



Family Information Booklet



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Our philosophy

Knowledge is central to quality

The acquisition and development of knowledge is central to the education of young children. A team of knowledgeable adults, who embrace and engage with the complexities of teaching enriches our work as well as improves the educational outcomes for children. We see a fostering and commitment to ongoing learning amongst educators as being central to our work and underpinning our educational practices.

Relationships and nurturance are important

Relationships take time to build and contributes to well-being, understanding of others, and supports collaboration. Working with children and families requires educators to commit to collaboration and in doing so view their work as being undertaken with the support of others.

Anything is possible

A mindset that supports success, is full of possibilities and is positive, ensures that we don't limit ourselves. An environment which supports reflection, contemplation, wonder and awe creates facilities learning for all. In doing so we foster a sense of pride that gives permission for us to be proud to be different.

We make a difference

Education is about making a difference to the lives of children. The difference we make should last a life time and have an impact on children, their families and their communities.

Environments matter

The environments we create have an impact on educational outcomes and the work we do. In creating these environments we need to take into consideration the context in which we are situated and the power of the built environment and nature in impacting on our lives.



Introduction

Welcome to Federation Children's Centres – Centres for Early Childhood Education. We look forward to creating a warm, happy and stimulating environment for your family.

Federation University has three Early Childhood Education Centres located at the Mt Helen, SMB and Gippsland Campuses. Our Ballarat centres centre are 80 places and Gippsland 75 comprising of 5 rooms and each including a Kindergarten in Long Day Care.

This book sets out the conditions under which Federation Children's Centres operate. It is important that you read and keep it for future reference. The Federation Children's Centre Information Book is updated as necessary. If you have any questions about the information, please discuss these with the Federation Children's Centre Coordinator/Deputy Coordinator.

Educators

The most important aspect of our Centre is the warm, caring educators that understand the diverse needs of children and their families. Within the team we have a range of qualifications and experience. The child:educator ratio is 1:4 under three years and 1:11 over three. When you visit the centre you will be introduced to the Educators, please take time to talk with them about your child. To ensure that educators have access to their leave and program planning time, we employ a number of other educators to relieve educators. Although these educators are employed casually, they are an integral part of our team and are experienced in educating and caring for children. We attempt to employ regular relievers so that trusting relationships can develop between the children and the relief educators.

Management

The day-to-day management of the Centre is the responsibility of the Federation Children's Centre Coordinator and Deputy Coordinator who are accountable to Federation University Commercial Services.

- Federation Children's Centres Coordinator - *Sally Matthews (based at SMB)*
- Federation Children's Centre Coordinator – *Jo Corliss (based at Mt Helen)*
- Federation Children's Centre Coordinator - *Jodie Petesic (based at Gippsland)*
- Federation Children's Centre Deputy Coordinator - *Lea McPhee (based at SMB)*

Educational Reference Group

Federation Children's Centres have an Educational Reference Group.

The Education Reference Group has membership from the University, a local Koori representative, parent representatives, early childhood education teaching representatives. The broad domains of the group are Tertiary Education, Early Childhood Research, Professional Development, Professional Educators, Community Education and Partnerships and integration with other services.

Education and Care Services Regulations and National Law

Federation Children's Centres complies with all requirements as stated in Education and Care National Regulations and Laws. We have regular inspections and contact with staff of the Department of Education QAR Authorised Officers. Copies of the Education and Care National Regulations and Law are available at the Centres or online.



National Quality Standards

The centre continually work to meet the National Quality Standard (NQS). The self-assessment process ensure that we reflect on our current practices and also identify areas for ongoing improvement and development and is documented through our Quality Improvement Plan which is regularly updated and available to view at the centres.

Kindergarten

Federation Children's Centres offer Department of Education and Training Funded Kindergarten programs at all our locations in both Ballarat and Gippsland. These kindergarten programs are implemented with the Long Day Care setting for up to 22 children per day by a Bachelor-qualified early childhood teacher. Long Day Care fees are charged for Kindergarten with the Child Care subsidy available for eligible families.

Enrolments for our kindergarten are taken through the City of Ballarat and Latrobe City Councils Centralised Kindergarten Enrolment Schemes and priority is given to children who currently attend the centre for Long Day Care, limited places may remain for long day care within our kindergarten. More information on the enrolment process can be found on [City of Ballarat Kindergarten enrolment](#) and [Latrobe City Council Kindergarten enrolment process](#).

For more information on sending your child to kinder including free kinder, please visit [Best Start, Best Life](#).

Centre Hours

The Mt Helen and SMB centres are open between 8:00am and 6:00pm Monday to Friday.

The Gippsland centre is open between 7:00am to 6:00pm Monday to Friday.

Our kindergarten operates every week, children are required to attend two days ensuring they get their minimum 12.5hrs per week which equates to 600hrs per year of kindergarten per child.

Parents should arrive 10 minutes prior to the conclusion of the session to allow time to collect the child and communicate with the Educators about the child's day.

The Centre will be closed, and fees fully payable, on the following days:

- Australia Day
- Labour Day
- Good Friday
- Easter Monday
- Easter Tuesday – University granted day
- Anzac Day (if it falls on a weekday)
- King's Birthday
- AFL Grand Final Eve
- Melbourne Cup Day

Federation Children's Centres close for approximately four weeks during Christmas/January Holidays (families do not pay for this period). Parents will be notified about closure dates as these vary depending on the year.



Children's Program

Qualified Early Childhood Educators plan programs of activities and experiences, which are designed to stimulate children's interest and foster their development. The activities presented will be planned according to the children's developmental stage and include experiences in language and literature, music and movement, art and craft, dramatic play, science and maths, sensory motor activities and activities to promote physical development and co-ordination.

Educators use the "Victorian Early Years Learning and Development Framework" as well as the "Early Years Learning Framework" as a basis of their curriculum development.

Federation Children's Centres use the EarlyWorks application to share your child's educational progress as well as communicating with you about your child and what's happening at the centre. We encourage families to download the Earlyworks app to receive information and notification about your child and the centre. You can learn more about EarlyWorks [here](#).

EarlyWorks is an online portfolio which documents the child's development both as an individual and a group. This comprises a compilation of learning stories, photos, artwork etc. depicting the child's learning and experiences at the Centre and includes reflections of learning by educators. Family members are encouraged to contribute to the program and this can be easily done through EarlyWorks.

Children are able to choose for themselves the activities they would like to be involved in; however, educators will support children in making choices where appropriate.

The daily program is designed to provide a balance between children's needs for active as well as passive play, indoor and outdoor play, and for group as well as individual experience.

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

Mealtimes are a social occasion and planned to help children enjoy the routine. Children are encouraged to assist with serving their meals and cleaning up after themselves. This helps to develop their independence and social skills.

Educators believe that rest and sleep are an important part of healthy growth and development, many children depending on their need for sleep or rest will have this after lunch as a part of their daily routine. Being able to slow down and rest gives children an opportunity to recharge for the rest of the day. No Children will be made to sleep and parents are encourage to discuss their child's needs with Educators.

Federation Children's Centres policies and practices all have a clear link with the Early Years Learning Framework for Australia and the Victorian Early Learning and Development Framework. We use these documents to extend and enrich the learning of children from birth through to school age. We have copies of these documents and information on the framework available at the centre for parents.

Orientation to the Centre

For many children entry into an Early Childhood Education and Care will be the first experience they have had separating them from their parents. Many children will experience some anxiety



leaving their parents for the first time (and vice versa). It is important that both parents and Educators work together to build the special relationship necessary for successful adjustment.

Even if your child has been in another Care situation or Centre they will still need time to adjust to the new Educators and environment.

We encourage you to visit the Centre prior to starting care, visiting as often as possible to ensure a happy start at the Centre. As part of the enrolment procedure we ask that you share your child's needs such as comfort items, sleeping/rest routines, food allergies and medications with the Educators involved with caring for your child.

We ask that you bring your child into their room so that we can greet you and your child. Please always say goodbye to your child, no matter how distressing this may be for you. It is important that your child knows that you are leaving and that you are coming back. It is upsetting for your child to suddenly miss you, to look for you and discover that you have disappeared. Your child's trust in you may falter, and subsequent separations may become more difficult.

We are here to help you should you need help at separation time.

You are more than welcome to telephone, email or send an EarlyWorks message to the Centre if you are concerned about your child. Remember that educators will not hesitate to contact you if your child becomes distressed. We will often send you photos and comments throughout the day with updated via EarlyWorks. You are welcome to visit at any time.

The centre values your opinions please let us know how the orientation process was for your family, is there anything that we can do to improve this process?

Leaving and picking up your child

On arrival please:

- Sign your child in via the tablet using your allocated pin number, and sign in your child's bottle if necessary
- Help your child place their belongings in their named locker
- Speak with an Educator and exchange any relevant information

On leaving please:

- Help your child collect their artwork and belongings
- Take your child to be farewelled by an Educator and exchange information about the day.
- Sign your child out via the tablet using your allocated pin number

Please collect your child on time. A late collection fee of \$50 for the first 10 Minutes will apply and \$10 for every 5 minutes thereafter for any child not collected on time.

Only people authorised by you on your child's enrolment form can collect or drop off your child, if they are authorised to collect by you they will be allocated their own pin number to sign the child out. You must also state on sign-in who will be collecting your child at what time. If there is changes after you leave the centre, you are required to telephone, email or send an EarlyWorks and advise educators who will be collecting the child. Please also inform the person collecting your child that staff will be expecting to see identification when they arrive at the Centre: a driver's licence is ideal.



Unless we have a copy of a custody order both parents have a legal right to collect their child from the centre.

What to Bring

- Each child should bring a complete change of clothes (including underwear and socks) in a suitable named bag or backpack. Infants may need more than one change.
- A water bottle for your child to drink from during the day, please ensure it is clearly labelled.
- If your child is in nappies, bring him/her into the Centre wearing one of your own nappies. The Centre uses disposable nappies throughout the day. You are welcome to provide disposable nappies of your choice if you'd prefer. Due to hygiene policies we do not use any reusable or cloth nappies at the centres. Whilst your child is being toilet trained please bring a lot of extra underwear, trousers and socks etc.
- To help avoid accidents we ask that children wear appropriate shoes or sandals rather than thongs whilst at the Centre.
- Babies' bottles are to be prepared hygienically by the parent and clearly labelled. All bottles are to be cooled and then transported to the centre appropriately (preferably in an insulated container). All bottles must be signed in to state that they were prepared hygienically and transported correctly and then placed in the fridge immediately.
- In cold weather a warm coat is necessary. A pair of slippers would be appreciated for indoor play and gumboots for outdoors.
- On hot days please remember to send an appropriate sun hat and dress your child in sun protective clothing i.e. not sleeveless. The Centre provides sunscreen for the children although we ask that you please sunscreen your child prior to arrival and inform staff of this. If your child has a sensitivity to sunscreen please bring along one that suits their skin best to leave at the centre. Parents are welcome to view the relevant Federation Children's Centre Sun smart policy and procedure.
- Special security toys like a dummy, blanket or teddy are most welcome in helping children settle to sleep or settle – these must be clearly labelled. It is difficult to be responsible for any other toys that children bring from home and it is often disappointing if they are broken or lost. It is best for all concerned if they are left at home.
- The Centre will provide smocks for messy play; however please dress your child in appropriate play clothes. Please label all your child's clothing. Any unnamed clothing found at the Centre will be placed in the Lost Property bin in the foyer.
- The centre provides all meals although children are welcome to bring a piece of fruit each day to instil and encourage them to contribute and share within their community

Which room will your child be in?

Federation Children's Centres operate five rooms including a kindergarten room. Children are placed into the appropriate room according to their age and stage of development. Children under three are not permitted to be booked into the next room unless they have turned three years of age due to child: educator ratios. Children will be transitioned to the next room level after consultation with parents and subject to availability of spaces in that room. At some times the children will spend time in another room where they are comfortable enough to do so. The age range and make up of our room's changes from time to time due to the demand for places and the age of the children.



Sharing of information about your child

Educators will document what your child has eaten, nappy changes, sleep and other relevant information throughout the day via EarlyWorks or on a paper form. This information will let you know what has happened in your child's life that day. Journals and observations via EarlyWorks will also share what your child has done at the centre throughout the day. Although we endeavour to speak to all parents when they arrive to collect children we do not always get to exchange a lot of information these forms of documentation aid us to communicate with you about your child.

Emergency evacuations

If an emergency occurs we will follow the guidelines set out by the University, these guidelines are displayed in all rooms. In the event of an emergency children and educators will need to evacuate the building via the safest nearest exit and assemble in the designated emergency evacuation area. A head count will be conducted against the sign-in books and we will contact parents as soon as is possible. Two Emergency Contact people's details must be provided on every child's enrolment form so that we can contact a relevant person in any emergency.

These evacuations drills are a regular part of our program and an important learning experience for children in regards to their safety.

Priority of Access

Federation Children's Centres follows the [Commonwealth Government's priority of access criteria](#) for all early childhood education and care except funded kindergarten places. The priority of access is primarily referred to when our centre has a large waiting list and a number of parents competing for a limited number of vacant places. We attempt to place "existing" families first.

First Priority

- Children of part time or full time students of Federation University
- Children of part time, full time or casual employees of Federation University
- Children at risk of serious abuse or neglect

Second Priority

- Children of working parents – part time, full time, or casual
- Children of parents studying elsewhere – part time or full time
- Children of single parents

Third Priority

- Any other child

Priorities within each category of priority

- Children in Aboriginal or Torres Strait Islander families
- Children with a disability, or in families which include a disabled person
- Children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold or who or whose partner are on income support
- Children in families with a non-English background



- Children in socially isolated families
- Children of single parents

Waiting List

Prospective parents are advised to visit the website to place their child's name on the waiting list via our SmartCentral system. Although every effort is made to meet the needs of families regarding times and starting dates, there is no guarantee that a place will be available at a particular time.

A waiting list also applies for children already attending the centre who wish to pick up extra days that are unavailable. New places are offered to existing children before children on the general waiting list.

One off extra days are available for all current children, if you wish to have your child booked in for an extra day please let us know as this may be possible depending on availability.

Cultural Diversity

The Centre believes that all people have the right to develop fully as individuals and be treated on the basis of equality. We will endeavour to get Federation Children's Centre information translated to another language for you if you wish, as well as information on child development and children's play activities. Please see the Coordinator if you require assistance.

Fees

The 2026 current fees are:

Ballarat

Full day \$157

Half Day \$103

Please note: Half day bookings only available to Federation students at the Ballarat campuses.

Gippsland

Full day \$135

**fees are charged for all days booked including sick days, public holidays, school holidays and any other days due to absence.*

A late fee of \$50 for the first 10 minutes and \$10 for every 5 minutes thereafter will apply; this is applicable for late collection of your child from a morning session (after 1pm) and an afternoon/full day session (after 6pm) without reasonable cause. This fee will be added to your next account.

Child Care Subsidy

The Child Care Subsidy is the main way the Government assists families with their child care fees. The Child Care Subsidy is paid directly to child care providers to be passed on to families with the amount taken off your account prior to receiving your invoice.

For more information, please [click here](#).



Payment of fees:

Invoices are issued fortnightly by Federation Children's Centres via email. Payment is made via Direct Debit through our direct debit provider ChildCare Easy Pay, families pay the bank transaction fees and any failed transaction fees. Failure to keep up to date with fee payment may result in cancellation of your child's place until the account is paid in full and re-enrolment will be required. Outstanding accounts may be forwarded to our Dept. Collection Agency, and if applicable a 'No Service Indicator' will be attached to your Federation University Student Account.

For enquiries regarding accounts please contact Lynne Douglas-Administration who works at the SMB Centre on (03) 5327 6326 or childrenscentres@federation.edu.au.

Absences

Fees are charged to your calculated weekly rate regardless of attendance.

Fees will be charged when your child/ren is absent, which includes public holidays, rostered days off, annual & school holidays, and sickness.

If you are receiving Child Care Subsidy and your child is absent from the Centre over 42 days, you should provide e.g. Medical certificate, letter from employer if it is an approved absence. This is a legal requirement from The Department of Education, Skills and Employment. Each child eligible for CCS can have up to 42 absences before their CCS may stop receiving CCS payments, these 42 days includes public holidays. Please contact Lynne Douglas-Administration for more information.

Please note that if you are absent for two weeks without notifying the centre the coordinator may cancel your child's place at the centre.

Cancelling care

When you wish to cancel care completely, change or drop sessions, two weeks' notice in writing must be given via email. If your child does not attend for the final session cessation of care will apply and you will not receive any CCS back until their last attendance.

Additional care

If you require additional care, please contact the Centre and if there is a vacancy available you will be able to utilise it. However, you will be charged for this care and we do not swap days. If you wish to cancel this extra care, 24 hours' notice must be given otherwise you will be charged for all extra care booked.

Custody and access

If a parent is experiencing problems associated with custody and access, please discuss this with the Federation Children's Centre Coordinator. A copy of current court orders must be kept on file and updated as relevant. It is a parent's responsibility to notify the Coordinator of any changes to court orders.

Research and observation

Federation Children's Centres are dedicated to Early Childhood Education and are research and observation centres. On enrolment, all parents will need to consent to their child being observed for the purpose of education and research. Students and Educators have the opportunity to view



the children in their own environment which will assist linking their theory into practice. This is an important part of Federation University Australia's teaching programs and has the full support of the Federation Children's Centres.

Family involvement

Families are encouraged to be involved in the Centre, since this is the best way of becoming familiar with the program and educators. Through your involvement your children develop a sense of continuity and community between home and the Centre.

Try to leave enough time each day for a daily chat with educators. This will enable you to report any significant changes of events happening at home that may affect your child's day. Likewise, educators will be reporting to you regarding your child's time at the Centre.

On enrolment at the centre we ask you to provide a family photo and also a photo of your child, this will assist in the settling process for your child.

Centre policies and procedures

Federation Children's Centres have an extensive number of Policies and Procedures. These include Child Protection, Child Safe, Asthma, Anaphylaxis, Behaviour Guidance, Dental, Confidentiality, and Infectious Diseases. They have not been included in this handbook as they are very comprehensive and are reviewed and updated annually in line with current best practice and research. Copies are kept at the centre for families to read.

Please see the Coordinator if you would like individual copies of any of the policies or procedures or to seek clarification on a policy.

Children's behaviour

Children are encouraged to develop those social skills that will allow them to resolve conflicts without the use of aggressive or destructive behaviour.

We believe that using consistent and positive strategies to manage behaviour assists children to develop independence, self-esteem and self-discipline. Each child will be supported by appropriate guidance and clear and realistic limits and rules.

Federation Children's Centre has formulated a positive guidance policy that is available to parents.

Meals

Federation Children's Centres provide morning tea, a two course lunch and afternoon tea. [A Sample Menu is available here \(pdf, 41.5kb\).](#)

The meals at the Centre are carefully planned to ensure that your child has a balanced diet, and the food and drink offered is nutritious and culturally appropriate and comply with the Healthy Eating Guideline for Long Day Care. Healthy eating habits are promoted through our curriculum. The menu is displayed in advance in the kitchen as well as on the EarlyWorks documents, so you know what your child will be eating. The only food that we ask you to bring into the centre regularly is a piece of fruit. We believe that if children can select fresh fruit to bring into the centre this will instil and encourage children to contribute and share within their world. This fruit will then be shared amongst their peers and will also provide the opportunity for children to try



something different. As part of our food safety policy, we are that children do not bring any other food into the centre other than fruit.

Please let staff know of any special dietary requirements your child has e.g. cultural, religious, and medical. Meals are planned to accommodate individual special diets where possible.

Our centres aim to provide a NUT FREE Environment (although this cannot be guaranteed) and at no time should nuts come into the building. We also ask that if your child has had peanut butter before coming to the centre that you wash their hands and face.

Food Safety

Our Centre has an extensive food safety policy. All Educators are encouraged to attend training in safe food handling. Our Centre cook is a trained Food Safety Supervisor and attends all relevant training as required. We have a Certificate of Registration (Food Act 1984) and partake of regular inspections by the City of Ballarat's Environmental Health Officer, and an annual audit from an independent Registered Victorian Food Safety Auditor.

Birthday Cakes

We would like to celebrate your child's birthday. Unfortunately, our food safety policy states that families are unable to bring food into the Centre for the children. However, our cook is able to bake a cake for your child at the Centre. Birthday cakes will be made for afternoon tea unless your child attends for only a morning session – as we need time to prepare for the day's meals. Please fill out a birthday cake order form and return to the cook or an Educator at least a week prior to your child's birthday.

Toilet training

Educators like to follow the child and families lead in regarding toilet training. Since it is important that there is consistency in expectations, for successful toilet training, Educators and parents should discuss the child's progress regularly.

Changing groups

Parents will be advised if their child is to move from one group to another. As young children can become unsettled with change, parent/educator communication is vital to ensure that the child settles into the new situation. A child will progress to the next group according to their age and stage of development, and the availability of a position in the next group.

Infectious diseases

One of our most important goals is to provide a safe, hygienic environment that will promote the health of children and staff. As a general principle children and adults should not come to the Centre unless they are well and able to cope adequately with the normal daily routines and activities.

If your child is diagnosed as having an infectious disease it is important to:

- keep the child at home, and
- notify the Centre immediately as other children and staff at the Centre may be placed at risk.



The Centre does not have facilities to look after sick children. If your child becomes unwell, we will inform you and isolate the child from other children until you can arrange to collect your child.

Parents will be notified of any cases of infectious diseases within the Centre. There are notices posted throughout the Centre.

Diarrhoea, vomiting, conjunctivitis and thrush are all highly contagious and will spread through the Centre very rapidly. A child should not return to the Centre for at least 48 hours until the problem has stopped and /or appropriate medical treatment has commenced.

***The following table indicates the minimum period of exclusion from schools and children's centres required for infectious diseases cases and contacts as prescribed under regulations 13 and 14 of the Health (Infectious Diseases) Regulations 2001 – Schedule 6.

Disease	Exclusion of Cases	Exclusion of Contact
Chicken Pox	Until blisters have dried (usually at least 5 days after the rash first appears in unimmunised children & less in immunised children).	Only if child has an immune deficiency or receiving chemotherapy.
Conjunctivitis	Until discharge from eyes has ceased.	Not excluded
Diarrhoea	Exclude until there has been no loose bowel movement for 24hrs.	Not excluded
Hand, Foot and Mouth disease	Until all blisters have dried.	Not excluded
Impetigo (School Sores)	Until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing.	Not excluded
Measles	For at least 4 days after onset of rash.	Non-immunised contacts must be excluded for 14 days unless immunised within 72 hours of the first contact.
Mumps	For 9 days or until swelling goes down.	Not excluded
Ringworm, Head Lice, Scabies	Re-admit the day after appropriate treatment has commenced.	Not excluded
Rubella (German Measles)	Until at least 4 days after rash appears, or until fully recovered.	Not excluded
Streptococcal Sore Throat –including Scarlet Fever	Until child has had antibiotic treatment for at least 24 hrs. and the child feels well.	Not excluded

(Please note: this chart is on display in the Centre and states exclusion periods for other conditions too)



Immunisations

No Jab, No Play legislation requires parents/carers to provide evidence that their child has received all the vaccines they need and can confirm enrolment in a service. We request that parents/guardians keep the Centre informed of their children's immunisation status and provide an updated AIR Immunisation History Statement as changes occur. Children will not be able to start care until we have received their AIR Immunisation History Statement and we are unable to except a copy of their child health record book.

Under Victoria's *No Jab, No Play* legislation, children may attend an early childhood education and care service on a 16-week grace period while catch-up immunisations are completed, provided an approved immunisation catch-up schedule is in place.

Medications

Only medication prescribed by a medical practitioner will be given at the Centre.

To protect your child from incorrect administering of medicines, your child may only be given medication if the appropriate form has been completed this can also be done via an online form initiated by the parent on EarlyWorks.

Details, which are required:

- Date
- Child's name
- Name of medication and dosage
- Time of last dosage and time for the next one
- Parent's signature

This information must be provided; otherwise medication will not be given.

Medication must be clearly labelled and given to an Educator – not left in your child's bag. If you require more information, please ask to see medication policy.

Asthmatic children

Federation Children's Centres have many children who suffer from Asthma which is a serious and life threatening condition. If your child has Asthma, you will need to provide the centre with a current Asthma Management Plan on enrolment Federation Children's Centres; this will need to be updated at least every 12 months. Asthma medication is required to be kept at the Centre permanently to ensure that your child will receive his/her medication, if and when they have an attack. All Educators are trained in Emergency Asthma Management and hold current certificates and the centres have an asthma policy.

All children with a diagnosed medical condition are required to have an Action Plan signed by a Doctor, the centre will use this to develop a Risk Minimisation Plan and Communication plan. These documents will need to be completed prior to the child starting care and updated at least annually.

Allergies and Anaphylaxis

Allergies have become increasingly common and many of our children have severe allergies and in some cases they are at risk of anaphylactic shock. If your child has an Anaphylaxis Diagnosis you will need to inform us on enrolment and also provide a copy of the anaphylaxis



medical management plan. The Federation Children's Centres have an Anaphylaxis Policy and you will be given a copy of this on enrolment as well as an anaphylaxis enrolment check-list. This is a serious condition and can be a life threatening condition; all Educators have current training in Anaphylaxis Management. It is important that parents keep the Federation Children's Centre Coordinator, Educator and the centre cook informed of any current allergies and changes to these. All management plans will need to be updated at least annually.

All children with a diagnosed medical condition are required to have an Action Plan signed by a Doctor, the centre will use this to develop a Risk Minimisation Plan and Communication plan. These documents will need to be completed prior to the child starting care and updated at least annually.

Accidents

In the case of serious illness or accident, the Educator will attempt to contact the parent immediately. Please ensure that the telephone contact you have given is correct. If emergency treatment is required, an ambulance or other appropriate transport will be arranged without delay.

It is most important that all parents sign the consent (on enrolment form) for Educator to seek, or where appropriate to administer emergency medical treatment and prescription medication.

It is advisable that parents consider joining the Ambulance Insurance Scheme as parents will be responsible for all costs involved.

All accidents are recorded on an incident form on EarlyWorks or a paper based form and parents will be asked to sign this within 24 hours.

Sun smart

Federation Children's Centres Sun Smart policy has been developed to comply with recommendations from Anti-Cancer Council of Victoria guidelines, while taking into consideration the local context of our centres. It has been developed to ensure that all children attending the Centre are protected from skin damage caused by harmful UV rays of the sun. It is implemented from 1st September to 30th April.

Please also see 'What to Bring' in this handbook.

Occupational Health and Safety

Federation University is committed to establishing best practice in providing a workplace and environment that is, as far as possible, safe and without risk to health. The Centre supports this belief.

The Centre has a representative on the University Risk Health and Safety Team. The representative's role is to advise and report on health and safety issues and their resolution. Regular meetings and training are held at the University. Centre evacuation procedures are practised regularly.

Excursions

Our centres believe in the importance of excursions and we go on many outings around the University as well as other excursions within the local community, which have a clear link to the



children education. You will be notified via EarlyWorks and written permission will always be sought before an excursion outside of the University.

The centres also take part in routine outings, giving the children opportunities to take spontaneous excursions within the University Campus. This provides endless learning opportunities for the children to explore our local community and utilise the campus facilities.

For routine outings parents only need to sign the appropriate section on their enrolment form at the beginning of their enrolment. The Educators complete a risk assessment of all excursions including the routine outings, these available from the office on request, you will also be notified via EarlyWorks prior to these taking place although this may be on the day of the routine outing.

Change of Address

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

Procedure for Complaints

If you have any concerns regarding the care of your child, please follow these guidelines:

- Speak to the staff member involved.
- Discuss with the Federation Children's Centre Coordinator or Deputy Coordinator your continuing concerns.
- Failure to resolve the problem at Centre level – contact Associate Director Commercial Services on 03 5327 9848

Complaints for the Ballarat Centres may also be directed to:

QAR Authorised Officers
Department of Education and Training
PO Box 712 (109 Armstrong Street North)
Ballarat Vic 3353
Telephone: (03) 043340589

Complaints for the Gippsland Campus may also be directed to:

QAR Authorised Officers
Department of Education and Training
Cnr Haigh & Kirk St,
Moe Vic 3825
Telephone: (03) 5127 0400

Advice

If you wish to discuss any aspects of your child's care or development please do not hesitate to see the appropriate educator in your child's room. The Federation Children's Centre Coordinator is also available for further discussion and advice. Parent interviews can be arranged should you wish to share any concerns you have regarding your child's learning, development or well-being.



From time to time students may be undertaking a field placement or work experience in the Centre. Students are not permitted to give advice to parents, but are, however, expected to develop their communication skills with parents.

Referrals

On occasion, the educators may determine that a child or family needs some specialist service that the Centre cannot provide. In these cases, the appropriate educator or the Federation Children's Centre Coordinator will discuss this with you and offer some recommendations.

Fundraising

Throughout the year fundraising activities are organised and we ask for your co-operation for the success of these events. Please note that fundraising is not compulsory and it usually is for the benefit of a community organisations or external fundraising efforts.

Newsletters

Newsletter and information about the rooms will be sent out to families via EarlyWorks on a regular basis. These provide families with important information about the centre events and happenings.

If at any time you require any further information regarding Federation Children's Centres please feel free to phone, email or visit the centres.

