

Children's Services Enrolment Information Diamond Creek Community Centre

Opening Hours

Tuesday, Wednesday and Friday 9:00am-11.30am

Session Times 9.00am-10.25am and 10.25am-11.30am

Fees

Please see website or reception for our fees.

Bookings

Bookings can be made by calling or visiting the centre and can be made up to a week in advance
There are 2 types of bookings:

- **Childcare** – parent/guardian does not leave the Centre. This is free for membership holders
- **Occasional Care** – parent/guardian may leave the Centre. This incurs a cost per session/per child

Cancellations

Cancellation of your booking must be received by 7:30am on the day of your booking - earlier if possible. A non-cancellation/no-show fee of \$5 per child per session will be applied to your Centre account and is payable upon your next attendance, or if you have a visit pass; a visit may be used if cancellation is not received on time. It is your responsibility to let the Centre know via the following way:

- Phone Call, 9438 5299. Diamond Creek Community Centre is open from 6.00am and a message can be left on our answering machine

Enrolments

A completed enrolment form must be brought in either prior to, or on the first day of your child's attendance at our Service. You also need to supply a copy of your child's birth certificate and immunisation certificate. Immunisation Status Certificates can be obtained by contacting the Australian Childhood Immunisation Register on 1800 653 809 or acir@medicareaustralia.gov.au. Parents/Guardians can access the immunisation certificate using the Medicare Mobile App or Medicare online account through MyGov

This certificate can be emailed direct to the Childcare at: childcare.dccc@alignedleisure.com.au

What to Bring

Your child will need the following items whilst attending Childcare:

- A healthy snack (children will often eat a healthier option when surrounded by their peers, regardless of age. Fruit, yoghurt, vegie sticks and dips are great options). **Please remember our "no nut" policy**
- A water bottle (we provide spare cups for the occasions when it is forgotten).
- A change of clothes (we strongly believe in children learning through play as it fosters curiosity, experimentation and imagination whilst engaging all their senses).
- Nappies and wipes if your child is still in nappies.
- A comfort item if you think this will assist your child
- A pusher/pram for children 18 months or younger

Community
Bank Stadium
129-163 Main Hurstbridge Rd
Diamond Creek 3089
9438 8900

Diamond Creek
Community Centre
28 Main Hurstbridge Rd
Diamond Creek 3089
9438 5299

Diamond Creek
Outdoor Pool
1 Elizabeth St
Diamond Creek 3089
9438 1883

Diamond Valley Sports
and Fitness Centre
44 Civic Dr
Greensborough 3088
9435 8444

Eltham
Leisure Centre
40 Brougham St
Eltham 3095
9439 2266

Reciprocal Rights

Nillumbik Membership holders have reciprocal rights across all three Childcare sites – Diamond Creek, Diamond Valley and Eltham Leisure Centre. If you hold a Diamond Creek Community Centre membership you will only have free access to Diamond Creek Community Centre Childcare.

Enrolment and immunisation information for your child is required for each service your child is attending

Staffing

All childcare educators working in the Childcare are required to have a Certificate 3, Diploma or Bachelor of Early Childhood Education, as well as First Aid, CPR, Asthma, Anaphylaxis and Working with Children Checks.

Programming

Our children's program is developed to accommodate the variety of ages and abilities of all children in our care and is based on The Victorian Early Years Learning and Development Framework. We aim to assist children to become independent learners through quality care and an educational program. Our team of Educators work together to develop a monthly program, that is reviewed and adapted on a daily basis to support the changing needs and interests of the children. Photographic reflections are displayed in our reflection journal. Parental input is highly valued at our service. Please speak with Educators, and we will implement your ideas where possible.

Policies

The following Policies and Procedures are available to view at Eltham Leisure Centre's Children's Service.

- Childcare Policy
- Enrolment Policy
- Payment of Fees Policy and Fee Schedule
- Arrival and Departure Policy
- Anaphylaxis Policy
- Illness and Infectious Diseases Policy
- Interactions with Children Policy
- Sun Protection Policy
- Complaints Policy
- Childcare Evacuation Procedure
- Medical Conditions Policy

Behaviour Guidance

The techniques we use when dealing with children's behaviour are obviously going to be different than those used at home. Our aim is to provide children with a positive atmosphere and to establish opportunities for recognizing and reinforcing appropriate behaviour. When children understand the reasons for limits they are more likely to follow them. Teaching children the reasoning for a limit helps them to gain a better understanding of why the limit is put in place. A copy of our behaviour management policy is available in our policy folder or by contacting staff.

**Community
Bank Stadium**
129-163 Main Hurstbridge Rd
Diamond Creek 3089
9438 8900

**Diamond Creek
Community Centre**
28 Main Hurstbridge Rd
Diamond Creek 3089
9438 5299

**Diamond Creek
Outdoor Pool**
1 Elizabeth St
Diamond Creek 3089
9438 1883

**Diamond Valley Sports
and Fitness Centre**
44 Civic Dr
Greensborough 3088
9435 8444

**Eltham
Leisure Centre**
40 Brougham St
Eltham 3095
9439 2266

Delivery and Collection of Children

The safety of the children in our care is of the utmost importance. Children are only permitted to be collected by a person who has been listed on a child's enrolment form. For more details or to add additional people to this list after enrolment has commenced, please see one of our Childcare Educators.

Children's Health and Wellbeing

To minimise the spread of potentially *infectious diseases* between children, and centre staff, Child Care Educators may exclude children who they deem too ill to attend. This is at the discretion of the Educators and Centre Management. More information is available in our Infectious Diseases Policy.

Anaphylaxis/Other Medical Conditions

Anaphylaxis is a severe, life-threatening allergic reaction. We ask families not to bring nut based products, to avoid possible exposure to children with allergies who may attend our service. Children with Allergies/Anaphylaxis/Asthma/Diabetes are required to notify our childcare Educators and to provide an Action Management Plan form signed by a medical professional. We will also ask you to sign a Risk Minimisation Plan specific for your child. A copy of our Anaphylaxis policy and our Medical Conditions policy are available in our policy procedures folder and can be found on our website with the Childcare information.

Complaints Information

If you have a complaint or concern, please speak with the Childcare Educators.

If you are not satisfied with their response, please contact the Childcare Captain and Centre Nominee – Gaye Harris, in person, by phone (03) 9435 8444, or by email: childcare.dccc@alignedleisure.com.au

If you have been unable to resolve your concerns please see our complaints information on the Communication Board inside the Childcare.

**Community
Bank Stadium**
129-163 Main Hurstbridge Rd
Diamond Creek 3089
9438 8900

**Diamond Creek
Community Centre**
28 Main Hurstbridge Rd
Diamond Creek 3089
9438 5299

**Diamond Creek
Outdoor Pool**
1 Elizabeth St
Diamond Creek 3089
9438 1883

**Diamond Valley Sports
and Fitness Centre**
44 Civic Dr
Greensborough 3088
9435 8444

**Eltham
Leisure Centre**
40 Brougham St
Eltham 3095
9439 2266