

### HOURS AND DAYS OF OPERATION:

Monday to Thursday 9.00am - 1.00pm and Friday 9.00am - 12.00 Noon during school terms.

(At the beginning of each term, please check hours available - demand often changes)

The Centre will be closed on **CODE RED** days.

### WHO CAN USE THIS SERVICE?

The occasional childcare service is for children aged 0 to 6 years. If you need care for your child/ren while you meet friends, attend an interview, go shopping, need some time to yourself or for any other reason, you will be able to take advantage of this wonderful service. Childcare is also available for most daytime classes or workshops at the Cottage.



### CHILDREN'S PROGRAM:

Our stimulating program and learning activities are based on the children's needs and interests for a multi-aged grouping (0-6years). This



covers all areas of skill development such as - fine and gross motor; emotional and social; language and cognitive. Such activities may include blocks, puzzles, home corner, play-dough, numerous craft. Outdoor play (weather permitting) may include sandpit, bikes, climbing frames and cubby house. Our warm caring staff ensures a child focussed, flexible environment and are committed to the development of the "whole child".

### WHAT TO BRING - PLEASE NAME EVERYTHING!

Parents need to bring whatever food and drink requirements their child will need during the session: baby bottles, nappies and a complete change of clothes. Bring boots & coats for winter, hats & sunscreen for summer.

**Important: Please do not bring nuts or products which contain nuts** (eg. peanut butter, muesli bars, Nutella). This is to prevent accidental exposure to children at risk. Please refer to our anaphylaxis policy which is displayed on the childcare wall.

### SETTLING CHILDREN IN:

Some children take a short period of time to settle in, especially the first time they attend. Allow some extra time for this. Generally, once children become familiar with the staff and the routine they are happy to come to the Centre.

### BOOKINGS AND PAYMENT:

Wonga Park Community Cottage is a non-profit organization. The Committee of Management structures affordable childcare based on cost only, we cannot fund non-financial childcare places.

**PAYMENT IS REQUIRED AT TIME OF BOOKING & MUST BE MADE AT RECEPTION PRIOR TO CHILDREN ENTERING THE CHILDCARE CENTRE.**

**OCCASIONAL CARE:** One child \$33.00 for 3 hours  
Session time 9 -12 Siblings \$16.50 for 3 hours

Optional extra hour between 12-1pm on days available: \$11.00 per hour for all children including siblings. 4hrs. = \$44/Siblings \$27.50

### CHILDCARE for class participants:

One child \$5.50 per hour  
Siblings \$3.00 each per hour

Term bookings enable you to put your plans into action, we happily assist your endeavours and book childcare workers to DEECD regulations and have to pay staff accordingly.

\* We are a Registered Childcare Benefit Provider and if eligible you may be able to claim for a rebate.

### CANCELLATIONS:

We realise there will be times when your child is unable to attend due to illness or unforeseen circumstances. If we receive significant notification, i.e. by 3pm the previous day of the childcare booking, we will attempt to fill the vacancy and if successful will be in a position to offer a partial refund for the relevant fee charged **less a cancellation fee of \$10.**

If 2 consecutive weeks of attendances are missed without just cause, the position will be forfeited & offered to the next child on the waiting list.

### LATE FEES:

In order to cover any additional time worked by the carers, there will be a **late fee of \$10.00** charged for every additional ten minutes your child remains in the Centre after the end of a session.

### COMMENTS OR SUGGESTIONS:

Your comments or suggestions are welcomed by the childcare supervisor.

### PARENTS' RESPONSIBILITIES:

To be aware of our policies which are displayed in childcare room and keep the office up to date with any changes to medical or contact details.

#### ON ARRIVAL:

- On your first visit, bring a fully-completed enrolment form, which includes at least two emergency contacts and your child's immunisation records. Your child cannot be left until these forms are given to office staff.
- Bring your child into the Centre and see a staff member
- "Sign in" your child in the Attendance Book. Include time of arrival, child's name and parent's signature

#### WHEN LEAVING:

- Let staff know that you are taking your child
- "Sign out" your child in the Attendance Book - time and signature
- Make a booking for the following week

### SICK CHILDREN:

Please do not bring sick children to the Childcare Centre.

Due to Health Regulations and the danger of passing on the illness, we are unable to care for children who are sick. If your child becomes ill during the session, either you or an emergency person nominated by you will be contacted to collect the child.

If unable to contact anyone, the childcare supervisor has the right to seek medical attention. Parents are responsible for all medical costs. The supervisor reserves the right to exclude or refuse entry to any child who appears to have an infectious or contagious disease.

### GRIEVANCE PROCEDURE:

Any complaints or concerns may be directed to the primary nominee, Linda Hay phone 9722 1944 or, in her absence, one of the nominees listed on the Childcare Centre entrance door. For further information, a copy of our complaints policy and other policies are attached to the noticeboard in the Childcare Centre.

Complaints direct to the Department of Education and Training can be made to:

North Eastern Victoria Region, Level 3, 295 Springvale Road  
Glen Waverley Vic 3150. Telephone 1300 307 415

If you require any further information about this service or the many other programs, projects and activities conducted at the Cottage, please give us a call on 9722 1944 (phone/fax) or email at [wpcc@bigpond.com](mailto:wpcc@bigpond.com)

# Wonga Park Community Cottage Inc



**OCCASIONAL CARE  
AND CHILDCARE**  
Licence Id: SE-00015916



**We aim to provide a safe, caring, relaxed and  
educational environment**

Our Centre is registered with the Department of Education  
and Training as a Limited Type 2 Childcare Centre.

Wonga Park Community Cottage Inc.

Unit 1/9-13 Old Yarra Road

Wonga Park 3115. Phone/Fax: 9722 1944

Email: [wpcc@bigpond.com](mailto:wpcc@bigpond.com)

[Website: www.wongaparkcommunitycottage.org.au](http://www.wongaparkcommunitycottage.org.au)