



# Parent Booklet

Revised 2024

## Introduction

Welcome to the Hills Community Child Care (HCCC). Our service is dedicated to providing Hills families with accessible and affordable quality childcare for children aged 1 – 5 years old. The service operates from “The Cottage” at Olinda Primary School. HCCC is a not-for-profit incorporated association managed by a committee of volunteer parents.

Our aim is to provide a child care service that is responsive to the changing needs of our community and the families utilising the service. Our programs are offered in a positive, safe and caring environment where the individuality of each child is encouraged. Activities are designed to promote the children’s physical, intellectual and emotional development and enhance their social, communication and self-help skills.

HCCC promotes the importance of a child’s early years as the basis for a sound future by:

- \*Building positive attitudes
- \*Developing a healthy esteem
- \*Encouraging natural curiosity and exploration
- \*Providing encouragement and carefully planned environments designed to foster independence, choice, confidence and competence.

HCCC acknowledges the cultural, ethnic and lifestyle diversity of families within our community and is sensitive to the individual needs of all children attending the centre.

HCCC committee and staff look forward to working in partnership with families and seek to maintain a high level of communication between families, staff and committee.

## Contact Details

Hills Community Child Care

45 Charlemont Lane Olinda 3788

Phone: 9751 0001

Website: [www.hillschildcare.org.au](http://www.hillschildcare.org.au)

Email: [info@hillschildcare.org.au](mailto:info@hillschildcare.org.au)

Care Coordinator: Jenny Oakley

Enrolment Officer: Sue Fraser

Phone: 9728 3233 or [enrolments@hillschildcare.org.au](mailto:enrolments@hillschildcare.org.au)

## Fee Schedule

The following fees will apply for service provided by HCCC:

\*5 hour session one child     \$80

\*5 hour session second child \$75

Fees are per session not by the hour.

HCCC is registered for the CCS (child care subsidy). Please contact Centrelink to ascertain your eligibility for this benefit.

HCCC charges a maintenance levy each term to cover the costs of maintaining HCCC during the year. It is currently \$40 per term per family. It also contributes towards capital works projects and improvements.

Invoices are issued in billing periods of 4 weeks and will be emailed out by Hubworks.

## Hours of Operation

HCCC is open Tuesday, Wednesday, Thursday and Friday during school term.

Opening times: 9:15am-2:15pm

During school holidays we operate a holiday program for children aged 1 – 6 years old.

This program is booked and invoiced separately to term bookings and there is no obligation on families to use the centre during the holidays. The days that we open in the holidays is dependent on the requirements of our families.

All bookings are made through Sue on 9728 3233 or [enrolments@hillschildcare.org.au](mailto:enrolments@hillschildcare.org.au)

The centre is closed for 3 weeks during the Christmas and New Year period and on all public holidays throughout the year.

## What to do when you first arrive

Sign in your child on the attendance sheet at the front door. Please include parent's name and write accurate drop off/pick up times.

Place your child's bag in the allocated storage cubby with their name

On the bench will be 3 baskets:

1. For healthy snack such as fruit, rice crackers, carrot sticks, cheese, dips (every child brings a piece of fruit/snack to share at morning tea)  
Please note: HCCC is a nut free centre
2. For drink bottles
3. For nappies (use the pen provided to name your child's nappies)

If your child is toilet training, please let staff know how it's going and provide a few changes of clothing. Sometimes if children are engaged in play they will forget to go or not want to at that time and then leave it too late and have an accident.

## Settling a new child in

It's usually best to only stay a very short time with your child as it can prolong the separation process and upsets both child and parents. All staff are qualified and have experience in dealing with separation and upset children. Gradually introducing your child into the new environment, ie. 3hrs to begin with, then gradually increasing to the full 5 hr session, helps children to settle easier. If your child has a special cuddly or blanket please bring it along as it helps comfort your child enabling them to settle easier.

## Absences

If you know in advance that your child will be absent, please notify Sue on [enrolments@hillschildcare.org.au](mailto:enrolments@hillschildcare.org.au) or 9728 3233. If we know early enough, we may be able to fill your place for that day. In this instance you will not pay for the session and will receive a credit on your next invoice.

Children with green runny noses/colds/high temperatures are often miserable and just want their parents, please keep them at home instead of spreading the germs to other children.

Staff must be notified in the case of head lice and contagious illnesses in order to prevent the spread to others.

## Immunisations

HCCC requires all children to be current with their immunisations. As per the enrolment forms an Immunisation History Statement must be up to date and provided to the centre. Your child will not be able to attend the centre until it is provided.

## Arrival & pick up times

Wherever possible try and be at the centre at 9:15am as this is when the program starts. Children often find it more difficult to settle if they arrive once the session has started. Once children are actively busy it can be challenging for others to slot in and may result in your child having trouble separating and being unsettled.

It is important to pick up children on time as they can get quite agitated if they are the only child left. Once parents start arriving children tend to look for their own parents and get quite excited waiting which can quickly lead to sadness and uncertainty if you are late.

## Access to the centre

Entry to HCCC is via Charlemont Lane and exit is via Parsons Lane. This is necessary as Parsons Lane is a one-way street. 45-degree angle parking is situated directly outside the centre.

Vehicle disabled parking is available via the driveway immediately before the centre.

Personal disabled access from the disabled parking is via the sealed footpath between the centre and the primary school.

For safety reasons the external gates on Charlemont Lane must be closed before the internal gate to the centre can be opened.

## Clothing and other items brought to child care

Please name all items that you bring to HCCC including clothing, drink bottles, lunch boxes, etc. During the course of the day clothing is often taken off or changes made so to enable us to give it to the right child it needs to be named.

Sun hats are required all year round and must be left at HCCC. For sun protection clothing must cover your children's shoulders. Your child will not be allowed to play outside if they do not have a sun hat. Please put sun screen on your child before coming to child care. Staff will reapply if necessary.

Coats, gumboots and slippers are required for term 2 & 3. Staff will endeavour to get the children outside when it is fine even if it is cold.

For safety reasons, children must wear closed toe footwear at all times unless they are playing in the river.

HCCC will not be responsible for un-named items that go missing.

## Forms/Documentation

In relation to Medication and Incidents:

If medication is required to be given to your child during a session of care, you will need to complete a Medication authorisation form giving the staff permission to do this (form supplied at the centre).

If there is an incident between children at the centre, an Incident, injury, trauma and illness form will be completed by staff and both families will be informed. HCCC will consider the privacy and confidentiality of all concerned.

## Lunch boxes

Every child is required to bring:

\*A piece of fruit/health snack to share for morning tea

\*A drink bottle with water

Lunch boxes should contain:

\*A sandwich/wrap/cold meat

\*Fruit/vegetable/dried fruit

\*Egg/cheese sticks/yoghurt

**NO NUTS, chips, lollies or chocolate; these are all for home.**

## Birthdays

We believe birthdays are a big occasion and need to be celebrated. Please bring a cake or cupcakes on the closest day to your child's birthday so we can all celebrate together.

Please provide a list of ingredients as other children at the centre may have allergies.

## Emergencies

The emergency evacuation procedure is displayed in the foyer of the centre. This will be carried out in conjunction with the Olinda Primary School. HCCC staff and children will have access to the primary school safe room in the event of a bushfire threatening the centre.

In the event of an emergency situation a child will only be released to a parent. Children will be retained in the safe room or the evacuation assembly area until the emergency has passed and they are collected by their parents.

Rehearsals of the emergency evacuation procedures will be conducted by the staff and children regularly. The centre will be open on Total Fire Ban days however closed on days identified as **Catastrophic** on the Fire Danger Ratings. HCCC is in the Central District Area of Victoria.

## Complaints and Feedback

HCCC aims to resolve all concerns that impact or affect the wellbeing of the children, parents or staff, or the operation of the centre in a fair, prompt and positive manner. Any concern about the care or safety of your child needs to be brought to the attention of the Care Coordinator. If you feel unable to approach the Care Coordinator or you are not satisfied with the outcome after approaching the Care Coordinator, you should contact the President of the HCCC committee.

If your concern is in regard to the management of the centre this needs to be brought to the attention of the President of the HCCC committee.

We would like your time with us to be a happy experience so please come and talk to us if you have any concerns, suggestions or queries.