



Mosman Occasional Childcare Centre (MOCC)

Family Handbook

MOCC
Allan Border Oval Pavilion
Myahgah Road
Mosman NSW 2088
Ph. 9978 4197

Children's Services Office
Drill Hall
1A Cross Street, Mosman
Telephone 99784161
www.mosman.nsw.gov.au

Welcome to Mosman Occasional Childcare Centre

Mosman Occasional Childcare Centre is a unique service providing parents with access to a variety of quality childcare and social interactions for children aged between 6-weeks to 5 years.

The centre provides quality, educational and developmentally appropriate programs for up to 20 children per day based upon individual children's interests.

Childcare options available include:

Occasional care - hourly, can be booked up to one week in advance.

MOCC Preschool program - offering your child a high quality school readiness curriculum, focusing on building and fostering children's self-help and social skills. The program runs exclusively for 3 to 5-year-olds.

Permanent bookings - full day care is subject to availability and approval. These places are strictly limited. Please speak to the coordinator for further information.

At Mosman Occasional Childcare Centre, we believe all children have the right to be included in childcare services. We work closely with families, assisting to find the right childcare suitable for their child.

The centre operates between the hours of 8.00am and 4.00pm, Monday to Friday and is closed on public holidays and four weeks after the Christmas period.

Philosophy

We believe children are capable, competent and resourceful.

We will create equal opportunities and an inclusive approach to all of our practices, ensuring all children are treated equally, with dignity and respect.

We believe play is an essential part of children's development. We aim to support children's development by providing opportunities for: decision making, independent thinking, risk taking, exploration of ideas, feeling safe, nurtured and well cared for.

We endeavour to be flexible and responsive to children's needs, interests, ideas and contributions.

Learning experiences tend to be open ended, with children encouraged to use materials creatively.

We believe it is our role to assist children to initiate, develop and sustain positive relationships.

We recognise the importance of relationships and connections with each child's family and encourage families to participate within the program.

We believe it is important for children to have an understanding of what it is to belong to a community and foster this sense of belonging through our connections with the local community, as well as through our own community of families.

We acknowledge and value our community's Indigenous heritage and that of the wider local community.

We place high importance on inspiring children with a love for the natural environment. We endeavour to create an awareness of sustainability through our everyday practices.

Staff

The role of the **Coordinator** and Nominated Supervisor encompasses overseeing the day-to-day running of the service and strict adherence to the Department of Human Service's regulations. It is their role to oversee the development of the program for each child, as well as the management and development of the staff.

The role of the **Early Childhood Educators (ECE)** is to work in conjunction with and assist the Nominated Supervisor. ECEs assist in providing an efficient and well-resourced centre and to provide the best environment possible for the children and their families. The ECE is responsible for the development of an educational program to meet the individual needs and interests of the children.

The role of the **Childcare Assistants** is to provide support to the Coordinator and ECE in the development and implementation of the program, to organise the children's environment and activities within.

The **Administration team** is responsible for processing enrolments, fee payments and accounts, processing Child Care Benefit and Child Care Rebate, updating immunisation statements and general enquiries.

Enrolment in Mosman Occasional Childcare Centre

Permanent Bookings

MOCC has limited permanent bookings available, which are subject to availability. Permanent bookings are granted through wait list applications. Families are advised upon the availability and acceptance of a permanent booking.

All bookings cease at the end of December. Closer to this date, a re-enrolment process is conducted and applications for permanent bookings are compiled for the following year.

Occasional Care Bookings

Occasional care can be booked for enrolled families by telephone from 8am. Bookings can be made up to one week in advance. Bookings require confirmation from MOCC staff. Due to the high volume of telephone calls, bookings left on the answering machine will not be accepted.

Parents enrolling children for the first time are required to book 1 hour **only** sessions in order to familiarise and settle their child/children into the Centre. Families are advised to work closely with the staff to assist settling your child into care.

Immunisation

Under the NSW Public Health Act 2010, parents must provide an Australian Childhood Immunisation Register (ACIR), Immunisation History Statement (that shows a child is up-to-date), or an Immunisation History Form IMMU13 (that shows a child is on a catch-up schedule) or an immunisation exemption form. This information is used to identify and exclude children from child care if there is an outbreak of a vaccine preventable disease.

Parents of children who do not have the appropriate documentation will not be able to enrol their child in child care.

Children vaccinated overseas

Overseas immunisation schedules may differ from the Australian schedule and need to be checked by a doctor/nurse who will transfer the information to the ACIR. An ACIR Immunisation History Statement will then be issued to the parents by the ACIR.

Child Care Benefit (CCB) and Child Care Rebate (CCR)

Child Care Benefit reduces the cost of your total child care fees. The Child Care Rebate is additional assistance and covers 50 per cent of your out-of-pocket costs for approved care. Families will need to contact Centrelink and ask to be Assessed for Child Care Benefit. It is the parent's responsibility to inform our service of the Customer Reference Numbers (CRNs) of both the child and the claiming parent. Full fees are payable until the service has been advised of these numbers.

Fee Payments

Occasional Care

Mosman Council Children's Services fees are to be paid in advance. When booking an Occasional Care place, payments are made via EFTPOS upon dropping your child off to care.

Payments made via MasterCard, Visa and American Express incur a 1% service fee.

Permanent bookings

8.00am-4.00pm

Permanent bookings will be invoiced monthly. Fees will be due two weeks after the date of invoice. Mosman Council Children's Services accept payments via BPay and BPoint.

Cancellations

Occasional Care

Families wishing to cancel an occasional care booking are required to notify the centre before 8am on the day of that booking. (Cancellations can be made prior to that time on the answering machine). Parents who notify after this time will be charged their booked hours.

Permanent Bookings

To cancel a permanent booking, two weeks' notice in writing is required. Any balance of fees paid will be refunded.

How to Enrol

Enrolment is a formal process and the following forms are required:

- Enrolment form
- Birth certificate or passport
- Immunisation History Report from The Australian Childhood Immunisation Registry (ACIR)
- Medical Action Plans dated within 12 months (where appropriate)
- Registration payment. This is an annual fee of \$55.00 per family.

Please note: if your child has asthma, anaphylaxis, allergies and/or diabetes, additional medical information will need to be submitted prior to attendance. Please contact the MOCC Coordinator on 9978 4197 for further information.

What to bring each day

Please ensure that all of your child's belongings are clearly labeled.

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| Hat | Preferably a legionnaires or wide brimmed hat. |
| Bag | Bags will be placed in the lockers. Please label your child's bag with their name. |
| Clothing | All children require a change of clothes. Please provide additional clothing if your child is toilet training. Dress your child appropriate to the season. All items require labels. |
| Nappies | Please label your child's nappy then place in the blue nappy box in the children's bathroom. Please collect any unused nappies upon departure. |

Morning & Afternoon Tea

Please provide an individual healthy snack for morning tea. Please ensure snack is labeled with your child's name and put in to the morning tea box. Please place an ice/cooler brick to keep your child's snack chilled.

Chips, lollies and chocolates will be returned home. Please do not pack these items in your child's lunch box.

MOCC is a **Food Allergy Aware Centre**. Do not pack your child any food item that contains nuts and/or nut traces. For example, Nutella, peanut butter, muesli bars, pesto and satay.

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| Lunch | Please provide a nutritious lunch for your child. Lunches and infant foods are to be labeled and placed in the lunch container. Please pack an ice/cooler brick into your child's lunch box to keep it chilled. We are unable to reheat meals. Please discuss your child's individual requirements with staff. |
| Drink | Drinks are stored in the drinks basket, located at the entrance. Water please - no juices or cordial. |

Policies and Procedures

Dropping Off and Picking Up

MOCC operates from 8am to 4pm Monday to Friday. The centre accepts responsibility for children from the time children are signed into care.

Upon arrival, the person delivering the child to the centre will be required to sign the child in with the time of arrival on the attendance register. It is requested that the person delivering the child make the child's presence known to the staff on duty prior to leaving the child. Any special requirements can be communicated at this time.

Children must be signed off the roll when collected. Should a child be collected by someone else rather than the parent, the person is to be authorised and the signed permission is to be with the child's enrolment. A child will not be released into the care of a minor (under 18 years of age).

Absences

Permanent Bookings

If your child is to be absent from MOCC, please advise the staff. Absences are included in the weekly fee and no refunds are made. Families are currently allowed 42 absences per financial year per child before Child Care Fee Assistance for absences are withdrawn.

Occasional Care

Cancellation of occasional care without incurring penalty fees, requires staff to be contacted prior to 8am. Messages left on the answering machine **are accepted** as notification. Notification given after 8am, or if the centre is not contacted at all, will incur penalty.

Late Collection

A late fee of \$20 plus \$1 for every minute of lateness over your child's booked time will be charged to your account if no prior arrangement to extend your booking has been made.

Medication

Parents who wish medication to be administered to their child at the centre must complete a signed medication form. The prescribed medication must be handed to the centre staff and will only be administered from its original packaging. Non-prescribed medication will not be given unless a doctor's certificate is provided.

Allergies and Food Allergy Awareness

Our services are **Food Allergy Aware**. Please do not pack foods that contain nuts or traces of nuts, including: peanut butter and Nutella. Our service requires full allergy documentation prior to commencing care.

Illness/Accident

Parents are requested **not** to bring their children to care if they show signs or symptoms of being ill or are recovering from an illness.

In addition to the above, children will be excluded from our service if they:

- are acutely ill;
- are too ill to participate in normal children's centre activities;
- may require extra supervision to the detriment of the care and safety of the child or other children;
- have had a temperature above 38 degrees Celsius within the previous 12 hours;
- have had more than two loose stools occurring during the child's day at the centre; there is a persistent change in the child's normal bowel habit; the stool is excessively liquid or watery.

A child who has had diarrhoea may return to the centre when they have had more than 24 hours without diarrhoea as mentioned above.

Labeling Items

Please ensure children's belongings are clearly labeled and are able to be recognised by your child. Every item sent to care should be labeled. Masking tape and marker pens are available for use at the Centre.

Sun/Wet Weather Protection

Please provide a hat for your child. A wide brimmed, bucket hat and/or legionnaire styled hat is recommended.

Parents must dress their children in appropriate sun protection clothing such as; longer sleeved shirts, longer shorts, wide brim hats, and (SPF) 30+ sunscreen when playing outdoors. Parents must apply sunscreen to their child upon arrival. Staff will reapply sunscreen throughout the day.

Confidentiality/Privacy

The personal details requested on all Children's Services forms are required under the Children and Young Persons (Care & Protection) Act 1998 and will only be used in connection with the requirements of this legislation. Access to this information is restricted to Mosman Municipal Council officers and other people authorised under the Act. Council is to be regarded as the agency that holds the information. You may make an application for access or amendment to information held by Council. You may also request Council to suppress your personal information from a public register.

Complaints Handling

Council's Complaints Policy serves to ensure that complaints are dealt with fairly and impartially. Complaints may be lodged with Council in person, or by telephone, facsimile, email or letter, and should detail the name, address and contact numbers of the complainant, together with a brief description of the problem. Further information is available in the Council's Complaints Handling and Customer Response brochures available from the Centre, Customer Information and the Council website www.mosman.nsw.gov.au/council.

Car Parking

There are three five-minute parking spaces directly in front of the Centre in Myahgah Road. Please respect the five-minute zone and park on the roadway only, as there is a fine for parking in the driveway. Rangers regularly patrol the area.

For safety, assist your child from the car, from the curbside and onto the footpath. Do not leave children unattended in your car, even for a short time.

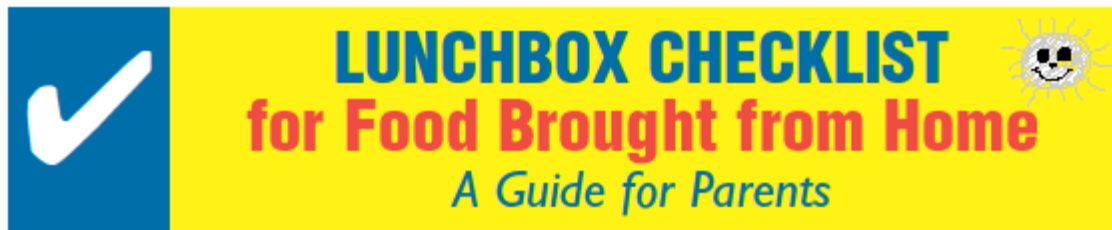
Lost Property

All unclaimed items are placed in the lost property box at the end of each day. We recommend you look through this regularly. Items left in the box for long periods of time will be donated to charity.

Prams

Prams cannot be left at the Centre. Please take your child's pram with you when you leave.

Lunchbox Checklist



Use this checklist to help provide nutritious food for your child each day.

It is designed for children one to five years old, in child care for about eight hours each day. This usually includes morning tea, lunch and afternoon tea. Depending on your child care centre, some food and drink may be provided by the centre and some by parents, or all food and drink may be provided by parents. The servings suggested are minimum amounts. Your child may need more.

IS YOUR CHILD PROVIDED WITH AT LEAST:

- 3 'child size' serves of dairy or high calcium foods? ★ ★ ★
- 1 good ★ OR 2 moderate sources of iron? ★ ★ ★
- 2 'child size' serves of cereal-based foods? ★ ★ ★
- 1 'child size' serve of fruit? ★
- 2 'child size' serves of vegetables? ★ ★



NOTE: If your child is in care for more than eight hours you may need to provide extra food. If your child is in care for less than eight hours you may need to provide less food.

GOOD CALCIUM SOURCES INCLUDE:

Dairy products, tofu and calcium-added soy milk.

- 1 'child size' serve =** ½ cup milk (plain or flavoured),
1 tablespoon grated cheese,
1 slice processed cheddar,
½ cup yoghurt, ½ cup custard.



Other high calcium foods are milk-based desserts such as fruche, creamed rice and milk puddings.

GOOD IRON SOURCES ARE

Beef, lamb, veal, beef sausage.

MODERATE IRON SOURCES ARE

Pork, ham, fish, egg, chicken (breast, leg or chicken loaf), wholemeal bread, dried fruit, legumes, Milo™, spinach, fortified breakfast cereals.

- 1 'child size' serve =** 1 slice meat, 1 egg, 1 slice wholemeal bread,
¼ cup legumes, 1½ tablespoons dried fruit
or 4 apricot halves, 2 teaspoons Milo™,
1 breakfast biscuit, ½ cup iron fortified cereal.



CEREAL-BASED FOODS INCLUDE

Bread (all varieties including fruit bread), rice, pasta, noodles, cracker biscuits (plain, unsalted crackers, rice cakes, rice crackers), fruit buns, scones, pikelets, muffins and crumpets.

- 1 'child size' serve =** 1 slice of bread, ½ cup cereal, ½ cup cooked rice,
½ cup cooked pasta or 2 medium cracker biscuits.



FRUIT INCLUDES

Fresh, canned or dried fruit but NOT juice.

- 1 'child size' serve =** ½ medium size piece of fruit (apple, orange, banana) or 1 small piece (apricot, plums).



VEGETABLES INCLUDE

Raw or cooked vegetables (fresh, frozen or canned).

- 1 'child size' serve =** ¼ cup vegetables or salad, ¼ cup vegetable-based sauce or ½ small potato.



NOTE: A 'child size' serve is approximately equal to half a serve in the Australian Guide to Health Eating.

REMEMBER:

If there is no meat, fish, or chicken with lunch, include an alternative protein source such as eggs, baked beans or cheese. A high vitamin C food such as fruit (oranges, strawberries, melon), salad (tomato and capsicum) or vitamin C containing juice (eg, orange or tomato juice) will increase the amount of iron absorbed from non-meat meals.

PLEASE DON'T SEND THESE FOODS TO CHILD CARE:

- Sticky snacks like some health food bars, lollies and fruit straps as these may cause tooth decay.
- Foods high in fat and sugar like cream-filled and chocolate-coated biscuits, chocolate and chocolate or yoghurt coated health food bars.
- Foods high in fat and salt like chips and savoury snack biscuits.

CARE FOR YOUR CHILD'S FOOD:

- High risk foods such as meat, chicken, fish, milk, cooked rice or pasta, should be kept cold.
- Send high risk foods to child care in insulated lunch containers along with an icebrick or frozen drink.

THE BEST DRINKS FOR CHILDREN ARE MILK OR WATER. FRUIT JUICE IS NOT ESSENTIAL IF YOUR CHILD EATS FRUIT. LIMIT FRUIT JUICE TO NO MORE THAN ONE DRINK PER DAY.

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NECC/CSA/04/05

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