

# PARENT HANDBOOK



# Acknowledgement of country and traditional owners

We acknowledge Aboriginal Peoples are Australia's first Peoples and the Traditional Owners and Custodians of the land on which we work to build a stronger, fairer and kinder society that values children, young people, families and individuals.

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## Welcome

Welcome and thank you for choosing St Nicholas Early Education. At St Nicholas Early Education we provide high quality care and education for children aged eight weeks to five years. Children attending St Nicholas are placed in an environment conducive to their needs and safety, whilst being provided with personalised care to enable them to develop and excel.

Our centre is be staffed by a dedicated team of qualified early childhood professionals and supported by the Early Education resources of the Catholic Diocese of Maitland-Newcastle. St Nicholas complies with all national regulations and licensing requirements, and is Child Care Benefit and Child Care Rebate approved, providing parents and carers the opportunity to access Government support.

Parent and educator relationships are an integral part of an effective curriculum that leads to the best experiences and learning opportunities for your child. Thus we value any ideas, suggestions or feedback families have and encourage you to talk to St Nicholas educators at an appropriate time to discuss these further.

The Trustees of the Roman Catholic Church of the Diocese of Maitland-Newcastle are the approved provider for St Nicholas Early Education.

The Diocese of Maitland-Newcastle provides Early Education

services through its agency St Nicholas Early Education.

Trustee of the Roman Catholic Church  
(Approved provider)



Catholic Diocese of Maitland-Newcastle



St Nicholas Early Education



Vice Chancellor Administration



Operations Manager Early Education



St Nicholas Early Education  
Centre Directors

This booklet provides information about St Nicholas Early Education including our philosophy, goals, staff, fees, health regulations and guidelines for your use of the centre. If you have further questions or have a suggestion, feel free to approach the Director or a staff member and we will be more than happy to assist you.

Again we thank you for choosing and entrusting St Nicholas Early Education Centre for the care and education of your children.



# Quality assurance

The Bishop, and Executive staff of St Nicholas Early Education, are committed to the delivery of quality services for the children being educated and cared for by the service and their families. St Nicholas Early Education will maintain a Quality Management system, compliant with a range of legislation, regulations and guidelines.

Our three main regulatory bodies are:

- Department of Education and Communities – Early Childhood Education and Care (Education and Care Service Regulations 2011) – St Nicholas undergoes monitoring and licensing visits to ensure our compliance with these regulations. For more information visit [www.dec.nsw.gov.au](http://www.dec.nsw.gov.au).

- Australian Children's Education and Care Quality Authority (ACECQA) – National Quality Framework – National Quality Standards – In 2012 the National Quality Framework was introduced including the Regulations and the National Quality Standards. (For more information visit [www.aceqa.gov.au](http://www.aceqa.gov.au))

- The Department of Education – St Nicholas Early Education is subject to regular audits in relation to care arrangements and Child Care Benefit through the Child Care Management System. (For more information visit [www.education.gov.au](http://www.education.gov.au))

# Our philosophy

The Catholic Diocese of Maitland-Newcastle is committed to supporting family life as the foundation of society and of the Church. One aspect of this is providing educationally sound and professionally staffed Early Education.

"...the family is the first school of the social virtues that every society needs..." *Gravissimum Educationis* n3

St Nicholas' Early Education Centre provides a high quality Early Education service using best practice guidelines. Our goal is to facilitate each child's optimal social, intellectual and physical development and education, in partnership with parents and carers.

Our aim is to welcome one and all into our centre.

We recognise that a safe, secure and consistent environment supports trust and encourages the development of confidence, skills and friendships.

## In relation to children

Our commitment to the children is to provide a positive, nurturing and trusting relationship, so they feel a sense of

belonging at St Nicholas. We aim to respect children's unique learning styles and include their voices in our curriculum.

We view children as capable, creative and confident learners and recognise the significance of the here and now, a sense of being for each child.

We will offer an environment that acknowledges change within the early years which in turn allows children to become confident learners.

We are committed to offer acceptance and support for children with additional needs and nourish a positive self-esteem in all children.

## In relation to families and community

Our commitment to families and the community is to promote and encourage positive and respectful relationships. We believe that families play the most important part in the life of their child and a strong link between home and care fosters positive outcomes .

"When educators establish respectful and caring relationships

with children and families, they are able to work together to construct curriculum and learning experiences relevant to children in their local context.” (Early Years Learning Framework 2009).

Through daily communication and shared decision-making, we welcome families to assist us to provide the best outcomes for each child on his/her learning journey. We respect each family’s right to privacy and adhere to our confidentiality policy at all times.

We value parent and community involvement greatly and encourage links to the local community. We plan for community services to visit our service and excursions for the children to explore their sense of belonging to the community.

### In relation to educators

Our commitment to our educators is to provide an environment that acknowledges the experience, diversity and professionalism they bring to our Early Education Centre. Our educators demonstrate respect for each other and for the families at our centre. Professional development is supported as educators gain new ideas and approaches to their pedagogy.

We work as a team to share ideas and resources and build a collaborative relationship based on trust and honesty.

“Educators are responsive to all children’s strengths, abilities and interests. They value and build on children’s strengths, skills and knowledge to ensure their motivation and engagement in learning.” (Early Years Learning Framework, 2009)

### In relation to the curriculum

Our curriculum is based on the children’s interests and needs, and reflects the vision of the “Early Years Framework” and NQS.

We include children’s voices in our program and ensure daily reflection to promote continual self-evaluation of the curriculum. We provide a stimulating and challenging environment that encourages our children’s curiosity and creativity, building confidence along the way.

Our curriculum is play-based in an enriched learning environment that includes both open-ended and group learning. We aim to link our wider community and our families to our program for optimal outcomes for each child.

### In relation to the environment

Our commitment to the environment is to create a safe, stimulating and inclusive clean indoor and outdoor area that enhances the children’s learning through the provision of natural and manmade materials. Our educators model and teach children respect for the environment and the practice of sustainable behaviours that involve recycling, gardening and water/energy conservation.

We aim to develop in each child a sense of belonging and respect for the environment and implement practices within our curriculum that reflect this.

“Indoor and outdoor environments support all aspects of children’s learning and invite conversations between children, early childhood educators, families and the broader community. They promote opportunities for sustained shared thinking and collaborative learning.” (Early Years Framework, 2009)



# Operational information

## Arrival of children

To ensure your child/ren's safety when they arrive and depart (refer to the Arrival/Departure policy for full procedure) we ask parents/carers to be aware of the following procedures:

- Only authorised persons 16 years and over are able to drop off and collect children from St Nicholas.
- The hours of operation for your St Nicholas Centre can be found on your centre information sheet. While educators may be on the premises outside these hours setting up for the day, they are not licensed to be caring for children.
- Children must be signed in each day by the authorised parent/carer.

- Parents/carers are asked to take children to greet a staff member.
- Sign in/sign out sheets must be completed accurately. This record is a legal requirement and vitally important, particularly in the case of an emergency.
- Parents/carers are asked to communicate any important information to staff.

## Departure of children

As a part of licensing requirements we are not permitted to have children on the premises after closing. Please aim to arrive at the centre with plenty of time to collect your child, sign out, collect belongings and discuss your child's day with their educators before 6.00pm.

# Fees and payments

St Nicholas Early Education provides detail of the operation of its fees and charges in the Fee Policy.

## Centrelink – fee relief

The centre has fee relief for parents through Centrelink. There are two options for fee relief, Child Care Benefit and Child Care Rebate.

Child Care Benefit (CCB) - The percentage of subsidy to which you may be entitled is dependent on your gross income.

If you wish to receive the subsidy you will need to contact Centrelink/Family Assistance Office and pass the income test. Your child will need to be fully immunised or have the appropriate documentation stating why he/she is not immunised. One parent and the child you are enrolling will require a Customer Reference Number (CRN) to access the subsidy. As soon as we have a record of these numbers with your enrolment form we can link your child to the system electronically.

You can contact Centrelink on 13 61 50 and can also access some of the services online at [www.humanservices.gov.au](http://www.humanservices.gov.au) or using the Express plus Mobile App. Once Centrelink has informed the centre of your child's percentage rate, we will convert that percentage into a dollar value and deduct that from the standard St Nicholas fee.

Full fees will be charged until your CCB percentage has been received at the Centre. It is your responsibility to notify Centrelink of any changes to your circumstances as soon as possible. The Child Care Benefit dollar value is reassessed by the Federal Government every year in July.

Families must also speak to Centrelink in order to be eligible to receive Child Care Rebate (CCR).

## Enrolment fee

A non-refundable enrolment fee is payable on initial enrolment.

**Enrolment fee (once only) \$50.00**

## Security bond

The security bond is payable before the child commences and in any event within two weeks of the offer of enrolment at St Nicholas.

**Security bond = 2 weeks' full fees**

## Late collection fee

**From closing time up to 15 minutes \$20.00**

**For each additional 15 minutes (or part thereof) \$15.00**

## Late payment fee and arrears

Any bank charges related to dishonouring of payments will be in addition to St Nicholas late payment fee charged to the family.

### Late payment fee \$15.00

### Extra information

- St Nicholas requires all fees to be paid via Direct Debit. Further details are provided in the Fee Policy, on the Direct Debit Request Form and Direct Debit Request Service Agreement.
- Full fees will be charged from the commencement day offered by St Nicholas regardless of attendance.
- Note that fees are payable when a child is absent from St Nicholas for any reason and parents/carers should contact St Nicholas to make staff aware of their child's absence.
- All public holidays are charged for if they fall on your child's standard day of care.

- If you are leaving or are requesting to change your days, two (2) weeks' notice/request in writing is required. The child's last 2 weeks in St Nicholas will be covered by the advance payment of fees.

- In accordance with Family Assistance Law, CCB and CCR are not paid for absences after a child ceases care at the centre. Therefore, full fees will be charged for all absent days after a child ceases care until the required two week notice period is complete.

- A full statement in accordance with Family Assistance Law guidelines will be provided to families every 4 weeks.

- Fee debts will not be carried over into a new calendar year. A child/ren's enrolment for a new calendar year is dependent on his/her fees being up to date.

If you are having difficulty paying your fees, please see the Director.

# Our staff

St Nicholas Early Education is staffed by a professional team with a wide range of qualifications and experience. These qualifications include Early Childhood teachers (Degree qualified), Diploma in Children's Services, Certificate III in Children's Services, Food Safety and Handling Qualifications, and Occupational Health and Safety Training. All staff have current first aid, asthma, and anaphylaxis management certificate, child protection training and have completed

a Working with Children Check (WWCC). Please see our display in the foyer for a closer look at the staff, their specific qualifications and interests. Staff at St Nicholas are continuing to develop skills and knowledge and attending professional development courses on a regular basis. All work together to provide quality care and education for all the children attending the centre.



# Enrolment and orientation

Children are eligible to commence education and care at St Nicholas when they are a minimum of 8 weeks old and a maximum of 5 years of age. To ensure that enrolments are offered equitably, each enrolment is considered through an application process (See Enrolment Policy) and where the number of children applying exceeds the number of places available, names will be placed on a waiting list.

Once a place is offered at St Nicholas, the parent/carer is encouraged to arrange an appointment with the Director to visit St Nicholas for enrolment and orientation. This provides an opportunity for families to ask questions, see the centre and gather all the information they need about the way in which the centre operates.

Parents/Carers will receive information including:

- Enrolment form & Direct Debit authorization
- Parent Information Handbook
- A list of centre policies required under regulation 168 of the Education and Care Regulations 2014.
- Information on the National Quality Framework and the Early Years Learning Framework (EYLF).
- Information on Childcare Rebate (CCR) and Child Care Benefit (CCB).

To complete the enrolment process, the parent/carer will be asked to pay a once only non-refundable enrolment fee, and a security bond that is payable before the child commences and in any event within two weeks of the offer of enrolment at St Nicholas.

Documents required before your child commences care at our centre:

- Completed enrolment form & Direct Debit authorisation
- Child's immunisation history statement.
- Copy of the child's birth certificate and sight original.
- A copy of any court orders or restraining orders concerning custody of the child, if applicable.
- Current contact information for parents and emergency contacts.
- Information on children's additional needs, including medical conditions, health and developmental concerns.

# Curriculum and program

It is the aim of St Nicholas to provide an integrated curriculum that promotes holistic practices which are developmentally appropriate, and supportive of children's different learning capabilities and styles. Through play, children at St Nicholas will develop a range of skills and processes such as problem-solving, inquiry, experimentation, hypothesising, researching and investigating themselves and their world. The curriculum will reflect the principles, practices and outcomes of the Early Years Learning Framework (EYLF) for Australia to promote the vision of "belonging, being & becoming". It provides an open-structured environment that encourages child-initiated, child-directed, staff-supported play. The EYLF encompasses five learning outcomes.

- Children have a strong sense of identity.
- Children are connected with and contribute to the world.

- Children have a strong sense of wellbeing.
- Children are confident and involved learners.
- Children are effective communicators.

Information regarding planning of the curriculum and program for individuals' abilities and interests will be the result of close observations, assessments and reflections, which in turn increase children's dispositions for motivated learning in meaningful experiences. Inclusive curriculum practices (when educators make thoughtful and informed curriculum decisions and work in partnership with families) will be implemented which create continuity between home and care settings, thereby fostering a sense of belonging for individual children and families.

# School readiness program

St Nicholas Early Education is committed to providing children with the best start to their schooling life and making the transition into kindergarten as smooth as possible. At some St Nicholas sites, we may be able to include the following activities into our program:

- Visiting school grounds to familiarize children with facilities
- Visiting school libraries and canteens
- Visiting the kindergarten classrooms.

In all our preschool programs we will provide activities to foster children's school readiness, including:

- Developing independence - dressing, toileting & eating
- Developing social skills and friendships

- Learning how to look after own belongings
- Recognising and writing own name
- Following directions
- Fostering the child's individual stage of development.

All our programs are based on the individual developmental level of each child, and we at St Nicholas Early Education Centre are committed to providing activities in line with each child's needs and interests. We also value the input from families, as parents know their child/ren best. If you have any suggestions or comments about the program, please don't hesitate to talk to your child's teacher.

# Health and Safety

St Nicholas Early Education, consistent with the Diocese of Maitland-Newcastle, will provide an environment that will protect, and promote effective health and safety practices that minimise risk and ensure best practices in our centres.

The St Nicholas policy manual, located in our foyer, will provide more detailed information regarding the following practices. Effective Health and Safety practices will include:

## Child protection

Children and young people have a right to grow up in healthy communities which offer safety from abuse, protection from harm, security of accommodation and stability of care. We are mandatory reporters and have a responsibility to promote the safety, welfare and wellbeing of every child and young person having contact with St Nicholas Early Education and to work in a co-ordinated and co-operative manner to ensure protection and timely intervention where children and young people are at risk of harm.

## Immunisation records

Parents/carers are required to provide St Nicholas Early Education with documented evidence of their child/ren's immunisation status. This will initially be provided at the time of enrolment and updated as necessary. It is a parent's/carer's right not to immunise their child; however they will be excluded during an outbreak of vaccine-preventable disease.

## Administration of prescription medication

In recognition of the duty of care there will be occasions when the administration of prescribed medication may be necessary to support children during the course of normal attendance at St Nicholas.

St Nicholas educators will

- Provide parents/carers with medication forms that are essential for medication to be administered at St Nicholas.
- Administer prescribed medication and be witnessed by a second staff member as per our Medication Policy.

Responsibilities of Parents/carers

- Any medication must be given directly to a permanent St Nicholas staff member on arrival at centre and a medication authorisation form must be completed for each medication provided. This must be completed accurately and signed and dated by parent/carer. If anyone other than the parent/carer is bringing the child to St Nicholas, a written permission note from the parent/carer, including the above information, must accompany the medication. The guardian will be requested to complete the medication form at the centre.

## Managing high temperatures

On enrolment, parents are requested to consent to the administration of liquid paracetamol to their child should it be needed. This will only be administered once in the case of a child's temperature reaching 38 degrees or higher. In this case the child's parent or emergency contact will be called to pick up the child and verbal consent will be sought over the phone. Parents will then be required to complete a medication form upon picking up their child. If a child's parent or emergency contact cannot be reached, written/verbal authorisation will be acquired from a doctor or emergency service.

## Infection control

St Nicholas Early Education will promote and adhere to best practices that will reduce the transmission of infectious disease through policy and procedure on general hand washing, toileting, use of gloves, nappy changing, handling of body fluids, cleaning and maintenance.

Families are asked not to send a sick child to the centre as they can become quite distressed and run the risk of infecting other children and the staff. The Director and the Room Leader are

authorised to refuse a child's admission to the centre if they feel it is in the best interests of the child and the centre.

A child starting a course of antibiotics must be kept at home for at least 24 hours from the start of the first day of the course.

## Exclusion

St Nicholas Early Education will effectively manage an outbreak of an infectious disease in the centre by appropriate exclusion of sick children and staff. St Nicholas Early Education Centre's Exclusion Policy Guidelines have been formulated with reference to the NSW Health Department's Exclusion Policy Guidelines.

## Parent notification

St Nicholas will verbally inform all parents when an infectious disease occurs in the centre and place notices about the occurrence of the infection in suitable positions in the centre.

Exclusion guidelines and relevant procedures will be sought from the Public Health Unit to advise and protect children and staff at St Nicholas.



## Exclusion Periods

The following is a list of the most common infectious diseases and their exclusion periods:

Condition	Exclusion of Cases
Campylobacter	Exclude until diarrhoea has ceased.
Chicken Pox	Exclude until fully recovered or at least five days after the eruption first appears. Note that some remaining scabs are not a reason for continued exclusion.
Conjunctivitis	Exclude until discharge from eye has ceased.
Diarrhoea	Exclude until 48hrs after diarrhoea has ceased.
Diphtheria	Exclude until medical certificate of recovery is received following at least 2 negative throat swabs; the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later.
Glandular Fever	Exclusion is not necessary.
Hepatitis A	Exclude until medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness.
Hepatitis B	Exclusion is not necessary.
Human Immuno-Deficiency Virus	Exclusion is not necessary unless child has a (HIV AIDS Virus) secondary infection.
Impetigo	Exclude until treatment has commenced. Sores on exposed surfaces must be covered with water-tight dressing.
Leprosy	Exclude until approval to return has been given by health authority.
Measles	Exclude for at least 4 days after onset of rash.
Meningitis	Exclude until well.
Meningococcal Infection	Exclude until well.
Mumps	Exclude for 9 days or until swelling goes down.
Poliomyelitis	Exclude for at least 14 days from onset. Readmit after receiving medical certificate of recovery.
Ringworm, Scabies, Head lice, Trachoma	Readmit the day after appropriate treatment has commenced.
Rubella (German measles)	Exclude until fully recovered or at least 4 days after the onset of rash.
Streptococcal Infection (Including Scarlet fever)	Exclude until the child has received antibiotics treatment for at least 24 hours and the child feels well.
Tuberculosis	Exclude until medical certificate from an appropriate health authority is received.
Whooping Cough	Exclude the child for 5 days after starting an antibiotic treatment.

## Medical Conditions

St Nicholas will facilitate effective care and health management of children with medical conditions including asthma, anaphylaxis, diabetes and epilepsy.

The Director is responsible for ensuring effective care and health management of children with medical condition, and ensuring the following steps are undertaken.

For children attending with a specific medical condition we will:

- On enrolment provide each family with a copy of the medical conditions procedures as they relate to the child's specific medical condition and the risk minimisation plan (Regulation 90).
- Receive from parents a medical action plan from the child's medical practitioner.
- Meet to discuss and document a Risk Minimisation Plan. Where possible, the Director, parent/guardian and the child's primary educator, will all participate.
- Update the risk minimisation plan when notified of any changes to a child's health needs. It is the parent's responsibility to notify St Nicholas of any change.
- Ensure that no child with a diagnosed medical condition attends St Nicholas without his/her treatment/medication.
- Inform all educators of the child's medical condition, and the location of both the medical condition action plan and risk minimisation plan.
- Ensure all educators have undertaken Anaphylaxis and Asthma Management training, and engage in regular practice sessions with training apparatus.

## Good nutritional values

We recognise the importance of supporting families in providing healthy food and drink. We will implement the key messages outlined in Munch & Move supporting the National Healthy Eating Guidelines for Early Childhood Settings and follow procedures pertaining to encouraging and supporting breastfeeding, promoting healthy food, promoting safety, safe food handling, positive eating environments, education and communication.

## Dental health by promoting good dental and oral hygiene behaviour in children and families

At St Nicholas we aim to promote good dental and oral hygiene behaviour in children and families by:

- having dentist contact details provided on enrolment
- encouraging children to drink water between meals and throughout the day
- only having bottles for formula, breast milk or cow/soy milk NOT sweetened milk, cordials or fruit juices



- providing resources that will teach children about good oral health, encouraging parents/carers to take their child to a dentist
- discouraging both finger/thumb sucking habits and putting babies to bed with bottles as these may lead to future dental problems.

### Water safety around water hazards

St Nicholas Early Education will endeavour to prevent child accidents and illnesses relating to water hazards through:

- having staff closely supervising children at water activities at all times
- tipping out water at the completion of an activity,
- water activities being limited to appropriate weather conditions (during hotter months)
- incorporating water safety into the educational program for children, and
- having Cardiopulmonary Resuscitation (CPR) charts located in all rooms.

### Protection of all children and staff from the harmful effects of ultraviolet (UV) radiation from the sun

St Nicholas Early Education has decided to adopt Cancer Council NSW Sun Protection Policy as best practice policy in this area. The policy applies to children and staff attending St Nicholas and parents; students and volunteers are also asked to model sun protection practices when involved in service activities. The Sun Protection relates to:

- Shade. St Nicholas Early Education will provide and maintain adequate shade for outdoor play.
- Hats. Staff and children are required to wear sun-safe hats that protect their face, neck and ears.
- Clothing. When outdoors, staff and children will wear sun-safe clothing that covers as much of the skin (especially the shoulders, back and stomach) as possible.

- Sunscreen. All staff and children will apply SPF30+ broad-spectrum water-resistant sunscreen (provided by centre unless child has allergy, then we ask you to send specific sunscreen to leave at the centre for your child) 20 minutes before going outdoors and reapply every 2 hours.

- Educators as role models.

Sun protection will be incorporated regularly into learning programs. Sun protection information will be promoted to staff, families and visitors.

All sun protection measures (including recommended outdoor times, shade, hat, clothing and sunscreen) will be considered when planning excursions and incursions.

### Children's clothing

Clothing needs to be neat and tidy and appropriate for the weather conditions on the day.

Shorts and T-shirts in summer and tracksuits in winter are the most practical as they allow children the freedom to climb, run, jump. As most of our activities are hands-on and will include messy play, we recommend clothing be casual and suitable for messy activities. Children who are afraid of getting dirty or ruining their good clothes will not benefit from a large part of the early learning program.

Children are also encouraged to be independent in dressing and toileting. To help your child experience success, please avoid buckles, belts, overalls.

- Sturdy shoes suitable for climbing and active play. No thongs, clogs or slippery soles.
- Hats – children will not be allowed to play outside without a hat.
- No dangly earrings or sleepers, for safety reasons.

# Grouping of children

Children move between rooms once they reach an appropriate age. Transition visits occur to allow the child an opportunity to become familiar with the new room, staff, children and routines.

Transition to the next room is based on each individual child's readiness to cope, and on each family's needs. If no vacancy exists in the next room, the child will remain in the existing room until a space becomes available.

Parents/carers will be consulted with about any change in rooms for their child.

**PLEASE NOTE:** Your child will still receive an individualised program to suit his/her needs and stage of development, whichever room they are in.

# Settling your child into the centre

How you can help

- Visit the centre with your child to promote familiarity with the new environment.
- On the first day spend some time involving your child in an activity. When the time comes to leave, say goodbye and reassure them that you will be back later to collect them.
- Tell a staff member when you are about to leave so they can be with your child to provide a cuddle or to help wave goodbye.

When you are ready to leave please do so quickly as prolonging the goodbye in most cases prolongs the tears. Please be assured that most children settle within 15 minutes.

Please feel free to phone us throughout the day to see how your child has settled.

Whatever the situation, we do not allow a child to be distressed for a long period and would notify you if this was the case.

# Rest and sleep

All children have the opportunity to have a rest/sleep during the day, depending on individual routines.

- 0-2** will be encouraged to follow their own sleeping patterns, as they would at home. Each child is provided with a cot, located in one of the cot rooms.
- 2 & 3** a sleep time occurs in the room after lunch. Children are provided with beds and bedding and assistance is given by staff to help those children who need a sleep. Quiet activities are provided to those

children who don't sleep, after they have had a rest. Parents/carers are to provide a small cushion or pillow if their child requires it.

**4-5** Although there is no formal rest schedule for this age, we do acknowledge the need for a quiet time in the day for children to engage in a relaxed environment.

Please discuss your child's sleep routine with staff, to ensure consistency for the children.

# Emergency and evacuation procedure

In case of an emergency situation, every effort will be made to contact parents to collect their child. The centre is fitted with safety devices which are maintained regularly. Regular fire drills are necessary for regulation purposes and every effort will be made to make evacuation procedures enjoyable rather than stressful events for children. Regular emergency procedures give children an opportunity to become familiar with the routine

and planned evacuation. If you are present at a fire drill, you are required by law to participate. Emergency evacuation plans are displayed in the centre and staff are familiar with emergency procedures and policies. Parents and visitors are asked to make themselves familiar with the evacuation plan and where hoses and first aid equipment are to be found.

# Parent/carer involvement

Parents and family are welcome into the centre at any time. Parent participation sends strong positive messages to your child that you support him/her and are part of the child care environment. There are many levels of parent participation and we appreciate any form of involvement you may desire to assist you and your child, which ultimately benefits the whole centre. Involvement can include:

- Attend special activities and functions
- Suggestions for programming

- Feedback regarding service
- Attend parent/teacher nights
- Sharing your hobbies or occupation with the children
- Advise St Nicholas staff of any celebrated events relevant to your culture
- Share any languages spoken at your child's home.

# Children's birthdays

Birthdays are special times for children and St Nicholas enjoys sharing the occasion. Please send along a cake that we can all share. Please make sure the cake is simple and not too creamy. Cakes must also be sealed and have an ingredients list on them

(supermarket purchase) due to allergies. **No homemade cakes can be accepted, sorry. Please feel free to speak to staff about birthday cake alternatives.**

# Policies and procedures

St Nicholas's Early Education has developed a wide range of policies that cover a variety of issues. The policy manual is located in the foyer and is available for you to refer to at any time. We invite parents to borrow this folder to take home and read the policies more thoroughly. Please see staff if you would like to do so. There is an indexed list of all our current operational policies on page 14, for your reference.

Staff and management regularly review all policies and families

are notified through the newsletter of any changes. Please feel free to make any suggestions or comments by placing them in the suggestion box or handing them to a staff member. Your feedback on our policies is important to us.

By signing our enrolment forms, you are agreeing to comply with the policies of the centre. The information in this book details some of our operational policies; for a more detailed explanation refer to the policy manual.

# St Nicholas policies

A full copy of St Nicholas Policy and Procedures can be found in the St Nicholas foyer.

Please note a copy of the policy manual is available to be borrowed by families on request. Please see the Director if you wish to do so

## Management System

- Quality Policy
- Management System Overview
- Document Approval Procedure

## Corporate Governance

- Governance Statement
- Privacy Policy
- Privacy Policy Fact Sheet
- Confidentiality Agreement
- Risk Management Policy
- Code of Conduct Policy
- Conflict of Interest Policy
- Strategic and Business Planning Policy
- Internal Audit and Review Policy
- Complaints Policy
- Complaints Procedure

## Human Resources and Staffing

- Recruitment and Selection Policy
- Onboarding Policy
- Training and Development Policy
- Equal Employment Opportunity Policy
- Leave Policy
- Flexible Work Policy
- Child Protection Reporting Policy and Procedure
- Counselling and Disciplinary Policy
- Pre-Employment Screening Policy
- Staffing & Employment Procedures

## Collaborative Partnerships

- Collaborative Partnerships Policy
- Enrolment Policy
- Child and Family Orientation Policy
- Delivery and Collection of Children Policy
- Collaborative Partnerships Procedures

## Health and Safety

- Health and Well Being Policy
- Supervision of Children Policy
- Infection Control Policy
- Treatment of Medical Conditions Policy
- Authorisations Policy
- Health and Safety Procedures
- Program and Curriculum
- Curriculum Development Policy
- Excursions Policy
- Transition Policy
- Inclusion Policy
- Behaviour Guidance and Interactions with Children Policy
- Environmental Sustainability Policy
- Curriculum Development and Implementation Procedures

## Emergency Plan

- Emergency Procedures

## Food and Nutrition

- Food and Nutrition Policy
- Food and Nutrition Procedure

## Finance Department Documents

- Finance Department Document Register
- Fee Policy
- Annual Budget Policy
- Credit Card Policy
- Financial Audit Policy
- Motor Vehicle
- Mobile Phone Policy
- Regulatory Reporting Policy
- Management Reporting Policy
- Procurement Policy
- Fraud Control Policy
- Financial Delegations Policy

# Parent concerns

Parents are requested to raise any concerns they may have regarding their child's care with their educator in the first instance. Following this, parents can speak to the Director if the concern has not been satisfactorily resolved. The Director will be pleased to discuss any aspect of your child's care and education. If you have any concerns or complaints please do not hesitate to consult the Director, so that appropriate action

can be taken. All concerns will be dealt with in a confidential and professional manner. If parents would like to contact the diocese about any unresolved or sensitive issue, they may do so in writing to the following address. If you are still not entirely happy, you can take the matter to the Department of Early Childhood Education and Care or NSW Ombudsman.

# Useful contacts

## **St Nicholas Early Education Operations Manager**

841 Hunter Street Newcastle West

**Phone** 4979 1197

**Email** [enquiries@stnicholasmn.org.au](mailto:enquiries@stnicholasmn.org.au)

## **Department of Early Childhood Education and Care**

**Phone** 1800 619 113

**Email** [ececd@det.nsw.edu.au](mailto:ececd@det.nsw.edu.au)

## **Australian Children's Education & Care**

**Quality Authority**

**Phone** 1300 422 327

**Email** [acecqa.gov.au](mailto:acecqa.gov.au)

## **Centrelink**

**Phone** 136 150

## **Immunisation Register**

**Phone** 1800 653 809

## **Zimmerman Services**

**Phone** 4979 1390

**Email** [child.protection@mn.cathoilc.org.au](mailto:child.protection@mn.cathoilc.org.au)

## **NSW Ombudsman**

**Phone** 1800 451 524

# Finally...

Please do not hesitate to approach the staff if you would like more information about anything related to your child's care at St Nicholas Early Education.

Thank you again for entrusting St Nicholas Early Education with the care of your child. We will endeavour to make your child's time with us a positive and rewarding experience.





**Phone**  
02 4979 1110

**Email**  
[enquiries@stnicholasmn.org.au](mailto:enquiries@stnicholasmn.org.au)

**Online**  
[www.stnicholasmn.org.au](http://www.stnicholasmn.org.au)

**Head Office**  
845 Hunter Street  
Newcastle West NSW 2302  
PO BOX 756 Newcastle NSW 2300