

Ballarat Aquatic and Lifestyle Centre

Active Kids Club

Parent Handbook



The City of Ballarat respectfully acknowledges the Wadawurrung and Dja Dja Wurrung people - traditional custodians of the land on which we live and work.



Family
& Children's
Services



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Introduction

Active Kids Club is a creche-based education centre that is run by qualified Early Childhood Educators. It is used by families that are using the services of the Ballarat Aquatic and Lifestyle Centre. It is open Monday-Friday 9am-12pm and bookings can be made on a casual basis.

Philosophy

At Active Kids Club, we provide a friendly, welcoming and inviting space for all families and children whilst families access the inclusive Ballarat Aquatic and Lifestyle Centre for health and wellbeing needs.

The Active Kids Club is one of four City of Ballarat Children's Services and has the support and guidance of a broader Early Childhood Leadership Team, which our Team Leader is a part of.

We prioritise developing strong relationships with families based on mutual trust and respect. Our relationships with the children are of equal high importance to us and we invest much time and energy into developing these relationships and a space where the children feel safe, secure, valued and connected.

We support children to experience a high-quality learning program delivered by Bachelor and Diploma qualified Early Childhood Educators. Children and families can see their contributions displayed and children feel stimulated and challenged in a play-based program. Our service develops learning programs that cater to meaningful celebrations and events, which promote active engagement, curiosity and holistic development.

Our children have access to activities that endorse their enjoyment and extend their interests and the learning intentions of the program in thoughtful and meaningful ways.

Our program always supports the individual needs of all children. It is important to us that our service is flexible to cater to the varying needs of children and families.

Developed in conjunction with families, children and educators of the Active Kids Club in October 2022.



Policies, procedures and guidelines

The City of Ballarat Children's Services comply with the National Quality Framework (NQF). The NQF provides a national approach to regulation, assessment and quality improvement for early childhood education and care and outside school hours care services across Australia. The NQF includes: National Law and National Regulations, the National Quality Standard and National Learning Frameworks.

For information about the National Quality Framework visit <https://www.acecqa.gov.au/nqf/about>

In addition to the NQF, the City of Ballarat complies with all other applicable State and Commonwealth legislation, including in relation to The Family Assistance Laws, The Children, Youth and Families Act 2005, The Child Safe Standards, as set out in the Child Wellbeing and Safety Act 2005, mandatory reporting requirements and the Privacy and Data Protection Act 2014.

How we implement these rules and regulations is documented in the City of Ballarat Children's Services policies, procedures and guidelines. These are reviewed regularly by our Childcare Management Team and appropriate feedback is sought from educators and families prior to implementing any changes. In addition, educators and family members are invited to enquire and have input into our policies and procedures at any time of the year.

All of our policies and procedures are accessible to families at the service. Refer to the **Policy and Procedure Review Policy** for further information.

The City of Ballarat Children's Services have also implemented a Practice Guide for us to follow. This Practice Guide has been developed to bring our children's services together, articulating our professional identity and a shared sense of what we stand for as educators with the City of Ballarat. We aspire to be leaders in our community in the provision of high-quality education and care, therefore broadening the possibilities for improved outcomes for children in Ballarat.

Enrolment at Active Kids Club

On confirmation of your child's place with the City of Ballarat Children's Services, one parent or guardian must complete the enrolment form. You must provide all requested information including details of at least two emergency contacts.

With the enrolment form you must:

- Provide your child's Australian Immunisation Register (AIR) immunisation history statement as proof that your child's immunisations are up-to-date (see Childhood Immunisations for further information)
- Provide a copy of your child's Maternal Child Health Book (green book) for sighting
- Provide a copy of any medical condition Action Plans, where applicable.
- Provide any court orders, where applicable

Refer to the **Enrolment Policy** for further information.



Childhood Immunisation

How to get an updated Immunisation History Statement

You can get an updated statement from the Australian Immunisation Register:

- online – through [MyGov](https://my.gov.au/LoginServices/main/login?execution=e1s1) <<https://my.gov.au/LoginServices/main/login?execution=e1s1>> once an account has been created
- online – through [Medicare Express Plus App](https://www.humanservices.gov.au/customer/services/express-plus-mobile-apps) <<https://www.humanservices.gov.au/customer/services/express-plus-mobile-apps>> once a **MyGov** account has been created
- over the counter – at a [Medicare Service Centre](http://findus.humanservices.gov.au/) <<http://findus.humanservices.gov.au/>>
- by phone – call the Australian Immunisation Register on 1800 653 809
- by asking your GP/immunisation nurse if they can print the statement (note, not all immunisation providers can do this).

Refer to the ***Immunisation and Disease Prevention Policy*** for further information.

Fees

The following outlines our requirements in relation to the payment of fees for our children's services.

Summary of fees and session times 2026

60 minutes	\$7.50
90 minutes	\$10.50
2 hours	\$13.00
3 hours	\$18.50

Summary of fees and session times

As per our fees policy, if a child is unable to attend a booked session, please call the Active Kids Club on 0447 391 680 by 8.30am and leave a message, or email Julie directly at juliewarren@ballarat.vic.gov.au. This way cancellations spots can be offered to families on the waiting before sessions begin. Any cancellations after 8.30 will be deemed a 'late cancellation' and a cancellation fee of \$7.50 per child will be applied. Further bookings will not be taken until the fee has been paid.

Families are also required to adhere to their booking times. As we are regulated by strict ratio requirements, if you have booked until 10am it's vital that you arrive and collect your child by that time to allow for the next session children to attend.

We will continue taking bookings one week in advance. Active Kids Club is currently experiencing high demand and when one session finishes, we have others waiting to begin.

A late fee of \$1.00 per child is incurred per 1 minute if a child is not collected from Active Kids Club on time. In the event of late arrival, please note that the collection time does not change. The original collection time remains as per the booking.



If a child's finish time is 12 pm, they need to also be collected promptly as the service closes at 12pm. This is a licencing requirement. Again, a late fee will apply to this as well for any families and children that remain in Active Kids Club after 12pm.

Educational Program

Our service provides an educational program delivered by Diploma qualified Early Childhood Educators which is founded on the context of our services and families, the Victorian Early Years Learning and Development and Framework (VEYLDF) and our City of Ballarat Children's Services Practice Guide.

The VEYLDF is founded on 5 learning outcomes which include, Identity, Community, Wellbeing, Learning and Communication. The Children's Services Practice Guide is founded on eight priority areas which include:

- Supporting Children to be Healthy and Safe
- Interacting for Learning
- Being Inclusive
- Creating Learning Environments
- Developing Professional Identities
- Building Relationships with Families
- Connecting with Community
- Planning for Learning

We do a monthly program based on this and display this for families in the centre. Spontaneous learning opportunities and changes are recorded here also.

Orientation

We believe orientation is an important process where educators can learn information about your child's needs and those of you and your family. This process is based on individual family and child needs and helps to make the transition from home to care as smooth as possible. We aim to maintain continuity between home and the service, which helps your child adjust to their new environment.

What to bring

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

Please make sure that all items brought or worn to childcare are clearly labelled with your child's name.

Please bring the following items:

- A spare change of clothes, including socks and underwear. Please bring extras if your child is toilet training.
- Appropriate seasonal clothing (see What to Wear, below, for further information). In Ballarat's unpredictable climate, it's best to be prepared!
- An empty drink bottle. Please note, no juice or flavoured drinks are permitted.



- A nutritious packed snack Please see this link for ideas:
<https://heas.health.vic.gov.au/schools/healthy-lunchboxes>
- Nappies
- Own sunscreen if sensitive (generic sunscreen provided by the service)

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 lost damaged. All toys must be clearly labelled.

Allergies and medical conditions

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

If your child has a medical condition, then prior to commencing care we require a management plan for the condition to be approved and signed by a medical practitioner. The management plan is an important document, as this is used to discuss steps that need to be put in place with educators, other relevant staff at the service and families as needed, to ensure the wellbeing and safety of your child. If this plan changes over time, then it is important you notify us of any changes to the plan as they occur. As a minimum, management plans must be reviewed and updated annually.

Refer to the **Medical Conditions Policy** for further information.

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 at home in their own bed.

Your child should not attend our service, or will be required to be collected from our service, if they have:

- A temperature above 38 degrees Celsius
- Vomited and/or had diarrhoea within the last 24 hours
- Three or more loose bowel movements, showing symptoms of diarrhoea within 24 hours
- Started a course of antibiotics in the last 24 hours
- Eye discharge
- Any rashes that have not been identified and cleared by a doctor, with a current doctor's certificate
- 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 those listed as emergency contacts on your child's enrolment form.

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.

Refer to the ***Infectious Diseases Policy*** for further information.

Administration of medication

To ensure the health, wellbeing and safety of children in our care we follow strict procedures when administering medication to children.

Educators will only administer medication when there is written authorisation to do so from a parent or other authorised person. The exception to this is where a child is experiencing an asthma or anaphylaxis emergency.

Educators are not able to give your child over the counter medication unless it has been authorised by a medical practitioner (such as pharmacist or doctor).

Refer to the ***Administration of Authorised Medication Policy*** for further information.

Incident, injury and illness while in care

All of our educators have a current first aid qualification. If your child is injured, becomes ill or is involved in an incident at our service, an educator will respond to the injury, illness or trauma needs in accordance with their first aid, asthma and anaphylaxis training, and in accordance with the child's medical management plan, risk minimisation plan if relevant and/ or our infectious diseases policy.

Refer to the ***Incident, Injury, Trauma and Illness Policy*** for further information

Change of information

While we update our enrolment information annually, it is important you notify us of any changes to your child or family circumstances that may have an impact on the health and wellbeing of your child and the education and care we provide.

Child safety

It is important that children are able to learn and develop in a safe and supportive environment. The safety, health and wellbeing of children is our number one priority.



We have zero tolerance for child abuse and are committed to acting in children's best interests. We will ensure our environment and practices are always safe, consistent with best practice and legislative requirements, including the Child Safe Standards.

From 1 March 2019, all early childhood workers and other persons in licensed and approved early childhood services are mandatory reporters. Our educators undertake annual training that alert them to their responsibilities for protecting the safety and wellbeing of children and young people and enable them to:

- identify indicators that a child or young person may be in need of protection
- make a report about a child or young person who may be in need of protection
- comply with reporting obligations under child protection law and criminal law and fulfil their duty of care, and
- feel confident in their role in keeping all children safe.

Active Kids Club is a child-safe organisation. The safety, health and wellbeing of children is our number one priority. We have zero tolerance for child abuse and are committed to acting in children's best interests. We ensure that we follow best practice and legislation in line with the Child Safe Standards.

Meals and nutrition

We aim to promote good nutrition, healthy food habits and attitudes to all children and families at our centres through the Healthy Together Victoria Achievement Program with support from Ballarat Community Health.

Families provide healthy foods for the children in attendance at Active Kids Club.

Refer to the ***Food, Nutrition and Beverage Policy*** for further information.

Breastfeeding and bottle-feeding

The City of Ballarat supports, promotes and values breastfeeding. We will feed children breast milk supplied by their families and provide spaces for mothers to breastfeed. We recognise that some mothers/families are unable to or choose not to breastfeed and will feed children with an infant formula as supplied by the family.

Refer to the ***Breastfeeding and Bottle-Feeding Procedure*** for further information.

Sleep and rest

Appropriate sleep and rest are important for childhood growth, learning and development. Our service implements rest periods which are consistent with the developmental needs of children.

We will ensure adherence with our centre policies and procedures. These include:

- Following the safe sleep practices based on recommendations from Red Nose



- If children arrive at the service sleeping in a pram, we transfer that child to a cot to ensure safe sleep.

Refer to the ***Sleep, Rest and Relaxation Policy*** for further information.

SunSmart

Too much of the sun's UV radiation can cause sunburn, skin and eye damage and skin cancer. Infants and toddlers up to four-years-of-age are particularly vulnerable to UV damage.

As a SunSmart service, we have a number of measures to protect your child when the UV is above 3:

- We will ensure educators and children wear sun safe clothing outdoors
- Children are required to wear hats that protect their face, neck and ears when playing outside
- Sunscreen is applied at least 20 minutes before going outdoors and re-applied every two hours.

Refer to the ***SunSmart Policy*** for further information.

Behaviour guidance

Following the Victorian Early Years Learning Framework and our Children's Services Practice Guide for Educators, our educators use a range of strategies to model positive behaviour and guide children's behaviour in ways that promote their self-esteem.

We understand that inappropriate behaviour is a child's way of saying they need support. As required, our educators will ensure consistent responses to a child's behaviour at the centre.

If you have any concerns about your child's behaviour, we encourage you to speak to our staff.

Refer to the ***Behaviour Guidance Policy*** or further information

Emergency management

Our services have an emergency management plan (which is available for families to view at any time) based on a risk assessment that is conducted to identify potential emergencies that are relevant to the service.

The service's evacuation diagram and instructions are displayed in a prominent position near each exit of the service's premises. Emergency procedures are rehearsed and documented at least every three months while the service is operating.

Refer to the ***Emergency Management and evacuation policy*** for further information.



Family involvement and communication

We acknowledge and respect our families' beliefs, cultures and ideas about knowledge of their child and their role as first educators of their child. We form strong partnerships with families which in turn strengthens our program.

Refer to the ***Family Interaction and Involvement in the Service Policy*** for further information.

Grievances

If you have a complaint or grievance in relation to our service, we ask that you raise the grievance/complaint either directly with the educator concerned or, if required, with the Manager Integrated Children's Services.

Where possible, both parties will try to resolve the issue and develop solutions to ensure the problem does not happen again. Discussions should remain private, confidential, respectful and open-minded.

Contact information

Active Kids Club

Telephone: 0447 391 680

Email: Juliewarren@ballarat.vic.gov.au

Department of Education and Training

Area: Central Highlands

Telephone: **(03) 5337 8606**
1300 333 232

Email: grampians.qar@edumail.vic.gov.au

Visit: 109 Armstrong Street North, Ballarat, Vic 3350

