

Little Yacks Learning Years - Family Handbook



Little Yacks Learning Years FAMILY HANDBOOK

[Welcome](#) | Our Family Handbook provides important information you need to know to ensure the best possible start to quality education and care at Little Yacks Learning Years.

We strongly recommend you read the provided information and ask questions to confirm your understanding of how our service operates.

Little Yacks Learning Years - Family Handbook

Little Yacks Learning Years Philosophy

The children at Little Yacks are our future, Yackandandah's future, our most important members. The educational team at Little Yacks respect their position in supporting the growth and ongoing development of this historic community.

Yackandandah is Jiatmathang country where the Aboriginal word for the Yackandandah area is Dhudhuroa. To the Dhudhuroa people Yackandandah means "one boulder on top of another at the junction of two creeks". Using this meaning we have shaped our Intergenerational program to encompass one history on top of one learning environment, Yackandandah Health being our junction point.

Our early learning context supports scaffolding children's learning and development through quality interactions with peers, parents, and carers in the overall attempt to pave the way for an exploratory understanding of themselves, the world around them and their place in it.

Early childhood education is the foundation for lifelong learning, respecting this journey Little Yacks promotes the organic learning opportunities our high-quality educators and Teachers strive to deliver.

Children

All children at Little Yacks are provided with rich, authentic experiences where educators integrate their development with the children's learning opportunities. The children are supported to feel what they feel, learn how they learn, and authentically be who they are.

Our play-based education encourages self-motivated learning that supports and encourages problem solving, critical thinking, creativity, and social skills. We are proud to provide quality care where the children are genuinely happy to come to our centre, where the relationships are strong and wholesome. Our educators view children as individuals, taking time to learn their cues and interests, supporting the development of secure attachments.

Families

Little Yacks takes great pride in having the families trust in our educators to provide the best education in a safe and nurturing environment. We strive to form positive partnerships with parents/guardians which helps us create meaningful learning programs built on trust and respect. Children deserve to feel safe and confident while attending LYLY which we achieve through secure attachments and positive relationships.

Community

Little Yacks Intergenerational learning program is unique in its model, and we are proud of the community we have at Yackandandah Health.

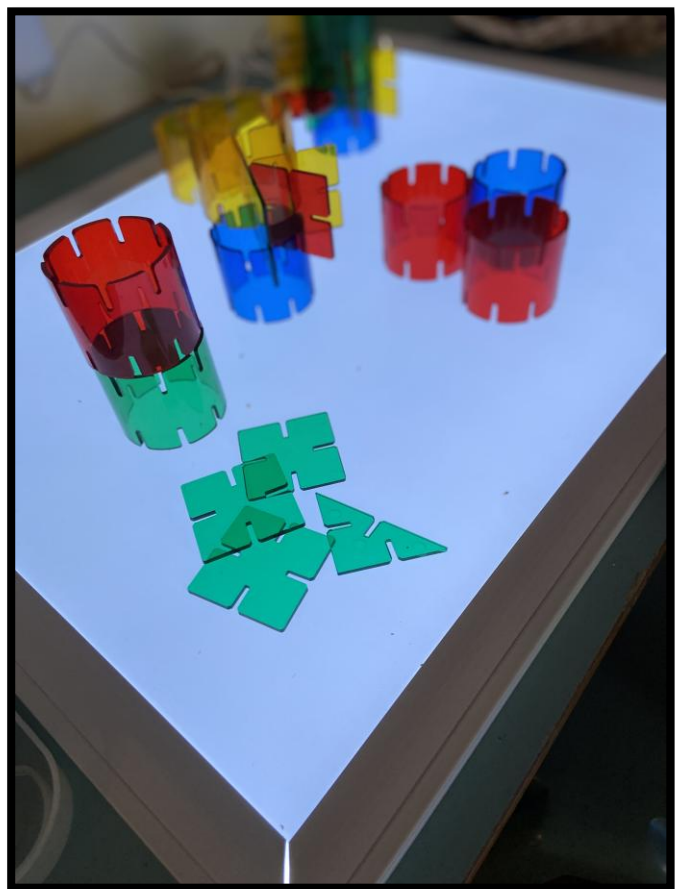
Our Intergenerational program intentionally unites the generations in ways that enrich participants lives whilst building on the positive resources that young and old have to offer each other and to their communities. The program brings people of different generations together for ongoing, mutually beneficial, joyful interactions, designed to achieve specified program goals and promote greater understanding and respect between generations.

Little Yacks Learning Years - Family Handbook

Programs

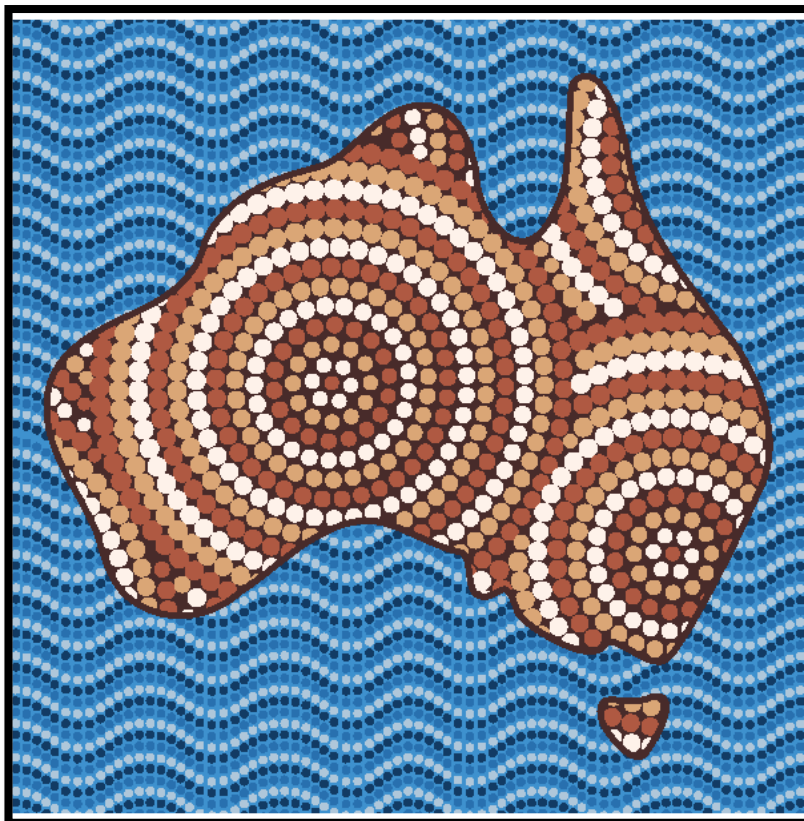
Our team of Early childhood professionals are passionate and dedicated to creating a home like learning experience for the Yackandandah Community. All programs take the child's development, interests, voice and adventures into account to ensure a holistic curriculum is created. With the use of Real-life materials for play based programs and exploration of life's curiosities, children are invited to question, hypothesise and experience wholesome learning which stimulates curiosity and creativity.

Our emergent educational programs adhere to guidelines set by [ACECQA](#), [National Quality Framework](#) and [The Early Years Learning Framework](#), and the child safety standards.



ACKNOWLEDGEMENT OF COUNTRY

Yackandandah Health acknowledges the Traditional Owners of the land on which we meet. We pay our respects to their Elders, past, present and emerging, and the Aboriginal Elders of other communities who may be here today. We at Yackandandah Health are committed to a positive future for our First Nations communities.



Little Yacks Learning Years - Family Handbook

CONTENTS

SERVICE PHILOSOPHY.....	Error! Bookmark not defined.
OUR COMMITMENT TO CHILD SAFETY.....	8
PROGRAMS.....	9
Nursery Program	9
Marlu: Toddler Program.....	11
Preschool Program	12
School Readiness.....	13
The Intergenerational Program	14
Care Sanctuary	Error! Bookmark not defined.
NATIONAL QUALITY FRAMEWORK (NQF).....	15
APPROVED LEARNING FRAMEWORKS.....	16
OUR EDUCATORS.....	17
EDUCATIONAL PROGRAM	18
COMMUNICATION (OWNA)	19
ENROLMENT.....	21
EXCURSIONS/ REGULAR OUTINGS.....	23
CHILDREN WITH DIVERSE NEEDS	24
FEES, REBATES AND ATTENDANCE	25
FEES IN ARREARS/ FINANCIAL SUPPORT	29
PERMANENT AND CASUAL BOOKINGS.....	29
ORIENTATION	30
CATERING SERVICE.....	32
CLOTHING.....	33
NAPPY CHANGING AND TOILETING ROUTINES	34
SUN SAFETY	36
PARENT PARTICIPATION AND FEEDBACK	37
HEALTH AND HYGIENE	38
SAFETY IN OUR SERVICE	41
PRIVACY AND CONFIDENTIALITY	43
HOLIDAY DATES.....	44
PUBLIC HOLIDAYS.....	Error! Bookmark not defined.
SOURCES	Error! Bookmark not defined.

Little Yacks Learning Years - Family Handbook

SERVICE INFORMATION

Little Yacks Learning Years

Little Yacks Learning Years (LYLY) caters for children from 6 weeks to 5 years. The maximum number of children to be educated and cared for is 44 children. We work alongside a variety of services, which support the community under the Yackandandah Health umbrella. We are excited to provide an intergenerational program. This program engages children and the on-site aged-care residents in a fun, relaxed and educational way.

Yackandandah Health

Yackandandah Health provides residential care, independent living units, a 44 placed early childhood education and care service and a community medical service operating 4 days per week.

Vision

To holistically care for our community.

Mission

To provide intergenerational, age-friendly care and services that respond to the needs of our community.



Yackandandah
Health



Residential
Care



Retirement
Living



Home
Services



Medical
Centre



CARE
Sanctuary



Little Yacks
Learning
Years

Little Yacks Learning Years - Family Handbook

Management Structure

Provider name: Apollo Care / Yackandandah Health
Director of Little Yacks Learning Years: Megan Clancy

Hours of Operation: Excluding Public Holidays

Monday	7.30 am — 6.00 pm
Tuesday	7.30 am — 6.00 pm
Wednesday	7.30 am — 6.00 pm
Thursday	7.30 am — 6.00 pm
Friday	7.30 am — 6.00 pm

Contact Information

Phone: Director – 0409 329 620
Kookaburra/Koala Mobile – 0456 374 899

Email: littleyacksdirector@yackhealth.org.au

Website: www.yackandandahhealth.com.au/little-yacks-childcare-centre.html

Street Address: 20 Isaacs Avenue, Yackandandah VIC 3749

Postal Address: PO Box 24, Yackandandah VIC 3749

Service Type: Long daycare & Kinder Program

Programs at Little Yacks Learning Years

Nursery	8 infants per day
Junior Toddlers	12 children per day
3yr Kinder	14 children per day
Preschool	10 children per day
	Includes Three-year-old funded kindergarten
	Includes Four-Year-old funded kindergarten
Intergenerational Program:	Guided by the Victorian Early Years Learning and Development Framework, the National Quality Standards, Child Safe Standards, the Aged Care Standards, the Aged Care Royal Commission findings and COVID safe guidelines.

OUR COMMITMENT TO CHILD SAFETY

Our Service is committed to ensuring the safety and wellbeing of children is maintained at all times whilst being educated and cared for by educators and staff at Little Yacks Learning Years. We promote a child safe environment that minimises the risk to all children in our care from all types of abuse, harm and neglect. We understand our responsibilities and statutory duty of care to adopt and comply with the National Principles of Child Safe Organisations and the Reportable Conduct Scheme to build our capacity as an organisation to prevent and respond to allegations of child abuse.

Our educators carry out their responsibilities as mandatory reporters as required by law under the Children and Young Persons (Care and Protection Act 1998) and maintain up to date with knowledge of child protection law and child protection training.

Our educators are recruited through an extensive screening process to ensure they display the right personal qualities and experiences to provide high quality supervision and care to children in addition to holding a valid Working with Children Check.

We have a zero tolerance for inappropriate behaviour towards children and any breach of child protection law. Any allegation or concern will be responded to promptly by management. We request that you contact our Director if you have any concerns [email: littleyacksdirector@yackhealth.org.au]



Little Yacks Learning Years - Family Handbook

PROGRAMS

Nursery Program

The nursery welcomes children between 6 weeks to 20 months and has the capacity to provide education and care to 8 infants per day. This learning environment allows for small group learning to occur.

There is a designated outdoor play space for our infants to investigate. This space fosters an appreciation of the natural world and provides opportunity to develop gross motor skills.

We individualise routines to ensure your child's day mirrors a day at home. We collect information about your child to assist in the process. We request information relating to:

- feeding times;
- sleep times: and
- interests.

The program is based on the interests and developmental needs of each child with a focus on attachment, play and learning.



Little Yacks Learning Years - Family Handbook

Junior Toddler Program

The Junior Toddler room welcomes children between the ages of 21 months to 3 yrs. This program has the capacity to provide education and care to 12 children per day.

Our play-based program is developed according to your child's interests, beliefs, discoveries and questions. Our focus on this age group is to support children in developing independence for everyday tasks. Ie, Dressing, feeding themselves, using a spoon and or a cup, and helping to get dressed and undressed, as well as a wide range of sensory experiences.

We also focus on your Toddlers language skills and support them to build on these, as well as guiding and supporting them with separations and transition times.

While at this age it is appropriate for children to solitary play, we will support children with being in group experiences as to build on their social skills as well as supporting them with toilet training when they start to show signs that they may be ready.



Little Yacks Learning Years - Family Handbook

3yr Kinder Program

The 3yr Kinder room welcomes children between 3 to 4 years of age. This program has the capacity to provide education and care to 14 children per day. This program has an Early Childhood Teacher and is a funded Kinder Program which also caters for long day care children as well.

Our play-based Kinder program is developed according to your child's interests, beliefs, discoveries and questions. Our focus is on developing independence and resilience to children in this age group. Example of independent skills include; toileting, dressing, care of personal belongings, ability to make friends and ability to regulate emotions.

Resilience is the ability for children to bounce back from adversities that may come their way. Educators at Little Yacks Learning Years will promote resilience through:

- use of positive language and strength-based feedback to promote self-esteem.
- an educational program which adheres to the Victorian Early Years Learning and Development Framework (VEYLDF).
- Intergenerational Program
- teaching children to recognise and utilise social skills to build relationships.
- teaching children to understand their emotions.
- providing consistent routine so children know what to expect.
- promoting healthy eating and physical wellbeing.
- teaching children to give back to their community.



Little Yacks Learning Years - Family Handbook

Preschool Program

The Preschool Program has the capacity to provide education and care to 11 children per day. It supports children to become active participants in their learning as well as socially responsible community members. Children graduate from this program as life-long learners with inquisitive minds.

The Preschool program also offers Four-year-old funded kindergarten program. The funded kindergarten programs are offered in conjunction with the Department of Education and Training (DET). These programs run for 15 hours per week and are structured within our long day service and include:

- an educational program which adheres to the Victorian Early Years Learning and Development Framework (VEYLDF).
- use of positive language and strength-based feedback to promote self-esteem.
- teaching children to give back to their community.
- a focused Intergenerational Program
- flexible hours (dependent on community needs).
- morning tea, lunch, and afternoon tea.

If your family would like to be part of either our Three or Four-Year-Old Funded Kindergarten Program, please email: littleyacksdirector@yackhealth.org.au



Little Yacks Learning Years - Family Handbook

School Readiness

Our educators plan experiences to promote the learning of appropriate skills to prepare children for school. School readiness skills include:

- self-care (e.g. independent toileting);
- emotional regulation;
- social skills, ability to make friends and engage in reciprocal interaction with others (both verbally and non-verbally);
- ability to play co-operatively;
- ability to play independently;
- attention and concentration;
- physical skills such as having the endurance to last all day at school;
- early literacy which includes receptive (understanding) and expressive language (speech);
- fine motor skills such as ability to hold a pencil, open lunch boxes and tie shoelaces;
- gross motor skills including whole body physical skills;
- ability to understand the consequences of their behaviour; and
- resilience (the ability to bounce back from adversities).

If you would like some guidance on what you can do to help prepare your children for school, please speak with your child's educator.



Little Yacks Learning Years - Family Handbook

The Intergenerational Program

Our Intergenerational Program provides opportunities for children to engage with all aspects of Yackandandah Health and builds strong relationships across generations within the local community. Children are provided with the opportunity to actively engage or passively engage in intergenerational experiences based on their choices and temperament.

Educators at Little Yacks Learning Years plan excursions for children to walk to the CARE Sanctuary, past the living facilities at Yackandandah Health where older persons live. The excursions provide opportunities for children to:

- engage with older persons.
- engage in free-play and exploration of the sanctuary.
- explore earth, air, soil, water, plants, and animals via educator led experiences.
- learn the skills to safely interact with and to care for animals.

The intergenerational program embraces the importance of environmental sustainability which includes recycling, animal care, gardening, food scrap collection, water conservation, renewable energy and use of natural materials.

Our team of enthusiastic and reflective professionals work collaboratively providing an innovative approach to the Intergenerational Program. Our decisions are guided by the Victorian Early Years Learning and Development Framework, the National Quality Standards, the Aged Care Standards, the Aged Care Royal Commission findings and COVID safe guidelines.



NATIONAL QUALITY FRAMEWORK (NQF)



Little Yacks Learning Years complies with the Australian Government’s National Quality Framework (NQF) which consists of the legislative framework of the Education and Care Services National Law and National Regulations, the National Quality Standard and a rigorous assessment and rating system. Our educational program and curriculum are based on the Victorian Early Years Learning and Development Framework (VEYLDF) and the Early Years Learning Framework (EYLF). We regularly self-assess our practices against the National Quality Standard and strive for continuous improvement through our Quality Improvement Plan (QIP). The QIP assists our service to identify quality aspects of care we are already providing and assists in developing future goals for further improvement. Families are welcome to provide feedback and suggestions for improvement.

Additional information about the NQF can be found at <https://www.acecqa.gov.au/nqf/about>

Regulatory Authority

Our Service is regulated by the national body for early education and care – the Australian Children’s Education and Care Quality Authority (ACECQA) as well as the state licensing department in Victoria.

Little Yacks Learning Years - Family Handbook

Educator to Child Ratios

The National Quality Framework (NQF) sets out the minimum qualification and educator to child ratio requirements for children's education and care services. Little Yacks Learning Years will meet these requirements and provide additional educators where appropriate. To be included in the ratio, the Educator must be working directly with children.

Age of children	Educator to child ratio
0-36 months	1:4
36 months to preschool age	1:11

APPROVED LEARNING FRAMEWORKS

Under the National Law and Regulations, services are required to base their educational program on an approved learning framework. This should focus on addressing the developmental needs, interests and experiences of each child, while taking into account individual differences.

National approved learning framework:

Early Years Learning Framework (EYLF)

The Early Years Learning Framework (EYLF) was developed to ensure all children in early childhood education and care settings across Australia, experience quality teaching and learning through play-based, holistic learning. The EYLF is made up of learning outcomes, principles and practices which educators use in their documentation of children's learning and in their reflection and planning. Fundamental to the EYLF is a view of children's lives as characterised by *belonging, being and becoming*.

Little Yacks Learning Years - Family Handbook

Learning Framework Specific to Victoria:

The Victorian Early Years Learning and Development Framework (VEYLDF)

The VEYLDF is the approved learning framework specific to Victoria. The vision and purpose of the VEYLDF is to guide early childhood professionals in a collective effort with families toward the achievement of the nationally agreed Early Years Learning Outcomes (Early Years Learning Framework for Australia, 2009)

OUR EDUCATORS

Little Yacks Learning Years is made up of a team of high-quality professional educators who are committed to and passionate about early childhood education and care. Our staff promote the human rights, safety and wellbeing of all children and consider and respect the diverse backgrounds and needs of children.

All staff are encouraged and supported to attend professional training and development to further their knowledge and skills.

All staff hold valid Working with Children Checks/Cards and all Responsible Persons (placed in charge of the day-to-day running of the service) have current ACECQA approved First Aid, Emergency Asthma and Anaphylaxis qualifications.

Code of Conduct

Employees at Little Yacks Learning Years are committed to adhere to the ethical responsibilities of early childhood professionals outlined in the Early Childhood Australia's Code of Ethics. The values that underpin our work ethic include equality, respect, integrity and responsibility.

Yackandandah Health's Code of Behaviour has also been established to set out the minimum standards for all working under the Yackandandah Health umbrella. A copy of the Yackandandah Health's Code of Behaviour is available on request for families.

Little Yacks Learning Years - Family Handbook

EDUCATIONAL PROGRAM

Early childhood is the time for children to learn, grow, make friends and have fun. It is also a time to take safe risks and be challenged. At Little Yacks Learning Years (LYLY) we use the approved Frameworks for Victoria and Australia to guide our curriculum. We also take into consideration children’s strengths, interests, family values, community input, educator’s perspectives and the environment. These factors provide a foundation for our daily practices and programs.

We plan for children as individuals and as a group. We know that learning is effective in a social context and that children thrive when they learn from one another. The indoor and outdoor environments at Little Yacks Learning Years are arranged for children to learn through play. Educators expand children’s learning through intentional and responsive teaching strategies based on their interests which are identified through play.

“Play is essential to stimulate and integrate a wide range of children’s intellectual, physical, social and creative abilities” (VEYLDF, 2016, p.14).

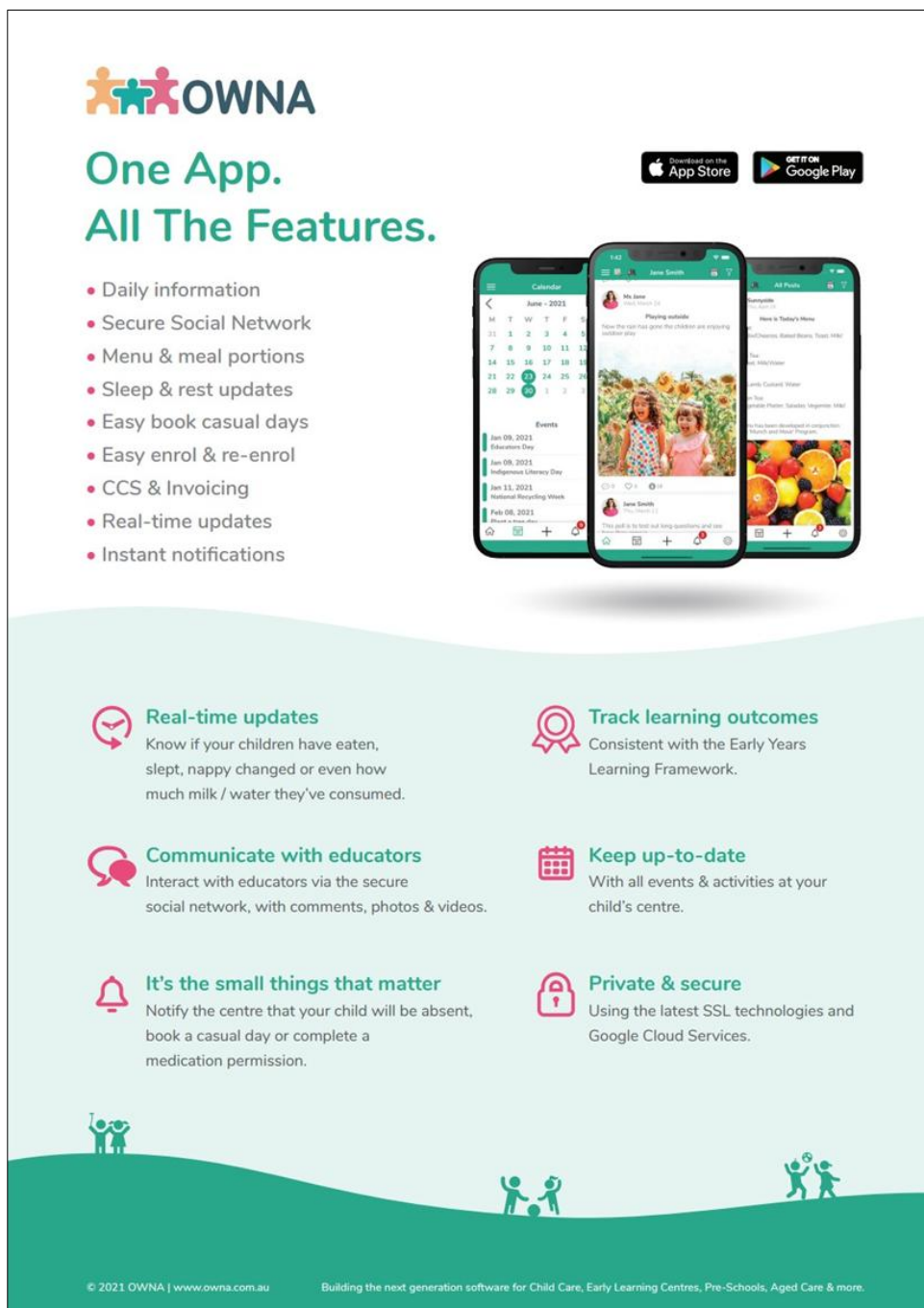


Little Yacks Learning Years - Family Handbook

COMMUNICATION (OWNA)

We strongly encourage communication between families and educators to ensure continuity in what we are delivering to your child and acknowledge that the role of the educator is to work in partnership with families.

Little Yacks Learning Years uses OWNA to provide real time updates about your child, you can also interact with educators via the secure social network provided through OWNA.



The graphic features the OWNA logo at the top left, followed by the text 'One App. All The Features.' and 'Download on the App Store' and 'GET IT ON Google Play' buttons. Below this is a list of features and three smartphone screens displaying the app's interface. The bottom section contains six feature highlights with icons and descriptions, and a footer with contact information and a tagline.

OWNA

**One App.
All The Features.**

Download on the App Store | GET IT ON Google Play

- Daily information
- Secure Social Network
- Menu & meal portions
- Sleep & rest updates
- Easy book casual days
- Easy enrol & re-enrol
- CCS & Invoicing
- Real-time updates
- Instant notifications

Real-time updates
Know if your children have eaten, slept, nappy changed or even how much milk / water they've consumed.

Track learning outcomes
Consistent with the Early Years Learning Framework.

Communicate with educators
Interact with educators via the secure social network, with comments, photos & videos.

Keep up-to-date
With all events & activities at your child's centre.

It's the small things that matter
Notify the centre that your child will be absent, book a casual day or complete a medication permission.

Private & secure
Using the latest SSL technologies and Google Cloud Services.

© 2021 OWNA | www.owna.com.au | Building the next generation software for Child Care, Early Learning Centres, Pre-Schools, Aged Care & more.

Little Yacks Learning Years - Family Handbook

Documentation of Learning [OWNA]

At Little Yacks Learning Years, we use a variety of documentation to demonstrate learning. This is presented on the online platform OWNA for families to view. The different types of documentation may include:

- your child's profile
- goals from families and educators
- observations- learning stories, captioned photos
- objectives for further development
- work samples- drawings, photos, recorded video
- and transition statements.

Communication (Face-to-face)

We work in partnership with you and your family. We support and encourage communication with your child's educators about your child's unique needs and their general enjoyment of their day at our Service. Everybody has a preferred time and method of communication. You are encouraged to talk to your child's educator to arrange a mutually convenient time. All information received through written and spoken communication with families will be treated confidentially and with discretion.

In addition to this, news and events may be communicated through:

- Yackandandah Health Annual Reports
- Newsletters
- Phone calls
- Emails
- Formal meetings
- Notice board located in the foyer.

Little Yacks Learning Years - Family Handbook

ENROLMENT

Prior to your child commencing at Little Yacks Learning Years, you will be required to complete a hard copy enrolment form, provide documentation and pay the required fees and bond.

All families commence on the Waitlist and places will be offered as they become available.

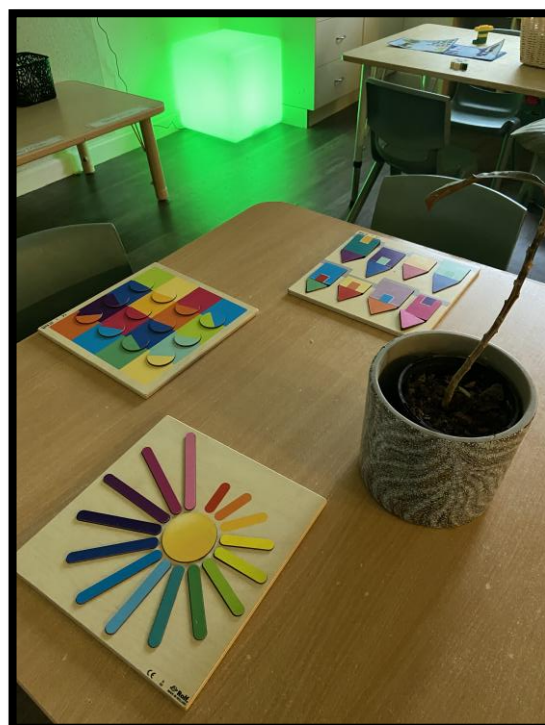
Enrolment Documentation

We will require a copy of your child's immunisation history statement from the Australian Immunisation Register. This must show that your child is up to date with vaccinations for their age OR your child is on a recognised vaccine catch up schedule OR has a medical condition preventing them from being fully vaccinated.

Please note, the names written on the enrolment form must match the names on your child's birth certificate to meet legal requirements.

Family law and access

Little Yacks Learning Years will uphold any responsibilities or obligations in relation to Family Law and access to the service. We require certified copies of any court order, parenting orders or parenting plans, relating to your child and request that if situations change, a copy of the Court Order is provided to our Service. We will only allow children to leave the Service with the written permission of the custodial parent/guardian. Without a Court Order we cannot stop a parent collecting a child.



Little Yacks Learning Years - Family Handbook

Authorised Nominees

You will be requested to provide information about authorised nominees on your child's enrolment form. These are persons that you provide permission to:

- collect your child from the service
- provide consent for medical treatment for your child from a medical practitioner, hospital or ambulance service
- provide consent for the transportation of your child by an ambulance service
- provide consent to go on an excursion.

Please understand that it is essential we have up-to-date information on your child's enrolment record in case of an emergency. It is important that you update any changes to enrolment information.

Security Access

At Little Yacks Learning Years, each child's safety is extremely important. We use an electronic security access system (pin code). The pin is provided to families on their first orientation. Families will be advised if the pin is changed. Please do not pass this code on to anyone. If you have forgotten your code please ring the front door bell and educators will let you in.

Photographs, social media, promotion

As part of the enrolment process, we will also ask for your permission to take photographs and videos of your child during normal activities and excursions for sharing with our parent community to promote our Service to the community through marketing and promotional materials. Photographs and video may also be used as part of our observation and programming process and will be available on the online platform OWNA.

Permission form, for photographs and videos of your child, will be available on the online platform OWNA.

EXCURSIONS/ REGULAR OUTINGS

Little Yacks Learning Years will be taking children outside to explore Yackandandah Health's natural play spaces. These excursions will form part of our Intergenerational program. Our Intergenerational Program allows children to interact and build a connection with our elder community through educational experiences. These excursions are planned in collaboration by our educators and members of Yackandandah Health. We also make regular visits to the Yack Health Gardens so that children can interact within the Yack Health Community.

Little Yacks Learning Years 'regular outing permission form' will be given to you on your child's enrolment and is an ongoing permission form for the year, we require signed authorisation for each child to participate on the regular outing. Risk assessments are completed to minimise any identified risks and are available for you to view in the front foyer of LYLY.

Excursion Benefits:

- Connection with Yackandandah Health environment.
- Promote positive attitudes towards the older generation in young children.
- Provide opportunities for children to communicate with older persons using a variety of mediums.
- Immersion with built and natural environments.
- Interactions in small groups.
- Inquiry into a variety of environments.
- Increasing communication skills.
- Road safety awareness.
- Increasing children's confidence.
- Extending the educational program beyond our early learning service.

CHILDREN WITH DIVERSE NEEDS

Little Yacks Learning Years is committed to an inclusive program for children of all abilities. Our service can access a variety of external programs to support children and their families.

Medical conditions- Allergies, Asthma, Diabetes or Epilepsy

Parents have a responsibility to inform Little Yacks Learning Years of any diagnosed health care needs including diabetes, epilepsy, allergies, eczema, asthma, risks of anaphylaxis of your child including any potential triggers. Families are required to indicate any allergy or asthma on the enrolment form.

Our Service requires a Medical Management Plan or ASCIA Asthma/Anaphylaxis Action Plan to be completed by your General Practitioner to assist in managing your child's needs. This needs to be provided prior to your child's commencement at the Service. In consultation with your child's educator, Nominated Supervisor, and the Director, you will be asked to develop a Risk Minimisation Plan and Communication Plan to assist our educators and staff. Any prescribed medication that your child may require must be provided each day they attend our Service.

To ensure the safety and wellbeing of your child, please update your child's Medical Management Plan/ Action Plan every 12-18 months or whenever a change in their medication or treatment occurs. (Australasian Society of Clinical Immunology and Allergy) (ASCIA).

Medication

If your child requires medication as per doctor's orders, please check the table of exclusion in this Family Handbook to ensure your child only returns to Little Yacks Learning Years when it is safe to do so.

Requirements if a child needs medication while attending Little Yacks Learning Years:

- our medication record must be completed, signed, dated by the parent or authorised nominee and sighted by our educators;
- all medication must be in its original packaging and expiry date visible. The packaging must clearly state the child's name and dosage; and
- all medication must be handed to educators and will be stored out of children's reach. Do not leave medication in children's bags.

Little Yacks Learning Years - Family Handbook

Educators can only administer medication that is:

- prescribed by a registered medical practitioner (with instructions attached to the medication or in written form from the medical practitioner)

Upon collection of your child at the end of the day, you or an authorised person will be requested to sign the Administration of Medication Form.

If you have any questions on how to appropriately complete the medication record, please ask our educators for guidance.

FEES, REBATES AND ATTENDANCE

Enrolment Deposit Fee and Bond

For every child enrolled at Little Yacks Learning Years there is a non-refundable \$60 deposit fee per child. This is a once off payment.

Families are also required to make a bond payment. The bond payment is equal to two weeks fees per child. The bond will be returned to families at the end of their child's enrolment if the required two-week notice is provided. This is a full fee payment (i.e. the total fee excluding the CCS reduction).

Health Care Card holders will pay a bond equivalent to one week of care per child.

If you are experiencing difficulties in paying your account, please contact the LYL Y administration office to arrange a payment plan. Please call the office on 02 60280188 or Email: littleyacksdirector@yackhealth.com.au or littleyacksadmin@yackhealth.com.au to discuss the options.

Fees

For a child three years of age or over: \$125.00 per day

For a child under three years of age: \$130.00 per day

Little Yacks Learning Years - Family Handbook

Cash is not accepted. Fees are to be paid through Direct Debit Request (DDR) form which is available on the online platform OWNA. By submitting a Direct Debit Request, a parent or carer authorise Little Yacks Learning Years to debit payments from their account.

All accounts are to be paid 2 weeks in advance.

Families cannot re-enrol their child/children in a new calendar year if there is an outstanding balance on their account.

Statement of fees

Statements & Invoices will be available for viewing on the online platform OWNA. Please check these statements to ensure all details are correct and accurate. If there is any discrepancy, please contact Little Yacks Learning Years Director as soon as possible.

Fee For Funded Three and Four-Year-Old Kindergarten

Please see Little Yacks Learning Years Director for information regarding your eligibility for CCS and State funding.

Cancellation/Withdrawal from care/Reducing Enrolment Days

We require 2 weeks written notice to withdraw and/or reduce enrolment days for your child/ren from any permanent booking. If Little Yacks Learning Years is not provided with two weeks' notice, you will forfeit your bond repayment.

Child Care Subsidy (CCS)

All families wishing to access Child Care Subsidy need to complete an online Child Care Subsidy assessment through myGov account which is linked to your Centrelink account. If eligible, the Subsidy will be paid directly to Little Yacks Learning Years on the families' behalf and the gap fee is then payable by the family. This can occur after our service enters families' enrolment information online and families confirm their enrolment information through their myGov account. Until Child Care Subsidy details are available, families will need to pay full fees.

Little Yacks Learning Years - Family Handbook

On enrolment we will need the Customer Reference Number (CRN) of the person linked with the child, along with the child's CRN so we can confirm the attendance and ensure that you are receiving the appropriate subsidy.

For further information please go to:

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-claim>

Complying Written Agreement (CWA)

A Complying Written Agreement (CWA) is an agreement between our Service and a parent or guardian to provide education and care in exchange for fees. The CWA includes information about your child's enrolment including your child's full name and date of birth, the date the arrangement is effective from, session details and details of the fees to be charged. Before Child Care Subsidy can be paid, you must approve the enrolment information within the CWA via the [MyGov website](#).

Absences

A standard daily fee will be charged for any absences. All families are encouraged to email or call if their child is going to be absent.

Under the CCS, families are allowed 42 absence days per child, per financial year. Any days over the 42 allowable absences may not incur CCS unless appropriate documentation can be provided. If appropriate documentation is not provided, you will be charged the full daily fee. For example: Doctor's certificate, letter from employer stating office closed due to an emergency. Extra allowable absences may be provided during COVID-19 or due to emergency. Please refer to www.servicesaustralia.gov.au for more information.

Public holidays will be counted as an absence if your child would normally have attended the Service on that weekday.

You can access your child's absence record on your online statement by selecting '**View Child Care Details and Payments**' on your [Centrelink online account](#). You can also do this using the [Express plus Families mobile app](#)

[You can mark your child as not attending through the OWNA app.](#)

Little Yacks Learning Years - Family Handbook

Using absence days before your child attends care or after their last day of attendance

Child Care Subsidy (CCS) is generally not payable for absences on the first or last days of enrolment. If a child is due to start enrolment on a set date and does not attend, CCS will not be paid until the child physically attends. Also, if the child does not attend care on their last booked day, CCS may not be paid for any period after the child's last physical attendance at the service. There are some circumstances where CCS may be paid in these situations.

For more information, please refer to

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-manage-your-payment/if-your-child-absent-from-child-care>

Planned Holidays

You may apply for a planned holiday discount for up to 2 weeks of care per financial year.

The holiday discount is equal to 50% discount of your daily fee and may be taken in two ways:

1. As a two-week block; or
2. As two single weeks.

If you wish to apply for a planned holiday discount, you must provide written notification two weeks in advance of your planned leave. Your fee payments must be up-to-date to be eligible to receive the holiday discount.

Sick Days

A standard daily fee will be charged for any absences.

Late Fees

Our hours of operation are from 7.30 am-6.00 pm (Monday-Friday). It is expected that families adhere to these hours. In accordance with National Regulations and licensing, we are not permitted to have children in the service after 6:00 pm. A late fee is incurred for children collected after 6.00 pm.

As a result, if you arrive to pick up your child after 6.00 pm, you will be charged \$5 for each minute that you are late. For the avoidance of doubt, if you arrive to pick up your child at 6.02 pm, you will be charged an additional \$10.

Little Yacks Learning Years - Family Handbook

The late fee is strictly adhered to, as two staff members are required to remain at the Service until all children are collected. If you are going to be late please notify staff at Little Yacks Learning Years as soon as possible. Please contact us by phone or via the online platform OWNA.

In the event that a family member or authorised guardian fails to contact our service, we will attempt to contact parents or guardians followed by your emergency contacts. If we have not been able to make contact with any of the above by 6.30 pm we will contact the appropriate authority.

FEES IN ARREARS/ FINANCIAL SUPPORT

If you are experiencing financial hardship, please speak to the Director of Little Yacks Learning Years. Additional Child Care Subsidy (ACCS) may be available to support your family. We may be able to organise a payment plan before your fees go into arrears.

PERMANENT AND CASUAL BOOKINGS

Permanent bookings are an ongoing booking that:

- remains the same from one week to the next
- are chargeable regardless of attendance.

Casual bookings are one off booking that:

- can be booked at the last minute for emergency care. This is provided that we have vacancies. If there is no vacancy, we will put your child on a casual waiting list and will contact you if a vacancy becomes available

Waiting list

Permanent waiting list: If you would like to increase your child/ren's permanent sessions but there are no permanent vacancies, your child/ren will be placed on a waiting list until a position becomes available. Positions will be allocated in order of application, whilst adhering to our Priority of Access process.

Priority of Access

Our Service aims to assist families who are most in need, please speak to our director for priority of access according to Little Yacks Learning Years enrolment policy.

Little Yacks Learning Years - Family Handbook

ORIENTATION

Service Policies and Procedures

Little Yacks Learning Years has an extensive list of policies for families and educators. These policies are available on request for families. We expect our staff and families to adhere to our policies and procedures at all times to ensure we maintain compliance and abide by the National Law and National Regulations.

Orientation-Preparing for your child's first day

Orientation is an opportunity for children and families to become familiar with the educators and their learning environment. There is no charge for the orientation process, however parents are required to stay on the premises. The recommended orientation process is detailed below:

- introductory visit for 1 hour;
- 1 half day visits; and
- additional half days when considered appropriate.

The Director will contact you to arrange suitable times and days for visits. The time required for orientation and settling in may vary for each child and your family. Opportunities for extended periods of orientation can be discussed with the Director.

If your child is reluctant to attend, please discuss this with their assigned educator so that they can develop strategies with you to support the transition from home to the Service.

How to prepare your child

You can:

- start talking to your child about our service;
- walk by or drive by our service in your spare time;
- encourage them to become involved in the process of packing their bag; and
- start care before you as a parent or guardian have to return to your commitments (e.g. work).
This will allow for shorter days initially, if required.

Little Yacks Learning Years - Family Handbook

What To Bring

Each child will be required to bring a bag each day which includes the following items:

- minimum of 2 spare changes of clothes in case of messy play and accidents.
- bottles and formula or breastmilk (as required)
- legionnaire, broad brimmed or bucket style hat; and
- other sun safe clothing depending on the weather (per our Sun Smart Policy).

Arrival and Departure

For safety and security reasons ALL children must be SIGNED IN on arrival and SIGNED OUT on departure. We are required by legislation to maintain our attendance record at all times. This record may be used in the event of an emergency situation at the Service.

A child will not be allowed to leave our service with a person who is not stated on the enrolment form.

For an arrangement to be made for a new person to collect your child:

- a phone call must be made to Little Yacks Learning Years stating the name and relationship of that person to the child;
- the information must also be documented in writing either by email or on OWNA by the parent or guardian; and
- the new person collecting the child will be required to provide a photo ID upon pick up. The photo ID will be added to the child's enrolment documentation.

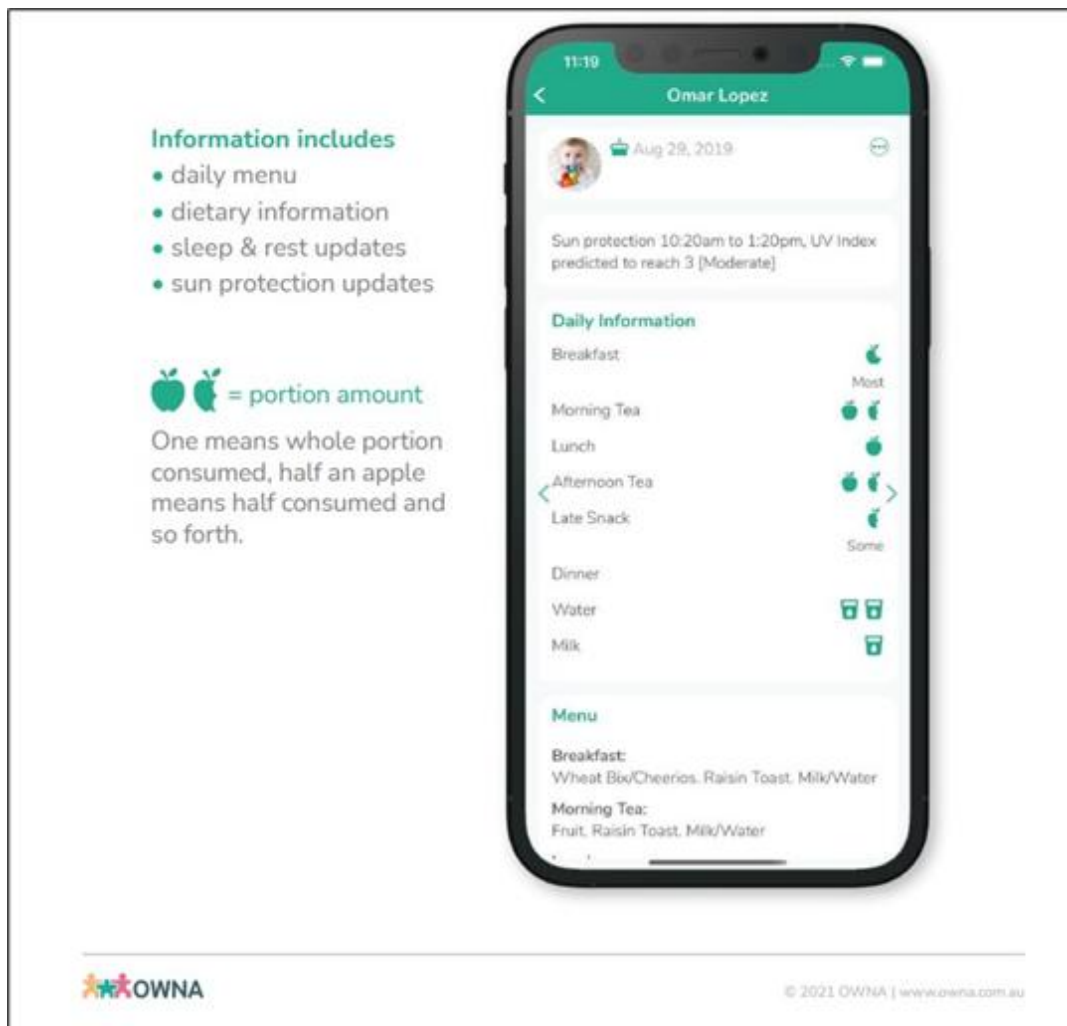
Saying goodbye

The first day in a new service is a big step for you and your child. Please don't be alarmed if your child experiences some separation anxiety. This is normal and our experienced educators will assist you and your child through this transition period.

Little Yacks Learning Years - Family Handbook

CATERING SERVICE

Little Yacks Learning Years promotes healthy eating habits and provides delicious and nutritious food for your child each day. We provide a nutritionally balanced breakfast, morning tea, lunch, afternoon tea and supper. We follow the Australian Dietary Guidelines to ensure our meals are prepared to meet the dietary requirements for all children. Our menu is carefully planned and prepared by a qualified cook at Yackandandah Health and is available to families on the online platform OWNA.



OWNA (2021). PARENT'S CHEAT SHEET.

We also work in consultation with families to ensure that we cater for children with food allergies and other requirements. Please note, food from outside our service is not permitted onsite. An exception applies to baby formula only. Parents may provide their own formula if this is their preference. You must provide an unopen container of formula with your child's name clearly labelled.

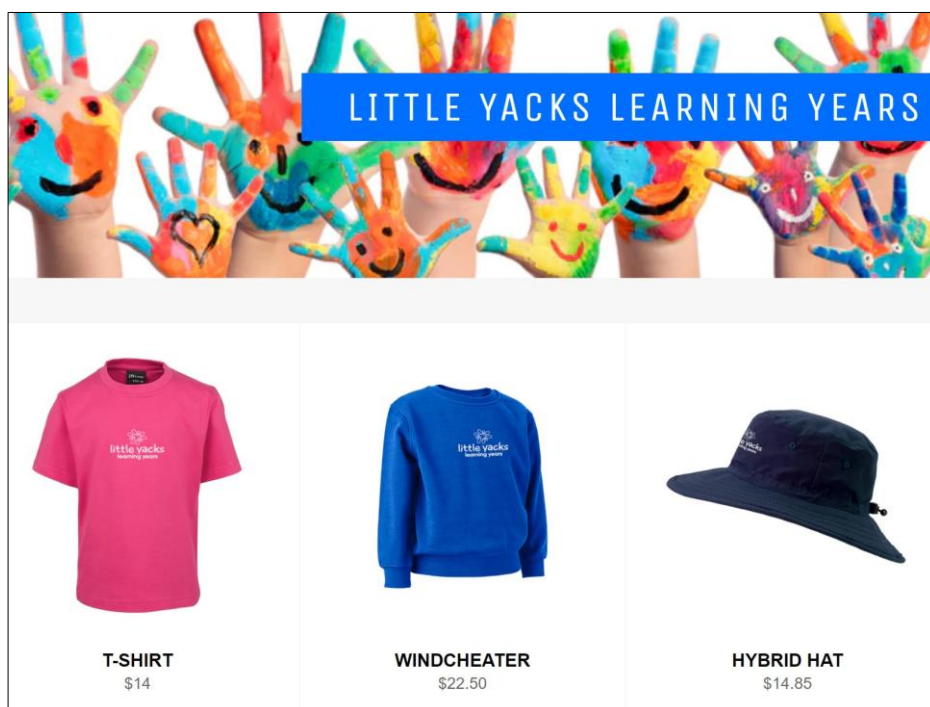
Little Yacks Learning Years - Family Handbook

CLOTHING

Please dress children in non- restrictive and easy to wash clothes so that they feel free to join in all the activities and to develop independence.

Little Yacks Learning Years t-shirts

Comfortable T-shirts, windcheater and hybrid hats are available for purchase through eduthreads. This page can be found at <https://eduthreads.com.au/collections/little-yacks-learning-years>



Footwear

Footwear for children should be comfortable, provide support and protection for their feet. For safety reasons, we request that all children wear shoes which protect and cover their toes. Children's shoes should also have soles with grip to make learning experiences safer and more enjoyable.

Labelling Personal Items

We ask that all items of clothing, drink bottles and milk bottles be labelled with children's names on them to help to keep track of them.

NAPPY CHANGING AND TOILETING ROUTINES

Little Yacks Learning Years will supply nappies for all children.

We ensure that toileting and nappy change routines are conducted with warm and responsive interactions while maintaining hygiene standards. Our educators will work with families to identify readiness cues to maximize children's chances for successfully being toilet trained.

If your child is already being toilet trained, please advise your child's educator so that we can ensure a consistent approach to toilet training at home and at our service.

Breastfeeding

Mothers who are breastfeeding are welcome to attend during the day to feed their infant.

Families that are breastfeeding should speak to the Director, Nominated Supervisor or Responsible Person to be aware of our policies on storing and serving breast milk.

Families that are formula feeding should also consult our Director, Nominated Supervisor or Responsible Person to be aware on how we need the formula prepared and stored. Regular communication is encouraged to ensure your infant's needs are met as they grow.

Toys

We ask that children do not bring in toys from home. This eliminates toys getting lost, broken, disappointment for other children and responsibility on educators to track numerous toys throughout the day.

Behaviour Guidance

We use a positive approach to guiding children's behaviour to help them develop a respect for others, for property and respect for self.

Little Yacks Learning Years - Family Handbook

Rest and Sleep

At Little Yacks Learning Years we recognise children have different requirements for sleep, rest and relaxation and are responsive to those needs. Educators will consult with families about their child's sleep, relaxation and rest requirements and plan our program accordingly. Quiet activities, such as puzzles and books are available for those children who do not sleep.

Sustainable Practices

Our educators and children work together to promote, develop and implement sustainable practices. This can include recycling, food scrap collection, energy efficiency, water conservation and use of natural materials. Little Yacks Learning Years will work in partnership with Yackandandah Health to collaborate on projects that work towards creating a more sustainable future.

Smoke - Free Environment

Smoking is prohibited within the grounds of all Victorian early learning services. The grounds include; Yackandandah Health buildings, car parks, entrances, perimeter fences and the park across the street. We also ask that smoking is not done in view of any child at our service.

Birthdays

If families would like to provide a cake to celebrate their child/children's birthday, please see your room leader for allergy advice to ensure the participation of all children attending Little Yacks Learning Years. There is no requirement to provide a cake.



Little Yacks Learning Years - Family Handbook

SUN SAFETY

Sun protection is used whenever UV levels are 3 or higher. To protect children from harm caused by the sun, parents are required to provide a hat and protective clothing.

Hats must protect a child's face, neck and ears (legionnaire, broad-brimmed or bucket style). Peak caps and visors are not considered suitable.

Protective clothing includes loose-fitting clothing that covers as much skin as possible. Clothing made from cool, densely woven fabric is recommended. Families are asked to choose tops with elbow-length sleeves, higher necklines (or collars) and knee-length or longer style shorts and skirts for their child. If a child is wearing a singlet top or shoestring dress, they will be asked to choose a t-shirt/shirt to wear over this before going outdoors. Children will also be asked to seek shade when appropriate.

Special notes regarding infants

Babies under 12 months should not be exposed to direct sun. They should remain in full shade and always be well-protected through the use of hats and cool, covering clothing when outside. With parental consent small amounts of a suitable SPF30 (or higher) broad-spectrum water-resistant sunscreen may be applied to babies over 6 months.

Sunscreen

SPF30 (or higher) broad-spectrum, water-resistant sunscreen is supplied by the service.

If your child requires their own sunscreen due to sensitivity or preference, you will be required to supply your own and to label it clearly.

To help develop independent skills, children from two years of age are given opportunities to apply their own sunscreen under supervision of staff.

We ask that children come to the Service with sunscreen already applied so they can participate in outdoor play immediately and not have to wait the 20 minutes after application. Consent to apply sunscreen is included in our enrolment form.

PARENT PARTICIPATION AND FEEDBACK

Family involvement

Families are an important part of our curriculum. Family members are consulted to find out about their children's interests, development and strengths. These contributions are then incorporated into the planning of the child's program.

Goals are created for every child with families. A plan is put together through responsive and intentional teaching strategies, providing opportunities for each child to reach their goals.

At Little Yacks Learning Years we encourage family members to be part of their child's learning. We invite all families to talk about their occupation or share their skills and talents with their child's class. Things family members might like to share include singing, dancing, cooking, arts & craft, exploring cultures and/or reading a book.

Community Information

We have a community notice board at the entry to our Service. This board is used to display relevant programs, service information, notices, updates and reminders for children and families. This information is also available on the online platform OWNA.

Your Home Culture

We aim to foster relationships among families and community and invite you to share aspects of your culture, history, language and celebrations with our Service. Your involvement greatly assists us to enrich the lives of all our families and children.

HEALTH AND HYGIENE

When should I not send my child to the Service?

Please monitor your child's health and do not bring your child to the Service if they are suffering from any illness or infectious disease. We ask that families are vigilant and not send children to the service even if they have the mildest of symptoms of COVID-19.

If your child becomes ill whilst at the Service, we will contact you or an authorised nominee to collect your child. If your child is unable to be collected, educators will contact the child's emergency contact for collection. When your child is collected, you will be provided with an *Injury, Incident, Trauma and Illness Record* completed by the educator which includes information about your child's illness, their symptoms, general behaviour and any action taken. You will be requested to sign and acknowledge the details in this record.

Your child should not attend the Service if they have had paracetamol within 24 hours for a temperature and/or has vomited. Children who are on antibiotics are to be kept away from the Service for the first 24 hours to allow the child to rest and the risk of spreading the infection to decrease. For certain illnesses, a medical clearance certificate may be required before your child returns.



Little Yacks Learning Years - Family Handbook

Infectious Diseases: Minimum Period of Exclusion

The Victorian State Government Department of Health have supplied the following information regarding minimum period of exclusion from primary schools and children's services for infectious diseases cases and contacts.

LYLY has a responsibility under the Public Health and Wellbeing Regulations 2019 to help manage infectious diseases. Different exclusion periods apply to different infectious diseases for cases and contacts. Please inform staff if your child has any of the following so that we can notify the Public Health Unit and other families of any infectious disease/illness. (Confidentiality is always maintained). Please refer to the table below before returning your child to care when they are or have been unwell.

Column 1 Number	Column 2 Conditions	Column 3 Exclusion of cases	Column 4 Exclusion of Contacts
1	Chickenpox	Exclude until all blisters have dried. This is usually at least 5 days after the rash appears in unimmunised children, but may be less in previously immunised children	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded
2	Conjunctivitis	Exclude until discharge from eyes has ceased	Not excluded
3	Cytomegalovirus infection (CMV)	Exclusion is not necessary	Not excluded
4	Diarrhoeal illness*	Exclude until there has not been vomiting or a loose bowel motion for 24 hours	Not excluded
5	Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later	Exclude family/household contacts until cleared to return by the Chief Health Officer
6	Glandular fever (Epstein-Barr Virus infection)	Exclusion is not necessary	Not excluded
7	Hand, Foot and Mouth disease	Exclude until all blisters have dried	Not excluded
8	Haemophilus influenzae type b (Hib)	Exclude until 48 hours after initiation of effective therapy	Not excluded
9	Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness	Not excluded
10	Hepatitis B	Exclusion is not necessary	Not excluded
11	Hepatitis C	Exclusion is not necessary	Not excluded
12	Herpes (cold sores)	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible	Not excluded
13	Human immuno-deficiency virus infection (HIV)	Exclusion is not necessary	Not excluded
14	Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing	Not excluded
15	Influenza and influenza like illnesses	Exclude until well	Not excluded unless considered necessary by the Chief Health Officer
16	Leprosy	Exclude until approval to return has been given by the Chief Health Officer	Not excluded

Little Yacks Learning Years - Family Handbook

Column 1 Number	Column 2 Conditions	Column 3 Exclusion of cases	Column 4 Exclusion of Contacts
17	Measles	Exclude for at least 4 days after onset of rash	Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of exposure with any infectious case, or received Normal Human Immunoglobulin (NHIG) within 144 hours of exposure of any infectious case, they may return to the facility
18	Meningitis (bacterial —other than meningococcal meningitis)	Exclude until well	Not excluded
19	Meningococcal infection	Exclude until adequate carrier eradication therapy has been completed	Not excluded if receiving carrier eradication therapy
20	Mumps	Exclude for 5 days or until swelling goes down (whichever is sooner)	Not excluded
21	Molluscum contagiosum	Exclusion is not necessary	Not excluded
22	Pertussis (Whooping cough)	Exclude the child for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment	Contacts aged less than 7 years in the same room as the case who have not received three effective doses of pertussis vaccine should be excluded for 14 days after the last exposure to the infectious case, or until they have taken 5 days of a course of effective antibiotic treatment
23	Poliovirus infection	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery	Not excluded
24	Ringworm, scabies, pediculosis (head lice)	Exclude until the day after appropriate treatment has commenced	Not excluded
25	Rubella (German measles)	Exclude until fully recovered or for at least four days after the onset of rash	Not excluded
26	Severe Acute Respiratory Syndrome (SARS)	Exclude until medical certificate of recovery is produced	Not excluded unless considered necessary by the Chief Health Officer
27	Shiga toxin or Verotoxin producing Escherichia coli (STEC or VTEC)	Exclude if required by the Chief Health Officer and only for the period specified by the Chief Health Officer	Not excluded
28	Streptococcal infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well	Not excluded
29	Tuberculosis (excluding latent tuberculosis)	Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious	Not excluded
30	Typhoid fever (including paratyphoid fever)	Exclude until approval to return has been given by the Chief Health Officer	Not excluded unless considered necessary by the Chief Health Officer

(State of Victoria, Department of Health and Human Services, 2019)

** On the 28 Feb 2022, Health advisory was updated by the Deputy Chief Health Office (Communicable Disease) to Childcare providers, parents with children in early childhood education. The update stated that "Infants or children, as well as staff, **who develop vomiting or diarrhoea should not attend childcare, camps or any other group activities until at least 48 hours after their symptoms have stopped. If symptoms are severe or they persist, or you are concerned, see a GP for advice and possible testing."***

SAFETY IN OUR SERVICE

Outbreak of any vaccine preventable diseases.

In the case of an outbreak of any vaccine preventable disease, the Director will contact families as soon as possible.

Bush Fire Management Plan

In case of a bushfire, Little Yacks Learning Years and Yackandandah Health will work closely with the Country Fire Authority (CFA) and follow the guidelines/advice from the Victorian Government. For more information, please refer to our service's Emergency Management Plan (EMP).

Emergency Evacuation and Lockdown Procedure

Emergency Evacuation and Lockdown Procedure are regularly practiced at Little Yacks Learning Years to protect children and educators from all natural or manmade disasters. Our procedure includes identifying each child before, during and after the drill. As such, it is essential parents and guardians remember to always sign your children IN and OUT as this information is vital during emergency situations. Our educators will also ensure the system is corrected throughout the day to confirm the correct number of children at all times.

Workplace Health and Safety

We are committed in providing an environment that is safe and healthy for every staff, educator, volunteer, child, family and visitor. We have made every reasonable effort to minimise the risk of serious injury and request all persons to adhere to our policies regarding Workplace Health and Safety.

Little Yacks Learning Years - Family Handbook

Incidents, injury or trauma

We aim to minimise the risk of accidents and injury as much as possible however, through play, exploration and adventure, children sometimes have accidents. We always have an educator with a First Aid, emergency asthma, anaphylaxis management and CPR qualification on shift at all times we provide education and care to children.

In the event of a minor injury, first aid will be provided as required. An *Incident, Injury, Trauma and Illness Record* will be completed and when you collect your child, you will be notified about the injury and asked to acknowledge and sign the record. If your child injures their head, even if it is a small bump, you will be contacted to advise you of the injury. Our educators will continue to monitor your child closely and advise if you should come and collect them.

If an injury or incident is serious and we believe urgent medical attention is required, the educator or Nominated Supervisor will contact you immediately. If we cannot contact a parent or guardian, we will attempt to contact an authorised nominee for consent. Where you or your authorised nominee cannot be contacted, we may call an ambulance. If you are unable to meet the ambulance at the Service, we will send one of our educators/staff members to accompany your child in the ambulance. Please note that if you do not have ambulance cover and we call an ambulance for your child, you will be required to pay for the cost of the ambulance attending the service.

An *Incident, Injury, Trauma and Illness Record* will be completed, and a parent will be required to acknowledge and sign this record. A copy of any documentation from the hospital or treating doctor will also be requested. Our Service will also be required to notify the Regulatory Authority in the event of any serious incident or injury. In these circumstances, you may be contacted by our Approved Provider and the Regulatory Authority to follow up the incident and actions taken by our Service.

Drop off and pick up time

We ask that parents be extremely mindful of danger when arriving and departing from our Service.

- Please always hold your child's hand in the carpark area
- Be alert of reversing drivers in the car park as it is very difficult to see small children
- Never leave a child or infant in the car unattended

Little Yacks Learning Years - Family Handbook

Each morning, our educators conduct daily safety checks of the indoor and outdoor environment and will alert management of any potential risk or hazard to children to ensure this is rectified before children use the equipment or area.

We welcome all feedback regarding the safety of our Service. If you see something that concerns you regarding safe work practices, the safety of building and equipment or general work health and safety issues, please contact the Director immediately.

PRIVACY AND CONFIDENTIALITY

We are committed to protecting the privacy and confidentiality of children, individuals and families and have policies in place to ensure strict confidentiality is maintained.

To plan programs for your child/ren, we need to collect information from you. This information helps us to assess and plan programs in partnership with you. We do not disclose personal information about you or your child to other people or organisations without your consent unless we are required to do so by law.

Our Service is required to keep and maintain detailed records about children, parents and staff in accordance with relative legislation contained in the National Law and Regulations and Family Assistance Law. We must keep records for the prescribed periods of times as legislated related to child enrolment, attendance, medication records, incident, injury, trauma and illness records, child assessments and any relevant legal information/documents.

Little Yacks Learning Years - Family Handbook

HOLIDAY DATES

Little Yacks Learning Years is closed on all Victorian Public Holidays and closes for two weeks over Christmas and New Year period to give our educators a well-earned break and allows for families to enjoy this time.

