

LITTLE YACKS LEARNING YEARS (LYLY)

# FAMILY HANDBOOK









## ACKNOWLEDGEMENT OF COUNTRY

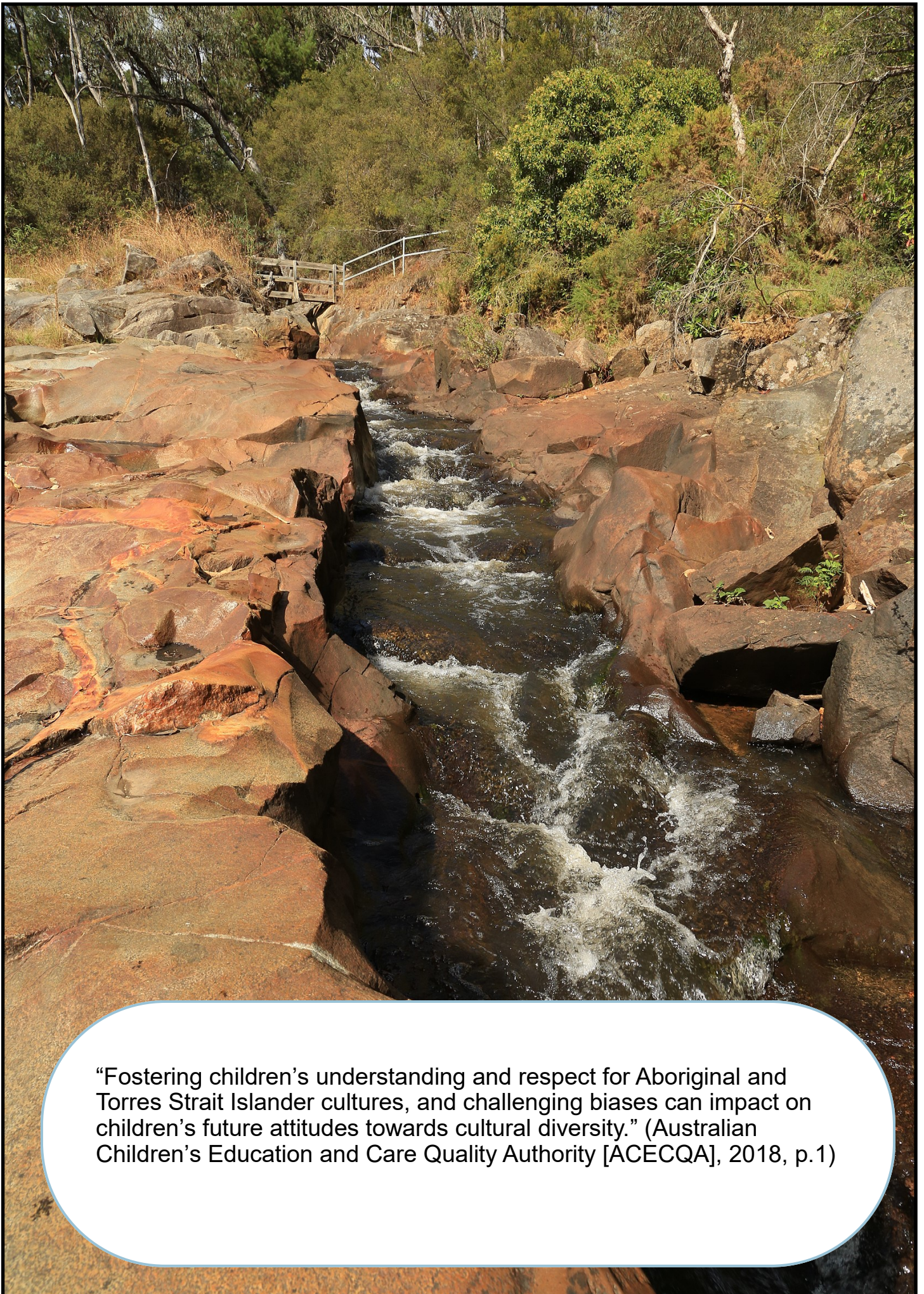
Yackandandah Health acknowledges the Traditional Owners of the land on which we meet. We pay our respects to their Elders, past, present and emerging, and the Aboriginal Elders of other communities who may be here today. We at Yackandandah Health are committed to a positive future for our First Nations communities.



# CONTENTS

Acknowledgement of Country	4	Priority of Access	28
Contact Details	6	Court Orders	28
Yackandandah Health	7	Children with Diverse Needs	28
Our Philosophy	9	Accident, Incidents and Injury	29
National Frameworks, Laws, Regulations and Standards	10	Health Conditions	29
Orientation	11	Medication	31
Our Curriculum	11	Bush Fire Management Plan	31
Nursery Program	12	Emergency Evacuation and Lockdown Procedure	31
Toddler Program	13	Policies	32
Junior Preschool Program	14	Yack Health Membership	32
Preschool Program	15	Daily Fee	32
Funded Kindergarten	16	Enrolment Fee and Bond	33
Kindergarten Incursions and Excursions	17	Cancellation	33
School Readiness	18	Payment of Accounts	34
No Jab No Play	19	Child Care Subsidy	34
What to bring	20	Current Pandemic Information	35
Arrival and Departure	20	Absences	36
Birthday Celebrations	21	Planned Holidays	36
Catering Service	21	Sick Days	36
LYLY T-shirts	22	Late Fees	37
Nappy Changing and Toileting Routines	22	Public Holidays	38
Hygiene Practices	23	Family Involvement	40
Sleep, Rest and Relaxation	23	My Family Lounge	41
Community Space	23	Family Representative	41
Sun Smart	25	Storypark	42
Sustainable Practices	26	Intergenerational Program	43
Smoke Free Environment	26	Care Sanctuary	43
Security Access	26	Staffing	45
		Exclusion of Illness	46
		YH Code of Conduct	48
		Sources	49





“Fostering children’s understanding and respect for Aboriginal and Torres Strait Islander cultures, and challenging biases can impact on children’s future attitudes towards cultural diversity.” (Australian Children’s Education and Care Quality Authority [ACECQA], 2018, p.1)





## **LITTLE YACKS LEARNING YEARS (LYLY)**

### **HOURS OF OPERATION: EXCLUDING PUBLIC HOLIDAYS**

Monday	7.30 am — 6.00 pm
Tuesday	7.30 am — 6.00 pm
Wednesday	7.30 am — 6.00 pm
Thursday	7.30 am — 6.00 pm
Friday	7.30 am — 6.00 pm

### **CONTACT US**

#### **STREET ADDRESS**

20 Isaacs Avenue  
Yackandandah VIC 3749

#### **POSTAL ADDRESS**

PO Box 24  
Yackandandah VIC 3749

#### **PHONE**

(02) 6028 0188  
(02) 6028 0187

#### **EMAIL**

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# yackandandah health



Yackandandah  
Health



Residential  
Care



Retirement  
Living



Health  
Services



Medical  
Centre



CARE  
Sanctuary



Little Yacks  
Learning Years

Little Yacks Learning Years (LYLY) caters for children from 6 weeks to 5 years of age. We have a licence for 34 children.

We work alongside a variety of services, which support the community under the Yackandandah Health umbrella.

We are excited to provide an intergenerational program. This program engages children and the on-site aged-care residents in a fun, relaxed and educational way.







## OUR PHILOSOPHY

Little Yacks Learning Years is a not-for-profit organisation nestled in the beautiful township of Yackandandah. It is positioned in an intergenerational space comprising an aged-care home, medical centre, care sanctuary and Little Yacks educational service. Our unique service provides opportunities for collaboration between these spaces offering enriching intergenerational experiences for all those who meet under the Yackandandah Health umbrella.

The town has a rich history of learning and growing together. At Little Yacks we are inspired by this history. We believe we are stronger when we work and support one another. Reciprocal relationships between children, families and educators contribute to children feeling safe, secure and supported. Like home, we offer a space of inclusion and belonging. Our nurturing and responsive educators work with children and their families to create an environment where children can be themselves.

We embrace individuality, equality and diversity; priding ourselves on fairness and social justice. This is embodied in our everyday practices through provision of a welcoming space where all cultural backgrounds, identities and religions are valued.

We have a team of enthusiastic and reflective professionals who work collaboratively to provide your children with a consistent approach to care and education. The Victorian Early Years Learning and Development Framework guides our decisions. Our focus is for children to learn through socialising. We use an integrated teaching and learning approach inclusive of adult-led learning as well as guided and child-directed play. We trust children to act as the initiator and explorer of their interests. This approach to learning helps children become active learners who are confident, creative, independent and informed.

The local community is a leader in renewable energy. Little Yacks understands it is our children who will play a key role in creating and maintaining a sustainable future. We introduce the concept of sustainability to children by exploring recycling, food scrap collection, water conservation and use of natural materials. We strive to work in collaboration with Yack Bush Kinder and our onsite Animal Sanctuary to help instill compassion and respect for the natural environment.

# WHAT IS THE NATIONAL QUALITY FRAMEWORK?

The National Quality Framework provides a national approach to regulation, assessment and quality improvement for early childhood education and care services across Australia.

## NATIONAL LAW AND REGULATION

The National Law and National Regulations outline the legal obligations of approved providers, nominated supervisors, and educators and explain the powers and functions of the state and territory regulatory authorities and The Australian Children's Education & Care Quality Authority (ACECQA).

## NATIONAL QUALITY STANDARD

The National Quality Standard (NQS) sets a high national benchmark for early childhood education and care and outside school hours care services in Australia. The NQS includes 7 Quality areas that are important outcomes for children. Services are assessed and rated by their regulatory authority against the NQS, and given a rating for each of the 7 quality areas and an overall rating based on these results.

Quality Area 1 – Educational program and practice

Quality Area 2 – Children's health and safety

Quality Area 3 – Physical environment

Quality Area 4 – Staffing arrangements

Quality Area 5 – Relationships with children

Quality Area 6 – Collaborative partnerships with families and communities

Quality Area 7 – Governance and leadership

## APPROVED LEARNING FRAMEWORKS

Under the National Law and Regulations, services are required to base their educational program on an approved learning framework. This should focus on addressing the developmental needs, interests, and experiences of each child, while taking into account individual differences.

## NATIONAL

Belonging, Being and Becoming: The Early Years Learning Framework for Australia (EYLF)

## STATE

Victorian Early Years Learning and Development Framework (VEYLDF)



## ORIENTATION TO COMMENCE AT LYLY

Orientation is an opportunity for children and families to become familiar with the educators and their learning environment. There is no charge for the orientation process, however parents are required to stay on the premises. The recommended orientation process is detailed below:

- introductory visit for 1 hour:
- 2 half day visits; and
- additional half days when considered appropriate.

*\*Due to COVID-19 restrictions parents are not permitted to stay on the premises during orientation.*

## OUR CURRICULUM

At little Yacks Learning Years (LYLY) we use the approved Frameworks for Victoria and Australia to guide our curriculum. We also take into consideration children's strengths, interests, family values, community input, educator's perspectives and the environment. These factors provide a foundation for our daily practices.

We plan for children as individuals and as a group. We know that learning is effective in a social context and that children thrive when they learn from one another. The indoor and outdoor environments are arranged for children to learn through play. Educators expand children's learning through intentional and responsive teaching strategies based on their interests which are identified through play.

"Play provides opportunities for children to learn as they discover, create, improvise and imagine. When children play with other children they create social groups, test out ideas, challenge each other's thinking and build new understandings. Play provides a supportive environment where children can ask questions, solve problems and engage in critical thinking. Play can expand children's thinking and enhance their desire to know and to learn. In these ways play can promote positive dispositions towards learning. Children's immersion in their play illustrates how play enables them to simply enjoy being. Early childhood educators take on many roles in play with children and use a range of strategies to support learning. They engage in sustained shared conversations with children to extend their thinking" (Department of Education, Employment and Workplace Relations [DEEWR], 2009, p.15).

# NURSERY PROGRAM

The nursery welcomes children between 6 weeks to 24 months and has the capacity to provide education and care to 8 infants per day. This learning environment allows for small group learning to occur.

There is a designated outdoor play space for our infants to investigate. This space fosters an appreciation of the natural world and provides opportunity to develop gross motor skills.

We individualise routines to ensure your child's day mirrors a day at home. We collect information about your child to assist in the process. We request information relating to:

- feeding times;
- sleep times: and
- interests.

The program is based on the interests and developmental needs of each child with a focus on attachment, play and learning.





# TODDLER PROGRAM

The toddler program welcomes children between 18 months and 3 years. This program has the capacity to provide education and care to 8 children per day.

Our play-based program is developed according to your child's interests, beliefs, discoveries and questions. Our focus is on developing independence and resilience to children in this age group. Example of independent skills include; toiletting, dressing, care of personal belongings, ability to make friends and ability to regulate emotions.

Resilience is the ability for children to bounce back from adversities that may come their way. Educators at LYLY will promote resilience through:

- use of positive language and strength-based feedback to promote self-esteem.
- working closely with families to ensure children feel comfort, cared for and a sense of belonging.
- teaching children to recognise and utilise social skills to build relationships.
- teaching children to understand their emotions.
- providing consistent routine so children know what to expect.
- promoting healthy eating and physical wellbeing.
- teaching children to give back to their community.



# JUNIOR PRESCHOOL PROGRAM

Our Junior Preschool Program is implemented within the current Preschool learning environments. Children will be placed into two groups based on their age (Preschool and Junior Preschool).

The benefits of having two programs include focused intentional teaching and educational experiences based on children's individual needs and interests. Smaller group sizes enhance outcomes for children. Both programs will encourage children to become confident learners in a safe and supported environment, within the Victorian Early Years Learning and Development Framework (VEYLDF).

The spaces to be utilised include:

- Large end room
- New play space opposite the office which will soon have a large sliding door to the side verandah
- Verandah
- Outdoor learning environment
- Courtyards within aged care (see photo below)
- CARE sanctuary
- Property at the rear of Yackandandah Health for bush kindergarten program
- Sir Isaac Isaac's Park Yackandandah (across the road from LYLY)

We will plan separate group times as well as joint group times. Some meals we will share and others will occur separately to help foster independence within the Junior Preschool Program. Children will still be encouraged to interact with other children regardless of which program they are in.





# PRESCHOOL PROGRAM

Our preschool program is delivered by qualified Early Childhood Teachers. The room caters for 18 children each day.

The space is designed for investigation and exploration between the indoor and outdoor verandah. We also provide a large outdoor space for gross motor experiences, sensory experiences and games with rules.

Early childhood is the time for children to learn, grow, make friends and have fun. It is also a time to take safe risks and be challenged. At LYLY we develop educational programs to promote these skills. Our curriculum is carefully guided by children's strengths, voices of children, family input and the VEYLDF.

Learning opportunities that occur in our room throughout the year include:

Key Learning Areas	Learning Opportunities
Visual Arts	Painting, drawing, animal stamping, ink dropping, spray painting, finger painting, marble painting, cut and paste and more.
Musical Expressions	Dance, movement and singing.
Imagination and Creativity	Construction experiences using a large variety of tools and/or equipment; and spaces to promote dramatic play.
Using Our Senses	Play dough, water play, sand play and cooking experiences.
Social and Emotional Skills	Our environment is designed to promote social interaction between children. We also have regular group time discussions to model appropriate ways to establish friendships and regulate emotions.

# FUNDED THREE-YEAR-OLD KINDERGARTEN 2021

We are pleased to announce that LYLY in conjunction with the Department of Education and Training (DET) will be rolling out a funded 3-Year-Old Kindergarten Program in 2021. This program will run for 15 hours within our long day service.

LYLY's 3-Year-Old Funded Kindergarten will offer:

- education for a small cohort of children.
- an educational program which adheres to the Victorian Early Years Learning and Development Framework (VEYLDF).
- a program which will be delivered by a qualified early childhood teacher.
- a focused Intergenerational and Community garden, Animals, Relationships and Education (CARE) Sanctuary Program.
- flexible hours (dependent on community needs).
- a space where the provision of an extended 'wrap-around' service is provided in a familiar setting (i.e. transition from long day service into funded kindergarten program).
- morning tea, lunch, and afternoon tea.

*If your family would like to be part of our Three-Year-Old Funded Kindergarten Program or if you have any further questions, please contact LYLY.*

*Please email :*

*[littleyacksadmin@yackhealth.com.au](mailto:littleyacksadmin@yackhealth.com.au)*

*[littleyacksdirector@yackhealth.com.au](mailto:littleyacksdirector@yackhealth.com.au)*





# FUNDED THREE-YEAR-OLD KINDERGARTEN EXCURSIONS AND INCURSIONS 2021

	TERM 1	TERM 2	TERM 3	TERM 4
<b>Excursion</b> Intergenerational programs	<b>Culinary Arts</b>  Sandwich making at CARE sanctuary with Betty	<b>Music</b>  Piano with our resident Pauline	<b>Sustainability</b>  Gardening with our residents Eileen and Leo	<b>Music</b>  Piano Accordion with our resident Max
	<b>Sports</b>  Small group of residents	<b>Singing</b>  Small group of residents	<b>Sports</b>  Small group of residents	<b>Singing</b>  Small group of residents
<b>Excursion</b> Community	<b>Sports</b>  Swimming lessons at Yackandandah pool	<b>Sir Isaac Isaacs Park</b>  For nature walk, challenging play equipment and games with rules	<b>Community Garden</b>  Picnic lunch	<b>Sports</b>  Swimming lessons at Yackandandah pool
	<b>Early Literacy</b>  Local Yackandandah Library for story time and rhyme time	<b>Early Literacy</b>  Local Yackandandah Library for story time and rhyme time	<b>Early Literacy</b>  Local Yackandandah Library for story time and rhyme time	<b>Early Literacy</b>  Local Yackandandah Library for story time and rhyme time
<b>Incursion</b> Cultural awareness	<b>Cultural Awareness</b>  Rachel will introduce the national language of the Philippines called Tagalog	<b>Cultural Awareness</b>  Rachel will introduce the national language of the Philippines called Tagalog	<b>Cultural Awareness</b>  Rachel will introduce the national language of the Philippines called Tagalog	<b>Cultural Awareness</b>  Rachel will introduce the national language of the Philippines called Tagalog
	<b>Music and Movement</b>  Songs from around the world	<b>Music and Movement</b>  Songs from around the world	<b>Music and Movement</b>  Songs from around the world	<b>Music and Movement</b>  Songs from around the world
<b>Incursion</b> Community	<b>Speech Therapist</b>  Extend children's ability to communicate	<b>Occupational Therapy</b>  Improve children's ability to do everyday things	<b>Dentist visit</b>  Interactive dental hygiene experience	<b>Audiologist visit</b>  Interactive discussion on hearing
	<b>Indigenous Australia</b>  Visit from Indigenous Australians to extend children's knowledge and awareness	<b>Indigenous Australia</b>  Visit from Indigenous Australians to extend children's knowledge and awareness	<b>Indigenous Australia</b>  Visit from Indigenous Australians to extend children's knowledge and awareness	<b>Indigenous Australia</b>  Visit from Indigenous Australians to extend children's knowledge and awareness

# SCHOOL READINESS

Our educators plan experiences to promote the learning of appropriate skills in order to prepare children for school. School readiness skills include:

- self care (e.g. independent toileting and opening lunch boxes);
- emotional regulation;
- social skills, ability to make friends and engage in reciprocal interaction with others (both verbally and non-verbally);
- ability to play co-operatively;
- ability to play independently;
- attention and concentration;
- physical skills such as having the endurance to last all day at school;
- early literacy which includes receptive (understanding) and expressive language (speech);
- fine motor skills such as ability to hold a pencil, open lunch boxes and tie shoe laces;
- gross motor skills including whole body physical skills;
- ability to understand the consequences of their behavior; and
- resilience (the ability to bounce back from adversities).

If you would like some guidance on what you can do to help prepare your children for school, please speak with your child's educator.







## NO JAB NO PLAY- INFORMATION FOR PARENTS

For each child enrolled, the service must be provided with:

- a current Immunisation History Statement from the Australian Immunisation Register (AIR); and
- the statement must show the child is up to date with all vaccinations that are due for their age, or that they are able to receive.

## HOW TO PREPARE YOUR CHILD

You can:

- start talking to your child about LYLY;
- walk by or drive by our service in your spare time;
- if your child is breastfeeding, introduce them to a bottle prior to commencement;
- encourage them to become involved in the process of packing their bag; and
- start care before you as a parent or guardian have to return to your commitments (e.g. work). This will allow for shorter days initially, if required.



## WHAT TO BRING

Each child will be required to bring a bag each day which includes the following items:

- drink bottle filled with water;
- minimum of 2 spare changes of clothes in case of messy play and accidents;
- bottles and formula or breastmilk (as required);
- legionnaire, broad brimmed or bucket style hat; and
- other sun safe clothing depending on the weather (per our Sun Smart Policy).

## ARRIVAL AND DEPARTURE

For safety and security reasons ALL children must be SIGNED IN on arrival and SIGNED OUT on departure. The times will be noted through our QikKids Kiosk attendance record program. This task must be carried out on the iPad provided in the foyer.

A child will not be allowed to leave our service with a person who is not stated on the enrolment form. For an arrangement to be made for a new person to collect your child:

- a phone call must be made to LYLY stating the name and relationship of that person to the child;
- the information must also be documented in writing either by email or on Storypark by the parent or guardian; and
- the new person collecting the child will be required to provide a photo ID upon pick up. The photo ID will be photocopied and added to the child's enrolment folder.

*\* For more information on Storypark please refer to page 42 of this document.*



## **BIRTHDAY CELEBRATIONS**

Educators are respectful of differing family values regarding birthday cake. With this in mind, we do not celebrate with cakes. Educators will celebrate children's birthday's using other experiences. This may include creating a birthday crown, offering a dance party and/or playing games with rules. Family input is always welcome on how best to celebrate your child's special day.

Please note, LYLY does not permit food from outside the service to be brought onsite. This includes birthday cakes.

## **CATERING SERVICE**

LYLY will provide a nutritious and balanced menu for children attending our service. Our menu is based on advice from a dietician to ensure alignment with the Australian Dietary Guidelines.

We also work in consultation with families to ensure that we cater for children with food allergies and other requirements. Please note, food from outside our service is not permitted onsite.

An exception applies to baby formula only. Parents may provide their own formula if this is their preference. You must provide an unopen container of formula with your child's name clearly labelled.





## **LYLY T-SHIRTS**

Comfortable T-shirts are available for children at Little Yack Learning Years (LYLY). LYLY will purchase a t-shirt for each child enrolled at LYLY.

Families wishing to have their child's name embroidered on their t-shirt can do so at a cost of \$10.00. This charge will be applied to your accounts. Sample sizes and forms for embroidery are available upon request.

## **NAPPY CHANGING AND TOILETING ROUTINES**

LYLY will supply nappies for all children.

At LYLY we ensure that toileting and nappy change routines are conducted with warm and responsive interactions while maintaining hygiene standards.

Our educators will work with families to identify readiness cues to maximize children's chances for successfully being toilet trained.

If your child is already being toilet trained please advise your child's educator so that we can ensure a consistent approach to toilet training at home and at LYLY.



## **HYGIENE PRACTICES**

Our educators and children follow thorough hygiene practices daily. Hygiene practices also form a part of our curriculum. Hand washing is a simple and effective way to minimise the spread of infection. Educators, children, families and visitors are encouraged to wash their hands when they arrive, throughout the day and upon departure.

## **SLEEP, REST AND RELAXATION**

At LYLY we recognise children have different requirements for sleep, rest and relaxation and are responsive to those needs. Educators will consult with families about their child's sleep, relaxation and rest requirements and plan our program accordingly.

## **COMMUNITY SPACE**

We are working towards using the spaces around Yackandandah Health as additional play areas for children to explore. This will include use of Isaac's Park which will provide open space for games, challenging play equipment and adventures along the nature walk. The goal is for these excursions to occur regularly to build on children's sense of belonging to our local community and the natural environment.



“Educators are responsive to all children’s strengths, abilities and interests. They value and build on children’s strengths, skills and knowledge to ensure their motivation and engagement in learning.” (DEEWR, 2009, p.14)





## SUN SMART



Sun protection is used whenever UV levels are 3 or higher. To protect children from harm caused by the sun, parents are required to provide a hat and protective clothing.

Hats must protect a child's face, neck and ears (legionnaire, broad-brimmed or bucket style). Peak caps and visors are not considered suitable.

Protective clothing includes loose-fitting clothing that covers as much skin as possible. Clothing made from cool, densely woven fabric is recommended. Families are asked to choose tops with elbow-length sleeves, higher necklines (or collars) and knee-length or longer style shorts and skirts for their child. If a child is wearing a singlet top or shoestring dress, they will be asked to choose a t-shirt/shirt to wear over this before going outdoors. Children will also be asked to seek shade when appropriate.

## SPECIAL NOTES REGARDING INFANTS

All babies under 12 months are kept out of direct sun when UV levels are 3 or higher. Widespread use of sunscreen on babies is not recommended. Physical protection such as shade, clothing and broad-brimmed hats are the best sun protection measures. If babies are kept out of the sun or well protected from UV radiation by clothing, hats and shade, then sunscreen need only be used occasionally on small areas of a baby's skin.

## SLOP ON SUNSCREEN

SPF30 (or higher) broad-spectrum, water-resistant sunscreen is supplied by the service.

If your child requires their own sunscreen due to sensitivity or preference, you will be required to supply your own and to label it clearly.

To help develop independent skills, children from three years of age are given opportunities to apply their own sunscreen under supervision of staff, and are encouraged to do so.



## **SUSTAINABLE PRACTICES**

Our educators and children work together to promote, develop and implement sustainable practices. This can include recycling, food scrap collection, energy efficiency, water conservation and use of natural materials. LYLY will work in partnership with Yackandandah Health to collaborate on projects that work towards creating a more sustainable future. Please contact LYLY management to learn about our current projects.

## **SMOKE - FREE ENVIRONMENT**

Smoking is prohibited within the grounds of all Victorian early learning services. The grounds include; Yackandandah Health buildings, car parks, entrances, perimeter fences and the park across the street. We also ask that smoking is not done in view of any child at our service.

## **SECURITY ACCESS**

At LYLY, each child's safety is extremely important. We use an electronic security access system (pin code). The pin is provided to families on their first orientation. Families will be advised if the pin is changed. Please do not pass this code on to anyone. If you have forgotten your code please ring the front door bell and educators will let you in.









## **PRIORITY OF ACCESS**

Please refer to our Enrolment Policy for more information about the Department of Education, Skills and Employment's requirements for Priority of Access.

## **COURT ORDERS**

Parents or guardians must notify the service if there are any Court Orders relating to their children and a copy of the order is required to be placed with the child's enrolment form.

## **CHILDREN WITH DIVERSE NEEDS**

LYLY is committed to an inclusive program for children of all abilities. Our service can access a variety of external programs to support children and their families. For more information please speak to our educators.



## **ACCIDENT, INCIDENTS AND INJURY**

During an emergency, where appropriate, LYLY will call an ambulance. If you do not have ambulance cover and LYLY calls an ambulance for your child, you will be required to pay for the cost of the ambulance attending the service.

## **MEDICALLY DIAGNOSED HEALTH CONDITIONS**

Parents have a responsibility to inform LYLY of any diagnosed health care needs, allergies or relevant medical conditions for their child. If there is a pre-existing condition our service must be informed prior to enrolment and you will be asked to provide a medical management plan to the service. You will also be asked to participate in the development of a risk minimisation plan in relation to your child's diagnosed health care need, allergy and relevant medical condition.

During the attendance of the child at our service you must inform the service of any relevant changes relating to the nature of, or management of, the child's diagnosed health care need, allergies or relevant medical condition and, if necessary, to provide an updated medical management plan for the child.

Our education and care service will take into account the individual differences of each child and adjust any of the usual practices of the service in order to be fully inclusive of each child.



**Yackandandah**





## MEDICATION

If your child requires medication as per doctor's orders, please check the table of exclusion on pages 46-47 to ensure your child only returns to care when it is safe to do so.

Requirements if a child needs medication while in the care of the service:

- our medication record must be completed, signed, dated by the parent or guardian and sighted by our educators;
- all medication must be in its original packaging and expiry date visible. The packaging must clearly state the child's name and dosage; and
- all medication must be handed to educators and it will be stored out of children's reach. Do not leave medication in children's bags.

If you have any questions on how to appropriately complete the medication record, please ask our educators for guidance.

## BUSH FIRE MANAGEMENT PLAN

In case of a bushfire, LYLY will work closely with the Country Fire Authority (CFA) and follow the guidelines/advice from the Victorian Government. For more information please refer to LYLY's Emergency Management Plan (EMP).

## EMERGENCY EVACUATION AND LOCKDOWN PROCEDURE

Emergency Evacuation and Lockdown Procedure are regularly practiced at LYLY to protect children and educators from all natural or man made disasters. Our procedure includes identifying each child before, during and after the drill using our list on QikKids. As such, it is essential parents and guardians remember to always sign your children IN and OUT as this information is vital during emergency situations. Our educators will also ensure the system is corrected throughout the day to confirm the correct number of children at all times.



## **POLICIES**

LYLY has an extensive list of policies for families and educators. These policies are available on request for families.

## **YACKANDANDAH HEALTH MEMBERSHIP**

We strongly encourage all families to become members of Yackandandah Health. The cost of an annual membership is \$5 for one person or \$10 for the family.

Members have access to a range of resources which can be borrowed at a discounted rate. These resources may include wheelchairs, walkers and other supplies from the aged-care facility. LYLY are also working towards establishing a library with books and other resources for families to borrow as part of school readiness preparation and/or to support your children's interests.

## **DAILY FEE**

For a child three years of age or over: \$115.00 per day

For a child under three years of age: \$120.00 per day

- Cash is not accepted.

## **FEE FOR FUNDED THREE-YEAR-OLD KINDERGARTEN 2021**

Please see LYLY's Director for information regarding your eligibility for CCS and State funding.



## ENROLMENT FEE AND BOND

- Upon enrolment there will be a non-refundable \$60 deposit fee per child, payable prior to commencement at the service. This is a once off payment.
- Families are also required to make a Bond payment when commencing at LYLY. The bond payment is equal to the sum of two weeks of care per child. This requires a full fee payment.
  - For example, if you have a child attending our service two days per week in the nursery program, your Bond payment will be equal to 4 daily fees totalling \$480.
- Health Care Card holders will pay a Bond equivalent to one week of care per child.
- All families who have not paid a Bond who wish to secure a position must provide the appropriate Bond payment in order to secure a spot.

## CANCELLATION

If you choose to withdraw your child and cancel their enrolment with us, you are required to put this in writing two weeks prior to cancellation. Please email:

- [littlejacksadmin@yackhealth.com.au](mailto:littlejacksadmin@yackhealth.com.au)
- [littlejacksdirector@yackhealth.com.au](mailto:littlejacksdirector@yackhealth.com.au)

If LYLY is not provided with two weeks notice, you will forfeit your bond repayment.





## **PAYMENT OF ACCOUNTS**

- Fees are charged a fortnight in advance.
- These fees are to be paid prior to your child attending to secure the place.
- An invoice will be emailed to families on Friday prior to direct debit.
- An automatic payment system is available through ChildCare EasyPay. This system will debit your fee from your nominated credit card, debit card or bank account when it is due.

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

All families wishing to access Child Care Subsidy need to complete an online Child Care Subsidy assessment through myGov account which is linked to your Centrelink account. If eligible, the Subsidy will be paid directly to LYLY on the families' behalf and the gap fee is then payable by the family. This can occur after our service enters families' enrolment information online and families confirm their enrolment information through their myGov account. Until Child Care Subsidy details are available, families will need to pay full fees.

For further information please go to:

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-claim>

## CURRENT PANDEMIC INFORMATION

As we have learned, information and advice may change rapidly during a health alert. As such, LYLY management will provide updates to families based on State and/or Federal government information.

## HOW CAN FAMILIES HELP LYLY DURING THIS PANDEMIC ?

Children **MUST NOT** attend our service if they are unwell. Families will be contacted to collect their child/children if they present with a fever or any signs of illness.

Children displaying any symptoms associated with COVID-19 should not return to LYLY until they no longer have symptoms.

To minimise the spread of COVID-19, where possible, we require educators, children and their families to follow these social distancing guidelines and appropriate safety checks.

### Arrival

- Please call our service upon arrival and your children will be collected by an educator from the car park.
- Routine temperature checks will be conducted in the presence of their parent/guardian.
- Any child with a temperature over 38 will not be permitted to attend our service and will require a clearance from a doctor before returning to the service (this same rule applies to all educators).
- It is the educator's responsibility to sign children in and out.
- Educators will wash children's hands upon arrival.

### Departure

- Please call our service upon pick up and your child/children will be brought to the car park by an educator.

Please see the following link for further information about the virus: <https://www.dhhs.vic.gov.au/coronavirus>



## **ABSENCES**

A standard daily fee will be charged for any absences.

All families are encouraged to email or call if their child is going to be absent.

## **PLANNED HOLIDAYS**

You may apply for a planned holiday discount for up to 2 weeks of care per financial year.

The holiday discount is equal to 50% discount of your daily fee and may be taken in two ways:

1. As a two week block; or
2. As two single weeks.

If you wish to apply for a planned holiday discount, you must provide written notification two weeks in advance of your planned leave.

Your fee payments must be up-to-date to be eligible to receive the holiday discount

## **SICK DAYS**

A standard daily fee will be charged for any absences.





## LATE FEES

Our hours of operation are from 7.30am-6.00pm (Monday-Friday). It is expected that families adhere to these hours.

If you have not collected your child by 6.00pm, we are required to pay our staff overtime.

As a result, if you arrive to pick up your child after 6.00pm, you will be charged \$5 for each minute that you are late. For the avoidance of doubt, if you arrive to pick up your child at 6.02pm, you will be charged an additional \$10.

If you are going to be late please notify LYLY as soon as possible. You can contact us via phone, email or contact your educators director through Storypark.

In the event that a family member or authorised guardian fails to contact our service, we will attempt to contact parents or guardians followed by your emergency contacts. If we have not been able to make contact with any of the above by 6.30pm we will contact the appropriate authority.

*\*Please refer to p.20 of this document for more information on steps to authorise another person to collect your child.*

## PUBLIC HOLIDAYS

A standard daily fee will be charged for any Public Holiday.

Please refer to the table provided for public holiday dates for 2021.

Holiday	2021
New Year's Day	Fri 1 Jan
Australia Day	Tue 26 Jan
Labour Day	Mon 8 Mar
Good Friday	Fri 2 Apr
Saturday before Easter Sunday	Sat 3 Apr
Easter Sunday	Sun 4 Apr
Easter Monday	Mon 5 Apr
ANZAC Day	Sun 25 Apr
Queen's Birthday	Mon 14 Jun
Friday before the AFL Grand Final	Subject to AFL schedule
Melbourne Cup	Tue 2 Nov
Christmas Day	Sat 25 Dec Mon 27 Dec
Boxing Day	Sun 26 Dec Tue 28 Dec

## LYLY'S CHRISTMAS AND NEW YEAR BREAK

Children's last day

Wednesday 22 December 2021

Children return to LYLY

Wednesday 5 January 2022



**Yackandandah**





## **FAMILY INVOLVEMENT**

Families are an important part of LYLY's curriculum. Family members are consulted to find out about their children's interests, development and strengths. These contributions are then incorporated into the planning of the child's program.

Goals are created for every child with families. A plan is put together through responsive and intentional teaching strategies, providing opportunities for each child to reach their goals.

At LYLY we encourage family members to be part of their child's learning. We invite all families to share their skills and talents with their child's class. Things family members might like to share include singing, dancing, cooking, arts & craft, exploring cultures and/or reading a book.

## **COMMUNICATION WITH FAMILIES**

Information received through written and spoken communication with families will be treated confidentially and with discretion.

If, at any time you require a private discussion, please inform an educator. This can happen face to face or by phone.

News and events may be communicated:

- through monthly newsletters;
- verbally at arrival and departure times;
- messages and community posts on Storypark; and
- on our notice board located in the foyer.



## MY FAMILY LOUNGE

My Family Lounge is an online platform for enrolments.

The platform eliminates the need for paper enrolment forms moving forward and enables families to update enrolments and manage their bookings.

Please note that we do not accept fortnightly bookings. However, casual bookings are available on a weekly-basis.

Families will be asked to sign onto My Family Lounge and accept LYLY's terms and conditions of operation as outlined in this handbook.

## FAMILY REPRESENTATIVE

At LYLY we value community input.

Community members utilising our service are invited to submit an expression of interest for a role of a family representative. The selection committee will take into consideration your skill set or diversity requirements. Each family representative sits on the subcommittee for one calendar year.

At the beginning of 2021, families of LYLY will be invited to submit expressions of interest.

As a representative, your roles and responsibilities include data gathering from community members utilising our service. This data will be used to inform organisational decisions, such as the development and implementation of this Family Handbook.

# Don't miss the little things

**We use Storypark** to help involve you in your child's learning.

**With Storypark you can:**

- › share and communicate privately with the people that matter most for your child
- › view and share photos, videos and observations of your child's learning
- › begin a record of your child's life that you can access anytime and will cherish forever.



Safe & secure



Owned & controlled by you



Free access for families



Available on IOS & Android



Great help resources



Photobooks available



## Storypark

Learn more at  
[www.storypark.com](http://www.storypark.com)





## INTERGENERATIONAL PROGRAM

Our Intergenerational Program provides opportunities for children to engage with all aspects of Yackandandah Health. This allows children to interact with and build connection with our elder community through play and song. These excursions are planned by our educators who will advise families in advance.

*\*Due to COVID-19 our Intergenerational Program is suspended until further notice. This is to ensure safety of residents of the aged care facilities and our children.*

## CARE SANCTUARY

CARE stands for: Community garden, Animals, Relationships and Education.

It is Yackandandah Health's mission to build community cohesion and improve well-being through positive engagement with animals, gardens and education. The CARE Sanctuary was funded by the Victorian Government's Pick My Project initiative, which saw the Yackandandah community vote for this as one of two important projects for the town.

Human-animal interaction has been shown to improve physical, social and mental health for people of all ages. The CARE Sanctuary will connect our older residents to others in the community and to a garden and animals they can help care for. This gives them a meaningful outdoor activity that contributes to their physical wellbeing and establishes connections with other people. It will also be utilised by LYLY as a part of our intergenerational program.



**Yackandandah Health**

## STAFFING: PROFESSIONAL DEVELOPMENT

LYLY is committed to employing quality Early Childhood Educators and is committed to their ongoing professional development.

## EDUCATOR TO CHILD RATIOS

The National Quality Framework (NQF) sets out the minimum qualification and educator to child ratio requirements for children's education and care services. LYLY will meet these requirements and provide additional educators where appropriate.

Age of children	Educator to child ratio
Birth to 24 months	1:4
Over 24 months and less than 36 months	1:4
36 months up to and including pre-school age	1:11



# EXCLUSION OF ILLNESS

LYLY has a responsibility under the Public Health and Wellbeing Regulations 2019 to help manage infectious diseases. Different exclusion periods apply to different infectious diseases for cases and contacts. Please refer to the table below before returning your child to care when they are or have been unwell.

Column Conditions	Column Exclusion of cases	Column Exclusion of Contacts
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
Cytomegalovirus (CMV) infection	Exclusion is not necessary	Not excluded
Diarrhoeal illness*	Exclude until there has not been vomiting or 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 Chief Health Officer
Glandular fever (Epstein-Barr Virus infection)	Exclusion is not necessary	Not excluded
Hand, Foot and Mouth disease	Exclude until all blisters have dried	Not excluded
Haemophilus influenzae type b (Hib)	Exclude until 48 hours after initiation of effective therapy	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 immunodeficiency virus infection (HIV)	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 Chief Health Officer
Leprosy	Exclude until approval to return has been given by the Chief Health Officer	Not excluded

Column Conditions	Column Exclusion of cases	Column Exclusion of Contacts
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 exposure with any infectious case, or received Normal Human Immunoglobulin (NHIG) within 144 hours of exposure of any infectious case, they may return to the facility
Meningitis (bacterial — other than meningococcal meningitis)	Exclude until well	Not excluded
Meningococcal infection	Exclude until adequate carrier eradication therapy has been completed	Not excluded if receiving carrier eradication therapy
Mumps	Exclude for 5 days or until swelling goes down (whichever is sooner)	Not excluded
Molluscum contagiosum	Exclusion is not necessary	Not excluded
Pertussis (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
Poliovirus infection	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
Rubella (German measles)	Exclude until fully recovered or for at least four days after the onset of rash	Not excluded
Severe Acute Respiratory Syndrome (SARS)	Exclude until medical certificate of recovery is produced	Not excluded unless considered necessary by the Chief Health Officer
Shiga toxin or Verotoxin producing Escherichia coli (STEC or VTEC)	Exclude if required by the Chief Health Officer and only for the period specified by the Chief Health Officer	Not excluded
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 (excluding latent 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 Chief Health Officer	Not excluded unless considered necessary by the Chief Health Officer

(Department of Health & Human Services [DHHS],

## HR1 Code of Behaviour

Respectful	
<b>Acceptable</b> <ul style="list-style-type: none"> <li>• I am polite and considerate</li> <li>• I actively listen to what you say</li> <li>• I value your contribution</li> <li>• I treat you as an equal</li> </ul>	<b>Unacceptable</b> <ul style="list-style-type: none"> <li>• I bully and intimidate</li> <li>• I am divisive and judgemental</li> <li>• I manipulate and undermine others</li> <li>• I ignore you</li> </ul>
Caring	
<b>Acceptable</b> <ul style="list-style-type: none"> <li>• I have time for you</li> <li>• I show empathy and support</li> <li>• I acknowledge the needs of others</li> <li>• I am committed to caring</li> </ul>	<b>Unacceptable</b> <ul style="list-style-type: none"> <li>• I treat you as a burden</li> <li>• I look the other way</li> <li>• I don't care</li> </ul>
Integrity	
<b>Acceptable</b> <ul style="list-style-type: none"> <li>• I take responsibility for my actions</li> <li>• I do what I say</li> <li>• I communicate in an open, genuine manner</li> </ul>	<b>Unacceptable</b> <ul style="list-style-type: none"> <li>• I say one thing and do another</li> <li>• I gossip and spread rumours</li> <li>• I conceal mistakes</li> </ul>
United	
<b>Acceptable</b> <ul style="list-style-type: none"> <li>• I have a positive attitude</li> <li>• I support teamwork</li> <li>• I work constructively with others regardless of their position</li> </ul>	<b>Unacceptable</b> <ul style="list-style-type: none"> <li>• I exclude others</li> <li>• "It's not my job"</li> <li>• I am inflexible and inconsistent</li> </ul>
Innovative	
<b>Acceptable</b> <ul style="list-style-type: none"> <li>• I encourage personal growth and professional development</li> <li>• I strive for improvement</li> <li>• I encourage innovation and creativity</li> </ul>	<b>Unacceptable</b> <ul style="list-style-type: none"> <li>• I resist change</li> <li>• I do it the way it has always been done</li> <li>• I avoid scrutiny of my performance</li> </ul>

Reviewed July 2019



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