

# FAMILY HANDBOOK

## THE HONEYPOT CHILD CARE CENTRE WARRNAMBOOL



**Our Family Handbook provides important information you need to know to ensure the best possible start to quality education and care at The Honey Pot Childcare Centre.**

*At the Honey Pot Child Care Centre, we acknowledge the Traditional Custodians of the Eastern Marr Land on which we gather. We pay our respects to the Marr Nation and the Elders past, present and emerging. May our work continue to build on the work of Aboriginal Ancestors and Elders; the custodians of the land, in maintaining cultural practices and family kinship, through language, song, dance, storytelling and caring for country. May our children become the teachers of tomorrow, carrying the local stories and become strong advocates of our Indigenous culture within Victoria.*

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**Website: [www.honeypotchildcare.com.au](http://www.honeypotchildcare.com.au)**

**Find us on Facebook: The Honey Pot Early Learning Centres**

**Find us on Instagram: [@honeypotchildcare](https://www.instagram.com/honeypotchildcare)**

**Open 6:45am – 6:00pm - Monday – Friday – Closed Public Holidays**



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## LICENCEES & SERVICE OPERATIONS

**Approved Providers:** Georgia Fleming and Rebecca Perry

**Service Registered Name:** The Honeypot Child Care Centre

**Service Approval Number:** SE- 00004017

**Service Provider Number:** PR- 00002427

**Number of Children approved for:** 62 places per day

**Current ACECQA Rating:** Meeting (2018)

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We are open *Monday to Friday, 6:45 am–6.00pm* the Centre closes on all *Public Holidays* and for two weeks over the *Christmas/New Year break*. These dates are discussed with families in advance to allow for alternate care arrangements to be made. In 2023 we will be closed for our two week break from Monday the 25<sup>th</sup> of December and opening back up on Wednesday the 10<sup>th</sup> of January 2024

We are a **62-place** licensed service. Our educator to child ratios are as follows:

**Children aged 0-3:** 1:4 (*one educator to four children*)

**Children aged 3-5:** 1:11 (*one educator to 11 children*)

The Honeypot Child Care Centre observes all calendar public holidays. Parents will be notified prior to these days. Please note if your child is booked in on a day that falls on a public holiday you are still obliged to pay for the day under work safe agreements.

Parents should immediately notify staff of any changes to their work/study status, for the purpose of Childcare Benefits.

Parents are required to record arrival and departure times of their child in the attendance book.

**REMINDER: SIGNING IN AND OUT IS A LEGAL REQUIREMENT.**

## FEE STRUCTURE

Full fees are charged for all weeks of operation, including public holidays, if your child is absent due to sickness and illness, or if you choose to not attend.

### Fees from July 2023 – January 2024

Full day \$130  
Half Day AM \$70  
Half Day PM \$66

Our AM Session is from 6:45am-12:45pm, you can drop off and pick up within these time frames, but your child must be collected by 12:45pm as that is when the AM session finishes.

Our PM Session is from 1:00pm-6:00pm, you can drop off and pick up within these time frames.

Our Full Day session is from 6:45am-6:00pm, if your child is not collected by 6:00pm you will incur a late fee charged to your account. Please note that our service is not licensed to open prior to 6:45am, you can only drop your child off from 6:45am onwards.

*Please refer to our Fees Policy in the Front Foyer for more information*

## PUBLIC HOLIDAYS

Please see below the list of **Public Holidays** for the year in which the Honeypot will be closed. Please note that if you are booked in on any of these days you will be charged as normal, as work safe agreements.

Thank you for your understanding; Bec, Georgia and Honeypot Staff.

Holiday	Date in 2023	Date in 2024
New Year's Day	Mon 2 <sup>nd</sup> Jan	Mon 1 <sup>st</sup> Jan
Australia Day	Thursday 26 <sup>th</sup> Jan	Friday 26 <sup>th</sup> Jan
Labour Day	Monday 13 <sup>th</sup> March	Mon 11 <sup>th</sup> March
Good Friday <sup>1</sup>	Friday 7 <sup>th</sup> of April	Fri 29 <sup>th</sup> March
Saturday before Easter Sunday	Sat 8 <sup>th</sup> April	Sat 30 <sup>th</sup> March
Easter Sunday	Sunday 9 <sup>th</sup> April	Sun 31 <sup>st</sup> March
Easter Monday	Monday 10 <sup>th</sup> April	Mon 1 <sup>st</sup> April
Anzac Day <sup>1</sup>	Tuesday 25 <sup>th</sup> April	Thurs 25 <sup>th</sup> April
Warrnambool May Races	Thurs 4 <sup>th</sup> May	Thurs 2 <sup>nd</sup> May
Queens/ King's Birthday	Mon 12 <sup>th</sup> June	Mon 10 <sup>th</sup> June
Friday before the AFL Grand Final	Friday Before AFL Grand final (likely to be 29 <sup>th</sup> Sept)	Friday Before AFL Grand final (likely to be OCT)
Christmas Day <sup>1</sup>	Mon 25 <sup>th</sup> Dec	Wed 25 <sup>th</sup> Dec
Boxing Day	Tues 26 <sup>th</sup> Dec	Thurs 26 <sup>th</sup> Dec

## OUR EDUCATORS

Our educators create an environment that promotes and enables children's participation and is welcoming, culturally safe and inclusive for all children and their families. With many combined years of experience, diverse backgrounds, and a wealth of knowledge around child development and education, we adore our educators and know you will too.

All staff hold valid Working with Children Checks and all Responsible Persons (placed in charge of the day-to-day running of the service) have current ACECQA approved First Aid, Emergency Asthma and Anaphylaxis qualifications. All our educators have completed Mandatory Reporting Training and are able to recognise and respond to suspected child abuse or harm accordingly. All staff are encouraged and supported to attend professional training and development to further their knowledge and skills.

We look forward to getting to know your child and family and providing you with a high-quality program.

## MEET OUR TEAM

**DIRECTORS/APPROVED PROVIDERS –**  
Georgia Fleming and Rebecca Perry

**ASSISTANT DIRECTOR –** Ashlee Bellman  
and Stephanie Munn (diploma  
qualified)

**EDUCATIONAL LEADER –** Lisa Cross

**0-3 ROOM LEADER AND INDOOR  
PLANNER –** Annie Blackburn (diploma  
qualified)

**0-3 ROOM OUTDOOR PLANNER–** Teagan Hallam (diploma qualified)

**0-3 ROOM EDUCATORS –**

Jorja Wolter (certificate III qualified, working towards diploma)

Amber Hay (certificate III qualified, working towards diploma)

Hayley Cook (diploma qualified)



Bridie Smith (working towards certificate III)

Nat Inia (certificate III qualified)

Morgan Cross (certificate III qualified)

**ROOM LEADER AND INDOOR PLANNER 3-5 ROOM** – Paris Campbell-Gavin  
(diploma qualified)

**OUTDOOR PLANNER 3-5 ROOM** – Lisa Ruff (diploma qualified)

**3-5 ROOM EDUCATORS –**

Makayla Flett (certificate III qualified, working towards diploma)

Carol Castles (certificate III qualified)

Ruby Cross (working towards certificate III)

Meg Ludeman (working towards certificate III)

Lisa Cross (certificate III qualified)

**3 YEAR OLD KINDER TEACHER** – Hannah Stephen (bachelor qualified) / Simone  
Sanelli (bachelor qualified)

**4 YEAR OLD KINDER TEACHER – Simone Sanelli (bachelor qualified)**

**KINDER ASSISTANTS-** Alannah Camillo (certificate III qualified, working towards  
diploma) & Jasmine Holloway (diploma qualified)

**COOKS –**

Tiffany Ludeman

Renee Douglas

Tania Obrien

## STATEMENT OF COMMITMENT TO CHILD SAFETY

The Honey Pot Childcare Centre is committed to safety and wellbeing of all children and young people. We understand our responsibilities and statutory duty of care to comply with both the Victorian Child Safe Standards and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our Service is committed to implementing and abiding by our *Child Safety and Wellbeing Policy* based on Child Safe Standards in Victoria (2022), which accentuates our *zero tolerance* for child abuse and raising awareness about the importance of child safety in our Service and the community.

We are dedicated to protecting children from abuse and neglect and promote a child safe environment, maintaining children's wellbeing. We adhere to our comprehensive *Child Safe Environment – Child Protection Policy*, standing by our mandatory reporting responsibilities to protect children from physical, sexual, emotional and psychological abuse and neglect.

We work to ensure there is clear awareness between appropriate and inappropriate behaviour concerning adults and children. We require clear precincts between children and employees, volunteers and the community to maintain children's safety.

We are dedicated to promoting cultural safety for Aboriginal children, cultural safety for children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

We value diversity and do not tolerate any discriminatory practices.

We are committed to ongoing professional development for employees to maintain their ability to distinguish and respond to situations of abuse and neglect, ensuring employees are responsive to their responsibilities in keeping children safe.

We work in collaboration with the United Nations Convention on the Rights of the Child and have confidence in educating children about their right to be safe. We believe in teaching children what to do if they feel unsafe and encouraging them to express their view and thoughts on matters that directly affect them.

As educators we listen to and empower children to act on any concerns, they or others may raise which is reflective in our policies and procedures in keeping children safe.



# THE HONEYPOT CHILD CARE CENTRE PHILOSOPHY

## TEAMWORK, RESPECT, NURTURE DISCOVER

At the Honey Pot Early Learning Centre Warrnambool, we acknowledge the Eastern Marr land that we work, play, learn and grow on. We pay our respects to the elders past, present and emerging. We have high expectations of ourselves as educators to provide high quality care for all children in an environment that fosters and enhances their development.

The Honey Pot Child Care Centre Warrnambool is an environment that is nurturing, caring, respects individuality and encourages independence. At the Honey Pot Child Care Centre, we value an environment that includes all people and shows a respect for diversity of cultures, languages, classes, abilities, learning styles and gender. We strongly believe ALL children, families and staff have the right to become an active participant within their early learning community. This is reflected throughout our enrolment, orientation, and induction practices, ensuring we are providing an inclusive environment for all.

When the children were asked 'Why do you like the Honey Pot?' The responses received were;

*Cara: "Because I like finding snails!" 4yrs old 2023*

*George: "Because I get to play with Lottie and Ava" 4yrs old 2023*

*Lottie: "Because I like everything about outside and I like playing with George and Ava" 3.5yrs old 2023*

The Honey Pot Child Care Centre has 4 core values that we promote and instil throughout our Honey Pot community. Respect, Nurture, Teamwork and Discover are the values that you will see from our educators, staff, parents, and children. Teamwork and respecting each other as individuals is what makes us professionals in our field. Ensuring we provide a nurturing and safe environment allows children, families, and staff to learn and discover to their full individual potential.



*The Honey Pot Early Learning Centre's 4 core values Teamwork & Respect, Nature & Discover represented in traditional Aboriginal artwork by Donna Chatfield*

We hold high expectations of ourselves as educators to provide high quality care for all children, in an environment that fosters and enhances their development. To ensure our staff perform to the highest of standards, we have an ever-evolving environment with mentor educators, that provide continual support and guidance for the educators they mentor. We value education and strive to continue to upskill our staff as learners, so we can provide our children and families with the best

possible service. We commit to upholding the Code of Ethics of early childhood Australia and the Child Safe Standards, in which we will act in the best interests of all children and work collectively to ensure that every child is thriving and learning. We take pride in adhering to the National Regulations as our educators and Nominated Supervisors have the qualifications to ensure that the children are protected, through providing appropriate and effective supervision according to legislated ratios and best practice.

Educators play a vital role in the happiness of the child and will guide the children in their quest for high self-esteem, independence and positive relationships with educators, peers and their families. All children are valued, and their voices are heard and respected. We understand the importance of providing a learning environment that is lead and based around the children's interest, ensuring each child's agency is promoted, enabling them to make choices and decisions that influence their world. Therefore, we take into consideration the voice of the child when planning.

When the children were asked "How do educators make you feel?" The responses received were;

*Tessa: "Happy, because they give me cuddles" 4yrs old 2023*

*Jude: "They make me feel happy because they help me do stuff" 4yrs old 2023*

Children are provided with a healthy environment that embraces environmentally friendly values, providing each child with a healthy range of nutritious meals that meet their daily requirements and explore cultural tastes. Mealtimes are an enjoyable experience in a supportive environment that encourages children's independence and choice. We demonstrate and encourage healthy hygiene at our service by displaying procedures and role modelling such habits and participating in the Achievement program and the Smiles 4 Miles program. The Victorian Government recognises The Honey Pot Child Care Centre as a health promoting early childhood service, as we achieved success in all six areas of the Achievement Program.

The curriculum at the Honey Pot Child Care Centre provides a diverse range of experiences that enhance a child's development. Every child is supported to participate in the program. We cater for differentiated learning, providing experiences that foster and enhance each individual learning style. We recognise and appreciate that every child is unique and will require different levels of support, and therefore ensure our program is age appropriate as well as challenging, so all children continue to develop. Howard Gardner theories on multiple intelligence explore "*How people are intelligent rather than how much intelligence they have*". This theory supports our beliefs that every child is unique and will require different levels of support. Therefore we ensure our program is age appropriate as well as challenging, so all children continue to develop.

When the children were asked "What do you like playing with at the Honeypot" The responses received were;

*Jude: "I like playing in the Sandpit" 4yrs old 2023*

*Maya: "The hoops" (as she pointed to the hula hoops. 3.5yrs old 2023*

*Eliza: "Cars!" 2yrs old 2023*



*The National Quality Standards* underpins the guiding principles and is at the forefront of our curriculum. As a service we follow *The Victorian Early Years Learning and Development Frameworks* principles/practices and outcomes, which are essential to support and enhance young children's learning. The framework has a strong emphasis on play-based learning as play is the best vehicle for young children's learning, providing the most appropriate stimulus for brain development (Department of Education, Employment and Workplace Relations). Staff beliefs reflect the importance of children's learning and development through the understanding of theories including Lev Vygotsky (*Social and Cultural development*), Howard Gardner (*Multiple intelligences*) and Maria Montessori (*Child directed play and independence*), as well as many others. Educators believe in a child's right to play, learn, develop and engage in quality interactions. This aligns with the United Nations Conventions of the Rights of the child.

Our curriculum has a strong focus on, Multiculturalism, Sustainability, Mathematics, Science, STEM, Literacy, the arts and Inclusion values throughout. The Honeypot Early Learning Centre provides an environment that provides further and continuous education to provide quality care. Each child receives their own learning portfolio when attending our service, that displays their journey of learning and development throughout their time with us. In 2020 we developed our very own assessment guide. During 2022 our Directors Georgia and Bec attended a professional development session in Cairns, hosted by Semann and Slattery. This professional development day inspired them to re-think our assessment guide. Through educator, child and family feedback at the end of 2022 we updated our assessment guide. Our guide is termly based and focussed around the child's interests, needs, abilities and parental input. With termly focus children our educators are able to gain insightful knowledge about each child through writing both individual and group observations, listening and responding to their voices and ideas and observing the way they engage with the environment. Our educators are able to set realistic termly individual goals for their focus children, the progress towards the goals is documented through both individual and group learning observations. We understand through theorist Jean Piaget's work, that children learn in different ways at different ages. Our educators are equipped with developmental milestone and assessment material where necessary, however we believe in gaining and understanding of each child through authentic observations and interactions.



We recognise families are a key influence on children's learning; therefore, it is essential that children's family, community experiences and the families' perceptions of their children's learning and interests are taken into account and are included in our program. We share and ask for parent input termly from our assessment guide, share policies and procedures and our philosophy. We share photos to our families via email, messenger and seesaw to make connections and to strengthen relationships as well as share insight on what their child does during the day. This gives them an understanding of their child's learning and is reflected in our assessment guide.

From feedback received in our annual family survey, some of the things our families have said they value about The Honey Pot Child Care Centre and the reason they choose us to care for their children are:

"Caring environment"

"We had a great feeling when we first arrived and our kids felt the same"

"I liked the homely environment. Educators were very friendly when we toured. I liked that children could choose inside or outside and what to play with"

"Caring and homely atmosphere. Gentle approach to goal setting and progress. Relationships between educators and children. Connection between inside and outside. The child's voice at the forefront"

"Hands on, caring and nurturing educators"

"Nurturing staff"

"Family orientated"

"Wonderful Centre, great staff and resources"

- Parent Input 2023

The Honey Pot Child Care Centre reflects the community in which we live. Each day, our children embrace our very own Acknowledgement of Country into our daily routine. Through this, we are supporting children to develop a deep awareness, understanding and respect for Australia's Traditional Custodians. We believe in exposing children to a natural environment by introducing natural materials in our indoor and outdoor environments, encouraging sustainability. By offering an open-door policy, this allows the children to choose if they would like to participate in indoor or outdoor activities. Outdoor play promotes physical development and allows children to develop and explore the use of their senses. By using and accessing all that is available in our community we believe we can provide children with life-long skills and a better understanding of themselves and



others. In 2022 we introduced Nature Kinder into our program where the four year old kinder children would visit Brierley park on a fortnightly basis. Our goal for 2023 is to have both the 3 and 4 year old Kinder children embarking on these fortnightly visits. Nature Kinder provides the children with the opportunity to connect with and embrace the natural environment, exploring small creek beds and using their skills of investigation and discovery whilst they seek out tadpoles, frogs and insects.

Every year, we implement a community project for each of our rooms. Through this we incorporate excursions, incursions, parent involvement, community involvement, intentional teaching, and group experiences. Educators use this as an opportunity to embed teamwork, community values and life experience into children's learning and development. The Honey Pot Community Project is an initiative to focus on connecting community within the service, encouraging educators, children and families to explore their rights and responsibilities as a citizen (UN Convention on the Rights of the Child). The project gives everyone an opportunity to develop awareness of various needs within our community and address those needs through learning.



This policy is a living document which all educators reflect on regularly, by embedding it throughout the services policies, critical reflections, daily practices, programming, and planning.

<http://hnb.dhs.vic.gov.au/children/> ncac.vic.gov.au 2008 Victorian Early Years Learning and Development Framework, 2009

[www.education.vic.gov.au](http://www.education.vic.gov.au) Guide to the National Quality Standard.

**Reviewed Feb 2023**



# THE HONEYPOT CHILDCARE CENTRE – TRADEMARK

RESPECT ° NUTURE ° TEAMWORK ° DISCOVER

<p><b>RESPECT</b></p> <p>We take pride in how we treat each other emotionally and professionally.</p> <p>Behaviours you will see:</p> <ul style="list-style-type: none"> <li>- To appreciate others and consider everyone's opinions</li> <li>- To Greet all parents and children by name</li> <li>- To listen attentively to others with consideration – without judgement</li> <li>- To be open to everyone's voice and ideas</li> <li>- To take pride and ownership of self and the Centre</li> </ul>	<p><b>NUTURE</b></p> <p>We will provide love, comfort and care in a safe and secure environment.</p> <p>Behaviours you will see:</p> <ul style="list-style-type: none"> <li>- Staff will know about parents and children's interests and will engage in conversation about this</li> <li>- Staff will offer support</li> <li>- Staff will know when to offer support, encourage and care</li> <li>- Staff will build strong bonds with families and children</li> </ul>
<p><b>TEAMWORK</b></p> <p>We are committed to working together as a team across both centres and commit to continually striving to improve</p> <p>Behaviours you will see:</p> <ul style="list-style-type: none"> <li>- The Sharing of responsibilities</li> <li>- Working collaboratively to achieve a common goal</li> <li>- Open Communication</li> <li>- Sharing ideas and thoughts and valuing everyone's voice</li> </ul>	<p><b>DISCOVER</b></p> <p>Our focus is to make Learning fun, engaging and age appropriate. The Honeypot is a place of Discovery for both students and educators.</p> <p>Behaviours you will see:</p> <ul style="list-style-type: none"> <li>- Staff sitting with children sharing the learning experience</li> <li>- Staff designing age appropriate learning experiences</li> <li>- Staff taking ownership and are driven to learn more</li> <li>- You will see in planning – Children's interests, spontaneous activities and teacher led activities</li> </ul>

## COMMENCING CHILDCARE

In the first weeks of starting childcare it can be difficult for both children and parents. At the Honeypot Child Care Centre, we believe our priority is that your child enjoys a seamless transition from home-life into our centre. Our educators play an active role in this process, by gathering information from you ahead of time so that we are fully prepared to meet any special requirements or expectations that you and your child may have. Upon arrival, you will be welcomed an educator, who will assist in settling your child. They will also help alleviate any feelings of uncertainty or anxiety that may arise.

**Please note if your child is booked in to start on a certain date and doesn't attend for any reason, you will incur a fee of the full price of the day of care they missed without CCS benefits, please see Management for any questions regarding this.**

*Some tips and tricks for commencing childcare and aiding with transitions:*

- Prepare your child by talking to them in advance; tell them where they will be going, what they will be doing.
- Take your child to visit the Honeypot before you need to leave them for the first time.
- Show your child where they will be going. Answer any questions they may have openly and honestly reassuring them that everything will be okay. Be very positive about The Honeypot so they feel positive about it too.
- Familiar objects such as a favourite teddy or security blanket should be on hand. Your child may find it easier to adjust to a particular care situation having a favoured comforter to hold when feeling anxious or upset.
- Try to allocate enough time so you aren't rushing to sign in and settle your child into an activity. We recommend arriving at least 10 minutes ahead of time.
- Pay attention to your own body language when saying goodbye to your child. If you're feeling uncertain about the new arrangement you could be conveying some of your own anxiety onto your child.
- Resist the temptation to sneak out the door while your child isn't looking. This can lead to your child fearing that you're going to disappear again. Your child may become anxious, wondering when you will be coming back.
- If your child reacts strongly to you leaving, see if your partner or a trusted friend can drop the child off instead. They might be protesting your departure more than the particular childcare environment.
- Ask your child's educator if they can provide insights about the problem. For instance, maybe the child doesn't like the noise of the centre or is having difficulty settling down for an afternoon nap.
- Consistency is important so stick to a routine. Avoid making other changes to your child's routine while getting used to a new childcare arrangement. For example, this would not be a good time to move them from a cot to a bed.
- Keep in mind that it takes time for young children to adjust to a new childcare setting and some children take longer than others.

Source: <https://www.careforkids.com.au/child-care-articles/article/38/helping-your-child-adjust-to-child-care>

## PROGRAMMING AND PLANNING

At the Honey Pot our Service participates in and values the National Quality Framework (NQF), including the National Quality Standard (NQS), the Victorian Early Years Learning and Developmental Framework (VEYLDF) and the National Regulations and Law Act. The Australian Children's Education and Care Quality Authority (ACECQA) and the state licensing department do scheduled site assessment visits and where appropriate as well as spontaneous visits to frequently assess our service. Our educator's goals are to create positive learning environments and guided experiences for each child in combination with their family. We believe that families are our best resources in planning for their child.

### PLAY

Play is a natural activity for children. It provides unparalleled opportunities for children to develop in all areas and as a whole person. At The Honey Pot, the educators use their experience and detailed knowledge of child development to provide a program which enhances, extends and encourages children's learning through play.

"Only children believe they are capable of everything" – Paulo Coelho

### INDIVIDUAL OBSERVATIONS

Educators have an in-depth knowledge of child development, including those children who have additional needs. They observe each child's social, emotional, cognitive, language and physical development in regard to the Victorian Early Years Learning and Development Framework (VEYLDF). Educators maintain written records on each child. From these records, educators gain an understanding of each child's strengths, interests and areas needing further development. Activities and strategies are then planned with these goals in mind. Individual portfolios are developed for each child and shared with families. These records are confidential and are only available for the child's family and Honey Pot educators.

### GROUP PLANNING

Educators also plan for the whole group. The objectives and experiences planned are a reflection of the strengths, interests or needs of the group. For example; the group may be particularly interested in vehicles and this topic may be used to stimulate discussion and learning. Alternatively educators may note that a number of children are having difficulty sharing and so activities and strategies will be planned to assist with this development. For further information about our education and curriculum please speak to our educators or educational leader.





# SPECIFIC SERVICE INFORMATION AND REQUIREMENTS

## HOURS OF OPERATION:

Monday, Tuesday, Wednesday, Thursday, Friday

6:45am – 6:00pm

6:45am – 12:45pm (Morning session)

1:00pm-6:00pm (Afternoon session)

***(You may drop off and pick up inbetween these times)***

## PARKING & ACCESS

All parents accessing both our daycare and kinder services must park on Bostock Street. We are unable to have parents park out the front of our Kinder Service in Emma Avenue. You will be able to walk through The Honey Pot Child Care Centre in Bostock Street, and pick your child up from Kinder via our access gate in 3-5 yard. Please ensure when parking that we are not blocking neighbouring driveway entrances, parking in no standing zones and parking too closely to corners. We understand that at times pick up and drop off can become busy, but please ensure you are abiding by parking laws.

## WHAT TO BRING:

- A bag big enough to store appropriate items and a size suitable for a locker/hook
- Sufficient changes of clothing (at least 3 changes, appropriate for the weather)
- Labelled drink bottle
- Bottles clearly labelled with name and formula/breast milk if required
- Dummy and/or comforters

### The Honey Pot provides:

- All meals/food (you cannot bring food into the service)
- Nappies
- Wipes
- Sunscreen and other creams such as nappy creams
- Sheets
- Blankets

PARENTS ARE TO ENSURE ALL PERSONAL ITEMS ARE CLEARLY LABELLED. THERE IS A LOST PROPERTY BOX IN EACH ROOM – IF ITEMS ARE UNNAMED AND ARE NOT COLLECTED OVER A LENGTHY PERIOD OF TIME THEY WILL BE DONATED TO CHILDREN IN NEED.

## CHILDREN'S POSSESSIONS

In an environment full of learning activities, games, toys etc. we recommend and appreciate that your child does not bring any personal belongings such as toys into the centre. If however your child does bring personal belongings in, it is at the child's/families own risk that there may be breakage and/or lost items. A comforter or security item is acceptable for sleep and relaxation time as well as while transitioning into The Honeypot.

## ARRIVAL AND DEPARTURE OF CHILDREN

The Honeypot Childcare Centre Warrnambool is committed to ensuring the safe delivery and collection of children being educated and cared for at the service. Upon arrival and departure, we have a duty of care while your child is attending the centre and it is very important that it is made aware to an educator that your child has arrived/departed. The children and educators begin the day in the 0-3 room between 6:45am and 8:30am and therefore your child must be dropped into that room during that time. Between 5:00pm and 6:00pm the children and educators end the day in the 0-3 room, and therefore your child will need to be collected from that room. If however there is an educator in the 3-5 room, you may leave your child with them during these times.

Your child must be signed in/out of the service using an iPad. These are situated in both rooms, and you can use either to do so. This is a legal requirement, and you must do this each time you enter and leave the premises. If your child has not been signed into the service, they are legally still in the care of the parent/guardian. *Please refer to our Supervision Policy for more information.*

A child may only leave the service with a parent/guardian, authorised nominee or a person authorised by one of these parties to collect the child. An authorised person does not include a parent/guardian who is prohibited by a court order from having contact with the child. Our educators may ask for photo identification if an authorised nominee is unknown to our educators to ensure the safety of the child at all times. *Please refer to our Delivery & Collection of Children Policy in the Front Foyer for more information.*

## INFECTIOUS DISEASES AND ILLNESSES

The Honeypot aims to promote and protect the health, safety and wellbeing of all children, educators and families using procedures and policies to maintain high standards of hygiene.

We also aim to reduce the risk of infectious diseases and illnesses spreading by following the 'Australian Government 5<sup>th</sup> edition Staying Healthy' as well as following appropriate OHS standards. A holistic and consistent approach to health, hygiene and safe food across the service will help to effectively meet this aim. If your child becomes unwell at the centre, you will be contacted immediately to collect your child and will be asked to stay away for the appropriate exclusion period following the guidelines. If your child has been unwell before attending The Honey Pot, we ask that you please keep them at home until they are symptom free. We also ask that you please inform us when your child will not be attending, and if there are any infectious diseases or illnesses that we need to inform other families of.

*Please refer to our Health, Hygiene and Safe Food Policy as well as Infectious Diseases Policy in the Front Foyer for more information.*

## MEDICAL CONDITIONS

Upon enrolment you will be able to document any medical conditions or concerns in our enrolment forms. Educators and Management will then follow up with your family and ensure medical plans and risk minimisation forms are complete and up to date. If your child requires medication for their condition, we require that to be kept at the centre. This will be kept in an individual medical bag with only your child's information and medication stored. All staff, casuals and students will be informed on induction of the children with allergies and where the allergy management plans are attached, and where medication is stored.

### **Information that must be provided in their Enrolment Record –**

The enrolment record will include details of any:

- Specific health care needs or medical conditions of the child, including asthma, diabetes, allergies, and whether the child has been diagnosed at risk of anaphylaxis

No child enrolled at the service with an allergy or medical condition will be able to attend without medication prescribed by their medical practitioner. In particular, no child who has been prescribed an adrenaline auto-injection device, insulin injection device or asthma inhaler is permitted to attend the service or its programs without the device. *Please refer to our Medical Conditions Policy in the Front Foyer for more information.*

## FOOD AND NUTRITION

The Honey Pot aims to promote healthy lifestyles, good nutrition, and the wellbeing of all of children, educators, and families. We have cooks that provide breakfast, lunch, and snacks throughout the day. Our menus have been approved by Nutrition Australia and are displayed in each room for our families and visitors to view. We are heavily involved in the Achievement Program which caters for Healthy Eating & Oral Hygiene as well as the Smiles 4 Miles Program. We have our menus assessed and policies reviewed annually under these programs with the support of South West Healthcare.

We aim to support and provide for children with food allergies, dietary requirements and restrictions and specific cultural and religious practices. If your child has a favourite meal they would like to have while at the centre, please talk to our friendly staff and cooks as we love incorporating new ideas and recipes. We are also always sharing our recipes with families, so please ask if you would like a copy of one of our recipes.

*Please refer to our Food, Nutrition & Beverage Policy as well as Healthy Eating and Oral Health Policy in the Front Foyer for more information.*

## **TOILETING AND NAPPY CHANGING PROCEDURE**

Nappy changing and toileting will only be carried out by educators following the nappy changing procedure. Children's nappies will be changed every two hours (unless soiled earlier), and children that need reminding to go to the toilet will be reminded at these times as well as spontaneously throughout the day. At times it may be necessary for a student to carry out the nappy change procedure as part of practical education requirements. If this occurs, a trained educator will be present to monitor this situation and ensure the procedure is being followed adequately.

The Honeypot accepts enrolments of children of any age who have not yet been toilet trained. Educators understand that every child is unique and toileting stages will vary for each individual. Educators will communicate with families to develop consistency with their child's toileting habits between their home life and childcare environment. Educators must be aware of and consider any special requirements related to culture, religion, or privacy needs.

## **SLEEP AND REST TIMES**

In our 0-3 room we have a nursery with 3 cots and over 10 beds. The Honeypot provides bedding necessities such as sheets and blankets, but if your child requires a sleeping bag you must pack that in your child's backpack. We cater for each child's specific needs, following your child's patterns you provide us. This ensures sleep and rest time is a relaxed and enjoyable experience for all.

For children who no longer have day sleeps, we believe in short periods of rest each day to ensure their growth and development. This can be done through relaxation times, yoga and meditation, story time etc.

*Please refer to our Sleep, Rest, Relaxation and Clothing Policy in the Front Foyer for more information.*

## IMMUNISATIONS

The Victorian state government's 'No jab, no play' legislation came into effect from January 1<sup>st</sup>, 2016. The aim of this change is to improve vaccination rates and therefore reduce the spread of vaccine preventable diseases. Confirmation of your child's immunisation status will be required when enrolling in childcare. Families with children who are not immunised (and do not have an approved exemption) will not receive the Child Care Subsidy. If you have any questions regarding this matter, please feel free to ask us.



## BIRTHDAYS

At The Honey Pot we respect that not all children and families celebrate birthdays. However, children that do and where appropriate we will acknowledge their birthday by singing happy birthday and allowing the child to choose something special from our 'birthday box' to take home. These small gifts are provided by The Honey Pot.

As we are a health promoting service, unfortunately neither birthday cakes or party food can be brought into the centre by families due to health regulations, and our cooks are unable to provide this food in relation to our Healthy Eating and Oral Health Policy.

## SUNSMART MONTHS

Educators access the SunSmart UV Alert at [sunsmart.com.au](http://sunsmart.com.au) to find out daily local sun protection times to assist with the implementation of our SunSmart policy. We use a combination of sun protection measures for all outdoor activities from September to the end of April and whenever UV levels reach 3 and above. During these months, educators will apply sunscreen every two hours to your child when engaged in outdoor play. Your child will be encouraged to wear a hat or play in shaded spaces. We ask that you please ensure you dress your child appropriately in accordance with this policy. What should you look for when choosing sun-protective clothing? Look for clothing that:

- covers the chest, back, neck and shoulders
- has sleeves that are at least elbow-length
- covers the leg to at least the knee
- covers the foot (closed in shoes)

\*Please no thongs or singlets\*

The Honey Pot SunSmart Policy has been developed to:

- Ensure all children and educators get appropriate UV for vitamin D levels

- Ensure children and educators to use a combination of sun protection measures whenever UV Index levels reach 3 and above
- Work towards a safe outdoor environment during the SunSmart months
- Assist children to be responsible for their own sun protection

*Please refer to our SunSmart Policy in the Front Foyer for more information.*



## EMERGENCY MANAGEMENT PLAN

In the event that the service needs to be evacuated, we aim to conduct this in a rehearsed, timely, calm and safe manner to secure the safety of each person using the service. The safety and wellbeing of each child, educator and person using the service is paramount above any other consideration in the time of an emergency or evacuation. Any other procedure will be carried out only if it is safe to do so. We rehearse our emergency evacuations every three months, and therefore your child will become aware of these procedures. Each time a rehearsal has commenced, you will receive a letter to inform you of the details.

*Please refer to our Emergency Management Plan and Emergency Management and Evacuation Policy in the Front Foyer for more information.*

## HOLIDAY DISCOUNT AND PROCEDURE

To make fees more manageable and flexible for families going on holidays throughout the year, you can apply for our holiday discount. You will receive 25% off your full fee for the days you are absent. Please ensure you give at least 2 weeks' notice prior to your holiday.

*Please ask staff for a copy of our Family Holiday Procedure for more information.*

## CONFIDENTIALITY AND DISCRETION

The Honeypot Childcare Centre ensures that all information collected from persons will be considered private and confidential and not disclosed without the prior knowledge or consent from the individual or legal representatives. For children, their legal representative is their parent or guardian. It is important therefore to ensure that educators/staff are fully aware of their responsibilities for maintaining strict confidentiality under the Privacy Act (1988), and that families are informed of their rights in regard to access to their own personal

information and how the service will ensure the information is protected from unauthorised access. In addition, families need to be informed about which people have access to their child's personal information.

*Please refer to our Privacy and Confidentiality Policy in the Front Foyer for more information.*

**FOR MORE INFORMATION ON ALL OF OUR POLICIES AND PROCEDURES PLEASE SEE EDUCATORS AND/OR MANAGEMENT.** As policies are updated, they will be sent to families for review before finalising. This meaning you will be sent policies throughout the year, and we appreciate any input into the creation and updating of these.

## **CHILD CARE SUBSIDY (CCS)**

The Australian Government understands that high quality childcare is important for many Australian families. To help you with the cost of your childcare, The Australian Government provides the following assistance. Child Care Subsidy Child Care Benefit reduces the cost of your total fees. It is available to you if you are a parent, foster parent or grandparent with a child in your care who is attending childcare approved by, or registered with, the Government. There are certain eligibility requirements you must meet to receive a Child Care Benefit. The amount of benefits you get depends on:

- Your income
- The type of care you use (approved or registered)
- The amount of care you use
- The reason you are using care
- The number of children you have in care

You can use the Payment and Service Finder to estimate how much Child Care Subsidy (CCS) you may get via this link:

[https://www.centrelink.gov.au/custsite\\_pfe/pymtfinderest/paymentFinderEstimatorPage.jsf?wec-appid=pymtfinderest&wec-locale=en\\_US#stay](https://www.centrelink.gov.au/custsite_pfe/pymtfinderest/paymentFinderEstimatorPage.jsf?wec-appid=pymtfinderest&wec-locale=en_US#stay)

The easiest way to claim is online. You need a myGov account linked to Centrelink. Then follow these steps:

Select Payment and Claims from the menu, then claims, then make a claim.

Under Families, select get started.

Answer all the questions. Each screen has information to help you complete the claim. This includes how to submit your supporting documents. Then submit your claim.

Once you have a CCS assessment processed, we will put your booking on QIKKIDS. The final step will be for you to log back onto myGov and confirm your booking.

*If your child hasn't attended care for 8 weeks in a row without any explanation, your booking will be ceased.*

## **Your Responsibilities for receiving Child Care Benefit (CCS)**

When receiving CCS you are responsible for keeping the Australian Government and your carer up-to-date and notifying them with when your circumstances change. Here is a checklist of responsibilities:

- Provide your child care service/s with your Customer Reference Numbers (CRN), dates of birth and Jobs, Education and Training Child Care fee assistance assessment notice
- Sign in on attendance records daily to show when your child starts care (time in) and finishes (time out)
- Sign attendance records each time your child is absent from care
- Ensure immunisations are up to date
- Inform each child care service you are using when you have used your initial 42 absence days (only if you receive CCB as a fee reduction) and provide your child care service with documents where necessary for:
  - Additional absence days your child is absent from care
  - An increase in the number of maximum hours you can get paid CCS
  - Special Child Care Benefit

**Please advise the Family Assistance Office when changes happen that may affect your CCS. These include when:**

- your child begins primary or secondary school for the first time
- your or your partner's activity details change
- your or your partner's income changes
- your care arrangements change
- your personal circumstances change
- you change your address
- you leave Australia

Keep in mind, if the changes impact your subsidy, it can take up to 2 weeks to apply. This is because we check your eligibility and pay Child Care Subsidy fortnightly.

## **ABSENCES FROM CHILDCARE**

Families can get Child Care Subsidy (CCS) when their child is unable to attend childcare for up to 42 days per year. Families can get extra absence days in certain circumstances. Families can use their 42 absence days for any reason, and do not need to provide evidence to use their absences. In shared care arrangements, the 42 absences are allocated to the child, not to each individual parent.

### **COVID-19 absences**



Children that attend a service in a Commonwealth declared COVID Hotspot can get more allowable absences if the declaration extends for more than seven days. Families can use these absences for the duration of the Commonwealth Hotspot, even if they have not used up their 42 days of allowable absences.

The additional absence days reasons are:

- illness (with a doctor's certificate)
- your child's carer or their partner or another person your child lives with is ill
- your child is attending preschool
- alternative arrangements have been made for your child on a pupil-free day
- your child hasn't been immunised against an infectious disease and the absence occurs during an immunisation grace period
- your child is spending time with a person other than their usual carer as required by a court order or parenting plan
- your child's childcare service is closed as a direct result of a local emergency
- your child can't attend because of a local emergency
- your child's carer chooses not to send the child due to a local emergency

To keep track of your absent days please refer to your weekly statement which is emailed. Please see one of our educators if you don't receive these statements or contact management.

Source: <https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-manage-your-payment/if-your-child-absent-from-child-care>

## TERMINATION OF ENROLMENT

Families are required to give two weeks' notice if they are withdrawing their child from The Honey Pot Childcare Centre or decreasing their days of care. If you don't give the required two weeks' notice before leaving you may be charged at full price for the last two weeks.

Fees are to be settled a week before care finishes. A place may be cancelled by the proprietor if a fee remains outstanding.

## KINDER PROGRAMS



### THE HONEYPOT KINDERGARTEN:

Some kindergartens are stand alone. Other kindergarten programs are run through long day care. At the Honey Pot we run our Kindergarten through long day care. The kinder room is a separate building, and our kinder children have their own play space. This enables us to run a rich program, specific to their needs whilst also giving the families the flexibility of long day care hours.

The Honeypot runs both 3 and 4 year old kindergarten programs on separate days. 3 year old kinder runs Wednesday, Thursday and Friday's, while 4 year old kinder runs on a Monday and Tuesday. Kinder hours are 8:30am – 4:30pm each day, but you have access to long day care from 6:45am – 6:00pm.

### THREE YEAR OLD KINDERGARTEN

3 year old kindergarten program: A one year funded program delivered by a Bachelor qualified Early Childhood Educator for children in the year before starting kindergarten.

*Eligibility: To be eligible to attend three year old kindergarten your child must turn three years of age before 30<sup>th</sup> April in the year they start kindergarten.*

Three year old kindergarten is not compulsory; however it is acknowledged that the kindergarten experience is valuable in providing children with the opportunity to learn and develop skills through a play based curriculum and can also assist children in their transition to four year old kindergarten and primary school.

### FOUR YEAR OLD KINDERGARTEN

4 year old kindergarten program: A one year funded program delivered by a Bachelor qualified Early Childhood Educator for children in the year before starting primary school.

*Eligibility: To be eligible to attend four year old kindergarten your child must turn four years of age before 30<sup>th</sup> April in the year they start kindergarten.*

In Victoria four year old kindergarten is not compulsory; however it is acknowledged that the kindergarten experience is valuable in providing children with the opportunity to learn and develop skills through a play based curriculum and can also assist children in their transition to primary school.

A second year of funded kindergarten may be considered when a child is observed to display delays in key areas of development. See page 12 for more information.

**Both three and four year old kindergarten programs operate for 15 hours a week across forty weeks per year and are developed and delivered in line with the National Early Years Learning Framework, Victorian Early Years Learning and Development Framework and the Education and Care Services National Regulations.**

## NATURE KINDER

At the Honey Pot we offer a Nature Kinder Program for both the three and four year old kindergarten programs. This will run on a fortnightly basis. The Nature Kinder site is located at Brierly Park in Warrnambool, and the children will be transported by bus. For more information on our wonderful Nature Kinder Program, please refer to our Nature Kinder Handbook and Policies.

Please note: There is no extra cost for this program.



## KINDERGARTEN FEES

Being a long-day care centre, fees are as per a normal day and benefits will be paid as normal. You will still be eligible for CCS (Child Care Subsidy) and CCR (Child Care Rebate). As you may be aware, the 'Best Start, Best Life' reform that assists all Victorian children to access quality early childhood education and care has introduced the 'Free Kinder' incentive for 2023. This will support families accessing two years of high-quality kindergarten for all Victorian children. The 'free kinder' incentive will be available for both 3 and 4-year-old kindergarten programs from 2023. Please refer to the centres fees policy for more information.

### **People eligible for Kindergarten Fee subsidy may be:**

- Holders of pensioner/concession/health care cards
- Temporary Protection Visa
- Temporary Humanitarian Visa
- Aboriginal and /or Torres Strait Islander
- A triplet or quadruplet
- Hold a refugee or asylum seeker visa

### **Early Start Kindergarten Grants:**

Aboriginal children and children known to Child Protection are eligible for Early Start Kindergarten Grants. Funding is available to enable these children to attend kindergarten two years before school, to improve access and overcome barriers to participation. Please speak to our team if you have any enquiries.

## COMPLAINTS OR CONCERNS

Please talk to the Educators or owners Rebecca and Georgia as soon a concern or complaint arises so we can respond to it as soon as possible.

For further guidance refer to our Grievance policy located in the front foyer of Centre

If it can't be resolved, Please contact;

### **Barwon Southwest Region**

Southwestern Victoria Region Quality Assessment and Regulation Division

75 high Street, Geelong. 3220. Victoria

Phone: (03) 52155136

Email: [bswr@edumail.vic.gov.au](mailto:bswr@edumail.vic.gov.au)

### **Warrnambool Office:**

Postal address: PO Box 1127, Warrnambool 3280

Location: 99 Fairy Street, Warrnambool, Victoria, 3280

Phone: 1300 333 232

Or contact the Licensed Childcare/Children's Services help line on 1300 307 415

Free Call Phone: General advice and guidance Phone line: 1300 307 415

Email: [bswr@edumail.vic.gov.au](mailto:bswr@edumail.vic.gov.au)

Please refer to our grievance Policy in the Parents information Book for more information.

Revised Aug 2023