



## Playhouse Early Education Centres

**Stimulating educational programs that encourage enthusiasm for learning exploration and forming connections through play.**

Nillumbik council operates the Playhouse Early Education Centres in Eltham and Panton Hill. They provide occasional care for children aged from three months to six years. The registered services comply with the Children's Services Act 1996 and the Children's Services Regulations 2010. The Child Care Subsidy is available based on eligibility.

### **Before you take part in any sessions you must**

- Complete a child enrolment form including medical management plans.
- Set up payment of fees by sending your Direct Debit form to redPay.
- Submit a claim for child care subsidy (if you intend on claiming CCS) and confirm the enrolment in your MyGov account.
- Provide your child's Immunisation Status Certificate.

### **What to bring to the Playhouses**

- A carry bag labelled with your child's name that includes a change of clothes.

- A sun smart hat (wide brim or legionnaire), no caps.
- In cooler weather a warm coat as we encourage outside play all year round.
- Nappies and wipes if required.
- Please don't bring any valuable or cherished toys
- A piece of fruit to share and a packed lunch with a drink bottle

### **Arrivals and departures**

It is a legal requirement that children need to be signed in and out of care every time they attend the Playhouses. This can be done by using the unique pin issued to you at enrolment. If other authorised people will be collecting or dropping off your child, you can request additional pins to be sent to them through the Centre Coordinator or by emailing [playhouse@nillumbik.vic.gov.au](mailto:playhouse@nillumbik.vic.gov.au). A pin must not be shared with any other individual. If an unauthorised person is to drop off/pick up your child you must advise the Playhouse staff .

## Session times

Session times are 9am-2pm Monday to Friday. Children must not be dropped off before 9am or collected after 2pm. Any late pick up will incur a fee (please refer to Fees and Payment Policy).

Panton Hill and Eltham operate during the school terms and most school term holiday periods. Both Playhouses are closed during the summer school holiday period.

## Cancellation and Illness

Playhouses will need to be advised as soon as possible if your child is unable to attend the session they are booked into. If your child has contracted an infectious disease you must advise Playhouse staff as soon as possible.

## Medication

All children's medication must be recorded in the medication book. It must be clearly marked with the child's name dosage and current expiry date.

**Note: no medicines of any kind are to be left in the children's bags.**

## Food

- Due to the risk of allergic reactions nuts are excluded from the Playhouses.
- Pack a piece of fruit for morning tea for your child to share.
- Provide lunch for your child in a clearly labeled lunch box and include a water bottle.
- Please consider the food you provide based on the nutritional benefit to your child.
- If you have a baby in care, provide individual food requirements and instructions.

## Sun Smart

Playhouses implement their Sun Smart Policy during the first and fourth terms. A clearly labelled sun hat is required and ensure that your child is dressed appropriately (no singlets or thin shoulder straps) with sun screen applied. Staff can reapply throughout the session if required.

## Fire Drills

Each term the Playhouses conduct a fire drill that occurs during a session. Note: The Panton Hill

Playhouse will be closed on days that the Department of Education and Training deem to be unsafe on Code Red days.

## Grievances

If you have any concerns regarding the Playhouses, the staff or the care of your child, speak with the Playhouse Coordinator in the first instance. Grievance procedures are displayed on the notice board at each Playhouse.

## Fees

Fees are paid via Direct Debit for both casual and booked sessions of care. You are required to complete a Direct Debit form and send this to redPay before your child commences care. Fees are payable one week from the invoice issue date and Playhouse invoices two weeks in arrears. The Direct Debit form will be emailed to you upon enrolment. You can also request a form from your Coordinator.

## Absences and booking changes

Two weeks written notice is required for any changes to bookings or withdrawal of enrolment. Otherwise fees will continue to be charged. For more information please refer to the Playhouse Fees and Payment Policy.

## Enrolment

Once you have handed your enrolment form to your Coordinator you will receive an email from Playhouse with important information regarding your CCS enrolment, e-Signature, Direct Debit form, fees and payment information and booking confirmation. It is imperative that your email address is kept up to date. Should you not receive this email upon enrolment please let your Coordinator know immediately.

To update any of your contact details or for any queries please call Early Years on 9433 3145 or email [playhouse@nillumbik.vic.gov.au](mailto:playhouse@nillumbik.vic.gov.au)  
Panton Hill Coordinator: Lisa Wishart 9433 3795  
Eltham Coordinator: Wendie Waghorn 9433 3755