

THE CITY OF BALLARAT

# CHILDREN'S SERVICES FAMILIES HANDBOOK



Family  
& Children's  
Services

CITY OF  
BALLARAT 



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## *Introduction*

# Welcome to City of Ballarat Children's Services

The City of Ballarat Children's Services is committed to providing the children and families of Ballarat a range of quality education and care programs. With professional staff and first class facilities, we are dedicated to delivering excellent early learning experiences.

Our children's services include:

- Centre-based childcare - for children 6 weeks to 5 years
- Family Day Care - for children 6 weeks to 15 years
- 4-year-old kindergarten – provided the year prior to school
- Occasional childcare - for children 6 weeks to 6 years

The City of Ballarat's Children's Services include:

- Girrabanya Children's Centre
- Wendouree Children's Centre
- Occasional Care Centre
- Ballarat Aquatic & Lifestyle Centre (BALC) Children's Centre
- Family Day Care



# Customer Service Charter

The City of Ballarat Children's Services values:

- Safe, caring and inclusive learning environments
- Meeting the needs of children and their family
- Professional, qualified staff
- Effective and respectful communication
- Fair and equitable fees and charges
- Privacy and confidentiality

We will:

1. Help you to apply or use our services
2. Tell you about your rights and responsibilities
3. Be polite and respect your views, opinions and personal circumstances
4. Protect your personal information and only use it for the right reasons
5. Tell you if you are not eligible for a service; if there is a waiting list; or, if appropriate, provide you with information about alternative services
6. Provide you opportunities to be involved in the services you access, for example, through parent groups, attending excursions, parent/educator interviews
7. Tell you about any decision that affects you or your child and the reason for the decision
8. Tell you how you can make a complaint or provide feedback
9. Offer a range of convenient payment methods
10. Provide flexible payment options to assist with debt management

We ask that our families:

1. Complete required paperwork and advise the City of Ballarat, in a timely manner, of any changes to your circumstances
2. Treat staff and other families respectfully
3. Inform yourself and adhere to all children's centre policies (including the fee policy)
4. Provide feedback on improving services
5. Pay your account on time
6. Contact us if you are experiencing financial difficulty and require further assistance regarding debt management.

## *Introduction*

# The Early Years Learning Framework

The City of Ballarat's Children's Services programs are designed by the educators working with your children, based on the national Early Years Learning Framework (EYLF) which guides best practice for working with children aged 0 to 5 yrs.

The Framework describes childhood as a time of belonging, being and becoming.

**Belonging** is the basis for living a fulfilling life. Children feel they belong because of the relationships they have with their family, community, culture and place.

**Being** is about living here and now. Childhood is a special time in life and children need time to just 'be'—time to play, try new things and have fun.

**Becoming** is about the learning and development that young children experience. Children start to form their sense of identity from an early age, which shapes the type of adult they will become.

The EYLF focuses on your child's learning and our educators use it in partnership with families to develop learning programs responsive to children's ideas, interests, strengths and abilities, and recognise that children learn through play.

Our educators work with you to get to know your child well. They will create a learning program that builds on your child's interests and abilities, and keep you in touch with your child's progress.

Through the EYLF's five learning outcomes, educators will assist your child to develop:

- A strong sense of their identity
- Connections with their world
- A strong sense of wellbeing
- Confidence and involvement in their learning, and
- Effective communication skills.

# Play is Learning

Play is very important for children. Through play, babies and young children explore and learn to understand the world around them as they come to communicate, discover, imagine and create.

When children play they are showing what they have learned and what they are trying to understand. This is why play is one of the foundations of the Early Years Learning Framework.

Using the EYLF, educators guide your child's play, carefully designing learning activities and stimulating indoor and outdoor learning environments.



# Positive Guidance Techniques

All children are encouraged to develop social skills that will allow them to resolve conflicts and have their needs met without the use of aggressive or destructive behaviours.

Children are encouraged to interact with their peers in such a way that they will have the opportunity to develop a range of strategies and responses to enable them to operate safely and happily within the group.

Educators are aware of the developing social skills of the children and so implement experiences which will encourage this development, as appropriate for that group of children.

If a conflict situation arises, educators will initially try to determine the reason why the child is displaying negative behaviour. They will then intervene in a way that is positive and appropriate for the situation, taking into account the age and skills of the child.

Positive intervention methods include:

- Redirecting the child
- Offering choices to the child
- Acknowledging the child's feelings
- Offering the child an activity that will help them "let off steam"
- Explanations to the child as to why their behaviour is inappropriate
- Re-arranging the space or situation to avoid overcrowding and show clear boundaries
- Encouraging the children to talk about their feelings

Educators will always deal with any situation in a calm, positive manner, expressing their disapproval of the behaviour, but not of the child.





# *Childcare Services* Gurrabanya Children's Centre

**11b Steinfeld Street, Ballarat**

**Phone: 5320 5150**

**Email: [GCC@ballarat.vic.gov.au](mailto:GCC@ballarat.vic.gov.au)**

Providing high quality childcare and kindergarten services to Ballarat families since 1992, Gurrabanya Children's Centre provides care responsive to the needs of children and their families. 'Gurrabanya' means 'place of possums', black-tailed possums to be exact, and the name was decided in consultation with the Ballarat Aboriginal Co-Operative in 1992.

Gurrabanya Children's Centre operates 8am to 6pm, Monday to Friday, for 50 weeks of the year. The Centre closes on gazetted public holidays (fees apply) and between Christmas and New Year. Families are informed of closure days in advance to facilitate alternative arrangements for care.



**Childcare at Gurrabanya Children's Centre:**

- Small relaxed age-based groups
- Children's programs with emphasis on meeting individual and group needs through stimulating and responsive experiences and play
- Opportunities for family involvement in all aspects of service delivery
- Creative and nutritious meals and snacks, in accordance with Healthy Eating Guidelines
- Committed professional staff
- Natural outdoor environment

**Kindergarten at Gurrabanya Children's Centre:**

- An educational program for 4- and 5-year-olds
- Flexible delivery for working/studying parents
- Excursions into the local community
- Opportunities for special days and visitors
- Stimulating, secure environment nurturing individuality
- Limited number of childcare places available for before and after kindergarten sessions
- Appointments can be made to tour the centre

Staff ratios at Gurrabanya are 1 staff member for every 4 children under the age of 3 years, and 1 staff member for every 11 children over the age of 3 years.

Gurrabanya Children's Centre has been assessed by the Department of Education and Training and has successfully met the requirements of the National Quality Standards.



# *Childcare Services* Wendouree Children's Centre

**Corner Gillies and Hasting Streets, Wendouree**

**Childcare: 5320 8200**

**Kindergarten: 5320 8210**

**Email: [WCC@ballarat.vic.gov.au](mailto:WCC@ballarat.vic.gov.au)**

Newly renovated in 2014, Wendouree Children's Centre has been providing quality long day care since 1989. The team of professional staff are committed to providing quality care for your child in a warm, friendly and safe environment, along with opportunities for family involvement in all aspects of the service.

Wendouree Children's Centre is home to a KinderGARDEN, a natural outdoor play area with garden beds and dry rock ponds.

Wendouree Children's Centre operates 7am to 6pm, Monday to Friday, for 50 weeks of the year. The Centre closes on gazetted public holidays (fees apply) and between Christmas and New Year. Families are informed of closure days in advance to facilitate alternative arrangements for care.



### **Childcare at Wendouree Children's Centre:**

- Small relaxed age-based groups
- Children's programs with emphasis on meeting individual and group needs through stimulating and responsive experiences and play
- Opportunities for family involvement in all aspects of service delivery
- Creative and nutritious meals and snacks, in accordance with Healthy Eating Guidelines
- Committed professional staff
- Natural outdoor environment

### **Kindergarten at Wendouree Children's Centre:**

- An educational program for 4- and 5-year-olds
- Flexible delivery for working/studying parents
- Excursions into the local community
- Opportunities for special days and visitors
- Stimulating, secure environment nurturing individuality
- Childcare available before and after kinder sessions
- Appointments can be made to tour the centre.

Staff ratios at Wendouree Children's Centre are 1 staff member for every 4 children under the age of 3 years, and 1 staff member for every 11 children over the age of 3 years.

Wendouree Children's Centre has been assessed by the Department of Education and Training and has successfully met the requirements of the National Quality Standards.



# *Childcare Services* BALC Children's Centre

**Gillies Street, Wendouree**

**Phone: 5334 2499**

**Email: [BALCCC@ballarat.vic.gov.au](mailto:BALCCC@ballarat.vic.gov.au)**

The Ballarat Aquatic & Lifestyle Centre (BALC) Children's Centre offers childcare to parents accessing other services at the BALC.

The BALC Children's Centre operates 8:45am to 12pm, Monday to Friday. Childcare can be booked for 90 minute, 2 hour or 3 hour blocks and parents must remain onsite.

Qualified Early Childhood Educators run the BALC Children's Centre and staffing meets the Victorian Regulations.



# Childcare Services

## Occasional Care Centre

**Corner of Market Street and Armstrong Street North, Ballarat**

**Phone: 5331 5805**

**Email: [occ@ballarat.vic.gov.au](mailto:occ@ballarat.vic.gov.au)**

Occasional Care Centre is a licenced service operated by the City of Ballarat, offering a minimum of two hours care or up to a full day/week.

Occasional Care Centre operates 8:30am to 5pm, Monday to Friday, for 50 weeks of the year.

Bookings are available on the day (places permitting) or up to three weeks in advance. Benefits of the flexible booking system support parents to meet family needs such as taking a break from the demands of parenting, studying, shopping, keeping appointments, recreation, part time/casual work hours, socialisation for child/ren and family, leisure pursuits, voluntary community work, etc.

Operating since 1988, the Occasional Care Centre offers high quality care in a nurturing environment with dedicated, professional staff. The inclusive program provides all children with the opportunity to interact and participate with age appropriate activities in a safe and welcoming centre.

Staff ratios at Occasional Care Centre are 1 staff member for every 4 children under the age of 3 years, and 1 staff member for every 11 children over the age of 3 years.

Occasional Care Centre has been assessed by the Department of Education and Training and has successfully met the requirements of the National Quality Standards.

## *Childcare Services*

# Family Day Care

**Family Day Care is flexible, quality care that can be tailored to individual families.**

The City of Ballarat has provided Family Day Care for Ballarat families for 40 years, with more than 60 early childhood educators currently providing this local service.

### **What is Family Day Care?**

Family Day Care is a Commonwealth Government approved childcare service. It is home-based care, with a ratio of one early childhood educator to four pre-school aged children, and up to seven children in total. It offers family care, i.e. siblings are cared for together, and care for school-aged children until the end of primary school and beyond in special circumstances.





Family Day Care can be tailored to meet each family's needs and parents choose their child's educator. It is particularly suitable for parents who require care before and after school or kindergarten, and during the school holidays.

Family Day Care can provide kindergarten and school runs for children, and there is the opportunity for overnight and extended care for children in certain circumstances under Centrelink guidelines. The City of Ballarat Family Day Care Educators have a childcare qualification, police check, Working with Children check, first aid training and all homes are safety approved. All adults in the home of a Family Day Care Educator have a police check and Working with Children's check. Qualified Coordinators train, support and monitor educators through regular visits.

Family Day Care operates under the Education and Care National Regulations, National Quality Standards and is part of the National Assessment and Rating process. The City of Ballarat Family Day Care scheme has been assessed by the Department of Education and Training and has successfully met the requirements of the National Quality Standards.

### **Family Day Care Principal Office**

The Phoenix  
25 Armstrong Street South  
Ballarat  
Phone: 5320 5720  
Email: [familydaycare@ballarat.vic.gov.au](mailto:familydaycare@ballarat.vic.gov.au)

### **City of Ballarat Family Day Care Coordination Unit**

Parent Place  
39 Sturt Street  
Ballarat



# Vision Statement

The City of Ballarat Children's Services are committed to working in collaborative partnerships with parents, sharing the vital role of education and care to provide excellent outcomes for all children.

# Goal Statement

**Girrabanya Children's Centre**

**Wendouree Children's Centre**

**BALC Children's Centre**

**Occasional Care Centre**

**Family Day Care**

- To continue to provide accessible quality children's services that are responsive to the need of each child and their family.
- To provide a friendly, stimulating environment where the children like to come, and feel cared for, safe and encouraged.
- To prepare and guide each child through the normal transitional changes in the process of growth and development.
- To work together with all families to explore, challenge and extend each child's horizons and interests in a supportive manner.
- To nurture and enhance the development of personal confidence, self-esteem and feelings of personal competence.
- To work together with parents in teaching children social skills that will assist them to respect each other, communicate effectively with others, and to share and play co-operatively together.
- To foster respect and appreciation for the diverse ways in which people live within their own family culture.
- To plan and implement rewarding age-appropriate experiences.
- To educate families on the importance of nutrition in child development.
- To facilitate and encourage parents' involvement in policy, programming, social activities and future direction of the City of Ballarat's Children's Centres.

# The City of Ballarat Children's Services Values

- Non-discrimination
- The best interests of the child
- Protection of children's rights
- The rights and responsibilities of families
- The views of the child
- Freedom of expression, thought, conscience and religion for children
- The right to privacy
- Protecting children from all forms of violence and abuse
- Goals of education
- Honesty, respect and justice
- Aboriginal and Torres Strait Islander cultures

## **Our values are guided by:**

- The Convention on the Rights of the Child
- National Children's Services Regulations (2009)
- Children's Services Act (1996)
- National Quality Standards
- Early Years Learning Framework (2009)
- Child Safe Standards

# Policies and Procedures

All the City of Ballarat's Children's Services have a comprehensive policy manual and parents are welcome to view these policies at any time. A copy is on permanent display in the foyer of all City of Ballarat Children's Centres, or an electronic copy can be emailed directly upon request.

The City of Ballarat's Children's Services policies include detailed information on the following subjects:

## **Service Administration And Operation**

- Placements, Bookings, Cancellations and Fees
- Centre Philosophy and Goals
- Policy Development
- Management Structure
- Staffing
- Complaints

## **Working With Families**

- Orientation
- Parent Responsibilities
- Centre/Parent Communication
- Family Participation

### **Health And Safety (Providing A Child Safe Environment)**

- Medical Conditions Policy
- Nutrition, Food Safety and Food Experiences
- Hygiene and Infection Control
- Emergency Procedures
- Building and Equipment
- Administration Of First Aid
- Water Safety
- Sunsmart and Sun Protection Measures
- Immunisation
- Emergency Procedures

### **Children's Care And Education**

- Children's Program
- Guiding Children's Behaviour
- Rest and Sleep
- Environmental Awareness
- Inclusion
- Child Protection
- Clothing and Comfort



## *Fees*

# Child Care Benefit and Child Care Rebate

**Girrabanya Children's Centre**

**Wendouree Children's Centre**

**Occasional Care Centre**

**Family Day Care**

These City of Ballarat Centres are approved or registered with Australian Government deeming Child Care Benefit and Child Care Rebate applicable to all fees for eligible families.

### **What is the Child Care Benefit (CCB)?**

The Child Care Benefit is a payment from the Australian Government that helps you with the cost of your childcare. Families must apply for the CCB before the commencement of care at the City of Ballarat Children's Services.

### **Who can get CCB?**

You may be eligible for CCB if you are a parent, foster parent or grandparent with a child in your care who is attending childcare services approved by, or registered with, the Government. The Australian Childhood Immunisation Register (ACIR) Statement must be provided to eligible for the Child Care Benefit.

### **How much CCB can I get?**

The amount of CCB you get depends on:

- your income
- the type of care you use (approved or registered)
- the amount of care you use
- the reason you are using care
- the number of children you have in care.

## What is the Child Care Rebate (CCR)?

The CCR is a payment from the Australian Government that helps working families with the cost of childcare. If you are using approved childcare for work, training or study related reasons, the Government may reimburse 50 per cent of out-of-pocket childcare costs, up to \$7500 (indexed) per child per year.

## Who can get the CCR?

There are certain requirements you must meet to get the CCR.

You must have:

- used approved childcare
- been eligible for Child Care Benefit (CCB) (entitled at a rate of zero or more)\*
- passed the CCB work, training, study test (for the purposes of the rebate).

*\*Note: There is no income test for the CCR. If you are eligible for CCB but your CCB entitlement is zero due to income, you are still eligible for the CCR.*

## Family Assistance Office (FAO) - Centrelink

To find out if you are eligible for assistance with your childcare costs, visit [www.centrelink.gov.au](http://www.centrelink.gov.au) and follow the links to the desired information; or call the FAO at 136 150.



# Fee Statement Charter

- Parents are required to pay their childcare account by due date on invoice.
- If unable to pay the childcare account by due date, contact the City of Ballarat and make arrangements for the account to be paid.
- The City of Ballarat will send a reminder letter after two weeks and a final notice after three weeks.
- If no contact or payment is made in four weeks, care will be cancelled and the place allocated to another family.
- The City of Ballarat will cease care with families that consistently pay late or not at all.
- The City of Ballarat will pursue all outstanding balances in relation to overpayments of Government funds, such as Child Care Benefit.
- The City of Ballarat will pursue all outstanding balances incurred as part of a contractual arrangement deemed to be fair and binding.

## Absences at City of Ballarat Children's Services

### **Girrabanya Children's Centre**

### **Wendouree Children's Centre**

### **Family Day Care**

Please telephone your Centre or Family Day Care Educator if your child will be absent from a session. Notification assists us in planning for the care of all children.

When your child returns to care, a parent or carer must sign for all absences.

Access to Child Care Benefit is only applicable for the first 42 absences in any year. Absences exceeding these days must meet the 'additional absences' criteria set out by the Department of Education, Employment and Workplace Relations.

Normal fees are payable on absences that occur on regularly booked days, absences on public holidays or if your child is absent through illness or holidays.



### **Occasional Care Centre**

Four working hours must be given for a cancellation or the full fee will be charged. There is an exemption for absence due to illness.

## Late Pick Up

Being on time is important. Many children expect parents to arrive at a certain stage of the day, therefore, we encourage all parents to contact us if they are going to be late so children do not become anxious about your return. Late pick up of children also affects the staffing level per child requirements, as per Education and Care Services National Regulations.

Parents are encouraged to contact their emergency contacts to arrange alternative transport for their child, if they anticipate a delay. Parents are requested to inform educators who will be collecting your child at drop off and the expected arrival time.

### **Girrabanya Children's Centre** **Wendouree Children's Centre**

A fee of 1 hour will be charged for every 10 minutes a parent or guardian is late in collecting their children after the end of their scheduled booking time.

The Centre reserves the right to refuse bookings from parents who are habitually late to pick up their child/ren.

### **Occasional Care Centre**

A fee of 1 hour will be charged if 15 minutes late, and a fee of 2 hours will be charged if pick up is more than 30 minutes late.

### **Family Day Care**

After 15 minutes, a fee of \$5 per 15 minutes or part thereof will be charged. Educators set their own late fees as per their fee schedule.

## *Enrolment*

# Enrolment at City of Ballarat Children's Services

On confirmation of your child's place with the City of Ballarat Children's Services, one parent or guardian must complete the enrolment form. The form must include two emergency contacts and signed permission to contact an ambulance if needed.

With the enrolment form, you must provide your child's Australian Childhood Immunisation Register (ACIR) Statement and register with Centrelink for the Child Care Benefit and Child Care Rebate (if eligible).

All forms must be completed and returned to the Coordinator before your child commences care. As part of our commitment to the best care and education of all children, the Coordinator will also discuss the individual requirements of your child and family.

### **Change of Information**

Please let your Coordinator know as soon as possible if any important details change including address, phone numbers, allergies, and collection authorities. This information is vital in an emergency and must be updated on your child's enrolment form.

### **Central Kindergarten Enrolment**

The City of Ballarat Central Kindergarten Enrolment Scheme ensures access to a fair, equitable and timely system for enrolment in local three- and four-year-old kindergarten programs.

Families may submit an enrolment form with three preferences for participating kindergartens by completing the:

- Online Enrolment Form at the City of Ballarat website:  
[www.ballarat.vic.gov.au/pc/family-and-children/kindergartens](http://www.ballarat.vic.gov.au/pc/family-and-children/kindergartens)
- Print Enrolment Form available at:
  - The Phoenix, 25 Armstrong Street South
  - Parent Place, Corner Sturt and Albert Streets
  - Local kindergartens
  - Ballarat Libraries
  - Maternal and Child Health Centres

For changes to an existing Central Kindergarten Enrolment, please contact the City of Ballarat Family & Children's Services Team at 5320 5720.

# What to Wear

Children's needs are our priority at City of Ballarat Children's Services. We pride ourselves on developing fun, valuable and creative activities – and enjoying delicious food, too. Children are comfortable and have more fun in the right clothes!

While we always supervise our children and provide smocks for messy play, children often get sand, food, play dough, water and sometimes paint on their clothes and shoes. We use paints and art materials that are water-based and non-toxic and claim to 'wash out' but sometimes this is not the case.

Consider the weather, and in the cooler months always provide warm options for outdoor play including a jumper, coat and winter hat.

City of Ballarat Children's Services has a sunsmart policy and all staff and children must wear hats outdoors. The following clothing is also unsuitable for summer: strapless tops or singlets that allow shoulders to be exposed, and thongs or footwear that inhibits running and climbing.

If children attend in unsuitable clothing, the service will endeavour to meet policy requirements by providing spare clothes. The substitute clothing must be laundered and returned to the service.



# What to Bring

Children love to have their own bag for childcare, which is placed in the locker for easy access throughout the day.

**Important: make sure all items brought or worn to care are clearly labelled with your child's name**

Please pack the following items:

- A spare change of clothes, including socks and underwear. Please bring extras if your child is toilet training.
- Appropriate seasonal clothing, for example a coat and winter hat in cooler months, and a sunhat and sunglasses from September to April. In Ballarat's unpredictable climate, it's best to be prepared!
- An empty drink bottle. Note, under the Start Right, Eat Right policy, no juice or flavoured drinks.
- A spare nappy to wear home (if applicable).

## **BALC Children's Centre** **Occasional Care Centre** **Family Day Care**

Please provide sunscreen and nappies.

## **Toys and special belongings**

Children are welcome to bring a comfort item, such as a toy or favourite sleep aid. Please do not bring precious toys that may be damaged. All toys must be clearly labelled with your child's name and all children are responsible for their own toys.

# Bottles & Formula

**Girrabanya Children's Centre**

**Wendouree Children's Centre**

**BALC Children's Centre**

**Occasional Care Centre**

Formula and breast milk must be signed in on arrival at the centre and placed in fridge.

## Protocols for breast milk

Milk must be poured into sterilised bottles and carried in an insulated container with an ice brick or frozen water bottle. Each bottle of milk must be clearly labelled with the full name of child and the date to be used.

## Protocols for formula

Powdered formula must be premeasured and provided each day with sterilised bottles and teats. It should be clearly labelled with the date, the child's name and the amount of water to be mixed with the formula.

If preferred, you may bring bottles filled with the correct amount of pre-boiled, cooled water. Once prepared, infant formula should be stored in the refrigerator until used, and discarded after 24 hours.

## Protocols for cow's milk

If your child (12 months and older) has cow's milk in their bottle, please bring sterilised bottles and teats and we will supply the milk.

# Meals and Good Health

All City of Ballarat Children's Services promote good health through The Healthy Together Victoria Achievement Program with support from Ballarat Community Health.

The Achievement Program is a framework to enable early childhood services to create healthier environments, and recognise achievements in promoting the health and wellbeing of children. There are six health priority areas: healthy eating and oral health, physical activity, sun protection, tobacco control, mental health, and wellbeing and safe environments.

A health promoting service supports the health and wellbeing of children, staff and families through learning, policies, creating a safe and healthy physical and social environment, and developing community links and partnerships.

## **Girrabanya Children's Centre** **Wendouree Children's Centre**

Children are provided with morning tea, two-course lunch and afternoon tea, with all meals planned using the healthy eating guidelines. This program is funded by the Department of Health and encourages healthy eating and recognises best practice in nutrition for long day care centres in Victoria.

Our healthy eating commitment includes:

- We plan and assess menus to provide children with 50% of their recommended daily intake
- We provide a positive mealtime environment for young children.
- We prepare a comprehensive Food and Nutrition Policy for the centre
- We meet food safety regulations

The centres cater for all dietary requirements and our food is age appropriate. Our cooks have substantial knowledge regarding food intolerances and allergies and will work with families to ensure your child's needs are met.

### **Occasional Care Centre**

Morning and afternoon tea are provided at the Occasional Care Centre. A nutritious lunch and drink bottle needs to be provided if your child is staying over meal time (12pm). Please label lunch boxes and drink bottles.

### **BALC Children's Centre**

Families need to provide nutritious meals, snacks and a drink bottle.

### **Family Day Care**

Most families need to provide a nutritious lunch, snacks and drink bottle. Some Family Day Care Educators provide lunch and snacks as per the nutrition policy for an additional fee.



# Arrivals and Departures

A sign-in book or timesheet is located at all City of Ballarat Children's Services. It is essential that children are signed in and out every session of care.

When signing your child in at our centres, please provide a contact number for the day, the expected departure time and who will be collecting your child. Name tags are located near the sign-in book and are attached to lockers with the Velcro dot.

If you arrive during Family Grouping times, please sign in your child using the book in their own room, before taking your child into the Family Grouping room.

When collecting your child, please tell a staff member you are leaving. This is particularly important if collecting your child from the outdoor area.





# Medical Illness

The physical health and wellbeing of all children and staff at our services is very important.

If your child is sick, the best place for them to rest and recover is home in their own bed. We understand that even when sick, children will ask to come to care, however do not bring your child if they have any contagious disease.

The City of Ballarat Children's Services follow illness and exclusion guidelines for the wellbeing of all children, families and staff.

## **Your child should not attend care if they have:**

- A temperature over 38.5 degrees Celsius
- Vomited and/or had diarrhoea within the last 24 hours
- Started a course of antibiotics within the last 24 hours
- Eye discharge
- Any rashes that have not been identified and cleared by a doctor, with a current doctor's certificate

## **Criteria for Exclusion**

(not allowed to attend centre or required to be collected)

- A temperature over 38.5 degrees Celsius
- Three (3) or more loose bowel movements, showing symptoms of diarrhoea (an increase in the frequency, runniness or volume of the faeces) within 24 hours
- Two (2) or more repeated vomiting incidents
- Unidentified or infectious rash or skin infection
- Eye discharge
- Symptoms of an upper respiratory tract infection (cough, nasal discharge, sore throat, earache) associated with a fever
- Extreme lethargy or fretting

For any illness not listed above, staff will be guided by the exclusion recommendations listed in 'Staying Healthy in Childcare.'

**If your child becomes ill while in care:**

- You will be contacted by an educator. It is important that you pick up your child immediately or arrange for another person to collect your child. Educators only call when genuinely concerned about your child's health.
- If parents cannot be contacted, the educator will call the persons listed as emergency contacts on your child's enrolment form. An illness form will be given to the person collecting the child.
- If your child arrives at the service and the educator feels that your child is too ill to stay, you will be asked to take your child home.



# *Medical*

## Immunisation

When enrolling with the City of Ballarat Children's Services, you must provide a copy of your child's up-to-date Australian Childhood Immunisation Register (ACIR) Statement, as per the Victorian Government's 'No Jab, No Play' legislation (2016).

As your child receives new immunisations, please provide a copy of their updated ACIR Statement to your service. Current information on your child's health ensures the wellbeing and safety of all within our services.

The City of Ballarat's Maternal Health team provides immunisation and information about protecting your child against harmful diseases that can cause serious complications, even death.

### **Non-Immunisation**

Under the Victorian Government's 'No Jab, No Play' legislation (2016), all children are required to be fully vaccinated for their age. If a child has a medical reason not to be vaccinated, a GP must complete and sign a Medicare Immunisation Exemption Medical Contraindication Form, and send it to the Australian Childhood Immunisation Register (ACIR).

The parent must then obtain an updated ACIR Statement that indicates the child is up-to-date with all the vaccines that they can have, and lists the vaccines that they cannot have due to a medical contraindication. This Statement must be provided to the relevant City of Ballarat Children's Service prior to enrolment.

'Conscientious objection' is not an exemption under the 'No Jab No Play' legislation (2016).

## *Medical*

# Administration of Medication

If your child requires medication, a parent must sign the service's Medication Book or Form, completing all the necessary information including the last time the medication was administered.

Any medication administered will be recorded in the Medication Book/Form. Parents are required to sign the Medication Book/Form prior to departure, noting medication has been given.

Educators will not administer non-prescribed medication unless the medication is authorised in writing by a pharmacist or doctor.

Educators will not administer medication that has reached its expiry date.



## Medical

# City of Ballarat Children's Services Procedure for Medical Conditions

It is important that all your child's medical conditions, including asthma, must be discussed with the service.

### **City of Ballarat Children's Services Procedure for Medical Conditions**

Prior to commencing of care:

- Request parent/guardian provide a management plan for the condition, to be approved and signed by medical practitioner. All management plans must be updated annually.
- Discuss completed forms with parents.
- Arrange for any necessary training of educators.
- Inform all relevant staff/carers of plans and information and where they are filed, and the location of child's medication (if applicable).
- If applicable a risk minimisation plan will be developed at the service.

After child has commenced care:

- Follow management plan in the event of an incident relating to the child's specific health care need.
- Management plan is displayed for all staff to access.
- Ensure plan is reviewed at least annually. Note, it is the parent's responsibility to notify the centre of any changes to the plan as they occur.

Educators are not medical professionals and are therefore unable to diagnose, however will seek further professional advice if they feel it is necessary, including calling 000.

*Please note: If you have provided the service with a management plan including the administration of medication and you fail to bring that medication, you will not be able to leave your child at the service until you provide the medication (this includes if your child's medication is past its expiry date).*



# Important Contacts

Girrabanya Children's Centre	5320 5150
Wendouree Children's Centre	5320 8200
BALC Children's Centre	5334 2499
Occasional Care Centre	5331 5805
Family Day Care	5320 5720
City of Ballarat Maternal & Child Health:	5320 5720
Police/Ambulance/Fire:	000
Ballarat Base Hospital:	5320 4000
St John of God Hospital:	5320 2111
Poisons Information	13 11 26
Lifeline	13 11 14
Parentline	13 22 89
Centacare (Grampians Regional Parent Resource Service)	5337 8999
Child Protection Crisis Line	13 12 78
ACIR Immunisation Statements	1800 653 809
Family Assistance Office (Child Care Benefit & Rebate)	13 61 50

*The City of Ballarat Children's Services Families Handbook was published in June 2017*

For more information, visit  
[www.ballarat.vic.gov.au](http://www.ballarat.vic.gov.au)



Family  
& Children's  
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