

SMARTIE PANTS

Early Learning and Development

Family Handbook

We warmly welcome you and your child to our centre

Smartie Pants Early Learning and Development is a 90-place long day care and kindergarten, proudly owned and operated by Natalie Higgins and Sharon Carrafa since August 2005

Our centre offers a play-based learning environment enriched with intentional teaching practices, designed to help children reach their full potential

Our dedicated and long-standing team provides higher educator-to-child ratios in a beautiful one-acre natural setting that encourages exploration, adventure, and imaginative play

**We look forward to welcoming
your family to Smartie Pants!**

Smartie Pants Early Learning and Development acknowledges the Wurundjeri Woi-wurrung people as the Traditional Owners of the Country on which Smartie Pants is located. We pay our respects to Elders past, present and future, and extend that respect to all First Nations People. We respect the enduring strength of the Wurundjeri Woi-wurrung and acknowledge that sovereignty was never ceded.



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Welcome to Smartie Pants

Smartie Pants Early Learning and Development is a privately owned 90 place long day care and kindergarten, nestled among the serene bush lands of Diamond Creek, situated on a large one acre block

Smartie Pants is open from 6.30am - 6.30pm and welcomes all children aged between 6 weeks - 6 years old

Our daily fee includes:

- access to care 12 hours a day
- 5 nutritious meals, cooked daily by our on-site qualified chef
- educational and fun incursions
- weekly extracurricular programs for music and sport
- nappies

Our children's play rooms cater for:

- Hug a Bubs - 12 places aged 0- 1.5 years
- Pip Squeaks - 20 places aged 1.5 - 2 years
- Mini Minors - 30 places aged 2 - 4 years
- Little Geniuses - 28 places aged 3 - 5 years

Our team

Smartie Pants first opened in August 2005 and has been owned and operated by Natalie Higgins and Sharon Carrafa since the very beginning

Our team is comprised full time and part time staff including:

- qualified Bachelor of Education kindergarten teachers
- Advanced Diploma and Diploma qualified educators
- Educators working towards their qualifications through full time traineeships
- regular and consistent casual educators
- full time chef
- administration and onsite managers
- project leaders for sustainability practices, embedding indigenous perspectives,
- educational leaders

With years of experience and a genuine love for teaching, our team provides a warm, supportive and enriching environment

Contact information

Phone: [9438 3877](tel:94383877)

Bookings, enrolment management, enquiries: admin@smartiepants.com.au

Room emails:

hug-a-bubs@smartiepants.com.au

pip-squeaks@smartiepants.com.au

mini-minors@smartiepants.com.au

little-geniuses@smartiepants.com.au

Website: www.smartiepants.com.au

Follow us on [Facebook](#) and [Instagram](#)

Our pets

Smartie Pants is home to many pets, giving the children many opportunities to interact, take care of and learn about animals

At our centre you'll find:

- our many silkie chickens, who lay eggs for us to collect, living in a large chicken coop in the Little Geniuses' yard
- our 2 goats, Betty and Beryl, who live in an adjoining yard to Mini Minors and are always eager to say hello to our children and families at the fences
- our 3 rabbits, Diamond, Dawn and Honey, who enjoy lots of cuddles in their bunny houses in the Mini Minors and Little Geniuses yards
- our 2 turtles, Squirt and Crush, who live in their tank in the Mini Minors room
- our fish in the pond of our sustainability yard within Little Geniuses, and in a tank in the Pip Squeaks room

Community

Smartie Pants values being an active member and contributing to our community. We work with schools and universities to provide student placements and participate in key fundraising activities to help raise awareness and funds for charities. Regular community events and projects we engage in are:

- proud sponsors of the Diamond Creek junior football club
- Diamond Creek town fair parade
- Annual Diamond Creek Christmas decoration
- Family library
- Community pantry and Christmas carols organised by St John's Anglican Church
- Family herb garden
- Walking excursions and programs at nearby Plenty Aurrum Aged Care

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ABOUT OUR CENTRE

[My Family Lounge](#)

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Outdoor play spaces

Situated on a large one acre natural setting, our centre offers significantly greater space than the legally required minimum offered by most other child care centres

We have a huge variety of outdoor play environments, designed to inspire curiosity, creativity, and confidence in every child. Our children can explore, play, and learn amidst the beauty of the bush lands, with nature being an integral part of our curriculum.

Our outdoor play spaces include:

- large wooden pirate ship equipment with monkey bars and slide
- wooden climbing equipment in all yards to suit all age abilities
- sustainability gardens with vegetable patches, a fishpond and a chicken coop
- large sandpits in each yard
- bike tracks
- a home for our goats who live in an adjoining yard
- bunny houses for our 3 rabbits
- soft fall tan bark and rubber in play areas

Extracurricular programs and activities

Throughout the year Smartie Pants offers a variety of extracurricular activities that children and parents are invited to participate in such as:

- weekend play-gym sessions
- Diamond Creek town fair parade
- family parties to celebrate Christmas and end of year celebrations such as Kindergarten graduations
- themed dress up weeks such as pj week, book week, Grand Final week and lots more!
- fundraisers for charities that are very important to us here at Smartie Pants and to our families and children

Annual closure

Smartie Pants does not close throughout the year except for public holidays. The centre reserves the right to close over the Christmas period and will inform parents closer to the date.

Important apps to download and their websites

My Family Lounge app - change casual bookings or mark your child absent
<https://www.qikkids.com.au/My-Family-Lounge/home>

My Family Lounge website - This site controls your enrolment and bookings
<https://www.qkenhanced.com.au>

Raise Learning's LIFT app - daily communications, health alerts, educational observations about your child and our programs
[LIFT on Google Play](#) or [LIFT on App Store](#)

Raise Learning website - This is the website version of the LIFT app. You can also view all of our policies and procedures via this site. You will not have access to register until you have provided your LIFT permission forms. From here an email invite will be sent to you. This may go to your spam. The registration link has an expiry so if you miss your window just email us and we will send another.
<https://www.raiselearning.com.au>

Uniform

All families are welcome to purchase Smartie Pants uniforms with our logo printed on them, including:

- windcheaters
- t-shirts
- hats

Purchase through Edu threads

Orders can be posted to your home for a postage fee, or they offer free postage to Smartie Pants on a specified date.



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VISION, PHILOSOPHY AND GOVERNANCE

[Vision & Philosophy](#)

[National Quality Framework](#)

[Governance Policy](#)

Our vision

We aim to foster **'world ready' children** who are confident, creative, curious, independent, healthy and care deeply for others and the future of our planet

Our vision is at the heart of everything we do, guiding our educators in their daily efforts to achieve its ultimate objective

Our philosophy

For our children we aspire:

- that children feel relaxed, safe and supported to learn at their own pace
- that children feel connected and cared for
- to recognise each child's uniqueness and strive to find meaningful ways to respond to their individual learning needs and interests
- to role model inspiring examples of respect, empathy, compassion and gratitude, so as to support children to develop a strong sense of personal identity, integrity and social justice
- to provide a program with a wide range of inclusive experiences that help children feel comfortable
- to have strategies to respond to and appreciate diversity
- to empower and motivate children to engage in sustainable living practices and to care about our environment through the care of our animals and plants
- to provide the highest quality programs that are nurtured by the most accomplished educators
- to promote children's sense of curiosity and exploration to help them develop a lifelong love of learning - We don't tell children 'the answers', but we help them find them!
- to foster a lifelong love of learning, recognising play as the child's work and that getting ready for school starts at birth
- to support children to share knowledge as a way of increasing their own knowledge
- to provide sensory rich and developmentally appropriate programs which enhance all aspects of children's development
- to actively support and encourage children to be self sufficient, independent and healthy
- to develop children's appreciation of the arts, music and movement
- that our children will remember their friendships and experiences at Smartie Pants with fondness

For our families we aspire

- that all families feel welcome, supported and involved
- to develop strong, collaborative and positive relationships
- to provide effective support systems

For our community we aspire

- to recognise and appreciate our heritage and the heritage of the traditional owners of our land through the raising and lowering of the Australian and the Aboriginal and Torres Strait Islander flags
- for our children to be future community leaders and super heroes
- to both acknowledge and support the traditional owners of the lands and waters which we now use
- to engage with leaders of all cultures and talents within our community and celebrate cultural celebrations within our curriculum
- to actively give back to our community through fundraising

For our environment we aspire

- to be a centre of excellence in sustainability
- for the centre to feel warm, inviting and aesthetically beautiful

For our team we aspire

- for each educator to feel valued, happy and challenged
- to foster a culture that is playful and fun
- to support one another by understanding we are more than just colleagues who work together - We won't let each other fall
- to provide feedback that is always constructive and only given and received with love and respect
- for our practices to be guided by social, ethical and professional values
- to be a learning organisation, leading best practice in professional development

National Quality Framework

The National Quality Framework (NQF) is a national approach to regulating, assessing, and improving early childhood education and care services in Australia. It ensures that services provide safe, nurturing, and high-quality learning environments for children. As part of the NQF, services are assessed and rated against the seven Quality Areas of the National Quality Standard.

We are proud to have achieved a rating of **'Exceeding'** in all seven Quality Areas (current as of Nov. 2023) reflecting our strong commitment to excellence in every aspect of our service



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ENROLMENTS, BOOKINGS AND FEES

[Waitlist, Enrolment and
Booking Change Policy](#)

[Orientation Policy](#)

[Acceptance and Refusal
of Authorisation Policy](#)

Wait list and booking requests

Families can join the wait list by registering with My Family Lounge, which can be found on our website at www.smartiepants.com.au, and clicking on 'join waitlist'

Waitlist bookings are documented in the order they are requested. This does not mean that bookings will be offered in the same order. When a space becomes available, first priority goes to any children who are of Aboriginal/ Torres Strait Islander descent or are under child protection or at risk of neglect or abuse. Families with current existing bookings will be offered priority over those who do not.

Families will be offered a 4-week holding zone before commencing care to allow time to get their enrolment filled in and submitted, and orientation completed

Booking confirmation

An enrolment offer will be sent via My Family Lounge. Whilst a family may accept and confirm their offer, enrolment will not be confirmed with Smartie Pants until the following is provided within one week of the booking being offered:

- enrolment form, payment forms incl. LIFT registration
- security deposit paid
- immunisation status confirmed as meeting the No Jab No Play law requirements

Booking offers may be suspended at any time during the enrolment process should the child's immunisation records provided not meet Victorian requirements.

Smartie Pants charges an enrolment fee of \$30 per child. This includes direct debit set up fee, 1 wet bag and 1 hat.

Changes to your booking

By using My Family Lounge, families can place a request for a permanent routine booking change. Our administration team will be in contact to discuss availability.

Any changes to your booking will require a 2 week notice period, unless otherwise organised with the parent liaison team.

Reducing days or ceasing an enrolment

We require a 2 week notice period for a reduction in days or ceasing a permanent booking

To reduce days, please make a request via My Family Lounge. Ceasing an enrolment requires written notice to admin@smartiepants.com.au

Updates to enrolment information

It is vital to the safety and well being of a child (thus required by law) that our centre obtain family and emergency contacts' current home and business addresses and phone numbers, as well as the name and phone number of the child's doctor. We then require ongoing health updates, including the Vic Law 'No Jab No Play' mandate of an updated Australian Childhood Immunisation Record (ACIR) whenever the child is immunised or at least every 6 months.

Parents are asked to update their child's enrolment in QK Enrol whenever changes occur and as soon as possible. This may be that your child has been diagnosed with an allergy or that you are now excluding certain foods from their diet. All information is relevant to us.

Updates to your child's information such as contact details for families and emergency contacts, and medical/dietary requirements can be made through My Family Lounge

Orientations

Through experience, we believe that the transition occurs most smoothly when it happens gradually over time. It is important to allow children to adjust to their new setting at a pace that meets their needs. Although a child's orientation will be tailored to meet their needs and the needs of the family specifically, generally the orientation process takes around 3-4 weeks and works as outlined in the Orientation Policy

ENROLMENTS BOOKINGS AND FEES

[Fee Policy](#)

[Centrelink/CCS claim](#)

[CCS Management Policy](#)

[CCS calculator](#)

Fees

Please visit www.smartiepants.com.au to view our current fee schedule. Fees are reviewed every 6 months. If there is to be a fee change parents will be advised via email and signs up in the foyer. The National Law and Regulations requires two weeks notice to be given but we will endeavour to give families as much notice as possible. Please be aware that Smartie Pants Early Learning and Development reserves the right to change our fees at any time outside of the usual 6 monthly reviews.

10 hour sessions

Optimising your Child Care Subsidy (CCS) is a great way to make the most of your capped weekly hours. For families booked five days a week, we offer 10-hour sessions to help you do this. These sessions are designed to perfectly align with the 50-hour weekly CCS limit, ensuring you can use your full entitlement without going over.

You have two session time options:

- 7:00 a.m. - 5:00 p.m.
- 8:00 a.m. - 6:00 p.m.

To ensure the best use of your hours and to follow our policies, all children must be dropped off and picked up within these specific session times. If you need to drop off early or pick up late, please refer to our Early Drop-off/Late Collection policies for more information.

Payment of fees

Fees are payable via direct debit covering the current week's fees and 1 week ahead. Debits are made fortnightly on a Thursday using a third party debit company Debit Success. Cash is not an accepted payment method, and as of July 2023 it is a Department of Education rule that gap fees must be paid electronically. eg. direct debit, BPAY, bank transfer etc.

Default in payment of fees when they are due will result in a late payment fee by Smartie Pants and a dishonour fee of \$19.95 from Debit Success. This fee is not charged by Smartie Pants and will not show up on your statement but rather debited with your next scheduled debit. If no future debit is set, Debit Success will debit the fee 7 days after the initial attempted payment.

Default in fees may also result in the loss of your child care position, a payment plan being issued and/or the account being passed onto a third party for debt collection.

Penalties for late fees are as follows :

- 1 week overdue: \$5.00
- 2 weeks overdue: \$10.00 and payment plan put in place.
- 3 weeks overdue: \$15.00

Deposits

A security deposit is payable to secure a new booking or booking increase. The deposit is equal to 1 week full fees of your booked days plus the enrolment fee for new bookings. Once the booking has commenced in full the deposit becomes a credit on the family's account with us. If the booking does not begin or is reduced in days the security deposit is non refundable.

Two weeks notice is required to cease care or modify a booking. This must be given in writing and must specify a cessation/booking change date. In the event that 2 weeks notice is not given, Smartie Pants reserves the right to charge the 2 weeks notice period at full fees and collect the funds via the families debit schedule.

Child Care Subsidy (CCS)

Families eligible for Child Care Subsidy (CCS) will have these benefits applied to their accounts as a credit once the week in question has been completed and submitted. An estimate of CCS may be applied to attendances in advance. Changes to CCS eligibility may result in payouts differing to the applied estimate. CCS is not controlled by Smartie Pants therefore any changes in your eligibility must be taken up with Centrelink. Families are required to confirm their child's enrolment with Smartie Pants on the MyGov website to have CCS applied.

CCS will not be applied where a child does not attend the first or last day of their booking. If absence continues from their first day or leading up to their last day CCS will not be applied and will be retracted if previously paid out. CCS enrolments with Smartie Pants, not to be confused with your booking, cease automatically after 14 weeks of no activity. This is a Centrelink CCS rule and is not able to be amended or changed by Smartie Pants.

If your child is absent for up to 14 weeks CCS will class this as no activity and cease your CCS enrolment with us. CCS will then retract all benefits paid during this time as they fall under the umbrella of not attending your first/last day of CCS enrolment. This may result in full fees being payable to SP for these attendances. This is not a policy or procedure of Smartie Pants and is entirely controlled by Centrelink and CCS.

CCS will be paid for up to 42 annual absence days (allowable absences). Once allowable absences have been used CCS will not be payable for absences unless documentation is provided, typically a medical certificate. Please speak to our team to find out what documentation is required.

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ENROLMENTS BOOKINGS AND FEES

[Parent Leave Policy](#)

[Continuity of Care Policy](#)

Absent days

Absent days for any reason (public holiday, illness, holidays, health exclusion) incur your regular daily fee. There are discounts available for health exclusion absences for the following:

Sick leave for full time bookings - When a full time child is absent for 3 consecutive days their daily fee can be discounted by 50% for all absences after the 3rd day. A medical certificate covering all absent days must be provided.

Day swaps and extra/casual days

Day swaps are charged at \$10. Swaps must be requested via My Family Lounge with at least 24hrs notice given to the day you intend to swap. Swaps may be taken within the same week and both entries made at the same time, you cannot request a swap for an absence in arrears. Day swaps are not permitted from the public holidays around Christmas and New Year. Day swaps are offered at the discretion of Smartie Pants.

Extra/Casual Days are charged at the same rate as your permanent booking. You can cancel this booking request up to 2 days prior to the booking. Cancellation outside of this period will not be allowed by the system and you will be prompted to mark your child absent.

Holiday leave and public holidays

Children accrue 2 weeks of their booking (eg. 2 day booking = 4 days discount) at 50% discount to use in a calendar year.

1 week's worth of discount is available from January, and the remaining half from July.

Discount accrued in the first half of the year may roll over to the second half of the year but all unused discount is removed as of Dec 31.

Two weeks written notice must be given for all leave during the year except for the 2-3 weeks around Christmas and New Year (dates will be confirmed each year via email) where leave must be submitted in writing prior to November 1 (unless specified differently)

Public holidays - Each are discounted by 50%

Late collection

The late fee is \$60 charged in 15 min blocks from 6.30pm. Families will be charged for the whole 15 min block regardless of being 2 or 15 minutes late. Please note also that families must allow sufficient time to pick up their children, sign them out, collect their things and leave the premises by 6.30pm. Families leaving the service after 6.30pm, regardless of their arrival time, will incur late fines.

Multiple children discounts

Siblings are discounted \$2 per day per child . Please note that sibling discounts do not apply to the already discounted full time and sessional rates

Casual days and marking absences

You can request casual bookings, days swaps and mark absences using the My Family Lounge App

Fundraising

At Smartie Pants the majority of our fundraisers are for charity organisations or special causes

Participation is 100% voluntary and families are only asked to assist if they feel comfortable doing so

Incursions/excursions

The majority of incursions/excursions are either free or partially subsidised by Smartie Pants

In the event a fee must be charged Smartie Pants will email families with fees to be charged to accounts

ARRIVAL COLLECTION VISITORS

[Delivery and Collection
of Children Policy](#)

[Open Door Policy](#)

[Visitor Policy](#)

[Acceptance and
Refusal of
Authorisation Policy](#)

[Child to Leave
Premises Policy](#)

Arrival of children

- children are not permitted in the premises prior to 6:30 am
- upon arrival, children are required to be signed into the centre using Kiosk.
- at no time should a child be signed into the centre by anyone other than a parent/guardian or a nominee specified on the enrolment record, unless the Centre has been previously notified
- children are required to wash their hands upon arrival or use the hand sanitiser provided

Collection of children

- children must be collected and have exited the building by 6.30 pm
- only authorised/nominated persons will be permitted to collect children from the centre
- nobody under the age of 16 are allowed to collect children
- children are required to be signed out of the appropriate attendance record stating the time of collection and the person collecting the child
- If parents are running late, staff must be notified via phone call. If a telephone call has not been received by 6.30 pm, staff will attempt to contact the parent/guardian in the first instance, followed by the authorised nominees specified on the enrolment record. Staff will alert the management of the requirement to remain at the centre after licensed hours
- if the parent/guardian is unable to be located by 6.40 pm, police will be contacted for assistance
- in the event of an emergency that parents/guardians are unable to collect a child/children, it is acceptable for parents/guardians to nominate an alternative person/s to collect the child. This must be done both verbally and in writing by providing the nominee's full name as it appears on their two forms of identification which will be presented upon collection
- if the person collecting the child appears to be intoxicated or under the influence of drugs, and educators feel that the person is unfit to take responsibility for the child, educators will:
 1. discuss their concerns with the person, without the child being present if possible
 2. suggest they contact another parent or authorised nominee to collect the child
 3. follow procedures to protect the safety of children and staff of the education and care service as per Child Protection Law and Child Protection Policy
 4. contact the Police and other regulatory authorities (Child Protection Hotline [132 111](#))
 5. follow best practice by documenting the occurrence as evidence to authorities (refer to Refusal of Authorisation Record)

Signing in and out

Smartie Pants uses QikKids Kiosk for recording attendance. Families and authorised collectors enter their mobile number and pin into one of the provided iPads within the service. Pin codes are used as a digital signature of who has dropped off and collected the child. Pin codes must not be shared by the owner of the associated mobile phone. The kiosk will time stamp each child's attendance.

Photo ID is required by parents/guardians and emergency contacts if staff have not them, to verify their identify before allowing a child to be collected

Visitors

With the exception of special events and delivery drivers/couriers, all visitors to Smartie Pants Early Learning and Development must be:

- acknowledged and allowed access by a staff member on site
- signed into the visitor Sign-In Register
- provided with a brief tour of the premises and shown emergency exits
- escorted during their attendance throughout the service, unless they satisfy regulatory safety checks such as a current Working with Children's Check and their free access has been approved by a senior staff member (eg. Room Leader or Management)

Open door policy

Parents and caregivers that want to be involved in the service are welcome to enter the premises at anytime their child is in our care. Parents are welcome to be involved in the program i.e to run an activity or experience, or to visit their child throughout the day. We promote a culture of open communication, characterised by friendly conversations between families, and educators.

Secure entrance

Entrance to our centre is monitored by a keypad pin that is given to families when they commence. We ask families to keep this private and only give to those authorised to collect their child. The pin is changed regularly.

HEALTH AND WELLBEING

[Illness, Immunisation
and Exclusion Policy](#)

[Temperature Policy](#)

[Incident, Illness, Injury
or Trauma Policy](#)

[Medical and Additional
Needs Policy](#)

[Medication Policy](#)

[First Aid](#)

Illness and exclusion

Our service is committed to preventing the spread of infectious illnesses through the implementation, monitoring and maintaining of simple strategies such as, handwashing, effective cleaning procedures, and an understanding and knowledge of children's health. Where required an exclusion period may be deemed appropriate to protect the health and wellbeing of the staff, educators and children throughout the centre.

Children who are unwell are excluded from the service:

- until they are clear of all symptoms for the required exclusion period
- except when experiencing legacy symptoms (eg. persistent congestion), and the parent/guardian has completed the [Clearance form](#) and all of its criteria are met

Exclusion periods

fever 38 degrees.....	24 hours
vomiting and/or diarrhoea.....	24 hours (48 hours in gastro outbreak)
unknown rashes (spots, blisters, hives).....	Clearance from GP
conjunctivitis.....	Until no discharge is present

Please see our illness and exclusion policy for the full list of illness exclusions

Use of analgesic (pain medication)

Unless medically prescribed, Smartie Pants does not accept children into care who have had an analgesic administered within the previous 6 hours or require the administration of analgesic, as these medications are known to mask/reduce the symptoms of fever and pain.

All children requiring pain management must therefore be excluded from care.

Please note, if already accepted into care, and the child experiences pain and/or fever, pain medication can be administered using our standard medication administration protocols. The child however, must be collected immediately from care.

Immunisations

No Jab, No Play legislation requires parents/carers to provide evidence that their child has received all the vaccines they need before we can confirm enrolment at the service. Following enrolment parents are required to keep this evidence up to date with the service.

Twice a year, we issue a reminder to parents/carers that they must provide an updated immunisation history statement

Allergies/dietary requirements and medical conditions

Smartie Pants recognises that many children have allergies and may be at risk of anaphylaxis. Staff and parents/guardians are aware that it is not possible to achieve a completely allergen-free environment in any service that is open to the general community. We implement a range of risk management procedures and risk minimisation strategies to reduce the chance of a child being exposed to their allergens.

- All children with life-threatening illnesses, allergy and asthma must not be admitted into the service without their emergency medication and a current action plan
- All children with moderate to severe medical conditions are required to provide an up to date action plan written by their doctor. (in colour as recommended by ASCIA)
- Unless otherwise approved, for certain conditions, such as anaphylaxis, allergy, eczema, allergic rhinitis and asthma, families must provide an approved medical action plan as specified in our Medical and Additional Needs Policy

Incident/injury

If a child experiences any incident, injury, trauma or illness the centre will notify parents/guardians as soon as practicable

Each incident, injury, trauma or illness will be recorded in our incident/illness register, with a copy given to the family.

This record will need to be signed by both the family and a witnessing staff member.

First Aid

At Smartie Pants, all staff hold up-to-date first aid, asthma, and anaphylaxis training, and first aid kits are available in every room, outdoor area, kitchen, and on excursions. Children who are injured or unwell receive immediate care, and families are notified promptly. All incidents are recorded in our system, and serious incidents are reported in line with regulatory requirements. Families are asked to provide current contact details, medical information, and consent for treatment.

Our commitment is to ensure children's safety and wellbeing through quick, professional, and caring first aid responses.



HEALTH AND WELLBEING

[Sun Smart Policy](#)

[Clothing Policy](#)

[Nappy and Toileting Policy](#)

Clothing

Getting dressed is an important part of a child's learning and development. Clothing supports children's independence, comfort, safety and participation in all activities at the centre.

Key Points for Families:

- Comfort & Safety: Children need to be dressed in clothes that suit the weather, are safe for play, and allow them to move freely.
- Weather:
 - In warm weather, children must wear sun-safe clothing that covers shoulders, a broad-brimmed, bucket or legionnaire hat, and suitable shoes.
 - In cold weather, warm jackets, jumpers, hats and gloves are recommended.
 - Spare clothes should always be provided in case of weather changes or messy play.
- Shoes: Safe, supportive shoes are required (Velcro preferred). Thongs, crocs, and unsupportive shoes are not suitable.
- Sun Safety: "No hat, no play" applies. Children wearing singlets or strappy tops will be asked to wear a t-shirt/shirt over them before going outdoors.
- Play & Activities: Avoid dressing children in "best clothes" or outfits that restrict movement. Protective aprons are provided for art and messy play.
- Nappy Change & Toileting: Please dress children in clothes that are easy to manage for quick changes and to support toileting independence.
- Jewellery: For safety reasons, children should not wear earrings or jewellery that could cause harm.
- Respect & Diversity: We respect each child's individuality and family preferences, including cultural and religious dress. All children are supported to make independent clothing choices where possible.
- Labelling: Please label all clothing. Lost property is collected and cleared quarterly, with notice given before unclaimed items are removed.

Toys from home

Smartie Pants happily allows children to bring a comforter in from home such as a teddy, blanket etc as long as they are kept hygienic and have the child's name on them. We recommend that all other toys are kept at home. This is to prevent a valuable toy being lost or broken in care and also to prevent upset when other children are unable to play with the toy. Smartie Pants does not accept responsibility for lost or damaged toys.

SunSmart

We are a SunSmart service, following Cancer Council Victoria's guidelines to protect children from UV radiation. We use SPF 30+ sunscreen, hats, and shade, and limit outdoor play during peak UV times. Infants are kept out of direct sunlight. We ask families to provide a sun-protective hat and appropriate clothing, give permission for sunscreen application, and support our SunSmart habits at home. This partnership helps us teach children lifelong sun safety.

What to pack in your child's bag

The following is a list of clothes we would like each child to maintain in their bag. Wet or dirty clothing will be sent home at the end of the day in a wet bag provided by Smartie Pants.

- Each family will receive 1 wet bag per child at no cost.
- Families are responsible for ensuring wet bags are emptied, cleaned, and brought back each day.
- If a wet bag is not provided, Smartie Pants will supply another, and a \$4 replacement fee will be automatically charged to your next statement.
- Please remember to replace any items that are soiled or used.

All items must be clearly labelled with your child's name:

- 2 pairs of socks (3-4 pairs if toilet training)
- 2 pairs of underwear (3-4 pairs if toilet training)
- 1 long sleeve shirt and 1 short sleeve shirt (2 sets if toilet training)
- 1-2 pairs of pants (3-4 pairs if toilet training)
- 1 jumper, cardigan or light jacket
- 1 sun hat (broad-brimmed or legionnaire style, as per SunSmart policy)
- 1 spare pair of shoes (for children who are toilet training)

HEALTH AND WELLBEING

[Physical Activity Policy](#)

[Mental Health and
Wellbeing Policy](#)

[Rest and Sleep Policy](#)

[Anti-bullying](#)

Physical activity

The educators, staff and management acknowledge the importance of physical activity and movement behaviours, such as active play, that contribute to good health and overall wellbeing. This policy confirms our commitment to:

- encourage children to engage in a range of child-initiated and adult-guided physical activities within the educational program
- promote the importance of a healthy lifestyle, which includes being physically active every day

As a health promoting service, we promote physical activity and movement for children, educators, staff and families through learning, policies, creating a safe and healthy physical and social environment and developing community links and partnerships

Mental health

At Smartie Pants, educators, staff, families and children are active participants in the development and implementation of the whole service Mental Health and Wellbeing Policy

- children are supported to develop social and emotional skills and learn about and care for their own mental health
- educators and staff are supported to access professional development and resources about mental health and wellbeing education and to understand when and how to refer children to additional support

Anti-bullying

At Smartie Pants, we are committed to providing a safe and supportive environment where all children feel respected and included. Bullying behaviours are not tolerated in our service. Bullying in early childhood can include teasing, leaving others out, saying unkind things, or being physically aggressive. While bullying can sometimes be hard to spot, our educators are trained to look for signs, listen carefully to children, and act quickly to protect their wellbeing.

We work in partnership with families to prevent bullying and respond effectively when it occurs. Strategies include increased supervision, supporting children to build friendships, teaching empathy and resilience, and helping children develop positive ways of dealing with conflict. If bullying persists, we follow a staged response that may involve family meetings, additional support for the child being harmed, and consequences for ongoing unsafe behaviour.

Families play an important role by keeping open communication with educators and supporting their child's social and emotional learning at home. Together, we can create a caring, respectful, and safe community where every child feels a strong sense of belonging.

Rest and sleep

Our policy for rest and sleep is based on the latest safe sleep guidelines for children. To create a safe environment, we use Australian Standards-approved cots and bedding. We also regularly check on all children, especially those under 12 months, to monitor their breathing, position, and temperature. We respect your family's preferences and your child's cues for rest. However, we are bound by our duty of care to follow recommended guidelines.

For older children this might mean we must offer a space to sleep and rest and we cannot force a child to wake. For very young infants this means we need to place infants on their back to sleep and keep the sleep space clear of pillows, soft toys, and other hazards. We also remove all necklaces and bracelets from children during rest time to ensure their safety.

If your child has a medical condition that requires a different sleeping arrangement, we will need a written letter from a doctor to make sure we can safely meet their needs. We keep detailed records of your child's sleep patterns and are always available to discuss our procedures or any concerns you may have.



CARE FOR OUR ENVIRONMENT

[Sustainability Policy](#)

[Waste & Recycling Policy](#)

Sustainability

At Smartie Pants, we are committed to protecting the environment and teaching children how to care for our planet. Together with families and educators, we aim to reduce waste, save energy and water, and promote sustainable practices every day.

What We Do

- **Reduce, Reuse, Recycle**
 - Recycling bins for paper, cardboard, bottles and plastics.
 - Compost bins and worm farms for food scraps.
 - Recycle Centre where families can donate boxes, paper, plastics and other materials for play and craft.
 - Encourage children to reuse and create with recycled items.
- **Gardening & Healthy Living**
 - Children help care for our vegetable garden.
 - Learn about growing food, healthy eating and cooking with fresh produce.
- **Water Conservation**
 - Water tanks for gardens and water play.
 - Teach children to turn off taps and save water.
 - Use mulch and native plants to reduce watering needs.
- **Energy Conservation**
 - Solar panels supply most of our centre's energy.
 - Lights and appliances switched off when not needed.
 - Paperless communication where possible (emails, electronic programs).
- **Cleaning & Safety**
 - Use biodegradable cleaning products where possible, while meeting health standards.

How Families Can Help

- Use our Recycle Centre by bringing in safe materials for craft and play.
- Support your child's learning at home by practising recycling, gardening, and water/energy saving.
- Share ideas and suggestions with our team to help improve sustainability.

Why It Matters

We believe children are future leaders. By connecting them with nature and teaching sustainable habits early, we are helping create a healthier planet for generations to come.

Animal care

Animals are an important part of learning at Smartie Pants, helping children develop empathy, responsibility and respect for living things. Our Animals: Rabbits, chickens, goats, turtles and fish.

Health & Safety:

- Families must notify us of any allergies.
- Children are supervised when near animals.
- Hand washing is required after contact.
- Protective gear is worn for feeding/cleaning.
- Only safe, calm animals are handled by children.

Hygiene & Care:

- Enclosures are cleaned regularly with disinfectant.
- Waste and bedding are disposed of safely.
- Animals showing stress are removed from interaction.



NUTRITION

[Nutrition, Healthy Eating
and Food Safety Policy](#)

[Oral Health Policy](#)

[Healthy Lunchboxes](#)

Nutrition and healthy eating

Smartie Pants promotes the importance of safe food handling and healthy eating to promote the growth and development of young children

Smartie Pants is committed to

- supporting the healthy food and drink choices of children in our care
- educating children to make healthy food, drink and lifestyle choices for their physical and emotional wellbeing
- providing a healthy physical environment including safe food handling, healthy food and drink choices, access to physical activity across the day, role modeling healthy choices and behaviours and secure emotional connections
- supporting and educating families to provide healthy lifestyle choices to their children
- promoting healthy lifestyle knowledge and understanding to our educators, staff and families through learning, policies, creating a safe and healthy physical and social environment and developing community links and partnerships

Our menu

Our menu meets the Healthy Eating Advisory Service (HEAS) Menu planning guidelines for long day care (this means it aligns with the Australian Dietary Guidelines) and Infant Feeding Guidelines. Our menus are on a 5 week rotation and change seasonally.

Our menu is displayed in the front foyer and has been assessed using the HEAS FoodChecker tool

Food from home

Parents are requested not to bring food into the service without prior consent for allergy and nutritional purposes

Any food approved to be brought into the service requires the parent to sign the food/drink into a food register (including formula and breastmilk)

In the last term, to prepare graduating children and families for school, parents are encouraged to bring in a school lunchbox each day for their child. During this time, parents are provided with information for nutritious lunchbox food and drink options

Allergy/intolerances/dietary requirements

Smartie Pants welcomes all enrolments for children with allergies, intolerances and/or dietary requirements.

It is a requirement before commencing enrolment that parents:

- inform our service of any known allergies in their children's enrolment form. The service will work with families to prepare a Medical Management Plan which includes actions to assess and manage the risk of allergy
- inform our service through their orientation process of any common allergy foods that they have not yet tried and make active steps to try all common food allergies (cow's milk - dairy), egg, peanut, tree nuts, sesame, soy, fish, shellfish and wheat) at home
- take steps to ensure that their child has tried all common food allergy foods, ideally before the age of 12 months but not greater than 18 months

For children diagnosed with anaphylaxis or an allergy - We can not accept any child into the service if they have not provided us with an up to date copy of their ACIAS action plan and medication


We are unable to follow any dietary request without a written confirmation in a child's enrolment

Celebratory events

Celebratory events are served with healthy food options.

During birthday celebrations, only the birthday children receive a cupcake with a candle whilst the other children receive the menu item for that day. The birthday cupcake has less than 5 grams of sugar.

Special events are celebrated with healthy food options that are derived from the service's menu. These foods are house-made foods enabling control of sugar and fat content. All foods follow the healthy choices guidelines such as fruit, vegetable and cold meat platters, muffins and scones and savoury platters. Discretionary foods are not provided during these times.



Smartie Pants uses a wide range of methods to communicate effectively with our families

Your child's room

Families are welcome to contact their children's educators at any time of the day by phoning the centre on [9438 3877](tel:94383877) or emailing the room

- hug-a-bubs-room-user@smartiepants.com.au
- pip-squeaks-room-user@smartiepants.com.au
- mini-minors-room-user@smartiepants.com.au
- little-geniuses-room-user@smartiepants.com.au

Administration and management

Families are welcome to contact the administration team Mon - Fri by phoning the centre on [9438 3877](tel:94383877) or emailing

- admin@smartiepants.com.au

Smartie Pants Directors can be contacted by phone or email

Natalie Higgins (owner)

- [0407 882 076](tel:0407882076)
- natalie@smartiepants.com.au

Sharon Carrafa (owner)

- [0414 370 588](tel:0414370588)
- sharon@smartiepants.com.au

Private Facebook groups

Our private Facebook groups are only open to current Smartie Pants families. Each room has their own private group and are designed to be used as a platform to provide extra photographs and video content to share with families. Our families are also encouraged to share their own posts.

Kiosk

Kiosk is used for you to sign your child in and out of Smartie Pants. Sometimes educators may leave notifications for you to check such as reminders and requests

LIFT

Smartie Pants uses the LIFT program to document all

- educational observations
- daily routines (meals, sleep times, food, bottles, nappies and toileting, sunscreen)
- incident/injury/illness
- food register
- medication register
- medical risk management plans
- orientation transition plans
- medical alerts

Upon enrolment you will be asked to sign a permission form to gain access to your child's LIFT portfolio

Please visit the [LIFT website](#) or download the LIFT app to view your child's daily updates and educational observations.

Universal access to records

We are committed to providing families with timely and unrestricted access to their children's developmental records. We recognise families as integral partners in their children's learning and development and foster transparent communication and collaboration.

Our service understands that not all families have access to computers and/or the internet and hence we have developed this policy to show our commitment to engaging families in the event the family does not have or choose to not have access to the Internet. In the event that parents cannot access LIFT online we provide a number of complementary communication strategies to effectively collaborate with them.

Informal communication

- 'The Friday catch up' - A mini weekly newsletter sent by the administration team
- Health alert emails - when illnesses occur within the centre
- [Public Facebook page](#) - updated regularly with general centre information
- [Public Instagram page](#) - updated regularly with photos and videos

COMMUNICATION

[Communications Policy](#)

[Universal Access for
Families to Children's
Developmental Records](#)

PRIVACY AND CODE OF CONDUCT

[Feedback and
Complaint
Management Policy](#)

[Privacy and Digital
Safety Policy](#)

[Parent Code of Conduct](#)

[Employee Gift Policy](#)

[Social Media Policy](#)

Parent code of conduct

The Parent Code of Conduct document clarifies the standards of behaviour that are expected of the families while in the service

General Misconduct - Breaches may result in warnings or suspension of care. Examples include:

- sharing confidential information
- disruptive behaviour or minor harassment
- raising voices or using negative language with children or staff
- making inappropriate or exclusive comments

Serious Misconduct - May lead to immediate removal and booking cancellation. Examples include:

- verbal or physical abuse toward children, staff, or families
- inappropriate language or sexual discussions near children
- property damage, theft, or intoxication on premises
- ignoring safety rules, smoking, or unauthorised property use
- harassment or attempting to recruit staff privately

Repeat or serious offences will not be tolerated

Feedback and complaints

Compliments, complaints and other forms of feedback provide valuable information on levels of client satisfaction and provide us with an opportunity to improve upon all aspects of service. Feedback is taken seriously and as an opportunity for improvement

Complaints or feedback can be made

- verbally (in person or via phone)
- in writing (email, letter, feedback form)
- anonymously (where appropriate support can still be offered)

Complaints or feedback can be directed to

- Natalie Higgins (owner) [0407 882 076](tel:0407882076) - natalie@smartiepants.com.au
- Sharon Carrafa (owner) [0414 370 588](tel:0414370588) - sharon@smartiepants.com.au
- Parent Liaison team (Jenna and Jackie) - [9438 3877](tel:94383877) - admin@smartiepants.com.au

Alternatively you can contact :

DEECD Quality Assessment and Regulation Division on
03 83970372
900/1 McNab Ave, Footscray Vic 3011

We are committed to follow up all comments and/or complaints within 14 days and provide resolution to continue a high standard of service

Privacy and digital safety

Our service complies with the Privacy Act 1988 and the 13 Australian Privacy Principles (APPs). We also meet obligations under the Notifiable Data Breaches (NDB) scheme and guidance issued by the Office of the Australian Information Commissioner (OAIC), eSafety Commissioner, and Australian Cyber Security Centre (ACSC).

Our Service:

- uses service-issued devices for documentation (personal devices are not permitted unless explicitly authorised)
- conducts regular risk assessments for online environments
- embeds online safety practices and staff training
- reflects children's autonomy and obtains verbal/non-verbal consent prior to digital documentation
- outside of our designated private areas, such as the planning room and office, the service is committed to upholding privacy in open spaces. Where necessary, we will provide physical privacy—such as installing privacy screens or using controlled access zones—when documenting or discussing sensitive information to ensure confidentiality is maintained at all times.

Further information can be found within the Privacy and Digital Safety Policy

Gifts

It is an absolute rule of our business that any gift greater in value than \$20 must be declared to a Director prior to being gifted to a team member. It is not our intention to prevent the receipt of any well-intentioned gift but to ensure that the equity of care for all our children is maintained and/or that no employee is compromised.

CHILD SAFETY

[Statement of Commitment to Child Safety.](#)

[Emergency Management Plan](#)

[Safe Environments Policy.](#)

[Equity, Inclusion, and Cultural Safety Policy.](#)

[Supervision and Staffing Policy.](#)

Emergency response

To facilitate evacuation of our premises, emergency evacuation procedures are posted in all rooms. The Centre also has regular evacuation/emergency drills and contains smoke detectors in all areas. Should there be an occasion to evacuate the centre, room staff will marshal children to the nearest "Assembly Meeting Point". Management shall contact emergency services. If we are unable to return to the centre, we will then proceed to our second evacuation point. All parents shall then be contacted, the situation explained and asked to collect their children.

DO NOT ATTEMPT TO ENTER THE PREMISES WHILST AN EMERGENCY NOTICE REMAINS POSTED OR FIRE ALARM IS SOUNDING

Bushfire risk - code red days

Smartie Pants has been identified as being at high fire risk and on the Department's bushfire at-risk register and is required to close on days determined code red by the Emergency Management Commissioner

Where possible, four to seven days notice of a planned closure will be provided. Parents and carers should expect that in some instances fewer than four days notice may be provided.

Once a code red day has been determined by the Emergency Management Commissioner this decision will not change – regardless of any changes in the weather forecast.

This will limit confusion and help your family plan for how your children will be cared for when their early childhood service is closed.

Emergency contacts

Upon enrolment of your child at Smartie Pants you will be required to fill out an enrolment form. In this form, you will be asked to provide a list of people who are authorised to collect your child from the centre. **One person must be authorised as an emergency contact.** At Smartie Pants we believe in the importance of ensuring the security of all children in our care. We ask all authorised persons who are picking up children to bring photo identification. In the case of custody arrangement, a copy of the court order of family arrangement must be left with us.

Child safety

Our service is committed to implementing and abiding by our Child Safe Environment Policy based on Child Safe Standards in Victoria (2016), which accentuates our zero tolerance for child abuse and raising awareness about the importance of child safety in our service and the community. Smartie Pants accepts and understands the differences in backgrounds, culture and abilities of educators, staff, carers, children and families. The centre ensures that appropriate inclusion support services are accessed and referred to families in order to support children's well-being and full inclusion into the program.

The principles relating to children's rights set out in the United Nations Convention on the Rights of the Child, the Early Childhood Australia Code of Ethics, and Federal and State/Territory Equal Opportunity legislation will guide the service in determining diversity and inclusion policy. We are required by law to also immediately report to Child Protective Services any suspicion of child abuse. We have extensive child safety policies which you can learn more about on LIFT or please use the links on this page.

Equity, inclusion and cultural safety

Smartie Pants accepts and understands the differences in backgrounds, culture and abilities of educators, staff, carers, children and families. The centre ensures that appropriate inclusion support services are accessed and referred to families in order to support children's well-being and full inclusion into the program.

The principles relating to children's rights set out in the United Nations Convention on the Rights of the Child, the Early Childhood Australia Code of Ethics, and Federal and State/Territory Equal Opportunity legislation guide the service in determining diversity and inclusion policy. For further information please refer to our Equity, Inclusion, and Cultural Safety Policy

Security cameras and entry pin

Smartie Pants has security cameras operating within all children's playrooms and storerooms, all outdoor play yards, carparks and front entrance and staff and planning room. Footage is viewed by management in the event of an emergency. Please see our privacy policy for more information about our cameras.

Our front door is operated by a security pin. Please only give our pin to your authorised persons. We change our pin regularly and you will be notified by email as to when this is happening.

[Return to contents page](#)

CHILD SAFETY

[Maintenance & Equipment Safety](#)

[Hygiene, Cleaning & Illness Management](#)

Maintenance and Equipment Safety

At Smartie Pants, we have a duty of care to make sure our buildings, playgrounds, furniture, and equipment are always safe for children, families, and staff. We take this responsibility very seriously and have clear systems in place for checking, repairing, and replacing equipment.

Our commitment to families:

- All equipment and facilities are purchased carefully to meet safety standards and be age-appropriate.
- Daily checks are carried out by educators to identify and remove any hazards straight away.
- Regular safety audits and professional inspections are scheduled throughout the year for buildings, play areas, and equipment.
- Any broken or unsafe items are removed immediately until repaired or replaced.
- Chemicals and cleaning products are stored securely and only approved products are used.
- Outdoor play areas are checked for fall zones, safe surfacing, fencing, and safe plants.
- Helmets are provided and required for wheeled toys and bikes.
- Baby equipment such as cots, chairs, and strollers meet national safety standards and are set up for safe use.

We also share child-safety information with families through our programs, LIFT, newsletters, and displays, so you can apply the same safety practices at home.

By maintaining a safe, well-cared-for environment, we ensure children can play, learn, and explore with confidence while minimising risks.

Hygiene, Cleaning & Illness Prevention

Keeping children healthy is a team effort. At Smartie Pants we follow strict, evidence-based hygiene and cleaning practices to reduce the spread of germs. While infections can't be prevented entirely (children can be infectious before symptoms appear), our daily routines and outbreak plans are designed to keep everyone as safe as possible.

What we do every day

- Teach and model proper handwashing (children and adults) and use alcohol hand rubs when hands aren't visibly dirty.
- Clean and sanitise high-touch surfaces, bathrooms and change areas to a set schedule, with extra cleans when needed.
- Wash toys, dress-ups and soft furnishings regularly; remove mouthed/toy items immediately for cleaning.
- Store and handle chemicals safely and out of children's reach.
- Maintain colour-coded cleaning tools to prevent cross-contamination.
- Keep outdoor spaces safe (e.g., sandpit hygiene, safe plants, soft-fall areas).
- Use approved additional cleaning protocols during outbreaks.

When children are unwell

- Please keep your child at home if they are unwell, have a fever, vomiting/diarrhoea, or any symptoms of an infectious illness.
- Exclusion periods apply for certain conditions (we'll let you know the required timeframe for return).
- We'll call you to collect your child if they become unwell at the service.

Immunisation

- Immunisation helps protect your child and others. Please keep your child's status up to date & provide us with new records when they change.

Handwashing routines

- Children and adults wash hands: on arrival, before eating, after toileting or nappy changes, after outdoor/sensory play, after blowing noses, after handling animals, and before going home.

Outbreak management & communication

- If an infectious illness is identified, we implement enhanced cleaning and notify families with clear instructions (what we're doing, what you need to do, and when it's safe to return).
- We follow health authority guidance & will advise if additional steps are required.

How families can help

- Keep your child home when sick and follow exclusion guidance.
- Encourage good hand hygiene at home (sing a 20-second handwashing song).
- Label and regularly clean your child's belongings (bottles, cups, dummies, hats).
- Share any diagnosis promptly so we can support your child and inform our community appropriately.
- Ensure contact details and emergency contacts are up to date.

Note: Kitchen procedures and food safety are covered in our Food Safety Policy. Detailed cleaning steps and schedules are set out in our Hygiene, Cleaning & Laundering Policy; staff follow these every day.

If you have questions about our hygiene practices or your child's health at the service, please speak with your Room Leader or the management team.



CHILD SAFETY

[OH&S](#)

[Water Safety](#)

[Eliminating Dangerous Products](#)

OH&S

Smartie Pants is committed to keeping children, families, staff, and visitors safe. Our practices follow the Occupational Health and Safety Act 2004 (Vic) and related regulations.

What Families Need to Know:


- Children and visitors are always supervised, and hazards are identified and managed.
- Families should follow centre safety rules and report any hazards to staff.
- We provide guidance to help families promote safety at home and at the centre.
- Safety includes physical, cultural, and online environments.
- Families are partners in maintaining a safe, respectful, and healthy environment.

Legal Reminder:

- Under Victorian law, everyone must take reasonable care for their own safety and the safety of others while at the centre.

Eliminating Dangerous Products

At Smartie Pants, we manage risks from dangerous products, including chemicals, cleaning supplies, medications, toxic plants, and other hazardous substances. All products are stored safely in original, clearly labelled containers, with child-resistant locks or placed out of reach. Staff are trained in safe use, storage, and emergency procedures, and regular audits and safety checks are conducted. Children are supervised at all times, and education programs reinforce safe practices. Families are encouraged to provide safe toys and follow guidance for home safety. These measures help ensure a safe environment for children, staff, and visitors while complying with regulatory requirements.



Water Safety

Keeping children safe around water is a top priority at Smartie Pants. This includes water play, excursions near water, drinking water, and hygiene practices. Children are always supervised when in or near water.

What We Do

- Supervision & Safety
 - Children are always supervised during water play.
 - Buckets, troughs, and pools are emptied, cleaned, and stored after use.
 - Outdoor areas are checked after rain to remove water hazards.
 - Fishponds have barriers, and pet water is only accessible with adults present.
 - Hot water is regulated below 40°C.
- Healthy Practices
 - Only safe, hygienic drinking water is provided.
 - Hot drinks are not permitted in children's areas unless spill-proof and out of reach.
 - Staff and families are reminded about safe water practices at the centre and home.
- Education for Children
 - Water safety is part of our daily program.
 - Children learn safe habits through play, discussions, and resources like:
 - Swim City (online water safety games)
 - Everyday Lifesaver App (teaches safety and emergency responses)



CHILD SAFETY

[Child Protection](#)[Recruitment](#)[Anti-bullying policy](#)[Work Experience & Volunteers](#)[Tobacco & Drugs](#)

Child Protection

At Smartie Pants Early Learning & Development, the safety and wellbeing of children is our highest priority. All staff are trained to identify and respond to any concerns of harm, abuse, or neglect, in line with Victorian Child Safe Standards and legal requirements. We are committed to creating a safe, supportive, and nurturing environment where children feel protected and respected. If a child discloses any concerns, staff will listen, respond calmly, and report the matter to the appropriate authorities. Families can be assured that all information is treated confidentially and that we work closely with children, families, and external agencies to promote child safety at all times.

Placement, Work Experience & Volunteers

At Smartie Pants Early Learning & Development, we welcome students, volunteers, and staff children under clear guidelines to ensure a safe, respectful, and supportive environment for all. All placements and volunteers are carefully supervised, follow our policies, and complete necessary checks, including Working With Children, before starting. Students and volunteers receive an induction, a mentor, and guidance on their responsibilities, while staff children must follow our safety and behaviour expectations at all times. These measures ensure that every child's safety and learning experience remain our top priority while supporting meaningful learning and engagement for students, volunteers, and staff families.

Child Safe Recruitment

At Smartie Pants Early Learning & Development, we are committed to recruiting staff, volunteers, and students in a fair, safe, and transparent way. All team members undergo thorough checks—including Working With Children, police, and reference checks—to ensure they are qualified, suitable, and focused on child safety. Our recruitment process prioritises merit, compliance with workplace laws, and the wellbeing of children. Successful candidates complete a comprehensive induction and ongoing training in child protection, health and safety, and service policies, so families can have confidence that every staff member is professional, skilled, and committed to providing a safe and nurturing environment.

Tobacco, Vaping, Alcohol and Other Drugs

At Smartie Pants Early Learning & Development, we are committed to providing a safe and healthy environment for all children, families, and staff. Our service is smoke-, vape-, and drug-free, and we promote responsible alcohol use within our community.

Parents and visitors must not smoke, vape, use drugs, or consume alcohol on the premises, in accordance with Victorian law, including the Tobacco Act 1987 (Vic) and the Liquor Control Reform Act 1998 (Vic). These practices protect children from the harms of second- and third-hand smoke, and ensure that all members of the community model safe and healthy behaviour.

Educators and staff are supported to maintain these standards, and age-appropriate learning experiences are used to help children understand the importance of making safe and healthy choices.

Anti-bullying

Smartie Pants prevents and manages bullying by creating a safe, inclusive culture grounded in the Child Safe Standards and the Early Years Learning Framework ("Belonging, Being & Becoming"). We actively teach and model positive social skills, set clear age-appropriate behaviour expectations, design environments that support cooperative play, and maintain close, visible supervision. If concerns arise, even a single unkind incident, we act quickly and fairly.

We listen and document, increase supervision, coach respectful alternatives, and partner with families. Where behaviours repeat, we use a staged response tailored to the children involved (for example, targeted social coaching, protective supports for the affected child, planned separation during play, and proportionate consequences), always focusing on safety, learning and repair rather than punishment or forced apologies.

Children are never left alone with visitors, and recording-capable personal devices are restricted to protect privacy. You can raise concerns with any educator or the leadership team at any time; we will respond promptly, keep you informed, and treat all children with dignity and respect.

OUR CURRICULUM

[Curriculum and Teaching Policy and Guidelines](#)

[Behaviour Support Policy](#)

[Interactions Policy](#)

[LIFT \(Our Online Communication Tool\)](#)

Our Curriculum and Teaching Policy encompasses and guides more than just the activities our educators design in our day to day programs, but also includes guidance for all interactions, experiences, routines and events, planned and unplanned, that occur in an environment to foster and enhance children's learning and development

Teaching principles and practices

At Smartie Pants we have embedded the teaching principles and practices, as outlined in the Early Years Learning Framework (DEECD, 2013), within our curriculum value statements

At Smartie Pants we do not follow the guidelines of one particular educational care/system such as Montessori or Steiner. Instead, we found that through careful trial and selection, we could adopt the best elements of each of these systems into our own philosophy, which is continually reformed and improved as new information and best practice emerges

Use of technology

Smartie Pants adopts a policy towards having no 'Entertainment Screen Time' (EST) in our learning environment

Instead, all technology use must meet the definition of being Information Communication Technologies Supported Learning (ICTSL), which requires the technology be:

- age-appropriate
- intentional;
- supervised and/or supported by an educator
- followed up by learning that does not require the technology

Special note for infants and young toddlers (under the age of 2)
In line with older research, the use of technology rarely meets the criteria of ICTSL. Therefore, Smartie Pants no longer prohibits ICTSL for children under the age of two but applies its carefully developed criteria that restrict its use in ways that are shown to support learning.

Planning

Our educators are given weekly planning time and create programs on a fortnightly cycle, though programs are flexible and experiences and activities can be extended on, added or removed based on daily reflections.

Documenting and planning

Our educators ensure that when they are documenting each child's learning that their observations meet criteria including:

- being rich and meaningful
- taking into account the child as a whole not just the cognitive goals
- translate to all stakeholders including the families and the child
- focus on what the child is achieving

Observations

Educators use a number of techniques when observing children. Observation styles range from but are not limited to; anecdotal observations, learning stories, work samples and photographs and these observations create the basis for the curriculum.

Collaboration with families

There has been much research done on the importance of the relationship between early childhood education and parent involvement

At Smartie Pants our curriculum planning, observations and reflections use an online programming database called LIFT, which also allows families to submit observations, provide comment, feedback and suggestions, as well as document goals for their child

Behaviour guidance

We endeavour to implement behaviour management methodologies, which focus on prevention and reduce escalation. We see the educators role within our service as a crucial one where we actively role model the behaviours we promote

We communicate openly with parents when behavioural issues arise to collaborate and be consistent in the strategies we are using and those used at home

KINDERGARTEN

[Excursion and Incursion Policy](#)

[Safe Transportation Policy](#)

[Kindergarten Family Handbook](#)

At Smartie Pants we offer two government funded kindergarten programs, integrated into our Little Geniuses and Mini Minors rooms

3 year old kindergarten program (15 hours)

The Adventurers is a 3 year olds Kindergarten program integrated into the Mini Minors room

Multi age kindergarten program (15 hours)

The Explorers is a multi-age 3 and 4 year olds Kindergarten program integrated into the Little Geniuses room

Educational programs

Our programs allow children to learn through play by providing a variety of educational experiences to engage in, develop reading, writing, pre-number and scientific concepts that form the foundation of school curriculum

One of the challenges of early childhood teaching is fostering formal learning in effective ways for teaching children under the age of five. This means incorporating playful, flexible, and fun approaches that leverage children's natural curiosity, exploration and play. Millions of dollars are being invested in research and some incredible programs are being produced to help teachers do this. Our teaching team has selected leading programs they believe support children in our curriculum.

- Abecedarian Approach (3A)
- Multi-lit - early literacy program
- Heggerty (phonological awareness)
- Sounds good to me (phonics)
- Animal fun! - movement program
- Early Learning Language Australia (ELLA) - language program
- You Can Do It! - social and emotional education
- Little Scientists (inquiry learning)
- Play Active (physical movement)
- healthy living programs

Excursions

We are committed to conducting excursions and incursions that are well-considered and planned. Providing children with a wide range of different experiences that support their health, safety, learning, connection and wellbeing. We endeavour to plan 1 excursion per term for our kindergarten children

Regular excursions include:

- Science Works
- Royal Botanical Gardens
- local library visits
- Edendale Farm
- Kew Traffic School

Whilst heavily subsidised by Smartie Pants, you may be required to contribute to excursion/incursion costs for your child. You will be notified of these when they arise.

Victorian government kinder offset program

Victorian Government Kinder Offset program will help all Victorian children dream even bigger through increased access to quality early childhood education and care. A critical part of the reform is Free Kinder, which will support access to two years of high-quality kindergarten programs for all Victorian children for free.

Free Kinder will be available for both 3 and 4-year-old kindergarten programs. Payment will be evenly distributed over the year, being added to your statements each month. The offset amounts will be indicated as Victorian Government Free Kinder offset on your invoice statement

Early start kinder funding

Early Start Kinder Funding is available for children who are 3 by the end of April the year they start kinder education and meet any of the following criteria:

- from a refugee or asylum seeker background
- identify as Aboriginal or Torres Strait Islander
- family has been known to Child Protection

ESK funding provides services with a lump sum payment to use throughout the year to offset a family's out of pocket expenses for accessing the kinder program, along with accessing professional development for our team and resources for our program that will directly benefit the child and enhance development. ESK can not be used in conjunction with Free Kinder Offset.



ENROL WITH US

[Join our wait list](#)

[Visit our Website](#)

[Centrelink/CCS claim](#)

[CCS calculator](#)

Tour our centre

A tour can be organised by emailing us at admin@smartiepants.com.au or by phone on [9438 3877](tel:94383877)

How to enrol!

Visit our website and click on 'Join our wait list' (or use the links on the left). Create a login with My Family Lounge and complete a booking request to join our wait list. Our parent liaison team will be in contact to discuss enrolment including current availability.

Lodge your CCS claim

We recommend lodging your claim for Child Care Subsidy with Centrelink as soon as possible. Claims can sometimes take up to 6 weeks to be assessed.

You will need to update your enrolment forms when you know your child's CRN. You must make the claim under the parent/guardian that is listed number 1 on your child's enrolment. We will require their CRN too.

Once you have submitted a claim please keep an eye out on the Centrelink website or app for our enrolment notice. You will need to confirm this enrolment to have your CCS applied to your account.

We suggest you peruse Centrelink's information about CCS and their conditions around absences etc.

It is a condition by Centrelink that CCS will not be paid until a child's first physical attendance in care. If your child is ill and unable to attend their first day please contact us and we can arrange to change their start date.

Enrolment checklist

Once Smartie Pants has sent you an offer of enrolment, please ensure you have completed the following steps:

- log onto My Family Lounge and **accept** the enrolment offer
- complete all **enrolment forms**, ensuring you have
 - ☑ uploaded an up to date immunisation record*
 - ☑ authorised at least ONE emergency contact
 - ☑ completed the dietary and medical conditions section if applicable
 - ☑ uploaded the LIFT permission form
- ensure you click **SAVE** then **SUBMIT** after all updates are made
- pay the **deposit** and click **confirm** (*Please check that you have not only clicked 'accept' on your booking offer but also clicked 'confirm'*)
- Lodged a CCS claim with Centerlink

***We are unable to accept MCHN books due to Vic Law. Your child is not enrolled with us until we can verify their immunisation is Vic law compliant.**