

Joondalup Family Centre Inc.



# Children's Services Information Handbook

25 Jolstra Crescent, Joondalup WA 6027

Phone: (08) 9300 3036

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Website: [www.joondalupfamilycentre.com.au](http://www.joondalupfamilycentre.com.au)

ABN 92 058 339 683

## Office Hours

Monday to Friday 9am – 1pm

## Welcome

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Welcome to Joondalup Family Centre Inc. We hope your time with us will be a positive and happy experience for both you and your family. This booklet contains all the relevant information you may require regarding the children's services we offer.

Our centre is a not-for-profit community based service run by a Management Committee consisting of community members and local professionals. Meetings are held the first Wednesday of every month at 7pm and new members are very welcome. Please contact the Board Secretary at [committee@joondalupfamilycentre.com.au](mailto:committee@joondalupfamilycentre.com.au) for more information on joining the Committee.

## Centre Philosophy

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Our Centre Vision is "to reconnect people and build a dynamic, cohesive community that grows together." All of the programs and services facilitated or supported by the Joondalup Family Centre work together to achieve this vision.

At the Joondalup Family Centre, we believe that every child is an individual and should be cared for and educated in a positive, nurturing manner. We work to support families in their parenting and encourage them to be active participants in our service.

### *For the Parent*

We promote parental confidence through the provision of quality care and play-based educational programs. We will develop a sense of trust and partnership between parents, children, educators and administrative staff through open communication, honesty and respect. The centre will promote and develop a consistency between the centre practices and home by offering support and information on child rearing practices.

### *For the Child*

Each child will be provided with a safe and hygienic environment that is stimulating and challenging, allowing them to explore and achieve. Our play-based educational programs assist each child to develop at their own rate enhancing their confidence, curiosity and imagination. Our programs encourage independence and strengthen each child's self-esteem, allowing them to reach their full potential both emotionally and physically.

Our programs reflect Australia's multi-cultural society, enhancing the children's awareness and respect of cultural differences and similarities.

The children will be cared for and educated by qualified staff, who are dedicated, knowledgeable and supportive of each child's individual needs.

### *For the Staff*

Staff will work collaboratively, sharing their knowledge with one another and the community. They will be involved in decision-making and respected for their individual qualities and experience. Staff will be committed to extending their skills and abilities through ongoing professional development. Communication between management, the committee and community members will be open and positive. Management will endeavour to ensure continuity amongst the staff by being supportive and acknowledging the staff's contribution to the service.

## Community

The Centre will integrate into existing support networks and take an active interest in other community groups. Programs and projects include the Supporting Parents and Carers Initiative, Intergenerational Connections Project, Community Conversations and the Joondalup Neighbourhood Garden.

## Our Programs

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### Playgroup

Our Playgroup sessions provide an opportunity for dads, mums, grandparents and carers, with their children aged under 5 years, to meet other local families in a relaxed and playful setting. Our coordinator provides activities and support for local families to learn about children's development through play, talk through an issue, and find out about other activities and services in the community.

### Pre-Kindergarten

Our Pre-Kindergarten Program familiarises young children with the routines of a formal program in a relaxed and nurturing environment. Through educational experiences based on the Early Years Learning Framework, children develop in all domains including physical, social, emotional and intellectual. The program assists children with their self-help skills, confidence and the transition into formal education. Children must be 2.5 years of age to attend our Pre-Kindergarten Service.

### Venue Hire

We offer excellent rates for the hire of the centre, with a priority given to JFC Community Members. Our Activity Room 2 (next to the Pre-Kindy Room) is available on Saturdays and Sundays from 1 – 5pm for Children's Parties and includes access to the kitchen facilities and playground. Access to the toy shed is also available at an additional cost.

For more information, please contact our office on 9300 3036 or [admin@joondalupfamilycentre.com.au](mailto:admin@joondalupfamilycentre.com.au)

## Our Staff

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All of our educators have either a Bachelor of Education (Early Childhood), Diploma or Certificate III in Children's Services. At all times we have at least one staff member on duty with a First Aid Certificate, Anaphylaxis Training and Emergency Asthma Training. Our staff regularly attends in-services and workshops to keep their knowledge and skills up to date. All staff, including casual relief staff, have a current Working with Children Check and National Police Clearance.

## Enrolments

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- Enquiries can be made at the centre office or by telephoning 9300 3036. If the program you require is full we can place you on a waiting list.
- An enrolment form MUST be completed on or before the first visit and updated annually or when details change
- A copy of your child's immunisation record and birth certificate must be attached to the enrolment form
- When completing the enrolment forms you must ensure all details are correct and that we have two emergency contacts other than the parents/guardians
- If your child is unable to attend a session, an email advising us of this is appreciated

## Fee Policy

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- The Joondalup Family Centre reserves the right to exclude a child from our programs if fees are not paid by the due date.
- We have a NO REFUND POLICY. Refunds are only issued in extenuating circumstances and will be considered at the discretion of the Management Committee.
- Term Invoice will be issued prior to the commencement of the School Term.
- Fees for Pre-Kindergarten and Playgroup are to be paid within 14 days of the invoice being issued.
- Cash and EFTPOS payments can be paid during office hours, Monday to Friday 9am – 1pm.
- When making online payments, please follow the MYOB prompts. Ensure the following reference: Child's surname & initial, session day.

## Leaving and Collecting your Child

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All Pre-Kindergarten children must be left in the care of a staff member. A parent or guardian must sign the child in on arrival and out on departure. These records need to be accurate as they are checked by the Licensing Board and used in the case of an emergency to ensure all children have been evacuated.

## Custody of a Child

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Staff will not allow a child to be collected from the centre by a person unless they are listed on the enrolment form.

Please advise staff in writing if someone different is collecting your child. If staff aren't familiar with the person, they will ask to see their driver's licence as proof of identification. If staff have not received a message, or are in doubt, they will not release your child.

If there are court orders regarding custody a copy must be provided to the centre for the orders to be enforced. If a situation arises where a non-custodial parent/guardian attempts to collect a child the Supervising Officer or Manager will contact the custodial parent and inform them as well as the police.

## Child's Daily Requirements

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Your child should bring the following items every day. Please ensure all your child's belongings are clearly labelled.

- ☑ A Bag to keep your child's belongings in
- ☑ Sun safe hat for outdoor play
- ☑ Sunscreen applied before care
- ☑ 2 spare changes of clothing
- ☑ Water bottle
- ☑ Morning Tea or Lunch in a lunch box (depending on program)

## Clothing

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Children should wear sun-smart clothing ie no singlets. Please provide a hat for your child to wear all year round. Hats must provide adequate protection to the face and neck such as a legionnaires hat or wide brimmed hat. It is your responsibility to ensure your child has sunscreen applied before attending the centre. Staff will re-apply it as necessary during the day.

If you require further information, our Sun Policy is available from our Centre Office.

## Allergies

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The centre must be informed of any existing or suspected allergies. An Emergency Action Plan must be completed by a General Practitioner or Allergy specialist and provided to the centre before attending one of our programs. Any medication required for administration in the case of an allergic reaction must be handed to a staff member at the beginning of each session. Under no circumstances is medication to be left in a child's bag.

As a precaution, our centre is allergy aware and we ask that NO NUT PRODUCTS be packed in the children's lunch boxes or brought into the Kindy Room. This means no peanut paste, nutella, muesli bars containing nuts etc. If you have a query about this, please speak with staff.

## Birthdays

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We love to celebrate your child's special day. If you would like to send in a cake or special healthy treat, please do so. Individual items are great such as cupcakes etc and a list of the ingredients is required to assist staff with ensuring no child with an allergy is given the wrong food. Please remember the treats must be NUT FREE.

## Illness and Medication

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Any medication to be given to the children must be handed to staff at the commencement of the program. Medication must be in the original bottle or packet with the guidelines for administration clearly visible. A Medication Form must be completed by the parent / guardian and staff will administer the medication according to the authorisation form. Do not leave any medication in your child's bag.

If your child becomes ill or injured during a session, we will contact you, or an authorised contact, to come and collect your child.

In the case of an emergency, the Supervising Officer has the authority to call an ambulance and the cost will be the responsibility of the parent / guardian.

We pride ourselves on keeping high standards of hygiene and our staff will educate the children on personal hygiene such as covering our mouth when we sneeze, catching our coughs and washing our hands.

## Child's Health

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Please DO NOT send your child to the Joondalup Family Centre if he/she is unwell. Many illnesses are highly contagious and easily spread amongst children under 6 years of age.

We follow the Exclusion Guidelines set out for Children's Services by the W.A. Health Department as below:

<b>Condition</b>	<b>Exclusion Period</b>
Chicken Pox	Until all spots have disappeared or dry scabs have formed
Conjunctivitis	Until discharge from eye has ceased
Diarrhoea / Vomiting	Until 24 hours after diarrhoea / vomiting has ceased
Measles	Until rash has disappeared
Mumps	Until lumps have gone down
Ring worm / Scabies	Until sores have disappeared
Streptococcal	Exclude for 24 hours after treatment has commenced
Whooping Cough	Exclude for 5 days after treatment has commenced
Cold / Flu	Until discharge is clear and not green
Cold Sores	Until sore has completely dried
Hand Foot and Mouth	Until blisters are dry and no fluid
Head Lice	Exclude until all lice and eggs have been eradicated and hair treated thoroughly.
School Sores	Until treatment has commenced, all sores must be covered
Temperature / Fever	Remain at home until temperature has gone below 37.5 degrees

Joondalup Family Centre reserves the right to exclude a child from care if they are showing signs or symptoms of illness and request a Doctor's Certificate to confirm your child is free from illness.

Children who have had vomiting or diarrhoea must be kept away from the centre for a full 24 hour period after their last motion.

A child with a temperature of 37.5 degrees or above must also be excluded.

It is your responsibility to ensure the Emergency Contact details are up to date for your child in the case of your child becoming unwell whilst in our care.

## Routines

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Each program has a flexible routine allowing the children to become familiar with the program.

## Photographs

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Photographs form an integral part of our program development. If you do not want photos of your child taken please advise their educator.

## Parent Grievance Procedures

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In order to offer the best possible care for your child and to keep communication lines open, please do not hesitate to speak with your child's educator if you have any grievances. If no satisfaction has been reached, then please speak with the Programs and Services Manager or email [manager@joondalupfamilycentre.com.au](mailto:manager@joondalupfamilycentre.com.au)

The Joondalup Family Centre is governed by regulations from the Department of Local Government and Communities, Education and Care Regulatory Unit. Information about the regulations can be obtained as below:

Department for Local Government and Communities, Education and Care Regulatory Unit  
Website: [www.communities.wa.gov.au](http://www.communities.wa.gov.au)

## Centre Policies

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The operating of the centre is guided by policies, which are developed by staff and the Management Committee. These are available for all families to read available on request from the Centre Office. Policies are reviewed and updated regularly.

The Joondalup Family Centre is generously supported by:



Government of **Western Australia**  
Department for **Communities**

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→ Building Strong, Vibrant Communities