



## HUME CITY COUNCIL EARLY YEARS EDUCATION AND CARE

# Family Handbook 2026



[hume.vic.gov.au](http://hume.vic.gov.au)



# Acknowledgement

Hume City Council aims to create a positive awareness of its indigenous culture and heritage within its early years programs through:

- incorporating learnings of indigenous themes and culture through professional development and training of educators
- learning activities including literacy, language, numeracy, science, technology, and mathematics
- building relationships and networks with local Indigenous Community Elders and Service Providers
- establishing a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued
- ensuring Early Start Kindergarten (ESK) is available to all 3 year old children who identify as Aboriginal or Torres Strait Islander - for more information on ESK, refer to the [Department of Education](#) website.

Hume City Council proudly displays signage on all its facilities acknowledging the Wurundjeri people as the traditional land owners.



Aboriginal Flag



Torres Strait Islander Flag

# Table of Contents

Welcome to Hume	4
Enrolment and Orientation	7
Code of Conduct	10
Child Safety and Supervision	11
Students	15
Compliments and Complaints	16
Health	17
Fees and Holidays	23
References	26

## © Copyright 2024

All rights reserved. Australian copyright law and international treaties protect all graphics, textual, audio and audiovisual material in this manual. You may not copy, distribute, or use these materials except as necessary for your personal, non-commercial use. Any trademarks are the property of their respective owners.

For more information, please contact Hume City Council at 03 9205 2200 or send is a message via Email at: [contactus@hume.vic.gov.au](mailto:contactus@hume.vic.gov.au).

## Disclaimer

While every effort has been made to ensure that the information available through the Early Years Education and Care Family Handbook is accurate and up to date, Hume City Council and it's employees will not accept any liability for any loss or damage which may be incurred by any person relying on this information. Please contact the service provider for updates and changes to policies, procedures or guidelines.

For the most current version of this handbook, please download a copy from our website at [www.hume.vic.gov.au](http://www.hume.vic.gov.au).



# Welcome to Hume

Hume City Council is one of the largest local government providers of early childhood programs including:

- 3 and 4 Year Old Kindergarten
- Long Day Care
- Occasional Care (OCC)

Our programs for children and families are designed in accordance with the National Quality Framework, a national legislative framework which consists of:

- Education and Care National Law Act 2010 (National Law)
- Education and Care Services National Regulations 2011 (National Regulations)
- National Quality Standards
- A Quality and Assessment Rating System
- A Regulatory Authority in each state (Department of Education (DE))
- Australian Children's Education and Care Quality Authority (ACECQA)
- Child Safe Standards
- National Model Code

Further information is available in the foyer at each service location. The reference section of this handbook provides additional resources as well.

Hume City Council recognises that families are the primary influence in their children's lives, and have important beliefs regarding the education and care of their children and the experiences in which their children should be able to participate. Our policies, procedures and guidelines are reviewed regularly and we welcome suggestions and feedback.

## Early Years Policy Framework

Hume City Council's, Family Youth and Children's Early Years Policy Framework is available at all centres. We invite you to read through these policies and procedures at your leisure. If you have any questions, would like more information or would like to provide input into the content of these documents, please speak with a member of our educational team.

The policy is available on the Hume website at [www.hume.vic.gov.au](http://www.hume.vic.gov.au) or you can scan the QR Code below to access the policy.



# Service Contact Details

## Three and Four Year Old Kindergarten

CAMPBELLFIELD		
Campbellfield Kindergarten	26 Waratah Street	9359 6304
COOLAROO		
Westmere Children's Services Centre (Integrated)	492 Barry Road	9351 1544
CRAIGIEBURN		
Aitken Hill Kindergarten	40 Waterview Boulevard	9356 6778
Bank Street Kindergarten	26 Bank Street	9308 1129
Craigieburn Child and Family Centre	24-36 Cleveland Drive	9205 2712
Craigieburn Global Learning Centre	75-95 Central Park Avenue	9356 6148
Craigieburn Leisure Centre (Craigieburn Sports Stadium)	127 Craigieburn Road West	9308 2022
Hilton Street Kindergarten	20 Hilton Street	9308 1562
Mitford Crescent Kindergarten	14 Mitford Crescent	9308 2299
Malcolm Creek Kindergarten	87-91 Grand Boulevard	9308 4843
Pembroke Crescent Kindergarten	48 Pembroke Crescent	9308 3544
Newbury Kindergarten	440 Grand Boulevard	9356 6724
GLADSTONE PARK		
Taylor Drive Kindergarten	91 Taylor Drive	9338 2009
GREENVALE		
Barrymore Road Kindergarten	31 Barrymore Road	9333 3063
Bradford Avenue Kindergarten	26 Bradford Avenue	9333 1488
Greenvale West Kindergarten	7 Ventura Way	0418 352 037
KALKALLO		
Kalkallo Kindergarten	33 Toyon Road	9356 6770
Kalkallo North Kindergarten	24 Koeks Vista (2024)	9205 2200
MEADOW HEIGHTS		
Tarcoola Kindergarten	12-16 Tarcoola Avenue	9305 3577
MICKLEHAM		
Annadale Kindergarten	27 Elscott Boulevard	9356 6742
Mickleham North Kindergarten	82-90 St. George's Boulevard	9356 6465
Mickleham South Kindergarten	125 Brosard Road (2024)	9356 6548
ROXBURGH PARK		
Homestead Kindergarten	15 Homestead Run	9356 6753
Homestead Child and Family Centre (Integrated)	15 Homestead Run	9356 6750
Bluebird Way Kindergarten	12-14 Bluebird Way	9205 2721
Roxburgh Park Youth and Recreation Centre	75 Lakeside Drive	0417 163 942
SUNBURY		
Dobell Avenue Kindergarten	35 Dobell Avenue	9744 2153
Dulap Wilim Kindergarten	13 Leichardt Street	9356 6470
Elizabeth Drive Child and Family Centre	511 Elizabeth Drive	9205 2829
McEwen Drive Kindergarten	9 McEwen Drive	9744 4715

## Three and Four Year Old Kindergarten (Continued)

SUNBURY		
Stewart's Lane Kindergarten	9 Stewart's Lane	9744 3535
Sunningdale Kindergarten	13A Dornoch Drive	9744 2845
Sunningdale Avenue Children's Centre (Integrated)	13A Dornoch Drive	9356 6984
TULLAMARINE		
Dawson Street Kindergarten	27A Dawson Street	9338 0060
WESTMEADOWS		
Westmeadows Kindergarten	23 Ardlie Street	9333 1696

## Long Day Care

CRAIGIEBURN		
Craigieburn Early Childhood Services	153 Craigieburn Road West Phone: 9356 6150 Email: craigieburncsc@hume.vic.gov.au	
COOLAROO		
Westmere Children's Services Centre	492 Barry Road Phone: 9356 6510 Email: westmerecsc@hume.vic.gov.au	
ROXBURGH PARK		
Homestead Child and Family Centre	15 Homestead Run Phone: 9356 6750 Email: homesteadcfc@hume.vic.gov.au	
SUNBURY		
Sunningdale Avenue Children's Centre	13A Dornoch Drive Phone: 9356 6984 Email: sunningdalecc@hume.vic.gov.au	

## Occasional Child Care

GREENVALE		
Bradford Avenue Kindergarten	24 Bradford Avenue	9333 6651

# Enrolment and Orientation

## Orientation

You are strongly encouraged to participate in the orientation program offered to help your child settle in. The orientation program forms a partnership with families to ensure a smooth transition for their child and families. You may need to stay within the centre during the orientation process to comply with regulatory requirements - please discuss this with your child's educator.

Orientation procedures ensure a strong foundation for relationships with children, families and educators.

Families are encouraged to visit Hume City Council's early years services with their child to ensure the best fit for child and family. Things to consider include:

- attending a tour of the service indoor and outdoor environment
- asking questions about the service philosophy and play based curriculum
- meeting the educators and observing them with the children in their care
- asking to see the policies, procedures and guidelines
- considering the fit of administrative procedures, costs and fee payments



When a child is enrolled at any early years service, families will be provided with an orientation schedule.



Orientation is offered when children transition to a new group. Sometimes children become unsettled during an adjustment to a new situation, even though they may have been at the service for a long period of time.

Children transition to the next group when developmentally appropriate and if a vacancy exists. When a vacancy in another group becomes available, parents and educators in each room will consult on the transition process.



Occasional Care (OCC) Bookings can be made by completing the online application/booking on the [Hume City Council website](#) or scanning the QR Code below:



Booking works under the Australian Government's Priority of Access guidelines. Bookings are taken one week in advance. Children can access a maximum of 15 hours per week.

Once your booking application has been submitted, you will receive a confirmation.

## Cancellation/Change of Bookings



Two (2) weeks' notice in writing is required if you wish to cancel your child's care or cancel any booked days.



For Occasional Care, bookings must be cancelled 24 hours prior to the day of the session without incurring a session fee. Cancellations made after this time will incur the full session fee, and Child Care Subsidy does not apply to this session.



For cancellation, notice must be provided by completing the online Change, Defer or Cancel Application/Placement form found on the Hume City Council website or emailing [kindergarten@hume.vic.gov.au](mailto:kindergarten@hume.vic.gov.au).

If you wish to change your child's kindergarten preference, please complete the Kindergarten Change of Registration/Enrolment Details form and email to [kindergarten@hume.vic.gov.au](mailto:kindergarten@hume.vic.gov.au).

In the case of unforeseen circumstances such as staffing emergencies, the service may need to shut down. The early years service will provide as much notice as possible to families if this needs to occur.

## Educational Program

All children will have access to a program that meets their needs and interests. The program is play based and includes activities such as literacy and STEAM (science, technology, engineering, arts and mathematics).

Children with NDIS funding, disabilities, complex medical needs or developmental delays may be eligible for additional funding to support the overall inclusive practice of the kindergarten program.

## Play Based Learning

All Hume City Council early years education programs offer children a play based program.

- Children learn through play and are naturally motivated to play.
- Play allows children to explore, experiment, discover and solve problems in imaginative and playful ways.
- At kindergarten, children are learning to negotiate, make friends, regulate emotions and resolve conflict - these are important life skills.
- A play based approach involves both child-initiated and teacher supported learning. The teacher encourages children's learning and enquiry through interactions and experiences that aim to stretch their thinking to higher levels.
- Educators follow a cycle of planning to observe each child individually, to identify their strengths and areas for development and plan the educational program to meet the needs of each child, to challenge them and to support their independence and learning.



- Play based learning builds on essential foundations such as pre-literacy, pre-numeracy skills, social and emotional skills that children must establish before they are ready to take on more structured learning at school.
- Individual learning goals will be set in collaboration with families to support each child's learning and development.

## Preschool Field Officers



The Preschool Field Officer (PSFO) program at Hume works collaboratively and in partnership with Early Childhood Teachers in funded kindergarten settings to support the delivery of quality inclusive programs to ensure the positive participation of all children, particularly those with additional and diverse needs.

PSFO's provide free support depending on individual needs. Support provided includes:

- referral pathways to assist Early Childhood Teachers and link families into services available for children with developmental concerns and broader child and family supports
- resourcing
- modelling
- coaching
- identification of any adaptations that can be made to the program
- strategies

For more information on PSFO Support Options for Children, please visit our site by clicking on the QR Code below:



## Second Year Funded Four Year Old Kindergarten



Not all children are ready to start school at the end of their kindergarten year. Children develop at different rates and it is important that children start school when they are developmentally ready to learn in a more formal environment.

A second year may be considered when a child shows delays in 2 or more of learning and development outcomes. An assessment may be carried out for your child by an early childhood teacher at the end of term 2 when a second year is being considered as per the [Kindergarten Funding Guide](#).

The application process requires discussion between families, educators, and if necessary the Preschool Field Officer.

## Deferrals

If you wish to defer your enrolment please speak with the Kindergarten Educators as soon as possible to discuss your child's readiness for kindergarten. All deferrals must be completed by the conclusion of Term 1.

An online deferral form is available on Council's website or you may email [kindergarten@hume.vic.gov.au](mailto:kindergarten@hume.vic.gov.au).

# Code of Conduct

## Staff and Families

All staff and parents are required to adhere to the Code of Conduct at all times.

Staff and Families:

- are required to treat and interact with each other with respect, courtesy and integrity at all times
- must maintain a professional relationship at all times. Staff and parents should not share their personal phone numbers, contact details, including social media details with each other
- are not permitted to engage current staff in private care duties (e.g., babysitting or child minding)
- are required to maintain a level of confidentiality at all times in relation to the service and other families.

Where a staff member identifies, or is subject to, any unacceptable or inappropriate behavior, the staff member is required to immediately report all such incidents to their Regional Team Leader.

Where a parent identifies any unacceptable or inappropriate behavior, the parent can report their concerns in accordance with the Complaints procedure in this handbook. Council will investigate any allegations and will contact the parent/person to discuss the matter.

Any formal complaint of inappropriate or unlawful behaviour (sexual or other harassment, discrimination, victimization, vilification, or criminal assault) will be dealt with in accordance with Council policies, procedures, guidelines and/or the relevant legislation. Police may be called to investigate complaints or to escort persons from the premises if deemed necessary.

If an incident occurs, parents and/or any other person may, at Council's discretion, be asked to leave a service, be banned from entering a program or restrictions may be put in place. The child/ren will continue to be welcome in the program. Parents/Guardians are not to approach other children within the service in relation to behaviour guidance.



# Child Safety and Supervision

## Child Safety

Hume City Council has a zero tolerance policy on child abuse and demonstrates a commitment to child safety standards and the reportable conduct scheme. Our aim is to protect children in our care and prevent abuse from occurring whilst in an early years program.

A child safe environment takes a preventative, proactive and participatory stance on child protection issues.

Staff and volunteers will ensure that they identify and mitigate risks in the online and physical environments without compromising a child's right to privacy, access to information, social connections and learning opportunities in line with Child Safe Standards.

Scan the QR Code for more information on the government's Child Safe Standards:



Council provides a safe working environment that values child safety, diversity and inclusion for all children and young people aged 0 - 24 and adheres to the Victorian Child Safe Standards and related legislation.

Council acknowledges the cultural safety, participation and empowerment of all children; especially children from Aboriginal or culturally and/or

linguistically diverse backgrounds and those with a disability. All allegations of abuse and safety concerns received by Council will be treated very seriously and acted upon in accordance with relevant policies and procedures. Council requires that Councilors, employees, volunteers and organisations or others associated with Council understand and follow child safe principles and expectations for appropriate behaviour towards and in the company of children.

This may also result in the [Commission for Children and Young People \(CCYP\)](#) being notified if a reasonable belief of any type of misconduct towards a child is reported (as per Reportable Conduct requirements).

For further information on Child Safe Standards and Reportable Conduct, please refer to the [Safeguarding Children and Young People Policy](#).

BODY SAFETY is a program designed to support children between three and five years of age to:

- identify and clearly communicate emotions in themselves and others
- identify early warning signs and understand the difference between what is appropriate and what is not
- understand fear responses; fight, flight, freeze and faun.
- communicate assertively
- understand what is private, personal and public in relation to body parts
- understand the difference between secrets and surprises
- learn that their body belongs to them
- understand what are necessary touches/decisions; health, hygiene and safety
- identify five safe adults

## Digital Technology

Whilst at our services, your child may access digital technology, for example, using iPads with educators to research and investigate topics of interest such as 'how big is this dinosaur'. This will form part of the educational program.

Children will not have access to digital platforms without adult guidance and supervision.

Our Early Years services use an online communication platform. This will be used to share messages, information about the program and children's learning and development with families. Further information will be shared at the beginning of the year.

## Mobile Devices and Smart Watches

Hume City Council is a Child Safe Organisation and is committed to ensuring that all children in care are safe and supported. As such, mobile phones and smart watches for children at the centre are not allowed. These devices interfere with the child's learning and divert children's attention, making them prone to accidents or injuries.

Should there be a need to contact a child during a session, please contact the centre directly. If the child becomes ill, injured or overly distressed and needs comfort from their family, an educator will make contact with the parent directly.

## Arrival / Departure of Children

It is the responsibility of educators and families to ensure the safe arrival and departure of children at the education and care service. All children must be signed in and out of the service by their primary carer or authorised person, this is a statutory requirement.

Educators may request photo ID to confirm authorised nominees arriving to collect children. Only authorised persons can collect a child from a service.

For further detailed information on the Arrival and Departure of Children, please refer to the Early Years Policy Framework on the Hume website at [www.hume.vic.gov.au](http://www.hume.vic.gov.au) or you can scan the QR Code below to access the policy.



## Excursions

Excursions/special visitors are valuable for children as they provide opportunities to enhance children's learning, explore different environments and engage in meaningful ways with their communities.

All excursions and special visitors require appropriate planning, risk assessment and preparation to ensure safe and enjoyable experiences.



are achieved.

When children leave the premises for a regular outing or excursion, written authorised permission will be required. These occasions may be routine visits to the neighboring school, community centre or local library.

Authorisations for excursions and special visitors must be given by a parent or other person named in the child's enrolment record as having authority to authorise the taking of the child outside the education and care service premises by an educator.

**SPECIAL VISITORS** involve external organisations visiting the educational service. These experiences may be a mobile farm, Body Safety Superstars or the Responsible Pet Program, for example.

Authorisations for excursions and special visitors must be given by a parent or other person named in the child's enrolment record as having authority to authorize the taking of the child outside the education and care service premises by an educator.

## Emergency Procedures

All educators are familiar with frequent emergency/evacuation drills, evacuation floor plans and evacuation assembly areas for their individual services and instructions are displayed in a prominent position near each exit at the service premises. Appropriate and current emergency management training and information is provided to all employees and is explained during induction of all employees.

Emergency drills are scheduled and conducted on a regular basis to take place at all Hume City Council's early years services.

Lockdown procedures are designed to secure staff and children in the case of potential threats.

When a threat occurs, educators will follow the procedures outlined in the service's Emergency Management Plan. The Emergency Management Plan is available upon request at each service.

## Incident, Injury, Trauma and Illness

Hume City Council's early years programs support the wellbeing of each child in the service and have established procedures and practices that minimise the risk of harm to children. All Educators have first aid qualifications.

The National Law requires the Regulatory Authority (DE) to be notified of any serious incident that occurs at an educational service. Educators will telephone the parent/guardian to notify any injury sustained in the program. Educators are required under the Education and Care Services National Regulations (2011)

to complete a record of the incident. In the case of serious injury, educators will contact 000 first, then the parent/ guardians and advise that medical attention has been sought. On collection of the child, the parents/ guardians are required to add their name, date and signature to the incidents, Injury, Trauma, and Illness Record.

All parents/guardians are required to sign the enrolment record that authorises educators to seek

treatment at a hospital or to call a doctor and/or an ambulance so emergency treatment can commence. If emergency treatment is required, an ambulance will be called without delay.

For further information on the Incident, Injury, Illness and Trauma policy, please refer to the Early Years Policy Framework.

**MANDATORY REPORTING** -- All staff are mandated to report any suspicion of the child's health, safety and wellbeing.



# Students

## Family Participation

Hume City Council welcomes and encourages volunteers (including parents/guardians, grandparents and other family members) to volunteer their time at Hume's early years services to provide a range of perspectives, skills and abilities to the children's program. Educators will supervise students and volunteers at all times and these individuals are not identified in the staff ratio and will not be left unattended with children.

A working with children check is required and is free to obtain. Scan the QR Code below for information on how to apply.



## Students

Hume City Council recognises the importance of supporting future educators within the sector through facilitating practical placements for students from secondary school, TAFE, and universities. All relevant documentation will be completed prior to a placement commencing including ensuring adequate Working with Children Checks are held.

See below for a sample Working with Children Check for volunteers:



# Compliments and Complaints

## Parent Feedback

Email via [kindergarten@hume.vic.gov.au](mailto:kindergarten@hume.vic.gov.au) , face to face or by telephone.

## Complaints

When a parent has a concern or complaint regarding the care and education of their child, this The complaint will be treated seriously and investigated within 24 hours. Early Years Services are obligated under the Education and Care Services National Regulations 2011 to notify the Department of Education (DE) in writing within 24 hours, if the complaint alleges:

- the health, safety or wellbeing of any child being cared for or educated by the children's service may have been compromised, or
- a contravention of the Act or these Regulations

Families are advised to:

1. Raise the issue with the teacher and educators who will follow up the matter.
2. If the room educator cannot resolve the matter to the parent's satisfaction, they may contact the Assistant Team Leader or Team Leader.

3. If the Regional Team Leader cannot resolve the matter to the parent's satisfaction, they may contact the Regional Coordinator.

Further information about the complaints of policy can be accessed on the Hume City Council's website within the Early Years Policy Framework.

Parents are also advised that they are able to discuss complaints with the Department of Education (DE) Quality Assessment and Regulation Division. DE can be contacted by telephoning (03) 7005 1989.





## Health

### Immunisation



Immunisation and regular boosters help to provide both children and adults with protection against some harmful infectious diseases.

Under the Australian Governments 'No Jab, No Play' policy, which began on 1 January 2016, children must be up to date with their vaccinations, have a valid medical exemption or be on a catch up schedule to attend early years services. For more information on 'No Jab, No Play', scan the QR Code below.



A copy of the child's immunisation record from the Australian Immunisation Register will need to be provided to the service at the time of enrolment and throughout the year when scheduled immunisations have been administered.

If there is an outbreak of an infectious disease or a suspected infectious disease, parents will be notified from the service during the period, as in accordance with Public Health and Wellbeing Regulations 2019.



Cancellation of Childcare Subsidy entitlements will occur by the government if a child's immunisation is not maintained and kept up to date. This will affect payable fees and is the parent's responsibility to contact Centrelink to discuss (Long Day Care and Occasional Care Only).

## Illness

To prevent illness, educators will use all opportunities to teach children about hygiene and incorporate hand washing and hygiene practices into learning.

Children are required to stay at home and not attend the early years services if they are not well enough to take part in daily activities including all aspects of the indoor and outdoor program. Cross infection is heightened when children who are unwell attend the service.

Parents are required to inform educators of any ongoing health problems or recent illness, including hospitalisation. Children who have experienced the following symptoms in the last 24 hours will be deemed to be unwell and should not attend the early years service until the symptoms disappear:

- Persistent Cough
- Breathing Difficulties
- Sore Throat
- Eye Redness/Discharge
- Excessive Discharge from the Nose (associated with other symptoms)
- Temperature between 37.5°C and 38°C or higher
- COVID-19 specific symptoms
- Blood in Urine or Faeces
- Reaction to Immunisation
- Blisters/Rash
- Vomiting
- Loose Bowel Movements
- Hospitalisation
- Broken Bones/Fractures

Any children who are not immunised will be excluded for the recommended period of time.



Parents/Guardians will be required to collect children from the early years service if the child displays any of the following symptoms:

- 2-3 loose bowel motions in a day (diarrhoea)
- Vomiting
- Temperature between 37.5°C and 38°C or higher
- Yellow/green discharge from the eyes (possible conjunctivitis)
- Breathing difficulties
- Development of a rash
- Lethargy (unable to engage in the program)

Children who leave the centre due to illness are to remain absent from the service for 24 hours.

The exclusion for vomiting and / or diarrhoea will be 48 hours after the last symptom, as recommended by the Victorian Government Department of Health Guide for the management and control of gastroenteritis outbreaks in children's centres (see references).



## Medical Conditions

Hume City Council has practices in place to manage specific health care needs, allergies, medical conditions such as asthma, diabetes, and those at risk of anaphylaxis.

A 'medical condition' means a condition diagnosed by a medical professional.

Under the Education and Care Services National Regulations, educators will develop in partnership with parents for a Risk Minimisation and Communication Plan.

These plans are required to be updated annually, with a termly review.

## Medical Action Plans

Families are required to inform the service of your child's medical condition on enrolment or immediately after diagnosis. All affected children must have a current medical action plan detailing the child's care, including signs and symptoms, medications and first aid management. The Medical Action Plan must include a color passport-sized photo and be signed and by a medical practitioner.

All relevant medication must always be at the service your child is in attendance and administered in accordance with the Medical Action Plan. Clear strategies must be listed in the Medical Action Plan to ensure prompt and efficient management of any symptoms.

If the action plan is activated, families will be notified.

For assistance with obtaining an action plan template, refer to the Australasian Society of Clinical Immunology and Allergy (ASCI) website by scanning the QR Code below.

## Medication Record

The Education and Care Services National Regulations (2011) states that medication (including prescription, over the counter and homeopathic medications) must not be administered to a child at a service without authorisation by a parent or person with the authority to consent. All medication is to be handed to an educator upon arrival at the

service. Educators must be informed if any medication (e.g. Paracetamol (Panadol) or medication containing antihistamines has been administered to the child prior to their arrival at the service.

Over-the-counter medication can only be administered within 48 hours and not carried over to the following week. Administration beyond 48 hours will require a medical action plan.

Educators will ensure the following is completed in the medication record (and a family member will need to sign it):

## Administration of Medication

Medication must be in the original container and must be clearly labeled by a pharmacist with your child's name – detailing the administration dosage and frequency.

Over the counter medication must also be clearly labeled by a pharmacist.

Medication must be appropriate for the age of your child and must be within the nominated expiry date.

Educators are unable to administer the first dose of any medication, excluding where it is required for medical conditions and emergencies.

Where a child has been prescribed antibiotics, the child must remain at home for the first 24 hours after the initial dose as the first dose must be commenced at home.

Educators are to ensure only authorised persons are completing the medication record.

## Clothing and Sun Protection

It is the policy of our centre that all children and staff are required to wear a wide brimmed hat and SPF 50+ broad spectrum water-resistant sunscreen whilst outdoors. We ask that children have sunscreen applied at home so they are ready for play as soon as they arrive.

In the warmer months, we recommend that children wear clothing that provides some sun protection – such as collars and sleeves. In the cooler weather, we suggest dressing children in layers which can be easily removed as the day becomes hotter.

Play is the foundation of our program – and children should be dressed in clothing which allows them to interact fully with the daily activities. We understand that children's clothing can be expensive and suggest that your child wear play clothes and appropriate footwear to our centres.

Please include a spare change of clothing in your child's bag and multiple sets if your child is toilet training.

Please refer to our Sun Protection policy in the Early Years Policy Framework for further inform



## Nutrition and Oral Health

Hume City Council is guided by the Nutrition and Oral Health Policy for children in early year's services.

Educators are provided with training to ensure food safety procedures and standards are met and maintained in accordance with the standards of the Food Safety Act 1984, Education and Care National Regulations 2011 and Hume City Council's Food Safety Program. Educators are aware of the need to implement appropriate health and hygiene practices and use safe food handling practices when preparing, serving and storing food.

Where Hume City Council's educational services provide food and beverages that are nutritious and culturally appropriate and served to children in an environment that promotes good eating habits and social interactions. Diversity and culture are considered when implementing healthy eating and oral health practices and when menu planning.

Generally both Long Day Care and Kindergarten settings have flexible routines for children at meal times and children are involved and participate in the learning routines surrounding mealtimes.

For further information on our Nutrition and Oral Health Policy, please refer to the Early Years Policy Framework.

## Food From Home



Hume City Council Long Day Care services provide all meals for children throughout the day. Menu's are planned based on healthy dietary guidelines to ensure children are eating a variety of foods that meet their nutritional needs to support their growth and development. Menus have been reviewed by the Health Eating Advisory Service and meet the criteria determined. Staff in Long Day Care services are required to have food safety training to ensure that when they prepare and serve food, it is done according to the service's food safety.



High risk foods must be stored appropriately with an ice pack and in an insulated container to prevent spoiling. Children that attend sessional kindergarten are required to bring a lunch, morning snack and afternoon tea. Many kindergartens provide options for breakfast that includes toast, cereal and fruit. Families are encouraged to provide healthy options in children's lunch boxes. Educational programs for children will incorporate learning about healthy eating.

Hume City Council Early Years Services encourage eating a wide variety of foods from the five food groups each day. These are:

- Fruit
- Vegetables and legumes/beans
- Grain (cereal) foods, mostly wholegrain



- Milk, yoghurt, cheese and alternatives
- Lean meat, poultry, fish, eggs, tofu, legumes/beans

Healthy eating also means eating in a way that is socially and culturally appropriate, having regular meals and snacks and eating food to satisfy hunger, appetite and energy needs.

For ideas for healthy lunch box options, see [Healthy Lunch Box Ideas for Kids](#), or discuss further with your child's educators. There is no provision to heat meals for children in kindergarten due to food safety requirements. 'Discretionary' foods and drinks are discouraged from being included in lunch boxes. These can also be referred to as 'sometimes' foods and drinks. These are foods that are high in fat, sugar, and salt, and contain minimal vitamins, minerals, or fiber. They typically have very little nutritional value and are often processed and packaged.

Examples of discretionary food and drinks include:

- chocolate, confectionery, jelly
- sweet biscuits, high fat/salty savory biscuits, chips
- high sugar/high fat cakes and slices
- cream, ice cream
- deep fried foods (e.g., hot chips) and pastry-based foods (pies, sausage rolls and pastries)
- most fast food and takeaway foods

- processed meats such as hot dogs, commercial chicken nuggets and fish fingers
- soft drinks, fruit juice and fruit drinks, cordial, sports drinks, energy drinks, flavoured milk and flavoured mineral water

For more information on healthy eating options, speak to your child's educator.



## Infant Feeding and Breastfeeding (Formula/Breast Milk)



Breastfeeding is encouraged and supported at Hume City Council Early Years Services. Breastfeeding mothers can remain in the children's rooms or access the waiting areas in the Maternal Child and Health sections (if there is one at the centre), or any other suitable space to breastfeed or express milk.

If you are providing formula/breastmilk for your child, please ensure that you:

- provide breastmilk or pre-measured formula in labeled plastic feeding bottles or formula tin
- the container/bottle is clearly marked with the child's name, date, type of formula and correct preparation instructions as listed on the formula tin (e.g., water to powder ratio)
- an adequate amount of breast milk or pre-measured formula for the child's day is supplied plus an extra feed in case of an accident/emergency
- a minimum of two empty sterilised bottles and teats are to be supplied

## Sleep and Rest

Services will consult with families about their child's individual needs and be sensitive to different values and parenting beliefs, cultural or otherwise, associated with sleep and rest.

If a family's beliefs and requests are in conflict with current recommended evidence-based guidelines, the service will need to determine if there are exceptional circumstances that allow for alternate practices. In this circumstance, written support from the child's medical practitioner will be required. The service will undertake a risk assessment and implement risk minimisation plans for children.

Opportunities to meet each child's sleep, rest and relaxation needs will be provided. Children who do not wish to sleep will be provided with alternative quiet activities and experiences, while those children who do wish to sleep will be allowed to do so, without being disrupted. If a child requests a rest, or if they are showing clear signs of tiredness, regardless of the time of day, there will be a comfortable, safe area available for them to rest.

Educators will ensure that the physical environment is safe and conducive to sleep. This means providing quiet, well-ventilated, and comfortable sleeping spaces.

## Birthdays

Birthdays are an exciting time and services have a range of way to celebrate a child's special day, which may include singing happy birthday using a felt or wooden cake, creation of a birthday book, planting a birthday plant in the garden or wearing a crown or special item of clothing for the day.

Each service will have their own way of focusing on the individual child's special day and this will be decided with the children to ensure we are capturing their thoughts and ideas about how they would like to celebrate their birthday.

We respectfully ask that you do not bring cake, cupcakes, lolly bags or other party food to Early Years services due to allergies and food safety requirements. If you do not wish for your child to participate in birthday celebrations, please let the educators know.

## Special Celebrations / Occasions

From time to time, early years services may invite families to attend to celebrate a particular event or occasion. If food is provided during these celebrations, it must be prepared on-site under the supervision of educators and ingredients must be provided by the educational service to ensure we are adhering to food safety guidelines. Due to allergies and food safety requirements, families are unable to bring food from home to share with others.

## Fees and Holidays

### Non Collection of Children and Late Fees

If a child/children has not been collected by the service closing time, educators will undertake arrangements for the child to be collected by a designated emergency contact person as recorded in the child's enrolment record.

If neither parents/guardians nor emergency contact persons can be located, the Department of Human Services (Child Protection) and Victoria Police will be contacted to inform them of the situation. The child/children will remain at the service with two educators until Child Protection/Victoria Police arrives at the service.

An SMS message will be left on the phones of parents/guardians and emergency contacts to inform them of their child/children's location.

The Hume City Council's Regional Team Leader/Regional Coordinator and the Department of Education (DE) will also be notified within 24 hours of the incident and provided with written documentation.

An additional fee is applicable for late collection of children. This additional fee is set at \$20.00 for the first five minutes and \$1.00 per child per minute thereafter.

## Fees



No fees are payable for sessional kindergarten.



Occasional care fees are paid by ezi debit and deducted weekly per session.



### Attending Kindergarten at Long Day Care

Three-Year-Old and Four-Year-Old Kindergarten programs delivering 15 hours per week, per child, will receive \$2,050 (pro-rata for less hours) deducted from their child's fees per annum.

Families must nominate which funded kindergarten they are choosing if they are attending more than one. A form will be provided and is required to be completed. Families can only receive funding for one Kindergarten service and must nominate which kinder will receive the funding.

## Child Care Subsidy



Council Long Day Care Centres are approved by Child Care Subsidy (CCS) recipients. In order to claim subsidy, a child must attend the first and last day of care. In order to receive this subsidy as a fee reduction, families must follow the Centrelink guidelines to ascertain their eligibility.

Where children attend more than one centre, families can allocate the CCS to be split between the center's through their MyGov account.

If the CCS entitlement is not split, it will be paid to the first centre that submits their attendances for that period. This may result in full fees becoming due if the full subsidy is paid to an alternate centre. Fees are charged two weeks in advance in accordance with the CCS funding cycle and must be maintained at all times.

More information about Child Care Subsidy including eligibility

requirements, is available from the on the Human Services website: [www.humanservices.gov.au](http://www.humanservices.gov.au).

## Allowable Absences



Families will be entitled to 42 absent days per child, per financial year, and may be entitled to additional days



in certain circumstances (including illness of the child, parent and sibling). Under the Child Care Subsidy, when a child does not attend care on a day that they were scheduled to, providers are able to claim an absence for the child up to 42 times per financial year, so long as on the day the absence is claimed, Child Care Subsidy would have been claimed (i.e. the child would have otherwise been in care, and the family hasn't already reached their fortnightly entitlement of subsidised hours based on their activity test result). If your child attends multiple center's within the same financial year, it is important to remember that you have 42 allowable absent days per child, NOT per childcare centre you attend.

- Setup and Pack-up Days



Fees are not charged for Educator Professional Development days where the service is closed. Please be aware for those children attending full time care and receive the weekly fee rate, fees will revert to the daily rate as you will only be charged for four days (Long Day Care Only).

Services will be closed over the Christmas/New Year period for a minimum of two weeks.

## Service Closure Dates

### Add icons K, OCC LDC

All Council early years services are closed on all gazette public holidays:

- Australia Day
- Labour Day
- Good Friday
- Easter Monday
- Anzac Day
- King's Birthday
- Grand Final Eve
- Melbourne Cup Day

Fees are paid on public holidays if your child is permanently booked in on these days (LDC Only). Hume City Council's educational services are closed for the following:

- All school holidays (with the exception of Long Day Care & Occasional Care)
- Educator Professional Development

# References

1. Education and Care Services National Law Act 2010 (National Law)  
<https://www.legislation.vic.gov.au/in-force/acts/education-and-care-services-national-law-act-2010-10/012>
2. Education and Care Services National Regulations 2011 (National Regulations)  
<https://www.legislation.vic.gov.au/as-made/statutory-rules/education-and-care-services-national-law-excluded-services-and-other-transitional-matters>
3. Being Belonging and Becoming- The Early Years Learning Framework (EYLF)  
<https://docs.education.gov.au/documents/belonging-being-becoming-early-years-learning-framework-australia>
4. Victorian Early Years Learning and Development Framework (VEYLDF)  
<https://www.education.vic.gov.au/Documents/childhood/providers/edcare/veyldframework.pdf>
5. My time, Our Place Framework for School Age Care in Australia (MTOP)  
<https://www.echr.edu.au/approved-learning-frameworks/my-time-our-place>
6. The Australian Children's Education and Care Quality Authority (ACECQA) <http://www.acecqa.gov.au>
7. Department of Education  
<https://www.education.vic.gov.au/childhood/professionals/health/Pages/access-to-early-learning.aspx>
8. Health Records Act 2001.  
<https://www2.health.vic.gov.au/about/legislation/health-records-act>
9. Information Privacy Act 2000  
<https://www.vic.gov.au/privacy-vicgovau>
10. Hume City Council Information Privacy and Health Records Policy: Policy reference number: CP2011-11-06
11. Victorian Consolidated Legislation, Privacy and Data Protection Act, 2014:  
[http://classic.austlii.edu.au/au/legis/vic/consol\\_act/padpa2014271/](http://classic.austlii.edu.au/au/legis/vic/consol_act/padpa2014271/)
12. Guide for management and control of gastroenteritis outbreaks in children's centres "Victorian Government Department of Health, Melbourne, Victoria 2010" State of Victoria 2010  
<https://www2.health.vic.gov.au/about/publications/researchandreports/guide-for-management-and-control-of-gastroenteritis-outbreaks>

13. Staying Healthy in Child Care – preventing infectious diseases in child care 4th edition  
<https://www.nhmrc.gov.au/about-us/publications/staying-healthy-preventing-infectious-diseases-early-childhood-education-and-care-services>
14. Cancer Council website:  
<http://www.cancercouncil.com.au/sunsmart>
15. Get Up & Grow: Healthy Eating and Physical Activity for Early Childhood Resources  
<https://www1.health.gov.au/internet/main/publishing.nsf/Content/phd-early-childhood-nutrition-resources>
16. The Public Health and Wellbeing Act 2019 and Public Health and Wellbeing Regulations 2019  
<https://www2.health.vic.gov.au/about/legislation/public-health-and-wellbeing-act/regulation-review>
17. Australian Government Department of Health and Ageing, Australian Psychological Society and Early Childhood Australia <https://beyou.edu.au/>
18. Red Nose Australia  
<https://rednose.org.au/>
19. The Australian Dietary Guidelines National Health and Medical Research Council 2013  
<https://www.nhmrc.gov.au/about-us/publications/australian-dietary-guidelines>
20. Asbestos Policy  
<http://humequarters/Key%20Documents/Asbestos%20Management%20Policy.docx>
21. Kindergarten Funding Guide:  
<https://www.education.vic.gov.au/childhood/providers/funding/Pages/kinderfundingcriteria.aspx>
22. Commission for Children and Young People:  
<https://ccyp.vic.gov.au>
23. Child Safe Standards  
<https://ccyp.vic.gov.au/child-safe-standards/the-11-child-safe-standards/>
24. What to bring in lunch boxes  
<https://raisingchildren.net.au/school-age/nutrition-fitness/breakfast-lunches/lunch-box-ideas>
25. Healthy Eating lunch box ideas  
<https://allnutritious.com/lunch-box-ideas-for-kindergarten/>

# HumeLink

Multilingual telephone  
information service  
Enquiries 9205 2200

للمعلومات باللغة العربية	9679 9815
هېڅکله خبره کول	9679 9809
Za informacije na bosanskom	9679 9816
Za informacije na hrvatskom	9679 9817
Για πληροφορίες στα ελληνικά	9679 9818
Per avere informazioni in italiano	9679 9819
За информације на српском	9679 9820
Para información en español	9679 9821
Türkçe bilgi için	9679 9822
Muốn biết thông tin tiếng Việt	9679 9823
For other languages...	9679 9824

## Connect with us



Hume City Council

1079 Pascoe Vale Road, Broadmeadows  
PO Box 119, Dallas, Victoria 3047



Customer Service Centres

Scan QR code to find locations and hours  
or visit [hume.vic.gov.au/contactus](http://hume.vic.gov.au/contactus)



9205 2200



[contactus@hume.vic.gov.au](mailto:contactus@hume.vic.gov.au)



[hume.vic.gov.au](http://hume.vic.gov.au)



Follow us on:



HumeCityCouncil

