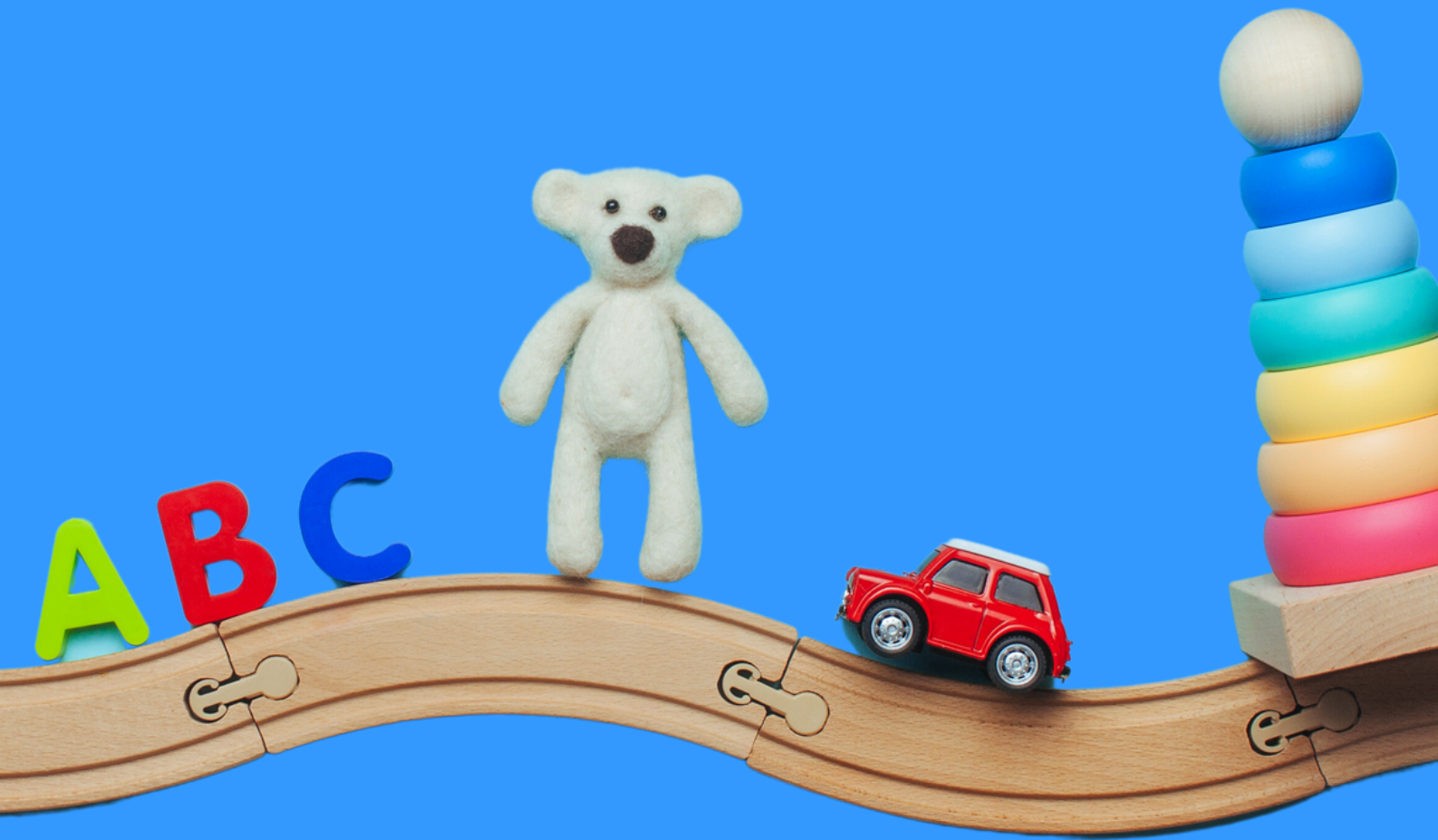
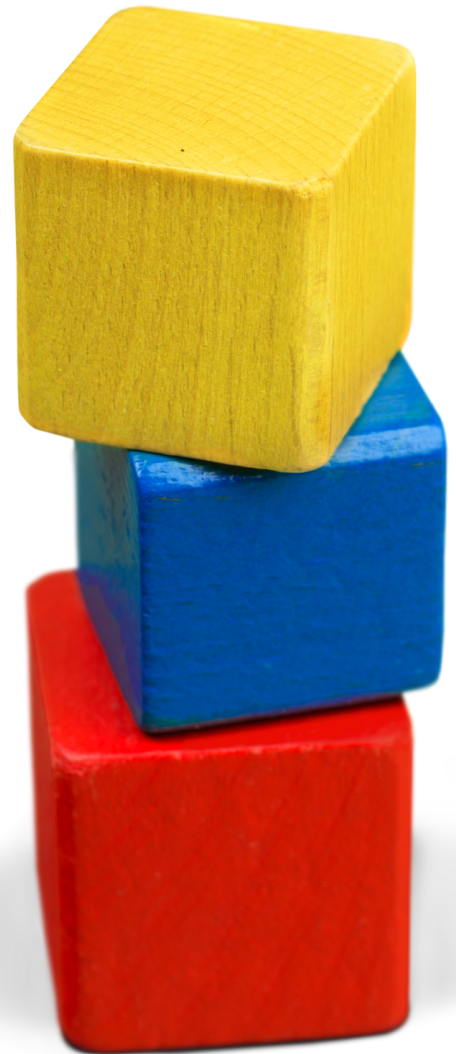


# Occasional Childcare **Parent** Handbook



**PLACE.**

<b>1</b>	Welcome
<b>3</b>	Handbook Disclaimer
<b>5</b>	Enrolment Procedure
<b>6</b>	Fees
<b>12</b>	Policies & Procedures
<b>20</b>	Health & Safety
<b>33</b>	Contact Details



# Welcome

Prahran Place offers quality care for children aged 6 weeks to 5 years on a casual booking basis. The program is an indoor/ outdoor program designed to allow children the freedom of choice, to explore the environment, developing self-expression, confidence, awareness and individual needs. Occasional Care gives you the benefits of a long day care centre, however you just book a place when you need it (subject to availability). Whether you need child care to study, go for a job interview, attend an appointment, or just to take some well-deserved 'me time'.

Please feel free to drop in for a visit at any time during our opening hours to experience the Centre for yourself or contact our office for further information.

Prahran Place Occasional Care aims to provide affordable educational excellence in early childhood achieving this in an equitable, inclusive, safe, welcoming and nurturing environment. Our educators have a shared responsibility for the development of each and every child and promote education as a lifelong experience.

We have a strong commitment to developing partnerships with families, community members and children encouraging their input into a constructivist learning environment as we believe children are shaped by life experiences both at home and within their community. We value and respect the individuality of each child, their family and background, the ancestral custodians of this land, shared insights and traditions that all stakeholders bring to the Centre.

We believe in a responsive holistic program that adapts and allows opportunities and experiences for each child to play, explore, imagine, experiment, enquire, research, investigate, and make decisions in a resource-rich, fun, natural, play-based environment.

Helping children  
and families settle  
in is one of our  
**main** priorities.



# Important details

## Handbook disclaimer

This Occasional Childcare Handbook contains information that is correct at the time of printing. Changes to legislation and/or Prahran Place policy may impact on the currency of information included. Prahran Place reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Prahran Place Administration Office.

This handbook has been prepared as a resource to assist families to understand their obligations and also, those of Prahran Place. Please carefully read through the information contained in this guide.

## Office hours

The Prahran Place Office are open Monday to Friday 9.00am – 4.00pm for enquiries and fee payments.

The Centre is closed on weekends and public holidays but is open during school holidays. Messages can be left on the answering machine after hours.

The Centre closes for three weeks over the Summer school holidays. Contact us for specific dates as this changes year by year.

Staff can be contacted on the main Prahran Place line: 9510 7052 or by email: [hello@pclcentre.org.au](mailto:hello@pclcentre.org.au)

## Contact details

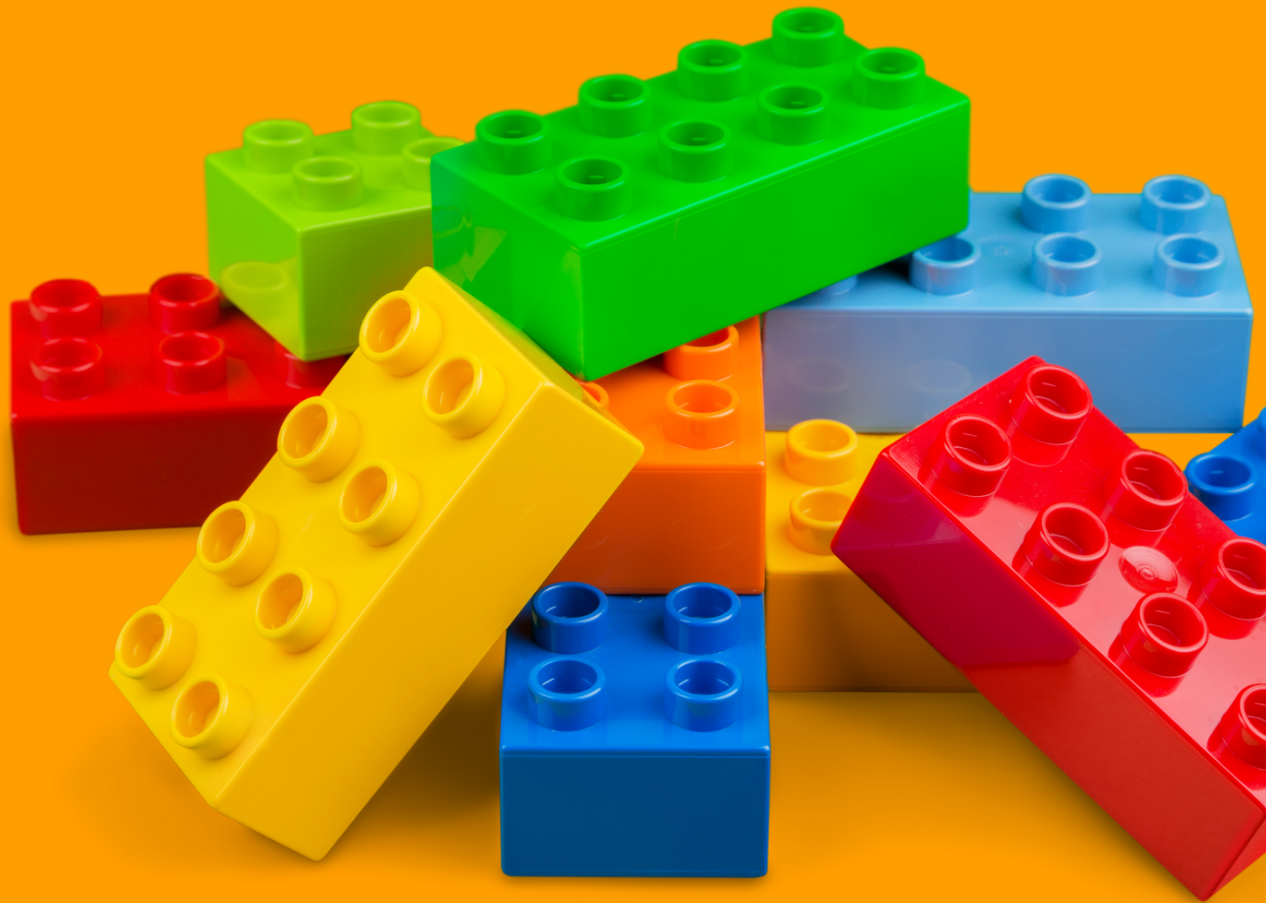
Occasional Child Care – Approved Provider Number – PR-00009003

40 Grattan Street, Prahran VIC 3181

T: 9510 7052

E: [hello@prahranplace.org.au](mailto:hello@prahranplace.org.au)

W: [www.prahranplace.org.au](http://www.prahranplace.org.au)



## Prahran Place Vision Statement

**To create an inclusive  
& innovative environment,  
where our diverse  
community can access  
support and education.**

# Procedure for Enrolling

Enrolling children is a requirement under Family Assistance Law for all children who attend child care (or have an arrangement for care) regardless of their parent's or guardian's eligibility for Child Care Subsidy.

## 1. Tour of the facilities

During the tour, information about the following will be provided.

- Fees
- Policies
- Procedures
- Sun smart requirements
- Signing in/out procedure
- Room routines
- Educator qualifications
- Introduction of educator in the room with the child
- Educator and parent communication

This is also the perfect opportunity for the parent to ask any questions and discuss any sensitive topics including a child's medical needs, Court Orders, parenting plans or parenting orders.

## 2. Enrolment

Prahran Place will supply all perspective families with a copy of the OCC Handbook which outlines the Service operation and values.

Families will be provided with vacancies, a start date and a suitable time for the child to be orientated to our Occasional Childcare service.

Families are encouraged to make a claim for Child Care Subsidy with Centrelink prior to enrolment. A Child Care Subsidy claim can stay active for a year without any sessions of care being reported for the child.

Once Child Care Subsidy confirmation details have been confirmed, Prahran Place can then formalise enrolment.

Families are required to supply a completed enrolment form for each child.

A copy of a current Australian Childhood Immunisation Register (ACIR) History Statement must be provided for each child to prove the child is up to date with their scheduled immunisations. The ACIR is national register administered by Medicare that records details of vaccinations given to children.

It is a requirement from Family Assistance Office that immunisation information is continuous.

Once all the information is checked Prahran Place will create a new enrolment notice through the PEP for each child. Note: the enrolment notice must be in the name of the individual who is eligible for the child care subsidy (i.e. the person who made the claim) in order for payments to be made.

After Prahran Place submits an enrolment notice for a child, the individual will be notified and asked to check the main enrolment notice details. This will occur through their Centrelink online account. Where an individual cannot access MyGov, they can confirm their enrolment over the phone with Centrelink or by visiting a Centrelink office.

The individual must then indicate that either:

- The enrolment details are correct
- One or more enrolment details are incorrect (do not reflect their arrangement)
- Prahran Place can enter information (detailing the care provided) before the individual reviews the enrolment and responds.
- Once the enrolment is confirmed, entitlements to Child Care Subsidy and Additional Child Care Subsidy will be calculated and child care fee assistance payments can begin.

Prahran Place will be notified through the PEP when an enrolment has been confirmed.

If an individual disagrees with the details of an enrolment at the point of enrolment confirmation, they can send details of the disagreement back through their Centrelink online account and these will be sent on to Prahran Place.

After reviewing the details in dispute, Prahran Place can either:

- Agree there was an error and submit an updated enrolment notice with the correct information, or
- State that the details are correct, meaning the individual has misread or misunderstood the details in dispute.



## Fees

Prahran Place Fees are \$60 per session (5 hours, 9am to 2pm – Monday to Tuesday and 10am-3pm Wednesday, Thursday and Friday).

## Booking cancellations

If you have made a booking for your child and need to cancel your booking for any reason, please ensure that you telephone the Prahran Place office to advise that your child will not be attending. Notification should be made as soon as possible. If early notification is not possible or unforeseen, please ensure that a notification is made to our office no later than 8.00am of the morning of the booking. Cancellations must be made to 0421 510 726.

Please note that failure to notify of non-attendance will incur a full day fee of \$60.00 charged to your nominated debit or credit card.

A copy of your nominated debit or credit card will be retained. This card will ONLY be used in the event of an un-reported non-appearance.

## Child Care Subsidy

Families will need to complete a streamlined online Child Care Subsidy assessment by providing their financial year family income estimate, their activity details and confirming their child's enrolment. These details can be provided through their Centrelink online account.

Centrelink will send families an assessment of their CCS eligibility and entitlement after they complete their CCS assessment or CCS claim online. CCS will be paid directly to Prahran Place Occasional Care on behalf of these families.

Families can claim CCS by providing you and your child's Customer Reference Number (CRN) to Prahran Place during enrolment. This may reduce your fees and make your upfront fees more affordable.

CCS also applies to 42 allowable absences per child, per year, across all services you use. After allowable absences have been exceeded, CCS will only be applied to absences if a medical certificates/documentation is provided for additional days of absence.

For further information please contact the Department of Human Services (DHS) between 8am and 8pm on 136 150 to obtain you and your child's CRN and to link your child to the Vacation Care Program. Please advise DHS that you wish to claim CCS (if you meet the work/study requirements set by the DHS).

If you do not link your child with the Prahran Place Occasional Child Care through DHS, or confirm your child's enrolment through your my.gov account, or if you do not claim CCS, you will be charged full fees.

You can read more about the Child Care Subsidy and complete an online estimator at [Services Victoria](#).

It is the responsibility of the parent to register for Child Care Subsidy.

This can be done by contacting Centrelink either in person, by phone on **136 150** or by accessing their My Gov account at [my.gov.au](#)

## Collection of Children after hours

If unforeseen circumstances occur so that parents fail to pick up their child, the emergency contact persons listed on the enrolment form will be asked to come and pick up the child.

## Late Collection

It is important for children to be collected on time. It can be distressing when parents are late.

Parents who collect their children after 2.00pm on Mondays and Tuesdays, or 3.00pm Wednesday to Fridays will incur a late fee of \$10.00 per 10 minutes per child (for which CCS is not claimable).

## Custody & Access

If a parent is experiencing problems associated with custody and access, please discuss this with staff. A copy of current court orders will be requested if there is a court order in place. It is a parent's responsibility to notify Prahran Place of any changes to court orders.

## Change of address

It is the parent's responsibility to notify Prahran Place immediately if there is a change of home address and phone number. This also applies to changes in work address and phone numbers. It is most important that Prahran Place staff are able to contact you quickly should the need arise.

# Signing in and out

Prahran Place has an attendance book which parents will be asked to fill in and sign, noting exact arrival and departure times. The signing in and out of children in childcare is a legal requirement of the Department of Education and Training.

Parents/Guardians must notify Prahran Place if someone other than the parent is to collect a child. This person must be listed on the enrolment form and proof of identity will be required.

Parents/Guardians must accompany their child into the room, and to let the staff know of their arrival. When picking up your child at the end of the session, notify the person in charge of the room that you are leaving. Children will only be sent home with nominated people.

# Clothing

We believe that young children learn through play, they will be encouraged to explore a wide range of materials and activities, including messy activities. It is important that you provide clothes for your children that allow them to feel comfortable and move freely.

- Each child should bring a complete change of clothes (including underpants and socks, nappies etc) in a suitable bag.
- We ask that jumpers, coats and hats be clearly named.
- Shoes need to be comfortable, well-fitted and suitable for outdoor climbing and play. Shoes must be worn at all times (excluding rest time).
- For your child's safety you are asked not to send your child in thongs, crocs or clogs.
- In cold weather a warm coat is necessary so that children can still go outside to play.
- Spending some time outdoors even in winter promotes good health through exercise and fresh air. Please ensure that no drawstring cords hang from your child's coat as these can be dangerous.

## Orientation visits

We recommend where possible that children and parents visit us prior to their start date. We encourage parents and children to use this settling in period as it allows all involved to become familiar with staff, children, the environment, the program and routine, therefore ensuring a more comfortable and smooth transition for both parent and child when the time comes to leaving the child in care. There is no charge for this process. All we ask is that parents inform staff when this is to occur and that parents stay on the premises during this time.

If possible, we ask that orientation visits occur between 9.30am-1pm Mondays and Tuesdays, and between 10.30am-2pm Wednesdays to Fridays. In our experience, between 30 to 60 minutes is a good orientation period.

## When it's time to go

You may find you have a mixture of feelings when placing your child in childcare. Remember that all of us have our own ways of settling into new situations, so avoid the temptation of comparing your child with someone else's child or your responses to that of another parent.

Once your decision has been made to leave, notify a staff member and try not to prolong the process of departure. ALWAYS say goodbye to your child even when you know that this may result in protest. Staff will handle such protests in sensitive and supportive ways.

Be assured that, if your child continues to be unsettled for an unduly long period of time after you leave, we will ring you. If you are worried about your child please do not hesitate to phone Prahran Place to check on how they are coping at any time. This applies not only to the initial occasion when you leave your child but also to subsequent visits.

## Arrival and departure each day

It is a legal requirement for all children to be signed in and out by a responsible adult aged 18 years or older. On arrival the parent must sign the sign-in sheet on arrival, noting the time. A signature and time of departure is required on the sign-in sheet. Any person, other than a parent, who is collecting a child, must be authorised to do so by being listed on their enrolment form.

# Rest Times

Rest is recognised as an important pre-requisite for a young child's growth and development. Whilst children are not required to sleep, staff and children alike create a restful environment and those who need or wish, are able to sleep. Those who do not wish to sleep are encouraged to do quiet activities. We encourage all children to develop skills of rest, relaxation and recuperation, which will become important in their later lives.

# Students, volunteers and visitors

At times, we have students from schools and universities, volunteers and visitors of special interest to the children who visit the Centre. They will not be left unattended with children at any time. All Students, volunteers & visitors have completed a screening process including a Working With Children Check prior to accessing the Prahran Place Occasional Childcare room.

# Smoking

Prahran Place is a smoke free environment indoors and within 5 meters outdoors of the Occasional Care Centre.

# Photographs

No outside agency or individual will be permitted to photograph the children without parental consent. A consent form can be obtained from the Prahran Place office. Material selected for inclusion in the advertising and marketing material may be used to or reproduced for the purposes of publishing information materials. It may be used in Prahran Place Inc. marketing and communication initiatives, including exhibitions and trade shows displays, printed collateral, advertising campaigns, and website and Inc. marketing and communication initiatives, including exhibitions and trade shows displays, printed collateral, advertising campaigns, and website and e-marketing promotions. e-marketing promotion office.

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# Suggestions and feedback

Children bring insight and innovation and are valued participants in Prahran Place activities and programs. Children are vital members of our community and have a fundamental right to be safe, happy, and empowered.

We will ensure:

- Prahran Place has an accessible, child focused complaint handling policy which clearly outlines the roles and responsibilities of leadership, staff and volunteers, approaches to dealing with different types of complaints, breaches of relevant policies or the Code of Ethics and Conduct or Child Safe Code of Conduct and obligations to act and report;
- effective complaint handling processes are understood by children, families, staff and volunteers, and are culturally safe;
- complaints are taken seriously, and responded to promptly and thoroughly;
- Prahran Place has policies and procedures in place to address reporting of complaints and concerns to relevant authorities, whether or not the law requires reporting, and co-operates with law enforcement; and
- reporting, privacy and employment law obligations are met.

If you want to make a suggestion or if you have a complaint, there are a number of ways you can communicate with us:

- You can talk to the staff in the Childcare Room or the staff at front reception
- You can use our online form at <https://prahranplace.org.au/contact/>
- You can place a note in the feedback box at front reception
- You can request a meeting with the Principal Executive Officer or other staff. Her email is [execofficer@prahranplace.org.au](mailto:execofficer@prahranplace.org.au)

# Policies & Procedures

Prahran Place has a number of policies and procedures pertaining to the care of your child to ensure they are in the very best hands.



# Sun Protection Policy

Our Sun protection policy has been developed to ensure that all children attending the Centre are protected from skin damage caused by the harmful UV rays of the sun. It is to be implemented throughout September to April, reflecting the principles suggested by [sunsmart.com.au](http://sunsmart.com.au) to find daily local sun protection times and communicate the UV level to children and families.

- When UV levels are forecast to be 3 and above Prahran Place will require children and staff to wear sunscreen and a broad brimmed hat (with a brim at least 5cm wide) which protects the face, neck and ears whenever they are outside.
- On days the UV levels is set for 8 and above during sessions times children and educators will only play in shaded areas.
- During times where the UV forecast is 10 or above Educators and children will remain inside, until the UV forecast reduces.
- Clothing must cover their shoulders (no spaghetti straps or thin singlets)
- Children who do not have a hat with them will be asked to play in an area protected from the sun.
- Educators will ensure activities are set up in shaded areas.
- Children will be encouraged to use available areas of shade for outdoor activities.
- Prahran Place will ensure there is sufficient shelter providing shade in the grounds.
- Staff and parents will act as role models by –
  - Wearing appropriate hats and clothing outdoors
  - Using SPF 30+ sunscreen for protection
  - Seeking shade wherever possible
- SPF 30+ broad spectrum, water resistant sunscreen will be provided for staff and children's use as necessary, sunscreen will be reapplied throughout the program following the manufactures recommendations.
- Learning about the skin and ways to protect the skin from the sun will be incorporated into programmed activities
- The Sun Protection policy will be reinforced in a positive way through parent newsletters, noticeboards and meetings.
- Staff and parents will be provided with educational material on sun protection. During September through to the end of April please supply sun block cream (Sun Protection Factor 30+) on your child before coming to the Centre when the UV is forecast above 3.



# Centre Staffing

Prahran Place Occasional Childcare is a service run by Prahran Place Neighbourhood Centre, a not for profit organisation that brings people together to learn, create and connect.

The room is co-led by Chivas Yu and Nicole Marshall who have a post graduate Diploma of Education and a Master of Teaching: Early Childhood and Education respectively.

Prahran Place aims to encourage the staff to display the following qualities:

- Quick thinking
- Warm caring attitude towards other
- Ability to work as a team member
- Will recognise the children's individual requirements and cater to these needs
- Will be understanding to the varying needs of each individual family
  
- Prahran Place aims to encourage parent/staff communication and to establish effective relationships so as to share information and responsibilities.
  
- Staff will help parents understand the aims/goals of the Centre and the reasons behind them.
  
- Staff will tell parents about their child's day to enable the parent to feel involved and informed.
  
- Staff members are expected to model appropriate language and positive interaction with children and parents at all times.
  
- Children will be treated with dignity and respect.
  
- For continuity of care, staff will remain in the sessions placed.
  
- Discussions about children will be held away from their hearing.
  
- The staff will work as a team, sharing all duties.
  
- All staff will maintain harmony in the Centre and treat children with fairness and will respect the individual's rights at all times.
  
- All Staff will be required to attend regular meetings and in-service training.

# Centre Administration

Prahran Place will:

- Adhere to the regulations set by the Department of Education & Training.
- Endeavour to provide quality care and planned programs to meet the emotional, social and educational needs of the children.
- Be aware of local community services and what they may offer to Prahran Place.
- Be aware of the individual family needs and local services available to families as required.
- Keep all information about the family confidential
- No responsibility will be taken if the children bring their own toys, however the staff will endeavour to provide care to any toys.

## OCC Programs

Each week, staff members have time set aside to plan and evaluate activities and experiences. The activities that are provided are mostly open ended so that a child can use equipment and materials according to their developmental stage and interests.

There are no right or wrong ways to use a piece of equipment or activity (unless the equipment is being damaged or causing problems). All children's play and achievements are worthy of recognition as our aim is to foster confidence, self-expression and creativity.

Children are provided with a wide range of developmentally appropriate experiences in language, literature, music and movement, art and craft, dramatic play, science, maths and sensory activities. Motor activities are set up to promote physical development and co-ordination. We aim to achieve this within a relaxed and secure environment.

The programs are flexible and are open to new ideas and change. They are displayed in the childcare room so parents are aware of what their children have been experiencing each day. Parents are encouraged to ask Prahran Place staff about the program and the involvement of their child and to look at the child's work which may be displayed in the childcare room, or around the Centre.

The program aims to provide attentive and loving care, with developmental opportunities for children in the 6week-5yrs age group. The children experience both specific activities designed for their age group, and intermingling and social interactions with children of various ages. It provides the children with the opportunity of making friendships which may carry onto school and right through childhood.

Activities offered will be gender neutral and will encourage independence in use and enable children to use imagination, creativity and freedom to express themselves.

Flexible programming will be offered, catering to the children's needs and interests and weather conditions.

Use of chairs provided at activities shall be optional, depending on the child's manner of using the materials provided. Squatting, standing, lying on the floor are all acceptable.

We aim to provide children with outdoor and messy play activities to all age groups with care and safety.

The program will incorporate a wide range of "home life" activities.

## Meals & Nutrition

Children attending all sessions will need to bring lunch in a named lunch box. Please ensure that you supply a freezer pack at all times to comply with food safety regulations. We encourage healthy nutritional meals, such as wholegrain foods, items that are not overly processed, plain yoghurt, fresh fruit and vegetables.

The children may bring their own drinks (water or milk only) or we will provide water.

Please provide child-friendly lunch boxes that children can open and close by themselves, with assistance from the early childhood educators, as required.

It is the parent's responsibility to notify staff of any food allergies or dietary restrictions which concerns your child.

For the safety of children who are nut intolerant we ask that you do not bring products containing nuts (or likely to contain nuts) to the Centre.

# Communication with Parents

## Parent involvement:

Parents are encouraged to become involved in the Centre. This is the best way of becoming familiar with the program and staff. Spending time with your child before you leave will help settle them and is appreciated and recommended. Parent involvement helps to build continuity between home and Prahran Place.

Kindly advise any significant changes of events happening at home that may affect your child's day. Likewise, the staff will be telling you about your child's day at Prahran Place.

## Communication Book:

There will be a communication book in the room which parents are encouraged to write in any suggestions or ideas relating to occasional child care. A Suggestion / Feedback box is also located in the Prahran Place reception area.

# Behaviour Guidance Policy

## Behaviour Guidance Policy

Prahran Place aims to be an extension of the home, offering a warm and caring environment where total quality care is provided for the children within Prahran Place.

Our aim is to provide an enriched environment that enables the children to develop socially, physically, emotionally and cognitively.

## Purpose:

Guiding children's behavior is an important aspect of caring for or educating young children. Positive strategies need to be developed to assist children to learn appropriate ways of behaving.

## Broad Guidelines:

- No child will be subject to any form of corporal punishment or any discipline which is unreasonable in the circumstances. (section 28 of the Children's Services Act)
- Children will be treated with dignity and respect
- Acknowledgement of each child's needs, age and stage will be observed at all times and routines, timetables and behaviors will be directed accordingly.
- Children will be encouraged to express their feelings in a positive way.
- Guidance of children's behaviour will be positive, with encouragement and praise for acceptable behaviour.
- The centre aims to extend the children's awareness of and respect for their equipment, each other and the physical environment at the centre.
- Children will be given choices wherever possible. Independence appropriate to age will be encouraged.
- Any form of abuse is unacceptable and inappropriate. Steps will be taken if deemed necessary.

The implementation of effective behaviour guidance will include:

- Reinforcement of positive behaviour
- Changing inappropriate behaviour to positive behaviour
- Plan programs that meet the developmental needs of the participating children.

Some strategies for effective behaviour guidance:

- Setting realistic limits on children's behaviour
- Being consistent
- Give clear instructions in a calm manner
- Redirect attention to another activity
- Use logical consequences.

The Centre staff will consult with parents/guardians where behavior is of concern to develop strategies to handle the issue in a positive manner.

Strategies for responding to ongoing unacceptable behavior must comply with Section 28 of the Children's Services Act. This is more serious as the behavior may put the child, other children and/or staff at risk.

**Strong relationships  
between Prahran Place  
and families help  
provide children with a  
secure environment in  
which they can thrive.**



# Health & Safety

## Health

It is the responsibility of parents to notify us if a child is ill or has an infectious disease. The Health Department has stringent guidelines regarding the period of exclusion for infectious diseases. We will notify parents when there is an infectious disease at PCLC, verbally or by placing a notice near the sign in sheet. It is also in the best interest of your child and other children at the Centre for sick children to stay home. Some minor illnesses, which also require exclusion are: COVID-19, Fevers, Diarrhea, Vomiting, Conjunctivitis, Impetigo, Head Lice, Cold Sores, Hand, foot and mouth disease. If your child appears to become unwell during the session you or your emergency contact person will be contacted requesting the child be collected ASAP.

Prahran Place has a current COVID-19 Safe plan in place. In the event of a COVID-19 outbreak, Prahran Place will follow government regulations and health advice.

Head Lice (Pediculosis): Exclusion is NOT necessary if effective treatment is commenced prior to the day at child care. Children must be treated again after 7 days. Other members of the family should be checked.

See link below for advice about treatment for your child.

[http://docs.health.vic.gov.au/docs/doc/088E58959DDC091ACA2579B800202AFA/\\$FILE/headlicebam.pdf](http://docs.health.vic.gov.au/docs/doc/088E58959DDC091ACA2579B800202AFA/$FILE/headlicebam.pdf)

Children with infectious illness will be excluded until the appropriate time as displayed by the Health Department Communicable Diseases chart. See link to chart below.

[http://docs.health.vic.gov.au/docs/doc/E61571BE8D0CB41BCA2578CC0026143B/\\$FILE/DH1310023\\_SchoolExclusion\\_A3poster\\_web.pdf](http://docs.health.vic.gov.au/docs/doc/E61571BE8D0CB41BCA2578CC0026143B/$FILE/DH1310023_SchoolExclusion_A3poster_web.pdf)

## Fire Drill:

Prahran Place will conduct a fire drill every three months. When performing the fire drill, we are required to take your child/ren to the Gazebo outside Grattan Garden Community Centre. This is our official evacuation area. The roll will be called and all children will be escorted back into the children's playroom of the Community Learning Centre. Staff will have previous knowledge of use of fire hydrants which are accessible throughout the Centre.

Children will be supervised at all times both in and outdoors.

Safety rules will apply to children in and outdoors, eg. sit whilst eating, walking inside, etc.

The children will be encouraged to treat all equipment with respect and to use equipment in a safe manner.

All childcare staff hold current level 2 First Aid Certificates and undertake CPR refresh every 12 months. Staff members have also been trained in the administration of the EpiPen. First Aid kits are accessible at all times.

## Medication/Accident/Illness

### Medication:

- Children will not be given medications unless parents/guardians have given written permission and the medication book filled out and signed.
- Medication will be checked for expiry date, dosage and times given.
- Medication will only be administered by qualified staff members. When given, staff will sign and have witnessed the medication book.
- Medication includes over the counter, nappy creams and teething gel.

### Accident/ Illness:

- Children should not attend Prahran Place if they are unwell. This is unfair to the unwell child, the other children or members of staff.
- Staff will document any accident/ illness by completing an incident, injury, trauma and illness record, and having it witnessed by another staff member.
- Parents will be informed of accidents and will be required to sign the accident book.
- In case of urgent medical attention an ambulance will be called.
- The children service is required to contact the Department of Education and Training within 24 hours if a child's health, safety or wellbeing has been compromised



## Staff Illness:

As you can expect staff occasionally contract illnesses.

As with children, we encourage staff to remain at home until all signs of the illness have passed.

We do our best to replace staff, but on occasion Child Care may need to be cancelled. Parents will be notified.

# Records Management Policy

## Purpose

The purpose of this Policy is to ensure that Prahran Community Learning Centre Inc. (Prahran Place) adheres to the legalities and responsibilities attached to Australian Standards on Records Management (ISO AS15489), The Privacy Act (Commonwealth) and The Privacy and Data Protection Act (Vic), the Victorian Information Privacy Principals (hereafter known as IPPs) and the Family Assistance Law (A New Tax System (Family Assistance) Act 1999).

## Policy

It is the policy of Prahran Place to assure the privacy and confidentiality of its students and stakeholders at all times and to gain written authority from students and stakeholders for the sharing or dissemination of information. The only exception to the above is a requirement by law.

## Collection

Prahran Place will only collect information that is necessary for the performance of its functions, which includes the information Prahran Place is required to collect by governing funding bodies. Prahran Place advises individuals of the purpose for the collection of information and makes them aware that they are entitled to access their personal information, and how to do this.

## Use and disclosure

Prahran Place will only use and disclose information in accordance with the primary purpose it was collected for or for a related secondary purpose as per that a person would reasonably expect (i.e. The Australian Taxation Department or Centrelink). Prahran Community Learning Centre Inc. is required to provide the Victorian Government, through the Department of Education and Training, with student and training activity data. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines (which are available at <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>). The Department may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, and reporting and/or research activities. For these and other lawful purposes, the Department may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations. The Education and Training Reform Act 2006 requires Prahran Community Learning Centre Inc. to collect and disclose my personal information for a number of purposes including the allocation to me of a Victorian Student Number and updating my personal information on the Victorian Student Register.

In addition to those required by the Education and Care Services National Regulations, Services are required to keep records pertaining to the administration of Child Care Subsidy (CCS). We aim to accurately maintain and manage all required CCS records in a private and confidential manner, working in accordance with all legislative requirements and best practice.

In the case of sensitive information, it will be directly related to the primary purpose of collection. Generally, where the use or disclosure would not be reasonably expected, the law allows the use and disclosure authorised or required by another law, or for public interest purposes such as individual or public safety, research purposes, to assist in law enforcement activities or to investigate a suspected unlawful activity. Otherwise use and disclosure for a secondary purpose will only be by signed consent.

## Data quality

Prahran Place ensures information is accurate by verifying with additional documentation and conducting regular internal audits.

## Data security

Prahran Place will take reasonable steps to protect data from misuse, loss, unauthorised access, modification or disclosure by keeping all hard copy records in a locked cabinet and electronic data password protected.

Personal information will be permanently de-identified or destroyed when it is no longer needed for any purpose. Note that Prahran Place is subject to the Public Records Act 1973 (Vic) will comply with the provisions of that Act regarding the disposal of public records.

## Access and Correction

Individuals have a right to seek access to their personal information and to make corrections, subject to limited exception.

## Anonymity

If it is lawful and feasible, Prahran Place will give individuals the option of not identifying themselves (i.e. remaining anonymous) when they engage with the organisation.

## Sensitive information

Prahran Place will only collect sensitive information in restricted circumstances, or by consent. "Sensitive information" includes sexual orientation and gender identity, information about an individual's race or ethnicity, political views, religious and philosophical beliefs, sexual preferences, membership of a trade union, or a political or professional association, or information about a criminal record, as defined in schedule 1 of the PDP Act.

LGBTI Disclosure and Documentation Policy and Procedures

Prahran Place has a specific Policy and Procedures regarding GBTI Disclosure and Documentation.

# Storage and Archiving

## Electronic security

All data is stored in the cloud and can only be accessed by company compliant devices.

For additional security, Prahran Place has appointed Right Click IT for digital services and advice.

## Storage, retrieval and destruction of paper based records

Hard copies of records are required to be stored, are maintained for a seven year cycle. Records are secured in the Archive storage room on site, and are only accessed by authorised staff.

# Diversity and equity

Prahran Place is an equal opportunity organisation committed to equity and access in the provision of its services and in employment.

Our staff understand that many of the children and families who use our Occasional Childcare service have diverse backgrounds and needs.

We recognise the importance that:

- children's needs are understood and respected
- any necessary adjustments are made so all children are equally protected at the service
- children have access to information, support and complaints processes that are culturally safe, accessible and easy to understand.

Each child has the right to fully participate at the service. All barriers must be consciously addressed using a strengths-based approach.

Services must pay particular attention to the needs of children at higher risk of harm due to their vulnerability:

- Aboriginal children
- children from culturally and linguistically diverse backgrounds
- children who are unable to live at home
- gender diverse children.

## Prahran Place's commitment

Prahran Place aims to create an inclusive education culture that fosters acceptance and respect for diversity. In doing so, it's seek to deepen understanding and knowledge, promote student and staff wellbeing and help everyone achieve their full potential. Prahran Place is enriched by and celebrates the diversity of its whole learning community.

We promote diversity and tolerance, and people from all walks of life and cultural backgrounds are welcome. We:

- Promote the cultural safety, participation and empowerment of Aboriginal children;
- Promote the cultural safety, participation and empowerment of children from culturally and/or linguistically diverse backgrounds; and
- Ensure that children with a disability are safe and can participate equally.

Prahran Place is committed to ensuring that the working environment is free from discrimination, harassment, bullying, vilification and victimisation.

Prahran Place acknowledges that in society some people are treated unfairly or unfavourably because of irrelevant personal characteristics such as their gender or race.

Prahran Place supports the Equal Opportunity Act 2010 (Vic), which says that it is against the law to discriminate against anyone, including students and staff, because of their actual or assumed:

# Childcare Fee Policy

## Purpose

This policy will provide clear guidelines for:

- The setting, payment and collection of fees
- Ensuring the viability of Prahran Place Childcare, by setting appropriate fees and charges
- The equitable and non-discriminatory application of fees across the programs provided by Prahran Place

## Values

Prahran Place is committed to:

- Providing responsible financial management of the service, including establishing fees that will result in a financially viable service, while keeping user fees at the lowest possible level.
- Providing a fair and manageable system for dealing with non-payment and/or inability to pay fees/outstanding debts.
- Maintaining confidentiality in relation to the financial circumstances of parents/guardians.
- Advising users of the service about program funding, including government support and fees to be paid by parents/guardians.

## Scope

This policy applies to the Approved Provider, Nominated Supervisors, Person in Day-to-day Charge, educators and parents/guardians with an enrolled child, or who wish to enrol a child at Prahran Place.

## Legislation

- Relevant legislation and standards include but are not limited to:
- A New Tax System (Family Assistance) Act 1999
- A New Tax System (Family Assistance) (Administration) Act 1999
- Child Care Subsidy Minister's Rules 2017 (Minister's Rules)
- Child Care Subsidy Secretary's Rules 2017 (Secretary's Rules)
- Any other instruments (including regulations) made under the A New Tax System (Family Assistance) Act 1999 and the A New Tax System (Family Assistance) (Administration) Act 1999
- Schedules 5 and 6 to the A New Tax System (Family Assistance and Related Measures) Act 2000.
- Charter of Human Rights and Responsibilities 2006 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)
- Disability Discrimination Act 1992 (Cth)
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011: Regulation 168(2)(n)
- Equal Opportunity Act 1995 (Vic)
- National Quality Standard, Quality Area 7: Governance and Leadership

## Procedure

The Approved Provider is responsible for:

- Reviewing the current budget to determine fee income requirements
- Developing a fee policy that balances the parent's/guardian's capacity to pay, with providing a high quality program and maintaining service viability.
- Clearly communicating this policy and payment options to families in a culturally-sensitive way, and in the family's first language where possible.
- Providing all parents/guardians with a copy of the OCC Handbook containing fee information for families.
- Providing all parents/guardians with a statement of fees and charges upon enrolment of their child, and ensure that the Fees Policy is readily accessible at the service (Regulation 171)
- Collecting and receipting all fees
- Complying with the service's Privacy and Confidentiality Policy regarding financial and other information received, including in relation to the payment/non-payment of fees
- Notifying parents/guardians within 14 days of any proposed changes to the fees charged or the way in which the fees are collected (Regulation 172(2))



## Child Care Subsidy:

- Child Care Subsidy (CCS) is available to all Parents/Guardians who meet the eligibility requirements. Parents/Guardians receive this as a deduction from fees, it cannot be claimed as a tax deduction at the end of the year. Application may be made through your MyGov account/Centrelink. Full fees will be charged until CCS is approved.
- Absences: Under the Child Care Subsidy System (CCSS) CCS is strictly monitored. A child is allowed to have 42 absences in a financial year for any reason, but a fee must be charged to gain CCS. Once 42 absences have been reached documented proof is required for any additional absences, for continued CCS entitlement as assessed by DEPARTMENT OF HUMAN SERVICES. A fee is still required to be charged to claim CCS.
- It is vital that as a service provider the PCLC can predict its income to ensure ongoing viability. Session fees will be charged during a child's absence if sufficient notification of cancellation is not received.
- Session fees will not apply for any period where the Centre is closed for business, ie Public Holidays or Christmas closure.
- Positions will not be held open for individual children unless they are used and paid for consistently. Bookings will be cancelled after two consecutive missed attendances where no contact is made with the Centre.
- Invoices will be email to Parents/Guardians on Friday afternoons and will include the Fee Charged, CCS received and outstanding amount owing.
- Fees are payable by Parents/Guardians as agreed on the enrolment forms. All accounts must be paid at least fortnightly and a nil balance achieved.
- Fees may be changed at any time at the discretion of the Management Committee. Parents/Guardians will be given at least one month's notice of fee increases.
- Enquiries regarding fee structure should be directed to Principal Executive Officer.

## Payment of Fees:

- Fees must be paid at least fortnightly.
- Bookings may be cancelled for overdue accounts.

## Late Collection:

Parents who collect their children after 2.00pm on Monday and Tuesday and 3.00pm on Wednesday to Friday will incur a late fee of \$10.00 per 10 minutes per child (for which CCS is not claimable).

## **Additional Child Care Subsidy (ACCS)**

Parents whose family circumstances suddenly change, causing short term financial difficulties may be eligible for Additional Child Care Subsidy. More information is available from PCLC or from the Department of Human Services.

## **Jobs Education and Training Child Care Fee Assistance (ACCS)**

Parents can apply for assistance to reduce fees when seeking employment and undertaking education and or training. The Department of Human Services is point of contact for details of eligibility. Families who are waiting to have the ACCS approved must regularly service their account, as per our fee policy, until such time as the benefit is approved and the appropriate documents are presented to the centre. Once ACCS is approved the centre will apply the benefit to your account backdated to the date stated on the approval letter. The letter should also state an end date for the benefit that the centre must comply with by law.

# Policies and Procedures

Prahran Place has policies and procedures in place to ensure compliance with legislation and to provide staff, volunteers, and Prahran Place users with an understanding of our standards and general operations.

Prahran Place draws on the insight and knowledge of our community to create an organisation which is responsive and flexible, in addition we draw on standards and concepts from around the world to govern our practice and philosophy.

Every policy, procedure, and code of our organisation is built on a foundation created by:

- World Health Organisation Social Determinants of Health
- United Nations Sustainable Development Goals
- Victorian Charter for Human Rights
- Neighbourhood House Coordination Program Guidelines, Community Development Practice Model and Sector Principles
- Learn Local Committee of Management (CoM) Workbook
- Prahran Place Rules of Association
- Collective Bargaining Agreements, Industry Awards and National Employment Standards
- Department of Health and Human Services Service Agreement Information Kit
- Australian National Child Safe Standards
- Funding Guidelines and Agreements

Our organisational development and integrity stems from these foundational commitments, and our policy and procedures defines the culture, behaviour, and standards we, as a community and as an organisation, hold ourselves to.

You can find some of our policies and procedures, including our Code of Ethics and Conduct, Incident Reporting and Response Policy, Child Safety and Wellbeing Policy and online at <https://prahranplace.org.au/about-us/>

# Contacts Details

## The Department of Education and Training

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### Licensee

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### Primary Nominees

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Children Service's Coordinator

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### Primary Nominees

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Children Service's Coordinator

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### Reception

Irene Ly  
Office Coordinator

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We look forward to  
welcoming you and your  
child to Prahran Place  
Occasional Childcare.



**PLACE.**