



Kangaroo Valley Preschool Inc.

Parent Information Booklet
2014

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Registered Charity CFN 16245. **ABN** 17102364628

Hours of Operation:

Monday – Friday 9.00am – 3.15pm

For Your Information....

Welcome

Welcome to Kangaroo Valley Preschool. This booklet contains some general information about the preschool and the requirements of the centre. Please keep this booklet for future reference.

Kangaroo Valley Preschool is licensed to cater for up to 20 preschool aged children per day. Enrolment preference is given to children in their year before school, however enrolments are open to younger children when places are available. We also provide casual days when places are available, to meet the changing needs of families.

Staff

Director / Co-ordinator Jacinta Perry Bachelor of Teaching (Early Childhood)

Teaching Staff: Fiona Nelson Diploma in Children's Services

Jodi Bourke Diploma in Children's Services

Office Administrator Tracey Styles

All teaching staff have current first aid certificates.

Committee 2014

President: Belinda Stewart 0466 065 768

Vice President: Cecily Paterson 44 651 585

Treasurer: Dalys Hargreaves 0438 670 015

Secretary: Camille Delmenico 44 652 430

Hours of Operation

Preschool hours are 9.00am to 3.15pm and we observe school and public holidays. Please do not bring your child before 9.00am or collect your child after 3.15pm unless you have made specific arrangements with the staff. Pre School is not licensed to care for children outside these hours, and we as staff have many other duties they need to attend to.

Children can become distressed if they see the other children leaving and their parent not yet at preschool.

A half day runs from 9.00am to 12 noon or 12.15 pm to 3.15pm each day

Philosophy and Policies

Kangaroo Valley Preschool aims to provide an educational environment in which all children can succeed. It conducts an anti-bias curriculum. Access to preschool is anti-discriminatory and programming is offered to all children, including those with disabilities or learning difficulties. We aim to help children develop autonomy, competence and pride. We also encourage our preschoolers to interact knowledgeably, comfortably and fairly with people and their environment.

The preschool complies with a wide range of licensing guidelines covering all aspects of the operation of the centre and the management committee have devised policies on such areas as access, health and safety, curriculum and general operations, which parents are entitled and invited to read. For more information parents can access the preschool's Philosophy and Policies on request.

Aims

To provide a service which supplies children with a friendly, safe, stimulating educational environment where they can grow and achieve, each to their own abilities, in all areas of human development - social, emotional, language cognitive, fine and gross motor.

Management of the Preschool

Kangaroo Valley Preschool is a community based non-profit organisation. It is managed by a volunteer parent committee that is elected each year at the annual general meeting. The committee is responsible for policymaking, employment of staff and general running of the preschool.

The committee's activities are bound by a constitution and its operation of the preschool is in line with the "Education and Care Services National Law" and the "Education and Care Services National Regulations." The new National body overseeing early childhood services is the Australian Children's Education & Care Quality Authority (ACECQA). The body representing ACECQA in NSW is The Department of Education & Communities." The preschool management committee is advised by Community Child Care Co Operative.

Committee members need lots of support from the other parents so they can remain enthusiastic and dedicated in continuing to provide a quality service for our children. Please consider filling one of these positions or lending your support at committee meetings and preschool functions, as without parent involvement our preschool cannot function.

Enrolment of your child makes you a member of the preschool and gives you the right to vote at meetings. All parents are welcome and encouraged to attend the monthly meetings.

Funding

The State Government subsidises our pre-school each year and provides around half of our running costs. Fees and fundraising will make up the balance of our operation.

Fundraising should be the icing on the cake however sometimes it becomes the cake itself. Our aim is to keep community pre-schools viable and affordable for families. It is anticipated that all parents/guardians of children attending Kangaroo Valley Pre School will, to the best of their ability, endeavour to be involved in supporting our pre-school. Participation could take the form of committee membership, support of the committee or volunteering ideas, time, talent or donations for fund raising activities.

Our aim is to provide wide and interesting learning experiences for your children in an attractive and comfortable learning environment. Fund raising enables us to provide more for your children.

Parent Participation

Parent participation at preschool does depend on time constraints such as home, family or work commitments, interests or skills. Your participation, at whatever level of participation you feel comfortable with is always greatly appreciated.

Some suggestions follow:

- Join the committee
- Attend committee meetings, and share your ideas
- Help with fund raising activities
- Join in on a working bee
- Complete and return all notes / forms / surveys promptly
- Share your special skills or interests with the children
- Come in and read stories, sharpen pencils, do some drawing
- Bring in bits and pieces we can use for craft etc.

Enrolment

You will be asked to fill out an enrolment form for your child. This form must be filled in and kept on the pre school premises while your child is at preschool. Information on enrolment forms must be kept up to date. It is required by law that these forms be retained by the preschool for three years after your child's last day of attendance. The information will be shredded and discarded after this time frame.

Evidence of your child's immunisation status must be presented at enrolment. (See Immunisation)

Your personal information is confidential, and can only be accessed by preschool teaching and administration staff, and executive members of the management committee within the context of fulfilling their duties. Information is stored in locked cabinets. You are welcome to view your personal information on request. (see Confidentiality Policy)

Permission will be requested before any private information is passed to any other party.

Casual Days

Your child can be booked in for a casual day if we have a space available. Please book ahead wherever possible or ring us on the morning of the day you require, to make sure a place is available for your child at preschool on that day.

Fees

Full Day for 2 & 3 year olds: **\$42**

Full Day for 4 & 5 year olds: **\$37**

Full Day for Health Care Card holders & children with Aboriginal or Torres Strait Islander Heritage: **\$37**

Half Days: **\$30**

Membership fee: **\$2** per year

Maintenance Levy: **\$20** per term

Excursions & Consumables Levy: **\$0.55** per day.

Casual days may be available at the following rates:

Three \$25 casual days per child per term are allocated each term when spaces are available, then casual day rates are as follows:

\$50.00 for a full casual day

\$35.00 for a casual half day.

A two week bond must be paid on enrolment to secure your child's place.

No fees are charged on public holidays, but on sick days & family holidays within the school term the regular fees still apply.

Fees are due in advance and are payable by week 3 of each term. Payment by

instalments can also be arranged. If fees are unpaid by the end of the term, your child's place will be forfeited and you will need to pay any outstanding fees before being reallocated a place (if available). In case of difficulty, special arrangements can be made with the office administrator.

Fees can be paid via cash, cheque or direct deposit. The Account name for direct deposits is **"Kangaroo Valley Pre School." BSB 062585 Account Number 10211367.**

The preschool offers **state registered care**. This means that parents studying, working, looking for work or caring for someone with a disability can claim the minimum rate child care benefit from Centrelink upon submission of special receipts from preschool. This is not income or assets tested.

Please ask for your receipt if you are eligible to claim.

Fee Delivery & Fee Payment Schedule

Fee invoices will be delivered, sealed with a sticker, to parents by placing invoices into children's "pockets". They will be delivered by week 3 of term.

Payment of invoices will be due by the Friday of week 8 of term.

If parents cannot pay the full amount by Friday of Week 8 of term, they must see the administrator as soon as possible to enter into a payment plan. If fees are outstanding without a payment plan in place by this time, debt recovery will commence.

If fees due have not been paid in full nor a payment plan entered into by Friday of week 8 of Term, then a 1% surcharge on the fees will be applied until the end of term that the fees are due.

If fees due have not been paid in full nor a payment plan entered into by the end of term, then an additional 1% surcharge per month on the fees will be applied until the fees are paid in full.

In addition to the previous paragraph, if fees are not paid by the end of term, then your child(ren) will not be permitted to attend preschool in the following term until all fees have been paid in full.

Arrivals and Departures

Please ensure that your child is signed in and signed out each day. The Day Book used for this is situated inside the front door. It is not only important for security and insurance reasons, but is also a required by law. Please advise people authorised to collect your child of this important procedure.

Children are only allowed to leave the preschool with authorised collectors -these are to be listed on your child's enrolment form.

If your child is to go home with someone different, a signed authorisation must be given to a staff member and the preschool notified in advance.

Please phone us and tell us if it becomes necessary to organise a different person to take your child home on a particular day. We will be prepared for the change in arrangements and can also tell your child what has been arranged so that they are prepared also.

A photo ID may be asked for if the staff are not familiar with the person collecting your child.

We will not allow children to leave the preschool with anyone under the age of 18 (unless they are the parent).

Make sure the staff are aware of any court orders that restrict anyone from access to your child. These people will not be permitted on preschool premises in accordance with the court order.

Please check your child's information pocket and the notice board for important information when you come in to preschool.

Road Safety

Children need to hold hands with an adult on arrival or departure from preschool. Moss Vale Rd is very close and a real danger to an excited preschooler. Please be sure that the preschool gate is shut after you enter or exit. Also keep the gate at the end of the path shut.

Orientation and Settling In

Coming to preschool for the first time or returning to preschool after a long break, can be a stressful as well as exciting experience (for both children and parents!)

It may be the first time your child has moved out of a family situation, or the first time they have had to be with many other children. Be positive and patient! It may take a little time for them (and you!) to adjust and feel confident in this new situation.

Children are all very different in their ways of coping with new situations. Some will enter eagerly and begin play - leaving you feeling sad and redundant! Others will stay close to you for a while, and then venture out to play, and then maybe cry as you leave. Some will cling and cry from the moment they walk in the gate! Don't worry! There are ways to help smooth over these difficult times!

Here are some guidelines to help make this transition easier.

Before starting preschool:

- Talk about preschool.
- Read books about going to preschool eg "Spot Goes To School" by Eric Hill
- Visit the preschool together and meet the teachers and look at the toys.

- Remind your child that the children stay and play but the parents leave. Remind your child that the parents always come back.
- Make sure your child is confident to open and close their school bag, lunch box, water bottle and any food wraps you use - practise - have a picnic!
- Make sure your child can recognise their belongings - (there may be many fans of “Thomas the Tank Engine” and “Barbie” at preschool – make sure your child’s name and maybe a special sticker or tag clearly distinguishes their items)
- Make sure your child can comfortably dress themselves in the clothes they will wear to preschool. This will make them confident with toileting.
- Remind your child that teachers are there to help them - they only have to ask.

The First Day:

- Arrive on time - not too early and feel all alone
- not too late and feel overwhelmed by the crowd.
- Find a cubby hole for their bag and make sure they know where it is. This is your child’s personal space for their belongings for the day
- Place their morning tea, lunch and water bottle in the eskys.
- Have something personal in their bag eg a family photo, a small security blanket etc to go and look at if missing home.
- Introduce your child to the teachers.
- Observe your child- if they are happy to go and play, watch for a while, then say goodbye. Tell them you will be back to collect them later, then leave.
- If your child is distressed when you say goodbye, make sure they know that you are going to return for them. Give them an easy to understand time frame *eg: After lunch and games. Before we pick up the big kids. Long before it’s nighttime.*
- The teachers will be there to step in and help. We will talk to them, distract them with interesting games and activities and give cuddles.
- Always say goodbye and ‘see you later’ to your child. Never sneak out while they seem happy playing. It is very distressing to look up and find your parent suddenly is gone – they feel abandoned and betrayed. Your child may cry when you tell them you are leaving - but if you do say goodbye, then leave despite tears and protests, then return later as promised, your child will learn to trust you. They gain lots of confidence as they learn the preschool routines and realise that they can cope for a while without you being there. Your confidence gives them confidence.
- If your child is crying as you leave, don’t worry all day. Please ring and we will tell you how they are going - often they recover quickly and begin having fun - then begin to cry

again when you return to pick them up! (We will ring you to let you know how they are feeling when we can)

- It is important, especially in the first few weeks, to arrive on time or a little early at the end of the day. Children become distressed if they see other children going home if their parent has not arrived.
- Be consistent. Bring your child to preschool on the chosen days - give them time to learn and get used to the routines and people they meet. It can take some children a while to settle, but most of them do. We will certainly tell you if we have any concerns about how your child is settling in.
- Be aware that a child who begins confidently can have a relapse!
- Please discuss any concerns with the teachers.
- Enjoy your childfree time – you will be refreshed and ready to be a great parent when your child arrives home!

Learning to make their way in a group without you is a big achievement for your child. Encourage them to talk about their experiences at home by referring to the preschool daily programme and the remarkable creations your child will undoubtedly produce! (Hints; The question *“Tell me about this?”* often extracts a better response than *“What is this?”*. *“What did you play with?”*, *“Who did you see there?”*, *“What was the best thing?”* work better than *“What did you do today?”*).

Your child may be very tired when they get home and just need to rest for a while before the conversations start – or they may just have to talk and talk until all is told!

Daily Requirements

A large school bag

Morning Tea

Some suitable healthy snacks are suggested such as: fruit, cheese, dried fruit, carrots, capsicums, beans, plain popcorn, raisin bread, yoghurt. Please place in a separate container to their lunch box (labelled clearly with the child's name).

Please provide a large morning tea as this proves to be a hungry time of day at preschool!

Children are allowed to eat some morning tea during play time if they are feeling hungry. We also have a formal morning tea to make sure everyone takes time to eat and socialise over their meal!

A Water Bottle (labelled clearly with the child's name).

Drinking water will be available to refill the bottle if they are very thirsty.

Lunch

A simple nutritious lunch (labelled clearly with the child's name).

We encourage healthy eating at preschool and encourage families to pack fresh, healthy “everyday” foods such as fruit, sandwiches, wraps, salads, vegetables, fruit yoghurts, cheese etc. Learning about good nutrition is a major focus at preschool.

We discourage “special occasion” type food at preschool such as cakes, chocolates, sweets, chocolate yoghurts, sugary food bars, chips and sweet biscuits and other pre packaged food. Please avoid sending whole peanuts as they are a choking hazard.

Wherever possible we will send leftovers home so that you will know what your child has eaten.

Please avoid bringing food that needs heating as we only have the microwave for warming at preschool. It does not warm evenly and may leave a “hot spot” that will burn a child’s mouth.

We collect food scraps in the “Chook Bowls” at pre school. If you have some hens who would like a treat let us know!

We are promoting sustainable practices at preschool. Please use minimal disposable packaging for your child’s food. Thanks!!

Tuck Shop Tuesday

- Tuesday is tuckshop day at the primary school and pre schoolers can also order lunch if they wish to. There is a tuck shop menu available to photocopy in the pre school office. Please write your order on a paper bag, place money inside the bag (correct change is appreciated when ever possible) and place the order in the basket on the sign in table when you arrive at pre school.

A Sun Smart Hat - (Labelled with your child’s name)

Children are required to wear a hat protecting their face, neck, ears and crown of their head from the sun.

Suitable hats include:

- Broad brimmed hat with at least a 6cm brim
- Bucket style hat with at least 5cm brim and deep crown
- Legionnaire hat.

These are essential for sun safe outdoor play. Any child who is not wearing a hat will be asked to play on the verandah. There are spare hats available at preschool if you forget to bring one, but generally the children are most comfortable wearing their own hat. When the UV index is less than 3 (during foggy winter months) the children can play without a hat if they choose to do so.

(UV index accessed at www.bom.gov.au/products/uv/nowra_nsw.shtml)

Head Lice

These nasty critters sometimes make an appearance at preschool. Please look out for them when grooming your children. If lice or nits are found treat your child’s hair with a suitable product before they return to preschool. Please ask us for information about prevention and eradication of head lice if you require it as we have some information sheets available in the office.

Relaxation Bag

We have relaxation time after lunch each day where we take around ten to fifteen minutes to be still, lie back and listen to some music or audio books and practise relaxation and visualisation skills. So that the children can get comfortable in their personal space they need to bring to preschool each day:

- A comfortable cushion (Maximum size around 40cm x 40cm)
- A bag, separate from their school bag, labelled clearly with the child's name, to keep the cushion in.

The relaxation bags are placed on hooks in the classroom, ready for relaxation time.

Bike Helmets

Parents are encouraged to send a bike helmet for their child's individual use when parents deem this necessary. When helmets are supplied staff will endeavour to ensure that the children in question wear their personal helmets when riding bikes. Helmets should be stored in a plastic bag.

Spare Clothes - a full set of season appropriate clothes including outer wear, underwear and socks (even a pair of extra shoes for children still toilet training is useful) - accidents can happen!

Nappies & Toilet Training – The preschool has nappy changing facilities. If your child is still in nappies, please bring in 2-3 nappies for them each day. Let the staff know when your child is ready to try toilet training. We will assist you & them as they learn this new skill.

Lost Property

All personal property needs to be clearly labelled with your child's name.

Please check our lost property basket for any items that may belong to your child.

Clothes

Children need to be dressed in appropriate clothing so that they can be comfortable, independent and able to participate fully in the preschool programme.

Play clothes should be comfortable and not restrict movement during play. They should have easily managed fastenings so that the children can toilet easily. Please remove any drawstrings, ribbons or cords from clothes that could become a hazard to your child while playing.

Preschool involves 'messy' play, so clothes should be easily washable and not 'too good' to get dirty.

Clothes should provide protection from UV Radiation ie clothing should protect as much skin as possible, especially the shoulders, back and stomach.

Sun Protection

Children must wear hats during outdoor play when the UV index is 3 or greater. (All year

except June and July) Please bring a sun safe hat each day. Sunscreen is available at the preschool. Please apply some sunscreen to your child if you have not done so at home.

We apply sunscreen to the children before we go out to play after lunch. Please inform us if you do not give permission to use this sunscreen on your child.

Our full sun safe policy is available on request.

The Programme and Routines

Belonging, Being, Becoming - The Early Years Learning Framework, a national curriculum framework is the basis of our programming and planning at preschool. Copies of this are available here for you to read, or on line at www.deewr.gov.au/earlychildhood/policy

The programme is devised by the teachers based on the EYLF. Detailed observations are made on the progress, needs and interests of each child then play based learning experiences are planned to promote each child's development. You are welcome to see your child's records and discuss their development and the programme with the teaching staff. Your child's developmental records are confidential documents.

We keep a journal for each child which records their learning at preschool. The journals will be sent home for your perusal several times each year. You are welcome to make an appointment to discuss your child's progress with the staff.

Children learn through play. Early childhood educators are trained to understand the process of play. They use this knowledge to create a learning environment that fosters meaningful, focused and productive play. It is through this type of play that young children learn most effectively.

The 'routine' is how the day is organised. Within the daily routine we provide time for indoor and outdoor play (weather permitting), small and large group as well as individual activities. The routine follows a similar pattern each day allowing predictability and consistency. This makes the children feel secure as they can predict what will happen next.

Children at preschool participate in other routine activities such as eating, washing and toileting. These routines are viewed as an integral part of the daily programme. They help children to learn habits of health and safety, acquire skills, participate in a group and develop confidence and self-esteem.

In early childhood education, it is generally recommended, but not essential, that children attend at least two days per week. We find that children who attend more than one day per week are much more settled when they return the next week, as the routines are more familiar to them.

Daily routine charts are displayed at the preschool for parents to consult. If you need to collect your child early, you may find this useful to determine a good time in between activities to arrive.

A reflection on the day is put on display each afternoon at the preschool. Photos of the day's events are rotating on the TV screen, and brief notes on some of the activities & events is displayed next to the TV.

The preschool environment is set up so that your child can experience a wide range of play activities (learning experiences), in the course of the pre school year. Some areas of play they will explore include:

Dramatic Play:

This involves lots of pretending. There will be dress up clothes and props so the children can play houses, cooking, bus/car driving, plane flying, kings and queens, post offices etc. Dramatic play extends the imagination, encourages co-operation and language skills and is great fun!

Construction:

Many different construction toys will be offered to your child to explore – blocks (of different sizes, weights, textures, and interlocking abilities), connecting toys such as mobilo and Lego, and even cardboard boxes and sticky tape to create with. Construction encourages creativity, problem solving and social skills, and also strengthens fine and gross motor muscles.

Toys – Cognitive and Imaginative:

Toys that involve problem solving skills eg puzzles, lotto games, will be presented to the children as well as toys that encourage imaginative and social play eg doll's house, train set.

Creative Arts:

Your child will be able to explore the possibilities of using different creative mediums including many sorts of paints, glues and collage materials, textas, crayons, pencils, paper and scissors. These materials will be used for free creative expression as well as for developing skills such as concentration, fine muscle strength, symbolic drawing and experimenting with 'writing'.

Group Time:

This is a time for reading stories, singing songs, playing games, drama and movement and dance! We practise many skills including listening, speaking in front of the group, taking turns, concentrating, answering questions, following directions. Group time is great practice for big school.

Outdoor Play:

Outdoor play gives the children space to run, jump, climb, balance, ride, dig and enjoy the fresh air. The outdoor playtime helps strengthen and exercise the large muscles of the body, and also gives a different aspect to other types of play when they are presented outdoors.

Sensory Experiences:

The ones we often avoid at home! Children need to explore different textures and we aim to provide this with activities such as finger painting, sand, goop, soap slime, shaving cream and water. Lots of fun, but can be very messy!

Through the programme and routines of the preschool we aim to provide the children with an environment where they can grow in all areas of development - social, emotional, language, cognitive, fine and gross motor.

Behaviour Management

Behaviour management and guidance at preschool always aims to encourage confidence, self esteem, the ability to interact positively with other people and the environment and to assist children to make decisions about their own behaviour.

This is done through:

Indirect guidance

- Providing the children with a well planned, interesting and developmentally appropriate environment that promotes constructive play.
- Providing sufficient age appropriate materials to limit disputes.
- Observing play and being ready to intervene if necessary.

Direct Guidance

- Establishing clear and consistent rules.
- Encouraging the children to remember the rules and implement them in their play.
- Using clear, positive, developmentally appropriate language with the children.
- Focusing on encouraging the children to think about what they “should do” rather than concentrating on what they “shouldn’t do”. Eg we say, “Walk inside” instead of “Don’t run.”
- Presenting children with clear alternatives to allow them to make a decision eg “You need to sit still on your chair to be safe. If you rock your chair you will have to sit on the floor.”
- Staff will sit and work with children, helping them to concentrate on and achieve at games and activities.
- Staff model and/or demonstrate appropriate behaviour or language. Eg “Sam, could Fred have a turn of the red truck when you have finished your turn please?”
- Staff acknowledge a child’s inappropriate behaviour and redirect the child to another

area. Eg “Sam, you are throwing blocks. That will hurt someone. Come and try the shaving cream, you need something new to do.”

- Staff show approval of and encourage appropriate behaviour and so increase a child’s self esteem. Eg ”Thank you for giving Fred a turn of the red truck Sam, you are very good at taking turns.”

Immunisation

As of 1st of January 2014, NSW law requires that parents provide evidence to the preschool that their child is fully vaccinated for age, in a registered catch up schedule, or has exemption approved by a GP before they can attend preschool. Your child will be coming into contact with many other children at preschool and infections can spread easily. Immunisation protects your child from serious, preventable childhood diseases.

- Parents must present approved evidence of a child’s immunisation at enrolment, before your child can attend. Documentation must be on an Immunisation statement from the Australian Childhood Immunisation Register (1800 653) or contact Medicare (132 011)
- Updated immunisation records must be brought in to the preschool as the child becomes old enough to receive their next scheduled immunisation. Immunisation must be up to date to be enrolled.

Medication

When children have commenced treatment with a medication the child should not attend preschool for at least 24 hours to ensure that the child is recovering and is not having side effects from the medication.

If your child requires medication while fit to come to preschool, the medication can only be administered if it is prescribed in the child’s name or if it is accompanied by a letter from your child’s doctor specifying the child’s name and dosage of the medicine. This includes medications such as Panadol and cough mixtures.

Medication must be given to staff in its original bottle and a medication form completed each day the medication needs to be administered.

Any medication must be handed to a staff member – never left in your child’s bag.

Please inform staff if your child is taking medication even if it is not required to be taken at preschool.

Medical Conditions

If your child has a medical condition such as asthma or anaphylaxis, they may only attend preschool if we have received an up to date medical action plan from their doctor.

Accidents

The utmost care is taken while children are at preschool, but sometimes accidents happen. **Please make sure the phone numbers of emergency contacts are kept up to date on the enrolment form.**

All teaching staff have first aid certificates as well as training in dealing with asthma and anaphylaxis.

An incident form will be filled out detailing any non-minor mishaps which is to be read, signed and a copy given to the child's parent.

Child Protection

All staff are required by law to report to the Department of Community Services any child who is deemed to be at risk of significant harm.

Sick Children

When should you keep your child at home?

Please keep your child at home if he or she has any of the following complaints:

- A temperature of 38 degrees celsius or above.
- Vomiting or Diarrhoea
- Greenish nasal discharge or excessive discharge from their eyes, nose or ears. Severe skin rashes, ringworm, scabies impetigo or head lice.
- Conjunctivitis, chicken pox or tonsillitis
- Whooping cough, measles, mumps, rubella or diphtheria.

Our aim is to minimise the spread of infection at preschool, but if your child is unwell, he or she will feel much better at home. A sick child must stay at home, even if they want to come to preschool.

Please inform staff if your child has an infectious condition. All information about your child and your family is confidential.

If a child becomes sick at school the parents or emergency contacts will be notified and asked to come and collect the child. The child will be separated from the other children, comforted, observed and made as comfortable as possible until a parent or emergency carer arrives.

It is the Director's prerogative to refuse a child to come to preschool if they believe the child may have an infectious/contagious ailment.

Communication, Suggestions and Complaints

We welcome comments and concerns and encourage parents to communicate with us so that we can use your input to improve the preschool centre. Please speak with the staff or committee members or communicate in writing. Feedback forms are available in the sign in area. Your written suggestions can be placed in the Suggestions & Comments box near the office.

A component of this feedback is the ability to put forward a **complaint** and have this managed appropriately with due consideration for accountability and quality improvement. Our procedure for submitting a formal complaint is printed below:

Formal Complaint Process - Information for Families

1. Families may make a formal complaint about aspects of our service and no person will be disadvantaged in any way as a result of that complaint.
2. Complaints should be forwarded in writing to:
Kangaroo Valley Pre School
Attn: Chris Pryor - Approved Provider
or
Attn: Jacinta Perry – Nominated Supervisor
Address: 140 Moss Vale Rd Kangaroo Valley, 2577
Telephone: 44 651 327
E mail: kvpreschool@shoalhaven.net.au
3. Your complaint will be dealt with in the strictest confidentiality. Any educator or staff member involved in handling complaints will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed.
4. Your complaint will be documented by an educator or staff member, and placed on the complaints register. The complaint will then be forwarded on to the most appropriate person to investigate the complaint. This will include the Nominated Supervisor and the Approved Provider.
5. Actions to address the complaint will be determined. Once the outcomes or resolutions are agreed on, all persons involved in the original complaint will be notified and informed of any actions for improvement that will take place as a result of the complaint.
6. A copy of any formal complaint will be forwarded to the Director-General of the NSW Department of Education & Communities within seven days of receipt of the complaint. A written notice of action taken in response to the complaint will be provided to the family and a copy forwarded to the Director-General.
7. The Department of Education and Communities will be notified of any complaint made to the service alleging a breach of regulation within 24 hours of the complaint being made.

Thank you for taking the time to read our parent information booklet.

Please keep it to hand for future reference.