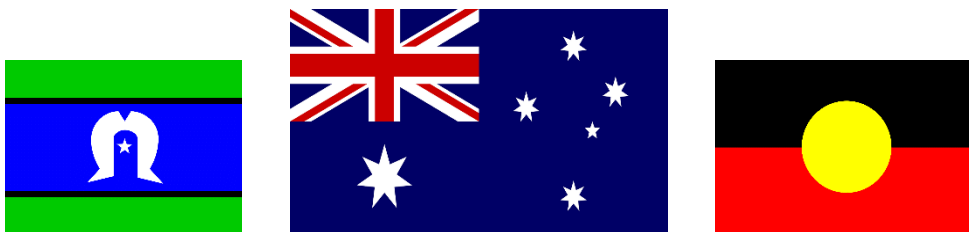


# A Guide to Family and Children's Services in Knox



## Acknowledgement of the Traditional Owners

Knox City Council acknowledges the traditional custodians of the City of Knox, the Wurundjeri and Bunurong people of the Kulin Nation as the traditional custodians of the land where we deliver Early Years services and pay respects to their Elders past and present. We further recognise that Aboriginal and Torres Strait Islander people have been nurturing and teaching children on this land for many thousands of years, we honour and respect that role.



This guide is also available as an online version at [knox.vic.gov.au](https://knox.vic.gov.au).

### Disclaimer:

While every effort has been made to ensure that the information available through this Guidebook is up to date, Knox Council and its employees will not accept any liability for any loss or damage which may be incurred by any person relying on this information. Please contact service provider for updates and changes to policies, procedures or guideline.

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### For more information, contact:

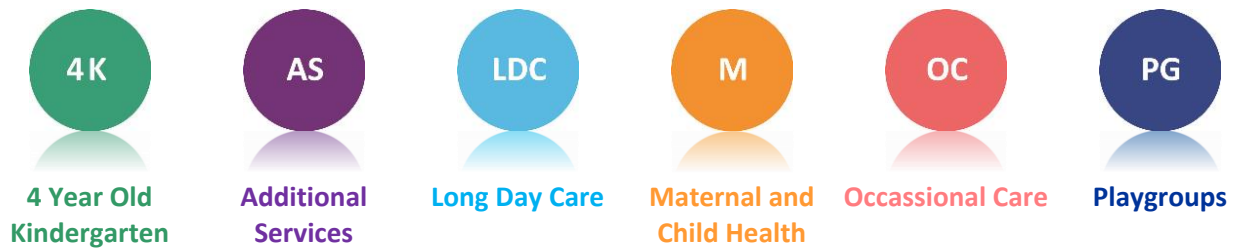
Knox City Council

Phone: 03 9298 8000

Email: [knoxcc@knox.vic.gov.au](mailto:knoxcc@knox.vic.gov.au)

## This Guide

This guide contains information for families regarding access to, and the use of, Council Operated Early Years Services. Each service has been colour coded to clearly identify which service(s) the information is relevant to.



Information provided in this guide is a summary of Knox City Council's policies and procedures. Copies of all relevant policies and procedures are available for parents to read either at the Early Years' Service or on the Knox City Council website. A table of relevant policies and procedures is also provided in [Appendix 1](#).

Some additional information that is subject to change or specific to a service is not included in this guide but available directly from the service or on the Knox City Council website. Refer to [Appendix 3](#).

## About Knox Family and Children's Services

Knox City Council Family and Children's Services are managed by the following 4 teams:



**Figure 1:** Knox City Council , Family and Children's Services Structure, 2020

For further information regarding how Knox Council’s Family & Children’s Services Department (local Government), State and Federal Government and regulatory matters shape Early Years Services in Knox, please refer to [Appendix 7](#).

For information regarding non Council operated services for families in the City of Knox please refer to the [Knox City Council website](#) or contact these services directly.

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# Summary of Knox Services



		
<b>Maternal &amp; Child Health</b>	<b>Supported Playgroup</b>	<b>Long Day Care</b>
9 locations across Knox	Located across Knox	Located at Knox Children and Family Centre - Wantirna South and Bayswater
Key ages and stages visits (10)	Facilitated by Council: Small Talk Supported Playgroups Young Parents	Mon-Fri 7am – 6pm
Birth to School	Birth to age 5	Birth to age 6

		
<b>Occasional Care</b>	<b>4 Year Old Kindergarten</b>	<b>Additional Services</b>
Located at Knox Children and Family Centre - Wantirna South	30 locations across Knox	Enhanced MCH Early Parenting Centre Infant Nutrition Support Preschool Field Officers
Monday – Friday 8.30am – 4.30pm	15hrs per week Days and Session times vary	By referral
Birth to age 6	The year before starting Primary School	Birth to age 6

# Finding a Service



## If you have a newborn



An SMS message is sent upon receipt of a Birth Notice, informing you (parent/guardian) that Knox **Maternal and Child Health (MCH)** services will be in contact in 7-10 days. The initial appointment usually takes place in the home, where the nurse will provide an outline of what the MCH Service is and inform parents/guardians that the next 2 appointments they have with the service will be conducted at their local MCH centre. First time parents will also be invited to join a First Time Parent's Group facilitated by the MCH nurse.

## If you have moved into the area



If you have recently moved to the City of Knox from overseas or elsewhere in Australia and have children less than 4 years of age, contact **Maternal and Child Health** Services directly on 9298 8741 Monday to Friday, 8:30am to 12:30pm to schedule an appointment.



**Playgroups** can be an extension of First Time Parent's groups. Parents may choose to establish their own playgroup or join an existing playgroup. For information on eligibility for Supported Playgroups please visit the [Knox City Council website](#).



To visit or tour a **Long Day Care**, **Occasional Care** or **4-Year-Old Kindergarten** service, please contact the centre directly. Refer to [Appendix 2](#).



**Additional services** provided by Council can be accessed by referral or recommendation. These services may include Enhanced MCH, Parenting Centre, Breast Feeding Support and Preschool Field Officers. Please discuss these further with your MCH Nurse or Educator.

For an extensive list of service locations and contacts please see [Appendix 2](#).

Further information for all Knox Council Services for can be found on the [Knox City Council website](#).



# Enrolling in a Service



When your baby is born, the hospital is legislated to advise Council's **Maternal and Child Health** (MCH) service of the birth. Early Years support staff will then contact you to arrange the date and time of your first MCH appointment.



**Playgroups** provide an opportunity for babies and children to:

- Learn to play and socialise with other children;
- Increase their skills and confidence;
- Extend language and early literacy through words, books and stories;
- Enjoy active play and share healthy snacks.

And for parents and carers to:

- Build relationships and meet new friends;
- Access parenting information, resources and support;
- Learn about childhood development;
- Experience community involvement.

There are three main types of playgroups in Knox:

## Community playgroups

Playgroups are organised and managed by volunteer parents with resourcing and support provided by Knox City Council Family and Children's Services and Playgroup Victoria. The cost for attending community playgroups is very reasonable.

## Smalltalk Supported Playgroups

Knox City Council operates weekly Smalltalk Supported Playgroups during school terms for eligible families with babies and children from birth to five years of age. The Smalltalk Program is delivered by a trained facilitator and is free to attend.

## Young Parent Supported Playgroups

This playgroup is specifically for parents aged 25 and under with babies and young children. Young Parent Playgroup provides an opportunity for young parents to meet other parents of a similar age and build a peer support network. These playgroups are run weekly, are free to attend and are facilitated by Councils Youth Team.

## Supported Playgroups

Supported Playgroups are offered to families, parents and carers of young children 0-5 years with diverse and complex additional needs such as developmental delays, disabilities, chronic medical conditions or families in financial hardship, isolation or with limited family support. Groups are conducted by a facilitator and are free to attend.

To express your interest, or find out more about playgroups, complete an enquiry form on the [Knox City Council website](#), email [play@knox.vic.gov.au](mailto:play@knox.vic.gov.au) or contact the Playgroup Team Leader on 9298 8348.





Knox Children and Family Centre Wantirna South and Knox Children and Family Centre Bayswater offer a **Long Day Care** service for babies to school age children. To register your interest in attending one of our Long Day Care services, please complete a waiting list application to My Family Lounge via the [Knox City Council](#) website.



Families wishing to attend **Occasional Care** services at a Knox Children and Family Centre (available at Wantirna South only) should contact the centre directly regarding enrolment and orientation on **9837 9650** or email [kcfcwantirnasouth@knox.vic.gov.au](mailto:kcfcwantirnasouth@knox.vic.gov.au).

**Please note:** Both **Long Day Care** and **Occasional Care** attract Child Care Subsidy (CCS) for eligible families. It is the responsibility of families to register and manage their CCS entitlement otherwise full fees may apply.



To be eligible to attend a **4-Year-Old Kindergarten** service, your child must be four years old by 30 April the year they start kindergarten. You can register the year before your child is eligible to attend via our [KEYS Online portal](#) (accessible via the [Knox City Council website](#)). KEYS also allows families to view offers of kindergarten places and pay fees.

Children attend either 3 sessions of 5 hours **or** 2 sessions of 7 ½ hour sessions, both totalling 15 hours of kindergarten per week. Preferences can be confirmed through KEYS and places are confirmed in August of the year prior to commencing.

Children can also attend **4-Year-Old Kindergarten** in a **Long Day Care** setting at Knox Children and Family Centre – Wantirna South and Knox Children and Family Centre – Bayswater.



Council offers a variety of support services for families. **Additional Services** include Preschool Field Officers (support for children in kindergartens accessing state funded Kindergarten Program), Enhanced MCH service, Breast Feeding Support and parent education and support. Please discuss these services further with your MCH Nurse or Educator.

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## Priority of access



The State Government Priority of Access Guidelines must be followed by approved kindergarten providers to allocate kindergarten places.

The registration and enrolment process for **4-Year-Old Kindergarten** places (both sessional and **Long Day Care**) applies a Priority of Access points-based system to ensure a fair and equitable enrolment system, as outlined in the [Funded Kindergarten Policy](#).

---

## Immunisation



Under the '**No Jab, No Play**' state legislation, before a child begins at any Early Childhood Service to attend **Long Day Care**, **Occasional Care** or **4-Year-Old Kindergarten**, the service must first obtain evidence that the child is:

- Fully immunised for their age or;
- On a recognised vaccination catch up program or;
- Unable to be fully immunised for medical reasons.

**Please note:** 'Conscientious objection' is not an exemption. This legislation does not apply to Playgroups.

Further Information: [Department of Health and Human Services – No Jab No Play](#).

## Appointments/Bookings



For information about **Maternal and Child Health (MCH)** services or to schedule an appointment, please email [MCH@knox.vic.gov.au](mailto:MCH@knox.vic.gov.au) or call 9298 8741 (Monday to Friday 8:30am to 12:30pm). A reminder SMS reminder will be sent 3 days prior to your appointment.



A permanent **Long Day Care** booking entitles your child to attend a centre on the same day each week. The booking continues until families provide written notice to change or cancel the arrangement. Changes to Long Day Care bookings can be managed through [My Family Lounge](#).

Two full weeks written notice is required to cease or alter care. Fees will be affected following the two-week notification period.

**Please note:** If a child is absent on their final day of care, full fees will be charged as Child Care Subsidy cannot be applied.



Bookings for **Occasional Care** open on a Monday at 8.30am for the following week. Bookings for a current week can be made as required, depending on availability. All families are booked in on a 'first come first served' basis and fees are processed via direct debit at the time of booking.

A waiting list is developed as days become full. Cancelled bookings will be offered to the first person on the waiting list.

Refer to [Absences](#) section for further information.

## Paying fees

Further information about fees for each service can be found on the [Knox City Council website](#).



Some Community **Playgroups** require a small fee and/or [Playgroup Victoria](#) membership fee. More information is available from each [Playgroup Committee](#).



Fees for **Long Day Care** are paid by direct debit. Families are able to provide their payment information via the [My Family Lounge](#) system. Fees must be paid fortnightly or every four weeks in advance in accordance with Council's Fees and Fee Payment Policy and Payment Procedure. More information can be provided at the service.

Families will be charged at the usual daily rate for all absences, including holiday and illness as well as public holidays. Families will not be charged during periods of centre closure, such as the Christmas period.

All Council's **Long Day Care** Centres offer a Funded **4-Year-Old Kindergarten** program by qualified Early Childhood Teacher. Families have the option to nominate the Long Day Care Kindergarten Program as the Funded Kindergarten Program for their child. Please note, Long Day Care fees still apply.

If, at any time, you have concerns about the payment of fees, please speak to your centre Senior Team Leader to discuss payment options.



**Occasional Care** fees are processed via direct debit at the time of booking. Parents with outstanding accounts, over one week, risk future bookings being cancelled and/or future bookings not being accepted.



The Victorian Government provides funding to support children to access a quality **4-Year-Old Kindergarten** program in the year before they start school. The funding is a contribution towards meeting the costs of the kindergarten program.

The Government funding is already applied to Knox Council parent kindergarten fees. Kindergarten fees are split into four termly payments, the first payment is due in January. If, upon receipt of an invoice for fees, you will not be able to pay the amount by the due date, please contact Knox Kindergarten Services on 9298 8000. Fees may be paid in instalments.

Knox City Council kindergarten fees are paid through the [KEYS online](#) portal. Non-payment of fees may mean a child will be unable to attend or continue to attend kindergarten with Knox City Council.

Your child can only be funded for a kindergarten place at one service at a time and only for one year (unless your child is assessed as being eligible for a second funded year by your child's kindergarten teacher). If your child will be attending another children's service that offers a funded kindergarten program, you must tell that service if Knox Council Kindergarten Service will be claiming funding for your child.

# Preparing to Start



Preparing children for **Occasional Care**, **Long Day Care** and **4-Year-Old Kindergarten** will help them settle in more easily. It is a good idea to begin preparing your child a few weeks before their first day at the service. You can do this by:

- Adjusting a daily routine at home to make it similar to the routine at the service. You can ask the service for a copy of their daily schedule.
- If you know the name of the main educator for your child, you can begin to use the educators name when talking about the service.
- Reading and telling stories can be a way for your child to understand new events. Picture books about starting childcare, kindergarten or making new friends can be helpful.
- Participating in story time at your local library can help your child experience stories in a group setting.
- Talking positively with your child about the new environment, friends, educators and activities will help both you and your child feel positive too.
- The night before, try to ensure that your child eats a healthy dinner and gets a good night's sleep. If your child does not sleep well, this may affect their experience the next day, so let the educator know.
- Before the first day, ensure all items your child is taking with them (e.g. comforters, clothing and water bottles etc.) are labelled with your child's name.

## Further Information:

[Raising Children Network](#)

[Starting Blocks - Fact Sheets](#)

## Welcome



**4-Year-Old Kindergarten** educators may organise a timetable to gently ease children into the routines of kindergarten life. This 'staggered intake' allows children time to settle into their new environment, learn the routines, and gives educators and children time to get to know each other.

Get to know you Interviews are held with all families in the initial few weeks of kindergarten. It is recognised that each child has individual needs and it is important that families and educators consult during this settling in time. Unless there are exceptional circumstances, families can expect to have access to full sessions one week after the initial interview days.



Upon receiving a position at a Knox **Long Day Care** or **Occasional Care** service, you will be invited to attend orientation sessions with your child to help them transition into the education and care environment. Orientation is tailored to suit the needs of your family and is an important part of your child's transition.

**Please note:** Parents are required to stay inside the building during all orientation sessions.

During your orientation session you will:

- Learn more about day-to-day operations at your centre and what to expect on your first day.
- Have the opportunity to introduce your child to their new child care environment, while offering them the security and knowledge that mum or dad is at the centre with them.
- Meet educators.
- Meet other children in the service.
- Have the opportunity to discuss important information about your child and your expectations of the centre.
- Learn more about Councils policies and procedures.

Orientation is free and families are welcome to request additional orientation sessions so their child can become comfortable with educators and staff.

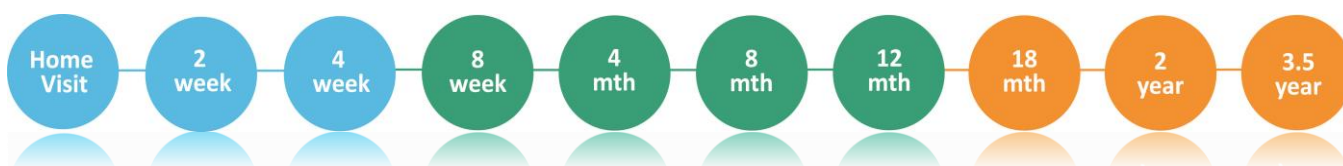
## Routines



When you visit a **Maternal and Child Health** (MCH) centre, the nurse will review your child's health, growth and development at identified key ages and stages (refer to diagram below), and conduct specific checks accordingly. The MCH nurse will offer education and information regarding health, immunisation and parents as active participants in their child's learning and development. The nurse will also talk to you about your own health and how your experience as a parent of a new baby has been to date.

The information about your baby's health and development is recorded in your child's My Health, Learning and Development Record (Green Book). This green book will also have sections for parents to complete prior to attending visits with your MCH nurse. Parents should bring the green book to all appointments where, in addition to reviewing your child, your MCH nurse will discuss the notes you have made. At particular stages of your child's development, your nurse will conduct more specific assessments, including those related to hearing and vision or identified parent concerns.

### Key Age and Stage Diagram





Smalltalk Supported **Playgroups** are facilitated by a Council staff member. Routines will vary to suit groups but will usually consist of:

- Arrival
- Set up
- Open ended play (inside/outside)
- Information session for parents
- Snack
- Pack Up



Each educator will follow a slightly different routine and variations can depend on length of the **Long Day Care**, **Occasional Care** or **4-Year-Old Kindergarten** session, weather or events. Sessions will usually consist of experiences offering:

- Play based learning
- Learning areas with flexibility for children to explore, investigate and experience
- Active participation in sustainable practices
- Building friendships and developing social skills
- A wide range of materials to support pre writing and pre reading skills
- Gross motor development through challenging and safe opportunities indoors and outdoors

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## Supervision of children



Effective supervision in **Long Day Care**, **Occasional Care** and **4-Year-Old Kindergarten** settings will see educators actively involved with children. Supervision involves direct observation of and engagement with individuals and groups of children to support their play and learning and protect them from hazards.

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## Communication



Across all services, it is important for families, health care professionals and educators to maintain an open line of communication. If you have any questions about a service or your child's progress, staff will be happy to discuss these with you.

Other forms of communication may include noticeboards, emails, notice pockets, newsletters, online meetings and the information posted on the [Knox City Council website](#).

## Online Meetings

If you are participating in an online meeting with staff or parent groups, we ask that all recommended guidelines are followed to ensure proceedings run as smoothly as possible. Please ask centre staff for the latest version of our Online Meeting Etiquette Fact Sheet.

---

## Your feedback

As part of the ongoing commitment to provide positive and enriching services, educational programs and environments for families and children, we welcome and encourage families to raise any feedback or concerns with their nurse, educator or the service Team Leader.



If you wish to discuss your feedback regarding **Long Day Care**, **Occasional Care** and **4-Year-Old Kindergarten** in detail, it is recommended that you make an appointment with your child's educator. Organising a mutually convenient time is important and allows the educator to listen, giving full attention to any discussions.

At different times during the year you will be offered a chance to participate in more formal discussions about your child's progress. Confidentiality is important, therefore under no circumstances are other individual children in the group discussed with a family.

Concerns or issues relating to any aspect of the centre's operation may be raised directly with the [Department of Education and Training](#) on 1300 651 940.

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## Absences



If you are unable to attend your **Maternal and Child Health** (MCH) appointment please email [MCH@knox.vic.gov.au](mailto:MCH@knox.vic.gov.au) or contact 9298 8741 to advise and reschedule.



If you and your child are unable to attend a **Playgroup** session you should endeavour to notify your facilitator or group leader as soon as possible.



If your child is unable to attend **4-Year-Old Kindergarten** or **Long Day Care**, please advise the service directly by phone or email. Absences due to infectious diseases must be notified as soon as possible. For Long Day Care bookings, families will be charged at the usual daily rate for all absences, including holiday and illness.

Families are entitled to receive Child Care Subsidy for up to 42 allowable absence days per child, per financial year for Long Day Care. These absences can be taken for any reason without the need for families to provide documentation. This is to ensure continuity of fee relief for families where they are required to pay for child care when their children are absent from care, due to situations such as illness, public holidays, parental leave and other absence reasons.



Families can cancel an **Occasional Care** booking in person, over the phone or via email [kcfcwantirnasouth@knox.vic.gov.au](mailto:kcfcwantirnasouth@knox.vic.gov.au).

**Please note:**

- Bookings cancelled **before** 10am on the business day before the booked day, or earlier, will not be charged. (You will receive an account credit).
- Bookings cancelled **after** 10am on the business day before the booked day, or the same day, will be charged as per the hours booked.



If you are unable to attend an **Additional Support Service** appointment please contact the service directly to advise and reschedule.

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## Educational programs



Families are their children's first and most influential teacher. **Long Day Care, Occasional Care and 4-Year-Old Kindergarten** professionals and educators work in partnership with families to identify a development plan for your child based on individual skills, strengths, interests, dispositions and needs to achieve optimal outcomes for children.

Programs are play-based and equally incorporate both indoor and outdoor play opportunities to extend each child's learning and development.

Quality early childhood programs encourage:

- Children to be creative and confident thinkers;
- Children to build overall confidence, self-reliance and resourcefulness;
- Children to experience the joy of success and learning with other children and adults;
- Children's thinking and problem solving skills.

Throughout the year educators document your child's learning. You will have opportunity to meet with educators to discuss your child's learning and have access to records and observations of your child.

Educators at Knox Early Years Services develop programs based on the [Early Years Learning Framework \(EYLF\)](#) and the [Victorian Early Years Learning and Development Framework \(VEYLDF\)](#).

**Further Information:** [Victorian Curriculum and Assessment Authority](#)

Knox Council services are assessed and rated against, each of the seven Quality Areas of the National Quality Standards and the National Regulations. The rating and assessment process aims to drive continuous quality improvement in all Children's Services, nationally. A copy of a Quality Improvement Plan (QIP) is available at every service. Please refer to the [Australian Children's Education and Care Quality Authority](#) for additional information about the National Quality Framework.



## Transition to school



Most primary schools will begin their enrolment processes in term two, and hold transition activities during term four, the year before children start school. Knox **4-Year-Old Kindergarten** programs (in sessional and **Long Day Care** settings) participate in and collaborate with their local primary schools regarding transition to school.

Kindergarten educators develop an individual [Transition Learning Development Statement \(TLDS\)](#) for each child who will attend primary school the following year. The statement:

- Summarises a child's learning and development;
- Identifies their individual approaches to learning and their interests;
- Indicates how the child can be supported to continue learning.
- **Please note:** The statement is not a report card.

Parents/guardians are also required to complete some sections of the TLDS. Once completed, the TLDS is passed on to the child's future school to help prep teachers get to know the children entering their classes, and to plan appropriate learning and teaching programs accordingly. Parents are provided with information about the TLDS from their kindergarten educator by the start of term four.

---

## What to bring to each service

### Important Information

- Please ensure all items from home are clearly labelled with your child's name.
- Knox Council will not be responsible for lost or damaged personal belongings.

Where food is provided from the home environment, families are encouraged to provide sufficient quantities, which are culturally appropriate, nutritious and meet the needs of your child's daily dietary requirements while considering any allergies within the group.



Please bring the following to a **Maternal and Child Health** (MCH) appointment:

- My Health, Learning and Development record (Green Book)
- Nappy change bag
- Nappy or blanket for your baby to lie on
- Bag to take used nappies home



Please bring the following to an appointment with **Additional Services**:

- All previous reports from GP or Health Professional that relate to the referral.



Please bring the following to **Playgroup**:

- Snack (shared or individual), drink
- Coat/Sunhat for outside play
- Change of clothes/nappies



Please bring the following to **Long Day Care**:

#### Children Aged 0-3

- Clothing that is comfortable and casual
- THREE full changes of clothes
- 2x dummies (if applicable)
- Comfort toy if applicable (please advise educator)
- Bottles/Breast milk if required
- Drink bottle/sippy cup (water only)
- Coat/Sunhat for outdoor play
- Developmentally appropriate footwear
- Nappies are provided by the long day care service – please speak to the educator if you have any question regarding nappies

#### Children Aged 3-5

- Clothing that is comfortable, casual and easily self-managed
- TWO full changes of clothes (including underwear)
- Shoes appropriate for active play (climbing, running, balancing)
- Coat/Sunhat for outdoor play
- Drink bottle (water only)



Please bring the following to **Occasional Care**:

- Clothing that is comfortable and appropriate for play
- Snack/Lunch, drink bottle (water only)
- Coat/Sunhat for outside play
- Comfort toy is applicable (please advise educator)
- TWO full changes of clothes (including underwear)
- Nappies are provided by the occasional care service – please speak to the educator if you have any questions regarding nappies



Please bring the following to **4-Year-Old Kindergarten**:

- Snack/Lunch, drink bottle (water only)
- Clothing that is comfortable, casual and easily self-managed
- Shoes appropriate for active play (climbing, running, balancing)
- Coat/Sunhat for outdoor play (preferred hat styles are broad brim or legionnaire)
- Change of clothes (Including underwear)

---

## Important dates (public holidays, curriculum dates, centre closures)



All services are closed on [Victorian public holidays](#).





**4-Year-Old Kindergartens** operate during the school term period as specified by Department of Education and Training ([DET](#)).

Additionally, each year kindergarten educators are allocated curriculum and/or organisational days. Educators choose a variety of ways to utilise their curriculum and/or organisational days best suited to the individual centre. Families will be advised of the curriculum and/or organisational day dates well in advance.



**Long Day Care** and **Occasional Care** services close for approximately two weeks over the Christmas period. Families will be advised of closure dates well in advance.

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## Visitors/excursions



Visitors/incursions and excursions are valuable experiences for children. They enhance children's learning, offer an opportunity to explore different environments and engage in meaningful ways with communities.

There is a detailed planning procedure for any incursion/excursion undertaken to promote learning and ensure the health, safety and wellbeing of children attending **Long Day Care**, **Occasional Care** and **4-Year-Old Kindergarten**. This includes a risk minimisation plan and written authorised permission of a parent.

Occasionally there may be a variety of visitors to the centre such as students, maintenance staff and volunteers. Records are kept regarding the time these visitors spend in the centre and the purpose for their visit. All visitors will be supervised by staff at all times.

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## Family involvement



Community Playgroup families are encouraged to join the Playgroup Committee to assist with the running of the **Playgroup**. Council offers committee training to Playgroup Committees at the beginning of each year.



Parents are invited to participate in the Parent Group at their **Long Day Care**, **Occasional Care** or **4-Year-Old Kindergarten** service. Parent Groups (consisting of parents only) will focus on building family connections to the service, may undertake fundraising activities, plan inclusive social events, support communications across the service and work with the educators to provide a stimulating learning environment.

Council offers Parent Group training sessions at the beginning of each year. All services encourage family participation during session times. This may include help on excursions or reading with children. Please speak to the educator at your service if you or any members of your family are able to contribute.



## Sustainable practices



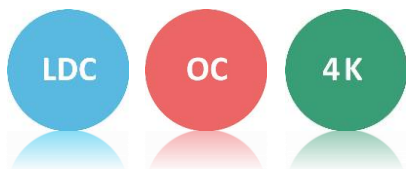
Children and families are encouraged to take an active role in caring for the environment and contributing to a sustainable future. By embedding sustainable practices into **Playgroups**, **Long Day Care**, **Occasional Care** and **4-Year-Old Kindergarten** service operations, children are supported to

become environmentally responsible and to show respect for the environment, to promote learning and understanding of the world around us.

# Health & safety



## Arrivals/departures



All children must be signed in and out of **Long Day Care**, **Occasional Care** and **4-Year-Old Kindergarten** services by their parent/ authorised person. This is a statutory requirement. If an authorised person (other than parent /authorised person) is to collect a child, prior written authority must be given to the service.

**Authorised persons must be 16 years old or over.**

On arrival to the service, educators will encourage children to engage in the room program and support the child to settle in.

A child may only leave the education and care service premises:

- With a parent/guardian/authorised person nominee
- When a parent/guardian/authorised person nominee provides written/verbal authorisation
- To attend an excursion (with prior written permission from parent)
- For medical, hospital or ambulance treatment or other emergency

If delayed in collecting a child, parents/authorised persons are required to telephone the service to notify educators and advise the time they will arrive. If someone other than the person stated on the daily sign in sheet is collecting the child, please advise the service. If unforeseen circumstances occur and a person other than those listed on the enrolment record is collecting the child, the parent/authorised person must contact the service and provide verbal authorisation for the child to be collected. Two educators will need to be provided with this authorisation. Photo identification will be required and documented upon arrival if this person is unknown to educators.



As per the Fees and Fee Payment Policy and Procedure, if a child is collected from **Long Day Care** or **Occasional Care** outside normal centre operating hours, a late fee may be invoiced. Late collection fees will not have the Child Care Subsidy applied due to the fact that these charges are outside of the approved centre operational hours.

If a child/children has not been collected by the service closing time, educators will contact the designated emergency contact person listed on the enrolment record. If parents/authorised persons and emergency contact persons cannot be located, the following persons/services will be contacted:

- Family and Children's Service Team Leader or Senior Team Leader for advice
- Victoria Police

The child will remain at the service with two educators until Victoria Police/Child Protection arrives at the service and messages are left with emergency contacts to advise them of the child's location.



Families are requested to collect their child punctually at the end of the **4-Year-Old Kindergarten** session to support their child's wellbeing and sense of routine. Late pick up may result in a fee as educators will be unable to engage in other duties required of them when there are children present who must be supervised.

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## Emergency management procedures



Knox City Council has an Emergency Management policy and procedure that include the management and facilitation of emergency management plans, evacuations, and regularly practiced emergency drills, such as lockdown, medical emergency, evacuations and smoke/fire. Education and Care service's must rehearse and document the emergency and evacuation procedures at least every three operational months.

### Bush Fire at Risk Register

When an Education and Care Service is listed on the DET Bushfire at Risk Register, that service will close on Code Red days as per the nationally agreed Fire Danger Rating Scale. Families will be contacted as soon as a directive to close the service is received.

**Families are encouraged to implement their own Bushfire Preparedness Plan and inform the service if they will not be attending a service because of that plan.**

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## Infectious diseases



Staff take reasonable steps to prevent the spread of infectious diseases in all services. However, should a situation occur, staff will ensure that parents and emergency contacts for each child are notified as soon as possible.

Families are required to notify the children's service immediately if an enrolled child or their sibling is diagnosed with an infectious disease.

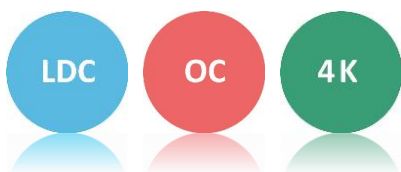
**Directives and advice from the Department of Health and Human Services (DHHS) and the Chief Health Officer (CHO) regarding infectious diseases will be followed by staff at all times.**

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## Exclusion for infectious diseases

Some infectious diseases require exclusion and are notifiable to the Department of Health and will be reported as required. A child with any of the conditions listed in the Infectious Diseases table should be kept at home for the period prescribed under the Public Health and Wellbeing Regulations 2009. (Refer to [Appendix 6](#)). Families will be notified of any cases of significant infectious disease in any service.

## Medical conditions



A 'medical condition' means a condition diagnosed by a medical professional. This includes asthma, diabetes, anaphylaxis, or other medical diagnosis.

When the **Long Day Care**, **Occasional Care** and **4-Year-Old Kindergarten** service is made aware of a child's health care needs, they must provide parents with a copy of the Medical Conditions Procedure which is available at each centre.

Under the Education and Care Services National Regulations, the following steps must then be taken before the child attends the service:

- Medical Action Plan, to be followed in the event of an incident should be provided by the family in consultation with a medical practitioner;
- Development of a Risk Minimisation Plan;
- Development of a Communications Plan.

These plans are required to be updated annually.

**Families of children with medically diagnosed anaphylaxis must provide an Anaphylaxis Action Plan and auto-immune device to be left onsite. The auto-immune device must be within its use by date. Families are responsible for ensuring that a current auto immune device is available for the child at all times when attending an Education and Care service.**

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## Medications



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 **Long Day Care**, **Occasional Care** and **4-Year-Old Kindergarten** service without authorisation by a parent or person with the authority to

consent. Parents are required to complete a medication record form available at the service. **All medication must be given to an educator upon arrival at the service.**

Medication may only be administered to children at the service when:

- It is prescribed by a registered medical practitioner
- Is in the original container labelled by the pharmacy with the child's full name
- Is within the expiry date
- Has clear dosage instructions (dosage will be checked and witnessed by another staff member)
- Written authorisation from parent/guardian has been provided
- Details of the administration requirements are recorded in the medication record form.

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## Head lice



Whilst parents have the primary responsibility for the detection and treatment of head lice, Knox City Council Early Years Services (particularly **Long Day Care**, **Occasional Care** and **4-Year-Old Kindergarten**) and **Playgroups** have a shared

role and responsibility in the management of head lice by providing education and resources to support a lice free environment.

Children do not have to be sent home immediately from a service if head lice are detected. At the end of the day, upon collection of the child from the service, staff will inform parents that their child has been detected with head lice and that the child may return to the service only after effective treatment has commenced. All families will be informed if a case of head lice has occurred and parents will be encouraged to check their child's hair.

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## Illness



We ask that families consider the health of other children, educators and other staff and keep your child at home if he/she:

- Has had any gastric upsets within the previous 48 hours;
- Is suffering a cold and/or has a nasal discharge;
- Is complaining of feeling unwell.

**Please note:** Staff and volunteers are also subject to the same recommendations and are asked to remain at home if feeling unwell.

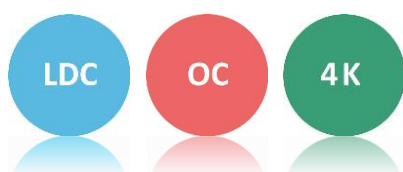
Educators may contact a family and request that any child who is considered to be unwell be taken home. When children are not well enough to fully participate in the program (including going outdoors), they should be considered not well enough to be at the service.

It is helpful for the educators to know the reason for a child's absence. A telephone call or email notifying the service will be appreciated.

Families are asked to contact the service **immediately** to inform staff if their child is diagnosed with a communicable disease. Refer to [Appendix 6](#).

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## Incidents and accidents



Records will be maintained for any accident/injury or illness of a child whilst they are attending **Long Day Care**, **Occasional Care** or **4-Year-Old Kindergarten** service. Parents or the authorised person collecting the child will be notified of any such injury or illness and will be asked to sign the Illness/Accident Book.

If a child sustains a knock to the head or genital area, educators will always phone the parent or emergency contact to inform them of the incident immediately after it has occurred.

In the event of a child being seriously injured, educators will attempt to contact parents of the child immediately to discuss arrangements for the child to be collected. If it is not possible to contact the child's parents, the emergency contact person(s) nominated on the enrolment form will be notified.

If a child is involved in an incident requiring urgent medical assistance, or is thought to be seriously ill, staff will immediately arrange for an ambulance to be called. It is the family's responsibility to ensure that ambulance membership is up to date (all costs will be incurred by the family).

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## Hygiene



High standards of hygiene are important in maintaining children's health. Staff and volunteers across **Maternal and Child Health** (MCH), **Playgroups**, **Long Day Care**, **Occasional Care** and **4-Year-Old Kindergarten** services use all opportunities to teach children about hygiene and incorporate hand washing and hygiene practices into learning opportunities.

All children, educators, staff, nurses, students, volunteers and parents are encouraged to follow the five steps to soap hand washing as outlined by the [National Health and Medical Research Council, \(NHMRC\) Australia](#).

Children are encouraged to:

- Wash hands before eating.
  - Not to eat food which has been handled by another child.
  - Not to eat food or use utensils which have been dropped on the floor.
  - Not to use eating/drinking utensils which have been used by another child.
  - Dispose of used tissues in a rubbish bin and wash hands immediately after.
  - Cover mouth and nose with a tissue when coughing or sneezing and to wash hands immediately after.
- 

## Outdoor play/Sun smart



We are committed to ensuring all staff and children maintain a healthy ultra-violet exposure balance and are suitably protected when exposed to the sun. All children are required to wear hats that protect their face, neck and ears. SPF 50 (or higher) broad-spectrum, water-resistant sunscreen is supplied by the service and is applied at least 20 minutes (where possible) before going outdoors and reapplied every TWO hours if outdoors.

Across **Maternal and Child Health** (MCH), **Playgroups**, **Long Day Care**, **Occasional Care** and **4-Year-Old Kindergarten** services, to help develop independence, where appropriate, children are given opportunities and encouraged to apply their own sunscreen under supervision of educators. Please advise educators if your child has any allergies or sensitivity to sunscreen. In this instance, specific sunscreen for your child must be provided.

Our staff model and sun protection promotion measures, ensure children learn about sun safety and are encouraged to wear hats and suitable clothing in outdoor environments.



Your **Maternal and Child Health** (MCH) Nurse can offer advice and guidance regarding sun smart requirements throughout the [Key Ages and Stages \(KAS\) framework](#).

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## Water safety



Across **Maternal and Child Health** (MCH), **Playgroups**, **Long Day Care**, **Occasional Care** and **4-Year-Old Kindergarten** services, educators will ensure any activity involving water will be adequately supervised. Containers will be emptied after use (preferably on to gardens) and stored in such a way as to prevent collection of water.

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## Nutrition/food



Healthy eating and good nutrition have a major influence on children's health and wellbeing and a direct impact on their growth and development. The early years are most important for establishing healthy behaviours and lay the foundation for lifelong health and wellbeing.

Services may work with local health professionals, services and other organisations to support educators and staff to deliver and promote healthy eating initiatives.

The important social and cultural role of food and the wide range of attitudes to it is acknowledged within KCC Early Years Services.

**All Council Early Years facilities are 'allergy aware'.**



Our experienced **Maternal & Child Health** (MCH) nurses support, assist and encourage mothers and their babies with breast-feeding, formula feeding and commencing solid foods. An International Board Certified Lactation Consultant is on duty weekly at Infant Nutrition Centres and MCH nurses can offer advice and education about age appropriate nutrition or feeding in accordance with the National Health and Medical Research Council, (NHMRC) guidelines. Further information is available via Council's website including (but not limited to):

- Breast Feeding support appointment booking
- Parent Education Sessions held at Knox Early Parenting Centre, Boronia
- 'Welcome to Infant Nutrition' video



**Long Day Care** services employ experienced cooks who plan and prepare menus with healthy, nutritious and diverse options. Children's food preferences may include, but are not limited to cultural, religious and dietary needs. Children who are unable to share in the meal/s offered are provided an appropriate alternative. Please advise educators of any considerations regarding food specific to your child.

Meal time is a social experience of sharing food and drink, children talking with each other and other adults. It is an opportunity to begin developing social skills such as sharing, waiting turns and passing of food and a refuelling time for hungry, thirsty children.

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## Dental care



Your Maternal and Child Health Nurse can offer advice and guidance regarding dental care requirements throughout the Key Ages and Stages (KAS) framework.



Playgroup, Long Day Care, Occasional Care and Kindergarten services put in place simple strategies to promote good oral health and healthy eating habits among children, which supports and enhances existing structures, programs and practices.

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## Toileting



Your **Maternal and Child Health** (MCH) Nurse will be happy to discuss any toileting expectations and concerns with you.



All educators demonstrate a sensitive and positive attitude to children's toileting experiences. Educators consult with parents to determine your child's individual needs for toilet training and discuss strategies for home and at **Long Day Care**, **Occasional Care** and **4-Year-Old Kindergarten** services.

Educators aim to follow your family's lead regarding toilet education for your children, so this can occur concurrently at home and at the service.

Please ensure that an adequate amount of underwear and change of clothes are provided in a plastic bag. Toileting accidents are dealt with in a positive manner.

Children are encouraged to practice good hygiene skills and dress themselves. Educators supervise and provide assistance where necessary.

## Active play

Active play is about moving, being and doing. Active play uses large muscles and provides children with a range of physical, emotional and social benefits and helps develop gross motor and fundamental movement skills. Active play also helps develop a strong and healthy body, builds skills, create feelings of wellbeing and helps protect from disease.



**Maternal and Child Health** (MCH) Nurses can provide advice on developmentally responsive play activities, tummy time, screen time, gross and fine motor skill development.



**Long Day Care**, **Occasional Care** and **4-Year-Old Kindergarten** educators will provide active play experiences every day, regardless of weather, including music and movement, drama and exercise. Active play experiences are inclusive of the diversity and abilities of the children.

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## Rest/sleep

Council's Sleep and Rest Procedure is based on recommendations from the recognised authority the National SIDS Council of Australia also known as [Red Nose](#).

'Rest' is defined as a period of inactivity, solitude, calmness or tranquillity, and can include a child being in a state of sleep.



Your **Maternal and Child Health** (MCH) nurse can provide education and advice about sleep concerns at any age and refer families to specialist services as required. Parent Education Sessions are conducted monthly at Knox Early Parenting Centre (Park Crescent, Boronia). Sleep Settling consultations can be booked online via [Council's website](#).



Staff take reasonable steps to ensure that the needs for sleep and rest of children being educated and cared for at a **Long Day Care**, **Occasional Care** and **4-Year-Old Kindergarten** service are met. The age, development stage and individual needs of each child are taken into consideration.

Effective rest and sleep strategies are important factors in ensuring a child feels secure and safe in a service environment.

Educators strive to be aware of families' values and parenting style in relation to their child's rest periods. In relation to settling children for rest, educators are responsible for:

- Meeting the individual needs of all children
- Maintaining health and safety practices
- Minimising any distress or discomfort for children
- Acknowledging children's emotions, feelings and fears
- Having an understanding that young children, especially from 0 to 3 years of age, settle confidently when they have formed bonds with familiar and trusted people. Therefore, every effort is made to promote continuity of educators at a service.

# Appendix 1 – Policies & Procedures



The following policies and procedures are available on the Knox City Council website and at each service:

## Health, Safety and Wellbeing

- Administration of First Aid Procedure
- Administration of Medication Procedure
- Anaphylaxis Management Procedure
- Asthma Management Procedure
- Children's Health, Wellbeing and Safety Policy
- Child Safe Policy
- Delivery and Collection of Children Procedure
- Diabetes Management Procedure
- Emergency Management Policy and Procedure
- Excursions, Incursions, Routine Outings and Service Events Procedure
- Hygiene and Infectious Disease Procedure
- Incident, Injury, Trauma and Illness Procedure
- Medical (Allergy) Conditions Procedure
- Nappy Change and Toileting Procedure
- Nutrition, Oral Health, Beverages and Dietary Requirements Procedure
- Providing a Child Safe Environment Procedure
- Sleep and Rest Procedure
- Sun Protection Procedure
- Water Safety Procedure

## Staffing Arrangements

- Code of Conduct Procedure
- Determining the Nominated Supervisor and Responsible Person Present Procedure
- Participation of Volunteers and Students Procedure

## Partnerships with Families

- Code of Conduct Procedure
- Enrolment and Orientation Policy and Procedure

## Leadership and Service Management

- Acceptance and Refusal of Authorisations Procedure
- Complaints and Feedback Procedure
- Fees and Fee Payment Policy and Procedure
- Family Factsheet – Children and Family Centre Fees and Charges
- Family Factsheet – Sessional Kindergarten Fees and Charges
- Late Pick up of Children Procedure
- Funded Kindergarten Policy
- Governance and Management of the Service Including Confidentiality of Records Procedure
- Use of Photographs and Digital Media Procedure and Permission Form

- Online Meeting Etiquette Fact Sheet

## Relationships with Children

- Relationships and Interactions with Children Policy and Procedure
- Supervision of Children Procedure

For information on any other Knox City Council policies and procedures that support the health, safety and wellbeing of children, please refer to the staff at your service.

## Legislative frameworks

- Children, Youth and Families Act 2005
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- Occupational Health and Safety Act 2004
- Public Health and Wellbeing Act 2008
- Child Health and Wellbeing Act 2005
- Child Safe Standards 2019

## Appendix 2 - Knox Council Operated Services for Families and Children



M

### Maternal and Child Health (MCH) Centres

Billoo Park	40 Birchfield Crescent	Wantirna
Forest Road	Corner Forest Road & Stockton Avenue	Ferntree Gully
Knox Children & Family Centre (Bayswater)	41 Phyllis Street	Bayswater
Knox Children & Family Centre (Wantirna South)	81 Argyle Way	Wantirna South
Knoxfield	81 Anne Road	Knoxfield
Liberty	77 Liberty Avenue	Rowville
Marie Chandler	Park Crescent	Boronia
Murrindal	100 Murrindal Drive	Rowville
Wattlevue	Fuchsia Street	Ferntree Gully

#### Maternal and Child Health (MCH) 24-hour Help Line

Qualified MCH nurses provide information, support and advice to Victorian families with children from birth to school age (5 years old), 24 hours a day, 7 days a week. Phone: **13 22 29**

PG

### Supported Playgroups\*

Smalltalk Supported Playgroup	play@knox.vic.gov.au 9298 8348
Young Parent Group	
Supported Playgroups	

\* For a full list of community and supported playgroups (run by parents, parent committees and other organisations – in partnership with Council), please visit the Knox City Council website.

LDC

### Long Day Care

Knox Children & Family Centre (Bayswater)	41 - 43 Phyllis Street, Bayswater	Email: <a href="mailto:kcfc_bayswater@knox.vic.gov.au">kcfc_bayswater@knox.vic.gov.au</a> Tel: 9738 9700
Knox Children & Family Centre (Wantirna South)	81 Argyle Way, Wantirna South	Email: <a href="mailto:kcfc_wantirnasouth@knox.vic.gov.au">kcfc_wantirnasouth@knox.vic.gov.au</a> Tel: 9837 9600

**Knox Children & Family Centre**  
(Wantirna South)

81 Argyle Way,  
Wantirna South

Email: [kcfcwantirnasouth@knox.vic.gov.au](mailto:kcfcwantirnasouth@knox.vic.gov.au)  
9837 9650

## 4K

## 4-year-old Kindergarten

Alexander Magit	11 Harwell Road	Ferntree Gully	9758 3541
Alice Johnson	Park Blvd	Ferntree Gully	9758 2973
Bena Angliss	30B Forest Rd	Ferntree Gully	9758 1894
Berrabri	80 Berrabri Drive	Scoresby	9763 0527
Billoo Park	40 Birchfield Crescent	Wantirna	9801 8580
Birch St *	2 Birch Street * located in Bayswater Primary School	Bayswater	9298 9302 (office) 9012 5401 (kinder room)
Cooinda	21 Dinsdale Road	Boronia	9801 9506
Eildon Parade	75 Eildon Parade	Rowville	9763 2469
Flamingo	21 Merryn Grove	Wantirna	9800 1595
FW Kerr	15 Roberts Street	Ferntree Gully	9758 6411
Goodwin Estate	28 Rome Beauty Avenue	The Basin	9762 5239
Haering Road	17 Haering Road	Boronia	9729 0097
Knox Children & Family Centre (Bayswater)	41 Phyllis Street	Bayswater	9738 9700
Knox Children & Family Centre (Wantirna South)	81 Argyle Way	Wantirna South	9837 9600
Knoxfield	81 Anne Road	Knoxfield	9763 7200 9763 6886
Liberty Avenue	77 Liberty Avenue	Rowville	9764 4748
Mariemont	9 Mariemont Avenue	Wantirna	9801 7931 9800 3794
Murrindal	100 Murrindal Drive	Rowville	9753 9893 9759 6087
Park Ridge	2018 Dandelion Drive	Rowville	9752 7838
Riddell Road	36 Riddell Road	Wantirna	9800 1945
Rowville	965 Wellington Road	Rowville	9764 4591 9764 4030
Scoresby West	29 Nevana Street	Scoresby West	9763 8684
Taylors Lane	130 Taylors Lane	Rowville	9764 8355
Templeton Orchards	51 Templeton Street	Wantirna	9800 1328
The Basin	385 Forest Road	The Basin	9762 1854
The Fields	35 Pitfield Crescent	Rowville	9752 9531
Upper Ferntree Gully	1 Rollings Road	Upper Ferntree Gully	9758 9199
Wattlevue	Fuchsia Street	Ferntree Gully	9758 8442
West Gully	50 Dobson Street	Ferntree Gully	9752 3944
Windermere	22 Windermere Drive	Ferntree Gully	9763 1995

## Appendix 3 – Additional Information



### Additional Information (specific to a service or subject to change)

Please ask the staff at your service if you require more information regarding:

- Child Care fees
- Child Care Subsidy
- Kindergarten Fees
- Kindergarten Centre Information book

### For Committees or Parent Groups

- A Guide for Early Years Committees and Parent Groups in Knox
- A Guide for Community Playgroups in Knox



## Appendix 4 – FAQs



### English is our second language; how will my child be supported?

The first language learned in the home is extremely important and forms the foundation for all later language development. You are your child's first and most important educator and children strongly benefit from being able to speak, read and write the native language of their parents or main carer. It also contributes to developing their sense of identity and belonging.

Children can easily learn two (or more) languages when they have regular opportunities to practice and incorporate them into their daily life. To support your child's first language development, early childhood professionals will:

- Acknowledge the native language/s of the child
- Ensure that the child's cultural background is respected, celebrated and incorporated into early childhood programs.
- Encourage your child to join in activities, play with other children, hear stories and songs and become immersed in a learning space where your child feels secure and safe.
- Encourage you (as parents/carers) to participate in the program by sharing songs and stories in your first language and talking to the children and Educators in your first language.

Speak to the Educators at any time about your native language and any relevant celebrations and traditions. This will help to increase their cultural awareness and knowledge and support your child's language development through the educational program.

### What shall I do if my child is upset?

Young children often have big feelings and not enough words to express them. It is normal for children to behave in challenging ways at different stages and in particular situations. Trying to understand your child's behaviour is a key step in supporting and managing it. If you can understand why your child is behaving in a particular way, you can work out how best to respond, and guide your child's social and emotional learning and behaviour.

When at the service, if your child is upset or experiences big feelings, it helps to remain calm and provide reassurance. Talk with the Educators and together work through a strategy to support your child if they regularly have difficulty settling and joining their group. You may also wish to talk with the Educators and discuss positive strategies to assist your child to work through big feelings whether they are at home or the service.

As difficult as it might be, **try to stay positive** about your child's transition to child care or kindergarten. For more information visit the [Raising Children Network](#).

### What if my child has additional needs?

Every child has individual strengths, interests and abilities across all areas of learning and development. Early Years Services strive to provide inclusive programs that meet the needs of all children.

However, if you believe your child needs additional support, the following programs are available:

- Preschool Field Officer Program; for children attending sessional kindergarten
- Inclusion Support Program; for children attending long day care and occasional care.

Knox Family and Children's Services | Guide for Families

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4-Year-Old  
Kindergarten



Additional  
Services



Long Day  
Care



Maternal and  
Child Health



Occasional  
Care



Playgroup

- Additional funding for assistance may be available through the Kindergarten Inclusion Support Program.

For information about children with additional needs at kindergarten or childcare, speak to your service or contact your closest [Department of Education and Training](#) office.

## What happens if the educator is away?

Knox City Council has access to agencies that supply relief educators.

In accordance with the Education and Care National Law and regulations, in the event that qualified and appropriate relief educators cannot be provided, a centre is unable to operate. If the unlikely event this occurs, every effort will be made to notify families as quickly as possible to inform them of the situation.

## What tasks do Educators complete in non-contact time?

All Educators are allocated non-contact time on a weekly basis. This is valuable time that supports the planning of high quality educational programs for your child.

During non-contact time an Educator may perform any number of duties such as:

- Plan the program
- Maintain individual children's records
- Prepare program materials
- Attend professional development sessions or training
- Conduct parent-teacher consultations
- Liaise with other early childhood professionals
- Maintain the centre's cleanliness and compliance with Occupational Health and Safety requirements and Education and Care National Law and Regulations
- Purchase materials
- Organise special visitors/events
- Prepare family notices/newsletters
- Prepare the learning environment and outdoor area for future activities.

These responsibilities may require the educators to be off site.

**Please make an appointment with Educators if you wish to meet with them during non-contact time.**

## Appendix 5 – Useful Contacts



The Raising Children Network provides parenting videos, articles and apps backed by Australian experts for children aged 0-18yrs.



The Department of Education and Training Victoria [www.education.vic.gov.au](http://www.education.vic.gov.au), offers learning and development support and services for all Victorians.



**Call the MCH Line**

**13 22 29**

Open 24 hours



1300 737 277



0424 265 790

[info@knoxtoylibrary.org.au](mailto:info@knoxtoylibrary.org.au)



[www.playgroup.org.au](http://www.playgroup.org.au)



[www.knox.vic.gov.au](http://www.knox.vic.gov.au)

9298 8000

## Appendix 6 – Exclusion Table



### Schedule 7 - Minimum period of exclusion from primary schools and children's services for infectious diseases cases and contacts

(Public Health and Wellbeing Regulations 2009).

In this Schedule, medical certificate means a certificate from a registered medical practitioner.

[1] Conditions	[2] Exclusion of cases	[3] Exclusion of Contacts
Amoebiasis ( <i>Entamoeba histolytica</i> )	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Campylobacter	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Chickenpox	Exclude until all blisters have dried. This is usually at least 5 days after the rash appears in unimmunised children, but may be less in previously immunised children	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded
Conjunctivitis	Exclude until discharge from eyes has ceased	Not excluded
Diarrhoea	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later	Exclude family/household contacts until cleared to return by the Secretary
Hand, Foot and Mouth disease	Exclude until all blisters have dried	Not excluded
Haemophilus influenzae type b (Hib)	Exclude until at least 4 days of appropriate antibiotic treatment has been completed	Not excluded
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness	Not excluded
Hepatitis B	Exclusion is not necessary	Not excluded
Hepatitis C	Exclusion is not necessary	Not excluded
Herpes (cold sores)	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible	Not excluded
Human immuno-deficiency virus infection (HIV/AIDS virus)	Exclusion is not necessary	Not excluded
Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing	Not excluded
Influenza and influenza like illnesses	Exclude until well	Not excluded unless considered necessary by the Secretary
Leprosy	Exclude until approval to return has been given by the Secretary	Not excluded
Measles*	Exclude for at least 4 days after onset of rash	Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case, or received NHIG within 144 hours of exposure, they may return to the facility
Meningitis (bacteria — other than	Exclude until well	Not excluded

meningococcal meningitis)		
<b>Meningococcal infection*</b>	Exclude until adequate carrier eradication therapy has been completed	Not excluded if receiving carrier eradication therapy
<b>Mumps*</b>	Exclude for 9 days or until swelling goes down (whichever is sooner)	Not excluded
<b>Pertussis*</b> (Whooping cough)	Exclude the child for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment	Contacts aged less than 7 years in the same room as the case who have not received three effective doses of pertussis vaccine should be excluded for 14 days after the last exposure to the infectious case, or until they have taken 5 days of a course of effective antibiotic treatment
<b>Poliomyelitis*</b>	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery	Not excluded
Ringworm, scabies, pediculosis (head lice)	Exclude until the day after appropriate treatment has commenced	Not excluded
<b>Rubella*</b> (German measles)	Exclude until fully recovered or for at least four days after the onset of rash	Not excluded
Salmonella, Shigella	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded
Severe Acute Respiratory Syndrome (SARS)	Exclude until medical certificate of recovery is produced	Not excluded unless considered necessary by the Secretary
Streptococcal infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well	Not excluded
Tuberculosis	Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious	Not excluded
Typhoid fever (including paratyphoid fever)	Exclude until approval to return has been given by the Secretary	Not excluded unless considered necessary by the Secretary
Verotoxin producing Escherichia coli (VTEC)	Exclude if required by the Secretary and only for the period specified by the Secretary	Not excluded
Worms (Intestinal)	Exclude until there has not been a loose bowel motion for 24 hours	Not excluded

## Statutory rule

A person in charge of a primary school or children's services centre must not allow a child to attend the primary school or children's services centre for the period or in the circumstances:

(a) specified in column 2 of the table in Schedule 7 if the person in charge has been informed that the child is infected with an infectious disease listed in column 1 of the table in Schedule 7; or (b) specified in column 3 of the table in Schedule 7 if the person in charge has been informed that the child has been in contact with a person who is infected with an infectious disease listed in column 1 of the table in Schedule 7.

The person in charge of a primary school or children's services centre, when directed to do so by the Secretary, must ensure that a child enrolled at the primary school or children's services centre who is not immunised against a vaccine preventable disease (VPD) specified by the Secretary in that direction, does not attend the school or centre until the Secretary directs that such attendance can be resumed. (Note—VPDs marked in **bold** with an asterisk (\*) require the department to be informed immediately. Contact the department on 1300 651 160 for further advice about exclusion and these diseases.)

## Appendix 7 - Knox City Council



### Community and Council Plan

This is Knox's plan to guide our city for the next four years and beyond. It outlines our long-term, shared goals and our aspirations for the future. The plan shows what we are aiming to achieve for our city and describes how we will know when we get there.

Together with the community, we have identified eight key goals as the framework for progress towards this Vision 2035.



### Key Life Stages Plan

This Key Life Stages Plan brings together Council's previous Municipal Early Years, Youth Strategic and Active Ageing Plans; focuses on the key life stages of early childhood, youth and older age; and recognises that intervention during these key life stages has the greatest benefit for individuals, families and the community.

# About Knox City Council Family and Children's Services



## Vision

We use partnerships and advocacy to empower children and families through the provision of focused integrated services from birth to school.

## Outcome

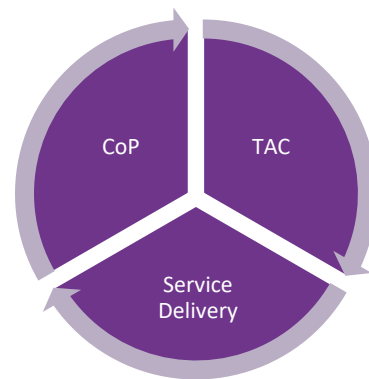
We empower children and their families in Knox to realise their full potential.

## Supporting Mechanisms (see figure 2)

- Communities of Practice (CoP)
- Team around the Child (TAC)
- Service Delivery

## Education and Care Philosophy

Localised statement of philosophy that reflects the beliefs and values of those who are associated with the service, located at all council education and care sites across the municipality.



*Figure 2: Supporting mechanisms*

## One Team

The F&CS Team works with a clear focus on integrated and collaborative service delivery from and across every service setting. One Team is described as how children, families and the community experience us and how we work and experience each other. Settings can include single service settings, groups of services in one location, services which work together in a precinct/local community focus and services that are located together in larger, purpose built hubs. We work to develop an innovative and reflective community of practice approach.

## Our Team

- Leadership and operational support staff
- Education and Health Professionals
- Volunteers and students

Council's Family & Children's Services (F&CS) team have a focus on establishing positive and respectful relationships with children and families as an important foundation for supporting each child's wellbeing and creating sense of themselves as independent and capable learners. All staff are appropriately qualified, practice evidence based programs, refer to current research findings and undertake regular training and professional development to facilitate this focus.



**Figure 3:** Knox City Council, Family and Children's Services Staff Characteristics

Knox Family & Children's Services Early Childhood staff operate under Early Childhood Australia Code of Ethics 2016. In this Code, the protection and wellbeing of children is paramount and therefore speaking out or taking action in the presence of unethical practice is an essential professional responsibility. Refer to [Early Childhood Australia](#) for more information.

Early Childhood Teachers must be registered with the [Victorian Institute of Teaching \(VIT\)](#), in order to be employed in an early childhood education and care service.

Nurses and midwives must be registered with the [Nursing and Midwifery Board of Australia \(NMBA\)](#), and meet the NMBA's professional standards in order to practise in Australia.

Professional standards define the practice and behaviour of nurses and midwives and include:

- codes of conduct,
- standards for practice, and
- codes of ethics

Please refer to [Nursing and Midwifery Board: Professional Standards](#) for further information.

## Partnerships with families

Throughout this guide we make reference to parents and families with an understanding that this can mean many different things but essentially relates to all those individuals and agencies involved in a parenting role including parents, carers, grandparents, kinship carers, guardians, childminders and others.

Knox Council recognises that families are the primary influence in their children's lives and that they have important knowledge and beliefs regarding the education and care of their children and the experiences in which their children should be able to participate.

Respectful relationships and partnerships between families, children and educators are important for each child to become successful learners, confident and creative individuals and active and informed citizens.

F&CS Staff encourage families and children to be involved in a number of ways:

- Discussions with Maternal and Child Health (MCH) Nurses, educators or support services staff.
- More formal appointments which can be initiated by families as well as staff.
- Collaborative development of goals that support growth and learning.
- Spending time at the service joining in with your child and their friends.
- Participating in social events that the service provides throughout the year.
- Joining a Parent Group or Committee.

Committees and Parents Groups are essential partnerships for Early Years services in Knox. All Committees and Parent Groups are required to be registered Incorporated Associations with [Consumer Affairs](#).

Council works to support Committees and Parent Groups through providing guidebooks, training and staff support.

## State Government

The State Government, through the [Department of Education and Training \(DET\)](#) and [Department of Health and Human Services \(DHHS\)](#) leads the delivery of child development and education services to children, young people and adults both:

- Directly through government schools.
- Indirectly through maternal and child health centres.
- Indirectly through supported playgroups.
- Indirectly through the regulation and funding of early education and care services, non-government schools and training programs.

Knox City Council is the DET Approved Provider of 2 Early Years Integrated Hubs and an Early Years Management (EYM) organisation of 30 kindergarten programs across the municipality. Authorised Children's Services Officers from DET visit early education and care services to provide support in relation to quality programs and to ensure the service meets the requirements of the Education and Care National Law and Regulations.

The DET curriculum framework for Early Childhood Education is known as the [Victorian Early Years Learning Development Framework \(VEYLDF\)](#) which identifies five learning and development outcomes for all children from birth to eight years:

- Identity
- Community
- Wellbeing
- Learning
- Communication

VEYLDF also provides practice principles to guide early childhood professionals, encouraging them to collaborate with children and with families to achieve the best outcomes for every child.

[The Early Childhood Reform Plan: Ready for Kinder, Ready for School, Ready for Life](#) (the Plan) outlines State Government's vision and reform for a higher quality, more equitable and inclusive early childhood system. Importantly, the Plan recognises that providing the right early childhood education experience will set children on a course of lifelong learning.

[Supporting Children and Families in the Early Years](#): A Compact between DET, DHHS and Local Government (represented by Municipal Association of Victoria, MAV, 2017-2027) strengthens the relationship between the state and local governments in the planning, development and provision of early years services.

## Other partnerships

### ACECQA: The National Law and National Regulations & National Quality Standards

The Australian Children's Education & Care Quality Authority (ACECQA) works with all governments to provide guidance, resources and services to support and improve outcomes for children

The Education and Care Services National Law (National Law) and the Education and Care Services National Regulations (National Regulations) apply to most long day care, family day care, kindergarten and outside school hours' care services in Australia. The law and regulations detail the operational and legal requirements for an education and care service.

The National Quality Standard (NQS) is part of the National Regulations. The NQS sets a national benchmark for the quality of education and care services and includes seven quality areas (QA's) that support positive outcomes for children:

- QA1 – Educational program and practice
- QA2 – Children's health and safety
- QA3 - Physical environment
- QA4 - Staffing arrangements
- QA5 - Relationships with children
- QA6 - Collaborative partnerships with families and communities
- QA7 - Governance and leadership

## Commonwealth Government

Through a range of policies and programmes, the Commonwealth Government, DET helps to provide families with access to quality early learning for children.

This includes providing a Child Care Subsidy for families of children attending child care, and well as partial funding for 4 year old kindergartens.

For more information refer to the [Department of Education and Training Victoria \(DET\)](#).

## Commission for Children and Young People - Child Safe Standards

All adults associated with Council are required to ensure their behaviour meets child safety requirements. To view these, access the [Department of Health and Human Services \(DHHS\) website](#).

Knox Council Child Safe Policy:

- Has a zero tolerance for child abuse;
- Actively works to listen to, and empower children;
- Has systems, and will continue to develop policies and systems to protect children from abuse;
- Is committed 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.

## The Nursing and Midwifery Board of Australia (NMBA)

[NMBA](#) is responsible for setting standards and policies for the regulation of all nurses and midwives registered in Australia. It is supported in this task by the [Australian Health Practitioner Regulation Agency \(AHPRA\)](#).

## Maternal and Child Health 24-hour Help Line

Qualified Maternal and Child Health nurses provide information, support and advice to Victorian families with children from birth to school age (5 years old), 24 hours a day, 7 days a week. Phone: **13 22 29**

## Governance & Management

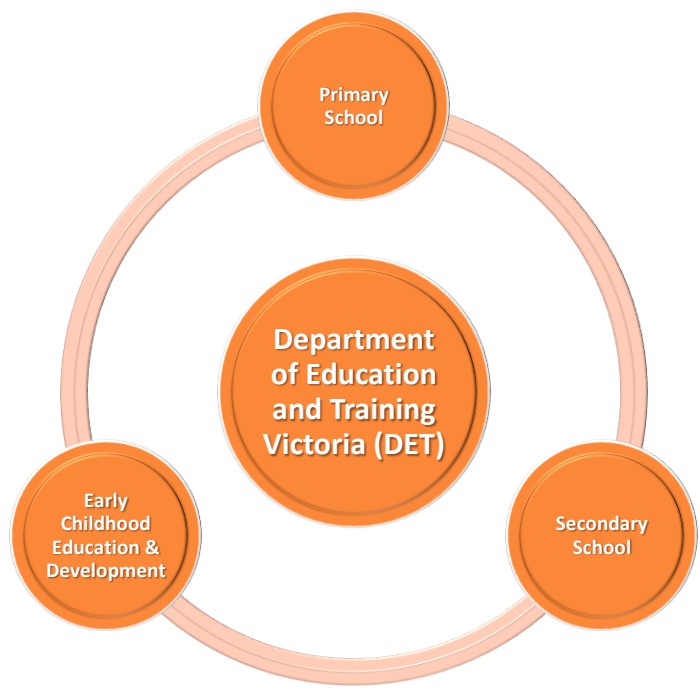
Knox City Council relates all applicable government regulations, legislation and practice principals to the Knox local setting by developing Policies and Procedures which are regularly reviewed and updated accordingly.



# Non-Council operated services



**Figure 4: Non-Council Operated Services**  
\*Data accurate as of November 2020.



**Figure 5: Services provided by Department of Education and Training Victoria (DET)**



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133 677 (ask for 03 9298 8000)



Interpreter  
131 450

Speak and Listen Users  
1300 555 727 (ask for 03 9298 8000)

ABN 24 477 480 661



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