



A Guide to Family and Children's Services in Knox

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About this Guide

This guide contains information for families regarding access to, and the use of, Council Operated Early Years Services. Each service has been colour-coded to identify which service(s) the information is relevant to.

Kindergarten

Long Day Care

Maternal and Child Health

Playgroups

The information provided in this guide is a summary of Knox City Council's policies and procedures. Copies of all relevant policies and procedures are available for parents to read on the Knox City Council website. For more information refer to [Appendix 2](#).

Some additional information that is subject to change or specific to a service is not included in this guide but is available directly from the service or on the Knox City Council [website](#).

Acknowledgement of the Traditional Owners



Knox City Council acknowledges the traditional custodians of the City of Knox, the Wurundjeri and Bunurong people of the Kulin Nation as the traditional custodians of the land where we deliver Early Years services and pay respects to their Elders past and present. We further recognise that Aboriginal and Torres Strait Islander people have been nurturing and teaching children on this land for many thousands of years, we honour and respect that role.

Disclaimer:

While every effort has been made to ensure that the information available through this Guidebook is up to date, Knox Council and its employees will not accept any liability for any loss or damage which may be incurred by any person relying on this information. Please contact service provider for updates and changes to policies, procedures, or guideline.

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Acronym list

MCH	Maternal and Child Health
AS	Additional Services
EYLF	Early Years Learning Framework Belonging, Being and Becoming: The Early Years Learning Framework for Australia
LDC	Long Day Care
TLDS	Transition Learning Development Statement
DE	Department of Education
DH	Department of Health
CHO	Chief Health Officer
PICS	Parent Information and Connection Sessions (PICS) - formally known as First Time Parent Groups.

Summary of Knox Services

Maternal and Child Health

Our programs include:

- Knox Parenting Support Services
- Sleep and Settling program
- Breastfeeding support
- Parenting Programs
- Parent Information and Connection Sessions (PICS) - formally known as First Time Parent Groups
- Enhanced Maternal and Child Health

Located within 9 Children and Family Centres across Knox

Key ages and stages visits (10)

Birth to School

Playgroups

Located in Children and Family Centres across Knox

Supported Playgroups are facilitated by Council, Smalltalk Supported Playgroups, Young Parents

Birth to age 6

Long Day Care

Located at Knox Children and Family Centres - Wantirna South and Bayswater

Mon to Fri 7am - 6pm

Birth to age 6

Kindergarten

Located in 20 Children and Family Centres across Knox

15 hrs per week for 3-year-old and 4-year-old

Days and Session times vary

The two years before starting Primary School

Additional support services for children

About Knox City Council Family and Children's Services

Knox City Council Family and Children's Services (F&CS) are managed by the following four teams (see Figure 1)

Vision

We use partnerships and advocacy to empower children and families through the provision of focused integrated services from birth to school.

Purpose

We use partnerships and advocacy to empower children and families through the provision of focused services from birth to school that are:

- High Quality services that are delivered in a professional and respectful way to support increased capacity, wellbeing and educational outcomes for all children and families.
- Inclusive and Accessible services that provide opportunities for all children and families to be engaged and active citizens.
- Integrated services that provide a seamless experience for children and families where collaborative practice between all stakeholders supports a municipal wide approach.
- Flexible and Responsive services that adapt to provide an equitable approach to support individual children and families needs
- Operationally Viable and Responsible services to balance community and economic needs.



Figure 1: Knox City Council, Family and Children's Services Structure

Education and Care Philosophy

Localised statement of philosophy that reflects the beliefs and values of those who are associated with the service, located at all council education and care sites across the municipality.

Our Team

Council's F&CS team have a focus on establishing positive and respectful relationships with children and families as an important foundation for supporting each child's wellbeing and creating a sense of themselves as independent and capable learners. All staff are appropriately qualified, practice evidence-based programs, refer to current research findings and undertake regular training and professional development to facilitate this focus.

Partnerships with families

In this guide, we talk about parents and families. "Families" can mean many things. It includes all those involved in parenting. This includes parents, carers, grandparents, kinship carers, guardians, childminders, and others.

For further information regarding Knox Council's Community and Council Plans please refer to [Appendix 1](#).

For further information on our Policies and Procedures, State and Federal Government and regulatory matters that shape Early Years Services in Knox, please refer to [Appendix 2](#)

Child Safe Organisation

Our commitment

Knox City Council has zero tolerance for child abuse and all forms of harm to children.

All children and young people who access our services, programs, events, and facilities have the right to feel safe and be safe. This includes spaces owned or managed by Council.

We take the wellbeing and safety of children and young people in our care seriously. We maintain a child safe organisation by embedding the protection of children into everyday thinking and practice.

All Knox City Council employees, contractors and volunteers are responsible for ensuring children and young people are valued, heard, and protected from abuse.

We are committed to creating and maintaining a safe and friendly organisation where all children are valued and protected from abuse.

Further information available:

[Commission for Children and Young People - Child Safe Standards](#)

[Knox Council Child Safe Policy \[link to website\]](#)

Maternal Child Health (MCH)

Please visit [Maternal and Child Health Services | Knox](#) for additional information.

Our programs include:

- Knox Parenting Support Services
 - Breastfeeding sessions
 - Key Age and Stages consultations
 - Parenting Programs
 - Sleep and Settling sessions
- Parent Information and Connection Sessions (PICS) - formally known as First Time Parent Groups
- Enhanced Maternal and Child Health

Maternal and Child Health (MCH) Centres

Billoo Park	40 Birchfield Crescent	Wantirna
Forest Road	Corner Forest Road & Stockton Ave	Ferntree Gully
Knoxfield	81 Anne Road	Knoxfield
Knox Children & Family Centre (Bayswater)	41 Phyllis Street	Bayswater
Knox Children & Family Centre (Wantirna Sth)	81 Argyle Way	Wantirna South
Liberty	77 Liberty Avenue	Rowville
Marie Chandler	25 Park Crescent	Boronia
Murrindal	100 Murrindal Drive	Rowville
Wattlevue	17 Fuchsia Street	Ferntree Gully

I need assistance after hours – Phone 13 22 29

Maternal and Child Health (MCH) 24-hour Help Line, 7 days a week. Qualified MCH nurses provide information, support and advice to Victorian families with children from birth to school age (6 years old).

When your baby is born

The hospital must inform Council's Maternal and Child Health (MCH) service of your child's birth if you live within the City of Knox boundaries. An SMS is sent when we get a Birth Notice. It tells you (parent/guardian) that Knox MCH will call in 7-10 days.

Early Years support staff will then contact you. They will arrange the date and time of your first MCH appointment. The first appointment is at home. The nurse will outline what the MCH Service is. They will also advise the parents/guardians that their next two appointments will be at their local MCH centre.

First-time parents will also be invited to join Parent Information and Connection Groups (PICs). These groups will be led by the MCH nurse.

If you have moved into the area with a child less than 4 years old

If you recently moved to the City of Knox from overseas or another suburb in Australia and have children under 4, please get in touch with Maternal and Child Health Services. You can email them at mch@knox.vic.gov.au or call on 9298 8741 Monday to Friday to schedule an appointment.

Appointments/Bookings

MCH Bookings/Changes/cancellations can be made the following ways:

1. Booking Link on our website - [Booking Link](#)
2. Email mch@knox.vic.gov.au
3. Telephone 9298 8741 Monday to Friday 9:00am to 4:00pm
4. [Sleep & Settling Booking form](#) select an appointment time for Sleep & Settling

Will I receive a reminder for my MCH appointment?

A reminder SMS reminder will be sent 2 days prior to your appointment.

What do I do if I cannot make my MCH Appointment?

If you need to cancel prior to or on the day, we would appreciate a call on **9298 8741** to inform our staff and to reschedule your appointment.

When you visit a MCH centre

The nurse will review your child's health, growth, and development at the key ages and stages (see diagram below). They will conduct specific checks at each stage. The MCH nurse will offer education and information regarding health, and immunisation with the parents/caregiver as active participants in their child's learning and development. The nurse will also talk to you about your health and how your experience as a parent of a new baby has been to date.

We record information about your baby's health and development in your child's My Health, Learning and Development Record (Green Book). This green book will also have sections for parents to complete prior to attending visits with your MCH nurse. Parents should bring the green book to all appointments where, in addition to reviewing your child, your MCH nurse will discuss the notes you have made. At certain stages of your child's development, your nurse will do more specific assessments. These include checks for hearing and vision or concerns you bring up.

Key Age and Stage Diagram

Please bring the following to your MCH appointment:

- My Health, Learning and Development record (Green Book)*
- Nappy change bag
- Nappy or blanket for your baby to lie on
- Bag to take used nappies home.



*The hospital will have provided you with your My Health, Learning and Development record (Green Book) before discharge

Parent Information and Connection Sessions (PICS)

Formally known as First Time Parents Groups. These groups cater to parents with new babies, sessions are held for 7 weeks and cover various parenting topics;

- sleep and settling
- brain development
- nutrition and play
- safety
- self-care and practical parenting

If you would like more information about our Parent Groups, please email parentgroups@knox.vic.gov.au

Nutrition/Food Information

Our experienced MCH nurses support, assist and encourage mothers and their babies with breast-feeding, formula feeding and starting solid foods. They follow the guidelines of the National Health and Medical Research Council, (NHMRC) guidelines. To book an appointment at the breast-feeding clinic please visit [Sleep & Settling Service and Breastfeeding Appointments](#)

Rest/Sleep

Council's Sleep and Rest Procedure is based on recommendations from the recognised authority, the National SIDS Council of Australia, also known as [Red Nose](#). 'Rest' is defined as a period of inactivity, solitude, calmness or tranquillity and can include a child being in a state of sleep.

Your MCH nurse can provide education and advice about sleep concerns at any age and refer families to specialist services as required. Sleep and Settling education sessions can be booked online via [Sleep & Settling Service and Breastfeeding Appointments](#)

Staff take reasonable steps to ensure that the needs for sleep and rest of children being educated and cared for at a Long Day Care and Kindergarten service are met. The age, development stage and individual needs of each child are taken into consideration.

Effective rest and sleep strategies ensure that a child feels secure and safe in a service environment. Educators strive to be aware of families' values and parenting styles in relation to their child's rest periods. In relation to settling children for rest, educators are responsible for:

- Meeting the individual needs of all children
- Maintaining health and safety practices
- Minimising any distress or discomfort for children
- Acknowledging children's emotions, feelings and fears and
- Having an understanding that young children, especially from 0 to 3 years of age, settle confidently when they have formed bonds with familiar and trusted people. Therefore, every effort is made to promote the continuity of educators at a service.

Regulatory - Nurses and Midwives

Must be registered with the [Nursing and Midwifery Board of Australia \(NMBA\)](#), and meet the NMBA's professional standards in order to practise in Australia.

Professional standards define the practice and behaviour of nurses and midwives and include:

- Codes of Conduct
- Standards for Practice and
- Codes of Ethics.

Please refer to [Nursing and Midwifery Professional Standards](#) for further information.

The Nursing and Midwifery Board of Australia (NMBA)

[NMBA](#) is responsible for setting standards and policies for the regulation of all nurses and midwives registered in Australia. It is supported in this task by the [Australian Health Practitioner Regulation Agency \(AHPRA\)](#).

Playgroups

There are two types of playgroups in Knox, Community playgroups and Supported playgroups.

Community playgroups can be an extension of the Parent Information and Connection Sessions (PICs). Parents may choose to establish their own playgroup or join an existing playgroup. Supported playgroups are specific groups facilitated by supported playgroup staff.

Playgroups provide an opportunity for babies and children to:

- Learn to play and socialise with other children
- Increase their skills and confidence
- Extend language and early literacy through words, books and stories and
- Enjoy active play and share healthy snacks.

And for parents and carers to:

- Build relationships and meet new friends
- Access parenting information, resources, and support
- Learn about childhood development and
- Experience community involvement.

Playgroup Locations

Community Playgroups	Email: play@knox.vic.gov.au Tel: 9298 8348
Supported Playgroups <ul style="list-style-type: none">- Smalltalk Supported Playgroup- Young Parent Group- My Time and Playconnect	Please visit the Knox City Council website for a complete list of community and supported playgroups (run by parents, parent committees and other organisations – in partnership with Council).

Community Playgroups

Playgroups are organised and managed by volunteer parents with resourcing and support provided by Knox City Council Family and Children's Services and Playgroup Victoria. The cost of attending community playgroups is very reasonable some playgroups may require a small fee. Alongside community groups that run during the week we also have some Saturday, Dad's and Multicultural playgroups.

How to join a Community Playgroup

For more information or to express your interest in joining a community playgroup, complete the [Knox Playgroup Enquiry form](#) or email play@knox.vic.gov.au. Please include information on the location and age of your children in your email. A committee member from the playgroup will reach out to you to provide further information on session times and availability at your chosen site/group.

I would like to join a Community Playgroup Committees

Committees are essential partnerships for Early Years services in Knox. If you are interested in joining your local playgroup committee please reach out by email play@knox.vic.gov.au or contact the Playgroup Team Leader on 9298 8000. All Committees are required to be registered Incorporated Associations with [Consumer Affairs Victoria](#). Council works to support Committees through providing guidebooks, training and staff support.

Orientation at Community Playgroup

The President or another member of playgroup will meet you at your building and provide an induction and introduction to other members.

What to bring to Community Playgroup

- Snack (shared or individual)
- Drink
- Coat/Sunhat for outside play and
- Change of clothes/nappies.

How to join Supported Playgroups

[Supported Playgroups](#) are offered to families, parents and carers of young children 0-6 years with diverse and complex additional needs such as developmental delays, disabilities, chronic medical conditions or families in financial hardship, isolation or limited family support. Groups are conducted by a facilitator and are free to attend.

To express your interest in joining a playgroup or to learn more about playgroups, complete an enquiry [Knox Playgroup Enquiry form](#) also located on the Knox City Council website; email play@knox.vic.gov.au or contact Council and ask for the Playgroup Team Leader on 9298 80000.

What to expect at a Supported playgroup

Routines will vary to suit groups but will usually consist of:

- Arrival
- Set up
- Open-ended play (inside/outside)
- Information session for parents
- Snack and
- Pack up.

Hours of Operation

Community and Supported Playgroup services close during school holiday periods.

Additional Support for Children

Preschool Field Officers

The overall aim of the Preschool Field Officer (PSFO) program is to support early childhood educators to build their skills, knowledge and confidence to plan for and include all children in an inclusive kindergarten program.

The PSFO program is accessible at no cost to all funded kindergarten services and complements other universal and specialist services that are available to support children's learning, development and wellbeing in the kindergarten program.

Preschool field officers (PSFOs) are specialist early childhood teachers with additional experience and/or qualifications.

PSFOs support children's individual development needs by

- coaching and mentoring educators
- discussing a child's learning and development with families and caregivers
- providing support and guidance
- connecting families with education and support services and
- enabling a collaborative approach between families and educators.

Further information can be found on our website [Additional support for children | Knox](#)

Early Childhood Education and Care

Families are their children's first and most influential teacher. Long Day Care and Kindergarten professionals and educators work in partnership with families to identify a development plan for your child based on individual skills, strengths, interests, dispositions and needs to achieve optimal outcomes for children. Programs are play-based and equally, incorporate indoor and outdoor play opportunities to extend each child's learning and development.

Quality early childhood programs encourage:

- Children to be creative and confident thinkers
- Children to build overall confidence, self-reliance and resourcefulness
- Children to experience the joy of success and learning with other children and adults and
- Children's thinking and problem-solving skills.

Throughout the year, educators document your child's learning. You will have the opportunity to meet with educators to discuss your child's learning and have access to records and observations of your child using the Educa platform.

Educators at Knox Early Years Services develop programs based on the [Early Years Learning Framework \(EYLF\)](#) and the [Victorian Early Years Learning and Development Framework \(VEYLDF\)](#).

Policies and procedures

The Family and Children's Services have developed a full suite of policies and procedures to meet legislative requirements and best practice recommendations. Please refer to [Appendix 2](#)

Early Childhood staff

Operate under Early Childhood Australia Code of Ethics 2016. In this Code, the protection and wellbeing of children is paramount and therefore speaking out or taking action in the presence of unethical practice is an essential professional responsibility.

Refer to [Early Childhood Australia](#) for more information.

Early Childhood Teachers must be registered with the [Victorian Institute of Teaching \(VIT\)](#), in order to be employed in Knox Early Years Services. For further Information can be found at [ACECQA](#).

Knox Council services are assessed and rated against each of the seven Quality Areas of the National Quality Standards and the National Regulations. The rating and assessment process aims to drive continuous quality improvement in all Children's Services nationally. A copy of a Quality Improvement Plan (QIP) is available at every service. Please refer to the [Australian Children's Education and Care Quality Authority](#) for additional information about the National Quality Framework.

Immunisation

Immunisation

Under the 'No Jab, No Play' state legislation, before a child begins at any Early Childhood Service, the service must first obtain evidence that the child is:

- Fully immunised for their age or
- On a recognised vaccination catch up program or
- Unable to be fully immunised for medical reasons.

Please note: 'Conscientious objection' is not an exemption. This legislation does not apply to Playgroups.

Further Information: [Better Health - No Jab No Play](#)

We provide a convenient immunisation service at Knox Civic Centre. Vaccinations help you to stay healthy and provide protection against serious diseases and infections for further information and bookings click on the link to take you to our website for [Immunisation Booking](#)

Kindergarten

Types of Kindergarten Programs

There are two (2) types of funded Kindergarten programs available, Integrated into long day care programs and sessional kindergarten programs. Families are able to choose which service works for their child and family within their community, Funding can only be received for one type of kindergarten program per year.

Funding limits are currently:

- 5-15 hour a week kindergarten program for 3 year olds, and
- 15 hour a week kindergarten program for 4 year olds.

The State Government is planning gradual increases to these funded hours through the [Best Start, Best Life](#) reforms.

Sessional Kindergarten programs

Sessional programs are offered as a weekly schedule in line with the funded hours above. For our most recent session days and times please refer to our website. [Kindergarten | Knox](#)

More information can also be found about [other providers of funded kindergarten in Knox](#). Session times will be set by each service.

Integrated Kindergarten in Long Day Care programs

Kindergarten is included when an eligible child attends Long Day Care for a minimum of three days per week.

Kindergarten programs delivered in a long day care setting are 5 hours a day during day care hours and provide flexibility for parents and carers by providing childcare before and after the kindergarten program.

Kindergartens Services

Alexander Magit	11 Harwell Road	Ferntree Gully	9758 3541
Bena Angliss	30B Forest Rd	Ferntree Gully	9758 1894
Billoo Park	40 Birchfield Crescent	Wantirna	9801 8580
Coinda	21 Dinsdale Road	Boronia	9801 9506
Eildon Parade	75 Eildon Parade	Rowville	9763 2469
Flamingo	21 Merryn Grove	Wantirna	9800 1595
FW Kerr	15 Roberts Street	Ferntree Gully	9758 6411
Haering Road	17 Haering Road	Boronia	9729 0097
Knox Children & Family Centre (Bayswater)	41 Phyllis Street	Bayswater	9738 9700
Knox Children & Family Centre (Wantirna South)	81 Argyle Way	Wantirna South	9837 9600
Knoxfield	81 Anne Road	Knoxfield	9763 7200 (KG Barnes)
Liberty Avenue	77 Liberty Avenue	Rowville	9764 4748
Mariemont	9 Mariemont Avenue	Wantirna	9801 7931 (East) 9800 3794 (West)
Murrindal	100 Murrindal Drive	Rowville	9759 6087 Carramar 9753 9893 (Euroa)
Riddell Road	36 Riddell Road	Wantirna	9800 1945
Scoresby West	29 Nevana Street	Scoresby West	9763 8684
The Basin	385 Forest Road	The Basin	9762 1854
The Fields	35 Pitfield Crescent	Rowville	9752 9531
Wattleview	17 Fuchsia Street	Ferntree Gully	9758 8442
Windermere	278 Windermere Drive	Ferntree Gully	9763 1995

How do you know your child is ready for kindergarten?

Children develop and learn in different ways. Talk to your [Maternal and Child Health nurse](#) or qualified early years teacher to help you decide. Kindergarten open days also provide a great opportunity to talk things through with an experienced professional.

When can I Register for Kindergarten

To be eligible to attend a sessional Kindergarten service, your child must be three or four years old by 30 April, the year they start kindergarten. Registrations open from the 1st April the year before your child is eligible to attend. Registration portal and registration process including available sessional times can be found on [Knox Council Website](#).

Children can attend **Integrated Kindergarten** in a **Long Day Care** setting at our two Hubs. To register for integrated Kindergarten within a Long Day Care setting please refer to Long Day Care information below or visit our website [Long Day Care](#).

Priority of Access for Funded Kindergarten

Approved kindergarten providers must follow the State Government Priority of Access Guidelines to allocate kindergarten places. The registration and enrolment process for **Kindergarten** places (both sessional Kindergarten and integrated **Long Day Care**) applies a Priority of Access points-based system to ensure a fair and equitable enrolment system, as outlined in the [Funded Kindergarten Registration and Enrolment Procedure](#).

Sessional Kindergarten Fees

Currently there are no fees for sessional Kindergarten. The Victorian Government provides funding to support children to access a quality **Kindergarten** program in the two years before they start school at no cost to the user.

Your child can only be funded for a kindergarten place at one service at a time and only once as a 3-year-old and once as a 4-year-old (unless your child is assessed as being eligible for a second funded 4-year-old year by your child's kindergarten teacher). If your child is attending another children's service that offers a funded kindergarten program, you must tell that service that Knox Council Kindergarten Service will be claiming funding for your child.

Hours of Operation

Kindergarten services operate during the school term as specified by the [Department of Education \(DE\)](#) and are closed for all Victorian Public holidays, and curriculum dates. Families will be advised of closure dates well in advance.

Educators may organise a timetable to ease children into the routines of kindergarten life. This 'staggered intake' allows children time to settle into their new environment, learn the routines and gives educators and children time to get to know each other.

Parent Groups

Parents Groups are essential partnerships for Early Years services in Knox. Parents are invited to participate in the Parent Group. Parent Groups will focus on building family connections to the service, may undertake fundraising activities, plan inclusive social events, support communications across the service and work with the educators to provide a stimulating learning environment.

All Parent Groups are required to be registered Incorporated Associations with [Consumer Affairs Victoria](#). Council works to support Parent Groups by providing guidebooks, training, and staff support.

Long Day Care

We provide a long day care (childcare) program for children between birth to 6 years at our two Knox Children and Family Centres located in Bayswater and Wantirna South referred to as 'Hubs'. Our 3-year-old and 4-year-old funded kindergarten programs are available for eligible children.

Long Day Care Centres

Knox Children & Family Centre (Bayswater)	41 - 43 Phyllis Street Bayswater	Email: kcfcbayswater@knox.vic.gov.au Tel: 9738 9700
Knox Children & Family Centre (Wantirna South)	81 Argyle Way Wantirna South	Email: kfcwantirnasouth@knox.vic.gov.au Tel: 9837 9600

Hours of Operation

7:00 am-6:00 pm Full time or part time places available

Long Day Care services close for all Victorian Public holidays, curriculum dates and for approximately two weeks over the Christmas period. Families will be advised of closure dates well in advance.

Registration for Long Day Care and Integrated Kindergarten

We offer Long Day Care for babies to school-age children.

To register your interest in attending one of our Long Day Care services including Integrated Kindergarten please complete a registration form via our [online portal](#).

For further information about Knox Children and Family Centres at Bayswater and Wantirna South and to arrange a tour, please visit our website [KCFC Hubs - About our Centres](#)

Long Day Care Priority of Access

Priority of Access applies to Integrated Kindergarten held within Knox Children and Family Centre within the Long Day Care setting as outlined in the [LCD Procedure](#). Both of Council's **Long Day Care** Centres offer an Integrated **Kindergarten** program with a qualified Early Childhood Teacher. Families can nominate the Long Day Care Integrated Kindergarten Program as the 'Funded Kindergarten Program' for their child. Please note that Long Day Care fees still apply.

A permanent LDC booking

A permanent LDC booking entitles your child to attend a centre on the same day each week. The booking continues until families provide written notice to change or cancel the arrangement. Changes to Long Day Care bookings can be managed through our online system. Four full weeks' written notice is required to cease or alter care.

LDC Waitlist

A waiting list is developed as days become full. When days become available, they will be offered by Priority of access. For further information on Priority of Access please refer to the section above.

LDC Fees

Payment for Long Day Care fees will only be accepted by direct debit. Fees must be paid fortnightly or every four weeks in advance in accordance with Council's [Fees and Fee Payment Policy and Procedure | Knox](#)..

Families will be charged a daily rate and will receive an invoice outlining the previous two weeks' fees. Families are required to pay their fees via direct debit.

A current Early Years Fee Schedule is displayed at each service. Fees are reviewed annually as part of the of Council's budget review process.

Non-Attendance Fees

Families are required to let the service know via phone or email if their child will be absent. Fees are charged for all absences including illness, holidays and personal leave. Families will not be charged during periods of centre closure, such as Christmas.

Child Care Subsidy (CCS)

Childcare subsidy helps families with the cost of Long Day Care services for eligible families. It is the responsibility of families to register and manage their CCS entitlement otherwise, full fees may apply.

- Eligible families are required to submit their application for childcare subsidy prior to their child commencing care
- Eligible families will receive an assessment notice which includes their subsidy percentage and subsidised hours per fortnight. Once approved, the service will submit an enrolment notice which needs to be acknowledged in the claimant's myGov account. Childcare subsidy is paid directly to the service to reduce the out-of-pocket expense (gap) for families and
- The service is unable to contact Centrelink to discuss family entitlements. Families are required to contact Centrelink directly to discuss eligibility and entitlements.

For more information visit [Child Care Subsidy - Services Australia](#)

If, at any time, you have concerns about the payment of fees, please speak to your centre Senior Team Leader to discuss payment options.

Ceasing Care

If you wish to cancel part or all your child's care and education, 4 weeks written notice is required. Please advise the centre in writing via email. There are occasions where Child Care Subsidy will not apply to a ceased enrolment. For more information visit [Child Care Subsidy - Services Australia](#)

Long Day Care Services Food Program

Our Long Day Care services employ experienced cooks who plan and prepare healthy, nutritious, and diverse menus. Long Day Care services provide a vital role in the development of children by ensuring access to nutritious meals that cater to a variety of dietary requirements. The emphasis on mealtimes as a communal and educational experience helps foster essential social skills and encourages a positive attitude towards food and nutrition.

Services may work with health professionals and other organisations to support educators and staff to deliver and promote healthy eating initiatives.

Please advise educators of any considerations regarding food specific to your child.

KCC Early Years Services recognises the diverse cultural and social significance of food. Our services are committed to creating an inclusive and safe environment for all children.

All Council Early Years Services are 'allergy aware'

Preparing to Start Kindergarten & Long Day Care

To help your child settle in more easily. It is a good idea to begin preparing your child a few weeks before their first day at the service. You can do this by;

- Adjusting a daily routine at home to make it similar to the routine at the service. You can ask the service for a copy of their daily schedule
- If you know the name of your child's main educator, you can use the educator's name when talking about the service. Reading and telling stories can be a way for your child to understand new events. Picture books about starting childcare, kindergarten or making new friends can be helpful
- Participating in story time at your local library can help your child experience stories in a group setting
- Talking positively with your child about the new environment, friends, educators, and activities will also help you and your child feel positive and
- The night before, try to ensure that your child eats a healthy dinner and gets a good night's sleep. If your child does not sleep well, this may affect their experience the next day, so let the educator know.

Further Information available [Raising Children Network](#)

Personal items

Before the first day, ensure all personal items your child takes with them (e.g. comforters, clothing, water bottles, etc.) are labelled with your child's name. Knox Council will not be responsible for lost or damaged personal belongings.

Please bring the following to Sessional Kindergarten:

- Snack/Lunch, drink bottle (water only)
- Clothing that is comfortable, casual and easily self-managed
- Shoes appropriate for active play (climbing, running, balancing)
- Coat/Sunhat for outdoor play (preferred hat styles are broad brim or legionnaire)
- Change of clothes (Including underwear) and
- Nappies and wipes if your child is not yet fully toileting.

Note: Where food is provided from the home environment, families are encouraged to provide sufficient quantities that are culturally appropriate, nutritious, and meet their child's daily dietary requirements while considering any allergies within the group.

Please bring the following to Long Day Care

Long day care service provides nappies. Please speak to your educator if you have any questions regarding nappies.

Children Aged 0-3

- Clothing that is comfortable and casual
- THREE full changes of clothes
- 2 x dummies (if applicable)
- Comfort toy if applicable (please advise educator)
- Bottles/Breast milk, if required
- Drink bottle/sippy cup (water only)
- Coat/Sunhat for outdoor play and
- Developmentally appropriate footwear.

Children Aged 3-5

- Clothing that is comfortable, casual, and easily self-managed
- TWO full changes of clothes (including underwear)
- Shoes appropriate for active play (climbing, running, balancing)
- Coat/Sunhat for outdoor play and
- Drink bottle (water only).

Orientation Sessional Kindergarten

Educators may organise a timetable to ease children into the routines of kindergarten life gently. This 'staggered intake' allows children time to settle into their new environment, learn the routines, and gives educators and children time to get to know each other.

It is recognised that each child has individual needs, and it is important that families and educators consult during this settling-in time. Unless there are exceptional circumstances, families can expect to have access to full sessions one week after the initial interview days.

Orientation Long Day Care

Upon receiving a position, you will be invited to attend orientation sessions with your child to help them transition into the education and care environment. Orientation is tailored to suit your family's needs and is an important part of your child's transition. **Please note:** Parents are required to stay inside the building during all orientation sessions.

During your orientation session, you will:

- Learn more about day-to-day operations at your centre and what to expect on your first day
- Have the opportunity to introduce your child to their new childcare environment while offering them the security and knowledge that mum or dad is at the centre with them
- Meet educators
- Meet other children in the service
- Have the opportunity to discuss important information about your child and your expectations of the centre and
- Learn more about Council's policies and procedures.

Routine

Routines at each service or in each group may differ to respond to children's needs, weather or events, and variations can depend on the length of the **Long Day Care** or **Kindergarten** session. Sessions will usually consist of experiences offering:

- Play based learning
- Learning areas with flexibility for children to explore, investigate and experience
- Active participation in sustainable practices
- Building friendships and developing social skills
- A wide range of materials to support pre-writing and pre-reading skills and
- Gross motor development through challenging and safe opportunities indoors and outdoors.

Effective supervision in **Long Day Care, Kindergarten** settings will see educators actively involved with children. Supervision involves direct observation of and engagement with individuals and groups of children to support their play and learning and protect them from hazards.

What shall I do if my child is upset?

Young children often have big feelings and not enough words to express them. It is normal for children to behave in challenging ways at different stages and in particular situations. Trying to understand your child's behaviour is a key step in supporting and managing it. If you can understand why your child is behaving in a particular way, you can work out how best to respond and guide your child's social and emotional learning and behaviour.

When at the service, if your child is upset or experiences big feelings, it helps to remain calm and provide reassurance. Talk with the Educators and together work through a strategy to support your child if they regularly have difficulty settling and joining their group. You may also wish to talk with the Educators and discuss positive strategies to assist your child in working through big feelings, whether at home or the service. As difficult as it might be, **try to stay positive** about your child's transition to child care or kindergarten.

For more information visit the [Raising Children Network](#).

English is our second language; how will my child be supported?

The first language learned at home is very important. It forms the base for all later language growth. You are your child's first and most important teacher. Children benefit greatly from being able to speak, read, and write their parents' or main carer's native language. It also contributes to developing their sense of identity and belonging.

Children can easily learn two (or more) languages. They can do this when they have regular chances to practice and use the languages in their daily life. To support your child's first language development, early childhood professionals will:

- Acknowledge the native language/s of the child
- Ensure that the child's cultural background is respected, celebrated, and incorporated into early childhood programs
- Encourage your child to join in activities, play with other children, hear stories and songs and become immersed in a learning space where your child feels secure and safe and
- Encourage you (as parents/carers) to participate in the program by sharing songs and stories in your first language and talking to the children and Educators in your first language.

Speak to the Educators at any time about your native language and any relevant celebrations and traditions. This will help to increase their cultural awareness and knowledge and support your child's language development through the educational program.

What if my child has additional needs?

Every child has individual strengths, interests, and abilities across all areas of learning and development. Early Years Services strive to provide inclusive programs that meet the needs of all children. However, if you believe your child needs additional support, the following programs are available:

- Preschool Field Officer Program; for children attending funded kindergarten
- Inclusion Support Program; for children attending long day care
- Additional funding for assistance may be available through the Kindergarten Inclusion Support Program.

For information about [children with additional needs](#) at kindergarten or childcare, speak to your service or contact your closest [Department of Education](#) office.

Arrival and departure

To ensure the safety and wellbeing of all families and children, please supervise all of the children in your care. Please make sure only adults are using the door/gate codes, opening doors to children's rooms and using the exit buttons.

During arrival, families are encouraged to notify educators of anything that may impact their child's day e.g. lack of sleep the night before, changes at home etc.

Families are requested to collect their child punctually at the end of their session to support their child's wellbeing and sense of routine.

Signing In and Out

When completing the child's electronic enrolment form, families are required to provide the contact details of parent/guardians and two additional emergency contacts. Each person listed will have their own PIN to use when signing children in and out of the service on the centre iPads located in the children's rooms. This PIN is for adults only, children are not permitted to use the administration iPads.

Please ensure any person dropping off or collecting your child has been added to your child's profile through the electronic portal.

Parking and Road Safety

Please utilise the dedicated car parking spaces and walkways provided (where available). Please be mindful of other cars and pedestrians, especially during busy drop-off and pick-up times.

Ensure all the children in your care are with you at drop-off and pick-up times. In Victoria, it is an offence for a person responsible for a child to leave the child unattended for any longer than is reasonable, including leaving a child unattended in a car (windows up or down).

Late Collection

Knox City Council reserves the right to implement a late collection charge when parents/guardians are frequently late in collecting a child from the service. This charge will be set at a level determined by the Council.

Communication

Across all services, families, healthcare professionals, and educators must maintain an open communication line. If you have any questions about a service or your child's progress, staff will be happy to discuss these with you.

Other forms of communication may include [Educa](#), noticeboards, emails, notices in child pockets, electronic newsletters and the information posted on the [Knox City Council website](#).

Your Feedback, Compliments and Complaints

As part of the ongoing commitment to provide positive and enriching services, educational programs and environments for families and children, we welcome and encourage families to raise any feedback or concerns with their nurse, educator, or service team leader.

If you wish to discuss your feedback regarding Long Day Care and Kindergarten in detail, it is recommended that you make an appointment with your child's educator. Organising a mutually convenient time is important and allows the educator to listen, giving full attention to any discussions.

At different times during the year, you will be offered a chance to participate in more formal discussions about your child's progress. Confidentiality is essential, therefore under no circumstances are other individual children in the group discussed with a family.

Should you wish to offer feedback regarding any aspect of Family and Children's Services, please kindly scan the QR Code adjacent and complete the form or visit our website [Complaints, compliments or suggestions | Knox](#)

Concerns or issues relating to any aspect of the centre's operation may be raised directly with the [Department of Education](#) on 1300 651 940.



What is Educa

Educa is a simple, safe, and private online tool for educators to communicate with families and can be used to share children's learning. An electronic profile will be created for your child, that you will have access to. We use Educa to relay important messages to families, and educators may post photos, videos and learning updates.

Meeting with Educators

Please make an appointment with Educators if you wish to meet with them during non-contact times.

Newsletter

We invite you to subscribe to the Knox City Council Family & Children's Services Newsletter to receive an email for upcoming events, programs and opportunities for Knox Families.



[Subscribe - Knox City Council Family & Children's Services newsletter link](#)

Transition to School

Most primary schools will begin their enrolment processes in term two and hold transition activities during term four, the year before children start school. Knox Kindergarten programs (in Sessional and Long Day Care settings) participate in and collaborate with local primary schools regarding the transition to school.

Educators develop an individual [Transition Learning Development Statement \(TLDS\)](#) for each child who will attend primary school the following year.

The statement:

- Summarises a child's learning and development
- Identifies their individual approaches to learning and their interests and
- Indicates how the child can be supported to continue learning.

Please note: The statement is not a report card.

Parents/guardians are also required to complete some sections of the TLDS. Once completed, the TLDS is passed on to the child's future school to help Prep/Foundation teachers get to know the children entering their classes and to plan appropriate learning and teaching programs accordingly. Parents are given information about the TLDS from their kindergarten educator by the start of term four.

Health & Safety

Handwashing

To minimise the spread of infection and to protect children with allergies and anaphylaxis, all children are encouraged to wash their hands on arrival and departure.

Safe Sleeping

Where possible, the centre will maintain children's sleep routine from home. Council's Sleep and Rest Procedure is based on recommendations from the recognised authority, the National SIDS Council of Australia, also known as [Red Nose](#).

Your Maternal and Child Health (MCH) nurse can provide education and advice about sleep concerns at any age and refer families to specialist services as required. Sleep and Settling education sessions can be booked online via [Sleep & Settling Service and Breastfeeding Appointments - Sticky Tickets](#)

Emergency Management Procedures

Knox City Council has an Emergency Management policy and procedure that includes the management and facilitation of emergency management plans, evacuations, and regularly practised emergency drills, such as

lockdowns, medical emergencies, evacuations, and smoke/fire. Education and Care services must rehearse and document the emergency and evacuation procedures at least every three operational months.

Bush Fire at Risk Register

When an Education and Care Service is listed on the DE Bushfire at Risk Register, that service will close when Catastrophic declared days as per the nationally agreed Fire Danger Rating Scale. Families will be contacted as soon as a directive to close the service is received.

Families are encouraged to implement their own Bushfire Preparedness Plan and inform the service if they will not be attending a service because of that plan.

Medical Conditions

A 'medical condition' means a condition diagnosed by a medical professional. This includes asthma, diabetes, anaphylaxis, or another medical diagnosis. When the Long Day Care and Kindergarten service is made aware of a child's health care needs, they must provide parents with a copy of the Medical Conditions Procedure, which is available at each centre.

Under the Education and Care Services National Regulations, the following steps must then be taken before the child attends the service and these plans are required to be updated annually:

- Medical Action Plan to be followed in the event of an incident should be provided by the family in consultation with a medical practitioner
- Development of a Risk Minimisation Plan and
- Development of a Communications Plan.

Families of children with medically diagnosed anaphylaxis must provide an Anaphylaxis Action Plan and auto-immune device to be left onsite. The auto-immune device must be within its use by date. Families are responsible for ensuring that a current auto immune device is available for the child at all times when attending an Education and Care service.

Medications

The Education and Care Services National Regulations (2011) state that medication (including prescription, over-the-counter and homeopathic medications) must not be administered to a child at a Long Day Care and Kindergarten service without authorisation by a parent or person with authority to consent. Parents are required to complete a medication record form available at the service. All medication must be given to an educator upon arrival at the service.

Medication may only be administered to children at the service when:

- It is prescribed by a registered medical practitioner
- Is in the original container labelled by the pharmacy with the child's full name
- Is within the expiry date
- Has clear dosage instructions (dosage will be checked and witnessed by another staff member)
- Written authorisation from parent/guardian has been provided and
- Details of the administration requirements are recorded in the medication record form.

Infectious Diseases

Staff take reasonable steps to prevent the spread of infectious diseases in all services. However, should a situation occur, staff will ensure that parents and emergency contacts for each child are notified as soon as possible.

Families are required to notify the children's service **immediately** if an enrolled child or their sibling is diagnosed with an infectious disease.

Some infectious diseases require exclusion and are notifiable to the Department of Health (DH) and will be reported as required. Refer to [Appendix 5](#).

Directives and advice from the DH and the Chief Health Officer (CHO) regarding infectious diseases will be followed by staff at all times.

Illness

We ask that families consider the health of other children, educators and other staff and keep their child at home if they:

- Have had any gastric upsets within the previous 48 hours
- Are suffering a cold and/or have a nasal discharge
- Are complaining of feeling unwell
- Test positive for COVID-19 (isolate for 5 days).

Please note: Staff and volunteers are also subject to the same recommendations and are asked to remain at home if feeling unwell.

Educators may contact a family and request that any child who is considered to be unwell be taken home. When children are not well enough to fully participate in the program (including going outdoors), they should be considered not well enough to be at the service.

It is helpful for educators to know why a child is absent. A telephone call or email notifying the service will be appreciated.

Toileting

Your Maternal and Child Health (MCH) Nurse will be happy to discuss any toileting expectations and concerns with you.

Educators aim to follow your family's lead regarding toilet education for your children, so this can occur concurrently at home and at the service.

Please ensure that you have provided an adequate amount of underwear and a change of clothes provided in a plastic bag. Toileting accidents are dealt with positively. Children are encouraged to practice good hygiene skills and dress themselves. Educators supervise and assist where necessary.

Head Lice

Whilst parents have the primary responsibility for detecting and treating head lice, Knox City Council Early Years Services (particularly Long Day Care and Kindergarten) and Playgroups have a shared role and responsibility in managing head lice by providing education and resources to support a lice-free environment.

Children do not have to be sent home immediately from a service if head lice are detected. At the end of the day, upon collection of the child from the service, staff will inform parents that their child has been detected with head lice and that the child may return to the service only after effective treatment has commenced. All families will be informed if a case of head lice has occurred, and parents will be encouraged to check their child's hair.

Hygiene

High standards of hygiene are important in maintaining children's health. Staff and volunteers across Maternal and Child Health (MCH), Playgroups, Long Day Care and Kindergarten services use all opportunities to teach children about hygiene and incorporate hand washing and hygiene practices into learning opportunities.

All children, educators, staff, nurses, students, volunteers and parents are encouraged to follow the five steps to soap hand washing as outlined by the [National Health and Medical Research Council, \(NHMRC\) Australia](#).

Children are encouraged to:

- Wash hands before eating
- Not to eat food that another child has handled
- Not to eat food or use utensils that have been dropped on the floor
- Not to use eating/drinking utensils that another child has used
- Dispose of used tissues in a rubbish bin and wash hands immediately after
- Cover mouth and nose with a tissue when coughing or sneezing and wash hands immediately after.

Food

Healthy eating and good nutrition significantly influence children's health and wellbeing and directly impact their growth and development. The early years are most important for establishing healthy behaviours and laying the foundation for lifelong health and wellbeing.

Services may work with local health professionals, services, and other organisations to support educators and staff to deliver and promote healthy eating initiatives.

Dental Care

Your Maternal and Child Health Nurse can offer advice and guidance regarding dental care requirements throughout the [Key Ages and Stages \(KAS\) framework](#).

Playgroup, Long Day Care and Kindergarten services put in place simple strategies to promote good oral health and healthy eating habits among children, which supports and enhances existing structures, programs, and practices.

Incidents and Accidents

Records will be maintained for any child accident/injury or illness while attending Playgroup, Long Day Care or Kindergarten service. Parents or the authorised person collecting the child will be notified of any such injury or illness and will be asked to sign the Illness/Accident Form.

If a child sustains a knock to the head or genital area, educators will always phone the parent or emergency contact to inform them of the incident immediately after it has occurred.

In the event of a child being seriously injured, educators will attempt to contact the parents of the child immediately to discuss arrangements for the child to be collected. If it is not possible to contact the child's parents, the emergency contact person(s) nominated on the enrolment form will be notified.

If a child is involved in an incident requiring urgent medical assistance or is thought to be seriously ill, staff will immediately arrange for an ambulance to be called. It is the family's responsibility to ensure that ambulance membership is up to date (all costs will be incurred by the family).

Outdoor Play/[Sun Smart](#)

We are committed to ensuring all staff and children maintain a healthy ultra-violet exposure balance and are suitably protected whenever the sun's UV levels reach **three (3) or higher**. All children are required to wear hats that protect their face, neck, and ears. SPF 50 (or higher) broad-spectrum, water-resistant sunscreen is supplied by the service and is applied at least 20 minutes (where possible) before going outdoors and reapplied every TWO hours if outdoors.

Across Maternal and Child Health (MCH), Playgroups, Long Day Care and Kindergarten services, to help develop independence, where appropriate, children are given opportunities and encouraged to apply their own sunscreen under supervision of educators. Please advise educators if your child has any allergies or sensitivity to sunscreen. In this instance, specific sunscreen for your child must be provided.

Our staff model and sun protection promotion measures ensure children learn about sun safety and are encouraged to wear hats and suitable clothing in outdoor environments.

Your **Maternal and Child Health** (MCH) Nurse can offer advice and guidance regarding sun smart requirements throughout the [Key Ages and Stages \(KAS\) framework](#).

Active Play

Active play is about moving, being and doing. Active play uses large muscles, provides children with a range of physical, emotional, and social benefits, and helps develop gross motor and fundamental movement skills. Active play also helps develop a strong and healthy body, builds skills, creates feelings of well-being, and helps protect from disease.

Long Day Care and Kindergarten educators will provide active play experiences every day, regardless of weather, including music and movement, drama, and exercise. Active play experiences are inclusive of the diversity and abilities of the children.

Water Safety

Across Maternal and Child Health (MCH), Playgroups, Long Day Care and Kindergarten services, educators will ensure that any activity involving water will be adequately supervised. Containers will be emptied after use (preferably on to gardens) and stored in such a way as to prevent the collection of water.

Appendix 1 - Knox City Council Plans

The [Knox Community Plan 2021-2031](#) represents the voices of our community and stakeholders. It is a guide for this council, and future ones, all levels of government, community groups, organisations, and businesses, ensuring we work together to make Knox a great place now and in the future.

[The Council Plan](#) outlines the part Council will play in achieving that vision over the 4 years.

It also includes the Municipal Public Health and Wellbeing Plan. This plan ensures that supporting, protecting, and improving the health and wellbeing of our community is at the forefront of everything we do.

Our Community Vision 2031:

“Knox: where we connect with our people and our environment, ensuring they are safe, supported and have every opportunity to thrive.”

The [Child, Youth and Seniors Plan 2021-2025](#) outlines our commitment to building an accessible and inclusive community where people of all ages have opportunities to thrive and participate in the full breadth of community life and activity.

There are various roles that we play in leading, guiding and managing our city and community.

- Advocate**
We raise awareness at state and federal government level and with other stakeholders about the issues and needs of the Knox community, as well as initiating or supporting campaigns for positive change.
- Partner**
We develop trusting formal and informal relationships and alliances, working with others to achieve common goals.
- Provide**
We offer a range of services and support, preventative interventions, infrastructure and facilities to individuals and groups.
- Fund**
We provide grants, funding and subsidies to local groups and agencies to progress and develop services and infrastructure for individuals and groups.
- Educate**
We share information, raise awareness, and develop knowledge and skills to empower individuals and groups.
- Plan**
We pro-actively plan for services and infrastructure that respond to current and future community needs.
- Regulate**
We provide governance and regulatory controls such as local laws and health and building controls.
- Research**
We collect and analyse data to inform planning, priority setting, decision-making and evaluation.

But most of all, we are here for you – our community!

We will seek to listen to you, act in your best interests and make decisions based on your needs, now and into the future.
This plan represents our commitment to you over the four-year elected term of office.

Appendix 2 – Governance & Management

Policies and Procedures

Knox City Council relates all applicable government regulations, legislation, and practice principals to the Knox local setting by developing Policies and Procedures which are regularly reviewed and updated accordingly.

FC&S have developed a full suite of policies and procedures to meet legislative requirements and best practice recommendations available on the Knox City Council website and at each service:



State Government

The State Government, through the [Department of Education \(DE\)](#) and [Department of Health, Victoria \(DH Vic\)](#) leads the delivery of child development and education services to children, young people and adults both:

- Directly through government schools.
- Indirectly through maternal and child health centres.
- Indirectly through supported playgroups.
- Indirectly through the regulation and funding of early education and care services, non-government schools and training programs.

[Supporting Children and Families in the Early Years](#): A Compact between DE, DH Vic, and Local Government (represented by Municipal Association of Victoria, MAV, 2017-2027) strengthens the relationship between the state and local governments in the planning, development, and provision of early years services.

Commonwealth Government

Through a range of policies and programmes, the Commonwealth Government, DE helps to provide families with access to quality early learning for children.

For more information refer to the [Department of Education Victoria \(DE\)](#).

Appendix 3 – Useful Contacts



The [Raising Children Network](#) provides parenting videos, articles and apps backed by Australian experts for children aged 0-18yrs.



The [Department of Education Victoria](#) offers learning and development support and services for all Victorians.



services.dffh.vic.gov.au/parentline

Maternal and Child Health Line



[Visit the website](#)



A co-operative venture of three outer eastern metropolitan councils – Knox, Maroondah and Yarra Ranges
yourlibrary.com.au



knoxtoylibrary.org.au



playgroup.org.au



[Knox City Council](#)

Appendix 4 – Exclusion Table

The minimum period of exclusion from primary schools and children's services for infectious disease cases and contacts (Public Health and Wellbeing Regulations 2019, Schedule 7) For more information on excluding an unwell child and what to do, see [Exclusion periods for primary schools and children's services](#).

Conditions	Exclusion of cases	Exclusion of Contacts
Chickenpox	Exclude until all blisters have dried. This is usually at least 5 days after the rash appears in unimmunised children, but may be less in previously immunised children	Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded
Conjunctivitis	Exclude until discharge from eyes has ceased	Not excluded
Cytomegalovirus (CMV) infection	Exclusion is not necessary	Not excluded
Diarrhoeal illness	In an outbreak of gastroenteritis, exclude until there has not been vomiting or a loose bowel motion for 48 hours, and for all other diarrhoeal illnesses exclude until there has not been vomiting or a loose bowel motion for 24 hours.	Not excluded
Diphtheria	Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later	Exclude family/household contacts until cleared to return by the Chief Health Officer
Glandular fever (Epstein-Barr Virus infection)	Exclusion is not necessary	Not excluded
Hand, Foot and Mouth disease	Exclude until all blisters have dried	Exclude until all blisters have dried
Haemophilus influenzae type b (Hib)	Exclude until 48 hours after initiation of effective therapy	Not excluded
Hepatitis A	Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness	Not excluded
Hepatitis B	Exclusion is not necessary	Not excluded
Hepatitis C	Exclusion is not necessary	Not excluded
Herpes (cold sores)	Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible	Not excluded
Human immunodeficiency virus infection (HIV)	Exclusion is not necessary	Not excluded
Impetigo	Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing	Not excluded
Influenza and influenza like illnesses	Exclude until well	Not excluded unless considered necessary by the Chief Health Officer
Leprosy	Exclude until approval to return has been given by the Chief Health Officer	Not excluded
Measles	Exclude for at least 4 days after onset of rash	Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of exposure with any infectious case, or received Normal Human Immunoglobulin (NHIG) within 144 hours of exposure of any infectious case, they may return to the facility
Meningitis (bacterial –other than meningococcal meningitis)	Exclude until well	Not excluded
Meningococcal	Exclude until adequate carrier eradication therapy	Not excluded if receiving carrier eradication

Conditions	Exclusion of cases	Exclusion of Contacts
infection	has been completed	therapy
Mumps	Exclude for 5 days or until swelling goes down (whichever is sooner)	Not excluded
Molluscum contagiosum	Exclusion is not necessary	Not excluded
Pertussis (Whooping cough)	Exclude the child for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment	Contacts aged less than 7 years in the same room as the case who have not received three effective doses of pertussis vaccine should be excluded for 14 days after the last exposure to the infectious case, or until they have taken 5 days of a course of effective antibiotic treatment
Poliovirus infection	Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery	Not excluded
Ringworm, scabies, pediculosis (head lice)	Exclude until the day after appropriate treatment has commenced	Not excluded
Rubella (German measles)	Exclude until fully recovered or for at least four days after the onset of rash	Not excluded
Severe Acute Respiratory Syndrome (SARS)	Exclude until medical certificate of recovery is produced	Not excluded unless considered necessary by the Chief Health Officer
Shiga toxin or Verotoxin producing Escherichia coli (STEC or VTEC)	Exclude if required by the Chief Health Officer and only for the period specified by the Chief Health Officer	Not excluded
Streptococcal infection (including scarlet fever)	Exclude until the child has received antibiotic treatment for at least 24 hours and the child feels well	Not excluded
Tuberculosis (excluding latent tuberculosis)	Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious	Not excluded
Typhoid fever (including paratyphoid fever)	Exclude until approval to return has been given by the Chief Health Officer	Not excluded unless considered necessary by the Chief Health Officer

Explanatory notes

- Diarrhoeal illness includes instances where certain pathogens are identified including Amebiasis (*Entamoeba histolytica*), *Campylobacter* spp., *Salmonella* spp., *Shigella* spp. and intestinal worms, but is not limited to infection with these pathogens.
- 'Medical certificate' means a certificate of a registered medical practitioner.
- Exclusion of cases and contacts is not necessary for latent tuberculosis.
- **Public Health and Wellbeing Regulations 2019 (regulation 111)**
- On 14 December 2019, the [Public Health and Wellbeing Regulations 2019](#) replaced the previously existing regulations.
- The updated exclusion requirements for cases and contacts are found in Schedule 7 of the regulations and are reproduced below.
- If you are in charge of a primary school or children's service, you must not allow a child to attend your primary school or children's service either:
 - as specified in column 3 ('Exclusion of cases') of the table in Schedule 7 if you have been informed that the child is infected with an infectious disease listed in column 2 ('Condition') of the table, or
 - as specified in column 4 ('Exclusion of contacts') of the table in Schedule 7 if you have been informed that the child has been in contact with a person who is infected with an infectious disease listed in column 2 ('Condition') of the table.
- A parent or guardian must also inform the person in charge of the primary school or children's service their child attends if the child is infected with an infectious disease/condition listed in the regulations.
- The Chief Health Officer may occasionally identify that a child is at material risk of contracting a vaccine-preventable disease. As a result, Chief Health Officer may direct a person in charge of a primary school or children's service to exclude that child. The Chief Health Officer will then direct when attendance can be resumed.