



EARLY LEARNING

Family Handbook

Dated: July 2025



Acknowledgement of Country

YMCA Victoria recognises **Aboriginal** and **Torres Strait Islander** peoples as the **First Peoples** of this continent and the islands of the Torres Strait. In doing so, **we acknowledge** our shared history and **recognise** the right to **self-determination** and the **importance of connection** to and access to the country.

We acknowledge and respect distinct Aboriginal and Torres Strait Islander cultural differences, **beliefs, values, and languages**. We pay our respects to the **Elders, past and present**.



WELCOME

At the Y (formerly YMCA), we believe in the power of inspired young people. This inspiration begins with experiences at our Early Learning Centres. We nurture your child's development by empowering them to embrace discovery and adventure in everything they do.

If you require further clarification regarding any information contained in this handbook please contact your Centre Manager.

Children who do well in their early years perform better throughout their schooling years. Preparing them for a future where they confidently step forward into every stage of their young lives, with confident and inquisitive minds. Our program will help your child get off to a great start and develop an enthusiasm for learning.

THE Y (YMCA) VICTORIA

As a community-focused not-for-profit organisation, any profit we make is put back into improving the programs we deliver to families.

We work with local communities, families and children to provide inclusive, accessible and flexible children's programs. It is our aim to provide a place of belonging that families feel connected to, and supported by, when they join our early learning community.

The Y is a not-for-profit and the largest global youth movement, reaching almost 65 million people in 120 countries.

Our vision is for a better world, with and for young people.

Child Safety

The Y regard their role in the safety of children in their care as of the utmost importance.

We have a range of policies and procedures to keep children and young people safe. Details of these policies are available at your Centre with how you can report child safety concerns and general safeguarding children information for families. This includes the service's moral and legal duties to care for children associated with the service whilst not in the care of their parents/guardians or primary carers.

OUR PHILOSOPHY



Developing the whole child



Striving for the highest quality education and care, assisting children to maximise their learning outcomes



Providing high quality, evidence-informed practice



Empowering children to identify their own learning interests and needs and support them as they develop and grow



Creating an inclusive community for all children and families

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The Y acknowledges the support of the Victorian Government.

Early Childhood Education and Care

The National Quality Framework

Early Learning Centres at the Y operate under the National Quality Framework.

The NQF aims to raise quality and drive continuous improvement and consistency in children's education and care services through:

- the National Law and National Regulations
- the National Quality Standard
- an assessment and quality rating process
- national approved learning frameworks
- a regulatory authority in each state and territory responsible for the approval, monitoring and quality assessment of services in their state or territory
- a national body – ACECQA, which guides the implementation of the NQF and works with regulatory authorities.

The National Law and National Regulations

The Education and Care Services National Law (National Law) and the Education and Care Services National Regulations (National Regulations) apply to all of the Y's Early Learning Centres that provide long day care and kindergarten/preschool services in Australia. The law and regulations detail the operational and legal requirements for an education and care service.

The National Quality Standard

The National Quality Standard (NQS) is part of the National Regulations.

The NQS sets a national benchmark for the quality of education and care services and includes seven quality areas that are important to outcomes for children:

QA1 Educational program and practice

QA2 Children's health and safety

QA3 Physical environment

QA4 Staffing arrangements

QA5 Relationships with children

QA6 Collaborative partnerships with families and communities

QA7 Governance and leadership

Approved learning frameworks

Early Learning services are required to base their educational program on an approved learning framework.

The national approved learning frameworks for Early Learning is Belonging, Being and Becoming: The Early Years Learning Framework for Australia ('[Early Years Learning Framework](#)')

There is also a jurisdiction-specific approved learning [framework in Victoria](#), which is used as the basis for our funded kindergarten programs in both integrated and sessional kindergartens in Victoria.



EDUCATORS AT THE Y

Our educators use a variety of teaching strategies, methods and techniques to promote children's learning.

We employ educators in line with legislative requirements, considering the qualifications, skills, knowledge and personal attributes of each candidate in order to build a positive culture and professional learning community. We are an equal opportunity employer and value the diverse, cultural and linguistic backgrounds of our educators.

At the Y, we are committed to our educators and understand the vital role they play in the education and care sector. We ensure the professional development experiences offered to our educators support current practices and there is ongoing encouragement to gain further skills and qualifications.

As parents and guardians, your role has the most significant impact on their development, so we look forward to working together to help them reach their full potential.

Staff ratios

Our sites comply with National law, and we always maintain educator to child ratios, supervising during play, transitions, toileting, meal times and sleep/rest. Our policy includes always having a minimum of two educators onsite.

FOOD AND NUTRITION

If your child has dietary needs, please inform the educators of their requirements. It is important that our educators are informed in writing and have up to date information recorded on any allergy or food requirements for your child. Many children attending our programs have specific food restrictions due to medical conditions, cultural or religious beliefs.

Healthy, nutritious food is essential in supporting a child's ability to be attentive, have sufficient energy for active play and experience balanced moods. Our Centres provide meals and snacks, prepared fresh daily by our qualified in-centre cook. We use fresh seasonal produce, with many herbs coming from our own gardens.

Our menus are updated seasonally with an emphasis on seasonal freshness and are created in line with the Healthy Eating Advisory Service guidelines and YMCA's Healthy Food and Beverage Policy. We can cater for almost all dietary requirements including allergies, cultural and religious preferences.

If your child has dietary needs, please inform the educators of their requirements. It is important that our educators are informed in writing and have up to date information recorded on any allergy or food requirements for your child. Many children attending our programs have specific food restrictions due to medical conditions, cultural or religious beliefs.

We take an allergy aware approach to our service, so no food from outside the centre is permitted.



PROGRAMS AT THE Y

Learning through Play

Play allows young children to explore, identify, negotiate, take risks and create meaning. The intellectual and cognitive benefits of playing have been well documented.

Educational benefits include:

- providing a meaningful context for children to learn concepts and skills
- making learning fun and enjoyable
- encouraging children to explore and discover together and on their own
- allowing children to extend what they are learning
- encouraging children to experiment and take risks
- providing opportunities for collaborative learning with adults and peers and;
- allowing for the practice of acquired and new skills.

Interactive supervision

We know that actively playing alongside children is the best way to supervise, respond and promote positive interactions and learning.

Every experience is a potential learning opportunity and children will be encouraged to explore, be curious and make decisions about what they do.

Our Early Learning Centres provide safe and supportive spaces for your child to develop independence, confidence, communication and social skills.

Excursions, incursions and special events

To enrich and complement the educational program, from time-to-time excursions and special events may be arranged. These provide an opportunity for children to further explore their world and the diversity of learning opportunities that are available.

Parent participation and involvement is always encouraged and welcomed. Risk assessments are conducted to determine the appropriate safety measures required for the event; this includes child staff ratios, mode of transport, potential hazards and medications. These assessments are made available for consideration prior to the event.

Celebrations

Children are given the opportunity to become connected with, and to contribute to their world, by exploring the diversity of culture, heritage, community and tradition. For this to occur please let the Centre Manager know if there are any celebrations or festivals that your family participates in. Educators will endeavour to include these in the educational program.

Funded Kindergarten Programs

All Victorian children now experience the benefits of 2 years of quality play- based learning in the years before school, through Funded 3-Year-old kindergarten and 4-Year-old kindergarten. For some families, this now also includes Pre-Prep.

Families of children born between 1 January and 30 April have a choice about whether their child will commence school in the year they turn five or the following year, and therefore which year their child will start kindergarten. We strongly encourage families to talk to the services kindergarten teachers and Centre Manager to help inform this important decision.

Our funded kindergarten programs follow the National Quality Framework (NQF) and Victorian Early Years Learning and Development Framework (VEYLDF) with a strong focus on preparing children for lifelong learning.

Integrated Kindergarten

All our Centres offer integrated kindergarten which is designed to support working/ studying families who need longer hours of care. We are offering 15 hour funded integrated three and four-year-old kindergarten programs. Families attending integrated kindergarten pay the daily childcare fee which is eligible for Child Care Subsidy (CCS) and attend for the full day. They will also be eligible for an additional weekly credit on their account during school terms due to the Victorian Government 'Free Kinder' Initiative.

Both sessional and integrated kindergarten offer the same quality kindergarten program planned and delivered by a Bachelor Qualified Early Childhood Teacher. Our experienced and qualified team of educators work together to ensure the entire program is educational, engaging, inclusive and based on the individual needs and interests of the children. If you are unsure about which program will work best for your family, please contact us.

Sessional Kindergarten

Some of our Early Learning Centres offer a three and four-year-old sessional kindergarten program in addition to an integrated kindergarten program within our long day care service. Please contact the team on (03) 8371 0500 or email cp.support@ymca.org.au to ask for more details on which of our Centres provide sessional programs.

Sessional kindergarten operates during school terms and children arrive and leave at the same time each day. Children are required to supply their own lunch and meet the minimum number of contact hours per week with their kindergarten teacher. Any local differences will be communicated to families directly.

Note: Kindergartens are required to have three child free days per year. This includes one non-contact set up day at the beginning of term 1 and two non-contact pack up days at the end of term 4. For more information on Integrated or Sessional Kindergarten head to page 24.



Early Start Kindergarten

Early Start Kindergarten (ESK) provides eligible 3-Year-Old children in Victoria with access to 15 hours of free or low -cost kindergarten each week. To be eligible for ESK, children must be three years old by April 30th of the year they are enrolling and meet one of the following criteria:

- Identify as Aboriginal or Torres Strait Islander
- Be from a refugee or asylum seeker background
- Have had contact with Child Protection Services

Important note: Even if a child is eligible for Free Kinder or Three-Year-Old Kindergarten, if they are also eligible for ESK, they should be enrolled in the ESK program to ensure they receive the additional support and funding.

Children who are eligible or have access to ESK will be able to access Pre-Prep the following year.

Pre-Prep

The Victorian State Government's Best Start Best Life Reform includes the gradual transition of Four-Year-Old Kindergarten to Pre-Prep, with programs across Victoria increasing to 30 hours each week by 2036. From 2026, access to between 16 and 25 hours of Pre-Prep is offered to children:

- who identify as Aboriginal or Torres Strait Islander
- are from a refugee or asylum seeker background
- who have had contact with Child Protection services
- any child who was supported by Early Start Kindergarten or Access to Early Learning in their Three-Year-Old Kindergarten Year

Families who are eligible can choose whether they wish to access the additional hours when completing their kindergarten registration with us at the Y. By 2036, all children across Victoria will have access to 1,800 hours of funded kindergarten before school, including 600 hours of Three-Year-Old Kindergarten and 1,200 hours of Pre-Prep.

Priority of Access for Kindergarten Program Enrolments

All children eligible for Early Start Kindergarten or Pre-Prep are high priority children under the Department of Education's kindergarten priority of access criteria and must be prioritised a funded kindergarten place over children who do not meet the criteria. For more information about Priority of Access for our funded kindergarten programs, please contact us.

ORIENTATION

Starting child care is an extremely exciting time, but it can also be emotional for you and your child.

Every child deals with changes in routine differently, so to best prepare them for the transition, we offer flexible orientation periods. The orientation process is free of charge.

Orientation gives your child an opportunity to become familiar with our Centre, our educators (including their Room Leader), other children and our programs. The process usually involves a series of short visits in the time leading up to them starting care. We will collaborate with you to ensure that orientation supports your child's needs and wellbeing.

Parents and/or Guardians are required to stay on-site with the child during these visits and we encourage you to have conversations with our educators about your child's individual routines, current interests and learning and development goals.

Beyond orientation, educators are always willing to discuss your child's individual health, ongoing development, strengths and interests. Families can do this either informally during arrival or pick-up, or as part of a formal appointment.

What we provide

- Nappies
- All meals (Including breakfast, lunch and snacks throughout the day)
- Linen for sleeping
- Sunscreen
- Milk (including milk alternative options such as soy)
- Toys and educational resources

Note: Children with skin sensitivities are welcome to bring their own sunscreen with their name clearly labelled.

Providing interesting, ever-changing environments and resources for children to learn is an ideal way to develop their curiosity and sense of adventure. They are constantly encouraged to talk about and share the things they have discovered. Whenever possible we use toys and resources made of natural materials.

What to bring

We recommend that our families bring the following:

- A labelled drink bottle
- Appropriate clothing that will allow the child to feel comfortable, relaxed and uninhibited while engaged in play
- Easy access clothing to allow children to increase their independence and competence in personal hygiene, care and safety
- Layers of clothing so children can adjust to changes in temperature and their activity levels
- Footwear that enables the child to participate in physical activity. Thongs and crocs are not appropriate
- A sun hat (wide-brimmed hat with protection for neck and ears) needs to be supplied from August to April
- A warm hat, coat or jacket be provided in cold weather as outdoor play is a regular part of the program; and
- A complete change of clothes (for children in long day care and kindergarten programs).
- If required, please bring formula powder in an air-tight container. Pre-prepared bottles of formula cannot be accepted by the Centre for health and safety reasons.
- If required you can provide your child's own sunscreen, nappy cream etc however must be clearly labeled with your child's full name.
- Children are welcome to bring a comfort item with them (such as a soft toy or blanket).

Please ensure all items of clothing are clearly labelled with your child's full name.

Children's interests help provide the foundation for the educational program.

We acknowledge that sometimes children like to bring their favourite toys or special things of interest from home. Children will be encouraged to respect and share these items with the other children. Educators will take every reasonable precaution to ensure that these items are not lost or broken, however this cannot be guaranteed and the service will not be held liable for the cost of any lost items.

For any lost personal items or clothing please speak to the Centre Manager about lost property. We endeavour to return any lost items as soon as possible. If items are not collected after three months we will donate them to a local charity.

BOOKINGS

Permanent bookings

Booking a permanent day will guarantee your place on that day, giving you peace of mind and provide a sense of stability and belonging for your child.

You cannot sell or swap permanently booked days, but you may request a permanent change by emailing the Centre or speaking with the Centre Manager about availability.

Permanent booking cancellations and changes

Any cancellations or changes to permanent bookings require two week's notice by completing the [online cancellation form](#) in advance of your final bookings. This applies to all cancellations in your regular booking schedule and not individual days or absences which will be charged as normal as part of our absence policy.

Child Care Subsidies cannot be paid by Centrelink after the last day your child attends our program. As a result, any CCS would need to be removed on the final day/s of your child's care, on which your child did not attend.

The Child Care Subsidy (CCS) cannot be paid by Centrelink for any absences before your child physically attends care or any absences after the last day your child physically attends care. You will need to pay full fees for these days.

Casual bookings

We understand families need flexibility with childcare so we also offer casual bookings, with or without permanent days.

- If you require a casual booking please talk to your Centre Manager to discuss the service specific process. Casual booking fees apply, however the entire amount is eligible for government subsidies.
- Casual requests are subject to availability.
- To ensure we maintain educator to child ratios, in some cases we may not be able to accept bookings made with less than 24 hours notice.

Any additional casual days booked between receiving the statement and direct debit will be included in the total debit amount.

- If you need to change or cancel your casual booking, please contact your Centre Manager.
- Please note that we require at least seven days' notice for cancellations to casual bookings. There will be no option to cancel if there are less than seven days until your booking.

Waitlist

Enrolled families seeking additional/alternative days or new families requiring care will be added to the waitlist once a room reaches capacity. The list is managed in accordance with Priority of Access specifications (which can be found online in the [policies and procedures](#) section) and in date order of enquiry. Please inform the Centre of any changes to personal information or care requirements during the waiting period.

Holiday discounts

We offer families who permanently book Long Day Care and Integrated Kindergarten a reduced fee of 50% for up to two weeks per calendar year as per your permanent booking for the week. Families can take this in either one or two week blocks by providing two weeks written notice.

For example, a family with a permanent Monday to Friday booking would be eligible to receive a 50% discount on the cost of care for that week. Likewise, a family with a permanent booking on a Monday and Wednesday would receive a 50% discount for those days only.

Hours

Our Early Learning Centres are open Monday to Friday and only close on public holidays. Please note we still charge for public holidays, this is because our educators are employed on a permanent and full time basis in order to ensure consistency of care across our Centres.

In the event of an unforeseen closure (for example environmental or health hazard) where standard notification periods cannot be observed, families will be offered 24 hours, from the time notification is given, to cancel care. If care is not cancelled children will be marked as either present or absent. If the service is closed no fees will be charged.

If your child was due to attend on a day that falls on a public holiday, it will be counted as an absence and you may still be eligible for Child Care Subsidy (CCS), as long as the absence remains within your families total allowable absences as outlined by Services Australia. Please note that if a public holiday falls on the first or last day of your care, it is counted as an absence by Centrelink and will therefore be charged as full fee (no CCS will apply for those days).



ADMINISTRATION AND ACCOUNTS

Our administration team looks after the day-to-day management of your account. This includes:

- Fees and charges applied to your account.
- Submitting your attendance information to Centrelink through the online Child Care Subsidy (CCS).

Child Care Subsidy eligibility

Child Care Subsidy (CCS) helps eligible families access approved and registered child care providers by partially subsidising the cost of daily fees. Find out more on the [Services Australia website](#).

Your child must:

- Meet immunisation requirements as per the “No Jab, No Play” policy

You or your partner must:

- Care for your child at least two nights per fortnight or have 14% share of care.
- Be responsible for child care fees.
- Meet residency requirements.
- Enrol with an approved child care provider.

For any assistance regarding these, contact the team on (03) 8371 0500 or email - cp.support@ymca.org.au

Visit our website to find out more about the [Child Care Subsidy](#).

Assistance with payments

The government can assist with the cost of child care. To find out if you are eligible for assistance and the Child Care Subsidy (CCS), visit the [Services Australia website](#).

Please note that Centrelink automatically withholds five percent of payments throughout the year, to be paid at end of financial year with your tax reconciliation.

Statements and fees

Statement and fees to the below.

- Your statement will become available to you fortnightly on a Monday.
- The statement will reflect a 4-week period of care, however, your fortnightly fees will be reflective of the fortnight that commences one week from that day.
- The fees that will be debited are for permanently booked days of care and any additional casual days (booked at the time the statement is released).

We send statements reflecting a 6-week period for:

- Updates or amendments to bookings
- Recent transactions and ad-hoc payments
- Updates or amendments to subsidy amounts

We have provided the following example to provide clarity on the charge period and debit process:

- A statement will be available on Monday 1 January. It will detail the fees payable for care provided between Monday 8 January and Sunday 21 January. If you do not notify us of any perceived errors before 5:00pm on Tuesday 2 January, you will be direct debited for the amount of the fees on Thursday 4 January.

For more details and to view our debit calendar please [visit our website](#).

The calculation of your fees also incorporates your estimated individual Child Care Subsidy (CCS) approval by Centrelink and/or other government entitlements to your account.

The amount payable by you is located at the top-right hand side of the statement and is debited on the Thursday of the same week.

For Early Learning, your regular daily fee will be charged on public holidays if it falls on a day you are normally booked in on a permanent basis.

Please refer to page 19 for more details on public holidays and fees.

If a public holiday falls on the first or last day of your care, it is counted as an absence by Centrelink and will therefore be charged as a full fee (no CCS will apply for those days).

Dishonour or non-payment fees and late pick-up fees may also apply. These additional charges are not covered by government funding or subsidies.

Please note, it is the account holder/guardians responsibility to ensure that Centrelink and YMCA have correct information to accurately manage your account. To check your details are correct (including working hours, family structure, and number of children in care) and to make changes, sign in to your MyGov account at www.my.gov.au and My Family Lounge account at www.childrensprogramms.ymca.org.au/sign-in.

[Visit our website](#) to find out more about our debit policy and payments process.

Approved absences

Centrelink allocates 42 approved absence days of CCS per child per year. If you have exceeded your 42 days of approved absences per child per year, full fees will be charged to your account for any days that your child is marked as absent regardless of reason.

Absences over the 42 days will only receive CCS if you provide evidence to the centre of:

- An illness (with a medical certificate)
- An outbreak of infectious disease when the child is not immunised
- Any other absences due to sickness of the child, a parent or sibling, supported by medical certificates
- A temporary closure of a school or pupil free day (not including public holidays).
- A period of local emergency
- Exceptional circumstances that must be approved by Centrelink

End of year accounts

All accounts must be finalised at least two weeks prior to the end of the calendar year to be eligible for re-enrolment. Please check your statements and contact the administration team to discuss payment if you have any outstanding amounts prior to returning to care the following year.

Managing payment difficulties

We understand that from time-to-time families may experience financial difficulties.

We rely on families to keep us informed to ensure we are able to support you during these times. Please speak with your Centre Manager to understand if you meet the criteria to be eligible for the Additional Child Care Subsidy (ACCS). For Temporary Financial Hardship, Transition to Work and Grandparent payments, you must apply directly to Centrelink.

If a debit from your account has been dishonoured, or in the instance of non-payment of your account prior to the due date, we will follow the Debtor Management Procedure, which can be found on our website or provided upon request.

Suspension of account

If your account is suspended and you wish to return to the centre, full payment is required before your child can be accepted back into care. This is subject to a place being available.

Integrated Kindergarten fees

The Victorian Government's Free Kinder Initiative includes a subsidy to reduce the cost of kinder for all Victorian three and four-year-old children attending an Integrated Kindergarten Program at participating services.

As a family attending an Integrated Kindergarten Program in a long day care service, you will receive an annual subsidy to be credited against your child's fees. Families who choose integrated kindergarten will pay the daily fee of each Early Learning Centre which is eligible for Child Care Subsidy (CCS), meaning you pay the Gap Fee according to the level of rebate you are entitled to.

The 'Free Kinder' subsidy will be applied to your account in weekly credit amounts during school terms. This credit will be applied after any Child Care Subsidy (CCS) is paid and will appear as a credit adjustment on your fee statement. Children attending integrated kindergarten may attend for the full day and opening hours of each centre.

Sessional Kindergarten fees

As sessional kindergarten is a free and fully funded program due to the introduction of the Victorian Government's 'Free Kinder' subsidy there will be no charge to families attending our sessional kindergarten programs. If you have a health care card you must provide this at the start of your child's kindergarten year. You will also need to provide us with updated information if your card expires during the year.

For further information please contact the team on (03) 8371 0500 or email cp.support@ymca.org.au.

Complaints

If you have any concerns you would like to discuss with the team, when you make a complaint you can expect to:

- Be treated with fairness, respect and dignity
- Have your complaint treated with sensitivity and confidentially
- Have a response to your complaint within a reasonable timeframe
- Provide any form of feedback
 - Discuss your feedback/matter with the relevant Educator at the program
 - Discuss your feedback/matter with Centre Manager
 - Discuss the feedback/matter with the Area Manager

Complaints alleging that the health, safety or wellbeing of a child is being compromised or that the law has been breached will be reported to the Department of Education (DE) Quality Assessment and Regulations Division in the relevant region. For contact details please see Service specific information displayed in your Centre's foyer.

Information Handling

To protect children and better provide its services, the Y seeks and deals with personal and sensitive information relating to families, children and others. The Y respects the privacy of all individuals and seeks only information which it needs for these purposes and handles that information with confidentiality and sensitivity and in keeping with legal requirements. All personal records will be stored and kept in a confidential manner. You may have access to your child's personal records at any time if you are the authorised guardian who has enrolled the child. Please see the Centre Manager about accessing these records.



DROP-OFF AND PICK-UP

When you arrive at the centre for drop-off and pick-up, we encourage you to talk to us about how your child is going at home, as well as hear from us about how their day was. This communication helps ensure we are working together to support your child's development so that they can reach their full potential while in our care.

Sign-in/sign-out

To ensure safety is maintained at all times, our Centre follows a strict delivery and collection policy and procedure. All children must be signed in and out of the Centre by an authorised person.

When dropping off or picking up your child, please ensure the doors are completely closed behind you and never let other children exit the Centre

The names and contact numbers of all people authorised to collect your child must be included in the child's Enrolment Record and any changes to these details must be given to your Centre in writing or via your account. The person collecting your child must provide photographic identification such as a current driver's licence.

Late pick-up

Late collection can be stressful for children and educators. Please ensure children are collected on time. If you are unable to collect your child by the end of the session/closing time, please arrange for someone else to do so and notify the Centre as soon as possible. Refer to the section above 'Sign in/sign out' should you nominate another person to collect your child.

Two educators will always be with your child until collected. If your child is not collected by the end of the session/closing time, a late fee may be charged. The late fee is \$2.00 per minute, payable from the end of the session/closing time until your child is collected. This fee will be added to your account at a full fee rate.

If a child is not collected before closing time, we will attempt to contact parents/guardians on phone numbers provided. If we are unable to make contact then the nominated emergency person/people will be contacted. If no contact has been established 30 to 45 minutes after closing time, the local Police will be called to our Centre as outlined in our Delivery and Collection of Children Procedure.

POLICIES AND PROCEDURES

All our policies and procedures have been developed in accordance with the Education and Care Services National Regulations 2011. Each full version of our policies are available on request at each Centre. If you have questions or feedback about any of these, please speak with our team.

Please visit our website to read all of our [policies and procedures](#). Example policies and procedures are included below.

Immunisation requirements

'No Jab, No Play' is the name of legislation that requires all children to be fully vaccinated unless they have a medical exemption to be enrolled in childcare or kindergarten in Victoria.

An Immunisation History Statement from the Australian Childhood Immunisation Register must be provided as evidence of up-to-date vaccination prior to your child commencing at our service and over the duration of their enrolment period at the centre. Immunisation History Statements are available through your online medicare account via the below link

www.humanservices.gov.au/customer/services/medicare/medicare-online-accounts

Allergies and medical management plans

If a child with a chronic illness or medical condition, such as asthma, diabetes, epilepsy or anaphylaxis is enrolled, details of the medical condition must be recorded on the child's Enrolment Record, as well as:

- A medical management action plan prepared by your child's registered medical practitioner must be formalised prior to the child commencing at the service.
- An individual risk minimisation and communication plan will be developed in consultation with the family
- Should educators require any specialised training to assist them in the daily care of the child, this must be arranged prior to the child commencing at the service.
- Any medication or equipment identified (for example, asthma spacer) on the medical management action plan must be provided to the early childhood service. If this is not provided or has expired then the child will not be able to attend the service until this is made available, to ensure the health and wellbeing of the child.
- Medical management action plans must be reviewed by the parent/guardian in collaboration with the child's physician annually and if changes are made to the plan then this must be confirmed in consultation with the child's physician and communicated to the service as soon as practicable.
- All staff will be made aware of your child's individual medical condition and requirements.

For more information regarding management of your child's medical condition please see your Centre Manager.



Medication

If your child requires medication, please complete all details on the Medication Record & Sign In/Out Log Form and give the medicine to a staff member upon arrival. A copy of the Administration of Medication Procedure can be requested at the centre.

Please ensure this is handed to a staff member on arrival (and not left in the child's bag).

Medication will be administered if:

- It has been prescribed for the child by a registered medical practitioner
- It is in the original bottle or packaging with the original label that bears the name of the child to whom the medication is to be administered
- It is in date (not passed expiry/best before date) A parent/guardian (as listed on the child's enrolment form) has provided written permission for staff to administer the medication via the Medication Record & Sign In/Out Log Form
- It has been entered in the medication register or detailed in the child's medical management plan; and
- The first dose has been administered by the parent/guardian at least 24 hours prior to attendance at the service in case of an adverse reaction.

Reminder: Medication is not to be left in children's bags. If a child has a temperature and requires Panadol or Nurofen, they will be deemed to be too unwell to attend the program.

Safe sleep practices

Safe sleep practices are implemented in our Centres in accordance with the Nationally recognised children's sleep authority, Red Nose Australia, to ensure The Y processes reflect current evidence-based best practice principles.

Illness

In the interests of the health, safety and wellbeing of all children and educators, children who display signs of illness must be kept at home. It is our responsibility to protect all children, families and staff from the spread of infectious diseases at the service. As a parent you know your child best, so if there is any change in their general health or wellbeing please keep them at home and seek medical attention. **Please let the service know if your child is not attending because they have been diagnosed with an infectious illness.**

If your child becomes unwell at the service, they will be monitored, have their symptoms recorded and you will be informed by telephone. If this occurs, you may be asked to collect your child. If a temperature of 38 degrees is registered, you will be contacted via telephone and if it continues to rise and/or your child has appearances of being unwell you will be asked to collect your child.

Educators may administer paracetamol (with guardian's authorisation) to assist with keeping your child's temperature at bay whilst you make your way to collect your child. For the wellbeing of all children, a 24-hour exclusion from care will be required following a high temperature, vomiting or diarrhea, unless a doctor's certificate states otherwise. Please refer to [Exclusion Periods for Primary Schools and Children's Services](#) for more information. Please refer to [Approved Absences](#) for more information about Centrelink approved fee assistance for days of illness.

Educators are required to notify all parents when a child attending the service has contracted an infectious disease. Fact sheets relating to the illness/infectious disease will be made available on request.

We follow the advice of the relevant government body should specific measures be required following a notification of an infectious disease.

Reminder: Please let the service know if your child is not attending because they have been diagnosed with an infectious illness.



CONTACT US

For more information on Early Learning at the Y please reach out to our Customer Service Team on (03) 8371 0500 or email - cp.support@ymca.org.au, or [visit our website](#).

We look forward to hearing from you!





www.childrensprogram.ymca.org.au/early-learning