full Day's Care:           \$153.00**

**Full Week's Care:         \$735.00**



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### Fee bond:

The first week's fee is required before a place for any child will be held. This will ensure that you remain within the centre policy regarding fees in advance. The fee bond will only be refunded if we receive at least two full week's written notice of cancellation.

**Please Note: Fees are payable weekly or fortnightly (in advance) for the entire year that the centre is open. Fees are paid for public holidays and any days of absence. This includes days of sickness, or any personal holidays.**

### Fee Payment:

The first week's fee deposit can be paid by cash, credit card, or EFTPOS, as a once off payment. From then onwards, fees are to be paid via direct debit from a credit card or bank account.

Both of the above payment methods require an authorisation form to be signed in advance. These methods are preferred as they provide worry-free child care. Families have the option of deciding how regularly their payments are made (weekly or fortnightly). Families can also decide on the week their debits will occur.

Fees must not be in arrears for more than two weeks at any time. Kids On Gallaghers has the authority to terminate an enrolment at the centre where fees remain outstanding for two or more weeks and no agreement to pay is in place. Continual or habitual lateness in payment of fees can jeopardise the child's place at the centre.

Families with permanent bookings pay full fees for all public and personal holidays, sick days and any other miscellaneous absences that fall on your child's booked days. Fees are due and payable in advance as per the Payment of Fees policy, prior to taking any holidays.

**Please Note:** However regularly payments are made, e.g. weekly, that's how far in advance the account must be. Please refer to our Payment of Fees policy for more information.

### Payment Dishonours:

Occasionally families may have their direct debit dishonoured due to issues such as insufficient funds or a cancelled credit card. A declined payment will attract a dishonour fee. Full details of this information can be found on your signed Ezi-Debit agreement.

Upon notification of a dishonour, the director will contact the family to organise an immediate payment. Families with regular dishonoured payments may have their child care cancelled if a regular payment cycle cannot be implemented.

It is up to each family to keep the centre regularly updated regarding bank and credit card details. Families can update their account or card details at any time.



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### Late Fees:

**If your child is not collected by 6:30pm, a late fee will be charged consisting of:**

**\$2:00 per minute, per child, after 6:30pm.**

After 6:30pm, we no longer have the protection of the regulations. By law, two educators must remain at the centre whilst a child is still there. Therefore, overtime wages incur. You must ring the centre if you are going to be late collecting your child, or arrange for an emergency person to collect your child. If this person has not been to the centre before, photo ID will be required. If by 8pm educators have not been able to contact any of the above, the director will advise the Child Protection Authorities at DET.

### Account statements:

Account statements are emailed to families fortnightly to match the Centrelink fortnight. Families can request a statement at any time. These can be emailed or printed out upon request. If you do not understand your statement, please do not hesitate to ask for an explanation.

### Cancellation of enrolment, or reducing booked days:

A minimum of two full week's written notice via email or a cancellation form is required for any cancellation of enrolment or reduction of booking. Fees will continue to be payable until such notice is given.

Families need to be aware that failure to attend on the last day of the notice period will result in no CSS forthcoming from Centrelink & full fees will be charged from last day attended. Therefore, full fees will be payable during this period. Families leaving the centre with unpaid fees will incur the cost of a debt collection process.

### Account statements:

If any family has not paid for two weeks, a reminder will be issued. If no payment is forthcoming within the following week, no further child care can be offered until payment of arrears is made and fees are brought in accordance with centre policy. Families leaving the centre with outstanding fees will have their debt sent to our nominated collection agency and will incur all costs associated with the recovery process.

### Absences:

Families will receive child care benefit (CCS) for 42 absence days per child each financial year. These can be for any reason, e.g. illness, personal or public holidays, and any range of miscellaneous reasons, without having to bring in supporting documentation such as a medical certificate. However, once they reach 42 absences, any absent day following that will be charged at the full fee unless there is supporting documentation.

If you do not use a purchased day of care, (e.g. the day is no longer needed or your child is absent due to being unwell), you will still be charged the full cost of the day.



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You cannot claim absences if your child has not started care or has stopped care. You also cannot claim an absence if you have notified the service that you are taking your child out of care on a set date and then change your mind and remove your child earlier.

- Fee assistance is not payable before the child has physically attended care or after a child has physically ended care at the service.
- An absence cannot be reported for a child before they start attending care at the service unless it is for an additional absence reason and the child has already used their 42 initial absence days at another service.
- An absence cannot be reported for a child after the last day they physically attend the service unless it is for an additional absence reason with supporting documentation and the child has already used their 42 initial absence days.
- If the family has advised that their child will leave the service on a particular day, but that child does not attend their last session(s) of care, the family may only receive CCB for the days the child was expected to attend if the child's 42 absence days have been exhausted and the absence is an additional absence. Initial 42 absence days may not be claimed for these days.

**Please Note: Medical certificates do not cover the absent day fee. Fees are charged as normal when a child is away due to illness, regardless of documentation. However, if your child away and has used up all of their 42 absences, a medical certificate will allow an additional absence to be claimed. Therefore, the child will receive CCS as normal, rather than being charged full fee.**

### Operational procedures:

- Kids On Gallaghers does not do day swaps. If you require an extra day, you must pay for your current booked days as well as your extra day. We cannot supply day swaps if your child's booked day falls on a public holiday or if your child had an absence due to illness or holiday.
- Kids On Gallaghers operating hours are 7:00am to 6:30pm. Children cannot be dropped off before 7:00am and must be picked up by 6:30pm or a late fee will apply.
- Direct debit payments may be altered due to increase in fees charged, extra booked days, changes to child care benefit and/or child care rebate or for non-attendance during the two week leave period.
- The centre does not offer half days.

### Casual days:

Kids On Gallaghers is able to provide once-off casual days to families if:

- We have the space available in that particular room on the day
- We have adequate educators to ensure the required ratio is maintained
- The family requiring the extra day does not have an account in arrears **Please call or email the centre if you are needing casual days. If you call to check availability, please follow up with an email requesting this day.**



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### Holiday leave entitlements:

The centre offers up to 2 weeks of holiday fees for each child's current booking per financial year. The amount is determined by how regularly the child attends, e.g. a child that attends for 2 days per week receives 4 days at the holiday rate per financial year. Holidays will be charged at 50% the usual fee. This is applicable if you have notified the director in writing at least two full weeks before you require the leave for holidays.

Holiday entitlements do not roll over into a new financial year. Any unused holidays will be lost at the end of the financial year. To receive the holiday rate, children must be absent from the centre. It cannot be granted if children are still in attendance. Holiday leave will be granted at the discretion of the director. If a child is absent due to a public holiday, sick day, family holiday or miscellaneous reason, fees are still payable.

**Please note that holiday leave may not be granted due to certain circumstances, e.g. account in arrears.**

**Holiday leave usage is reset at the start of a new financial year.**

### Waiting list:

When the demand for child care exceeds the number of spaces available, a waiting list is compiled. This waiting list is referred to when a place becomes available, in order of date and enquiry, taking into account the age of the child and days available. We give priority to sibling children, and existing families wishing for changes in the days of care. Families who have used our service in the past will also have priority. We cannot take enrolments more than one month in advance so families wishing to enrol earlier than one month in advance will be placed onto the waiting list in the meantime.

### Court orders:

It is a guideline of this centre to comply with any legally binding written instructions regarding custody arrangements and to make every effort to ensure the safety and security of the children whilst at the centre. Families must provide the centre with copies of current court orders before we are able to comply with them.

### Early closures:

Each year, the centre closes at 4:00pm on two days over the Christmas/New Year period rather than the normal 6:30pm closing time. Generally, these closures are on Christmas Eve (December 24<sup>th</sup>) and New Year's Eve (December 31<sup>st</sup>). Families will still be charged their normal daily fee on these days.



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### Current family details:

Please ensure that the centre always has your current family details and contact numbers. All emergency contact details need to be up to date at all times. We must be informed if:

- You move house or change your phone number or email address
- You want to add or remove a contact from your child's contact/collection list
- The phone numbers of emergency contact's change
- Your child has recently had an immunisation
- Your child has recently been diagnosed with an allergy and/or medical condition
- You have just had a court order put in place or your current order has changed
- You have changed bank accounts or received a new credit card or expiry date

### Priority of access:

Within Centrelink guidelines, we have to take children of working families, children at risk, and children of family members who are studying, over respite care, e.g. non-working family members. If you are using the centre as respite care, you may be asked to swap to alternative days, if available, so children from the above list can attend. In extreme circumstances, your position may be cancelled.

### Child Care Subsidy (CCS):

Child Care Subsidy is a payment from the Australian Government that helps you with the cost of child care.

#### Who can get CCS?

To be eligible for Child Care Subsidy for child care you (for example, as parent or guardian) must:

- meet Australian residency requirements;
- have the child care provided in approved or registered care in Australia;
- ensure your child complies with immunisation requirements or has an exemption; and
- be liable (or your partner must be liable) to pay for this child care.

#### How Much Child Care Subsidy can I receive?

The amount of Child Care Subsidy you may receive depends on:

- Your family income
- Activity Level of parents
- The type of care you use; i.e., Centre Based Care, In Home Care, Family Day Care or OSHC



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### What is the activity test?

The number of hours of subsidized care families can access, will be determined by an activity test. The higher the level of activity, the more hours of subsidized care families can access, up to a maximum of 100 hours per fortnight.

### **Recognized Activities includes:**

- Paid work- including leave, such as maternity leave.
- Looking for work
- Volunteering
- Study and training
- Unpaid work in a family business
- Self-employment
- Other activities on a case-to-case basis.

### **Annual subsidy cap:**

#### **Annual cap removal for CCS Families**

Changes to the Child Care Subsidy (CCS) to help families who currently pay the most and experience the biggest barriers to participation in work.

**From 10th December 2021, the annual cap for Families earning more than \$190,015 (2021-2022 Term) who currently have an annual subsidy cap of \$10,655 per child each financial year will be removed.**

#### **Higher CCS for multiple children**

**From 7th March 2022, families with more than one child in care will get a higher subsidy.**

These changes were announced in the 2021–22 Budget.

Families with children aged five or under in care will get a higher subsidy for their second child and younger children.

Families may be eligible if they:

- Earn less than \$354,305
- Have more than one child aged five or under in child care.

### **Who gets the higher subsidy?**

Services Australia will work out which children get the higher subsidy by:



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- assessing all children in the family unit
- identifying the standard rate child, and
- identifying the higher rate children.

The standard rate child will get the standard CCS subsidy. Younger children will get a higher subsidy.

The standard rate child is the eldest child in the family unit aged five or under who is eligible for CCS and attending care.

### **How much do higher rate children get?**

Eligible higher rate children will receive a 30% higher subsidy, up to a maximum 95%.

Children eligible for the higher CCS rate will have the increase automatically included in their CCS percentage reported to services.

### **Arrival and departure:**

Children must always enter the centre with an adult over 18 years of age. At least one educator must be aware of your arrival. You are required to "sign in" each arrival time, with the actual arrival time and signature. This is a legal requirement.

When collecting your child, educators must once again be aware of your child's departure, and you must "sign out". Each child must have recorded arrival and departure times, and be signed out of the centre daily. This is a legal requirement.

**Please Note: No child will be allowed to leave the centre with any person other than the custodial parent/guardian unless this has been pre-arranged, and/or details are listed on the enrolment form. In an emergency, custodial arrangements and nominated persons must be listed correctly on the enrolment form, and updated as necessary.**

Please ensure that your child is collected at the pre-arranged time. If you are late, the educators will be concerned and your child may become anxious. If you are unavoidably detained, please telephone us! If the educators do not hear from you within an hour of your expected departure time, they will phone you. If contact cannot be made, your emergency contact will be asked to come and collect your child. If a child has not been collected one hour after closing time, and we cannot contact any person nominated on the enrolment form, we must contact Children's Protective Services. This is a regulation.

We require the centre to open with 2 educators at 7:00am. In the event of an employee being late for this shift, we ask that you remain with your children until the staff member arrives or is replaced with alternative staff. The centre acknowledges the inconvenience of such an event; however, this procedure is in the best interests of the children and staff.



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The nominated supervisor may refuse an authorised person to collect a child from the centre if:

- The person is not currently nominated as an authorised nominee
- The person is prohibited by any court order relating to the child from having contact with the child (unless written authorisation has been given by the custodial guardian)
- The person poses a risk to the safety of the child in question, or to the children and educators of the centre
- The person is under the age of 18 years

Please refer to our [Delivery and Collection of Children from the Service policy](#) for more information.

### Code of conduct for families:

Kids On Gallaghers provides an inviting, safe, open and welcoming environment for all educators, families and children that attend the centre. All families are required to abide by our code of conduct for families.

All families who attend Kids on Gallaghers agree to:

- Act courteously and respectfully at all times.
- Refrain from impolite, abusive or offensive behaviour and language towards educators or other families.
- Respect the centre's environment.
- Deliver and collect children during the scheduled operational hours.
- Practice safe driving on the service road outside the centre and in the carparks, including the use of the one-way street in its correct manner.
- Ensure no child is left unattended in a vehicle on the centre premises.
- Respect cultural differences of educators and other families.
- Ensure any child being dropped off or collected from the centre is placed into a suitable car seat or booster seat appropriate for their age, weight and height.
- Not be adversely affected by alcohol or other drugs.
- Not smoke tobacco or other substances on, or near, the centre and its carparks.
- Maintain a professional relationship with educators.
- Refrain from posting anything on the internet or social networking sites, e.g. Facebook, that can be construed to have any impact on the centre's reputation or that would offend any educator or family at the centre.
- Abide by all of Kids On Gallaghers policies & procedures, and all information detailed in the family handbook.
- Understand that we may need to discuss sensitive topics such as behavioural difficulties or developmental issues on occasion and that we only have the best interests of your child in mind when we are discussing this.
- Follow the centre's grievances procedure when raising concerns or issues.
- Respect and interact with all educators regardless of age, years of experience, qualifications, abilities, race, culture or gender.
- Accept & respect the decisions made by educators and management of the centre.
- Maintain complete confidentiality regarding any information or events that occur within the centre and ensure these topics are not discussed inside or outside of the centre.



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- Refrain from bringing any nuts or nut products into the centre.
- Be responsible for any child brought into the centre that is not enrolled. This includes supervising them and ensuring they do not damage property. If non-enrolled children are disrupting the program, you may be asked to remove them.

**A breach of the Code of Conduct for Families may result in your child's enrolment being terminated. Please ensure your emergency contacts are aware of this code of conduct. Cancellation of child care due to a breach of the Code of Conduct for Families is at the discretion of management and may occur without notice.**

### Family participation:

At Kids on Gallaghers, we LOVE family participation.

We would like to encourage family participation across all aspects of our program.

Ideas or suggestions are most welcome at any time. Also, we would be interested in hearing from you if you have any "special talents" you may wish to share with us, such as playing the guitar, singing, cooking, etc.

This centre values ideas and contributions from families, and part of our aim is to make your family feel that this is a home away from home.

### Educational programs:

We follow the Victorian Early Years Learning and Development Framework for Children from birth to eight years at Kids on Gallaghers. Educators have worked together to create formats that encourage program flow and incorporate the children's current interests.

A monthly educational program will be devised by the room leader in each room, in accordance with the interests of all children. The centre will offer a variety of developmentally age-appropriate experiences and activities for all groups, depending on the particular stage of development of each child. Children will be encouraged to choose the experiences that will be provided to them through discussions & visual aids.

Educators will utilise observations formats, such as learning stories, to gain an understanding of each child's interests, skills and knowledge. At the end of each program, educators will evaluate how the program went with children's interactions, group dynamics and interests. Family input is encouraged frequently throughout the planning procedures.

Educators use a variety of evaluation techniques, such as a reflection journal which is used to reflect on the day-to-day practices of the centre. Photos of the children and educators engaging in activities and experiences are regularly displayed around the centre to show families what the children are interested in and what they are learning at the centre.

Each room has its own iPad for educators to utilise. We have linked each iPad up to its own email address so educators & families can communicate directly.



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At Kids on Gallaghers, we continue to improve our practices by engaging in collaborative reflection. We believe working as a team and collaborating together creates a great team spirit and benefits the quality of our teaching for families and children. Educators also engage in critical reflection within their rooms. Reflection allows us to continue to learn and improve on our practices, or to recognise what is working well. All of our educators are encouraged to work on personal professional goals to increase their knowledge and skills in an area they think needs improving or simply want to know more about.

We believe play is very important for children to develop relationships and learn new skills as well as developing independence and self-worth, so plenty of time is allowed for this.

### Happy feet fitness program:

At Kids on Gallaghers, we also participate in the Happy Feet Fitness Program two days in the week. This program is an interactive themed adventure class packed full of original music, costumes and props, magic, singing, dancing, games and learning. Classes provide the children with opportunities to connect with the community, improve their wellbeing, confidence, communication health and fitness. These classes are an extra cost to the families paid directly to the company and participation is optional.



### Lost property:

Any clothing, toys or objects found by the educators will be placed on the lost property shelf in the foyer. Please ask an educator if an item has been misplaced.

### Orientation Days:

If this is the first time your child has been in care, or even in another centre, we encourage a short settling-in time to be arranged a day or two prior to commencement of your child's position. This will allow your child to be introduced to the educators, children and their new environment. This short time also reassures the child that you will be returning for them.

We also offer another day where you would leave your child for an hour. This will allow time for the child to be separated from you and for you to become familiar with leaving, and signing in & out of the centre. **Please note: this must be no longer than 1 hour.**

When the time comes for separation, remember to be cheerful and positive, without lingering unnecessarily when making farewells. Reassure your child that you will return. You may ring the centre at



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any time to check on your child. Our educators will contact you, should your child become distressed or unwell.

In conjunction with the enrolment form, a 'Child Profile' is provided for you to fill in any information that you feel may be helpful to the care of your child. The more we know about your child's likes/dislikes, routines etc., the easier it is for us to get to know your child, therefore, the easier it will be to settle them into care.

### Recommended clothing:

We encourage families to dress children in a way that protects them from accidents, the elements, and ensures ease of dressing. Remember to dress your child in comfortable, practical clothes that they can manage. Jeans, belts, braces and overalls are often hard to manage, especially at the toilet. Long skirts and thongs can hinder running and climbing. We dress for comfort and not for style. Please dress your child in a way that makes play easy and comfortable and taking clothes on and off a far less frustrating task for them.

We follow sun protection procedures here at the centre. Children are required to wear loose fitting clothing that covers as much skin as possible. Clothing made from cool, densely woven fabric is recommended. Tops

with elbow length sleeves and knee length or longer style shorts and skirts are best. If a child is wearing a singlet top or dress, they should wear a t-shirt/shirt over the top before going outdoors.

All children are required to wear hats that protect their face, neck and ears, e.g. legionnaire, broad-brimmed or bucket hats. Baseball or peak caps are not considered a suitable alternative. Children are also encouraged to wear sunglasses if families are happy to provide them.

Good or special clothes should be kept at home as we provide lots of messy activities for the children each day. We will not discourage children from getting dirty. Labelling clothes is important. Children take off their clothing and educators cannot be expected to remember what each child wears every day. Particularly for younger children as they are undressed for sleep.

### Newsletters and updates:

A 3 monthly newsletter is provided to all families. This will allow us the opportunity to pass on any information regarding the centre's activities. These newsletters are emailed to families and placed in the foyer.

Updates will be sent through to Educare keeping families informed on what's happening at the centre.



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### What to bring:

Each child should bring the following items daily:

A bag with the following items:

- Sun Smart hat
- A drink bottle (for water)
- At least three spare changes of clothes
- A weatherproof jacket for colder weather / raincoat
- Appropriate footwear (Gumboots can be provided for wet weather)
- Bottles of formula or breast milk (if required)
- A comfort item, e.g. dummy, blanket (if required)
- Sensitive sunscreen for children that may be allergic to our provided sunscreen

### What the centre provides:

The centre provides the following:

- High quality learning programs for children aged 6 weeks to 6 years
- A funded 4-year-old kindergarten with school readiness program
- A 4-weekly rotating, nutritional menu which takes into account the likes, cultures, dietary and allergy requirements of each child
- All meals, milk, water, nappies, linen & daily consumables, e.g., wipes, sunscreen
- Three outdoor playgrounds with an undercover play area
- Doctor that visits weekly, bulk-billing to Medicare (Mondays)
- Highly qualified & experienced educators with a very low staff turnover
- Annual calendar of events including a range of incursions and special celebrations

### Toys and belongings:

We provide toys, games, dress-ups, art/craft activities etc., at all times during the day, so please leave home toys at home. A favourite toy, such as a teddy, is acceptable if it is a comfort item. Bringing something special for show & tell is acceptable for kinder.

Favourite or expensive toys are better kept at home to prevent them being lost, broken or borrowed by other children. **Kids On Gallaghers will take no responsibility for items brought from home that are damaged, lost or stolen.**



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### Translating and interpreting service national (TIS national):

The Translating and Interpreting Service National can help with non-English speaking people understand the content in this handbook, or any other correspondence to do with the centre, by arranging a telephone conversation with an interpreter. TIS National is available 24 hours a day, seven days a week for any person or organisation in Australia requiring interpreting services. Phone: 131 450 (24 Hours)

### Behaviour management:

Re-direction is the preferred method for behaviour management in the centre. If a child is behaving in a manner considered unacceptable, they are re-directed to a new activity. Diversion & distraction play a major role in behaviour management. Some rooms have provided children with a 'Calm place' that they can go to when they are sad or frustrated.

Children are also given the opportunity to solve their problems by dealing with the problem themselves. Under the guidance of our educators, children can learn to deal with difficult situations for themselves, until a time that educators consider it necessary to intervene.

All educators practice these behaviour procedures to maintain consistency in our educator/child interactions. [Please refer to our Interactions with Children policy for more information.](#)

### Compliments, queries and complaints:

Any compliments, ideas or suggestions are most welcome to assist in the operation of our child care centre, and can be given to educators or the director. If you have a complaint or concern, please speak with the director or a person concerned, to resolve the matter. All correspondence will be treated in a confidential manner.

Alternatively, you may write to:  
Management – Kids On Gallaghers Child Care Centre  
254 Gallaghers  
Road, Glen Waverley, 3150

If you feel the matter has not, or cannot be resolved, you may contact:  
Children's Services Advisor  
Office of Children's Services  
Department of Education and Training  
Level 3, 295 Springvale Road  
Glen Waverley 3150  
Ph. (03) 9265 2400

[Please refer to our Dealing with Complaints policy for more information.](#)



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### Social media and networking:

Kids On Gallaghers utilises social media & networking platforms (Facebook, Educa and a website) as an additional means of communication between families and the centre, and also to connect with the wider community. Through social media the public is kept informed on centre events, programs, achievements and information. Photographs are also posted regularly of the centre and the experiences that are provided.

Whether you wish for your child to appear on social media or not is completely at your discretion. You are able to specify your preference on your child's enrolment form. Photographs of children will only be shared if appropriate permissions have been given. We take the matter of online protection very seriously so children will only be referred to by their first name. Every picture or video will first be screened by management before being posted to any site. All children depicted will be suitably clothed and displaying appropriate behaviour. **Please refer to our social media and Networking policy for more information.**

<https://www.facebook.com/Kidsongallaghers> is our Facebook page link, give us a like!

### Sustainable practices:

Kids On Gallaghers is committed to taking an active role in caring for our environment and contributing to a sustainable future.

We thrive in developing and working on our own garden/veggie patch areas.

We love that the children can participate in the process of growing crops that we can then use in the kitchen for our meals, or sharing with the families to use at home.

This teaches the children about nutrition and responsibility looking after our garden.

### Student volunteers:

Students & volunteers are limited, but are a regular part of the service we offer to the community.

The director and educators give all students and volunteers guidance and supervision. The centre educators remain responsible for the children and the students are never left unattended. All students and volunteers require current Working with Children Checks prior to commencement. We have appointed a student coordinator to make sure the students paper work and school are aware of their progress.



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### Three and Four year old kinder:

#### Three year old kinder:

Kids On Gallaghers offers a 3-year-old kindergarten program with a qualified kinder teacher. The program will consist of 5 hours of funded kindergarten (equal to 1 hour session a day), which runs Monday – Friday in our Junior Kinder room. Our 3-year-old kinder teacher will be running group sessions, for those children who will be receiving funding, as well as implementing activities within the room and observing and documenting children's development.

In a kindergarten program, qualified teachers support children by offering them a range of learning experiences and activities that are both stimulating and fun. Your child's learning and curiosity will be encouraged through experiences and activities such as exploring the natural world, being exposed to new ideas and solving problems.

The three-year-old kinder plan will be uploaded monthly to Educa (along with the Jr Kinder Room plan). This will allow parents/families to observe the learning areas/topics and activities your child will be participating in throughout the month. Through this we encourage parents/families to communicate/ provide input towards our program via comments etc.

Just like with Four-Year-Old Kindergarten, Three-Year-Old Kindergarten programs will be tailored to meet the needs of children. Qualified teachers support children's learning and development through play-based learning.

**Play-based learning is how young children learn best.** It helps them to build important skills such as language, maths and science concepts, how to manage their emotions and get along with others. Children also develop their imagination, curiosity and a love of learning when learning through play.

***Research shows that two years of quality kindergarten are better than one.***

#### Four year old kinder

Kids On Gallaghers offers a 4-year-old kindergarten program with a qualified kinder teacher. This includes a comprehensive school readiness program. Our program runs all day from Monday to Friday. Children must attend a 4-year-old funded kindergarten at least 15 hours per week which can be achieved at Kids on Gallaghers over 2 full days.

Each child is observed & planned for, and their needs addressed, to prepare children for school. Our teacher is more than happy to answer any questions or concerns you may have. Teacher interviews take place twice a year, to discuss development in the year prior to school.

We believe that children learn best through play, so we incorporate those elements into our programs, and refrain from making children write their name or trace letters. When planning the children's activities, we aim to present a program that is structured to a certain extent, yet allows for a lot of choice, spontaneity and flexibility. Our kinder program prepares each child for the move to school, in a manner which is non-threatening and educational.



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Play is the children's way through which they learn and make sense of the world around them. Play is also a process of development in everything a child does whereby a child's curiosity is fulfilled by use of fantasy, imagination, independence and sensory exploration.

Our play-based curriculum is child-oriented; emerging from current interests, needs and developmental levels of the group. We provide an indoor/outdoor program where children can choose where they wish to play and explore. We find that kinder aged children learn most readily when the curriculum is relevant to their lives.

Our program is interactive and exploratory involving interaction with a rich variety of materials and equipment. We also incorporate as many 'real life' play experiences as possible into the program.

Our first priority is to instil a love and appreciation for meaningful learning, thus helping to ensure children reach their full potential in later years. It is through this child-oriented play-based curriculum that children gain a range of social, emotional, cognitive, lingual and physical skills.

At Kids On Gallaghers, we do not focus on the alphabet or learning to write letters, names and numbers. The way we incorporate letters and numbers in our program is with experiences such as group games that include counting or recognising letters & numbers, singing songs and the letter of the week show and tell.

We don't have specific times in the day where we focus on academic skills or knowledge as we know that children learn all they need to know through play (with gentle intentional teaching by educators).

We like to encourage family participation across all aspects of our program. Families can contribute to our programs through many ways, such as parent duty, feedback and an open-door policy which allows families to come in to the centre to play or share a story, talent, cultural experience etc. We value contributions from families and part of our aim is to make your family feel that this is a home away from home.

Some of the areas that we focus on are:

- Independence – e.g. getting the children to put their own belongings in their bags, self-serving themselves meals
- Social Interactions – e.g. helping the children solve problems during social interactions so they can negotiate their way out in the playground
- School Readiness – e.g. providing the children with scissors, sticky tape, glue sticks, hole punchers etc.
- Sustainability – e.g. growing our own produce, becoming environmentally responsible, recycling

By providing small group activities such as home corner and block corner, we believe this gives children the opportunity to work on social and problem-solving skills like working out an issue between two or more children, turn taking, sharing etc.

Throughout the year, we provide numerous learning experiences that will assist children in the transition to school, such as:

- Water Safety incursion
- Responsible Pet Ownership incursion



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- Cooking experiences
- Show and tell
- Events and celebrations on our calendar of events
- Gardening and growing fruits, vegetables and herbs
- An end-of-year graduation ceremony

### Emergency procedures:

In the event of an emergency situation, all educators are aware of the emergency evacuation procedures. Families will be contacted should any situation occur.

### Health and safety guidelines:

We follow strict guidelines regarding illness and your children.

- This centre must be notified if your child is to be absent, especially if this is due to an infectious illness.
- Families of a child who has a chronic illness which requires prolonged or preventative medication, e.g. asthma, epilepsy, diabetes or anaphylaxis, should provide the centre with an action plan written and signed by a qualified medical practitioner at the time of enrolment, giving details of treatment. Families should keep educators up to date with new techniques and requirements. Action plans must be updated by a doctor annually.
- The safety of the children in our care is of utmost importance, therefore, we have behaviour management, hygiene, and food handling policy guidelines that are adhered to and set by the Department of Human Services.

### Medical conditions:

The educators at the centre can effectively respond to and manage medical conditions including asthma, diabetes, epilepsy, anaphylaxis and allergies to ensure the safety and wellbeing of children, families, educators and visitors. All educators are trained in first aid, anaphylaxis management, and asthma management.

Any child with an ongoing medical condition, e.g. asthma, anaphylaxis, is required to have an action plan or management plan prepared by their doctor. We also require that any prescribed medication is left at the centre on a permanent basis, e.g. asthma puffer, EpiPen. Action plans must be reviewed by your child's doctor every 12 months. It is the family's responsibility to ensure action plans are reviewed and medication is in date.

Constant communication is the key to minimising the risks associated with these conditions and families are asked to continuously update the centre of any changes to their child's conditions.



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**Please Note: Medication should never be left in your child's bag. Please give it to an educator upon enrolment and we will keep it in our medication box.**

**Please refer to our [Dealing with Medical Conditions policy](#) for more information.**

### Illness and infectious diseases:

In the event of your child becoming ill, we will offer them a quiet area to rest. The child will be comforted until a family member is contacted & arrives for the child.

Once a family has been contacted to collect an unwell child from the centre, the family is required to organise for the child to be collected within a one (1) hour time frame. If the child has not been collected after one hour, we will contact the family a second time for an estimated time of arrival. If after one hour, the family member is still more than 15 minutes away, we will contact other emergency contacts on the child's collection list to find someone who can collect the child sooner.

We aim to protect all children from the risk of cross-infection. Children who are unwell will be excluded from the centre in accordance with the centre's 'Dealing with Infectious Diseases' policy. Children may not return to the centre until the conditions fulfil the criteria for return to care. Medical certificates must clearly state that the child is not infectious to others.

Children suffering from vomiting, diarrhoea, or fever (38.0°C and above) will be excluded for at least 24 hours after their last symptom or last temperature of 38.0°C and above. On arrival, if any staff member considers your child to be unwell, they will ask you to take your child home.

Child care fees are still payable for days which children do not attend due to illness. If a child is excluded due to illness, families are still required to pay for these absent days. Any child that is considered unimmunised will be charged full fees during the period of exclusion.

Families should note that children entering a group care environment for the first time have a tendency to pick up illnesses that may be going around. The reason for this is not poor standards of hygiene but is due to the fact that the child has not been exposed to bugs before and therefore has no immunity.

**Please Note: Children who are ill must remain at home. The care we provide is for children who are well and able to cope with a busy day. We are not able to cater for sick children. We have other children, their families, and our educators, to consider.**

**Please refer to our [Dealing with Infectious Diseases policy](#) for more information.**

**[DUE TO THE PANDEMIC THAT BECAME WORLD WIDE PLEASE REFER TO ATTACHMENT ON LAST PAGE EXPLAINING THE NEW CONDITIONS IN PLACE FOR ILLNESS AND RESTRICTIONS](#)**



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### Medication:

Medication can only be given if an educator has received the appropriate details, and written authority. Please record on a medication record all correct details and a signature. All medication must be handed to an educator to be placed in the kitchen/fridge. No medication is to be left in a child's bag. Please remember to write a separate line for each dose of medication required.

Any medication given will be witnessed by another educator to verify that we are indeed giving the correct dose & medication to the correct child. These requirements are regulations set by the Department of Human Services.

The centre will keep Panadol on the premises in the event of a child experiencing an extreme temperature. Panadol will only be administered after parental permission has been given and whilst the child is waiting to be collected. In case of an extreme temperature parents may have given permission on our Panadol form to administer Panadol if temperature is over 38 degrees and parents cannot be contacted. Panadol will not be administered to any child on a regular basis or on request if a child is not feeling well.

### Accidents and injuries:

In the event of an accident, your child will be comforted and given appropriate first aid. Immediate medical attention will be sought, if the educators consider it necessary. We require your written authorisation on the enrolment form. We will notify you as soon as possible to inform you of what has happened.

In the event that your child needs to go in an ambulance to hospital, we will notify you of the hospital where we are going, so you can meet us there.

If we cannot reach you, we will contact your nominated emergency person. Please ensure that these phone numbers are up-to-date. Make sure your emergency contacts are aware they are nominated.

All educators are required to practice good safety procedures both indoors and out. If your child has had a minor accident during the day, you will be notified upon collection of your child, and asked to sign an accident form. The accident form contains information on how the accident occurred and where the injury is located. All accident forms are taken to the person in charge for verification once they have been written.

Sometimes, if the accident is more serious, an educator will call to notify you that an accident has taken place, and what action we have taken to rectify it. It may be necessary for you to collect the child.

**Please refer to our Incident, Injury, Illness and Trauma policy for more information.**



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### Safe sleeping:

We follow safe sleeping guidelines set by the Sids & Kids Foundation. Information on SIDS is on display throughout the centre, in the nursery and available on request.

### Sun protection:

We use a combination of sun protection measures for all outdoor activities from August to the end of April, and whenever UV levels reach 3 and above. Children are required to wear hats and clothing that protect them from the sun.

We provide SPF50+ sunscreen which we apply to the children regularly throughout the day.

Children are encouraged to play in the shaded parts of the yard.

**We ask that all children are sun screened before arriving at the centre, then we will reapply through the day. If you forget to sunscreen in the morning, there is sunscreen in the foyer for you to apply.**



[Please refer to our Sun Protection policy for more information.](#)

### Exclusion table:

The exclusion table describes the minimum period of exclusion from a children's service for infectious diseases & contacts. This is on display in the centre for you to see and is also in our Dealing with Infectious Diseases policy. In this schedule, "medical certificate" means a certificate from a qualified medical practitioner. A child who has been absent with an infectious disease is required to show a medical certificate that proves the child is "no longer infectious and may return to child care".

[Please refer to our Dealing with Infectious Diseases policy for more information.](#)



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### Covid Requirements:

#### What this means for Kids on Gallaghers

- Any Families entering the Centre **MUST** wear masks or a face covering (except for the children)  
**When directed by the department of education/government (we will keep you updated)**
- Educators will greet the Families in the foyer as normal wearing a mask/covering in the foyer areas  
**(Families will enter the rooms again once confirmed with the department of education that its safe to)**
- It is encouraged that temperature checks for the children in the childcare setting be checked on arrival.  
(Please see the temperature table below)

A reminder, that if your child is unwell at all, please stay home

Temperature of 37.8°C or Above

- Hard, Wet or Persistent Cough
- Shortness of Breath
- Continuous Runny Nose - Green or Clear Mucous
- Diarrhoea or Vomiting
- Redness or Discharge from Eyes
- Sore Throat or Swollen Glands
- Chills or Sweats
- Loss of Sense of Smell or Taste
- Any Contagious Conditions, e.g. skin rashes

### Temperature checks and actions

Temperature reading	Required action
Less than 37.5°C	No further action, child proceed to their room
Equal to or greater than 37.5°C on first reading	Re-check in 15min, stay with your child
Equal to or greater than 37.5°C on the second reading	The child should return home with their parent/carer