# OUTLETS CO-OPERATIVE NEIGHBOURHOOD HOUSE LTD

## Newport Community Education Centre

# PARENT INFORMATION BOOKLET



**Childcare - Monday, Tuesday, Wednesday and Friday 9-2pm** **(*refer to Pg5)**

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**Outlets Co-operative Neighbourhood House LTD – Approved Service SE-00015784 VECRA (VIC)**
**CCS Serv.No. 190019817K (Commonwealth)**


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Other information - Please make an appointment with Office to view (below):

Communication Methods refer to Organizational Chart – in Office
**Child Care Policies and Procedures available – in Office**
**Child Care Policies and Procedures available on website – www.outlets.co-op.com.au**

**Outlets** use **Qikkids** software (database) for Parents/Child information which is connected to CCS (Gov) to enable CCS to be passed onto families. (**CCS** = Child Care Subsidy)
Please have patience, as we learn together, the CCS system, specific information entails diligence.
**To apply for <u>CCS it is through your MyGov</u> if you are having trouble please see us in Office.**

Outlets have CCTV cameras for security purposes and operational at Front of House, Hallway, Class/Meeting rooms and Outside Play area. No CCTV in creche or rooms associated with creche. Recording is to Hard Drive and deletes after 3weeks.

**Acronyms:**
**MoC/PMC** – Management of Control/ Person with Management and Control
**NomSup** - Nominated Supervisor **D2D** - Day 2 Day Educator **ECEC** – Early Child Educator and Care
**CCS** – Child Care Subsidy **ACCS**- Addition Child Care Subsidy **CWA** – Common Written Agreement
**CSS** – Child Safe Standards ***All Staff*** – refers to paid and unpaid

## Childcare Centre Philosophy (CSS 1)

Outlets childcare centre aims to provide high quality childcare in a positive and nurturing environment that is secure and stimulating.

The partnership that exists and develops between careers and families is crucial and of utmost importance in providing the best quality care for each individual child.

We believe that childhood is a unique and valuable stage of life and are committed to the care, overall development and education of each and every child.

We are committed to establishing a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued, including those from all diverse cultures and all abilities.

We believe that children learn through play, using hands on approach and that social interaction is a very important aspect in their learning and the building of confidence, empathy and self-esteem. Above all children learn when having fun, feeling valued, making friends and finding their own place within society.

## Children's Development

Coming to this Centre can be exciting and stimulating experience for your child, full of variety, creativity and social interaction. Through play (participation and involvement) This Centre believes every child is entitled to high quality care and is committed to the overall development of each and every child. Our program particularly aims to develop their emotional, social, cognitive, language, creative and physical development.




*Belonging, Being and Becoming - The Early Years Learning Framework (EYLF)

Through interactive play children learn through these key principles:

*Seeing *Hearing *Smelling *Touching

| | | |
|---|---|---|
| **LITERACY/LANGUAGE**<br>For children to develop both expressive (speech) & receptive (listening) skills. First stages in developing reading & writing skills. | Books/ Stories & Drawings | **LEARNING OUTCOME:5 Communication**<br>Children are effective communicators: including using verbal & non-verbal skills, engaging in a range of texts, express ideas and understanding technology. |
| **CREATIVE/DRAMATIC**<br>For children to develop social & emotional skills and to encourage their imagination and creativity. | Imaginative play<br>Home corner<br>Dress Ups<br>Painting & Pasting | **LEARNING OUTCOME:1 Identity**<br>Children have a strong sense of identity; they learn to interact with others, develop resilience, confidence, respect & empathy for others. |
| **PHYSICAL**<br>To further develop fine & gross motor skills, to help with hand/eye co-ordination, balance and spatial awareness. | Outdoor Play<br>Play Dough<br>Music & Movement | **LEARNING OUTCOME: 3 Wellbeing**<br>Children have a strong sense of wellbeing; they begin to take responsibility for their own health, physical, social and emotional wellbeing. |
| **CONGNATIVE/MATHS**<br>For children to begin learning problem solving, sizing, grouping and counting. | Puzzles<br>Constructions<br>Games | **LEARNING OUTCOME: 4 Learning**<br>Children are confident and involved learners; they begin to develop a range of skills such as problem solving, inquiry, hypothesizing and investigating. |
| **THE WORLD AROUND US**<br>To explore the world around us, the environment, seasons, peoples and places. | Further develop understanding of seasons,<br>Animals & Places. | **LEARNING OUTCOME: 2 Community**<br>Children are connected with and contribute to their world; respond to diversity with respect for their environment, begin to understand the rights and responsibilities necessary for active civic participation. |

## Childcare Booking System

**Outlets Co-operative Neighbourhood House Ltd is approved by the Commonwealth Government to offer Child Care Subsidy (CCS)**
**Parents are required to register with My Gov-Centrelink to receive Child Care Subsidy (CCS) eligibility** ***(refer to Pg 15) NB: Please see office for further information as 'how to navigate MyGov'***

**Permanent (regular) care** bookings are available for 5-hour sessions.
Maximum of 10 positions permanent regular childcare bookings for each particular day;

**10 flexible childcare bookings for occasional care** providing 5- and 3-hour sessions to parents.
A permanent childcare booking secures your position for the full term and alleviates you from having to ring and make bookings from week to week. **At present, we do not demand payment for absences, please inform Office MoC if you are to be away for a period of time (this is being reviewed in 2026*)*

**Class Childcare** positions are provided for adults undertaking training/course at Outlets. (CCS applies)
We ask that you notify us upon enrolling in your course if you require a position in the crèche.

**Please refer to **Fees and Policy addendum B** for more information, a late collection fee also applies, see this policy for more details and **CCS information***

## Enrolment

Families wishing to use the childcare services at Outlets Co-operative Neighbourhood House Ltd are required to **complete an enrolment form prior to leaving their child in care**

This form is to be completed and returned prior to commencement and/or filled in prior to your first booked session. **Those claiming CCS are to apply through MyGov, check for eligibility **refer Pg 15*** Parents to **provide a copy of their child/s vaccination Certificate from AIR** Australia Immunisation Record **(No Jab/ No Play Legislation)**

Provide a formal **Management Plan from your Doctor** -If your child suffers from allergies, anaphylactic reactions, epilepsy or diabetes a management is required.

**A copy of any court orders and/or restraining orders** must be attached to the enrolment form if relevant to your family. This is a legal requirement and the details of any court orders shared with staff of the centre will remain confidential.

**Refer to **Fees Information Policy - Addendum B** for more information and **CCS information***

## Signing in and out

***ATTENTION PARENTs : Centre office will continue to Sign your child/ren in and out to maintain any cross contamination in handling iPad. We will notify you when we change this process.**
Outlets use Qikkids software and Kiosk to sign in and out for your child/ren
Information from our enrolment form is uploaded to Qikkids which is live with Commonwealth -Social Services-Centre Link and Child Care Subsidy.
*Parents are required to sign their children in and out of each session on our ipad-Kiosk Parents will sign in with their Phone number and PIN (double security) (refer above*)
This record is used for attendance checks, CCS attendance/payments and in an emergency evacuation, so it is imperative that you comply with this procedure.
As we are an educational centre, that provides recreational classes and pre-accredited courses we would appreciate it if all parents/ Guardians are mindful of the behavior of your child/children during drop off and pick up times.

## Taking Images or Videos of Children within Early Childhood Education and Care (ECEC) is Prohibited

Statement Regulatory Expectations - National Model Code (SRE-NMC) for Taking Images or Videos of Children when Providing Early Childhood Education and Care (ECEC) v2025
Staff use service authorised devices for educational recording and parent standard daily reflections.
No digital device - iPhone, Android , Smart watch or recording device, are permitted within our Early Childhood designated areas, *these are to be left in office* – please speak with Office.

## Settling into Childcare

The introduction into childcare can be stressful and difficult for some parents and children.
Separation and anxiety is understandable; we are here to ensure both you and your child/ren have a smooth transition.
The children's welfare and happiness are of great priority to staff.
The staff at Outlets recognise that each individual family will vary in their needs and do their utmost to make this transition as smooth as possible for all.

<u>Below are some helpful hints for families settling into childcare</u>

1. Familiarise your child with the environment and people within the setting.
2. Provide a comforter for support; this can assist in making the child feel more secure.
3. If your child is unsettled, make your visits shorter and build up until your child has gained trust and familiarization with the environment.
4. Communicate and interact with staff effectively – discuss the program and offer suggestions of what your child engages in and likes to do so staff can add to program.
5. The positive interaction between staff and families can produce a positive role model for the children.
6. Try to talk to the children at home about childcare, mentioning the names of staff and various activities they can do or have done.
7. Let the staff know of effective settling methods you use at home.
8. When you are ready to leave it is best to say goodbye to your child then leave.

Try not to hesitate even if your child is upset, reassure them that you will return later.
At first some children will protest strongly while others may not.

Some may even take a day or two then react. This occurs because they have grasped that you will be leaving.

The important thing to remember is that children do learn that you do return and that they do have fun while they are here.

Persevere and be consistent, the staff are more than willing to offer individual suggestions and discuss any concerns you have.

Child Care is here for your child/ren to interact, team build experience and learn with their own peers.

# NEW FEES v2026

## Session Times

## *HOURS OF OPERATION AND FEES*

## Fees Information Policy-Procedure

**- Refer to Page 15-16 in Handbook**

| | | |
|---|---|---|
| **OFFICE HOURS** | Monday – Thursday | 9am – *2:30pm *(*can vary 3:30)* |
| | Friday | 9am – 2pm |

## Hours – Sessions *(Please NOTE here is NO Childcare on Thursday)*

Monday, Tuesday, Wednesday, Friday **9am- 2pm**

**Child Care** **(3 HOUR SESSION)**

Monday, Tuesday, Wednesday, Friday **9am – 12pm or 11am-2pm**

**FEES** *please refer to Fees Information – Policy and Procedures*

$80.76 5hr session per child
$48.45 3hr session per child
Sibling Care - $67.73 5hr session 5hr session per child
Sibling Care - $41.68 3hr session 3hr session per child

***Families to register with MyGov and Centrelink to receive Child Care Subsidy (CCS)***

***Occasional/Flexible care - Bookings are to be made on a weekly basis.***

***PERMANENT CHILDCARE PLACES**

- Are available for 5 Hour sessions (3hr session negotiable)
- Permanent Places are booked for a specific day and time of week and for length of School Term (10-11weeks) payment is paid in FULL for term.

**Please note: Outlets is investigating offering Childcare during Victorian School Holidays -limited days**
If you are interested, please speak with CEO/MoC – Therese in office

***Adults attending Courses/Classes at Centre - childcare is available:**
*These hours may vary though predominately*

| | |
|---|---|
| Mornings | 9am – 12pm |
| Afternoons | 12pm – 2.00pm |

**Course/Class sessions are scheduled for 2hours. Childcare cost is $32.30 -CCS applicable**
Students who are not registered or eligible for CCS please see office.

## Daily Routines and Program Planning (CSS)

Outlets childcare centre has set routines which cover approximate times for daily activities such as sleep time, nappy changes, snacks and meals. Routines will vary according to the individual needs of each child, the weather and the age of the children booked for each session.

For more information about the routines please speak with the team in the childcare room. Outlets early childhood program reflects appropriate developmental stages by following the Children's early years learning and development framework.

Staff will observe children on a regular basis using the observations to develop individual objectives for each child. The overall group program is displayed on the wall/door outside the childcare room listing all programmed activities and objectives.

Parents are welcome to discuss their child's development with the staff if they have any concerns.

### Daily Program
### Morning & Afternoon Session

| | |
|---|---|
| 9.00am-10.00am | Children arrive and settle into the crèche<br>Quiet indoor activities<br>Eg. Puzzles & Books |
| 10.00am-10.30am | Morning Tea |
| 10.30am-12.00pm | Indoor & Outdoor Play<br>Imaginary and sensory play |
| 12.00pm | Lunch Time |
| 12.30pm-2.00pm | Quiet and Creative play<br>Eg. Natural materials like stones and leaves. |

## Available Policies

Our Childcare policy booklet is on our website www.outletsco-op.com.au and hard copy in office. If you would like a copy of any of the policies within this book, please approach the office and we will endeavor to have that policy to you within 24 hours.

All of our childcare policies have been developed and implemented as a course of action for all within their scope.

Policies work as a guiding set of principles for the management of affairs and delivery of childcare and its services. Policies and followed by procedures implemented by Centre and we welcome families to interact and give feedback on policies and procedures.

They give a definitive course of action and embrace general goals and acceptable procedures.

Please view the policy book for all available policies. It is vital that families are aware of any policies affecting them and the childcare department.

If you are unclear on any information entailed within this booklet, please speak to the office or childcare staff for clarification.

These policies have been developed and updated when new amendments are requested or legislated in accordance with regulations set by the Children's Services Regulation SR No.32/2020

Vic Child Safe Standards (CSS) have been implemented in 2022 **page 19-23* of Handbook

Policies and reviewed and updated Policy Review. This policy will be reviewed bi-annually unless there are any regulatory or legislative requirements and/or any feedback from staff, parents and the community.

## **Sickness** (CSS)

If your child is unwell and will not be attending their booked session, we ask that you phone and notify the centre as soon as possible. Alternatively, you can leave a message on our phone or send an email. It is essential that contagious/communicable diseases be reported immediately. Children are to be excluded in accordance with the exclusion list as set by NHMRC **page 17* of this Handbook.
Outlets will notify all families that utilise the centre of contagious/communicable disease (as per schedule) by displaying a sign throughout the centre. All personal details will be kept confidential, only the communicable disease and approx. day of attendance will be recorded.

## **Illness and emergency while in care**

Children attending Centre will undergo a non-contactless Thermometer reading, with or without Parent present, this will be recorded on daily intake list. Refer to non-contactless Thermometer reading procedure and CoVid Plan.
When a child becomes ill after admission, the parent/guardian will be contacted immediately; if the parent/guardian is unable to be contacted, the emergency contact person will be notified immediately. Arrangements will be made for the child to be collected from the centre as soon as possible. Until the time of collection, the child will soon be made comfortable and remain under close supervision.
In the case of a medical emergency, an ambulance will be contacted immediately, and appropriate first aid procedures will be taken out until the arrival of the ambulance. The parent/guardian will be notified and if they are unable to be contacted, the emergency contact person will be notified immediately.
If a **serious incident** has occurred the Co-ordinator, MoC or nominated Supervisor 2IC
***The definition of Serious Incident*** *is defined in s49(4) of the Minister's Rules.*
*A) Form One Serious Incident Details* - This form must be completed and sent to the Department. email to **CCCFRestricted@education.gov.au** with "Serious Incident Notification" in subject line.
*B) As stipulated in CSreg 40 (6) of the children's service regulations the childcare staff will ensure the following:* notify the VECRA (Victorin Early Childhood Regulatory Authority) on 7005 1801 and vecra.western.metro@education.vic.gov.au **within 24hrs.**

## **Staff** (CSS 6, 8)

Outlets employ staff with appropriate qualifications, skills and experience. **Refer below* ***ALL Staff***
These include Working with Children's Checks (WWC), AFB Police Checks, Protecting Children- Mandatory reporting, National Child Safety, Anaphylaxis, Asthma Training, CPR and First Aid certificates
**Outlets supports Staff in continuous improvement capabilities and Professional development opportunities to enhance delivery of service as educators in childcare.*

Outlets ensure staff have a minimum Certificate III in Children's Services and Diploma in Early Children Education and Care or enrolled and training in appropriate qualification and percentage % has been completed, in compliance with the Children's Regulations Qualifications requirements for Approved Service - Occasional care

**Note 2026****All Staff – Training***
All Child Educators (ECEC) MoC/PMC and Admin staff have completed the accredited **National Child Safety Training** (Foundation -Advanced 5 modules).
As of 19 October 2026 all Committee, Volunteers are required to be screened under the new Victorian Working w Children Check and the Working with Children Check Connect System and the Reportable Conduct Scheme.

## Student Placements and volunteers **(refer to above 2026**All Staff*)**

Outlets continue to have a commitment to improving and encouraging work within the childcare sector. We maintain links with various training institutions and providers by offering students placements within our centre. **All students** and volunteers have undergone the necessary security checks required before they begin their placement with us. Reportable Conduct Scheme

Students gain valuable experience in the childcare field, under direct supervision of our qualified staff.

## Centre Management and Operations Team (CSS 2)

Outlets Co-operative Neighbourhood House LTD is an independent non-government Centre. The Centre operates holistically with Adult Education, Health and Wellbeing Course, Pre-Accredited Courses, Emergency Relief, Support, Referral and Information Centre and Childcare delivery. Direction and Management is a Volunteer Committee called Directors who employ CEO to oversee and manage the Centre. also;
The Centre is an Approved Childrens Service Approved under VECRA (Vic) CS Reg and Approved under Commonwealth to offer Child Care Subsidy (CCS) under PRODA - Social Services.
**For more information as to the Centres operation please speak to Office.**

**(MoC/PMC)** Approved Person - Management of Control – Therese McKenney – CEO/Director
**(NomSup)** Nominated Supervisor – Sharmeen Naeem - Head Child Care Educator
**(D2D)** Child Care Educator – Duyen Ngo
The Centre has screened, reliable and qualified *Childcare (ECEC) staff* to be engaged as *Casuals* having completed required qualifications, and required employment checks, personal, integrity/ checks.

## Emergency Procedures - Evacuation

The centre emergency procedure is displayed throughout the centre and is also available in the policy booklet.
In view of an emergency ever occurring and requiring evacuation, the children are routinely lined up at the crèche preparing for outdoor play. By continually implementing this procedure (of single file lining up and procession outdoors), the children will have developed a routine of what is required when asked to line up at the door in preparation to go outside.

## Provision of dealing with complaints

All complaints must be directed to the Co-ordinator for prompt attention who reports to the Committee of Management. Refer to Grievance and Complaints policy.
If the complaint involves the conduct of any person within the Children's Service Centre concerning care, abuse, protection and safety of any child with the centre, you must report to Manger of "Outlets" also you have the right (Parent/Guardian/Staff/Manager) to report directly to:
**Social Services Regulatory, (SSR)** www.vic.gov.au/reportable-conduct-scheme
If you have any questions/concerns, you can contact **SSR** at contact@ssr.vic.gov.au or **1300 310 778**
**VECRA** – Victorian Early Childhood Regulatory Authority on **7005 1801**
vecra.western.metro@education.vic.gov.au within 24hrs.

## Behaviour

Outlets are committed to using a positive approach in relation to the guidance of children's behaviour. Staff aim to recognize why certain behavior may occur and encourage a more acceptable form of behaviour. Staff influence children through their actions and interactions. Behaviour management always

considers the child's abilities and developmental stages, their capacity to understand and control behaviour.
Outlets staff are committed to reinforcing positive behaviour through approval, building on children's strengths rather than focusing on their weaknesses.
Behaviour management is constructive by staff to ensure children, child and staff are in a safe learning environment, overseen by CEO/MoC and implemented through Policies. **refer to Behaviour Management Policy and Procedures*

## Medication

If your child requires the administration of medication whilst in attendance, please ensure that the medication is clearly labeled and given to the appropriate staff member. Medication prescribed by your doctor is the only medication which will be administered.
It is imperative that under no circumstances, medications to be/are left in children's bags.
The medication book must be filled in prior to parent/guardian departing.
Two (2) staff members check all dosages. CS(Vic)Reg Div5 r61-r65 (NatReg r108(b) r109 r110)

## Sleep and Rest for Children

We will ensure the child feels safe and secure in the childcare environment and consult with the families about their child's individual needs at sleep/relaxation time. The purpose of *sleep and relaxation for children policy* is to ensure the safety, health and wellbeing of children attending our service and appropriate opportunities are provided to meet each child's need for sleep, rest and relaxation CS(Vic)Reg r50 (NatReg r168)
Children will sleep on mats or cots.
NB* NO sleeping bags for young babies are allowed nor bassinets, prams these are *not permitted* to be used on premises. Please refer to our *Policy Book.*

## Clothing

As children learn a lot through play, they will be encouraged to explore a wide range of activities, including some that may be messy.
We ask that families dress children in clothes that will allow them to feel comfortable, move freely and withstand play that may be messy.
All clothing should be clearly labeled and easily removed for toileting and nappy changing purposes.
Please supply a change of clothes in your child's bag in case of incidental accidents.

## Sun safety and Outdoor play

Outlets is an accredited Sun Smart centre. When dropping children off for care please ensure that a broad-spectrum sunscreen has been applied. Sunscreen will be reapplied by staff providing you have given permission for the staff to do so on your enrolment form.
Families are required to supply either a wide brimmed hat or legionnaire style hat in their children's bag for outdoor play.
**Refer to **Addendum A** *pages 11-14 Sun Smart Policy in this Handbook*

***SUNSMART POLICY***

## 1. Purpose

The aim of this policy is to:
Ensure that children, staff and patrons that utilize the centre are protected From damaging levels of ultraviolet (UV) radiation from the sun.

This policy outlines what our service does to ensure and protect from the Overexposure to ultraviolet radiation from the sun.

To raise community awareness and communication to the damaging effects and risk

From overexposure to ultraviolet radiation from the sun.

To assist children in developing responsible awareness, healthy behavior and lifelong attitude toward protection from the sun's ultraviolet radiation.

## 2. Scope

This policy applies when planning or undertaking any event or activity outdoors from mid-August until the end of April and whenever the UV index level reaches 3 and above.

Particular care should be taken between the hours of 10am and 3pm when the UV index levels reach their peak.

This policy applies to all staff, parents/guardians, children, Committee of management, volunteers and other people relevant to the centre, including visiting specialist and placements

## 3. Background and Relevant Legislations

Whenever UV index levels reach 3 (moderate) and above sun protection is required. At that level, UV radiation can damage the skin and lead to skin cancer.

In Victoria, average UV Index levels are 3 and above for most of the day from mid-August to the end of April reaching their peak between 10am – 3pm.

Australia has the highest rate of skin cancer in the world.
Young children and babies are at particular risk of sunburn and skin damage due to their sensitive skin.

The National Childcare Accreditation Council Quality Improvement and Accreditation Systems require all childcare services to have a sun protection policy in place.
Early Childhood services have a Duty of Care and responsibility to implement skin cancer prevention strategies for children and staff health.
Children's Services Guidelines

Occupational Health and Safety Act 2004
Children Services Act 1996

## 4. Definitions

**Duty of Care –** This refers to the need to protect children against foreseeable harm

**Protective –** Serving to protect

**Ultraviolet radiation –** invisible rays that come from the sun. Ultraviolet radiation can damage the skin and cause melanoma and other types of skin cancer. Commonly referred to as "UV Rays", consist of both UVA and UVB rays from the sun. Without proper protection, UV rays can lead to various eye conditions and damage.

**Physical environment –** In this policy refers to the environment in which is outdoors used.
**Broad Spectrum –** broad-spectrum sunscreens contain products to block both UVA and UVB rays.

## 5. Procedure

*The MoC of the centre shall ensure that:*
Their Duty of care is met in relation to staff and children at the service by Implementing and following the implemented skin cancer prevention strategies.

A safe working environment in accordance with Occupational Health and Safety Act is provided.

The physical environment contains sufficient shade and the availability of shade whilst on excursions is considered in staff planning.

That staff, parents/guardians are aware of this policy and the enforced Sun Smart recommendations in relation to appropriate attire and preventative measures.

That staff, parents/guardians are aware of the consequences if the appropriate attire and preventive measures are not followed.

The Management Committee and staff monitor and review the effectiveness of the sun protection policy and revise as required. Reminders are placed in the Newsletter on regular intervals throughout the year and posters and signage is displayed throughout the centre.

Sunscreen is available for staff and children to use between the months of Mid-August to May.

*The staff responsible for the care of the children at the centre shall ensure:*

1. They act as a responsible role model by wearing sun protective hats, clothing and sunglasses, apply SPF 30+ broad-spectrum water-resistant sunscreen and seek shade whenever possible whilst outside.

2. That families are aware of the following list of requirements to comply with this policy during the months of mid-August through to the end of April.

3. Children are to wear loose fitting clothing that covers as much of the skin as possible. Children are to wear hats that protect their face, neck and ears, i.e. legionnaire, broad brimmed or bucket hats (baseball caps are not recommended)

4. It is suggested that children wear or bring close fitting, wrap around
   Sunglasses that meet the Australian Standards and cover as much of these area as possible.

5. That children have SPF 30(or higher) + broad-spectrum water-resistant sunscreen applied prior to attending the centre.

6. Provide appropriate SPF 30(or higher) + broad-spectrum water-resistant sunscreen for their child if they do not want the centres to be used

7. Infants between the ages of birth to 12mths are kept out of direct sunlight and that parents/guardians are aware of the following additional precautionary measures.

8. Physical protection such as shade, clothing and broad-brimmed hats are the best sun protection measures. If babies are kept out of the sun or well protected from UV radiation by clothing, hats and shade, then sunscreen need only be used occasionally on very small areas of a baby's skin. The widespread use of sunscreen on babies under 6 months old is not recommended.

9. That the five sun protective measures as listed above are followed (SLIP SLOP SLAP SEEK SLIDE)

10. That parents/guardians have indicated on their child's enrolment form whether they give permission for staff to apply sunscreen to their child whilst in the centres care.

11. Sunscreen is applied in accordance with the manufacturer's directions (which state to apply at least 20 minutes before going outdoors and reapply every two hours, or more frequently if sweating or swimming).

12. Children that are able to apply their own sunscreen under supervision are encouraged to do so to assist in fostering their independence and responsibility.

13. Staff will follow guidelines and advise from the National Health and Medical Research Council in appropriate application of sunscreen.

14. Ensure sunscreen is stored in a cool place, out of the sun and the expiry date is monitored.

15. Children are encouraged to use available areas of shade whilst when outside.

16. Provide the child with a hat if the parents/guardians have not provided one for outdoor play.

***The parents/guardians of children that attend the centre shall ensure that:***

- They strive to continue the continuity of sun protective measures and role modelling to the best of their ability whilst outside the centre.

- When in attendance at the centre they act as role models and practice sun smart behaviours themselves.

- They provide the child with appropriate and recommend protective attire for them to wear whilst at the centre.

- This includes loose-fitting clothing that covers as much skin as possible. Clothing made from cool, densely woven fabric is recommended. Families are asked to choose tops with elbow-length sleeves, higher necklines (or collars) and knee-length or longer style shorts and skirts for their child.

- If a child is wearing a singlet top or shoestring dress, they will be asked to choose a t-shirt/shirt to wear over this before going outdoors.

- Apply sunscreen SPF 30 (or higher) + broad spectrum, water resistant) to their child prior to attending the centre during the months of mid-August through to the end of April.

- Have indicated their approval of childcare staff applying the centres sunscreen to their child or have provided their own from home.

## 6. Related documents and policies.

Child enrolment procedure.
www.office-for-children.vic.gov.au
(Outdoor play guide for Victorian children's services)

www.bom.gov.au/announcements/uv/ (UV index readings)

National Health and Medical Research Council (application of sunscreen)

www.sunsmart.com.au (Early Childhood Sun Smart Bulletin 'Outside')

http://www.cancer.org.au/ (Sun Safety)

**FEE INFORMATION – POLICY AND PROCEDURES**

Families are encouraged to register with My Gov contact Centrelink to determine eligibility for Child Care Subsidy (CCS) or Assisted Child Care Subsidy (ACCS) as the Centre is **an approved service**.
Families to receive CCS or ACCS register with My Gov visit www.education.gov.au/childcare for more information and estimator. Please contact Centrelink on 13 61 50 if you require assistance.

**Fee Schedule per child** = $16.15 per hour.

**Adhoc/Flex/casual-Permanent**

Centre operates with set session times

| | |
|---|---|
| 5 hour sessions | $80.76 1x day |
| *Sibling Care | $67.73 |
| 3 hour sessions | $48.45 |
| *Sibling Care | $41.68 |

Centre Class Child Care $31.26 (2hrs) with CCS
Centre Volunteers/Committee

**Permanent bookings** are invoiced weekly *(refer to Method of Payment)*
**Casual Booking** are to be paid on day or in advance (refer to *Methods of Payment*)
If child is **unable to attend session** centre MUST be notified at earliest convenience (refer to *Non-Attendance*)
**Payment MUST be made when Centre requests or Invoices.**
If Bad Debt occurs child will not be accepted in care until payment is made. *Refer to bad debts*
Families are to commit by signing of ***Common Written Agreement-Enrolment Form (*CWA)** and notify Centre if changes within family situation occur.

For **Childcare Subsidy (CCS) you must have your eligibility determined** by contacting Centrelink
You can visit www.education.gov.au/childcare and complete an estimator program to find out more information and process.
The Childcare Subsidy (CCS) is paid to the centre, and Centre passes this onto the Family fees so Parent pays the 'Gap'

**CCS payments and eligibility**

In some cases, Services Australia may pay CCS directly to a family when care has been provided before their CCS eligibility has been confirmed.
While families are encouraged to submit a CCS claim and establish their eligibility before their child begins care, you may occasionally have a child attend before their claim is finalised.
If a family has not yet been assessed as eligible for CCS:

- You should charge the family full fees until their claim is processed.
- You must not estimate or apply CCS entitlements in advance.
- If the family is later assessed as eligible, Services Australia will pay any backdated CCS directly to the family, not to the service.

This process ensures CCS is applied correctly and avoids adjustments or debt issues for services.
Find out more about managing payments and fees on our website.

**Types of Care**

**Permanent childcare (Formal care)**

Permanent can be 1 day per week or up to 3days (maximum total of 15hours per week)
**This is available on Term basis** – (Victorian School Calendar year.)
**Permanent Care is for the 5hr day sessions** (3hr session brackets- negotiable)
Bookings will be taken midway through term for interest to keep permanent position in following term.
Families are to commit by *CWA Permanent position and notify Centre if changes within family situation occur.

**Adhoc/Flexible/Casual Care bookings (Informal care)**

Casual Occasional care is available at same costs.
Full fee will be charged, until CCS eligibility % is produced (or ACCS)
Payment to be made on the day of care, unless otherwise negotiated*.
*Families to commit by *CWA to pay ***direct credit*** to Centre on receipt of Invoice.
***Families to pay a Levy/Bond** – Centre to hold Levy/Bond and reimburse family on confirmation of CCS (ACCS) subsidy

**Cancellation:**

A 3-week cancellation policy period applies to ALL changes to permanent bookings. *(Permanent childcare)* Families to provide a **written notice of cancellation** if they wish to cancel their booking Fees will be accruing until written notification is received.

**Non-attendance: Permanent care bookings**

**Sickness:** If child is ill (or carer)– centre to be notified, medical certificate presented within 7days – in such circumstance's family will NOT be billed for session of care.
**Sickness:** Centre was NOT notified - payment required
**Absenteeism:** NO notification, NO show - payment required
**Holidays:** Centre must be notified 3weeks in advanced in writing, consideration to waiver costs negotiable
42days allowable absenteeism

**Payment:**

**Payment for 1st(First) childcare session is to be PAID at FULL rate on day or prior to care.**
**Once confirmation of CCS (Child Care Subsidy) is confirmed through MyGov and CCS then costs will be credited to fees. (%)**

**Methods of Payment:**

- Direct Credit to Centres nominated banking facility
  Families to commit by CWA -*Common Written Agreement*, to pay direct credit to Centre weekly and/or immediately on receipt of Invoice.
- *Families to pay a Levy/Bond – Centre to hold Levy/Bond and reimburse family on confirmation of CCS (ACCS) subsidy
- Centre invoices families, for permanent Term bookings (in advance) *TBA*

**Bad Debts:** $15.00 administration fee incurred to party

If payments have not been finalised. CEO will contact family and/or service for payment.
Invoice will be forwarded to last known address.
Payment plan can be negotiated with family.
If a Collection officer is required/engaged family will incur costs.

# Recommended minimum exclusion periods

ADAPTED FROM STAYING HEALTHY | 5TH EDITION | 2013

| Condition | Exclusion of case | Exclusion of contacts[a] |
|---|---|---|
| Campylobacter infection | Exclude until there has not been a loose bowel motion for 24 hours[b] | Not excluded |
| Candidiasis (thrush) | Not excluded | Not excluded |
| Cytomegalovirus (CMV) infection | Not excluded | Not excluded |
| Conjunctivitis | Exclude until discharge from the eyes has stopped, unless a doctor has diagnosed non-infectious conjunctivitis | Not excluded |
| Cryptosporidium | Exclude until there has not been a loose bowel motion for 24 hours[b] | Not excluded |
| Diarrhoea (No organism identified) | Exclude until there has not been a loose bowel motion for 24 hours[b] | Not excluded |
| Fungal infections of the skin or nails (e.g. ringworm, tinea) | Exclude until the day after starting appropriate antifungal treatment | Not excluded |
| Giardiasis | Exclude until there has not been a loose bowel motion for 24 hours[b] | Not excluded |
| Glandular fever (mononucleosis, Epstein Barr virus [EBV] infection) | Not excluded | Not excluded |
| Hand, foot and mouth disease | Exclude until all blisters have dried | Not excluded |
| Haemophilus influenzae type b (Hib) | Exclude until the person has received appropriate antibiotic treatment for at least 4 days | Not excluded. Contact a public health unit for specialist advice |
| Head lice (pediculosis) | Not excluded if effective treatment begins before the next day at the education and care service. The child does not need to be sent home immediately if head lice are detected | Not excluded |
| Hepatitis A | Exclude until a medical certificate of recovery is received and until at least 7 days after the onset of jaundice | Not excluded. Contact a public health unit for specialist advice about vaccinating or treating children in the same room or group |
| Hepatitis B | Not excluded | Not excluded |
| Hepatitis C | Not excluded | Not excluded |
| Herpes simplex (cold sores, fever blisters) | Not excluded if the person can maintain hygiene practices to minimise the risk of transmission. If the person cannot comply with these practices (e.g. because they are too young), they should be excluded until the sores are dry. Sores should be covered with a dressing, where possible | Not excluded |
| Human immunodeficiency virus (HIV) | Not excluded. If the person is severely immune compromised, they will be vulnerable to other people's illnesses | Not excluded |
| Human parvovirus B19 (fifth disease, erythema infectiosum, slapped cheek syndrome) | Not excluded | Not excluded |
| Hydatid disease | Not excluded | Not excluded |
| Impetigo | Exclude until appropriate antibiotic treatment has started. Any sores on exposed skin should be covered with a watertight dressing | Not excluded |
| Influenza and influenza-like illnesses | Exclude until person is well | Not excluded |
| Listeriosis | Not excluded | Not excluded |
| Measles | Exclude for 4 days after the onset of the rash | Immunised and immune contacts are not excluded<br>For non-immunised contacts, contact a public health unit for specialist advice.<br>All immunocompromised children should be excluded until 14 days after the appearance of the rash in the last case |
| Meningitis (viral) | Exclude until person is well | Not excluded |
| Meningococcal infection | Exclude until appropriate antibiotic treatment has been completed | Not excluded. Contact a public health unit for specialist advice about antibiotics and/or vaccination for people who were in the same room as the case |
| Molluscum contagiosum | Not excluded | Not excluded |
| Mumps | Exclude for 9 days or until swelling goes down (whichever is sooner) | Not excluded |
| Norovirus | Exclude until there has not been a loose bowel motion or vomiting for 48 hours | Not excluded |
| Pertussis (whooping cough) | Exclude until 5 days after starting appropriate antibiotic treatment, or for 21 days from the onset of coughing | Contact a public health unit for specialist advice about excluding non-vaccinated and incompletely vaccinated contacts, or antibiotics |
| Pneumococcal disease | Exclude until person is well | Not excluded |
| Roseola | Not excluded | Not excluded |
| Ross River virus | Not excluded | Not excluded |
| Rotavirus infection | Exclude until there has not been a loose bowel motion or vomiting for 24 hours[b] | Not excluded |
| Rubella (German measles) | Exclude until fully recovered or for at least 4 days after the onset of the rash | Not excluded |
| Salmonellosis | Exclude until there has not been a loose bowel motion for 24 hours[b] | Not excluded |
| Scabies | Exclude until the day after starting appropriate treatment | Not excluded |
| Shigellosis | Exclude until there has not been a loose bowel motion for 24 hours[b] | Not excluded |
| Streptococcal sore throat (including scarlet fever) | Exclude until the person has received antibiotic treatment for at least 24 hours and feels well | Not excluded |
| Toxoplasmosis | Not excluded | Not excluded |
| Tuberculosis (TB) | Exclude until medical certificate is produced from the appropriate health authority | Not excluded. Contact a public health unit for specialist advice about screening, antibiotics or specialist TB clinics |
| Varicella (chickenpox) | Exclude until all blisters have dried—this is usually at least 5 days after the rash first appeared in non-immunised children, and less in immunised children | Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise, not excluded |
| Viral gastroenteritis (viral diarrhoea) | Exclude until there has not been a loose bowel motion for 24 hours[b] | Not excluded |
| Worms | Exclude if loose bowel motions are occurring. Exclusion is not necessary if treatment has occurred | Not excluded |

[a] The definition of 'contacts' will vary according to the disease—refer to the specific fact sheet for more information.

[b] If the cause is unknown, possible exclusion for 48hours until cause is identified. However, educators and other staff who have a food handling role should always be excluded until there has not been a loose bowel motion for 48 hours.

Adapted from SA Health Communicable Disease Control Branch: http://www.dh.sa.gov.au/pehs/branches/branch-communicable.htm. Note that exclusion advice is consistent with Series of National Guidelines (SoNGs) where available.




Staying Healthy. Preventing infectious diseases in early childhood education and care services | 5th Edition | Printed June 2013 NHMRC Ref. CH55e





Australian Government
National Health and Medical Research Council

NHMRC
WORKING TO BUILD A HEALTHY AUSTRALIA

# Our Statement - Child Safe Standards

**Policy: Commitment**

Outlets Co-operative Neighbourhood House LTD will ensure that Child Safe Standards, will be maintained for children.

Outlets Co-operative Neighbourhood House LTD is committed to establishing a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued.

Outlets Co-operative Neighbourhood House Ltd commit to comply with the Child Safe Standards embedded in our policies, procedures and practices.

**Scope: Relevant Legislation - Child Safe Standards**

The Victorian Government has introduced child safe standards. The Child Safe Standards (the Standards) are compulsory minimum standards for all organisations that provide services to children, including Victorian schools.
The aim of the Standards is to ensure organisations are well prepared to protect children from abuse and neglect.

To maintain a child safe organisation embedding into our policies, procedures and practices the following **11 Child Safe Standards**:
***Adding a 12*** **Child Safe Standard:** To align with the Statement Regulatory Expectations - National Model Code (SRE-NMC) for Taking Images or Videos of Children with Providing Early Childhood Education and Care (ECEC) v2025

**Child Safe Standard 1 – Organisations establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued**

1.1 A child's ability to express their culture and enjoy their cultural rights is encouraged and actively supported.

1.2 Strategies are embedded within the organisation which equip all members to acknowledge and appreciate the strengths of Aboriginal culture and understand its importance to the wellbeing and safety of Aboriginal children and young people.

1.3 Measures are adopted by the organisation to ensure racism within the organisation is identified, confronted and not tolerated. Any instances of racism are addressed with appropriate consequences.

1.4 The organisation actively supports and facilitates participation and inclusion within it by Aboriginal children, young people and their families.

1.5 All of the organisation's policies, procedures, systems and processes together create a culturally safe and inclusive environment and meet the needs of Aboriginal children, young people and their families.

**Child Safe Standard 2 – Child safety and wellbeing is embedded in organisational leadership, governance and culture**

2.1 The organisation makes a public commitment to child safety.

2.2 A child safe culture is championed and modelled at all levels of the organisation from the top down and bottom up.

2.3 Governance arrangements facilitate implementation of the child safety and wellbeing policy at all levels.

2.4 A Code of Conduct provides guidelines for staff and volunteers on expected behavioral standards and responsibilities.

2.5 Risk management strategies focus on preventing, identifying and mitigating risks to children and young people.

2.6 Staff and volunteers understand their obligations on information sharing and recordkeeping.

**Child Safe Standard 3 – Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously**

3.1 Children and young people are informed about all of their rights, including to safety, information and participation.

3.2 The importance of friendships is recognised and support from peers is encouraged, to help children and young people feel safe and be less isolated.

3.3 Where relevant to the setting or context, children and young people are offered access to sexual abuse prevention programs and to relevant related information in an age appropriate way.

3.4 Staff and volunteers are attuned to signs of harm and facilitate child-friendly ways for children and young people to express their views, participate in decision-making and raise their concerns.

3.5 Organisations have strategies in place to develop a culture that facilitates participation and is responsive to the input of children and young people.

3.6 Organisations provide opportunities for children and young people to participate and are responsive to their contributions, thereby strengthening confidence and engagement.

**Child Safe Standard 4 – Families and communities are informed, and involved in promoting child safety and wellbeing**

4.1 Families participate in decisions affecting their child.

4.2 The organisation engages and openly communicates with families and the community about its child safe approach and relevant information is accessible.

4.3 Families and communities have a say in the development and review of the organisation's policies and practices.

4.4 Families, carers and the community are informed about the organisation's operations and governance.

**Child Safe Standard 5 – Equity is upheld, and diverse needs respected in policy and practice**

5.1 The organisation, including staff and volunteers, understands children and young people's diverse circumstances, and provides support and responds to those who are vulnerable.

5.2 Children and young people have access to information, support and complaints processes in ways that are culturally safe, accessible and easy to understand

5.3 The organisation pay particular attention to the needs of children and young people with disability, children and young people from culturally and linguistically diverse backgrounds, those who are unable to live at home, and lesbian, gay, bisexual, transgender and intersex children and young people.

5.4 The organisation pays particular attention to the needs of Aboriginal children and young people and provide/promotes a culturally safe environment for them

**Child Safe Standard 6 – People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice**

6.1 Recruitment, including advertising, referee checks and staff and volunteer pre-employment screening, emphasis child safety and wellbeing

6.2 Relevant staff and volunteers have current working with children checks or equivalent background checks.

6.3 All staff and volunteers receive an appropriate induction and are aware of their responsibilities to children and young people, including record keeping, information sharing and reporting obligations.

6.4 Ongoing supervision and people management is focused on child safety and wellbeing.

**Child Safe Standard 7 – Processes for complaints and concerns are child focused**

7.1 The organisation has an accessible, child focused complaint handling policy which clearly outlines the roles and responsibilities of leadership, staff and volunteers, approaches to dealing with different types of complaints, breaches of relevant policies or the Code of Conduct and obligations to act and report.

7.2 Effective complaint handling processes are understood by children and young people, families, staff and volunteers, and are culturally safe.

7.3 Complaints are taken seriously and responded to promptly and thoroughly.

7.4 The organisation has policies and procedures in place that address reporting of complaints and concerns to relevant authorities, whether or not the law requires reporting, and co-operates with law enforcement.

7.5 Reporting, privacy and employment law obligations are met.

**Child Safe Standard 8 – Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training**

8.1 Staff and volunteers are trained and supported to effectively implement the organisation's child safety and wellbeing policy.

8.2 Staff and volunteers receive training and information to recognise indicators of child harm including harm caused by other children and young people.

8.3 Staff and volunteers receive training and information to respond effectively to issues of child safety and wellbeing and support colleagues who disclose harm.

8.4 Staff and volunteers receive training and information on how to build culturally safe environments for children and young people.

**Child Safe Standard 9 – Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed**

9.1 Staff and volunteers identify and mitigate risks in the online and physical environments without compromising a child's right to privacy, access to information, social connections and learning opportunities.

9.2 The online environment is used in accordance with the organisation's Code of Conduct and child safety and wellbeing policy and practices.

9.3 Risk management plans consider risks posed by organisational settings, activities, and the physical environment.
9.4 Organisations that contract facilities and services from third parties have procurement policies that ensure the safety of children and young people.

**Child Safe Standard 10 – Implementation of the Child Safe Standards is regularly reviewed and improved**

10.1 The organisation regularly reviews, evaluates and improves child safe practices.

10.2 Complaints, concerns and safety incidents are analysed to identify causes and systemic failures to inform continuous improvement.

10.3 The organisation reports on the findings of relevant reviews to staff and volunteers, community and families and children and young people.

**Child Safe Standard 11 – Policies and procedures document how the organisation is safe for children and young people**

11.1 Policies and procedures address all Child Safe Standards.

11.2 Policies and procedures are documented and easy to understand.

11.3 Best practice models and stakeholder consultation informs the development of policies and procedures.

11.4 Leaders champion and model compliance with policies and procedures.

11.5 Staff and volunteers understand and implement policies and procedures.

**Child Safe Standard – Policies and Procedures document how the organisation implements duty of care re Taking Images and Videos of Children**

12.1 To align with the Statement Regulatory Expectations - National Model Code (SRE-NMC) for Taking Images or Videos of Children with Providing Early Childhood Education and Care (ECEC) v2025

12.2 Policies and Procedures are documented as to use of only service provided Devices while providing ECEC face to face.

12.3 Policies and Procedures updated and comply with Childrens Services Regs, Childrens Services Act and the National Law

As part of our obligations you can access our **Child Safe Policy** and our **Statement of Commitment to Child Safety**

- Strategies to embed an organisational culture of child safety, including through effective leadership arrangements, safety in their environment, being respectful and inclusive to Aboriginal culture, land and families and all cultures, disabilities.
- A child safe policy or statement of commitment to child safety.
- A code of conduct that establishes clear expectations for appropriate behaviour with children.
- Screening, supervision, training, and other human resources practices that reduce the risk of child abuse by new and existing personnel.
- Processes for responding to and reporting suspected child abuse.
- Strategies to identify and reduce or remove risks of child abuse.
- Strategies to promote the participation and empowerment of children.

Reviewed 19March 2026