

# RMIT City Campus Children's Centre







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## Welcome to the RMIT City Campus Children's Centre.

Management and educators look forward to meeting and caring for your child and we hope our centre will be able to support you and your family.



### Acknowledgement of country

RMIT University acknowledges the Wurundjeri people of the Kulin Nations as the Traditional Owners of the land on which the University stands. The University respectfully recognises Elders both past and present. RMIT also acknowledges the Traditional Custodians of lands across Australia where it conducts its business, their Elders, Ancestors, cultures and heritage.



# Contents

The purpose of this guide is to provide relevant and updated information for all families who are using this service. The policies are sourced using a number of different early childhood education services such as Gowrie Victoria, the Australian Children's Education Care Quality Authority (ACECQA), Early Childhood Connections, Community Childcare, Department of Education and Early Childhood Development (DEECD), the Family Assistance Office (Department of Human Services), Department of Education and Training, Free Kindergarten Association Children's Services, Kindergarten Parents Victoria Inc. (KPV) and other organisations. RMIT City campus acknowledges the support of the Victorian Government.



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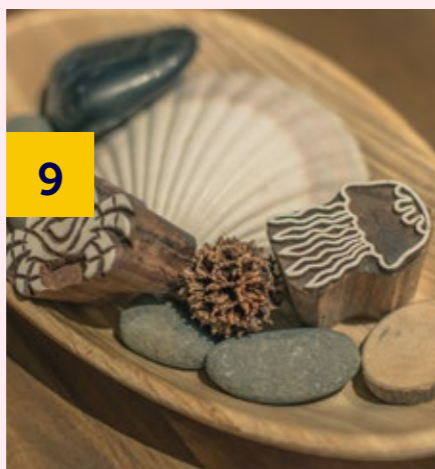
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RMIT University Conditions of child care



The following information reflects our centre's philosophy through policies developed in conjunction with educators and the Parent Advisory Group. These policies also ensure that our centre meets all current government registrations and regulations and complies with the Department of Education and Early Childhood Development's document Information for Guardians and Parents .

To ensure that we are meeting the evolving needs of families in their work, study and family balance, parental involvement plays a crucial role. Therefore we welcome any suggestions and ideas you may have in maintaining the quality of care.

## Mission statement

To provide high quality care for the children of RMIT staff and students that:

- nurtures our children
- recognises and celebrates individual differences
- provides developmental experience tailored to individual needs and interests
- is flexible and responsive to the needs of our families.

## Centre history

RMIT City Campus Children's Centre commenced operation in 1989 on the site of West Melbourne Primary school in Eades Place, West Melbourne and was known as Eades Place Children's Centre. In 1996 RMIT became the proprietor and from 1998–2017, the Centre occupied premises on Franklin St.

In September 2017, the Centre moved into its current space on Lygon Street, opposite the Trades Hall and close to the City Campus. The spacious four storey building is owned by RMIT and has been custom designed for childcare.

## Organisational structure

RMIT University is the proprietor and licence holder of the Children's Centre. The Centre is currently under the auspices of Student Wellbeing and Inclusion.

The Parent Advisory Group includes staff from the Centre and University Representatives and parents. The current names and contact details of the relevant representatives are displayed in the main foyer.

All money collected from fees goes towards the operational cost of the Centre.





## Privacy policy statement

RMIT City Campus Children's Centre acknowledges and respects the privacy of individuals. We support and endorse the Information Privacy Principles included within the Information Privacy Act 2000 (Victoria) and will comply with these principles whenever personal information is collected by us.

In accordance with the Information Privacy Principles:

- we will only collect personal information from you with your prior knowledge and consent
- we collect personal information for the purpose of administering childcare processes and meeting the legal requirements of the Children's Services Act 1996 and Children's Services Regulations 2011. We will use the information collected solely for that purpose
- we will not disclose your personal information to a third party, other institutions or authorities without your consent, unless required by law or other regulation
- we will remove personal information from our records when it is no longer required (except when archiving is required under the Public Records Act 1973 or other legislation)
- we have processes and policies in place to protect the personal information under our control from unauthorised access; improper access; alteration or unlawful or accidental destruction and accidental loss
- failure to provide personal information may result in exclusion from utilising the childcare service
- individuals are entitled to access or correct personal information held about them. Requests for access and/or correction to personal information can be made by contacting the Children's Centre management or RMIT's Privacy Officer.

### What information we collect, why and how it is used

The Centre collects information including your name, address, phone numbers and emergency contacts in accordance with the Children's Services Regulations 2011. To fulfil the requirements of the Regulations, staff will also request information such as the child's name, date of birth, medical details and health status. In order to build a profile for your child, the Centre will also request information regarding the child's likes, dislikes and routines.

If you intend to claim the Child Care Benefit (CCB) or Child Care Rebate (CCR), the Centre is required to collect the date of birth and Customer Reference Number (CRN) of both parent/guardian and the child. This information is used to create a formal enrolment under the Child Care Management System. The parent/guardian and child's date of birth and CRN information is sent to the Department of Education and Training and is cross-referenced with the parent/guardian and child date of birth combination the Family Assistance Office (Department of Human Services) holds for families. This process allows for childcare payments to be more accurately made.

All of this information is vital in assisting us to provide the best possible individual care for your child and for processing payments. Some information we collect is to satisfy the service's legal obligations under the Children's Services Regulations 2011. From July 2018 there will be a new Childcare package to assist families. This will include a new childcare subsidy which will replace the current CCB and CCR. Further information will be given to families as it is received.

Management, staff, students and volunteers are required to observe our privacy policy and are trained in this regard.

## Hours of operation and security

The Centre operates Monday to Friday, 7.45am to 5.45pm. The Centre is closed for all public holidays and also for approximately three weeks during the Christmas/New Year period.

RMIT staff and students will need photo security cards to gain entry to the Centre. Security access forms are available from the office and will require authorisation from the coordinator.

For non-RMIT families, security cards giving access to the building are available and must be returned when the child discontinues care at the Centre. Parents and guardians are required to provide a \$50 deposit, which is refunded when the card is returned.

If you do not have a card, when arriving at the Centre please use the intercom at the front door. When the intercom is answered please clearly state your name and the door will be opened. Please note the card will only give you access during the operating hours of the Centre.

## Emergency procedures

The Centre has an evacuation procedure which is practised regularly. An evacuation map and plan are displayed in the foyer. All rooms have a permanently packed evacuation bag. All staff have completed fire warden training for emergency procedures. Parents and guardians will be informed of planned fire drills and will be asked to sign a consent form allowing us to remove the children from the building. The children and staff evacuate from the building using either the front stairwell or back stairwell, depending on where the emergency has occurred. The assembly point is Building 45, 33 Lygon St. The Centre is equipped with a sprinkler system and fire extinguishers which are serviced by the Metropolitan Fire Brigade on a regular basis.

It is expected that any families and/or visitors who are in the building at the time of a fire drill will participate and follow the fire warden's instructions.





## Centre philosophy

RMIT City Campus Children's Centre has a strong commitment to provide a progressive, inclusive and consistently high-quality children's service. As early childhood professionals, we work together with families to ensure the needs of all children are met.

Our program enables all children to learn and develop skills through an educational, play-based curriculum incorporating the Victorian Early Years Learning and Development Framework and the National Early Years Learning Framework.

We aim to provide an encouraging environment for children that is safe and supportive.

We strive to promote and build a mutually beneficial partnership with families and the community by integrating our diverse cultures, backgrounds, beliefs, abilities and attitudes.

### Children

The Centre aims to provide for children:

- an environment that meets their nutritional, health and safety requirements
- an environment that supports and strengthens family ties and that reflects the cultural and ethnic as well as socio-economic backgrounds of the children
- an environment that accounts for the additional needs of children
- an environment that fosters a deep sense of security, trust and an acceptance of themselves and others
- educators who respect themselves as individuals and who foster each child's unique abilities in all areas as well as their background and ethnic identities
- an environment that helps children make sense of everyday experiences and feelings and where Educators understand development and support children's efforts
- Educators who respond positively and who encourage autonomy, initiative, independence, responsibility and co-operation
- educators who respect and promote positive communication with children
- a program that is consistent, yet flexible, and reflects children's interests.

### Families

For parents, guardians and families, the Centre aims to:

- offer a safe environment that is accessible to all
- support families by providing an environment which promotes the overall developmental needs of children
- be flexible and responsive to diverse and changing needs
- respect and respond to the needs, values and cultural diversity of families
- have an active exchange of information between parents/guardians and educators on a daily basis which will be treated with appropriate discretion
- offer support and referrals when needed
- provide the opportunity for parents, guardians and families to contribute ideas, skills and resources.

### Educators

Our goal as a team is to facilitate an open and effective working relationship whereby staff members are supportive and respectful of one another's needs.

The Centre's main objectives are for educators:

- to share ideas and resources with one another
- to feel comfortable in providing positive and constructive criticism
- to be approachable and respect confidentiality
- to respect, trust and promote positive communication between one another
- to encourage and nurture children's awareness, tolerance and acceptance of all cultures
- to have the opportunity for regular learning and training both internally and externally
- to respect varying parenting styles, being non-judgmental of individual family beliefs and values
- to ensure parents and guardians are well informed about the program and their child's day
- to facilitate interactions that provide opportunities for each child's individual development
- to foster a positive approach in guiding the behaviour of children.





## Children's rooms

We encourage educators to have an understanding of the likes and dislikes, limitations and personality of each child. We promote to our families the importance of daily communication between Educators and parents/guardians. There are five rooms at the RMIT City Campus Children's Centre, each tailored to a specific age group.

### Room 1 (3 to 18 months)

### Room 2 (12 months to 2 years)

These rooms:

- provide a homely environment for babies and their families
- create a warm and welcoming atmosphere
- build relationships of trust and security for all children and their parents/guardians
- provide a stimulating program which fosters all areas of their development, i.e. physical development, language, personal and interpersonal development, curiosity and cognitive development.

This is achieved by:

- encouraging children to explore their environment
- offering choices and providing challenges through their play
- showing affection to the children by talking, smiling, holding, etc. and being responsive to their needs
- encouraging children's self-esteem and independence through positive reassurance and guidance
- using routine times such as nappy changing, rest and mealtimes as ideal times for one-to-one interactions
- encouraging self-awareness and expression
- observing and recording individual development.

### Room 3 (2 to 3 years)

### Room 4 (3 to 4 years)

Activities in these rooms are designed to help children become confident learners by encouraging them to try out their own ideas and discover their own strengths.

This is achieved by:

- encouraging children to explore and manipulate materials through all senses
- ensuring children feel good about themselves as individuals
- encouraging children to use their developing verbal skills to express their needs and self awareness
- the introduction and encouragement of good hygiene practices
- providing a stimulating program which fosters all areas of development, language, personal and interpersonal development, curiosity and cognitive development.

### Room 5 (4 to 5 years)

Room 5 aims to:

- provide a stimulating program which fosters all areas of development, language, personal and interpersonal development, curiosity and cognitive development
- encourage children to develop a sense of empathy for others
- develop knowledge of different cultures, differences between individuals and show acceptance of others
- learn to respect others and our environment
- promote good health and hygiene practices
- allow the opportunity for children to participate as part of a group
- encourage independence and a sense of accomplishment
- prepare preschool children for their future transition to school.

Room 5 includes a four-year-old kindergarten program. The kindergarten program is run daily and available for children who turn four on or before 30 April.

### Changing rooms

During the year children may require the challenge that an older age group may provide. When your child is developmentally ready, and if a place is available, your child will move to the next room. Educators will plan the transition in consultation with parents and guardians, who will be advised in advance. The transition may involve the following:

- your child visiting the next room and staying for short visits
- organising a combined activity between the educators and children of each room
- setting up an informal meeting with educators and parents/guardians for an exchange of information and to establish new relationships.

Information and individual records will be passed on to your child's educator to ensure continuity of your child's individualised program.



# Enrolling your child at the centre

## Conditions

A condition of enrolling your child at the RMIT City Campus Children's Centre is agreeing to the Conditions of Child Care which are listed on pages 16–17 of this guide.

The quality of care and the service standard that our centre provides is greatly enhanced by the involvement and responsibilities acknowledged by the parents and guardians.

Parent/guardian responsibilities are as follows:

- signing and timing children in and out of the Centre
- completing and signing medication records as required
- paying fees at least two weeks in advance
- immediately notifying the Centre of any changes of details (addresses, phone numbers, email addresses, emergency contact details, family court orders etc.)
- notifying the Centre as soon as possible if your child will be absent
- notifying the Centre as soon as possible of any infectious diseases your child may have
- communicating on a daily basis with staff about your child
- completing child information sheets
- actively contributing to your child's journal
- informing the Family Assistance Office (Department of Human Services) of any changes to your financial situation which may affect your childcare payments.

## Newsletter and surveys

Our centre has a newsletter which informs families of upcoming events, relevant childcare information, room updates, etc.

The Centre newsletter is produced quarterly and emailed to parents and guardians.

Parents and guardians are invited to contribute any information they feel is relevant. Please see the coordinator if you wish to make a contribution. The coordinator and staff may also send other news and information via email.

From time to time parents and guardians will be asked to complete surveys and/or questionnaires. This important information ensures our centre continues to provide the best quality care and is able to meet the needs of individual children and their families. All information is strictly confidential. Occasionally RMIT University may conduct surveys for statistical purposes.



## Arrivals and departures

Parents and guardians are requested to notify an educator on their arrival and departure. Arrival and departure from the Centre are often the busiest times of the day, however small considerations can make it easier for your child, and yourself.

Please try to allow 10 minutes at the beginning and end of each day. This allows for:

- the exchange of information with educators about your child's day or night
- your child to settle into an activity before you leave
- saying "good bye" before departure.

Leaving without telling your child or lingering after saying goodbye may confuse your child and may make them less willing to accept you're leaving next time.

At no time must any child enter or leave the Centre without adult supervision. Please ensure that all doors are closed securely behind you as you enter and exit. This is each adult's responsibility.

## Daily attendance ipad

The daily attendance ipad is located outside your child's room. Your child must be signed in and the time entered when you leave your child or pick up your child from the Centre. During an emergency evacuation, the attendance record will be used to confirm which children are in attendance, so it is vital that it is completed correctly. You will be given instructions on how to use this system on enrolment.

# Orientation and the settling in process

Starting at childcare can be a daunting process for some children, especially if it is the first time. Before commencement of care you will be introduced to educators in your child's room. Please take time to get to know your child's primary educators and feel free to ask questions, raise concerns and offer information regarding your child.

All educators are committed to ensuring your child is cared for in a nurturing and sensitive manner and understand the need for your child to establish positive relationships with their primary educators.

We aim to support children and families during the settling in process by:

- understanding individual requirements and needs and incorporating them into our program
- explaining to parents and guardians the anxieties and feelings their child may be experiencing and working out strategies with families to overcome these
- discussing anxieties and the feelings the families may be having and offering them support
- explaining routines and policies to parents and guardians
- wherever possible, providing both written and verbal communication for parents of non-English speaking backgrounds. We have educators who are fluent in other languages and we can also access translating services if required.
- recommending that the parents/guardians and child visit the Centre as often as possible before commencement to meet with the educators and familiarise themselves with the surroundings. If possible, we recommend that the child be left for short visits to help with the settling in process.

## Hints that may help your child to settle

- Always say "goodbye" to your child regardless of their age. With older children let them know where you are going and that you will return at a certain time of the day, e.g. after lunch or after sleep.
- If possible, discuss with your child what they will do at childcare, e.g. painting, playing in sandpit, etc.
- Bring a cuddly toy for security.
- Talk to your child's educators. Share with them your child's interests, likes, dislikes, etc.
- Mothers are welcome and encouraged to come to the Centre during the day to breastfeed their baby. Parents and guardians are encouraged to ring the Centre and/or visit during the day.
- Grandparents and other visitors can come to the Centre if previously organised with room educators and depending on how individual children cope with this.

# What to bring

After enrolment your child will be given a locker in their room for their belongings. Sometimes clothes may get dirty or wet during activities, so all children will need at least one complete set of clearly labelled spare clothes.



Please do not bring your child's belongings in a plastic bag, as they may be dangerous if left in the lockers where the children have access.

## Clothing

A range of weather appropriate clothing needs to be supplied. In cooler weather, please bring a jacket as outdoor play is a regular part of the program all year. A hat and appropriate SunSmart clothing is also required. Footwear needs to be of a sturdy nature. Thongs are not permitted for safety reasons.



Please ensure all items of clothing are clearly named.

## Nappies

We use a nappy wash (cloth) service at the Centre. Please provide a cloth or disposable nappy for your child to go home in. The Centre provides plastic pants and pins. Please supply an appropriate nappy change cream for your child to keep at the Centre. If you would like your child to wear disposables, please bring an adequate supply for the day.

## Toys from home

Please discourage your child from bringing toys from home. They may bring a cuddly or comfort toy for sleep time if that is what they usually have. Educators carefully plan the children's activities using the equipment that we have in the Centre.

Educators will not be held responsible for any toys from home which may get lost or broken. If your child would like to bring something to the Centre, perhaps they could bring an item from nature such as a feather or pine cone or a book that can be read together at group time. Please speak to the carers in your child's room regarding this issue.



Our program is a non-violent one. We discourage any toys which may be seen as weapons or cause disruptive play, such as toy guns, super hero clothing, etc. Any of these toys will be placed directly into your child's bag to be taken home. Please do not allow your child to bring these toys to the Centre.



# Program

## How children learn

Young children learn through their play. The Centre provides a range of activities for the children to explore throughout their day. Activities are chosen based on the needs and interests of individual children as observed by educators and from feedback given by parents and guardians.

Educators are given time away from the room to plan and evaluate the children's records and program. The programming of routines takes into consideration flexibility and individual needs. Children are encouraged to participate in a variety of activities and experiences that introduce children to a wide range of elements including sand, soil, water, clay, paint etc.

We believe that it is important for children to have the freedom to choose and explore different materials in a relaxed and secure environment where they can learn and develop at their own pace.

The program promotes self discipline and independence through choices within limits, allowing children to learn what is acceptable behaviour through natural and logical behaviours.

## Children's journals

Each child will have a journal which is a collection of your child's work and other information that provides a detailed picture of your child's progress. Each child's journal is unique, as each child's age, level of development and interests are different.

We encourage you to add items of interest (photos, stories, etc.) about your child wherever possible throughout your child's time with us.

The journal may include:

- a profile of your child including background information
- work samples such as drawings, paintings and attempts at writing
- photographs of your child participating in all aspects of the program.

## Multiculturalism

We believe that our multicultural society needs to be reflected in our centre's program, as does the need for Aboriginal and Torres Strait Islander awareness. In line with our philosophy we aim to incorporate the diverse cultural needs of families and children through dramatic play, music, literature and food. Educators are encouraged to attend inservice training and use resources that enhance their knowledge of different cultures in our community.

## Gender equity

The Centre seeks to avoid discrimination on the basis of gender, race, religion or ability. We encourage all children regardless of their gender to have a wide range of experiences so they have equal opportunity to reach their full potential. This means encouraging both boys and girls to be:

- assertive and gentle
- caring and physically strong
- active and contemplative
- creative and logical.

This also means encouraging both boys and girls to develop and express a full range of emotions and behaviours.

## Additional needs

On some occasions, our individualised program assessment could suggest a child may need some extra assistance in a particular area of development (e.g. speech or motor development). If educators feel that your child may need additional help, it is policy to always discuss this with parents and guardians to ensure that appropriate strategies are planned within the program.

We are also able to access many specialist services to enhance the effectiveness of the program for the child and provide ongoing monitoring of the child's progress and development.

Families are involved in all stages of this process and no specialist service is contacted without parental permission.

## Special events and activities

From time to time special events and activities may be planned for the children. These may include excursions or special visitors to the Centre.

Parents and guardians will be given advance notice of these events through personal letters, emails, newsletters or notices and are invited and encouraged to come to these events.

Parents and guardians are also encouraged to let us know of any special activity they would like to see us include in our program or any particular skill they may be able to share with the Centre (e.g. storytelling or playing of a musical instrument).

## Celebrations

Please let the educators know if there are celebrations or festivals your family participates in. Celebrations include birthdays, Moon Festival, Christmas, Ramadan etc. If there are special ways we can extend your celebration at the Centre please let us know.

To celebrate your child's birthday our cook will provide a plain cake and candles to share together at afternoon tea. You may bring party hats but please do not bring any sweets or chocolates.





## Staff structure

All educators at RMIT City Campus Children's Centre either have formal qualifications in early childhood education and/or many years of experience working with young children. Each room is supervised by a qualified educator with a minimum of a two year qualification in early childhood education. All educators hold a current Working with Children Check, Prevention and Management of Anaphylaxis certificate, Level 2 Workplace First Aid certificate, and have participated in the Emergency Asthma Management Program.

### Educator responsibilities

All our early childhood educators are responsible for providing flexible high quality care for all children. Each educator has a duty of care which includes:

- providing a safe, happy and caring environment
- providing a creative, stimulating and developmentally appropriate program for all children
- relating to families in a professional, friendly, open and sensitive manner
- working as part of an effective team
- maintaining the Centre's physical and aesthetic environment
- ensuring that they are familiar with all aspects of the National Quality Framework, Children's Services Regulations 2011 and licensing requirements, current trends and practices in early childhood education and being committed to the process of the National Council of Accreditation principles and guidelines.

### Educator inservice training

Our centre strongly encourages inservice training for all educators. Topics are chosen with the educators' and children's needs in mind and cover a wide range of subjects including programming, health, professional development and children's special needs.

Once a year, the City campus staff may have a professional development day. In this event, the Centre will be closed for the day, fees will not be charged and parents/guardians will be given prior notice.

### Educator rotation

At regular intervals the placement of educators in the rooms is reviewed and educators may be rotated.

The aim of staff rotation is:

- to allow personal and professional development for educators
- to promote the exchange of ideas and experiences for educators and children
- to increase effectiveness of team work among educators
- to encourage active participation in all aspects of our centre
- to promote closer relationships among educators, parents/guardians and children
- to allow distinctive abilities to be used throughout all age groups
- to promote parent/guardian confidence by allowing them to see the team's versatility.

This usually takes place at the beginning of each year. Parents and guardians will be advised prior to any staff rotations.

When staff are absent due to RDOs, illness or holidays, we endeavour to book regular casuals or agency staff who are familiar with the Centre's operation and the children.



## Fees

The current fee schedule is available at the Centre.

### Child Care Benefit (CCB)

Child Care Benefit (CCB) is provided by the Government to help cover the cost of childcare fees. Applications for CCB must be made through the Family Assistance Office of the Department of Human Services (DHS). Call 13 61 50 for more information.

Parents can choose to have CCB paid directly to RMIT City Campus Children's Centre or receive a lump sum payment at the end of the financial year in which the service is used.

### Child Care Rebate (CCR)

The childcare rebate is also available to assist with the cost of childcare. You must be registered with the DHS to receive this rebate. It can also be paid directly to you or to RMIT City Campus Children's Centre.

It is the responsibility of parents and guardians to ensure that their claim for CCB is up to date at all times and any change in your family's financial circumstances is reported directly to the DHS.

For more information please speak to the coordinator.



To be eligible for the CCR and CCB you must be registered with the Family Assistance Office (Department of Human Services), and the Centre must have your and your child's current Customer Reference Numbers (CRNs).

### Absences and childcare payments

Commonwealth regulations in relation to CCB and CCR state that families will be eligible for 42 days of absences for each child per financial year. CCB and CCR may also be payable for additional absence days as determined by the Family Assistance Office (Department of Human Services). Absences your child has had will be recorded on your statement.

### Payment of fees

RMIT City Campus Children's Centre is a non-profit organisation that provides childcare to RMIT staff and students.



It is vital to the operation of the Centre that fees are paid on time.

Fees are invoiced two weeks in advance every second Friday and statements are emailed to parents on the same day. Childcare fees are due in full on the following Monday.

**Please remember that childcare fees should not fall into arrears. Parents and guardians are issued with a reminder when fees fall behind and if they remain unpaid their child's place may be jeopardised.**

**Families experiencing difficulties in making payments should speak to the coordinator.**

### Late fines

The Centre is registered to operate between the hours of 7.45am and 5.45pm. A late fine of \$10 for every five minutes or part thereof applies to parents/guardians collecting their child after 5.45pm.

### Notice of withdrawal

If you wish to cancel your child's place or change your child's days at the Centre, you are required to inform the coordinator in writing of your intention. This must occur at least two weeks prior to the date of leaving. If this has not been done you will be charged an additional two weeks. This policy is to ensure that before your child has left the Centre we are able to notify others on the waiting list to fill the vacancy.

### Fundraising

From time to time parents and guardians will be asked to participate in fundraising activities. This is to raise money to purchase something specific for the children. Your suggestions and ideas for fundraising are always welcome.



## Health policy

The health and safety of all children is of the utmost concern to all educators and families. At the Centre we do not have the facilities or educators to care for sick children. Please do not send your child to the Centre if he or she is ill. You will be asked to take your child home if it is felt your child should see a doctor, has an illness that may be contagious or requires prolonged individual staff attention. Providing the level of care required may interfere with the safety and wellbeing of other children.

If your child becomes ill at the Centre you will be notified immediately. If you are not available then the emergency contact person on your child's enrolment form will be contacted.

The Centre complies with the Family Assistance Office (Department of Human Services) School Exclusion Table for infectious diseases. For the most up to date information, visit the Victorian Government Health Information website at [www.health.vic.gov.au](http://www.health.vic.gov.au).

A doctor's certificate must be provided before your child can return to the Centre. Any communicable disease that your child may have come in contact with at the Centre will be posted in the main foyer on the door and additional information will be provided if available.

Please do not send your child to the Centre if he or she has:

- a fever of or over 38°C
- conjunctivitis (sticky eyes)
- persistent green/yellow nasal discharge
- unusual skin rashes
- diarrhoea or vomiting.

Children must not return to the Centre until the symptoms of diarrhoea and vomiting have ceased for 24 hours.

Microorganisms which cause vomiting and diarrhoea are highly contagious and can spread through the Centre very quickly.

## Medication at the Centre

If your child requires medication at the Centre, you need to ensure they fill out the medication book situated in their child's room near the daily attendance book.

**! Medication cannot be given unless all the information is completed.**

Medical instructions must specify the dosage, commencement time and frequency.

Verbally inform educators that your child requires medication and physically hand the medication to the staff member. This ensures that the medication is stored appropriately.

All prescribed medication must have written on it:

- the child's name
- the date of issue
- the expiry date.

All medication must be in its original container.

When giving medication, educators need to crosscheck the child's name with the name on the medication, check the prescribed dosage and the use by date and then the dosage will be witnessed by another staff member.

**! Medication must never be left in your child's bag.**

## Procedures relating to illness and accidents

Should your child become ill or have an accident at the Centre, we will endeavour to contact you immediately.

If we are unable to do so we will attempt to contact the people nominated as emergency contacts on your child's enrolment form. In the event of an illness or accident, the staff will use their discretion as to the treatment required. The course of action taken in each individual case will depend on the possible risks to the health and safety of your child as determined by the person in charge at the time.

Action taken may include emergency first aid, seeking local medical advice or treatment or, if a serious incident, using an ambulance or hospital service.

Your child will be unable to attend the Centre unless you have given written authority (through completion of the enrolment form) for the Centre to seek emergency medical, ambulance or hospital service.

All accidents and illnesses which occur at the Centre will be recorded in the incident book and will need to be signed by the parent/guardian. The book is located on the sign in table.

## First aid policy

As part of our staff development and training, all staff are required to participate in first aid training. As per the Children's Services Regulations 2011 there is always an educator with a current first aid certificate on duty. First aid training is updated on a regular basis.

## Immunisation policy

Upon enrolment, you will be asked to provide the Centre with your child's immunisation records. Parents and guardians are requested to inform the Centre of any updates to their child's immunisation status. Acceptable immunisation records are:

- An Immunisation History Statement provided by the Australian Childhood Immunisation Register (ACIR)
- No Jab No Play Legislation
- All parents/guardians must provide the centre with evidence that their child is:
  - Fully immunised for their age OR
  - On a vaccination catch up program OR
  - Unable to be fully immunised for medical reasons

When applying for Child Care Benefit, the Family Assistance Office (Department of Human Services) will also request your child's immunisation status.



## SunSmart policy

The educators are extremely aware of the importance of educating young children to protect themselves from the sun's harmful rays.

Children are required to have hats which protect the face, neck and ears and sunscreen factor 30+ or higher. Parents and guardians are asked to supply hats for the children and the Centre does supply spares if necessary.

The sunscreen provided is displayed in your child's room. If your child is unable to use this brand due to allergic reactions, please notify staff and provide your child with an alternative brand.

Sunscreen will be applied to exposed skin 20 minutes before going outside and reapplied every two hours. We encourage staff and children to protect themselves and develop appropriate habits for the future.

The Centre has developed the following SunSmart strategies:

- Children will wear appropriate clothing and hats which protect their face, neck and ears whenever they are outside. Singlets and tank tops are not appropriate.
- Children who have not brought a hat from home will have one provided by the Centre. All children are encouraged to wear a hat while outdoors. A 'No hat, no play' policy will apply according to the children's level of understanding.
- Children will be encouraged to use available areas of shade for outdoor play.
- The Centre will ensure there are sufficient areas of shade.
- Outdoor activities will be scheduled before 11am and after 3pm during daylight savings time and 10am to 2pm during Eastern Standard Time. The availability of shade will be considered when planning outdoor activities. Whenever the children go outside all sun protection strategies will be implemented for adequate protection.

Staff will act as role models by:

- wearing appropriate hats and clothing
- using a sunscreen for skin protection
- seeking shade wherever possible
- ensuring teaching about skin and the importance of sun protection is included in the curriculum and programmed activities
- providing SunSmart information through our resource room for families and staff.

The management and staff will monitor and evaluate the effectiveness of the sun protection policy each year and review the policy as required.

This policy is implemented from 1 September to 30 April each year.



## Food policy

All food and drink is provided at the Centre with the exception of infant formula. Our centre is nut free because of the risk to children with anaphylaxis (severe allergic reactions). Therefore we do not allow any food to come into the Centre which may contain nuts, e.g. birthday cakes, lolly bags, etc.

The weekly menu is displayed outside the kitchen and in each room. The menu is designed to provide for the nutritional needs of all children and includes provision for babies and special diets. Fresh ingredients are purchased on a weekly and/or daily basis. Sugar, salt and preservatives are kept to a minimum. The kitchen is registered with the City of Melbourne and staff have undergone food safety training. The Centre adheres to the Food Safety Act and regulations and has an independent audit and inspection each year to ensure all safety standards are being met.

Babies being introduced to solids will have the menu adapted to meet their needs. Please consult with staff regularly to inform them of when new foods are introduced.

Our daily menu consists of:

### Morning tea

Fresh fruit is served at approximately 9.15am.

### Lunch

Cooked lunch and second course served at approximately 11.30am.

### Afternoon tea

Various items such as homemade biscuits, slices, dried fruit etc. are served at approximately 3.15pm.

All food is served with water. Milk is offered at morning and afternoon tea time. Water is available throughout the day, indoors and outdoors.

We believe that mealtimes should be relaxed, happy and flexible occasions. Mealtimes are an opportunity to spend time together as a social group. We encourage the children to participate wherever possible in tasks such as preparation, setting the table, serving of meals and clearing up after meals. Staff sit and eat with the children. The children are encouraged but never forced to eat any part of their meal, nor is food withheld for any other reason other than special dietary requirements. Extra portions of food are available. It is the responsibility of the parent/guardian to identify to the staff any special dietary requirements your child may have.

## Routines policy

We believe routines need a balance between structure and flexibility to effectively meet the needs of the children in a long day care setting. Routines focus on the growth, development and rights of each child.

To ensure a high level of safety for all children is maintained, the following rules have been developed:

- Children are encouraged to walk inside.
- Tables are for activities and mealtimes and not for sitting or climbing on.
- Children must remain sitting while eating or drinking.
- Hats must be worn for outdoor play.
- Children are encouraged to verbalise their needs (where possible).
- The kitchen, laundry, staff areas and adult toilets are not accessible to children.

## Sleep and rest routine

Our sleep and rest routine is designed to allow all children the opportunity to sleep and or rest during the day.

In the Babies Rooms, individual routines are kept for the babies.

In the older rooms, children are encouraged to rest. Children who do not sleep stay quietly on their beds with books to rest.

In the Kindergarten Room, children are given the opportunity to rest, sleep or engage in quiet activities. Individual needs of all children are recognised and respected.

## Toilet training

Learning to use the toilet is an individual process for each child. Staff aim to ensure children pass through this transition with a positive self image and the confidence to go to the toilet on their own.

Communication between parents/guardians and staff at this time is essential to ensure that methods used are consistent between home and childcare. When a child is developmentally ready to start toilet training, he/she will be aware that their nappy is wet and uncomfortable and will often be dry after sleep time. They will then be encouraged to sit on the potty or toilet. Children just beginning in underpants will be encouraged and reminded to go to the toilet often, depending on their individual needs. Children will be given the choice of either using the potty or toilet to encourage their independence skills and meet their individual needs.

Please ensure you pack plenty of spare clothes at this time for any accidents that may occur.

We approach toilet training with sensitivity and aim to ensure it is a pleasant, exciting and positive experience for children.



## Positive guidance and behaviour policy

The aims of our positive guidance and behaviour management techniques are:

- to show children safe and appropriate ways of interacting with other children and adults
- to help children develop skills in problem solving
- to learn to respect the rights and property of others
- to develop empathy and tolerance of others
- to develop children's awareness and appreciation of the environment
- to encourage children's expression through positive means.

Rules and limits within our centre may differ from those in the child's home. Our policy has been developed in order to protect the rights and safety of all children in our care. Young children learn by experimenting and testing the limits and experiencing the consequences of their behaviour.

Expectations of children will be age appropriate and based on individual development. Our policy will ensure that behaviour management is applied equitably to all children to ensure continuity, consistency and that the individual needs of the children are met.

The methods of behaviour management that we use in the Centre are:

### State limits

The setting of limits prevents injury, promotes safety and social interaction. Limits are clearly defined and stated in a positive manner that a child will understand.

### Redirection

In the event of unsettled behaviour, redirection to another activity is encouraged. If unsettled behaviour continues then redirection is repeated until the child becomes settled in a calm manner.

### Positive role modeling

Staff help each child to develop acceptable behaviour by:

- encouraging children to use words to communicate their feelings (where appropriate)
- setting clear, enforceable and age appropriate limits
- modeling acceptable behaviour
- ignoring poor behaviour that is attention seeking, providing it is not dangerous to themselves or others
- recognising each child's individual personality
- recognising each child's right to be protected
- praising children's efforts and achievements
- planning effectively through observation, and anticipating and eliminating potential problems
- allowing an equal level of choice, structure and flexibility within routines and programs
- talking over problems with children to resolve conflicts
- encouraging sharing with regards to age and children's level of understanding
- ensuring there is an adequate number of activities and equipment available to babies and toddlers who may not yet be able to verbalise their feelings.

## Child abuse and mandatory reporting

Child abuse is an act that endangers a child's physical or emotional health or development. The abuse may occur as physical injury, sexual abuse, emotional abuse or neglect. Early childhood educators with a minimum two year qualification are mandated to notify Child First or Child Protection if they believe on reasonable grounds that a child has suffered or is likely to suffer significant harm as a result of physical, emotional or sexual abuse or neglect.

Should a carer have reason to suspect abuse of a child, they will work with the coordinator and the parent/guardian to determine the validity of the concern. At all times the situation will be treated confidentially.



## Complaints procedure

Effective complaint resolution is important to maintaining a high quality service. We encourage new ideas about the operation of the service and welcome parents and guardians to share any concerns they may have. We see this as an opportunity to reflect and ensure we are offering best practice. The aim of the Centre's complaints resolution procedure is to resolve issues amicably and in the least amount of time.

If you have an issue, query or concern regarding the care of your child, you should first speak to the staff in your child's room. If you feel that this is not resolved appropriately or it is not appropriate to speak to them then you should speak to the coordinator of the Centre. If you feel that this has not addressed your concerns then you are invited to speak to the senior RMIT Manager with responsibility for the Centre. The names and contact numbers are available on request.

All matters will be handled confidentially.

If you believe that your child's health, safety or wellbeing has been compromised or a breach of the *Children's Services Regulations 2011* has occurred, you may contact the Quality Assessment and Regulation team:

**Department of Education and Early Childhood**  
**PO Box 2141**  
**Footscray VIC 3001**  
**Tel: 8397 0246**  
**Email: [wmr.qar@edumail.vic.gov.au](mailto:wmr.qar@edumail.vic.gov.au)**

## More information

This document is reviewed every twelve months and updated as required. If you require further information please speak to the coordinator and staff.

If you would like to become a representative in the Parent Advisory Group please let us know.

## Contact

**RMIT City Campus Children's Centre**  
**17-25 Lygon St**  
**Carlton VIC 3052**

**Tel. +61 3 9925 8500**

**Email: [childcare.city@rmit.edu.au](mailto:childcare.city@rmit.edu.au)**

**[www.rmit.edu.au/childcare](http://www.rmit.edu.au/childcare)**

# RMIT University conditions of child care

## 1. Definitions

**Centre** means a child care centre conducted by the University.

**Child** means a child enrolled at, or seeking to be enrolled at a Centre.

**Child Care Advisory Group** Director of Student Wellbeing and Inclusion, a senior RMIT Manager, parent representatives, the Coordinator and a staff representative.

**RMIT City Campus Children's Centre Information Guide** means the information guide so called and updated each year by the Centre.

**Conditions** means RMIT University Conditions of Child Care.

**Coordinator** means the Coordinator of the Centre that the Child attends, or seeks to attend.

**Guidelines** means the Priority of Access Guidelines published by the Commonwealth Government.

**Offer of Place** means written notification by the University to a Parent that a place is available.

**Parent** means the father and mother of the child and includes legal guardians and any other person who has lawful authority for the child as defined in the enrolment information form.

**University** means the RMIT University.

## 2. Scope of conditions

These Conditions apply to all children enrolled at the Centre.

## 3. Fees

3.1 Fees are set by the University and the current fees are attached to these Conditions. The University reserves the right to increase the fees upon giving parents four weeks' notice in writing.

3.2 Fees are payable in accordance with clause 3.4 and are due in full on the first business day of the calendar year, and thereafter every second Monday.

3.3 Account statements are emailed to parents every second Friday.

3.4 Fees are payable via RMIT's online payment system. The benefits of using this system include:

- Secure site – no credit card information is stored. Real-time card payments (VISA and Mastercard).
- Pay any time on any device with an Internet connection.
- Receipts can be emailed.

Alternatively, RMIT staff can pay by salary deduction and RMIT students can pay at the POS terminal in the centre's office.

3.5 Parents who use salary deduction arrangement must ensure that deductions are made prior to fortnightly invoicing.

3.6 If payment of the fees is not made within 14 days of the due date the University may, at its option, by notice in writing, cancel the child's place at the Centre.

3.7 Full fees are charged to the parent during absences by the child from the Centre for any reason whatsoever, including illness, school holidays, public holidays, and exclusion under clause 8 of these Conditions.

3.8 Fees are not charged over the Christmas–New Year period when the Centre is closed.

3.9 The child must be collected punctually at all times.

3.10 Late Fines are charged for late collection of children. The penalties will be determined by the Coordinator RMIT City Childcare Centre in conjunction with the Director Student Wellbeing and Inclusion and are displayed at the service.

3.11 Parents should note that the Children's Services Regulations 2009 (VIC) lays down strict requirements for the numbers of qualified staff required at centres and the ratio of staff members to children. It is essential that parents collect their child punctually to enable the University to comply with these regulations.

## 4. Changes or cancellation

Two weeks' notice in writing must be provided to the Coordinator to cancel the child's enrolment or alter or reduce the days the child attends. Fees will be charged for the notice period.

## 5. Bond

5.1 A bond equal to two weeks of full fees is payable by the parent on acceptance of an Offer of Place.

5.2 In the event the bond is not paid on or before the date of acceptance set out in the Offer of Place, the offer lapses.

5.3 The bond will be forfeited if the place is not taken up on the commencement date as set out in the Offer of Place.

5.4 When the child ceases to attend the Centre, the bond will be offset against the final invoice or refunded to the parent, provided all outstanding fees (including any late fines) have been paid.

## 6. Offer of a place

6.1 An Offer of Place is made to the end of the calendar year only. A parent seeking to re-enrol the child for the following year must comply with the relevant enrolment procedures of the Centre.





## 7. Care available

Care is available for children from 3 months to 5 years of age.

The Centre will notify parents in writing of Public/University holidays on which the Centre will be closed by displaying a notice on the front door.

## 8. Exclusion from care

The University reserves the right to exclude a child from the Centre if there is an outbreak of an infectious disease in the Centre and the child has not been immunised against that disease and immunisation is available.

## 9. Security

9.1 Parents with University security access cards are able to have the Children's Centre added. Just complete the Security Access form available from the Coordinator. The University charges \$50 deposit for the Parent Security Access Card.

9.2 If the Security Access Card is lost or provided to another person, the parent must contact the Coordinator immediately.

## 10. Records

10.1 A parent must notify the Centre immediately in writing in the event of:

(a) any change in the information supplied on the enrolment form, including change in:

- i. address of a parent;
- ii. emergency contact numbers;
- iii. any changes to children's dietary or health status;
- iv. email address;
- v. residence contact and specific issues/arrangements for child in relation to parental responsibility; and
- vi. any court order, undertaking to a court, registered agreement of parenting plan concerning the child; or

(b) the parent/guardian ceasing to be an employee or a student of the University.

10.2 The parent/guardian must ensure that all information provided in the enrolment form is correct.

## 11. Priority of access

(a) Priority of access to places at the Centre will be determined in accordance with the Guidelines set by the Department of Education and Training and the Children's Services Allocation Policy.

(b) Priority of access to a place for a child will be reviewed if the parent ceases to be employed or ceases to be a student or their circumstances change so as to reduce their need for child care as required by the Guidelines.

(c) If the parent/guardian ceases to be an employee or student of the University, current care may be maintained until the end of the calendar year at the sole discretion of the University.

## 12. Termination

The University may cancel a child's place at the Centre at any time upon giving two weeks' notice in writing to the parent if:

- (a) a parent persistently fails to comply with the conditions outlined above;
- (b) a parent provides false information in the enrolment form or does not comply with clause 10 of the Conditions outlined above; or
- (e) fees (including any late fines) in respect of the child's place at the Centre are outstanding for more than 14 days.



[rmit.edu.au/childcare](http://rmit.edu.au/childcare)

### Disclaimer

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Every effort has been made to ensure the information contained in this document is accurate and current at the time of publication. For the most up-to-date information, please refer to [www.rmit.edu.au/childcare](http://www.rmit.edu.au/childcare).



