

Family Handbook



Holy Name

Early Learning and Care Centre



Centre Information

Address 25 Marchamley Place, Carlisle, WA 6101

Phone Number (08) 6254 6900

Email holy.name@cewa.edu.au

Website www.holynameelcc.com

Facebook www.facebook.com/holynameelcc

Hours of Operation Long Day Care 6:30am-6:00pm

Outside School Hours Care provides care from 6:30am, until the children are dropped off in time for school. They are then picked up from school, and are provided care until 6:00pm.

Closure dates We are closed for two weeks over the Christmas period. Parents will be notified in advance.

Fee Schedule	Long Day Care	\$112
	Before School Care	\$34
	After School Care	\$44
	Vacation Care	\$87



Welcome

We would like to welcome you to Holy Name Early Learning and Care Centre. Our aim is to ensure that families and carers feel safe, secure and supported with the level of service and care that our educators provide. This handbook contains information to assist you in settling your child into the service and to help answer any questions you may have. If you require more detailed information, or would like a copy of the room program, please do not hesitate to speak to the lead educator of your child's room. Our key policies are available to view on our website, using our door code as the password. Our policy file is also available in the foyer for you to view at any time.

Holy Name is part of a Catholic organisation and aims to promote positive relationships that enable children to understand what is involved in living as Christians in Australia today. In our service it is the role of the educators to model and promote Christian values, attitudes and behaviour. Our service recognises the dignity and rights of each person regardless of race, religion or social status and aims to provide a welcoming and inclusive environment. Catholic Education Western Australia Limited holds the Provider Approval for this service.

We value your input into the operation of our service and encourage families to get involved with the services program and to communicate regularly with the educators at the service to ensure that our service is meeting your needs. We look forward to sharing this new journey with your family.



Our Story

Holy Name Early learning and Care Centre Carlisle was originally a school. It was opened in 1938 by the Sisters of Mercy. The nuns would visit Catholic families in the local community. Piano lessons were also given at recess and lunch time, and after school to State School children to keep the school fees supplemented. Sister Enda and Sister Romuald travelled daily from the Victoria Park Convent to teach at Holy Name School. The sisters would make the long journey by foot and bus to reach the school. On very wet days, the sisters were allowed the 'exorbitant' option of taking the tram. During the school's early years it also served as the Parish church. Each Friday, the dividing doors were opened and the space organized for Sunday Mass. The parents of the students at Holy Name were tireless in their support of the school holding bazaars and raffles to provide money for the 'extras' needed as the school progressed.

In 2008 the Catholic Education Office made the decision to amalgamate Holy Name with Notre Dame School. In 2009 the first lay Principal, Paul Hille, was appointed to oversee the amalgamation and building of the new campus which would accommodate the Holy Name students as well as the students of Notre Dame School. By 2011 the new campus was complete and the teachers and students of Holy Name moved to the new campus.

The Holy Name building stood unused for a few years until a proposal by the Early Years Learning Team of the Catholic Education Office was accepted to create the first standalone Early Learning Centre run by the Catholic Education Office of Western Australia. The Centre was licensed to offer care to 112 children operating as both a long day care and outside school hours care facility. The Centre opened its doors in 2012 providing Long Day Care for children from birth – 5 years as well offering care for school aged children from 3 local primary schools, before and after school and school holiday care. Today, the Centre has flourished to accommodate another school, Carlisle Primary, in the outside school hours care program and the long day care runs at capacity all week. The Centre also remote manages another offsite outside school hours care service at Saint Maria Goretti's Primary School.



Holy Name ELCC employs over 25 staff members and has recently been chosen as one of four Centre's around Perth to take part in the Child Australia Centre for Excellence Tour. In 2014, Holy Name ELCC began running Playgroup sessions at the Centre to enable the families

within the local community with a place to socialize with their children. In 2015 the Centre also introduced its first year of operating the Saint Augustine's Three Year Old Kindy program, a joint effort with St Augustine's Primary School and Holy Name. Today, we continue to strive for excellence through our practices and to provide ongoing support to the families and children within our community.

Legal Responsibility

Regulatory Authority

Education and Care Regulatory Unit (Regulatory Authority WA)



Approved Provider

Catholic Education Commission of Western Australia Trustees Association (inc) is our approved provider. The managerial committee including the executive director of Catholic Education WA, hold the responsibility of ensuring services operating under their approval meet regulatory requirements.



Service

Nominated Supervisor represents the approved service. They are responsible for ensuring the day to day operations of the service meets regulatory requirements.

Governance

Executive Director of Catholic Education WA



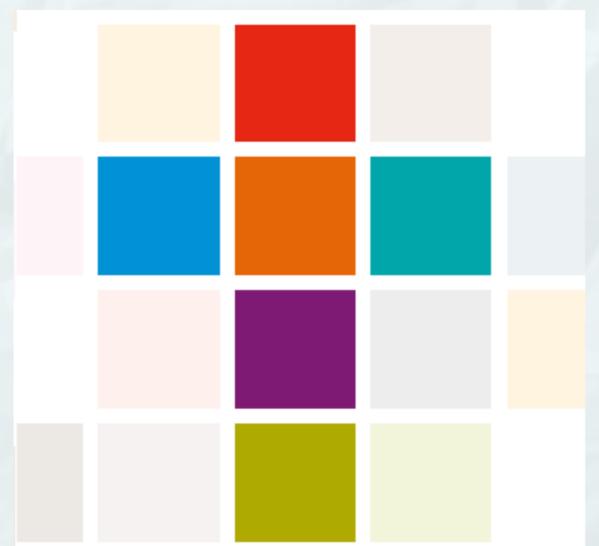
School Principal



Nominated Supervisor



Service Staff



Our Philosophy

1. Educational Programme and practice

At Holy Name we honour the uniqueness of each child through our child centred program. The program is based on children's interests and includes child initiated learning experiences and intentional teaching where educators work alongside children. Our programme is flexible and is part of an ongoing cycle of reflection.

2. Children's health and safety

We believe in the Rights of the Child and that it is important to create a safe, secure environment for all the children in our care. Educators ensure they have a sound understanding of each child and the context in which they live. They use this information, together with their professional knowledge and skills to ensure that the needs of the child are met.

3. Physical Environment

Our program enables children to experience the joy and wonder of the natural world that God created so they develop a sense of environmental responsibility. We believe in providing welcoming environments that support children to relax, engage, explore, and make sense of the world around them

4. Staffing arrangements

We recognise the strengths and talents of each staff member. Staff are active learners and constantly strive for professional development. They work collaboratively as a team to support and learn from each other and to develop positive interactions and relationships.

5. Relationships with children

We believe that each child is a precious and sacred gift from God and we treat them with the dignity and respect that God intended. We support children to develop a sense of love and respect for themselves and others, by supporting the development of safe secure, meaningful relationships based on Gospel values.

6. Collaborative partnerships with families and communities

We recognise families as children are first and foremost educators of their child. Our program allows each child to develop their unique capacities and build upon their strengths, competencies and interests. We believe that our service should be grounded in our local community and reflect the history, culture, language and traditions of the community. We provide regular opportunities to honour the family's role by encouraging them to share their family values, knowledge and experience.

7. Leadership and service management

All practices are based on the policies and procedures of our Centre. We use a process of critical reflection and quality improvement in Centre operations to ensure that practices are reviewed and continuously improving to meet the needs of children, families, staff and the broader community



Our Goals

1. Educational Programme and practice

At Holy Name we honour the uniqueness of each child through our child centred program.

2. Children's health and safety

We believe in the rights of the child and understand it is important to create a safe, secure environment for the children in our care.

3. Physical Environment

We believe that by connecting children with the awe and wonder of the natural world we will support them to develop a sense of environmental responsibility and make sense of the world around them.

4. Staffing arrangements

We recognise the strengths and talents of each staff member. We support them to work collaboratively as a team to learn and develop positive relationships.

5. Relationships with children

We support children to develop a sense of love and respect for themselves and others, by supporting the development of meaningful relationships based on Gospel values.

6. Collaborative partnerships with families and communities

We believe that our service should be grounded in our local community and reflect the history, culture, language and traditions of the community. We encourage families to share their values, knowledge and experiences.

7. Leadership and service management

All practices at the Centre are based on the policies and procedures of Holy Name. We use a process of critical reflection to support the quality improvement process. Ensuring that we meet the needs of the children, families, educators and our community.



Family & Community

Communication

We have many communication strategies available for you to find out about your child's time at the Centre. Information about your child's day is available in handover sheets in the rooms, as well as daily reflections. We also use an app called SeeSaw which is a digital portfolio of your child's learning journey and is also another way for families and educators to communicate. The Holy Name Facebook page is regularly updated with highlights of what is happening at our centre.

Family participation

We understand that families are the first and most influential educators of their child. We see our role as working in partnership with families to provide quality care for each child. Families are encouraged to participate in our program and operational decisions at Holy Name. If you would like to come in to support the program (eg. parent helper), please let the educators in your child's room know.

Celebrations/Centre Events

We regularly update families with events we are celebrating across the centre, via email, our Facebook page, SeeSaw, and posters displayed in the family lounge. We love to join together with the whole centre to celebrate, and often invite families to join us too. If there are any special events your family celebrates, please let us know so we can include it into our program.

Holy Name Parent Committee

We invite families to join our parent committee made up of family representatives and a CEWA Representative. Please speak to the Centre Manager if you would like to find out more about the Committee. New members for the committee are elected at our annual AGM.

Family Evenings & Meetings

Celebration of Learning events are held twice a year. These evenings provide opportunities for you to find out more about your child's time at Holy Name ELCC. They also provide an opportunity to meet with other families and become more familiar with our community. Family meetings are available at any time upon request. Please speak to your child's room leader and we will arrange a meeting time for you at a mutually convenient time.

Fundraising

We aim to provide a quality, well-resourced service for you and your child. We may invite you from time to time to become involved in a fundraising event; however these are kept to a minimum and designed to support family and community involvement.

Enrolment

Prior to commencement you will receive your enrolment pack. This includes all of the necessary paperwork required by the Centre. To enrol your child you are required to complete and sign the Complying Written Arrangement (enrolment form) as well as a few other forms. Please ensure that we are notified of any changes which may occur, such as changes of address or phone numbers as soon as possible. The completed forms must be returned to the Centre prior your child's playdates. If there is a court order in place then the Centre needs to be give a copy of this on enrolment, to be kept on file.

What now?

Now you have completed all of the necessary paperwork, here are the next steps...

Playdates

A minimum of 2 playdates (ideally 4) are required to ensure your child feels comfortable within the service, and the educators can get to know you and your child. During these playdate, it's all about getting yourself & your child familiar with the service. Chatting to the educators about the program and routine, having a look around the room and engaging your child with the environment, letting them know they can feel safe & comfortable here. We also encourage you to leave the room for a little while (staying on premises) to see how they go without you. This is a great opportunity to see if more playdates are required.

Before you start

On your child's playdates, you will be given a 'welcome pack' to welcome your child to the centre. To support drop offs, you will also be introduced to the educators in our babies room as this is the room we have family grouping time in (mornings and evenings).

Starting at Holy Name

We encourage starting with shorter days to ease your child into care. If you are returning back to work, and you have the opportunity to do so, consider starting your child a few weeks prior to you starting work, so you can be more flexible, as well as so you can have time to get yourself ready for your big life change!



Children

Settling your child

At Holy Name ELCC our Educators work with families to support each child to settle into new environments as well as supporting your child during transitions. We believe that a well-developed settling experience creates the beginning of strong relationships at our service. We understand that each child's experience during settling in is very individual. Our educators work carefully with each child to ensure their transition is a smooth and positive one. Please feel free to call the Centre as often as you would like to check how your child's day is progressing.

Our educators are always happy to discuss your child's day with you.

Our orientation process has been designed to support children commencing in our care to minimise their feelings of stress and anxiety as much as possible for both them and their family. We recommend a minimum of two orientation visits, where you stay with your child prior to leaving them in our care. These visits are generally about half an hour to an hour in length. We also request that you meet with the room leader to share information about your child, particularly caregiving strategies, so that we are able to create a programme that suits their needs and mirrors their home environment.

Before 7:30am, and after 5:30pm, the children join for Family Grouping Time in the babies room. During your playdate visits, you and your child/ren will be introduced to the educators in the babies room, so that you can be familiar with them, and vice versa, to support drop off and pick ups during these times.

Unwell Children

We aim to provide a safe, secure environment for all children in our care, therefore we are unable to care for unwell children. If your child becomes unwell while in our care you will be contacted and asked to collect your child. If you are unable to collect our child, the person that you have nominated as an emergency contact will be called and asked to collect your child. Your child will be made as comfortable as possible and regularly monitored while waiting for you to arrive. It is important that you inform staff if your child has become ill with a communicable disease since they were last in attendance so that we can put up a notice to advice families of the children that your child may have come into contact with. In the event of a communicable disease outbreak at the service, families and the Department of health will be notified. In some cases it may be necessary to exclude an unwell child for a period of time. We follow the communicable disease guidelines published by the health department of WA. We also follow the "Staying Healthy in Child Care" 5th ed. guidelines. A copy is available in the foyer for you reference or to obtain your own copy go to: www.nhmrc.gov.au



Children

Inclusion

We provide an inclusive environment that aims to support the needs of every child. If you require additional support for your child we have access to Inclusion Support. Our support agency is Communicare. Please discuss your needs with your child's room leader who will access and support you through this process. Inclusion support aims to provide your child and the educators caring for your child with information, advice, care plans and training as well as funding to provide more dedicated one on one support from our staff should your child require it.

Bilingual support/ translating services

We have access to bilingual support services and are able to organise a bilingual support worker to work with your child in the first few weeks of their time at the Centre to assist them to settle into childcare and familiarise themselves with the room routines. We have staff on premises who speak Japanese, Sri Lankan, Mandarin, and Tamil, and are available to support your family during your transition if one of these is your home language. We are also able to have important documentation translated for your convenience should you require it. Just ask one of our friendly staff who will organise this for you. We also have fact sheets on the foyer that may be of interest to you.



The Program

National Quality Framework

We are guided by the National Quality Framework. The framework is based on contemporary research and evidence of how children learn and develop. As part of the framework we are committed to continuing improvement and reflective practices. Holy Name also adheres to all relevant industry and workplace legislation. If you would like to find out more about the National quality framework please go to: www.acecqa.gov.au

Our Programming Process

As part of the National Quality Framework Holy Name follows both the "Early Years Learning Framework" and "My Time Our Place" curriculums. The program is displayed in each room that outlines the planned experiences on offer for your child. These experiences have been carefully planned to reflect each child's, needs and interests as well as meeting their developmental requirements. Their ideas and interests to the program, where possible. Educators develop the program based on their knowledge of the children. We encourage your child and yourself to contribute in the programme. We offer a balanced programme that provides opportunities to participate in both indoor and outdoor learning experiences, quiet and active times, individual, small group and large group times, time for individual educator/child interactions, group interests, children's special interests, as well as being flexible to allow time and space for spontaneous play. The program is child centred and allows for children to experience a wide choice of materials and pursue their own interests. Alternative choices are provided if your child does not want to participate in a particular activity.

Family Input

We value family input into program development and believe that it increases the value of the program. We encourage families to use SeeSaw to communicate with the educators, and comment on your child's learning journey. Families are able to access records kept for their child at any time.

Routines

Everything that happens at the service throughout the day is based around the routines of children. Routines such as mealtimes, toileting and hand washing are all occasions that are rich in social opportunity and life skills. We recommend that families get to know the room routine of their child. Understanding what happens in your child's day can be a valuable setting and language tool. A copy of the daily routine is on display in your child's room for your reference. If you are interested, please ask staff for a copy.



The Program

Homework in OSHC

We provide a quiet space for children to complete their homework in our OSHC. Families are welcome to request that children be reminded by educators to complete homework tasks. Unfortunately we cannot take responsibility for enforcing this request. We are also unable to provide one on one coaching to ensure that assigned tasks are completed.

Sustainability/Environmental responsibility

As part of the National Quality Framework services are required to support children and the service community to become more environmentally aware. As part of our services program educators will explore sustainable practices with the children at the service and will encourage children to become actively involved in promoting sound ecological practices both at the service and within their community.

Healthy Living

We include physical activities, safe sleeping, healthy eating and many more activities in the programme that promote healthy lifestyle choices to the children. We believe that the learning that the children do now can start them on a journey of positive, meaningful life skills for later life.

Bullying

All children have the right to attend a care environment that is free from Bullying and harassment from others. Bullying or harassment by children will be dealt with through the services (behaviour management) child interaction process.

Excursions

In the interest of offering your child a varied program there may be opportunities to attend excursions. These are activities outside the Centre. You will be provided with information pertaining to any excursion, well in advance. This will include where and when the excursion will take place, what your child will need to bring and wear and how your child will be transported. Your child will only attend once we have received your signed permission. Alternative care arrangements are made for the children who are not attending the excursion. An excursion plan and risk assessment for each outing will be made available to families for their information.



The Program

Clothing

We recommend that you send your child in clothes that are comfortable to play in. Children are encouraged to wear practical, safe enclosed footwear. Please do not send them in their best clothes as they may be involved in messy play activities a part of hands on learning. Children taking part in messy play will be offered aprons.

All children will be required to wear a hat when playing outdoors when the UV index is above 5. Families are asked to provide a hat with their child's name clearly marked. We also require your child to wear weather appropriate protective clothing. Please make sure your child's clothes cover their shoulders.

For Children attending OSHC will attend in their school uniform. While every attempt will be made to ensure their uniform remains well cared for, accidents do occur. If you are concerned about your child's school uniform, please send them with a change of clothes.

Toys

We provide a comprehensive range of resources and equipment for your child to enjoy. We understand that children have special transitional or comfort items that they would like to have with them. We request that your child only brings in comfort items, or items that have been approved by the Staff. Occasionally your child may be asked to bring in something from home as a programmed experience. We request that no weapons or replicas are brought into the Centre. If they arrive, the item will be left at reception.

Special Events

As our service is Catholic, it is important to us that children celebrate special events on the church calendar. These include Easter and Christmas. We also include other celebrations from other cultures. Please advise our Educators of any special events that your family celebrates.

Birthdays

We enjoy celebrating birthdays at the centre. Birthdays are a celebration of the gift of life from God. If your child is celebrating a birthday while they are attending care, we will arrange a special celebration for them in the room.

Guiding Behaviours

In order for our program to be successful, we must all work together in a partnership to model and support appropriate behaviour. All children have the right to be safe and feel safe. Children also have the right to receive care and attention from staff equally while attending. We have limits in each room that the children are involved in setting and implementing. The staff support children to ensure that these limits are followed and valued.



Health & Wellbeing

Management of Medical Conditions

If your child has a specific health care need we ask that you also complete a health care plan and risk management plan to the service upon enrolment. These must be signed by a medical practitioner. If your child has a medical action plan, please make your that you bring their required medication with you every time you attend.

Immunisation

We encourage parents to immunise their children against all diseases appropriate to the child's age. Children who are not immunised will be excluded from care during outbreaks of some infectious diseases in accordance with the National Health & Medical Research Council Exclusion Guidelines (on display in the reception area). Please speak to the Centre manager should you have a conscientious objection to your child being immunised please discuss with the Centre Manager.

Medication

If your child requires medication during a care session please handover the medication in its original packaging with a completed medication authorisation. A Lead Educator will administer the medication to your child as directed and a second educator witness that they have the correct dosage and medication. When you collect your child educators will provide you with your medications and a copy of the record or administration

Accidents

If your child has an accident or becomes injured while they are in attendance at Holy Name our educators will ensure that an accident report form is completed and provided to a family member upon arrival. Family members will be contacted immediately of any injury above the head or shoulders, or that requires medical attention. For all other injuries, educators will ensure family members are informed when your child is collected from the service. Our service has a fully stocked first aid kits and an Educator on duty at all times who holds a current first aid qualification. A copy of the first aid policy is available.

Emergency procedures

Our evacuation plans are reviewed regularly by educators, and are displayed by all exit doors from the service. Emergency drills are performed every 3 months on different times and days to ensure that all children and educators have the opportunity to participate. These drills are recorded and evaluated for future planning.

Health & Wellbeing

Sun protection

Outside play is a valuable component of our program. In order to comply with our Sun Safety Policy we ask that you bring along a wide brimmed hat each day for your child's use 50+ sun cream, if your child requires a special brand of sun cream please ensure it is clearly labeled and is left at Holy Name ELCC.

Supervision

Safety is our primary concern, therefore supervision is of the utmost importance.

To ensure that children's play is supervised effectively educators will:

- Be engaged, understand and anticipate the needs of individual children
- Be active participants in play where appropriate
- Encourage child choice
- Extend and scaffold children's play
- Reinforce safe play practices with the children.

Child Protection

We believe that every child has the right to feel protected and safe and that it is our duty to respect that right. Our child protection policy was developed to ensure the safety and wellbeing of the children at Holy Name. Our staff undertake annual training to keep to date with the latest Child Protection policy information. A copy of the Child protection policy is available in the foyer for your reference.

Smoking/Alcohol/Drugs

Smoking is not permitted on the grounds of any Catholic Education Western Australia School ground including Holy Name ELCC. No persons will be allowed on to remain at the service who are under the influence of alcohol or illicit drugs.



Health & Wellbeing

Nutrition

A weekly menu that details all other food & beverages on offer to children will be displayed for both families and children. We offer a six week rotational summer and winter rotational menu. This allows the menu to stay interesting, as well as providing children with a chance to enjoy their favourites. All of the meals are provided fresh on the premises by our cook each day.

We recommend that children have breakfast prior to attended care. However, our breakfast club is available at the Centre should you require it. The availability of breakfast items concludes at 7.30am.

Children attending after school care at our Centre receive afternoon tea. During vacation care, morning tea, afternoon tea and lunch and a late snack are provided.

If your child has food allergies or special dietary requirements, please inform the educators and complete the dedicated section of the enrolment form. You will also need to complete the forms provided and have them signed by your doctor.

Each child may, as part of the program have the opportunity to be involved in food preparation. Children learn life skills on how to prepare, store, cook, and serve food appropriately.

When children are on excursions we will provide parents with the necessary information regarding snacks and lunch. This may be different for each excursion. At our Centre we aim to make meal times special for your child.

Children's learning is supported during meal times by providing them with opportunities;

To view meal times as social occasions by sitting together during meals

To express appreciation for others by saying thank you for the meal,

To enjoy social interactions and time with others,

To discuss nutrition & healthy eating

To practice table manners.

Water and a fruit bowl is accessible at all times for children.



OSHC Housekeeping

Transitions between Holy Name and School

During BSC educators will escort children in Kindy, Pre Primary and Year 1 to their classroom each morning, they will pass on any messages required to classroom teachers (If your message is of a confidential or sensitive nature we ask that contact your child's teacher directly). Educators will regularly communicate with your child's teacher and school support staff to ensure consistency between school and OSHC and ensure your child has a smooth transition to School.

In the afternoon the service will ensure that an educator collects all children in Kindy, Pre Primary and Year 1 from their classroom, they will collect any notes or record any messages to be passed on to families, these items will be placed in the front pocket of your child's bag (If the message is of a confidential or sensitive nature we will request that the teacher contact you directly).

Children in grades 2 – 7 are asked to meet educators at the designated meeting point discussed at enrolment, to have their name ticked off.

All cancellations to after school care must be done prior to 12 midday, to ensure the safety of your child and the group.

Vacation Care

The Vacation care program will be advertised to families prior to each school holiday period, a separate booking form for each Vacation Care program will be made available to families 2 weeks prior to the program commencement date. Families are required to register their booking by completing and returning the booking form, a minimum of 48 prior to booked session, however the program is normally booked out within the first 24 hours, so its recommended to get in quick!



General Policies

Enrolment and Orientation

Prior to your child's first day at Holy Name, you will be required to complete an enrolment package that contains information about your child's health, and emergency contacts. Please return your completed enrolment package to us as soon as possible to ensure administration and planning can be completed for your child. As part of the enrolment process you will be required to name all persons who may deliver and/or collect your child from the Centre. It is your responsibility to ensure your nominated people are responsible and available when required. The details on the enrolment form are required by our staff to help them take the best possible care of your child. All information will be treated as strictly confidential. We ask that you inform the Centre immediately should any of the details on your enrolment form be required to be updated.

Payment of Fees

Fees must be paid by debit success. Fees are paid in advance. You are required to complete a copy of the debit success authority form to formalise your child's enrolment. You will also be given a copy of the annual billing dates so that you are aware of when payments are being debited. Once you have booked a place, payment is required whether your child attends or is absent. Please notify the Centre if your child is going to be absent. If your permanent booking occurs on a public holiday or holiday leave you will also be required to pay for your booked days order to maintain your child's place. If you are experiencing financial difficulties please speak to the Centre Manager.

Child Care Subsidy

All families who meet Australian residency requirements are eligible for Child Care Subsidy (CCS). You can apply for this payment, which will reduce your childcare fees. CCS entitlements are payable on 42 allowable absences per year after which full fees apply for absent days. An information sheet is available in your enrolment pack.

Signing In and Out

Families are required to sign their children in and out of the service at the time of arrival and prior to departure. This procedure is a legal requirement of all children's services in Australia. It is also a requirement and is directly linked to your CCS eligibility.

Departures

On arrival at the service families are asked to collect any information from educators and take a few minutes to discuss their child's day before proceeding to sign their child out and departing. If you advise our educators of your expected collection time this will allow us to make sure that your child is ready to go home.



General Policies

Arrival and Collection of Children

Our primary concern is the welfare and safety of your child. We therefore request that you comply with the following requirements.

Arriving at the centre

Our service opens at 6.30am we remind families that we are unable to accept children into our service until this time. We request that you ensure you have been greeted by educator upon arrival, if the children and educators are gathered in the outdoor area or other licensed space when you arrive we ask that you accompany your child to greet the educators in order to maintain supervision and to ensure that educators are aware of which children are in attendance at all times.

Late collection fee

If you are running late to collect your child, please call the Centre to advise us. For one off cases a grace period may be permitted, however a late fee of \$5 for every 5 minutes applies for each child who remains at the Centre after 6pm. In the event that you are later than 30 minutes late and we are unable to contact you or your emergency contacts, Crisis Care may be required to be called.

Policies and Procedures

We have a Policy Manual available for your information, as well as having them available on our website for viewing at any time. To access these, use the door code as the password. Policies are regularly reviewed and updated as required. All policies in this handbook were correct at the time of print.

Grievance Procedures

We welcome all parent feedback, including grievances, as these help us to improve our program. All concerns will be dealt with in a prompt, positive and sympathetic manner. If you have a concern, please discuss your problem with a relevant staff member. If you feel the problem is not being resolved, please take the matter to the Centre Manager for resolution. Parents are also entitled to direct their complaints to the Education and Care Regulatory Unit at:

Level 1, 111, Wellington Street, East Perth, 6000. Telephone: 6551 8333.

Email: ecru@communities.wa.gov.au

Family Support

Our families are our biggest support. Their encouragement and assistance, in whatever way, such as coming collecting bits and pieces for the craft corner or suggestions in the program, is of invaluable assistance to our educators. In order to provide the children attending our program with the best opportunity for a positive experience we aim to encourage our educators and families to work hand-in-hand to ensure that each individual child's needs are being met. We encourage families to keep in touch with the service and participate in discussions with educators on a regular basis.

Community Links

Important Information for Parents

Crisis Care

Crisis Care is a telephone information and counselling service for people in crisis needing urgent help. It operates 24 hours, 7 days a week.

- Telephone (08) 9223 1111 or 1800 199 008 (country free call)

-Translating & interpreting service on 13 14 50.

Parent line WA

(08) 6279 1200 or 1800 654 432 (free for STD callers) 24 hours a day, 7 days a week: <http://www.communities.wa.gov.au/parents/Pages/ParentingWALine.aspx>

Health information

SIDS information <https://rednose.com.au/>

Anaphylaxis and Allergy information: www.allergy.org.au

Healthy eating: www.healthy-kids.com.au

Dental Care: www.healthdirect.gov.au/teeth-cleaning

Cancer council: www.cancerwa.asn.au

Child Development Centre: www.pmh.health.wa.gov.au

Government Links

CCS or family support go to,

<http://www.humanservices.gov.au/customer/subjects/payments-for-families>

Support for WA / overseas families

[http://www.humanservices.gov.au/customer/paymentfinder/?](http://www.humanservices.gov.au/customer/paymentfinder/?q=15000000000000000000000000000000)

[q=15000000000000000000000000000000](http://www.humanservices.gov.au/customer/paymentfinder/?q=15000000000000000000000000000000)

Child disability support

www.humanservices.gov.au/customer/services/centrelink/child-disabilityassistance-payment

Community Support Services

Family Relationship Advice

The Family Relationship Advice Line provides information and advice on family relationship issues and parenting arrangements after separation. It can also refer callers to local services that can provide assistance.

Call 1800 050 321 between 8 am and 8 pm, Monday to Friday, or 10 am to 4 pm on Saturday (local time), except national public holidays.

Kids Helpline

Kids Helpline is a free, private and confidential, telephone and online counseling service specifically for young people aged between 5 and 25. Call 1800 55 1800 24 hours a day, seven days a week.