



Occasional Care

INFORMATION HANDBOOK



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Ngatanwarr (Welcome)

We would like to welcome you and your child to Hamilton Indoor Leisure and Aquatic (HILAC) Occasional Care.

HILAC Occasional Care offers a limited hours education program to families within Hamilton and the surrounding communities.

We are located at HILAC, where our highly qualified Educators provide education and care programs based on the Approved Learning Frameworks; Early Years Learning Framework, Belonging, Being & Becoming, My Time, Our Place and the Victorian Early Years Learning and Development Framework, for children aged between 7 weeks and 8 years.

The information in this handbook is designed to provide information and guidance to families using our service. Further detailed information can be obtained within our various policies and procedures, which can be accessed at any time via the Harmony Web Parent Portal. Alternatively, you can request a copy by contacting HILAC Occasional Care.

Have a question? For further information, you can contact the Occasional Care Coordinator directly, or one of our friendly HILAC Occasional Care staff.

'HILAC Occasional Care is committed to supporting, nurturing, and empowering your child and helping them to grow'

SESSION HOURS

Monday to Friday - 9:00 – 12:00PM
Families can choose from one, two or three hourly sessions.

OFFICE HOURS

Monday to Friday
8:00AM - 1:30PM.

ACKNOWLEDGEMENT OF COUNTRY

Hamilton Indoor Leisure and Aquatic Centre Occasional Care acknowledges the Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the lands on which our organisation is located and where we conduct our business.

We pay our respects to ancestors and Elders, past, present and future emerging leaders.

Hamilton Indoor Leisure and Aquatic Centre Occasional Care is committed to honouring Aboriginal and Torres Strait Islander people's unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.

HILAC Occasional Care

83-93 Shakespeare Street, Hamilton Victoria

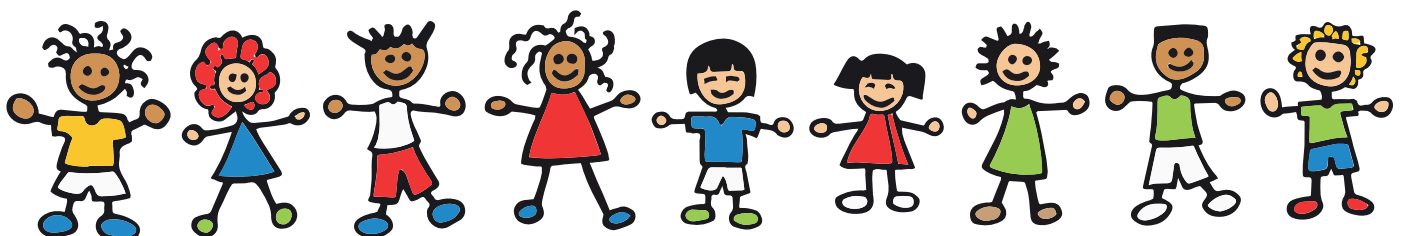
3300

Phone: 0428 259 412

Email: occ@sthgrampians.vic.gov.au



Southern Grampians
Shire Council
ABN 55135536448
Locked Bag 685
HAMILTON VIC 3300



OUR SERVICE

SERVICE CODE OF CONDUCT

The Southern Grampians Shire Council Code of Conduct (April 2012) applies to all SGSC Staff and Educators.

The Code of Conduct document is available for viewing at the Southern Grampians Shire Council Occasional Care Office, located at:
83-93 Shakespeare St, Hamilton Vic 3300.

HILAC Occasional Care Members comprise: Educators, Families, Children, HILAC Staff.

- High quality care & education services are those which meet the needs of and promote the integrated development of all the children involved in the service;
- The service will strive to meet each individual family's needs within the constraints of the National Regulations & Quality Standards and the Service Policies & Procedures;
- All members of the Service will abide by the Education and Care Services National Regulations Children's Services Act 1996 & Children's Services Regulations 2020 and the Service's own Policies;
- The involvement of all members of the Service is critical to the implementation of an effective program;
- All members of the Service will be treated with fairness and respect at all times, irrespective of gender, age, socio-economic status, race, language, beliefs, additional needs and family structure or lifestyle;
- All members of the Service will make use of the Service's conflict resolution processes when a conflict arises between any of the parties;
- All members of the Service will maintain confidentiality standards;
- All members of the Service will provide and promote a positive image of HILAC Occasional Care to the wider community;
- This Code will be reviewed on a biannual basis or earlier if deemed necessary.



CODE OF CONDUCT - STAFF, CONTRACTORS & STUDENTS

Occasional Care Educators and Students at HILAC Occasional Care Service will:

- Maintain a duty of care towards others involved in the service;
- Establish and maintain a child-safe environment in the course of their work;
- Be fair, considerate and honest with others;
- Treat children with respect and value their ideas and opinions;
- Act as positive role models in their conduct with children;
- Be professional in their actions;
- Maintain strict impartiality;
- Abide by the service's Child Protection and Wellbeing Policy.

No person will:

- Shame, humiliate, oppress, belittle or degrade any child;
- Unlawfully discriminate against any child;
- Engage in any activity with a child that is likely to physically or emotionally harm them;
- Photograph or video a child without the consent of the child and his/her parents or guardian;
- Work with children while under the influence of alcohol or illegal drugs;
- Engage in open discussions of a mature or adult nature in the presence of children;
- Use inappropriate language in the presence of children; or
- Do anything in contravention of the service's policies, procedures, or this Code of Conduct.



Service Philosophy

HILAC Occasional Care aims to offer quality flexible care for young children in an inclusive and stimulating environment: emerging social and independence skills are supported by our educators.

At HILAC Occasional Care we acknowledge and respect the Guditjmarra people, the traditional owners of the land on which we live, work and play. We pay our respects to their elders, both past, present and emerging. We encourage children to embrace all cultures through including cultural experiences in aspects of our programming to create an inclusive environment.

HILAC Occasional Care, we are dedicated to providing a warm, caring and secure environment that encourages each child to explore and discover the world around them with confidence, and extend their feelings of self-worth. We aim to build positive trusting relationships that encourage mutual respect, support, cooperation while encouraging independence and self-regulation of each child in our care.

Our mission is to assist children to become independent learners in society through commitment to quality care and educational programs; delivered in a caring and nurturing environment. This program delivered by a team of passionate, dedicated, trusting and committed, highly trained professionals committed to their professional development as educators. Our educators put emphasis on play as an important learning tool and deliver an environment as the third teacher.

HILAC Occasional Care embraces the Australian Belonging, Being and Becoming Framework. We aim to ensure that all families, educators, and visitors feel welcome within our service. We believe that all children have the right to feel a sense of belonging and to feel safe and secure to be who they are and are supported to become all they can be.

We believe in the importance of providing a developmentally appropriate program that is flexible and perceptive to the changing needs and interests of the children. During our program we utilise children's voices and observations to inform our program and planning. Our program will acknowledge children's contributions, extend their interests, encouraging curiosity and creativity. We ensure children have daily opportunities to be involved in an adaptive program that involves individual and group activities as well as play based learning and quiet rest times

In line with the Southern Grampians Shire purpose, "fostering community for a brighter tomorrow" we stand by the vision that a thriving community provides limitless opportunity. We encourage children to reach their individual potential by recognising and rewarding their achievements and efforts and aim to develop their self-confidence. An important goal is for children to develop qualities and life skills such as responsibility, independence, communication, inquiry, problem solving and creativity. Children's health, safety and wellbeing are paramount, and we pride ourselves on protecting children as a child safe organisation.



Contact INFORMATION

HILAC OCCASIONAL CARE

For further information you can contact the Hamilton Indoor Leisure and Aquatic Centre Occasional Care Team:

Address:

83-93 Shakespeare Street
HAMILTON VIC 3300

Phone: 0428 359 412

Email: occ@sthgrampians.vic.gov.au

Follow us on Facebook: HILAC Occasional Childcare

DEPARTMENT OF EDUCATION & TRAINING (DET)

SOUTH WESTERN VICTORIA REGION QUALITY ASSESSMENT & REGULATION DIVISION
Geelong Office – Barwon Southwest Area Team.

Address:

75 High Street
BELMONT VIC 3216

Phone: 03 5215 5136

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

FAMILY ASSISTANCE OFFICE

Phone: 136150

Website: www.familyassist.gov.au

CENTRELINK

Website: www.centrelink.gov.au

DEPARTMENT OF FAMILIES, FAIRNESS AND HOUSING (DFFH)

DFFH Child Protection Western Unit Intake Division

Phone: 1800 075 599

MYGOV

Website: www.my.gov.au

AUSTRALIAN CHILDREN'S EDUCATION & CARE QUALITY AUTHORITY (ACECQA)

Website: www.acecqa.gov.au

What happens to YOUR INFORMATION

PRIVACY, CONFIDENTIALITY AND PERMISSIONS

Keeping child and family records confidential is of the highest priority. We have policies in place regarding privacy and confidentiality outlining how we collect, use, disclose, manage and protect information about enrolled children and families.

We release information about the children and families who attend our service only when written permission is granted, if required by law - such as when reporting session details via a third-party software system, during a medical or other emergency, or when providing information to a government agency e.g. Department of Education.

Photographs and video footage are classified as personal information under the Information Privacy Act. During enrolment, families are invited to provide parental permission for photographs or video footage of your child to be taken, including how this footage will be used. If developmentally appropriate, educators will endeavor to always ask your child's permission before taking a photo or video.

Families have a right to request access to their information and ask for it to be corrected if necessary.

Please contact the Occasional Care Coordinator if you wish to do so, and they will explain the process involved.

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Please contact the Occasional Care Coordinator if you wish to do so, and they will explain the process involved.

SURVEYS

Our service has a commitment to provide quality services. Occasionally, families may be invited to complete a voluntary survey or provide feedback.

FEEDBACK AND SUGGESTIONS

We encourage regular and ongoing feedback from staff, educators, children, families, students, visitors and the community. Both positive and negative feedback will be considered and evaluated as part of our service's commitment to continuous improvement processes.

To provide feedback or offer a suggestion, children and families can contact the Occasional Care Coordinator directly, either by calling 0428 259 412 or emailing tkenny@sthgrampians.vic.gov.au.

Alternatively, feedback can be submitted using our Feedback and Suggestions digital form:
www.cognitofrms.com/SouthernGrampiansShireCouncil/FeedbackAndSuggestions2

COMPLAINTS - HOW TO LODGE A COMPLAINT

The following avenues are available to make a complaint:

Mail:

HILAC Occasional Care
Locked Bag 685
Hamilton VIC 3300

In Person:

HILAC Occasional Care
83-93 Shakespeare Street
Hamilton VIC 3300

Email:

tkenny@sthgrampians.vic.gov.au.

Telephone:

0428 259 412

The complaint should include the following information if relevant:

- The date, time and location
- The nature and description of the complaint; and
- A statement identifying what the complainant seeks as an acceptable outcome to the complaint by way of resolution.

Front line resolution

- We encourage concerns be raised directly with the person involved. Open communication will facilitate quick resolution of concerns.
- If no resolution is reached, the complainant can contact the Occasional Care Coordinator, who will document the complaint. The opportunity to schedule a meeting will be offered, and the complainant and accused (if relevant) will be given the option to have a support person present.

Investigation

- The Occasional Care Coordinator will investigate the complaint in liaison with the Children's Services Team Leader, aiming to resolve the complaint within 28 days.
- Council's First Nations Community Engagement Officers and/or Elders from the local Aboriginal community may be consulted if the complaint involves an Aboriginal or Torres Strait Islander person.
- All details of the complaint and actions taken will be documented.

- The Children's Services Team Leader must be notified immediately if the complaint involves an allegation based on a reasonable belief that a staff member, educator, student, or volunteer has committed a reportable conduct or breached the Child Safety and Wellbeing Policy or the Child Safe Code of Conduct, or any other child safety concern. The Children's Services Team Leader will act according to the Child Safety and Wellbeing Policy and Procedures.
- The Occasional Care Coordinator or Children's Services Team Leader will report all serious complaints and incidents to the Regulatory Authority within 24 hours.
- Complaints that are not resolved within 28 days may be escalated to the Manager of Community Wellbeing to ensure that a resolution is expedited.
- The complainant will be advised of the outcome in writing. The correspondence will contain reasons for the decision made. The complainant may be contacted to discuss the outcome prior to receiving the outcome letter.
- Depending on the nature of the complaint, continued support, counselling and supervision will be offered.
- The complainant can request an internal review if they are not satisfied with the outcome or the way their feedback or complaint has been handled.

Internal Review

If the complainant is dissatisfied with the process or outcome, they can request an internal review via the Director Wellbeing, Planning and Regulation.

The internal review will be independent of:

- The person who took the action; and
- The person who made the decision; and
- The person who provided the service

The Director will undertake a review of the complaint and gather information and expert advice where necessary.

At the conclusion of the internal review, a final outcome letter signed by the Director will be provided to the complainant.

The outcome letter will advise the complainant of any avenues of external review available in relation to the matter, such as the Victorian Ombudsman.

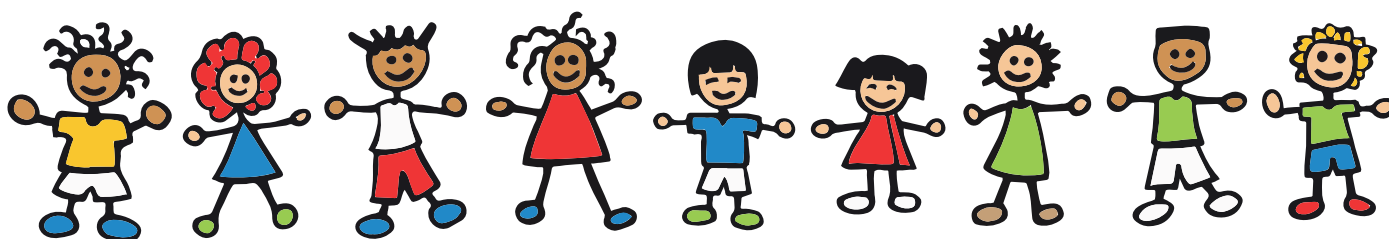
External Review

If the complainant is dissatisfied with the final response, they can contact an external review from the following organisations:

COMPLAINT	ORGANISATION TO CONTACT FOR EXTERNAL REVIEW
Actions or decisions of a Council, Council staff and contractors. This includes failure to consider human rights or failure to act compatibly with a human right under the Charter of Human Rights and Responsibilities Act 2006 (VIC)	Victorian Ombudsman www.ombudsman.vic.gov.au
Breaches of the Local Government Act	Local Government Inspectorate www.lgi.vic.gov.au
Breach of privacy. Complaint about a freedom of information application	Office of the Victorian Information Commission www.ovic.vic.gov.au
Corruption or public interest disclosure ('whistleblower') complaints	Independent Broad-based Anti-Corruption Commission www.ibac.vic.gov.au
Discrimination	Victorian Human Rights and Equal Opportunity Commission www.humanrights.vic.gov
Council elections	Victorian Electoral Commission www.vec.vic.gov.au

At any stage of this process the parent can contact the Department of Education by calling (03)52155136 or emailing bsw.qar@edumail.vic.gov.au .

Further information can be found in our Dealing with Complaints policy.



Child protection **AND WELLBEING**

STATEMENT OF COMMITMENT TO CHILD SAFETY

HILAC Occasional Care has a zero-tolerance approach to child abuse and is committed to creating and maintaining a child safe and child friendly organisation where all children are valued and protected from abuse.

Our service will demonstrate this commitment by:

- Providing clear standards to staff, educators and their family members, students and volunteers.
- Embedding child safety and wellbeing in our service's leadership, governance, and culture.
- Empowering children through engagement and involvement when making decisions.
- Advocating for children to understand personal safety, take action and speak out when they feel unsafe.
- Informing and involving families in promoting child safety and wellbeing.
- Adhering to information sharing and record keeping requirements.
- Establishing a culturally safe environment in which the diverse and unique identities of children and young people from a culturally diverse, linguistically diverse, and/or LBGTQI+ background are respected and valued.

- Having a zero tolerance approach to racism and identifying and addressing any instances of racism.
- Providing a safe and welcoming environment for children living with a disability.
- Inclusion of child safe practices during recruitment processes.
- Regular review and auditing of child safe practices.
- Providing physical and online environments, which promote safety and wellbeing and minimise the risk of harm.

Our service recognises that all stakeholders have a shared responsibility to accept the Child Safety and Wellbeing policy as a high priority.

All stakeholders are required to observe child safe principles and expectations for appropriate behaviour towards and in the company of children, as noted in our Child Safe Code of Conduct.

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COMMITMENT TO THE CULTURAL SAFETY OF ABORIGINAL CHILDREN

Southern Grampians Shire Council is committed to providing a culturally safe environment where the unique and diverse identities and experiences of Aboriginal children are respected and valued. Our service will demonstrate this commitment by:

- Encouraging and supporting children to share their cultural identity, express their culture and enjoy their cultural rights and actively seek feedback on their experience.
- Actively supporting and facilitating participation and inclusion within the organisation by Aboriginal children and their families.
- Consulting with families, members of the Aboriginal community and the relevant Aboriginal organisations to identify opportunities to promote and embed Aboriginal culture and practices within our service environment, program and practices.
- Having a zero tolerance approach to racism and identifying and addressing any instances of racism.
- Investigating and responding to reported instances in accordance with Council's Codes of Conduct and Performance and Discipline Policy.
- Acknowledging, appreciating and understanding the strengths of Aboriginal culture and its importance to the wellbeing and safety of Aboriginal children.
- Celebrating and acknowledging significant and culturally important events, including NAIDOC Week, National Sorry Day and National Reconciliation Week.
- Acknowledgement of Country at all meetings and events.
- Actively participating in the Reconciliation Action Plan process.
- Developing reciprocal relationships with members of the local Aboriginal community to enhance understanding, knowledge and collaboration.
- Supporting children who wish to explore their culture, including consulting with their family and relevant Aboriginal organisations.
- Acknowledging, appreciating and understanding the strengths of Aboriginal culture and its importance to the wellbeing and safety of Aboriginal children.
- Recognising the importance of our vital role in empowering and sharing the cultural histories and traditions of Aboriginal people with the children, families, educators, and the wider community.
- Advocating for First Nations voices, stories and truths to be heard through respectful collaboration as the foundation for guiding practice to embed cultural awareness within our community.

CHILD SAFE CODE OF CONDUCT - ACCEPTABLE BEHAVIOURS

All personnel of HILAC Occasional Care are responsible for supporting the safety, participation, wellbeing and empowerment of children by:

- Adhering to HILAC Occasional Care's Child Safety and Wellbeing policy at all times / upholding HILAC Occasional Care's Statement of Commitment to Child Safety at all times.
- Taking all reasonable steps to protect children from abuse.
- Treating everyone with respect.
- Listening and responding to the views and concerns of children, particularly if they are telling you that they or another child has been abused and/or are worried about their safety or the safety of another.
- Promoting the cultural safety, participation and empowerment of Aboriginal children (for example, by never questioning an Aboriginal child's self-identification).
- Having a zero tolerance of discrimination and promoting the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds.
- Promoting the safety, participation and empowerment of children with a disability (for example, during personal care activities).
- Ensuring as far as practicable that adults are not left alone with a child or placing themselves in any situation which could be misinterpreted (for example, changing nappies behind closed doors).
- Notifying any concerns of or allegations of child abuse or child safety to the Children's Services Team Leader.
- Ensuring any concerns or allegations are reported to the police and child protection. If an allegation of child abuse is made, ensure as quickly as possible that the child/ren are safe and protected from harm.
- Encouraging children to 'have a say' and participate in all relevant activities where possible, especially on issues that are important to them.
- Considering the risks associated with crossing professional boundaries by having face to face or online contact with a child or their family outside of our service, unless necessary and reasonable (for example babysitting, attending birthday parties, or non-work-related social media contact).
- Promoting cyber, online and mobile phone safety and empowering children and families to be aware of cyberbullying, grooming and trolling and steps they can take to increase online safety and security on all applications and devices accessible to children.

CHILD SAFE CODE OF CONDUCT - UNACCEPTABLE BEHAVIOURS

Staff, contractors and their family members, students and volunteers of HILAC Occasional Care must not:

- Ignore or disregard any concerns, suspicions or disclosures of child abuse.
- Develop any 'special' relationships with children that could be seen as favouritism (for example, the offering of gifts or special treatment for specific children)
- Exhibit behaviours with children which may be construed as unnecessarily physical (for example inappropriate sitting on laps. Sitting on laps could be appropriate sometimes, for example while giving comfort to a small child or when reading a storybook to a small child in an open plan area)
- Put children at risk of abuse (for example, by locking doors)
- Do things of a personal nature that a child can do for themselves, such as toileting or changing clothes.
- Engage in open discussions of a mature or adult nature in the presence of children (for example, personal social activities)
- Use inappropriate language in the presence of children.
- Express personal views on cultures, race or sexuality in the presence of children
- Discriminate against any child, including because of culture, race, ethnicity or disability.
- Photograph or video a child without the consent of the child (where developmentally appropriate) and written authorisation of the child's parent or guardian.
- Upload photographs and videos of a child to any social media platforms without the consent of the child (where developmentally appropriate) and written authorisation of the child's parent or guardian, in accordance with HILAC Occasional Care's Social Media Guidelines
- Consume alcohol or take illicit drugs under any circumstance while children are present in care in the HILAC Occasional Care environment or when on any other outing.

CONTACT DETAILS FOR NOTIFICATIONS OR REFERRALS RELATING TO CHILD PROTECTION AND WELLBEING

DFFH Child Protection

Department of Families, Fairness and Housing
Child Protection Western Intake Unit:

Phone: 1800 075 599

Child Protection Emergency Line

(5:00pm – 9:00pm Monday – Friday, 24 hours on weekends and public holidays)

Phone: 13 12 78

Orange Door

Warrnambool City Council Child & Family Services

Phone: 1300 543 779

Email: ChildFirst@Brophy.org.au

Victoria Police

Phone: 000

Hamilton Police Station

Phone: 03 5551 9100

If a child is at immediate risk of abuse phone 000.

To learn more about the Child Safe Standards and Reportable Conduct Scheme and Mandatory Reporting requirements you can visit the [Commission for Children and Young People website here.](#)

The enrolment PROCESS

WHAT'S NEEDED TO COMPLETE ENROLMENT

- Both parent's names and information
- Child Immunisation History Statement
- Child Medicare Number
- Child Customer Reference Number (CRN)
- Parent Customer Reference Number (CRN)
- Letter of Assessment for Child Care Subsidy (CCS)
accessed within your myGov account
- Custody or Parenting Court Orders
if applicable
- Your child's regular Doctor details
- Contact information for 2 Child Emergency Contacts including
address, email, phone number and relationship to child.
- Asthma Action Plan
if applicable
- Risk Minimisation Plan – Asthma
if applicable
- Anaphylaxis Action Plan
if applicable
- Risk Minimisation Plan – Anaphylaxis
if applicable
- Risk Minimisation Plan – Health Condition
if applicable
- Additional Needs Information
if applicable

ACCESSING THE ONLINE ENROLMENT FORM

Families should contact the service to be sent a welcome email with information about the service and a link to our Compliant Written Arrangement Enrolment form. Families will also need to submit:

- Schedule of Fees and Charges
- Booking review/request form
- COVID Safe Agreement
- Routine Outing Authorisation
- Photo Authorisation form

ACCESSING THE ONLINE ENROLMENT FORM Cont...

The online enrolment form asks for the personal details of the child and their parent/guardian, please note legally both parents named on the Birth Certificate MUST be included on enrolment forms. You will also be asked to provide personal details of anyone listed as an Authorised Contact Person.

The information collected assists the service to determine how best to meet each child's needs, and all other information is collected due to legal requirements and government regulations.

IMPORTANT

The parent/guardian who is listed as the **Parent/Guardian 1** on the enrolment form **must be the same person who is claiming the Child Care Subsidy payments through Centrelink.**

Parent/Guardian 1 must also be the person who signs the Compliant Written Enrolment form, Booked Hours form and Educator Schedule of Fees and Charges form.

IMMUNISATION HISTORY STATEMENT

Under the Australian and Victorian government's No Jab, No Pay and No Jab, No Play legislation, children who attend a child care service must be fully immunised or have an approved exemption.

To enable us to confirm your child's enrolment, you must provide a current Immunisation History Statement from the Australian Immunisation Register (AIR), showing that your child is up to date with all vaccinations due for their age, or that they are able to receive.

A copy of your child's Immunisation History Statement can be obtained anytime by logging onto your online myGov or Express Plus Medicare account, visiting the Medicare office, or by phoning the Australian Childhood Immunisation Register on 1800 653 809.

For further information about No Jab, No Play, visit the Better Health website.

CHILD CARE SUBSIDY AND CUSTOMER REFERENCE NUMBERS

The customer reference number (CRN) for Parent/Guardian 1 and the child must be provided upon enrolment.

You can apply by accessing their Centrelink online account through the myGov website.

An estimate of what family's may be entitled to can be accessed by entering their details into the online Service's Australia Fee Estimator located at: https://www.centrelink.gov.au/custsite_pfe/pymtfinderest/paymentFinderEstimatorPage.jsf?wec-appid=pymtfinderest&wec-locale=en_US#stay.

ENROLMENT CONFIRMATION EMAIL

Once you have submitted the Compliant Written Arrangement Enrolment digital form and signed all relevant enrolment documents, you will receive an Enrolment Confirmation email via our third party software provider from the email address noreply@redbourne.com.au.

When you receive this email, you will be asked to either 'confirm' or 'decline' the stated enrolment details.

If you believe the details are not correct, you must decline the enrolment details and state a reason. HILAC Occasional Care will receive a notification and will review and update the enrolment before re-sending the enrolment confirmation for you to accept.

COURT AND INTERVENTION ORDERS

The parents of a child automatically have shared parental responsibility unless a Court Order states otherwise. A court order varying parental responsibility can be made under the Family Law Act 1975, the Children Youth and Families Act 2005 and the Family Violence Protection Act 2008.

A court order outlines the powers, duties, responsibilities or authorities of a person in relation to a child. It may take away the authority of a parent to do something or may give it to another person.

There are two types of Intervention Orders that a magistrate can make at court. They are an Interim Order; a short-term Order made until a magistrate can hear all the evidence and make a final decision or a Final Order; a longer-term Order made if a magistrate believes a person needs protecting. Families are required to ensure that the service has the most up to date information including any Interim and Final Orders relating to your child.

If there are any court orders in place relating to the powers, duties, responsibilities or authorities of any person(s) in relation to the child or access to the child, the parent/guardian must ensure they provide a copy of these upon enrolment.

CONFIRMING YOUR ENROLMENT WITHIN MYGOV

Once you have confirmed your child's enrolment, you will need to access your online myGov account where there will be a notification asking you to confirm the submitted enrolment details.

Please note – if this action has not been completed within your online myGov account, you will not receive child care subsidy payments and Parent/Guardian 1 will be invoiced for the full amount owing for all education and care services used.

GOVERNMENT PRIORITY OF ACCESS

To ensure our service is reflecting the Australian Government's intention to assist families who are most in need and support the safety and wellbeing of children at risk in accordance with the Framework for Protecting Australia's Children 2021-2031, we prioritise filling vacancies as follows:

Priority 1: a child at risk of serious abuse or neglect.

Priority 2: a child of a single parent who satisfies, or parents who both satisfy, the work, training, study test.

Priority 3: any other child.

Any child who gains a childcare place under Priority 3 may be asked to leave the service or to cut back days to allow a higher priority child to be placed. If this occurs, the family will be given a minimum of 2 weeks notice.

ROUTINE OUTINGS

At HILAC Occasional Care we aim to plan routine outings for the children to participate in experiences in a group setting outside our Education and Care environment. Our Routine outings are taken when determined manageable in regards to staffing; and appropriate by the educators depending on the amount of children, booking times, weather and children's additional needs. Our routine outing destination is the Hamilton Recreational Reserve located approximately 300 meters from HILAC Occasional Care. This is our off-site evacuation point which also has a playground for the children. We believe it is important for children to practice off-site evacuations so they know what to expect if the situation occurs.

Before your child is can participate in an excursion, outing or incursion, parental authorisation must be obtained. Routine outing authorisations remain current for 12 months and must be renewed annually. Parental authorisation is required for each non-routine outing. Risk assessments of Routine outings can be provided to families on request.



Fees and charges INFORMATION

HOW TO MAKE A BOOKING

All bookings require a booking request form completed for either Casual or Routine Permanent Bookings, only after enrolment is complete will any bookings be accepted by the service. Families will receive a booking confirmation from the service via text.

CASUAL BOOKINGS

Requests to book a Casual session can be made at any time by messaging the service and will be accepted only when child: staff ratios and all regulatory requirements can be met, otherwise children will be added to the waiting list.

ROUTINE BOOKINGS

Routine bookings apply to each school term and require renewing prior to the commencement of each term. These bookings can be requested by contacting the service and completing booking request forms online.

Families will be advised if their preferred sessions of care cannot be accommodated and will be offered alternative sessions of care, or placed on the waiting list.

PUBLIC HOLIDAYS

HILAC Occasional Child Care is closed on public holidays and closed for 2 weeks during the Christmas /New Year break. The date the service reopens in the new year depends on demand and staff availability.

ABSENCES

Please notify Educators as soon as possible prior to the commencement of your booked session of care if your child is unable to attend to allow another family to be able to use the service. Failure to notify the service prior to 8:30am on the booked date of care will result in an Absence Fee being charged, in accordance with our current *Payment of Fees Policy* and your signed *Schedule of Fees and Charges*.

A \$20 No notification fee is applicable on top of the Absence Fee when no notice provided of non-attendance. Child care subsidy cannot be applied to this fee.

The Child care subsidy (CCS) applies to 42 allowable absence days per financial year. Some families may be eligible for additional absence days for reasons as defined in the Family Assistance Law. If your child is absent for more than 42 days per financial year you will then be charged a full fee for the remainder of the financial year for any further absences.

EXTENSIVE PERIODS OF ABSENCE

If your child is absent for a period of 14 weeks or more (or 6 weeks if overseas), their enrolment will automatically end, and a new enrolment notice must be submitted by the service once your child recommences.

If your child is absent for 26 consecutive weeks, they will no longer be eligible for Child Care Subsidy, and you will need to reapply.

ARRIVALS AND DEPARTURES

It is essential to ensure your child has entered HILAC Occasional Care and is received by an Educator before signing your child in and departing the service.

It is never acceptable to drop your child in the street or driveway and for them to find their own way to the door, or to hand over your child to another HILAC staff member who is not an Occasional care educator.

HILAC Occasional Care must comply with the Children's Services Regulations child: staff ratio at all times.

To assist Educators to maintain compliance, please only arrive at the service no more than five minutes prior to the commencement of your session times.

Families are asked to wait outside the Occasional Care Room for hand over and collection of children. An educator will welcome you, answer any questions you have and bring your child into the Occasional Care Room, we find it an easier transition for children, families and educators.

Your child must be collected by a parent/guardian or authorised contact, as listed on their enrolment form. Authorised contacts must be 18+ years old.

Your child will only be released to another person with written consent of a parent/guardian prior to the time of collection.

During emergency situations only, where all the above-mentioned contacts are unavailable, you may contact HILAC Occasional Care to provide authorisation for your child to be collected by another responsible adult. The address, telephone number, email address and name of the adult collecting your child must be provided.

The person collecting your child will be asked to verify this information and will need to present their driver's license upon arrival at HILAC Occasional Care.

Please be punctual when collecting your child at the end of their session and notify the service if you are delayed.

Communication between families and Educators is strongly encouraged and departure times are a great opportunity to provide verbal updates about your child's progress and to share other relevant information. However, if a more in-depth conversation is needed, you can make an appointment to meet at another mutually convenient time.

Attendance records are a legal requirement and must be completed accurately. During arrival and departure times, please remember to sign their child in and out via Harmony Web, using the device provided at the service. Failure to do so could affect your child's bookings at the service.

FEES AND PAYMENTS

Fees are specified in the Council's Pricing Register and HILAC Occasional Care's *Schedule of Fees and Charges*, which are reviewed annually.

Fees are payable for each session of care, as per the signed *Schedule of Fees and Charges* and *Complying Written Agreement* between the family and the service.

FINANCIAL DIFFICULTIES/FAILURE TO PAY

Families experiencing financial difficulties are encouraged to contact the Occasional Care Coordinator to discuss.

Families experiencing temporary financial hardship can apply for Additional Child Care Subsidy (ACCS) through Centrelink.

Families who do not have funds in their nominated bank account on Direct Debit date and who have outstanding accounts and have not contacted the Occasional Care Coordinator will be sent a reminder text. They will also be charged a dishonor fee in accordance with our Payment of Fees policy.

Further failure to make payment will result in suspension of bookings.

A final notice letter will be issued to families who continue to have not made payment.

HOW TO PAY

HILAC Occasional Care fees **must** be paid via Direct Debit only, this is a fortnightly payment which is set up through Southern Grampians Accounts Department on enrolment. A copy of the Direct Debit dates will be available on our Parent Portal and reminder texts will be sent to families 2 days prior. In accordance with fee payment and regulatory requirements, no cash payments can be accepted. Families must pay the gap fee by Direct Debit, the payment cycle occurs on a set date fortnightly 10 days after a statement is issued. Please note children cannot attend the service until Direct Debit is set up. The person with parental responsibility of the child and claimant of the Australian Government Child Care Subsidy (CCS) as listed on the child/ren's Compliant Written Agreement Enrolment Form, must accept the listed fees on HILAC Occasional Care's Schedule of Fees and Charges form; and they will be charged on behalf of Southern Grampians Shire Council for their child/ren's education and care.

Please Note:

- Total Statement amounts will be deducted from your account
- This Request for care/Direct Debit may be cancelled due to non-compliance of fees and charges agreement
- Applications for Direct Debit can be completed at any time during the year
- Council will charge a dishonour fee if a direct debit payment is dishonoured
- Enquiries can be directed to: accountsreceivable@sthgrampians.vic.gov.au

Families will be issued a *Statement of Entitlement* each fortnight.

HILAC Occasional Care Fees

Booked and Casual Fees (per hour)

Child 1	Child 2+	HILAC Membership	Public Holiday Fee
\$13.50	\$13.50	\$12.00	\$0.00

No Notification Fee

Child 1	Child 2+	HILAC Membership	Public Holiday Fee
\$20.00	\$20.00	\$20.00	\$0.00

Please note: No notification fee is applicable on top of the Absence Fee when no notice provided of non-attendance. Child care subsidy cannot be applied to this fee.

Absent Fees (per hour)

Child 1	Child 2+	HILAC Membership	Public Holiday Fee
\$13.50	\$13.50	\$12.00	\$0.00

Please note: Absent fees will be charged if no notice provided of non-attendance prior to 8:30AM on the day of care).

STATEMENT OF ENTITLEMENT

Consistent with Australian Government requirements, a Child Care Subsidy (CCS) Statement of Entitlement is issued to each family every two (2) weeks.

The statement will show the cost of the care provided, hours charged, actual hours used, and the child care subsidy (CCS) usage for that period.

The calculations on the CCS Statement of Entitlement are estimations calculated by our third-party software provider and are subject to change, depending on changes to your individual family circumstances.

Please contact the Occasional Care Coordinator if you disagree with the information on the CCS Statement of Entitlement or have further questions about the details on the statement.

Parents/Guardians can view their determination of entitlement at any time, using their online Centrelink account. Parents will receive a notice of all determinations of entitlement during each quarter from Centrelink.

IMPORTANT - CCS Statements of Entitlement are not an invoice requesting payment.



Preparing your child for **HILAC OCCASIONAL CARE**

TIPS FOR SETTling YOUR CHILD INTO CARE

It is important to take the time to implement an orientation/settling-in process to ensure the rest of your family day care experience is a happy, positive experience. Here are some helpful tips for settling your child into care:

- Bring your child with you when visiting for the first time so you can both familiarize themselves with environment, the Educators and the other children.
- Ease your child into care by discussing the possibility of commencing with shorter hours at first as your child settles into care if recommended by educators, depending on the needs of your child.
- Remember that every child is different and will settle into care differently. Siblings will not necessarily react or behave in the same way. Be guided by your child and the suggestions of Educators.
- Share as much information about your child as possible with the Educators, who will use this knowledge to assist your child to settle into care and provide education and care that meets your child's needs. For example, discuss your child's favourite songs, books, and activities, successful ways to settle them to sleep, foods they like and dislike, and so on.
- Talk about HILAC Occasional Care in a positive way at home. Mention the names of the Educators and the other children. Discuss the fun activities your child will participate in.
- Provide a favourite toy, dummy, blanket or comforter to support your child when they are separating from you or settling to sleep. This will help your child feel more secure.
- When leaving, reassure your child you will be coming back to collect them, say goodbye and then leave. Hesitating, waiting outside the door and not leaving after you say goodbye will confuse your child and make them unsettled and/or upset.
- The educators will contact you and provide you an update on how your child has settled into care.
- Becoming upset when a parent/guardian leaves is a very normal emotional response for many children. Your child will most likely settle-in quickly once you have left and will be happy to play and join in with activities. The Educators will never allow your child to remain upset for extended periods without contacting you.

Families must be aware that what occurs at home cannot always occur at HILAC Occasional Care. The Educators have up to 14 other children to care for, and there are regulations, policies and procedures the Educators must comply with.

Consider the routines you have at home and whether they will be appropriate for the HILAC Occasional Care environment.

BABIES

Due to frequent changes in routines, Educators need additional information to care for your baby. For example:

- Feeding method e.g., breast-fed or bottle-fed.
- How you place baby into the cot to sleep at home.
- If your baby is accustomed to sleeping in a dark or light room for sleep.
- If music, a dummy, special blanket, or any other comforter is used for sleep and/or comfort when awake.
- Your baby's usual sleep pattern e.g., how often and how long.
- If your baby is used to being taken for walks in the pram.
- How you usually comfort your baby.

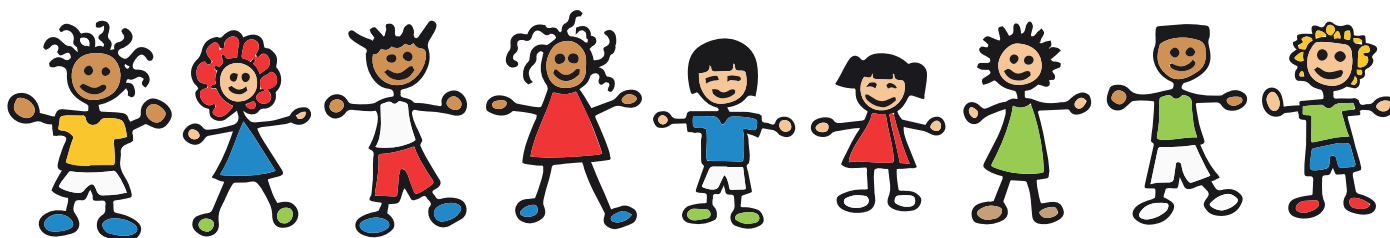
Providing consistency between home and care assists your baby to remain content and comfortable. It's important to discuss your baby's usual routine and preferences with the Educators prior to commencing care and whenever changes occur.

There may be practices that occur at home that will be unable to be implemented by Educators.

Examples of practices that will be unable to occur at family day care include:

- Placing your baby to bed with a bottle.
- Carrying your baby for most of the day.
- Any type of physical restraint.

It's recommended that your breast-fed baby can drink from a bottle prior to commencing care. We aim to support all families however we must first consider the child's best interests there may be an unforeseeable circumstances when your child is in care and Educators will have to feed your baby.





Health safety AND NUTRITION

INCIDENT, INJURY, TRAUMA OR ILLNESS OF CHILD

HILAC Occasional Care Educators cannot care for sick children. If your child is in any way unwell and not their usual self it is best to keep them home to allow their full recovery. Children who are infectious must remain at home. This is for the wellbeing of all children and adults at the service. Please contact the service if you are uncertain about bringing your child into care.

If your child becomes unwell while attending care, you will be contacted and asked to collect your child as soon as possible. If unable to be contacted, other authorised contact people from your child's enrolment form will be contacted until the child has been collected.

If your child becomes ill and the situation is extremely urgent, Educators will seek medical attention immediately by calling an ambulance. It is the parent/guardian's responsibility to pay any ambulance and medical charges.

Educator's will notify you as soon as possible in the event of any emergency. Educator's will also notify the Children's Services Team Leader, who will attend the service to assist if needed and safe to do so.

An *Incident, Injury, Trauma and Illness Record* will be completed and you will be asked to sign it. If you would like a copy of the form, please ask.

The Department of Education will be notified in the event of a serious incident. For example, if your child needs hospitalisation, or to see a medical practitioner or dentist.

INFECTIOUS DISEASES EXCLUSION

Please inform the service if your child has been diagnosed with an infectious disease such as influenza, measles, COVID-19 or chickenpox.

Children may be excluded from care until a medical certificate or other acceptable form of evidence of recovery from infection has been provided. A detailed list of the Department of Health's minimum periods of exclusion for infectious and communicable diseases can be found [here](#).

UPDATING YOUR CONTACT DETAILS

Please keep your contact details up to date at all times. This is especially important in the case of an emergency, so we can contact you or your Authorised Contacts. Please contact the service for a link to our Enrolment Update Form.

MEDICATIONS

Prescribed and over the counter medication will only be administered to a child when written instruction and parental authorisation has been provided.

educators will never give your child medication unless:

- Your child's parent/guardian or authorised contact person as indicated on your child's enrolment form has given consent in writing by completing an Authorisation to Administer Medication form.
- The medication is part of a Medical Management Plan for treatment of chronic illnesses approved by the child's doctor.
- In an emergency / life-threatening situation such as anaphylaxis or asthma requiring administration of medication.

All medication provided must be:

- In the original packaging and have a current expiry date.
- In the case of prescription medication, given only to the child for which it was prescribed.
- In the case of non-prescription medication, appropriate for the age and condition of the child.
- Correctly labelled with the child's name, dose to be given, and instructions for storing and use.

The Authorisation to Administer Medication form must be signed upon collecting your child, in acknowledgement that the medication has or has not been administered.

The Medications Management Policy can be viewed by logging onto the Harmony Web Parent Portal. Alternatively, a copy can be provided upon request.

SUN PROTECTION

Our policy requires Parents/Guardians to provide an appropriate hat (legionnaire wide-brimmed or bucket), protective clothing.

We encourage parents/ guardians to apply their child's sunscreen before they attend a booked session at our service. Appropriate sunglasses are also encouraged as current research is showing our children's eyes are now more exposed to sun damage than in the past.

Please refer to our Sun Protection Policy. Alternatively, do not hesitate to ask our educators for more information on sun protection for you child while they attend Occasional Care.

EMERGENCY EVACUATION DRILLS

Throughout the year, Educators will hold emergency drills which can occur at any given time throughout any given session.

These are carried out in an organised and orderly manner. Educators will practice lock down, shelter in place and evacuation drills with the children according to emergency evacuation plans.

These plans can be provided to families on request.

EDUCATOR QUALIFICATIONS AND CHECKS

At HILAC Occasional Care qualified educators are employed and the child/educator ratios are adhered to according to licensing requirements.

Educators are required to have their working with children check and national police check completed. They are required to hold an up to date First Aid, Anaphylaxis and Asthma management certificates.

Educators must attend all mandatory training and all our staff also must participate in additional professional development training each year to further their skills and abilities to continue to provide children with the highest quality childcare.

SECURITY PIN CODE

We have a security PIN code for our front door for child safety purposes which prevents unauthorised people from entering our childcare room.

The playground gate is also PIN coded, which is used for emergency evacuation and Educator access only. The gate PIN code is kept confidential.

SIGNING IN AND OUT

For safety and security reasons, all children must be signed in on arrival and out on departure, the exact time to the minute is required. Failure to sign children in or out of care can affect families CCS.

Children will not be allowed to leave our service with another adult unless they are listed on the child's enrolment form as an emergency contact. Prior arrangements can be made with our educators and contacts can be updated on enrolment forms using an updated contact form at drop off.

ALLERGIES AND DIETRY NEEDS

Parents/guardians need to ensure they inform the Occasional Care Coordinator or Educators at the time of enrolment of any dietary restrictions or dietary needs of their child/children.

We are currently a NO NUTS and NO EGG service, due to children's allergies.

Where necessary, parents are required to provide Allergy, Asthma or Anaphylaxis management plans and to complete a Risk Minimisation Plan and Communication Plan with educators prior to the commencement of care (if applicable).

For more information, please view our Asthma Management Policy and Anaphylaxis Management Policy.

HEALTHY EATING

At morning tea time (around 10:15am), children will be encouraged to make choices and practice independence as they tidy up the room, clean the tables for morning tea and exercise good hygiene practices as they wash their hands.

Children are supported by staff to sit and enjoy their morning tea socially together, handling food, utensils etc. Children only eat the food provided by parents.

Please pack healthy food in your child's lunch box and provide a labelled drink bottle filled with water only. Our Nutrition policy stipulates that no lollies, soft drinks or nuts are to be brought into care. Unhealthy foods will be required to remain in your child's bag until collection and will not be given to children. If children do not have fruit/vegetables in their lunchboxes, staff will purchase fruit from the HILAC cafe at an additional cost to parents.

Parents/Guardians should supply named prepared bottles for their baby and ensure they inform educators on baby feeding times and preparation.

Your child will use lots of energy at HILAC Occasional Care and will most likely eat more than usual. Educators will monitor your child's food intake and will let you know if more food is required next time their child is in care. There will be an additional cost if Educators need to purchase food from the HILAC cafe to provide a snack or meal to a child.

You can view the Nutrition Policy by logging onto the Harmony Web Parent Portal. Alternatively, a copy can be provided upon request.

You are encouraged to ask Educators about healthy food options to pack in your child's lunchbox. We are required to provide families with healthy lunchbox idea cards throughout the year as part of our family engagement strategies.

The Department of Health's Pick & Mix 1-6 guide below provides a range of ideas and practical tips to inspire healthy lunchboxes.

Pick and mix one tasty option from each of the five core food groups to create a healthy lunchbox every day.



Developed in conjunction with the Achievement Program to support a whole school approach to healthy eating.

FOR A HEALTHY LUNCHBOX **PICK & MIX** SOMETHING FROM EACH GROUP **1-6!**

FRUIT 1	VEGETABLES 2	MILK, YOGHURT AND CHEESE 3	MEAT OR MEAT ALTERNATIVE 4	GRAIN AND CEREAL FOOD 5	WATER 6
<p>FRESH FRUIT</p> <ul style="list-style-type: none"> • Apple • Banana • Mandarin • Orange quarters • Passionfruit halves (with spoon) • Watermelon, honeydew, rockmelon chunks • Pineapple chunks • Grapes • Plums • Nectarines, peaches, Apricots • Strawberries • Cherries • Kiwifruit halves (with spoon) • Pear <p>MIXED FRUIT</p> <ul style="list-style-type: none"> • Fruit salad • Fruit kebabs <p>DRIED FRUIT</p> <ul style="list-style-type: none"> • Dried fruit, nut, popcorn mixes* <p>TINNED FRUIT/SNACK PACKS/CUPS</p> <ul style="list-style-type: none"> • In natural juice (not syrup) 	<p>FRESH CRUNCHY VEGIES</p> <ul style="list-style-type: none"> • Corn cobs • Carrot sticks • Capsicum sticks • Green beans • Cucumber sticks • Celery sticks • Snow peas • Tomatoes (e.g. cherry and Roma tomatoes) • Mushroom pieces <p>Can serve with either:</p> <ul style="list-style-type: none"> • Hummus • Tomato salsa • Tatziki • Beetroot dip • Natural yoghurt <p>SALADS</p> <ul style="list-style-type: none"> • Coleslaw and potato salad (reduced fat dressing) • Mexican bean, tomato, lettuce and cheese salad • Pesto pasta salad* <p>BAKED ITEMS</p> <ul style="list-style-type: none"> • Grilled or roasted vegetables • Wholemeal vegetable muffins or scones • Vegetable slice (with grated zucchini and carrot) • Popcorn <p>SOUP (in small thermos)</p> <ul style="list-style-type: none"> • Pumpkin soup • Potato and leek soup • Chicken and corn soup 	<ul style="list-style-type: none"> • Milk • Calcium-enriched soy and other plant-based milks • Yoghurt (frozen overnight) • Custard <p>Tip:</p> <ul style="list-style-type: none"> • Freeze the night before to keep cool during the day <p>Can serve with either:</p> <ul style="list-style-type: none"> • Cheese cubes, sticks or slices • Cottage or ricotta cheese • Cream cheese • Tatziki dip <p>Can serve with either:</p> <ul style="list-style-type: none"> • Fruit • Wholegrain cereal, low in sugar • Vegetable sticks • Rice and corn cakes • Wholegrain wheat crackers 	<ul style="list-style-type: none"> • Tinned tuna or salmon in springwater • Lean roast or grilled meats (e.g. beef, chicken, kangaroo) • Falafel balls • Lean meat or chicken patties • Tinned tuna or salmon patties • Lentil patties • Lean deli meats (e.g. ham, salami, chicken) • Boiled eggs • Baked beans (canned) • Tofu cubes • Hummus dip • Lean meat or chicken kebabs sticks • Peanut butter* <p>Can serve with:</p> <ul style="list-style-type: none"> • Wholegrain sandwich, roll, pita or wrap bread with salad • Rice and corn cakes • Wholegrain wheat crackers • Side salad <ul style="list-style-type: none"> • Vegetable frittata • Skinless chicken drumsticks • Savoury muffins or scones (e.g. lean ham, cheese and avocado) • Homemade pizzas with lean roast or deli meats and vegetables <p>Can serve with:</p> <ul style="list-style-type: none"> • Side salad • Steamed or roasted vegetables 	<p>MAINS</p> <ul style="list-style-type: none"> • Wraps • Sandwiches • Rolls • Toasted sandwiches <p>Tip: Use breads such as wholemeal, multigrain, rye, sourdough, pita, flat, corn, mountain, lavash, white fibre-enriched, soy and linseed, herbs, naan, bagels, focaccias, fruit bread and English muffins.</p> <ul style="list-style-type: none"> • Pasta dishes • Rice, quinoa or cous-cous dishes • Noodle dishes • Sushi <p>SAVORY BAKED ITEMS</p> <ul style="list-style-type: none"> - Homemade pizzas - Wholemeal savoury muffins or scones (e.g. ham, cheese and corn muffins) - Vegetable based muffins - Pasta or noodle bake <p>SWEET BAKED ITEMS</p> <ul style="list-style-type: none"> • Fruit loaf • Wholemeal fruit based muffins <p>SNACKS</p> <ul style="list-style-type: none"> • High fibre, low sugar cereal (e.g. muesli) • English muffins • Crackers • Crispbreads • Rice cakes • Corn thins • Wholemeal scones • Pilelets • Crumpets • Hot cross buns (no icing) 	<ul style="list-style-type: none"> • Take a water bottle (or refilling throughout the day) <p>Tip:</p> <ul style="list-style-type: none"> • Freeze overnight to keep foods cool in lunchboxes <p>Sweet and savoury snack foods (e.g. muesli/fruit bars, biscuits, crisps, cakes, muffins, slices) should be limited in lunchboxes. They can lead to excess energy intake if consumed in large amounts.</p> <p>Sugar sweetened drinks and confectionery should not be provided in lunchboxes. They can lead to excess energy intake and tooth decay.</p>

For more information about healthy eating and for many tasty recipes, visit the the Healthy Eating Advisory Service: <http://heas.health.vic.gov.au/>

*Check your school's policy regarding the use of nuts and products containing nuts.



Education AND CARE

CULTURAL DIVERSITY AND INCLUSION

We recognise cultural and linguistic diversity and we want to ensure all families experience a sense of belonging at our service.

To achieve this, we provide opportunities for all children to develop an understanding of different cultures and help foster in each child an awareness and acceptance of cultures by integrating multiculturalism.

Multiculturalism is evident in our program through providing and offering children a range of books, music, cooking, activities, singing, clothing, play equipment and more.

We also believe that our environment and program is an inclusive one. We want children to feel welcome, to participate and to grow. It is important that each child's individual needs are met, and their strengths are nurtured.

COMMUNICATION

Open communication between families and Educators is encouraged. This will ensure the education and care experience is positive and enjoyable for all.

Our Educators create a room journal to record your child's learning observations and experiences, and our weekly reflection our journal is always available for parents/guardians to reflect with their children.

See our notice board for program, service and government information/announcements, and local events. We keep parents up-to-date with through social media, text messages, notice board and the Harmony Web Parent Portal.

All children's daily care needs are also posted daily to our Harmony Web Parent Portal, this includes nappy changes, toileting, sunscreen application, rest times, bottle feeding etc.

GUIDING CHILDREN'S BEHAVIOUR

Educators understand the importance of building positive, respectful, secure, reciprocal relationships with the children in their care.

Educators will have regular communication and collaborate with parents/guardians to ensure consistency between the service and home environments.

This will enable Educators to develop a broader understanding of the child's developmental level within the context of the home and cultural environment.

Information exchanged may be in regard to behaviour guidance strategies implemented at home, the parent's feelings about their child's behaviour and any recent events that may be influencing the child's behaviour.

GUIDING CHILDREN'S BEHAVIOUR Cont...

Educators will consult with parents/guardians within a reasonable timeframe of any challenging behaviour.

Educators provide each child with guidance that helps the child acquire a positive self-concept.

Behaviour guidance is at all times constructive and suited to the age and development of the individual child.

To guide children's behaviour, educators will be positive role models for the children and will encourage positive behaviour. Carefully planned developmentally appropriate experiences, modifications to the environment and the use of intentional teaching strategies will enhance children's learning and encourage the development of the children's self-regulation.

When inappropriate behaviour is about to occur or is occurring, an educator will redirect the child towards another activity or play space. Educators will actively seek out the underlying cause of the behaviour.

Educators do not use, under any circumstances, unproductive methods of restraint such as corporal or abusive punishment, shaming or humiliating a child or any physical restraining or confining of children in their care.

Educators will not, under any circumstances, administer any punishment that inflicts or is intended to inflict physical pain or discomfort to any child in their care.

WHAT TO BRING TO THE SERVICE

To ensure Educators can provide adequate education and care for you child, please provide a bag/backpack clearly labelled with your child's name, which contains the following items:

- Adequate clothing for the morning to allow for at least one change, including socks and shoes.
- Clothing should be weather appropriate and comply with SunSmart recommendations. Further changes will be required for young children, especially those who are toilet training.

- During the winter months – warm clothing such as coats, beanies and gumboots.
- Adequate footwear e.g., gumboots and slippers for winter, sandals and sneakers for summer NO thongs. Waterproof pants or overalls are recommended for outside play.
- A sun-smart hat (legionnaire, wide-brimmed or bucket).
- Sunglasses are encouraged during summer.
- Daily supply of nappies and/or underwear, if your child is toileting training pull ups are encouraged for their independence and nappies for other children.
- Nappy change cream (before Educators can use nappy-change cream, parents/guardians must provide written authorisation by completing a Medication Record - Authorisation to Administer Medication form).
- Plastic nappy covers if necessary.
- Bottles with breast milk or measured formula, clearly labelled with your child's name.
- Drink bottle with water, clearly labelled with your child's name.
- Lunch box filled with healthy snacks, clearly labelled with your child's name.
- Your child's comforter e.g. a clearly named toy, blanket, dummy.
- Any items required due to allergies or food intolerances.

Educators will respect the dress practices of diverse cultures, unless doing so creates a conflict to the well-being and safety of your child. For example, if your child is dressed in warm clothing on an extremely hot day then this would not be in the best interests of your child. In this case, your educator will discuss alternatives with you, with the aim of reaching a compromise in the best interests of your child.

BELONGINGS AND POSSESSIONS

Please make sure to label all belongings clearly. It is appreciated if personal possessions e.g, toys are not brought to the service. However, children are encouraged to bring a comforting item if needed when settling.

Any possessions brought in are at parent's own risk with regards to damage or loss.

HARMONY WEB PARENT PORTAL - NEWS ITEMS

To keep up to date with the latest HILAC Occasional Care news and other important information, families are encouraged to click on the *News* tab after signing-in to the *Harmony Web Parent Portal*.

All items will display a preview of the text. Click on *Read More* to view the rest of the information.

Please contact the Occasional Care Coordinator if you are unable to access the *Harmony Web Parent Portal*.

UPDATING YOUR CONTACT DETAILS

Please keep your contact details up to date at all times. This is especially important in the case of an emergency, so we can contact you or your Authorised Contacts.





Our curriculum

NATIONAL QUALITY FRAMEWORK, REGULATIONS AND APPROVED LEARNING FRAMEWORKS

OUR CURRICULUM

HILAC Occasional Care aims to provide an educational program, which is flexible and meets the needs of each individual child.

Activities and experiences are offered to enhance and encourage development, scaffold child, interests and provide opportunities for child-directed learning.

Educators use the *Approved Learning Frameworks* to develop a flexible educational program based on written observations and photos of your child, observation and program evaluations, spontaneous experiences, emerging child interests, and child/family reflections. The program is displayed on the parent notice board.

Families can view group observations in the group journal and on the Parent Portal and are invited to contribute to the journal by providing written or verbal feedback, suggestions and comments.

APPROVED LEARNING FRAMEWORKS

Educators are required to observe children in care, document and plan individual learning outcomes for each child in accordance with the Nationally approved learning frameworks:

- [Being, Belonging, Becoming](#) The Early Years Learning Framework (EYLF) (0-5 years)
- [My Time Our Place \(MTOPI\)](#) (School age children)
Educators may also use the Victorian approved learning framework:
- [Victorian Early Years Learning & Development Framework \(VEYLDF\)](#) (0-8 years)

The educational program focuses on addressing the developmental needs, interests and experiences of each child, while taking into account individual differences.

CHILDREN'S SERVICES REGULATIONS

HILAC Occasional Care must comply with the Children's Services Regulations.

Families can access the regulations at the service.

Please contact the Occasional Care Coordinator if you would like the Children's Services Regulations emailed directly to your inbox.

AUSTRALIAN CHILDREN'S EDUCATION AND CARE QUALITY AUTHORITY (ACECQA)

The Australian Children's Education and Care Quality Authority (ACECQA - pronounced a-see-kwa) is an independent national authority that assists governments in administering the National Quality Framework for children's education and care. ACECQA works with the Australian and state/territory governments to:

- Implement changes that benefit children birth to 13 years of age and their families.
- Monitor and promote the consistent application of the Education and Care Services National Law across all states and territories.
- Support the children's education and care sector to improve quality outcomes for children.

Further information can be accessed on the [ACECQA](#) website.

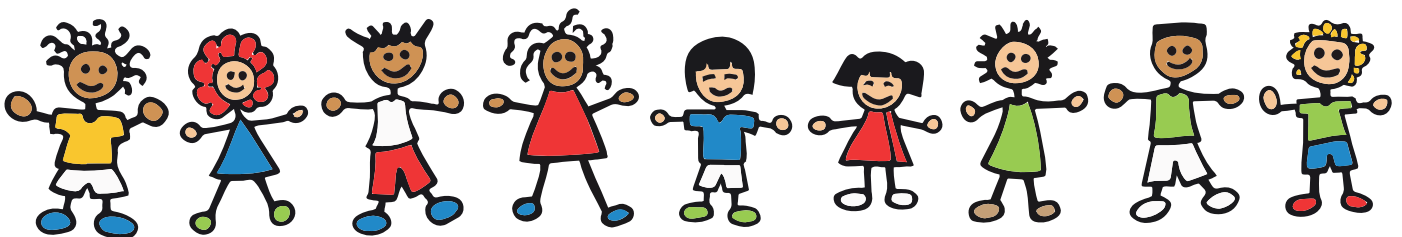


Our **CENTRE POLICIES**

OUR POLICES

Families can access HILAC Occasional Care's policies any time by logging into their Harmony Web Parent Portal.

Please contact the service if you would like a copy to emailed directly to your inbox.





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