

ELTHAM LEISURE CENTRE

Children's Services Enrolment Information

Opening Hours

Monday to Friday	9:00am-12:15pm
Saturday	9:00am-11:15am

Fees

Please see website or reception for our fees. *Payment is required at the time of Booking.*

Bookings

Bookings can be made by calling or visiting the centre. Payment is required at the time of Booking and Sessions can be booked up to 7 days in advance

Cancellations

Cancellation of your booking must be received by 7:30am on the day of your booking. A Non-cancellation/No-show Fee will be applied to your account and is payable upon your next attendance, or if you have a visit pass; a visit will be used, if cancellation is not received on time.

Enrolments

A completed enrolment form must be brought in either prior to, or on the first day of your child's attendance at our Service. You also need to supply a copy of your child's birth certificate and immunisation certificate. Immunisation Status Certificates can be obtained by contacting the Australian Childhood Immunisation Register on 1800 653 809 or acir@medicareaustralia.gov.au

What to Bring

Your child will need the following items whilst attending Childcare:

- A healthy snack (children will often eat a healthier option when surrounded by their peers, regardless of age. Fruit, yoghurt, vegie sticks and dips are great options). **Please remember our "no nut" policy**
- A water bottle (we provide spare cups for the occasions when it is forgotten).
- A change of clothes (we strongly believe in children learning through play as it fosters curiosity, experimentation and imagination whilst engaging all their senses).
- A hat for outdoors. Please see our Sun Protection Policy
- Nappies and wipes if your child is still in nappies.
- A comfort item if you think this will assist your child
- A pusher/pram for children 18 months or younger

Staffing

All childcare educators working in the Childcare are required to have a Certificate 3, Diploma or Bachelor of Early Childhood Education, as well as First Aid, CPR, Asthma, Anaphylaxis and Working with Children Checks.

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Programming

Our children's program is developed to accommodate the variety of ages and abilities of all children in our care. We aim to assist children to become independent learners through quality care and educational program. Our team of educators work together to develop a monthly program, that is reviewed and adapted on a daily basis to support the changing needs and interests of the children. Photographic reflections are displayed in our reflection book and on our digital photo frame. Parental input is highly valued at our service. Please speak with Educators, and we will implement your ideas where possible.

Policies

The following Policies and Procedures are available to view at Eltham Leisure Centre's Children's Service.

- Childcare Policy
- Enrolment Policy
- Payment of Fees Policy and Fee Schedule
- Arrival and Departure Policy
- Anaphylaxis Policy
- Illness and Infectious Diseases Policy
- Interactions with Children Policy
- Sun Protection Policy
- Complaints Policy
- Childcare Evacuation Procedure

Behaviour Guidance

The techniques we use when dealing with children's behaviour are obviously going to be different than those used at home. Our aim is to provide children with a positive atmosphere and to establish opportunities for recognizing and reinforcing appropriate behaviour. When children understand the reasons for limits they are more likely to follow them. Teaching children the reasoning for a limit helps them to gain a better understanding of why the limit is put in place. A copy of our behaviour management policy is available on our entrance communication board, or by contacting staff.

Delivery and Collection of Children

The safety of the children in our care is of the utmost importance. Children are only permitted to be collected by a person who has been listed on a child's enrolment form. For more details or to add additional people to this list after enrolment has commenced, please see one of our Childcare Educators.

Children's Health and wellbeing-

To minimise the spread of potentially *infectious diseases* between children, and centre staff, Child Care Educators may exclude children who they deem too ill to attend. This is at the discretion of the educators and Centre Management. More information is available in our Infectious Diseases Policy.

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Anaphylaxis

Anaphylaxis is a severe, life-threatening allergic reaction. We ask families not to bring nut based products, to avoid possible exposure to children with allergies who may attend our service. Children with Allergies/Anaphylaxis/Asthma are required to notify our childcare educators and to provide an Action Management Plan form signed by a medical professional. A copy of our Anaphylaxis policy is available on our communication board.

Complaints Information

If you have a complaint or concern, please speak with the Childcare Educators.

If you are not satisfied with their response, please contact the Childcare Captain and Centre Nominee - Robyn Hulmes, in person, by phone (03) 9439 2266, or by email childcare.eltham@alignedleisure.com.au

If you have been unable to resolve your concerns please see our complaints information on the Communication Board at the entrance to the Childcare.