

Dear Family,

We are pleased to confirm your booking at QEC for our:

## Residential Program



Please note that we have allocated each family with an admission arrival time. If this time is unsuitable for your family, it is important that you advise us as soon as possible (with a minimum of 1 weeks' notice).

**A reminder that if you or anyone you have had close contact with are unwell, to please call our reception on 9549 2777 for advice about your admission. We may need to reschedule your admission date.**

**QEC Welcome Video** – follow the link <https://vimeo.com/545359775> to learn about QEC and what to expect during your stay. (FYI, as of 2024 we now have wifi available for parents)

### Family Admission

We encourage and welcome both parents to participate in the QEC program. If you are a sole parent you are welcome to have the person who supports you in your parenting role participate in the program. Co-Sleeping and bed sharing is not promoted at QEC. QEC is a care by parent facility.

There are group education sessions offered throughout your admission. We encourage you to attend these sessions (see the attached document for an outline of the group program). Further information will be provided on admission.



### Nut Aware Policy

We request you do not bring any nuts or nut products into QEC. If you or your child has any food allergies and/or food intolerances please ensure you document it on the Catering Request Form and also notify your clinician upon admission.

### Smoking

In the interest of everyone's health, smoking and vaping is not permitted on QEC grounds. If you smoke or vape, please discuss this with the QEC clinician at the time of your admission.

### Meals

Family meals are provided each day for you and your children from our kitchen. If a family member has specific dietary needs (e.g. gluten/wheat free diet, halal, kosher and vegan), please ensure you complete the catering form in your preadmission SMS link; and inform us of all family members' requirements. **If you do not let us know your requirements, we cannot guarantee that we will be able to cater to your needs.**

We have attached our Food Safety Storage Guidelines for you to refer to if you are planning to bring extra meals and snacks for your family.

Please bring infant formula, teats and bottles (if required). Sterilizing equipment is provided.

### Visitors

We value your connections to culture and community. Visitors are welcome during your stay. Please speak to the nurse in charge on admission day if you are intending to bring in visitors.

### Medications

Parents and carers are required to self-manage their own and their child/ren's medications. A secure place will be provided for you to store your medications. Please only bring medications to QEC that you will need to administer during your stay and ensure that all medications are in their original packaging. For all prescription medication, the correct name and dose must be stated on the medication. Please bring with you any additional resources required such as syringes, needles or sharps containers. **Be advised that dosette boxes prepared by parents/carers and are unsealed are not accepted at QEC.** All asthma medications, preventative and Adrenaline Auto-injectors must be accompanied with your up-to-date ACSIA Action Plan from your health professional.

### Things to Bring with You

- Medicare card (if you have one)
- My Health Learning and Development Record (green book)
- Toiletries (toothbrush, toothpaste, body wash, shampoo and conditioner)
- Clothing for parents and child, hats, sunscreen, raincoat, warm jacket as per the seasonal requirements
- Sleepwear (lighter for warmer conditions)
- Cot Blanket
- Baby bibs
- Pram
- Nappies
- Dummies x 2, if used



- Toys will be available for your child's use during your stay.
- If your child has a special toy or comforting item they would like to bring, please ensure it is labelled clearly with your child's name
- Pillow (for adults) - only if you wish for your comfort. We supply hospital grade pillows, all linen, blankets and towels that you will need for your stay
- Doona (for adults) - only if you wish if you are a colder sleeper.

There is a washing machine and dryer onsite and available for your use.

### **Security**

There is a safe in your room for storage of your valuables and medication. It remains your responsibility to care for any belongings that you may bring to QEC.

### **Parking**

There is plenty of parking on site. Please refer to the map attached with directions. QEC takes no liability for damage, loss or theft of personal property or vehicles so please remove all valuables.

For cancellations, confirmations or any other queries regarding your stay please call 03 9549 2777.

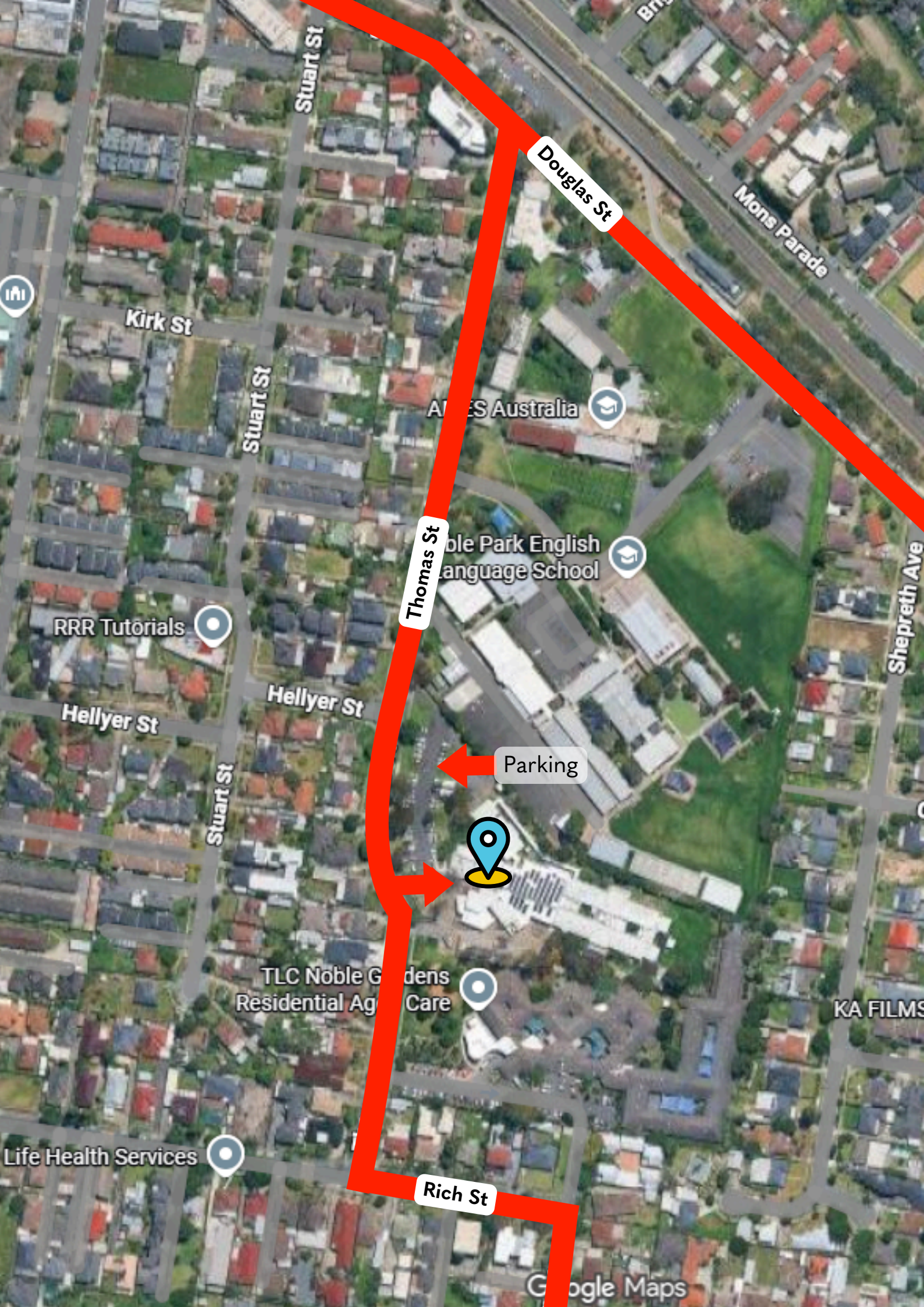
We look forward to seeing you during your Residential Stay.

Kind Regards,

QEC Residential Team







Douglas St

Thomas St

Rich St

Parking



RRR Tutorials

Noble Park English Language School

TLC Noble Gardens Residential Age Care

KA FILMS

Google Maps

Stuart St

Stuart St

Stuart St

Kirk St

Hellyer St

Mons Parade

Shepreth Ave

Life Health Services

# Education session schedule

**All education sessions will be held in the parent lounge.  
 All children are welcome to attend sessions - Quiet toys and books will be provided.  
 If your child is sleeping please notify your Nurse/EPP and they  
 will be able to do regular checks while you are in education.**

Day	Time	Activity	Session overview
Monday	3:30pm	Meet and Greet Education Session	Get to know the other parents, important information about your stay and begin sleep/settling education.
Tuesday	10:00am	Communication and Cues Education Session	Learning how to communicate effectively with your child - How to recognise tired cues, hunger cues, engagement cues and disengagement cues
	3:00pm	Childrens Music Group	Music session that you can participate in with your child. Learn new songs and actions. Play some instruments and create lasting memories with your child, teach your child how to pack away using songs.
Wednesday	10:00am	Understanding Child Behaviour Education Session	Learn some strategies to help support your child in difficult times
Thursday	10:00am	Self Care Education Session	The importance of self-care and taking time for you.
	3:00pm	Childrens Music Group	Music session that you can participate in with your child. Learn new songs and actions. Play some instruments and create lasting memories with your child, Teach your child how to pack away using songs.

**Please Note: The times may vary slightly – staff will inform you on the day if there are any changes.  
 we strongly encourage families to set these times aside to attend sessions.**

