

FREQUENTLY ASKED QUESTIONS

Please visit www.croydonchildcare.com.au/faqs.php for more information.

How can I contact you?

An educator will be available to take your phone call during operating hours on (03) 9727 4414. You can also contact us by e-mail on milestonekinder@bigpond.com. Alternatively, our door is always open if you wish to visit.

What are your educator's qualifications?

All of our educators either hold, or are working towards obtaining, their Bachelor of Early Childhood Education, Diploma in Early Childhood Education and Care, or Certificate 3 in Children's Services.

What is your orientation procedure?

When your child starts at our centre we encourage you to bring them as often as required for them to feel comfortable and settled in the new environment. Families are welcome to leave the child in the room and retreat to another area of the centre. This helps families and educators to see how the child handles the initial separation. Families can also leave their child at the centre for a one-hour orientation session. Please ask us for a copy of our *'Enrolment & Orientation'* policy for more information.

What can I expect my child to eat throughout the day?

Each day we provide a varied breakfast, morning tea, lunch, afternoon tea and a late snack, which takes into account the nutritional needs, likes, cultures and dietary requirements of our young children. Our menu is rotated over a four-week period.

What is your policy regarding sick children?

A child will not be able to attend the centre for any period during which the child is suffering an infectious condition that is contagious through normal social contact. All reasonable and practical steps should be taken by families and educators to avoid the spread of illness within the centre. Please ask us for a copy of our *'Dealing with Infectious Diseases'* policy for more information.

How do I register a complaint?

Families can make complaints verbally to the director or an educator. Alternatively, they can submit their complaint in written form via milestonekinder@bigpond.com or a written letter in our letterbox.

Families also have the option of speaking to a Children's Services Authorised Officer from the Department of Education & Training.

Address: Level 3
295 Springvale Road
Glen Waverley VIC 3150
1300 651 940

emr.gar@edumail.vic.gov.au

Please ask us for a copy of our *'Dealing with Complaints'* policy for more information.

How can families get involved in the centre?

We encourage family participation across all aspects of our program. Our open-door policy allows families to come in and play or share a story, talent, cultural experience etc. with the children. We regularly provide opportunities for families to become actively involved in decision making at the centre.

What are your policies and procedures?

An extensive Policy and Procedure Handbook is available for you to peruse in the foyer at any time. This handbook outlines the most common questions asked of us.

What is your policy regarding children's clothing?

Families are encouraged to dress their children in comfortable & appropriate clothing, that may get dirty, as well as supplying sets of spare clothes for any accidents. All items of clothing should be clearly named. For warmer weather, we ask that each child wears loose-fitting cotton clothing, that covers as much skin as possible, and an appropriate sunhat. For colder weather, we ask that warm, comfortable clothing is worn. As we provide an all-year round indoor/outdoor program, a raincoat and gumboots are suggested for wet weather. [Please ask us for a copy of our 'Sun Protection' policy for more information.](#)

What is your policy regarding sleep and rest?

The centre will ensure that each child is given adequate and flexible rest periods during the day. All children will be encouraged (but not forced) to sleep or rest for a period during the day to rejuvenate after a busy morning of activities and give their body the rest it requires. The centre will provide the children with an opportunity to rest in a pleasant environment which meets the needs of the individual children. [Please ask us for a copy of our 'Sleep and Rest' policy for more information.](#)

Do you provide a holiday reduction?

The centre offers up to 2 weeks of holiday fees for each child per financial year. The amount is determined by how regularly the child attends, *e.g. a child that attends for 2 days per week receives 4 days at the holiday rate per financial year.* Holidays will be charged at 50% of the usual fee. This is applicable if you have notified the director in writing at least two full weeks before you require the leave for holidays.

What is your cancellation policy?

When you no longer require a place for your child at our centre, a minimum of two full weeks written notice via email must be given to enable the centre sufficient time to fill the vacancy. Full fees are charged for the cancellation period when a child does not attend the centre after the date that the cancellation email is received at the office.

What do I need to provide for my child?

- A child care bag
- SunSmart hat
- A bottle of water
- At least three spare changes of clothes
- A weatherproof jacket for colder weather/raincoat
- Appropriate footwear (Gumboots can be provided for wet weather)
- Bottles of formula or breast milk (if required)
- A comfort item, e.g. dummy, blanket (if required)
- Sensitive sunscreen for children that may be allergic to our provided sunscreen

What is your policy regarding accidents and injuries?

In the event of an accident or injury, your child will be comforted & given appropriate first aid. Immediate medical attention will be sought, if the educators consider it necessary. We will notify you via phone as soon as possible to inform you of what has happened. In the event that your child needs to go in an ambulance, we will notify you of the hospital where we are going, so you can meet us there. If we cannot reach you, we will contact your nominated emergency contacts. [Please ask us for a copy of our 'Incident, Injury, Trauma & Illness' policy for more information.](#)

CENTRE PHILOSOPHY

Our centre philosophy has been developed over many years with help from educators, families, children, management and the community. It outlines the principles under which we operate. We welcome any family feedback to help further develop our philosophy.

Play Based Learning Program

At Milestone, we believe that play is a vital component in the development of all children which is why we follow a play based learning program. The implementation of an indoor/outdoor program has given children the freedom to decide where they wish to play regardless of weather. We value outdoor play and think of our indoor and outdoor environments as one whole space rather than separate areas. Through the provision of a wide range of materials, children have the opportunity to explore and extend on their learning and experiences. We believe in letting the children play without interruption from adults and encourage them to take risks and make their own choices.

High Expectations for Children

We pride ourselves on having high expectations on what children can achieve. Every child at Milestone is viewed as a capable and active contributor to their own learning. We allow children to make choices and inspire them to engage in risky play. Children are provided with many opportunities to demonstrate their independence and are encouraged to further extend on their skills throughout their day. We allow the children to regulate their own play while also encouraging them to respect their environment and others.

Inclusive Environment

At Milestone, we respect all cultures and believe in unity in diversity. The centre challenges stereotypes surrounding gender bias, culture, age and ability. We believe that the cultural blend of families in our community has a positive effect on our centre via the opportunity to explore these cultures through experiences and celebrations. Our team is committed to providing an environment that is inclusive for every child and family at the centre.

High Quality Relationships

The development of high quality relationships with children and families is of the utmost importance at our centre. We aim to provide a home-like environment that is warm, friendly and nurturing. Educators work closely with families to foster collaborative relationships that will assist children to achieve quality outcomes. We believe that a working partnership between families and educators is beneficial to the ongoing development of each child. Families are encouraged to be involved in all aspects of the centre's operations and are invited to participate in all events. Our families have identified communication as being of the highest standard. We endeavour to act on concerns raised by families quickly and efficiently.

Committed Educators

We are proud to provide warm, affectionate, dedicated and compassionate educators who are available to children & families when required. We feel that our team is one big, happy family who are devoted to continuously evolving in the early childhood field. All of our educators work collaboratively to improve practice and relationships through team meetings, reflection and professional development. They are excited and open to change, show a thirst for knowledge, and are proactive in providing children with engaging play spaces. The relationships we foster with our families and the local community is of the highest priority.

Connected to the World

Our centre is committed to embedding sustainability within our daily practices. We encourage children to be environmentally responsible and engage them in many sustainable practices such as recycling and maintaining edible gardens. We provide play environments, both indoors and out, that allow children to explore a multitude of natural materials. We aspire to build many meaningful relationships within our local community and regularly utilise social media as a more sustainable and effective way of staying connected.

WHAT YOU WILL SEE AT MILESTONE

Indoor and Outdoor Play: Our indoor/outdoor program operates all year round regardless of the weather. Families are encouraged to provide appropriate clothing for children to play outdoors at all times & experience all types of weather. Generally speaking, children are not well enough to attend if they are unable to go outside due to illness.

Messy Play: We provide children with many different opportunities to get messy. This means they will explore paint, water, dirt, slime, sand, mud etc. Children will not be discouraged from engaging in messy play at any time.

Barefoot Play: We believe that children need opportunities to explore indoor and outdoor environments without shoes. Going barefoot is beneficial to children as it nourishes, strengthens, and promotes agility in a child's growing feet, ankles, legs, knees, and hips.

Risk Taking: Children both need and want to take risks in order to explore their limits, venture into new experiences and develop. Any injury is distressing for children and those who care for them, but the experience of minor injuries is a universal part of childhood and has a positive role in child development.

Loose Parts Play: Loose parts are materials that can be moved, carried, combined, redesigned, lined up, and taken apart and put back together in multiple ways. They have no specific set of directions and can be used alone or combined with other materials. Some may consider it "junk" but we know these items are very beneficial to children's development.

An Anti-Biased Approach: We encourage children to engage in any activity or with any child or educator at the centre regardless of their gender, race, culture, abilities, family background, appearance or behaviour.

High Expectations for Every Child: We believe that children achieve better outcomes when they are expected to succeed. The concept of high expectations relates closely to acknowledging children's agency. Children are able to construct their own understandings and initiate, contribute to and lead their own learning. From infancy, children are capable of making choices and decisions.

Exploration of Nature: It is not enough for children to look at trees and plants in children's services. They must be able to actively explore, engage with, and experience different types of natural spaces. This is why we encourage children to touch and interact with the natural environment in their everyday play.

Choice and Independence: Allowing children to make choices for themselves is an important yet relatively easy step towards encouraging independence and agency. When we make materials and resources easily accessible, without the need for adult assistance, we promote children's ability to resource their own learning independently and successfully.

Free Choice Art: We believe that the process of exploring art is more important than the end product which is why we provide a range of materials for children to explore rather than providing teacher-directed art experiences.

Self-Regulation: Children experience ups and downs when they are trying to manage their feelings and behaviours. Finding ways to balance this is called self-regulation. We believe in encouraging and supporting children to resolve problems and frustrations, where appropriate. Children who play and learn in an environment which promotes independence are less likely to display inappropriate behaviours.

Commitment to Health and Wellbeing: The health and wellbeing of all children, educators and families is of the utmost importance. Policies and procedures have been implemented to develop positive health and nutrition habits, minimise illness and the spread of infection, and strengthen the mental health of each child and person at Milestone.

WEEKLY DOCTOR'S SERVICE

Doctor Robert Chan visits our centre every Monday in the early afternoon to see children and educators as required.

This service is bulk billed and provides piece of mind if you are concerned, on any level, with your child's health. Your Medicare number that is detailed in your child's enrolment form is used for the claim. An educator will accompany your child at the consultation in the centre's planning room.

Doctor Rob will provide you with a letter detailing his findings and will write a prescription, when required. If necessary, Doctor Rob may call you to discuss any concerns further.

Immunisations are also available. Families are required to provide the child's health record book for completion. A form also needs to be completed, detailing which immunisation is required.

The doctor's form is situated on the shelf, outside the office window. Please complete this form with as much detail as possible, and if necessary, consult with an educator so we can pass information onto Doctor Rob.

If your child does not attend on a Monday, you are still welcome to complete the form and leave a phone number for us to contact you with when Doctor Rob arrives.

Please note: Only children written on the list will be seen by Doctor Rob.

Please feel free to take advantage of this service as Doctor Rob comes highly recommended and can provide great peace of mind for working families.

If you have any questions, please do not hesitate to contact us. Thank you.

