



PARENT HANDBOOK



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Tregear
Presbyterian
Preschool

CONTENTS

This Parent Handbook provides important information you need to know to ensure the best possible start to quality education and care at Tregear Presbyterian Preschool.

We strongly recommend you read the provided information and ask questions to confirm your understanding of how our preschool operates.

You will be required to confirm in your child's enrolment booklet that you have read and understand the information you have been given in this handbook.



05	Regulatory Authorities	Birthdays	14
06	Education, Curriculum and Learning	Guiding Children's behaviour	15
08	Hours of operation	Excursions	15
09	Illness/Absence	Fees	15
10	The Daily Routine	Complaints and Feedback	17
10	Arrival/Departure	Sun Smart Policy	19
11	Administration of Medication	Using the Service Safely	19
12	Medical Conditions	Conditions of enrolment for children with additional needs	20
12	Toileting	Clothing	20
13	Healthy Eating	Belongings	22
14	Nut Free & Allergy Aware Centre	Parent Involvement	22
14	Rest Time		

WELCOME

Dear Guardian,

Welcome to Tregear Presbyterian Preschool! Finding a new education and care service for your child can be a daunting task. The aim of our preschool is to provide a secure and happy environment where children can develop their intellectual, social, emotional, physical, aesthetic skills to become competent and confident individuals, and for you as a parent/guardian to feel safe knowing that your child is receiving the best possible care.

Tregear Presbyterian Preschool is a Christian Preschool where children are introduced to Jesus and nurtured to live with and for Him. All children are respected, educated and cared for with diligence and kindness. Children are encouraged to explore the world, learning that it is God's world, made and cared for by Him. We accept all children regardless of culture, gender or needs.

We believe the best way to work with you and your child is by building a **partnership of education and care**. To do this we want you to feel:

Welcomed, recognised, acknowledged and respected by all our Educators.
That your child is really known by, and really knows, the people who care for him or her.
You are given lots of information about what is occurring and are asked for your views.
You are involved in making decisions about your child's experiences.
You and your child are received and greeted upon arrival.
Your child is happy, secure and engaged.
Your child is not just looked after but really educated and cared for.

We hope you enjoy your time with us.

Preschool Director

REGULATORY AUTHORITIES

Our Service complies with the National Quality Framework (NQF) including the National Quality Standard (NQS), the Early Years Learning Framework and the National Regulations (Education and Care Services National Regulations).

Our Service is regulated by the new national body for early education and care – the **Australian Children's Education and Care Quality Authority (ACECQA)** as well as the state licensing department in our State/Territory. To contact our Regulatory Authority, please refer to the contact details below –

New South Wales
Early Childhood Education and Care Directorate
NSW Department of Education and Communities
www.det.nsw.edu.au
1800 619 113, ececd@det.nsw.edu.au,
Locked Bag 5107 PARRAMATTA NSW 2124

EDUCATION, CURRICULUM & LEARNING

We will be following the **Early Years Learning Framework** as per our Education, Curriculum, and Learning Policy.

All Educators at our Service are trained and experienced in areas of early education and care. Due to the high standard and commitment of our Educators, we are able to provide developmental and educational curricula for each group of children.

We will use the relationships children have with their families and communities to build the curriculum, working in partnership with parents, to ensure each child's knowledge, ideas, culture, abilities, and interests are the foundation of our programs.

Early Years Learning Framework Learning (EYLF) Learning Outcomes:

Outcome 1: Children have a strong sense of identity

- Children feel safe, secure, and supported
- Children develop their emerging autonomy, inter-dependence, resilience and sense of agency
- Children develop knowledgeable and confident self-identities
- Children learn to interact in relation to others with care, empathy and respect

Outcome 2: Children are connected with and contribute to their world

- Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
- Children respond to diversity with respect
- Children become aware of fairness
- Children become socially responsible and show respect for the environment



Outcome 3: Children have a strong sense of wellbeing

- Children become strong in their social and emotional wellbeing
- Children take increasing responsibility for their own health and physical wellbeing

Outcome 4: Children are confident and involved learners

- Children develop dispositions for learning such as curiosity, cooperation, confidence, creativity, commitment, enthusiasm, persistence, imagination and reflexivity
- Children develop a range of skills and processes such as problem solving, enquiry, experimentation, hypothesising, researching and investigating
- Children transfer and adapt what they have learned from one context to another
- Children resource their own learning through connecting with people, place, technologies and natural and processed materials

Outcome 5: Children are effective communicators

- Children interact verbally and non-verbally with others for a range of purposes
- Children engage with a range of texts and gain meaning from these texts
- Children express ideas and make meaning using a range of media
- Children begin to understand how symbols and pattern systems work
- Children use information and communication technologies to access information, investigate ideas and represent their thinking

If your child's Educator feels there is an area of concern, they will inform you and advise where help may be sought, e.g. speech therapist. It is always your decision to follow this up. Educators are willing to discuss any aspect of learning and development with parents.

HOURS OF OPERATION

The preschool operates on four terms each year coinciding with the normal NSW Department of School Education school terms.

As with Departmental Schools, this Preschool is closed on PUBLIC HOLIDAYS. We also have a pupil-free day on the first day of each term except Term 4. During each term, the preschool is open

Mondays and Tuesdays from 8.00am - 3.30pm and Wednesdays, Thursdays, Fridays from 9:00am - 3:00pm

Children are NOT permitted to enter before the licensed time of the day as staff will be setting up for the day and cannot supervise at this time.

If children are not collected by the time the centre closes, late fees apply.

If parents or other people on the authorised pick up list cannot be

contacted, the police will be called, as the service is not licensed to have children beyond the licensed preschool time.

(This is in accordance with a policy that was established to deter the misuse of operating hours and not to punish parents who may have a valid reason for not arriving on time, eg. an accident.)

Parents are asked to take note of both arrival and departure times and to make alternate arrangements for dropping off or picking up their child if personally unavailable.

All persons, other than parents, must have ID available and **MUST** be **over the age of 18.**

Late fee rate:
Between 1-15 minutes \$15.00
Between 15-30 minutes \$25.00

Any time thereafter will be charged at an additional \$1.00 per minute.

Please keep our phone number in your mobile, purse or somewhere handy.

Ph: 9628 0940
Address: 117 Ellsworth Drive cnr Shackleton Ave, Tregear 2770

ILLNESS / ABSENCE - WHEN SHOULD I KEEP MY CHILD AT HOME?

There will be times when your child should not come to preschool. Because we need to balance your child's needs with the health and safety of all the other children and educators at the preschool, it is likely that if you send them, we will call you to come and pick them up if we see the following:

- High temperature (or has had Panadol up to 4 hours before coming to Preschool)
- Has skin condition, discharging eyes, or head lice until it has been treated
- Ill from a contagious viral or bacterial illness (flu, stomach bug, cold etc.)
- Vomiting (Must not return until 24hours has passed with no vomiting)
- Diarrhoea (Must not return until 24hours has passed with no diarrhoea)
- Rashes or skin irritation that can't be identified
- Obvious signs of distress or discomfort caused by cold symptoms
- The child has been injured involving a head injury or had a medical procedure requiring stitches. Your child should not attend preschool until recovered or for at least 48 hours.
- Infectious diseases as listed:

Chicken Pox	Diphtheria	Glandular Fever Hepatitis	Hepatitis A
Impetigo	Influenza	Leprosy	Measles
Ringworm (Tinea)	Mumps	Typhoid	Poliomyelitis
Meningococcal Infection	Whooping Cough	Tuberculosis	Scabies, Head Lice, Trachoma
Rubella (German Measles)	Streptococcal infection and Scarlet fever	Haemophilus influenza type B (HIB)	Meningitis-bacterial

Please advise us of **ALL** illnesses and provide a doctor's certificate before returning after an infectious disease.

Please remember that if you have given your child medication to ease pain or fever during the night or in the morning before coming to preschool you may be unaware that you are masking symptoms which are likely to reappear when the medication wears off. If your child needs pain or fever medication to come to preschool, they should be kept at home.

NO CHILD will be admitted with obvious signs of any contagious infection or illness. Our policy states the incubation period, symptoms and exclusion periods of such diseases. Children who are not immunised will not be allowed to attend the Service.

THE DAILY ROUTINE

We provide an environment where the children feel comfortable and secure at all times, and all our rooms have daily routines that reflect this. Our routines are designed to maximise each child's opportunities to learn and develop.

Throughout the day the children will experience a number of different activities which are part of the educational and developmental curriculum operated by all of our Educators. These will be based on the interests, skills and knowledge of the children and include aspects of their culture, family and community.

Class routine will be displayed which parents may read, and educators will be happy to answer any questions. There are summer and winter routines which are adapted to the weather conditions.

ARRIVAL / DEPARTURE

On arrival and departure, the authorised parent or guardian responsible for bringing and collecting the child must sign the daily sign in and out sheet provided, stating the time the child was dropped off or picked up from the service.

Any person under the age of 18 years old, cannot collect children from the service.

ADMINISTRATION OF MEDICATION

There are occasions when children are on prescribed medication but they are well enough to be at Preschool.

In these situations, the following guidelines must be followed.

1. Any medication to be given must be in its original prescribed container, labelled by a chemist with that child's name, dosage, the Doctor's name and expiry date. The medication provided should exactly match the doctor's prescription.
 2. All medication to be given must be signed in on the appropriate Authorisation form. On this form all relevant details must be filled in and SIGNED by the parent concerned. Medications that are not signed in correctly cannot be given, by law. Please ask a staff member to assist you.
 3. After signing in, all medications should be handed over to a staff member to be put in a safe lockable container.
- NO MEDICATIONS ARE TO BE LEFT IN CHILDREN'S BAG.**
4. The form will be signed by two staff members. One who administers your child's medication and also a witness to the event.
 5. Medications must be taken home at the end of the day and signed in again on the following day if needed. If your child needs regular medication a different form can be signed.

Please do not send your child in the first 24 hours of initially taking an ANTIBIOTIC of any prescription medication. This will ensure that any reaction or side effects had by the child occur in the safety of parents.

MEDICAL CONDITIONS INCLUDING ASTHMA AND ANAPHYLAXIS

The Service aims to provide a safe environment for children who have identified medical conditions. It is Service policy that a Medical Management Plan be completed by parents/guardians in consultation with the family doctor. The Plan should include a photo of your child, state what triggers the medical condition, what first aid is needed, contact details for the doctor who signed the plan and state when the Plan should be reviewed. This must be completed and returned before enrolment commences. Risk Minimisation and Communication plan will also be completed by the families.

Parents are responsible for updating their child's Medical Management Plan and must be vigilant in keeping it updated by reviewing every year or when recommended by the doctor and providing a new Plan when necessary.

TOILETING

We will assist you if your child is in the process of toilet training and nappy change facilities are available.

If your child is toilet training, please bring him/her in **PULL- UPS** and supply 3 changes per day. Children are encouraged at any time, to use the toilet and to wash their hands by themselves. Help will be provided when necessary.

All children should have a spare set of clothes (including socks) in their bag just in case a toileting accident occurs.

HEALTHY EATING

Our preschool highly supports the NSW Health initiative Munch & Move, which is a healthy lifestyle program for children from birth to five years attending preschools in NSW. It is in the preschool's policy to help our children establish sound eating and activity habits at an early age and we ask all our families to work with us in promoting a healthy lifestyle.

Children need to bring a healthy morning tea and lunch. Please refer to Healthy Food list below and place all food in a plastic lunch box or insulated lunch bag, clearly LABELLED with your child's name. Place food in fridges provided.

Healthy Food list suggestions for your child's lunchbox is as follows: For **Morning Tea**, choose one of the following:

- Fruit – fresh is best, but canned (in fruit juice, not syrup) or diced is acceptable.
- Vegetables – fresh carrot, celery, cucumber, broccoli or cauliflower florets, beans, lettuce with grated cheese rolled up into a roll, cherry tomatoes, capsicum slices, etc
- Boiled eggs
- Yoghurt

- Cheese with wholegrain crackers or crispbread
- Custard with fruit
- Rice crackers or corn cakes
- Scones or pikelets
- Pretzels
- Plain, air-popped popcorn

For lunch, choose a sandwich and a piece of fruit.

- Wholemeal or multigrain bread, rolls, wraps
- Wholemeal fruit bread
- Corn or rice cakes

Filling ideas:

- Any salad vegetables
- Lean meat – chicken, ham, beef, pork, fish
- Fat reduced cheeses – cheddar, cottage or ricotta
- Vegemite
- Honey
- Baked Beans
- Egg
- Fruit – Banana, apple, strawberries, sultanas – with low fat cream cheese

Please speak to a staff member if your child does not eat any of the foods above.

Fruit Ideas:

- Fresh fruit – recommended serves:
 - 1 piece of medium sized fruit
 - 2 pieces of smaller fruit

- Approx. 8 strawberries
- Approx. 20 small grapes or cherries
- 1 cup melon
- 1 cup diced or canned fruit
- 4 pieces of dried fruit (apricots, apple, etc)
- Fruit Salad

Remember that fruit is more appealing if it is easy to eat. Children will be more willing to eat an orange if it is cut rather than a whole orange that they have to peel. Likewise, fruits like kiwifruit, passionfruit, mango, star fruit, etc, need to be cut for them.

NUT FREE AND ALLERGY AWARE CENTRE

Please DO NOT send any of the following as we are a nut free zone.

- Peanut Butter
- Nutella
- Chocolate spread
- Nuts of any type

From time to time, children maybe enrolled with severe allergies. We will communicate to families what specific food cannot be brought to preschool to help keep our children safe.

REST TIME

Only when a child indicates they need a rest. Mattress & bedding are available.

We provide opportunities to meet each child's sleep, rest and relaxation needs.

Children who do not wish to sleep are provided with alternative quiet activities and experiences while those children who do wish to sleep are allowed to do so.

BIRTHDAYS

Your child's birthday is a special event in his/her life. Please check with your child's educator prior to the birthday that what you plan to bring in is suitable for all children, including those who may have allergies or special dietary requirements. It is preferable if you can send cupcakes (one for each child in the group) if possible so that we don't have to worry about children blowing out candles on a shared care (for cross infection reasons).

GUIDING CHILDREN'S BEHAVIOUR

Educators will guide children's behaviour by using positive role models and choice. Consistent guidelines are established within the class groups and these guidelines are positively re-enforced with all the children regularly. Educators will use calm, soft voices to demonstrate appropriate language and behaviour for children. If negative behaviour or conflict occurs, children are encouraged by Educators to use their words and seek solutions that are positive. Staff will always intervene during extreme behaviour and time away from activities may be offered for the child to regulate their emotions and ensure safety. Specific activities are programmed each day to promote socially acceptable behaviour.

DIAGNOSED DISABILITY

If your child has a diagnosed disability (eg. Autism, ADHD, ODD GDD, speech and language delay etc.), please speak to our Director prior to enrolment. We provide a supportive and inclusive environment that allows each child to fully participate in quality education and care.

We aim to develop and sustain supportive relationships with families and encourage discussions about how we can support your child to have equitable access to resources and participation. If your child has a National Disability Insurance Scheme (NDIS) package, we may need your consent to make contact with services and/or therapists who are working with your child to seek information regarding their learning plan and support continuity of learning. Our Service may be able to apply for additional support through the Disability Inclusion Program (DIP) funding to assist your child's access.

EXCURSIONS

Over the last few years we have not organised events which would require going out on excursions. Rather than this we have organised incursions for various shows or exhibits to come to us. We will advertise these as the time draws nearer to the event.

FEES

Upon enrolling you will be required to pay a non-refundable enrolment fee.

You will also need to pay a two-week deposit that is refundable in fees when your child leaves preschool.

Program fee is also payable every term and this amount is used for incursions being held at the Preschool

Your gap amount in daily fees will be calculated based on your child's equity status or preschool funding eligibility.

Fees must always be paid two weeks in advance. Our available payment methods are the following:

Direct Deposit

Account Name: Tregear Presbyterian Kindergarten
BSB: 032-371
Account No.: 911395

Centrepay

Centrepay is an option where Centrelink will automatically take out your preschool fees from your Centrelink payment each fortnight and credit the payment to the Preschool by direct deposit. Please see the office to request a Centrepay form and further information.

Failure to keep your fees up to date may jeopardise your child's position at the preschool. Should payment present any difficulty for you, please let our Preschool Director know so we can assist you.

Should you wish to end your child's place at the service or should management make the decision to terminate your child's place, 2 weeks' notice is required from the ending/terminating party. If this does not occur, the 2 weeks holding deposit will not be refunded.

Fees will still need to be paid when your child is absent from preschool, if sick or on holidays or hospitalised during school term. This is because your child's place is still being held until his/her return to preschool.

If a child's immunisation status is incomplete and the child has been excluded because of an outbreak of a communicable disease, fees will not be waived.

Fees are not charged during NSW scheduled school holidays and pupil free days. All other term days will incur a daily fee (this includes open day celebrations, presentation day, public holidays falling within the term, due to the associated costs to the preschool).

GRIEVANCES, COMPLAINTS AND FEEDBACK

If for any reason you are not happy with our level of education and care or our environment we want to know immediately. You can discuss this with Educators and the Director or write your complaint/feedback through our Parent Complaint/Feedback Form. When any matter is raised the Service will be following our Complaint Procedure. All Service policies/procedures are available to parents.

We ask you to refrain from using Facebook or other social media to contact other parents or educators. Confidential, sensitive and honest communication will generally be the best way to sort through any difficult issues.

We also love to get you positive feedback. Our work can be tiring and challenging at times, and it can lift an educator enormously to hear that your child loves to come to preschool, had a particularly good day, enjoyed an experience planned by an educator or has learnt something new. We also love to hear if you are happy with the type of care, stimulation and nurturing we provide for your child.

COMPLAINTS PROCEDURE

You can make a complaint at the level you feel most comfortable; in person, by telephone or in writing.

If a complaint is not resolved at one level within 14 days, it will be taken to the next step in procedures

STEP 1

Discuss your concern with (or write) to a staff member or the Director of the Preschool. Telephone 02 9628 0940. If a resolution is not easily obtained the Director will refer your complaint to the Management Committee.

STEP 2

Write to or discuss your concerns with the Management Committee. The Committee may arrange a meeting with you to be attended by the Director. You may also bring a support person.

STEP 3

The Director and the Committee will arrange for appropriate steps to be taken to resolve the issue.

STEP 4

Resolution –If resolved, the complaint process and resolution will be recorded in the complaints register and brought to the next Management Committee Meeting to identify strategies to limit recurrence. No resolution – proceed to Step 5

STEP 5

Approach an external agency for assistance in resolving the dispute.

NSW Ombudsman
Level 24, 580 George Street Sydney 2000
Telephone: 02 9628 0940 Toll Free: 1800 451 524
Fax: 02 92832911
Email: nswombo@ombo.nsw.gov.au
Website: www.ombo.nsw.gov.au

SUN SMART POLICY

We have a Sun Smart Policy in accordance with recommendations from the Cancer Council NSW. Guidelines are:

- Children encouraged to play in shade.
- Children wear legionnaire or wide-brimmed hats covering neck and face.
- All staff wear sun safe/ wide brimmed hats
- Clothing is to cover as much skin as possible.
- Sunscreen to be applied by parents before school and by staff throughout the day.
- Staff to promote safe sun safe behaviour by wearing sunglasses
- We will incorporate Sun Smart Policy into our program and review our practices regularly.



USING THE SERVICE SAFELY

- NEVER leave babies/children unattended in cars while collecting children from the Service.
- Carparks are dangerous places for children. Always hold children's hands when arriving and leaving the Service.
- Please hold your child's hand as they leave the centre, and ensure that they remain with you if you are chatting with educators or other parents in the classrooms or the playground.
- Please be aware of closing the front gate every time you enter and exit. Never leave a door or gate open.
- Never leave your children unattended in a room.
- Children are not permitted into the kitchen and storage areas.

CONDITIONS OF ENROLMENT FOR CHILDREN WITH ADDITIONAL NEEDS, BEHAVIOUR AND SOCIAL DIFFICULTIES

Children with additional needs who are identified as such on enrolment will be enrolled with the following conditions:

- That satisfactory information and support can be provided for the educators.
- That parents share with the Nominated Supervisor and educators all information which will assist the service to support the child.
- That demands placed on the educators do not adversely affect their ability to provide a sound educational programme for all children enrolled in the centre.
- That parents work in partnership with the Nominated Supervisor and educators. Parents are expected to partake in ongoing assessment and evaluation of the child's progress and access the necessary help and support of other agencies and professionals to help the child.

As a service, it is our commitment to ensure that we do everything we can to help and support the children in their developmental difficulties. However, a child's enrolment at our service may be **terminated**, if the Nominated Supervisor decides the child's behaviour threatens the safety, health or well-being of any other child and staff at the service and if parents/guardians of the child refuses to access the necessary help and support of other agencies and professionals to help the child. This way the staff (and children) can have an "incident free time" where they can experience the program without being in fear of getting hurt and staff constantly protecting the other children.

Failure to comply with these conditions will result in the child's enrolment being re-considered. Children who are not identified as having additional needs on enrolment, but whose development subsequently concerns the staff will also be subject to the above conditions of enrolment.



CLOTHING

Parents are advised to send their children to the Service in comfortable, inexpensive clothing. The children need to be able to move around during play and should be unimpaired by clothing. While paints etc will come out in the wash, accidents do happen so please don't send your child in expensive clothing. Young children enjoy and need "messy" play with paint, clay, sand, water and mud.

The Service only has a limited supply of spare clothing. Please supply at least one change of clothing and underwear (for those children out of nappies) in case of accidents.

Please label your child's clothing and replace name tags if they fade in the wash. Ensure clothing is suitable for the weather.

Clothing safety

Please do not dress your child in clothing with cords e.g. shorts, hats, as these have the potential to become caught on equipment and may cause serious harm to your child. For safety reasons, children are required to wear closed shoes. No clogs, thongs or scuff please.

BELONGINGS

Please ensure ALL belongings are clearly labelled. Lost property will be displayed for parent collection in your child's room. Parent co-operation in labelling assists the Service in keeping your child's belongings together.

It is appreciated if personal possessions are not brought to the Service e.g. guns, toys etc. Any possessions brought must come entirely at the parent's own risk with regards to breakage or loss. A soft toy or security item for rest time is acceptable.

PARENT INVOLVEMENT

Family Skills, Interests and Talents

We welcome and encourage the involvement of all parents/families at our Service. Your ideas, experiences and skills are greatly valued and will enable us to extend each child's interests, abilities and knowledge. There are many ways for your family to be involved. We understand that our busy lives can't always afford the time, however any contribution no matter how big or small is much appreciated. Here are just a few ideas.

Your Occupation or Hobby

Your child loves you and when they get to preschool all they talk about is you. You are the most important person in their world. We welcome all parents to the Service to talk about their occupation or hobby (eg music, craft, cooking). Everything parents do interest children and these talks are the best educational resources you can provide for the Service. We use information that has come from discussions about occupations and hobbies in our programming and the ideas explored from parent talks can last for weeks.

Your Home Culture

Your home culture is most welcome in our Service. We would greatly appreciate if you were able to share with our Service aspects of your culture and family life. This would assist us to enrich the lives of all our families and children.

Reading (especially good for grandparents)

Children love to be read to. If you or your parents have the time please contact your room Educators to organise a day for reading.

Useful Junk

We are always on the lookout for recyclable items for the rooms. Empty food containers, ribbons, wrapping paper, towel tubes (not toilet or egg or milk because of hygiene and allergy issues) paper or anything interesting from your work is much appreciated.

Family Photos

Our aim is to create a warm, friendly and homely environment. One way we like to achieve this is by having family photos displayed. Please bring in a photo of your family for us to display in the room.

Special Events

Our Service organises special events throughout the year.

Suggestions

Parents are welcome to visit or call the Service at any time. If you have any suggestions or ideas on how we best can work together in the Service please let us know.

If you have any concerns, please see your child's educator or the Nominated Supervisor. We have a grievance procedure if you would like to formally raise any concerns.

Remember

When your family becomes involved with the Service, no matter how small or big your involvement, your child will be experiencing the connection between home and our Service.

We welcome your feedback and view "Feedback as a Gift". Please read this handbook carefully so you fully understand the commitment that you are undertaking and your responsibilities to the Service.

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