



## Family Handbook

Lifestreamers Childcare is a ministry of Lifestreams Christian Church. The following information should provide you with most of the things you need to know however please feel free to talk to one of our team members if you have any further questions. Thank you.

### **Philosophy**

Lifestreamers Childcare focuses on providing a high quality service which meets the needs of the families and children associated with it. We believe in the importance of a warm and caring team who work together to provide a nurturing and secure environment where children can “be”.

We have a consistent team across the service who interact with all children on a regular basis. We desire to promote a sense of “belonging” for our children through encouraging family input into our policies, programs and day-to-day experiences. Our hope is to build a close-knit network of children, families and the Lifestreams team and to foster a community of supportive relationships.

We believe that children “become” by learning through their play and as such we provide a mix of experiences that foster their curiosity, challenge them to explore, provide opportunity to master skills in their own time, promote independence, develop the ability to communicate and form strong relationships with those around them and above all to show them they are loved and valued.

We have a strong focus on sustainability and embrace the responsibility to improve our social, economic and environmental performance without impairing future generation’s ability to enjoy the same conditions that we do today. To this end, we will implement strategies to ‘reduce, reuse, recycle and turn-it-off’ so that through our actions the children will also develop a desire to embrace environmental responsibilities.

We believe that God created us all as unique individuals and we respect the cultural, linguistic and social diversity of our community. We aim to foster equity, tolerance and inclusiveness in our children through involvement with a diverse range of people. Our goal is to serve you through open communication, respect, confidentiality, support and trust. Our team have a shared commitment to uphold Christ’s love and compassion in all our interactions with families and children.

### **Family Involvement**

We believe that fundamental to a successful service is the relationship between families, children, educators and management. Here at Lifestreamers, we appreciate that your time is precious however we would strongly encourage you to be involved in the life of our centre. Our programming, planning

and policy review is reliant on input from you so if you have any concerns, ideas or suggestions, please speak to a staff member about them.

We have an open door policy should you want to look in to see how your child is going. We look forward to working with you to make your child's time with us a positive experience.

### **Times of Opening**

Care is available for children aged 6 weeks to 12 years and is open from 7.00am until 6.00pm, Monday to Friday. We are closed on Public Holidays and for two weeks over the Christmas period.

We follow a Kindy program between the hours of 9am and 3pm for children aged three to five years, this is part of our Long Day Care routine.

Out of School Care runs during school terms and opens each day at 7.00am. Children are delivered to school at the appropriate time and then collected at the end of the day. The service is open until 6.00pm. Lifestreamers currently services Kensington Primary School and The French School of Perth.

The Vacation Care program, called BLAST, runs during the school holidays each year. Existing enrolments will have first priority for the use of this service. The program will officially run between the hours of 8.30am and 4.30pm and will be open to other children as space permits. If you require longer hours, please let us know and we will book your child in for the Long Day. They will still be a part of the BLAST program but will join the whole centre outside of BLAST times.

### **Contact Information**

The office is attended between the hours of 8am and 4pm. Any questions or enquiries during this time should be directed to 9313 1600.

If you need to contact us between 7am-8am and 4pm-6pm, we have a line that will go straight to the childcare area. The number is 9313 1308 and is only for drop off and collection instructions etc. and not for general enquiries.

Alternatively, you can email us at [childcare@lifestreamers.com.au](mailto:childcare@lifestreamers.com.au) . These emails will be attended ASAP when leadership staff are in the office.

### **Staffing**

Lifestreamers is licensed for up to 45 children at a time. Staffing will be at the ratio of one educator for every four 0-2 year olds, one educator for every five two year olds and one educator for every ten children three years and older. All staff will be qualified or in the process of becoming qualified.

The Manager's office is located in the Lifestreams Christian Church office hub on the other side of the church foyer. The premises are shared by other groups who use the other rooms in the vicinity of the childcare. Please consider this as you walk through and keep the noise levels down. Thank you.

If the office is unattended, please see the Childcare staff who will assist you or direct you to the Manager in the main office hub. Alternatively, you can contact the Church office on 9313 1600.

**Fees**

Long Day Care fees are:

0-2 years	Daily	7.00am – 6.00pm	\$105
2-12 years	Daily	7.00am – 6.00pm	\$95

OSH fees are:	Before School	7.00am – 8.30am	\$25
	After School	3.00pm – 6.00pm	\$40

Vacation Care fees are:	Daily	8.30am – 4.30pm	\$70
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All new enrolments will have a once off enrolment fee of \$45 which includes a security swipe.

Accounts for Long Day Care children will be issued by email each fortnight and payment is by Direct Debit on the last Friday of the account period. Families are required to set up the Direct Debit on enrolment.

Accounts for BLAST will be issued after the holiday period and payment is also made by direct debit.

**Centrelink**

Lifestreamers Childcare is registered with Centrelink for the purpose of fee assistance. Eligible families will need to register their child with Centrelink for Childcare Benefit and Childcare Rebate.

Fees are payable for all days the children are booked in regardless of whether they attend or not, this includes sick days, school holidays, family holidays and public Holidays. Failure to pay fees could result in a request by Management to remove your child from the service. If you have any problems paying your fees, please see the Manager.

**Direct Debit**

Direct debit is set up on enrolment and is included in the enrolment form. Families are to nominate their desired account and sign the authority. Your account will only be debited the amount owing on the selected date. This is not a set amount and will reflect your usage over the nominated period.

Fees associated with Direct Debit are passed on to the family. They are:

• Bank Account	per transaction	\$0.75
• Visa/Mastercard	Calculated on transaction value	0.90% + \$0.75
• Amex	Calculated on transaction value	3.85% + \$0.75
• Failed transaction	Per failed or returned transaction attempt	\$2.75
• Claim/Chargeback	Only charged when payment is reversed	\$33.00
• Refund	Per refund (credit/debit card only)	\$2.75

### **Late fees**

Lifestreamers Childcare is Licensed until 6.00pm each night. Please make an effort to be at the centre prior to this so the team can pass on any messages and be able to leave on time.

Our team work long hours with your children and have their own families to go home to each night. It is important that their time is respected. Children who are collected after 6.00pm will be charged a fee to cover overtime rates for two staff who have had to stay later than their shift. The fee will be \$25 for each 15 minutes or part thereof.

### **Arrival and Departure**

Families are to enter through the church foyer and proceed down the hall on the left to the glass security door. If you have a swipe, the sensor is on the left hand side about shoulder height. If you do not have a swipe, there is a doorbell up higher on the same side. Once you have entered, please sign your child in and put their bag in the designated area. Children are to be encouraged to place their fruit in the basket and take their drink bottle out.

For security reasons the front church door is locked at 5pm when the office staff leave. If you collect your child after this time, please come in through the playground entrance and into the room from there.

If there is a change of routine for your child at pick-up time, please let the team know. Children can become distressed if they are waiting after their friends have gone home and are not prepared. If you are running late, please contact us on 9313 1600, so that we can reassure your child. The office closes at 4pm so if you need to contact us after that, please call 9313 1308. This number is only to be used for emergencies and for afternoon pick-up instructions. Thank you.

Children will only be released to the people listed on the enrolment form. Should you require someone else to collect your child, you will need to phone and leave their relevant details. Upon arrival, he/she will need to show some form of photo identification.

### **Sign-in and Out**

It is a requirement for legal and safety purposes that every child entering the service is signed in and out each day. Children/siblings under the age of 18 are not permitted to drop off or collect children.

### **Suncare**

Children are required to wear a broad rimmed, bucket or legionnaire hat and sunscreen when outdoors. It is also a requirement that clothing which covers their shoulders and tops of arms are worn. Therefore, singlets and dresses and tops with straps will not be suitable.

Please apply sunscreen to your child before coming each day. We will have sunscreen available next to the sign in folders should you forget at home and we will reapply sunscreen throughout the day as required. Please also observe our UV Index rating on the entrance door. This will notify of the times throughout the day where sun protection is required. Hats will be worn all year round for continuity purposes.

If your child requires a specific sunscreen due to allergies etc. please let staff know in advance and provide sunscreen for them. This can be kept in their bag and should be labelled with their name.

### **Illness**

It is inevitable that children will pick up colds, coughs etc. when coming into contact with other children in the childcare environment. While this can be upsetting and worrying for parents and children alike, it does help to build up their immune systems!

Children who are unwell or tired need to be kept at home until they are fully recovered. This helps stop the spread of illnesses to other children and staff. Please email, call or text if your child is going to be absent. Children who have not arrived by 10am and we have not heard from the family, will be contacted for safety reasons.

If your child becomes unwell during the day, we will call you to come and collect them. Please collect them promptly. If we are unable to contact you, the person listed as an emergency contact will be called.

If there is an outbreak of an illness (e.g. chicken pox) and your child is not immunised against it, you will be asked to keep them at home for the duration of the outbreak, as per our *Health, hygiene and dealing with infectious diseases policy*, which can be found on the website. Please see the Manager if you would like a copy of this policy.

Illnesses (such as gastro, chickenpox, measles, head lice etc.) will be listed on the noticeboard so that families are aware. Please advise us ASAP if your child contracts any contagious illnesses.

### **Grievance Procedure**

Families may make a complaint directly to their child's educator, the Nominated Supervisor or Manager: (Jen Hamilton) or the Lifestreams Operations Manager: (Graham Faulkner).

In order to assist families who wish to contact the Regulatory Authority the contact details are;

Education and Care Regulatory Unit  
111 Wellington St  
East Perth 6004  
Ph. 6551 8333  
Freecall 1800 199 383  
[ecru@communities.wa.gov.au](mailto:ecru@communities.wa.gov.au)

PO Box 6242  
East Perth Business Centre  
East Perth 6892

### **Policies**

Policies are available on the website and are required to be read as part of the enrolment process. Any updates throughout the year will be included in emails or newsletters for family reference.

Please be aware that acceptance of your enrolment is subject to your agreement to abide by the guidelines and policies set by Lifestreamers. Please feel free to approach the staff if you have any questions and we will do all we can to assist you.

### **Programming**

Programs are based on child interests and experiences from home. Please make an effort to let the staff know what has been happening for your child so we can involve them in the program.

As Lifestreamers Childcare is a ministry of Lifestreams Christian Church, children will be involved in experiences which may include but not be limited to, Christian grace, prayers, songs and Bible stories.

### **Toys from home**

Please do not allow your child to bring personal items, jewellery and toys to the service. Items can be lost or broken and this can be upsetting to children so we ask that these be left at home. We appreciate your cooperation in this matter.

### **Communication**

The primary source of communication from management between the service and families is via email. Please check your emails regularly for any correspondence. We send reminders about fee payments, general information, newsletters etc. through this method. Much of this will come from Hubworks which is our software program. Please check your junk mail if you have not received anything from us within a few weeks. If you have not yet provided us with an email address, please do so if you have one. Our email address is [childcare@lifestreamers.com.au](mailto:childcare@lifestreamers.com.au). We are working towards a paperless and sustainable service in terms of parent letters and newsletters, if you do not have an email address, we will happily provide you with a paper copy.

Communication with your child's room is through the following Apps; Class Dojo for 2's and Keptme for 3-4's. Your educators will assist you to set these up upon enrolment.

### **What to bring**

- A bag for childcare; a small backpack is ideal. Please label it with your child's name.
- A broad rimmed, bucket or legionnaire hat labelled with your child's name. Caps are not suitable.
- A full change of clothing (including underwear), labelled and kept in a plastic bag in their bag.
- Nappies and wipes if required.
- A piece of fruit to share.
- A healthy packed lunch. Please keep in mind that we are a NUT and EGG FREE service.
- A drink bottle filled with WATER ONLY to reduce sugar intake and help protect children's teeth.

### **Food and Drink**

The children will have a snack of fruit for morning tea. All children are asked to provide one piece of fruit that we can cut up at the required time. We will have shared fruit time, where children use tongs to help themselves to the variety of fruit on offer.

Children will also need a drink bottle with **water** only. Any other drinks will be put away until the child goes home.

Children will only eat what is packed for them in their lunch boxes. Please send in the foods that they like but no lollies, chocolates, chips etc.

The Loop Café prepares lunch orders for \$6 and is popular with the children. You can place an order on your way in or out and place your child's name on the whiteboard inside the front door.

The children will be provided with afternoon tea. This will include fruit, water and a snack. From time to time, they will have cooking experiences. The food can be eaten or taken home.

If you would like to bring a cake in for your child's birthday, you are welcome to. Please provide individual cupcakes or biscuits only so that the birthday child can blow out a candle without spreading germs to the other children. All cakes must be free from nuts. If your child cannot eat cake, please provide something special for your child to eat when we are celebrating birthdays. (e.g. Freddo, muesli bar...). We can keep them locked in the cupboard if you would like to bring in a supply.

### **Clothing**

It is best to send children in play clothes rather than their 'best' clothes as there will be activities such as painting and water play. While we will make every effort to keep their clothes free from paint, accidents do regularly occur while the children are being creative!

Clothing that is easily managed for toileting etc. is encouraged. Please do not put your child in overalls or belts if they are unable to undo them or do them up themselves. The children will be encouraged to take themselves to the toilet as needed.

### **Year 6's and BLAST**

There are a limited number of places in the High School Holiday Program, called Uproar during the Sept/Oct school holidays for children in year six. Uproar is a community program run by Lifestreams Christian Church at the George Burnett Leisure Centre. These children will be involved in outings, games and activities with older children but will be the responsibility of the Lifestreamers Childcare staff and meet the legal requirements for ratios set down in the Education and Care Services National Regulations 2012. This is a joint initiative to establish a link between primary and high school holiday programs and to develop relationships and future care options for families of children who are no longer eligible for primary school Vacation Care programs.