



Clota Cottage Neighbourhood House Inc.

CHILDCARE



31 Clota Ave Box Hill 3128

Phone **CHILDCARE:** **9899 8940**
Phone **OFFICE:** **9899 0062**

Email: manager@clotacottage.org.au
childcare@clotacottage.org.au

Website: www.clotacottage.org.au

WELCOME TO OUR CHILDCARE CENTRE

Our aim is to look after your children safely while you either work, attend class or take a break for yourself. We would be pleased if you would read through this booklet.

GOVERNMENT REGISTRATION

This Centre is registered with the Department of Education, Early Childhood and School education group as a type 2 service which allows caring for children 5 hours per day, maximal of 15 hours per week. We are registered to provide childcare for up to 9 children.

OUR PHILOSOPHY

- To provide a safe, interesting and caring environment
- To ensure our program and attitudes reflect a multicultural and inclusive Centre that caters to all needs and beliefs.
- To ensure children are stimulated with activities that are both developmentally appropriate and challenging.
- To enable parents and children to meet other families in the area and to encourage a sense of community

ENROLMENT PROCEDURE

- Enquiries can be made via telephone or in person to the Manager or Childcare staff.
- Children will be accepted into Clota Cottage childcare depending on session availability and appropriate child-staff ratios
- Parents/guardians are requested to visit our service, where possible, to familiarize yourself and your child with the staff and facilities.
- All parents/guardians will be given a copy of our enrolment form, which we request to be filled out and returned prior to the child commencing childcare.

- Parents/guardians must supply up to date immunisation records for their child. If immunisations are not up to date your child's enrolment will not be accepted as per the government 'no jab, no play' policy.

CHARGES

Session	Time	Cost Per Session
All Day (5 hrs.)	9.30am – 2.30pm	\$55
Casual	9.30am - 2.30pm	\$65

Clota Cottage will review fees annually and raise them in line with the CPI.

Parents/guardians are required to pre pay fees by term, this ensures that a permanent place is held for your child for that term. Due to your child's position being held, if your child is absent during the term no refunds apply. 2 weeks' notice is required to cancel any permanent booking.

Please Note: Children should be dropped off at or after 9.30am when the session begins, **not before.**

Children must be picked up 2.30pm by the end of the session you are booked for. It would be easier to come a few minutes earlier than your departure time to allow time to sign your child out and exchange information with staff on your child's day.

A late fee of \$1 per minute will apply for children being picked up late (after 2.30pm)

Child Care Bookings are subject to availability and places are initially allocated on enquiry.

Permanent places can be booked and pre-paid at the start of term.

Clota Cottage is in the process of applying to be a CCS funded provider. If this application is successful childcare fees will be invoiced fortnightly and based on each individual family's subsidy.

MULTI MEDIA

- Digital photographs of the children are taken when appropriate
- Photos will be used in newsletters to families using the service, for program planning and included in the children's folios.
- All children's art work in any form may be displayed for a short time before being sent home.

If you do not wish for your child's photos or art work to be displayed, please let our staff know.

CELEBRATIONS

- **Birthdays**

Birthdays are an important event in a child's life.

All celebratory food (cake, lollies etc.) brought in by parents needs to have a full ingredient list attached.

We sing "Happy Birthday" to the birthday child and take photos for the child's folio.

- Christmas and Easter are celebrated as festive occasions.
- If you would like us to celebrate other occasions supporting your culture, please let us know.

COMPLAINTS

We have a grievance procedure displayed which will be followed if you have a complaint. We encourage anyone to first speak to the staff member on duty or the primary nominee (Manager) about an issue.

If the matter is not resolved, the matter can be referred to:
Department of Education and Early Childhood Development,
Level 3, 295 Springvale Rd,

Glen Waverley 3150,
Phone: 9265 2400

PARENTS RESPONSIBILITIES

Parents/Guardians are required to:

- Notify the office in advance if possible of non-attendance or additional children in care
- Ensure that sick children are not brought to the Centre
- Provide a healthy snack and water bottle
- Complete enrolment forms and **update regularly** with contact numbers, health requirements and medical conditions
- Collect children on time
- Ensure the attendance book is signed on arrival and departure daily

STAFF RESPONSIBILITIES

Clota Cottage Childcare staff are responsible for:

- ensuring that Clota Cottage offers a child centred programme that extends each individual in all areas of development and provides a warm, caring, enjoyable and richly stimulating experience.
- Contacting the parent or carer should the child become ill or injured or unnecessarily distressed
- Ensuring all the regulations are understood and adhered to
- Providing a written program to be displayed each week on the parents' information section

WHAT TO BRING

In a bag clearly marked with your child's name, bring:

- A healthy snack plus a drink
- A change of clothes
- Nappies, wipes and a plastic bag for soiled nappies if needed
- Sun hat in summer and a jacket and warm hat in winter

- A sheet and blanket for rest time (cot size)

HEALTH AND SAFETY OF CHILDREN

SICK CHILDREN

- Children who are obviously unwell will not be accepted into childcare
- In an emergency an ambulance will be called immediately
- Children with communicable diseases cannot be accepted in childcare. In addition, it is helpful to notify us of any communicable disease your child might get within three days of attending their session so that we can let other parents know

EMERGENCY PROCEDURE

In an emergency which requires evacuation, the children will initially be assembled in the car park area to the side of the house.

The attendance register will be taken by the person in charge on the day. A whistle, safety rope and first aid kit has been provided for evacuation procedures.

A copy of our Critical Incident Policy is on display in the Childcare room and available to download from our website and Emergency Evacuation plans are located throughout the building.

SUN SCREEN

Clota Cottage supports the practice of minimizing skin damage from exposure to UV rays. Parents/guardians are asked to apply sunscreen to their children before attending the session during the hot months.

It is necessary for children to wear a sunhat which protects the face, neck and ears, preferably legionnaire or broad rimmed styles, as well as sunscreen. Children without appropriate sun protection will be required to play indoors or in the shade.

We provide sunscreen for application, if going outdoors.

This policy will be in action year round but with extra emphasis placed on the policy during September to April.

COMMITMENT TO CHILD SAFETY

Clota Cottage is committed to ensuring that it provides a safe and healthy environment for the children under our care. A copy of our commitment to Child Safety and our Code of Conduct are on display in the Childcare room and copies are available to download from the Clota Cottage website.

During the building works next door, Clota Cottage may be required to cancel childcare sessions. If we feel that the safety of the children is at risk. Clota will refund the session fees if this should occur.

Clota Cottage works with the City of Whitehorse Council to ensure that our facilities are well maintained and all safety checks and procedures are in place.

Clota Cottage is a member of Whitehorse Community Houses network and Neighbourhood Houses Victoria



Clota Cottage acknowledges the support of:

